

# USB Streaming Fix with dB-Lab 212.810

TN21

Technical Note for the KLIPPEL R&D SYSTEM (Document Revision 1.0)

With the Windows 11 update 24H2 (Fall 2025), Windows has introduced changes to power scheme handling, which can lead to problems with USB audio streaming in the Klippel dB-Lab software. This Tech Note describes the symptom, as well as the solution for this problem.

## 1 Symptom

The typical symptom is the error message “Not recoverable device communication (streaming) error occurred” when running a measurement in the Klippel RnD system for the first time in combination with a Klippel Analyzer 3 (KA3). If you repeat the measurement immediately after the first test, the symptom is typically gone.



There haven't been any issues so far when using the Klippel QC system.

## 2 Root cause

In previous versions, the Klippel dB-Lab software ensured that it used a special “Klippel High Power Streaming” power scheme during all measurements to ensure proper USB streaming capabilities. This task was handled by the Klippel Streaming Service application in the background.

However, the update 24H2 for Windows® 11 (Fall 2025) has introduced some changes in the handling of the power schemes, and therefore, switching between different power schemes just before the measurement causes the above-mentioned behavior.

Since the root cause is based on a Windows 11 update, it might happen in any dB-Lab version before 212.810 (even any older dB-Lab 210 version), and customers using a Klippel Analyzer 3 may run into this problem as soon as their PCs are upgraded to the mentioned Windows 11 version!

## 3 Fix

With the Klippel dB-Lab version 212.810, we changed the behavior of the Klippel Streaming Service application to not automatically switch between different Windows power schemes anymore. Therefore, we recommend all customers update to the latest dB-Lab version ( $\geq 212.810$ ).

If you still encounter streaming problems with this dB-Lab version, please manually switch to the “Klippel High Power Streaming” power scheme in the Windows Power Options. Enter “select power scheme” into the Windows 11 prompt (admin rights may be required).

In the case of ongoing USB streaming problems, please contact [support@klippel.de](mailto:support@klippel.de) and provide them with the support information from dB-Lab.

## 4 Workaround

For all customers who cannot update to the latest dB-Lab version for any reason, there is a workaround to manually change the Klippel Streaming Service configuration.

Therefore, please go to the dB-Lab menu “Tools” -> “Streaming Service Configuration” and disable the checkbox “Activate Klippel power scheme” in the dialog (keep the other checkboxes activated). Press the “OK” button to leave the configuration dialog and check whether the USB streaming issues are gone.

If you still encounter streaming problems, please manually switch to the “Klippel High Power Streaming” power scheme in the Windows Power Options. Enter “select power scheme” into the Windows 11 prompt (admin rights may be required).

## References

Tech Note 4	<a href="https://www.klippel.de/go/technotes">https://www.klippel.de/go/technotes</a>
-------------	---

Find explanations for symbols at:

<http://www.klippel.de/know-how/literature.html>

Last updated: 19 December 2025

