

# [Wireless] Troubleshooting - Computer cannot find the wireless router

Last Update : 2019/03/08 16:07

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[Trouble shooting] Computer cannot find wireless router [Back to Contents](#)

1. Check whether your computer has a wireless network adapter:

- 1-1. Windows logo key keyboard shortcuts in Windows. Press “**Windows logo key** + “**R key**”, and then open the Run dialog box, Key in devmgmt.msc, and then open the Device Manager.
- 1-2. Expand Network adapters.
- 1-3. Look for a network adapter that might have wireless in the name.



2. Check whether your wireless adapter can search for the wireless SSID nearby.

Select the **Network** or **Wireless** icon in the notification area.



If you have problems with your Wi-Fi network when **using the Windows 10**, please refer to [Fix Wi-Fi problems in Windows 10](#)(Microsoft support site) for more troubleshooting information.

If you have problems with your Wi-Fi network when **using Mac OS X**, Please refer to [Apple support site](#) Related FAQ: [Manage the Wi-Fi connection on your Mac](#) and [How to troubleshoot Wi-Fi connectivity](#).

3. Confirm the SSID and password you key in are correct



3-1. Enter the GUI of router, click

3-2. Check whether your wireless the SSID and password.

Note: [\[FAQ\] How to enter the GUI of router? \(ASUSWRT\)](#)



4. Check your router is NOT set to **Hide SSID**

4-1. Enter the GUI of router, go to [Wireless] >> [General]

4-2. Check whether **Hide SSID**.



If you cannot solve the problem with the above solution, please contact the ASUS Product Support for assistance.

## [AiCloud 2.0] How to set up AiCloud Sync?

Last Update : 2019/03/07 16:58

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[AiCloud 2.0] How to set up AiCloud Sync?

## **Introduction**

AiCloud Sync keeps all media files, data, and other content you want to share from online storage services like ASUS WebStorage, your home network, and even other AiCloud-enabled networks up to date in real time to easily share and access the same file version wherever you are.

**Please follow the below steps to set up AiCloud Sync :**

1. Go to AiCloud Sync and turn AiCloud Sync on.

ASUS RT-AC68U

Logout Reboot

Operation Mode: Wireless router Firmware Version: 9.  
SSID: 123\_68U 123\_68U\_5G

Quick Internet Setup

AiCloud 2.0 **AiCloud Sync** Sync Server Settings

General

Network Map

Guest Network

AiProtection

Adaptive QoS

Traffic Analyzer

USB Application

**AiCloud 2.0**

Advanced Settings

Wireless

**AiCloud 2.0 - AiCloud Sync**

USB Enables AiCloud [FAQ](#)

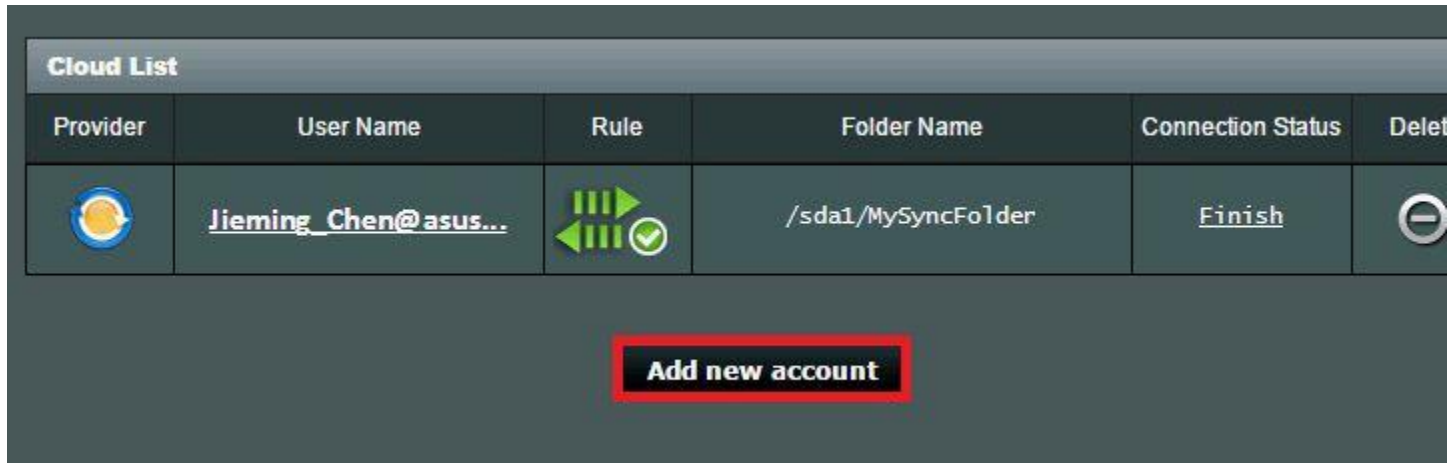
**ON**

**Cloud List**

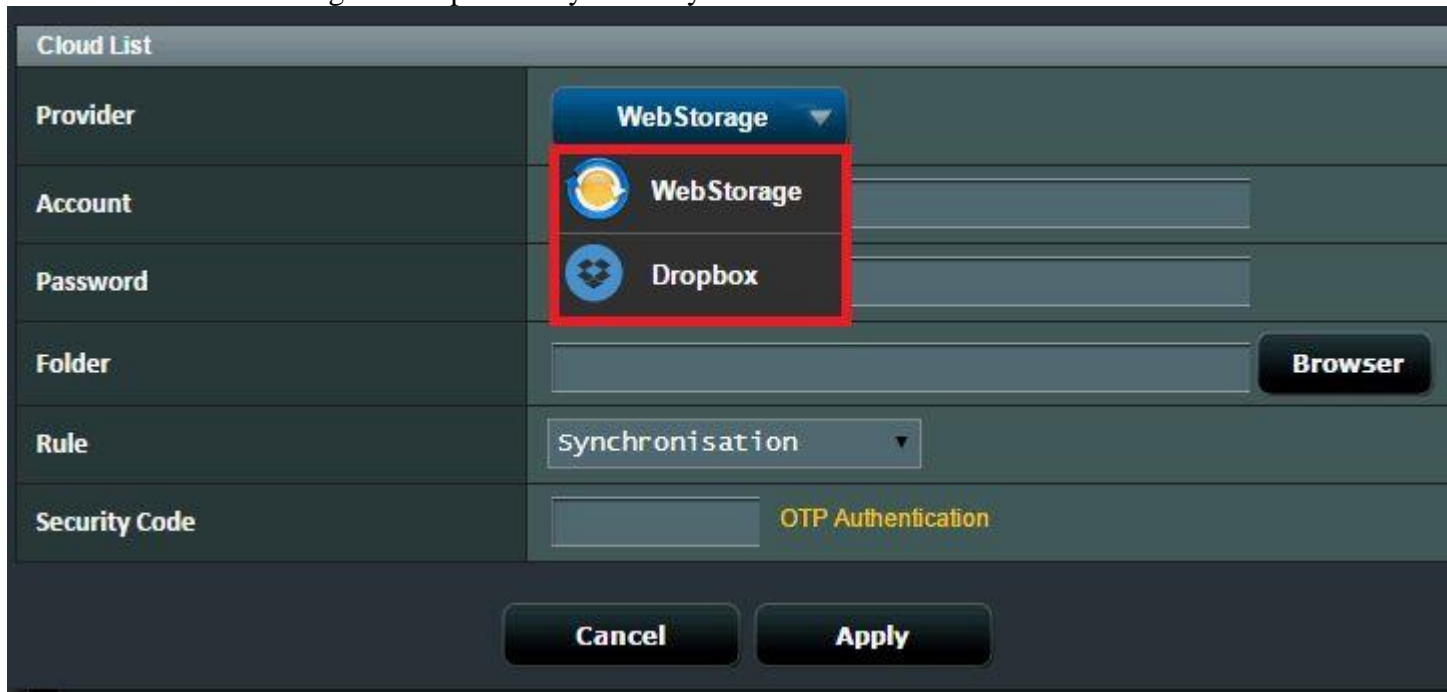
Provider	Username	Rule
No data		

**Add new**

2. Click **Add new account**



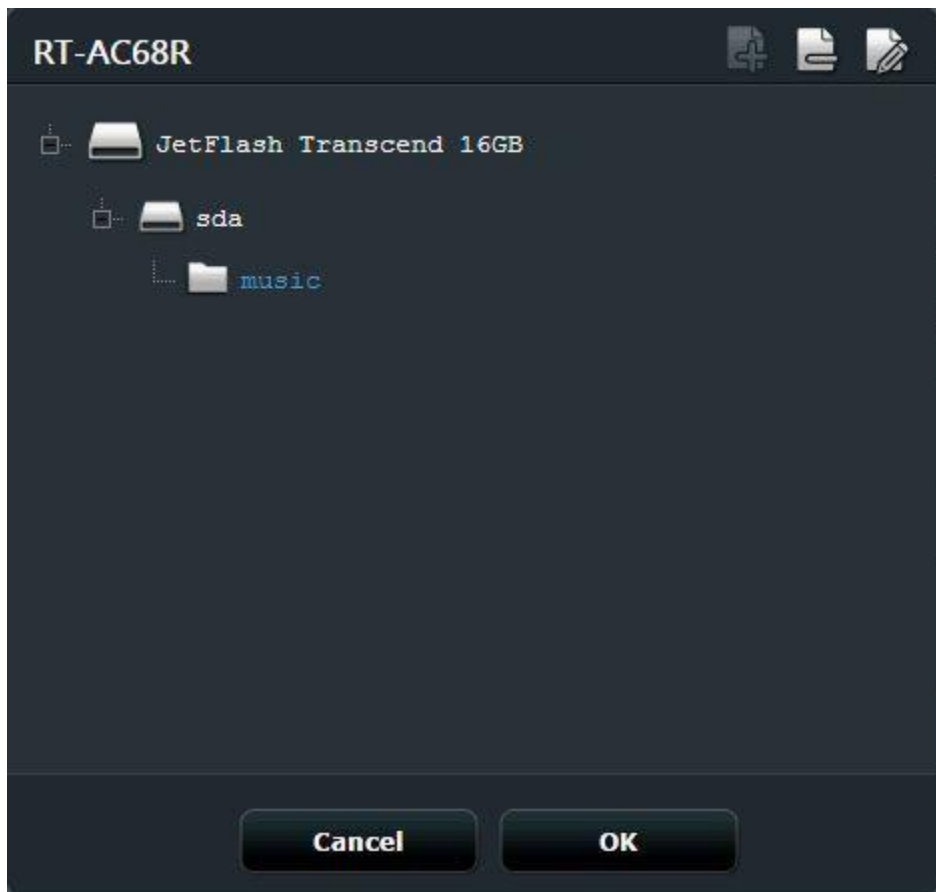
3. Select either Webstorage or Dropbox to sync with your router.



Cloud List

Provider	WebStorage
Account	Wireless@asus.com
Password	.....
Folder	/mnt/sda/music <b>Browser</b>
Rule	Synchronisation
Security Code	<input type="text"/> OTP Authentication

Cancel Apply



5. Chose the **Rule** for Synchronization.

The screenshot shows a configuration window titled "Cloud List" with the following fields and options:

- Provider:** WebStorage
- Account:** wireless@asus.com
- Password:** [masked]
- Folder:** /mnt/sda/music
- Rule:** A dropdown menu is open, showing three options: "Synchronisation" (highlighted in blue), "Download to USB Disk", and "Upload to cloud".
- Security Code:** [empty]

Buttons at the bottom include "Cancel" and "Apply". A "Browser" button is next to the Folder field. A yellow "OTP Authentication" label is partially visible next to the Security Code field.

6. Enter the **security code** if you have set it in your webstorage account.

The screenshot shows the same configuration window as above, but with the Security Code field filled with "1234".

- Provider:** WebStorage
- Account:** wireless@asus.com
- Password:** [masked]
- Folder:** /mnt/sda/music
- Rule:** synchronisation
- Security Code:** 1234

The "OTP Authentication" label is now fully visible in yellow text next to the Security Code field. Buttons at the bottom include "Cancel" and "Apply".

7. Click [**Apply**] to save the configuration

Cloud List	
Provider	WebStorage
Account	Wireless@asus.com
Password	.....
Folder	/mnt/sda/music <span>Browser</span>
Rule	Synchronisation
Security Code	1234 <span>OTP Authentication</span>
<span>Cancel</span> <span>Apply</span>	

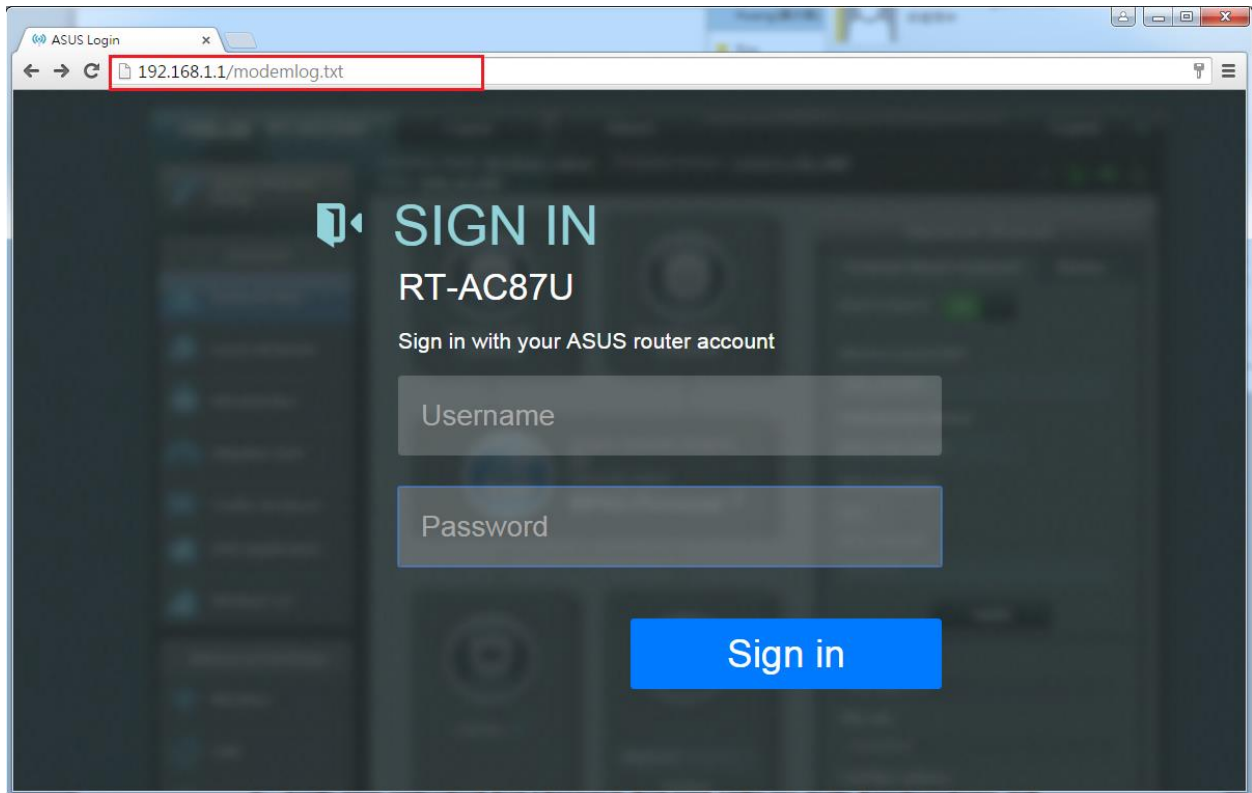
## How to save a modem log with ASUSWRT?

Last Update : 2019/02/26 16:25

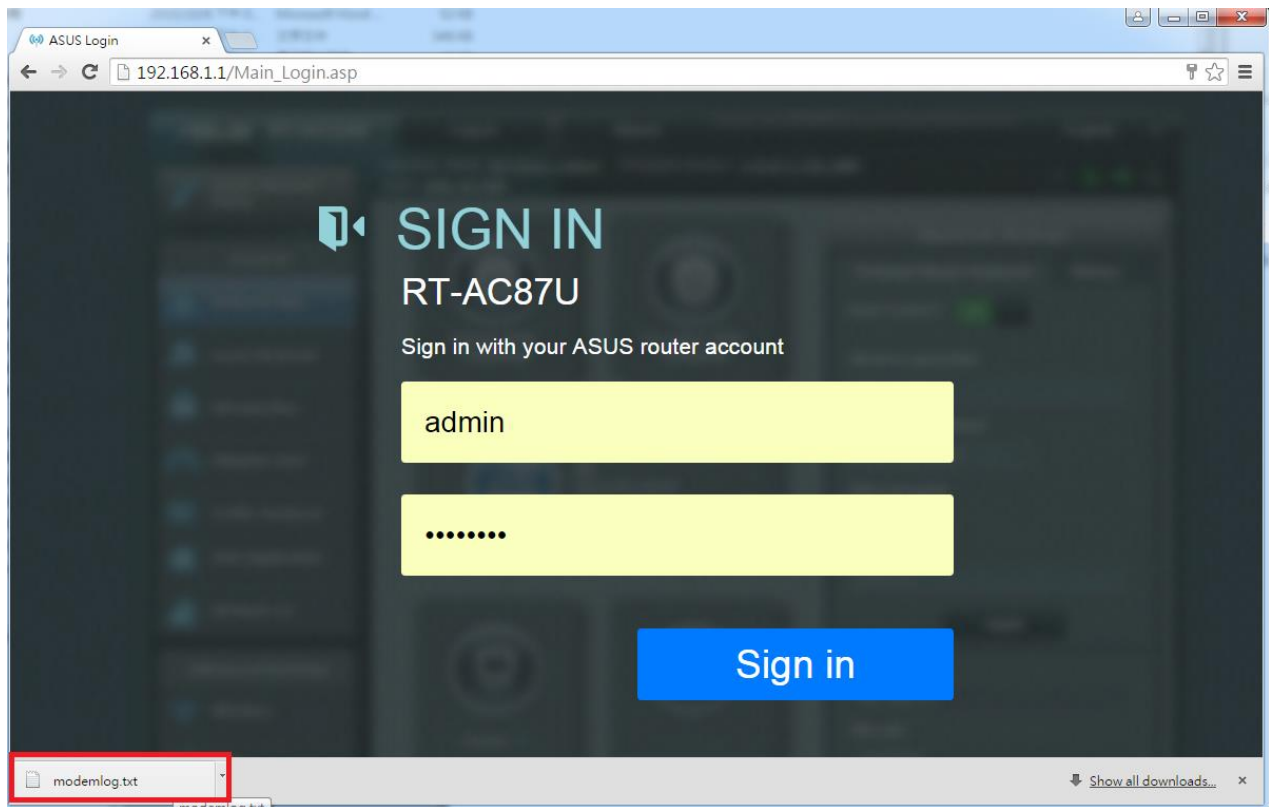
[Send to Email](#) [Open on your smart phone](#)

How to save a modem log with ASUSWRT?

1. Open a browser and enter <http://192.168.1.1/modemlog.txt> on the Url bar.



2. Enter your Username and Password, and click [Sign in]. After authentication, the [Modemlog.txt] will be downloaded automatically.



## [Troubleshooting] WiFi LED light is not ON

Last Update : 2019/02/17 18:30

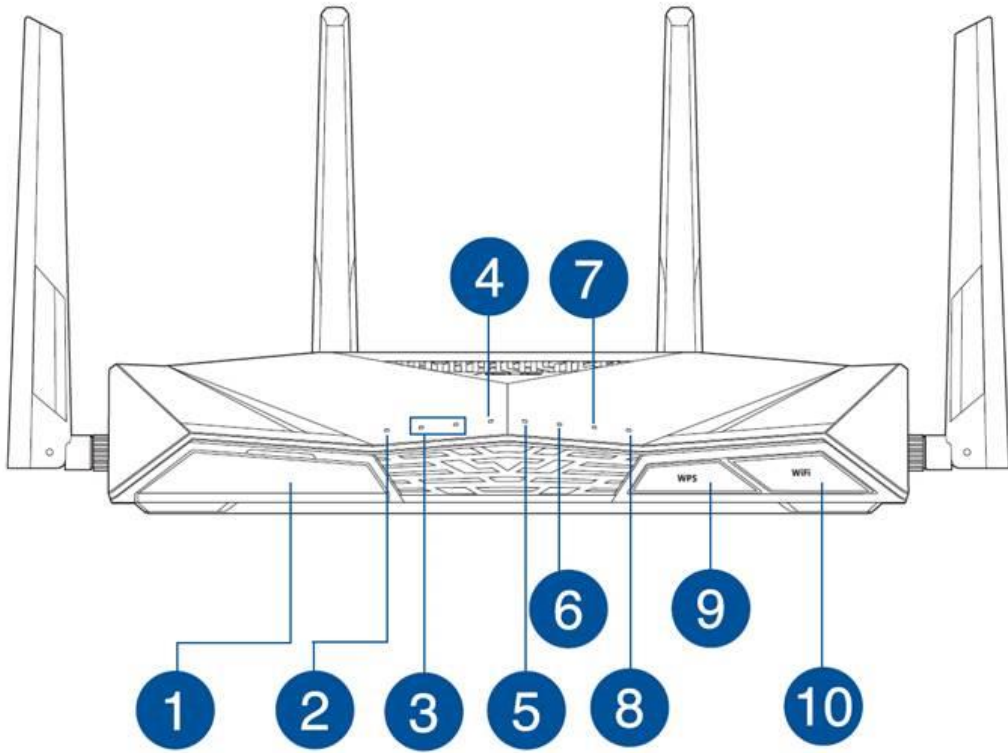
[Send to Email](#) [Open on your smart phone](#)

[Troubleshooting] WiFi LED light is not ON

Please refer to the user manual for detailed definitions of each LED color.

Search for the device manual from [www.asus.com/support/](http://www.asus.com/support/)

Example: RT-AC88U



<b>1</b>	<b>USB 3.0 port</b> Insert USB 3.0 devices such as USB hard disks or USB flash drives into this port.
<b>2</b>	<b>Power LED</b> <b>Off:</b> No power. <b>On:</b> Device is ready. <b>Flashing slow:</b> Rescue mode
<b>3</b>	<b>5GHz LED / 2.4GHz LED</b> <b>Off:</b> No 2.4GHz or 5GHz signal. <b>On:</b> Wireless system is ready. <b>Flashing:</b> Transmitting or receiving data via wireless connection.
<b>4</b>	<b>WAN (Internet) LED</b> <b>Red:</b> No IP or no physical connection. <b>On:</b> Has physical connection to a wide area network (WAN).
<b>5</b>	<b>LAN 1~8 LED</b> <b>Off:</b> No power or no physical connection. <b>On:</b> Has physical connection to a local area network (LAN).
<b>6</b>	<b>USB 3.0 LED</b> <b>Off:</b> No USB 3.0 device connected. <b>Flashing:</b> USB 3.0 devices are running.
<b>7</b>	<b>USB 2.0 LED</b> <b>Off:</b> No USB 2.0 device connected. <b>Flashing:</b> USB 2.0 devices are running.
<b>8</b>	<b>WPS LED</b> <b>Off:</b> WPS verification process is off or completed. <b>Flashing:</b> WPS verification process is activated.
<b>9</b>	<b>WPS LED On/Off button</b> Press this button to turn on/off the WPS LED on the panel.
<b>10</b>	<b>Wi-Fi On/Off button</b> Press this button to turn on /off the Wi-Fi connection.

1. Please check if you turned on the WiFi switch of the router.

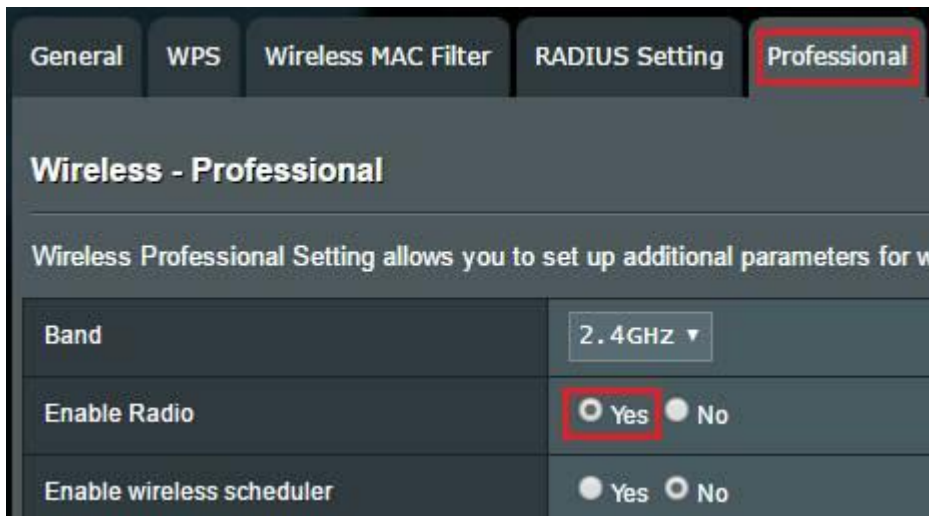
## Wi-Fi On/Off button

Press this button to turn on /off the Wi-Fi connection.



2. Check if you enabled the **Radio function** on the setting page.

\* **Reference :** [\[FAQ\] How to enter the GUI of router? \(ASUSWRT\)](#)



3. Please make sure the router firmware is the latest one.



#### 4. Restore the router to the default setting

There is a Reset Button at the back of router. When the device is powered on, press and hold the Reset Button (**around 5 secs**) until the Power LED starts flashing, then release Reset Button.

※**Notice** : If the router is restored to default status, then you 'll need to re-enter your information.



## How to manually upgrade firmware for an ASUS router or range extender ?

Last Update : 2019/02/13 18:06

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How to manually upgrade firmware for an ASUS router or range extender ?

**For models: RP-N14, RP-N12, RP-AC52, RP-N53, please follow the FAQ steps and upgrade the firmware manually.**

### Step 1: Download the latest firmware for your device

(1). Download the latest Firmware from the [ASUS Official support site](#)

[How to download firmware for ASUSWRT](#)

(2). Extract the contents from the downloaded ZIP file. In the folder, you will find the firmware **.trx file**.



## Step 2: Find IP address of your device

### For Windows users

(1) (2) Click the ‘**Driver& Tools**’ option on the support page. Select the **ASUS Device Discovery** tool and download it.

Driver & Utility    FAQ    Manual & Document    Warranty

## Driver & Tools

Driver & Tools    BIOS & FIRMWARE

1

Please select OS    Windows 7 64-bit

ns    EXPAND ALL +    COLLAPSE ALL -

### Utilities

<b>Version 1.4.8.0</b> 2017/01/25	<b>4.56 MBytes</b>	2	<a href="#">DOWNLOAD</a>
--------------------------------------	--------------------	---	--------------------------

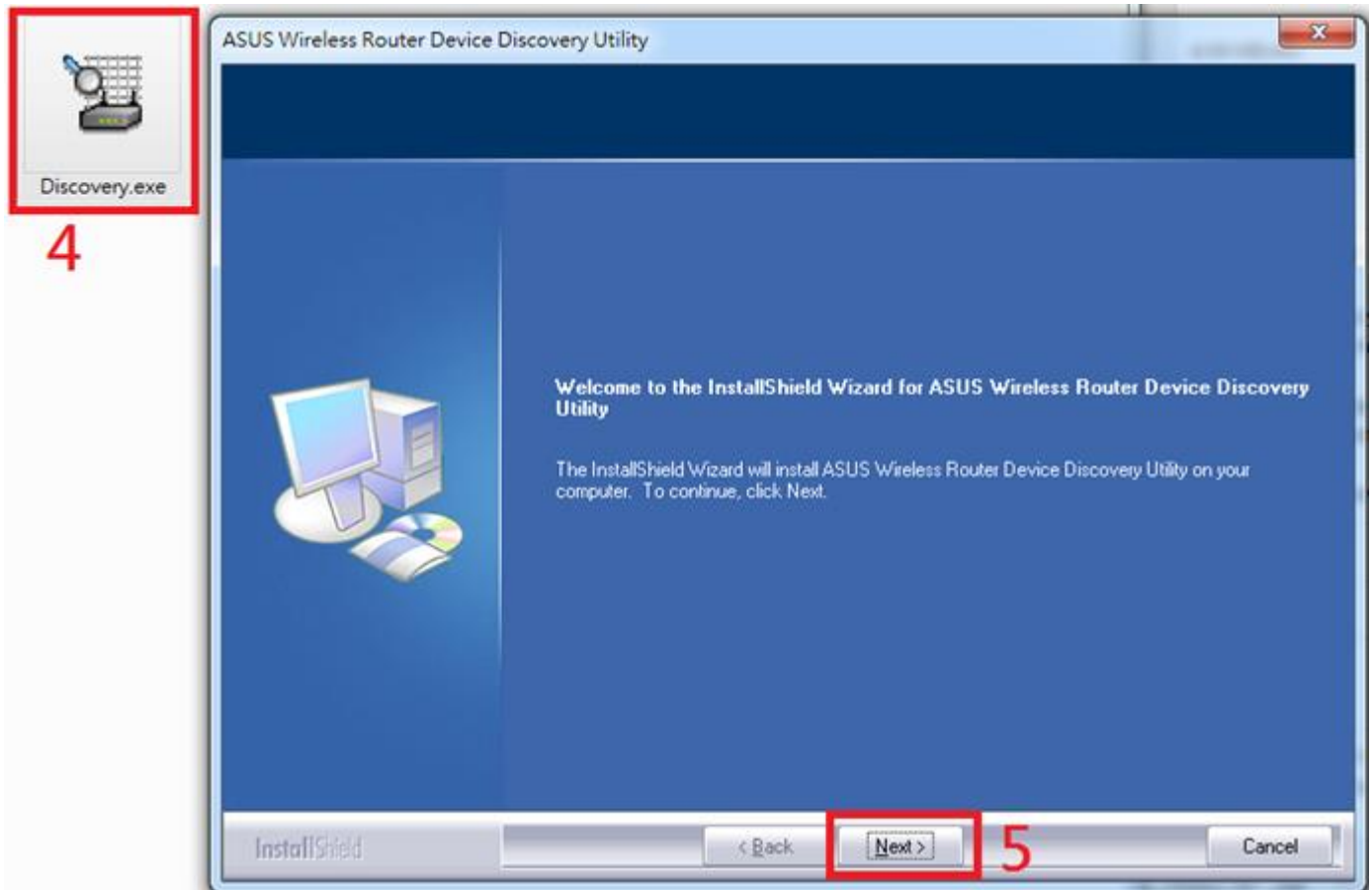
ASUS Device Discovery version 1.4.8.0  
- Increase stability and removed vulnerable driver.  
OS support : Win XP, Win 7, Win8, Win10

Show all

(3) Extract the contents from the downloaded ZIP file. In the folder, you will find the **Discovery.exe** file.



(4)(5) Run the **Discovery.exe** file. The InstallShield Wizard will complete the installation of the ASUS Wireless Router Device Discovery Utility tool on your computer.



(6)(7) After the installation is completed, click the tool icon to view the IP address of your device.



### For Mac OS X users

(1) Go to the App Store via the below link and download the app.

<https://itunes.apple.com/app/asus-device-discovery/id995124504>

**ASUS Device Discovery**  
By ASUS  
Open the Mac App Store to buy and download apps.

**Description**  
ASUS Device Discovery is a utility to find the IP address of wireless router.

**Features:**

1. Scans your local area network to find ASUS routers
2. Configures your network to access routers
3. Open configuration website of routers

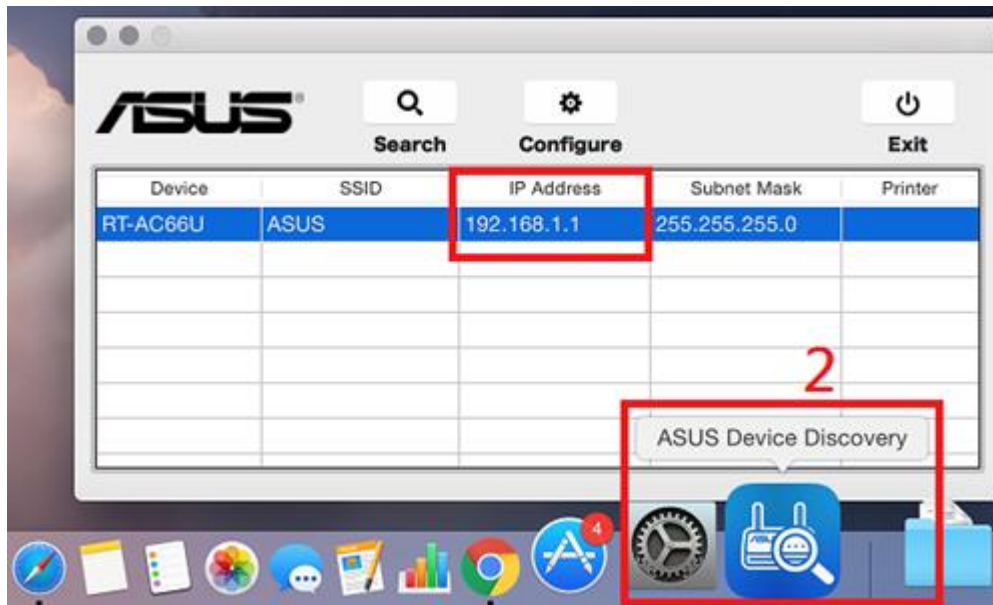
[ASUS Web Site](#) > [ASUS Device Discovery Support](#) >

**What's New in Version 1.0.0.1.09**

1. Now you can search routers which is AP or Bridge mode.
2. Bug fixes

**Free**  
Category: Utilities

(2) After installation is completed, launch the app and you will find the IP address of your device.



### **For Android users**

(1) Go to Google Play via the below link or scan the QR code, and download the app.

<https://play.google.com/store/apps/details?id=com.asustek>



A screenshot of the Google Play Store page for the application 'ASUS Device Discovery'. The top status bar shows the time as 11:54 AM. The app's icon, a blue square with a white magnifying glass over a network diagram, is displayed. The title 'ASUS Device Discovery' is in a white script font, with 'ASUS Networking Device Discovery' in a smaller white font below it. The app's name 'ASUS Device Discovery' is shown in bold black text, followed by the developer 'ASUSTeK Computer inc.' and a '3+' age rating. A large red number '1' is placed to the left of a green 'INSTALL' button, which is highlighted with a red rectangular border. Below this, four circular icons represent app statistics: '50 THOUSAND Downloads', a '4.2' star rating with five stars below it and '556' reviews below, a 'Tools' category icon, and a 'Similar' category icon. At the bottom, the text 'Discover all ASUS networking devices in your network.' is centered.

(2) After the installation is completed, launch the app.



(3) Click **Refresh button** at the top right corner of app to find the IP address of your device.



### For iOS users

(1) Go to the App Store via the below link or scan the QR code, and download the app.

<https://itunes.apple.com/app/asus-device-discovery/id1060015630>



## iPhone



(2) After the installation is completed, launch the app.



### iPhone



(3) Click the **Refresh** button at the top right corner of the app to find the IP address of your device.



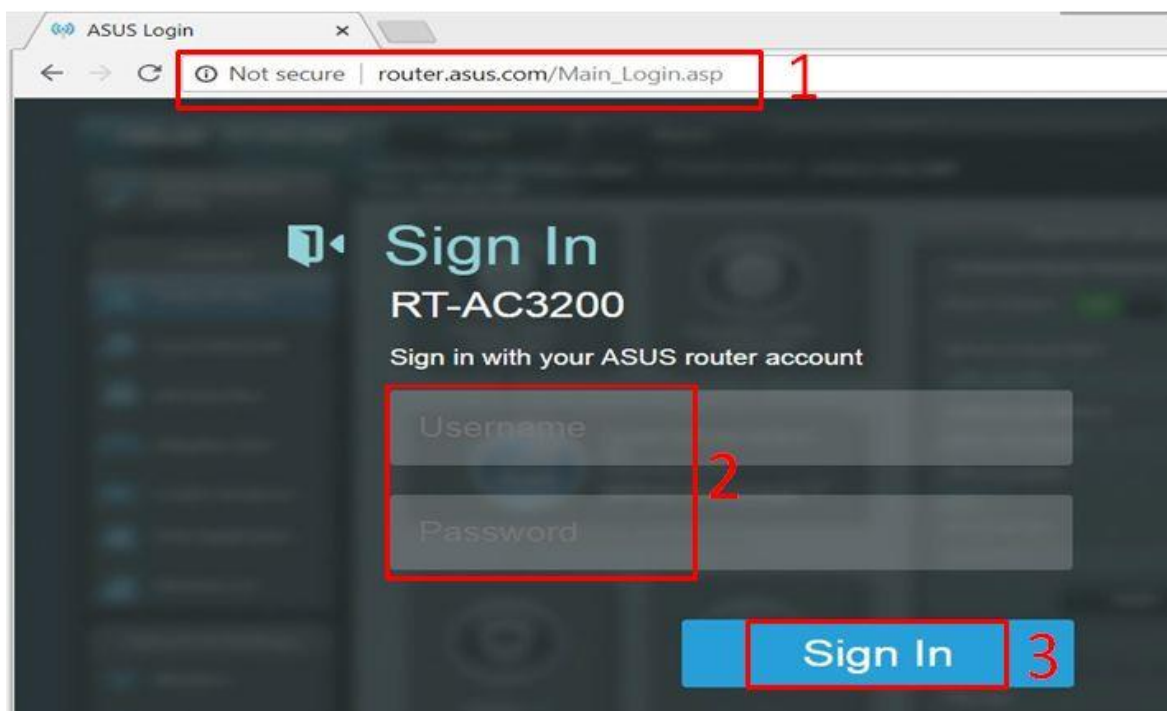
**Step 3: Upload the firmware onto your device**

(1) (2) (3) Enter the IP address of your device in browser, followed by your username and password to login in your ASUS networking device.

If you cannot find the IP address, type: <http://router.asus.com> in your browser for ASUS router models, or <http://repeater.asus.com> for ASUS range extender models.

※ **Note: The default username and password used to login to the router settings page are NOT the SSID and password used to connect wirelessly to the router.**

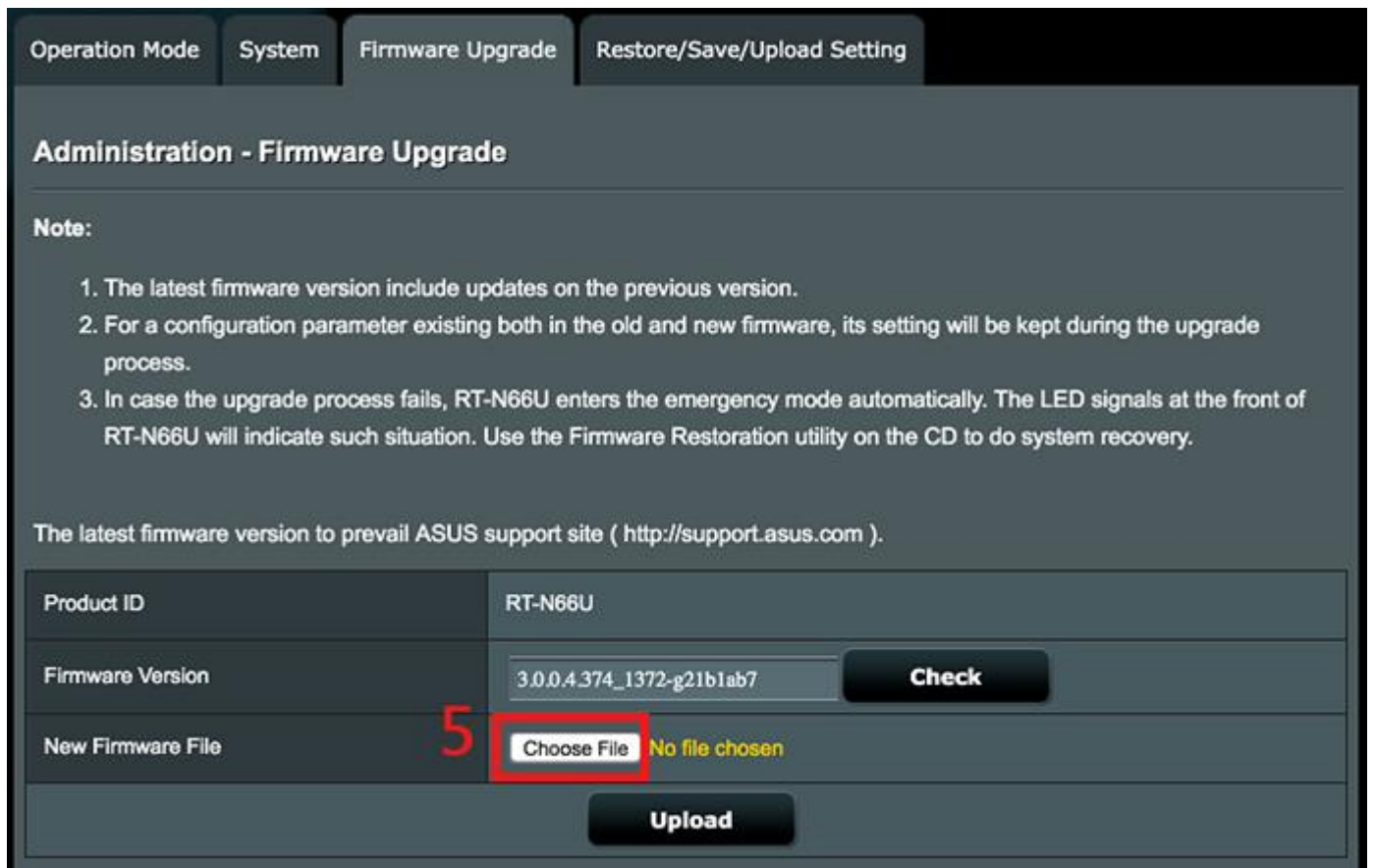
※ **Note: If you forgot the user name and/or password, please restore the router to the factory default status.** Please **press and hold** the hardware reset button of the router **for at least 8 seconds** to reset the device.



(4) After logging in your ASUS networking device, click the '**Firmware Version**' number at the top of the page.



(5) Click 'Choose File' button on the Firmware Upgrade page.



Or Click [Upload] >> Select the latest Firmware

Operation Mode System **Firmware Upgrade** Restore/Save/Upload Setting Feedback

### Administration - Firmware Upgrade

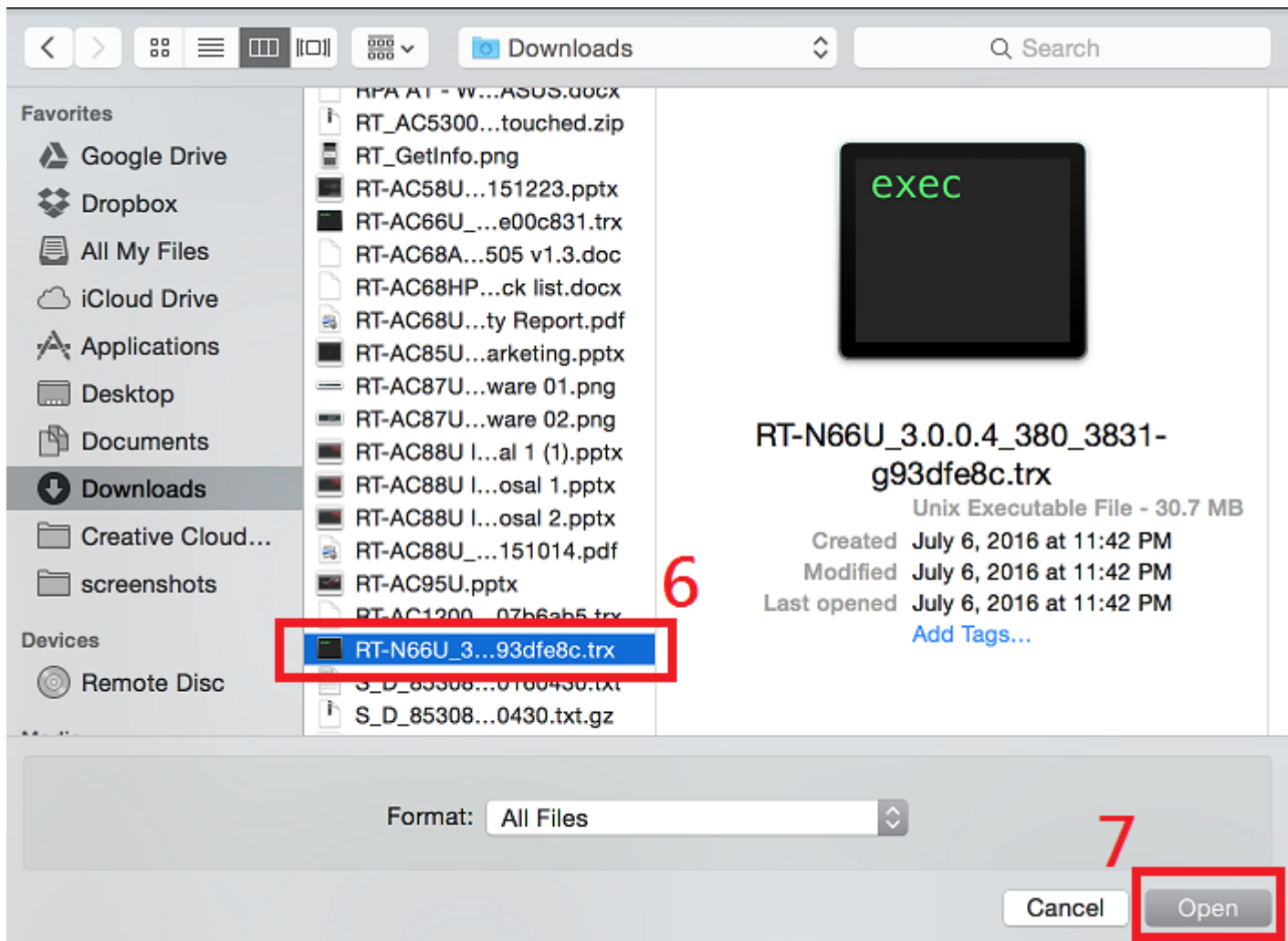
**Note:**

1. The latest firmware version include updates on the previous version.
2. For a configuration parameter existing both in the old and new firmware, its setting will be kept during the upgrade process.
3. In case the upgrade process fails, RT-AC5300 enters the emergency mode automatically. The LED signals at the front of RT-AC5300 will indicate such a situation. Use the Firmware Restoration utility on the CD to do system recovery.
4. Get the latest firmware version from ASUS Support site at <http://www.asus.com/support/>

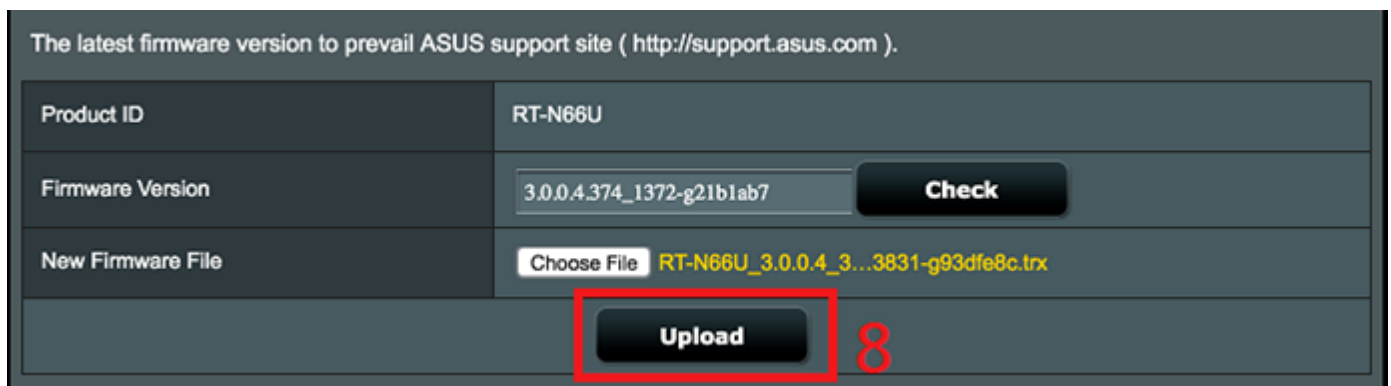
Firmware Version	
Signature Version	2.052 Updated : 2018/01/30 11:44 <input type="button" value="Check"/>
Check Update	<input type="button" value="Check"/>
AiMesh router	
RT-AC5300	Current Version : 3.0.0.4.384_20287-g51c2770 Manual Firmware Update : <input type="button" value="Upload"/>

**Note : Manual firmware updates will only update this AiMesh router / node, if you are using an AiMesh system, please make sure you are uploading the proper firmware version.**

(6)(7) Select the unzipped firmware **.trx file**, which you extracted under Step 1 and click ‘**Open**’ button at the bottom right corner.

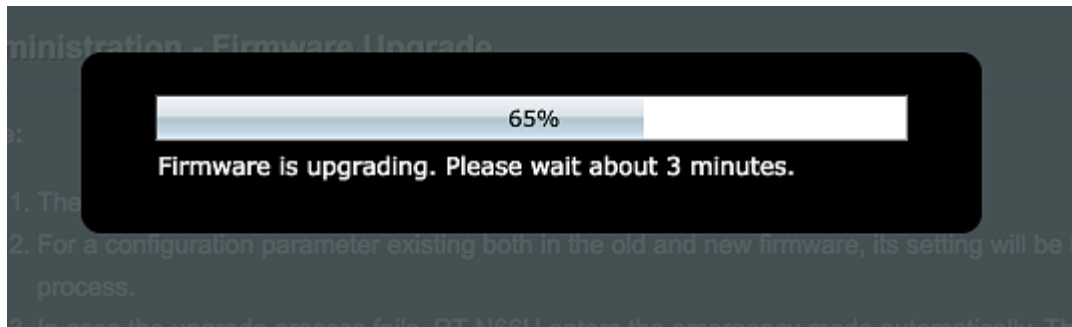


(8) Check the file you selected is the correct one. Click 'Upload' at the bottom.

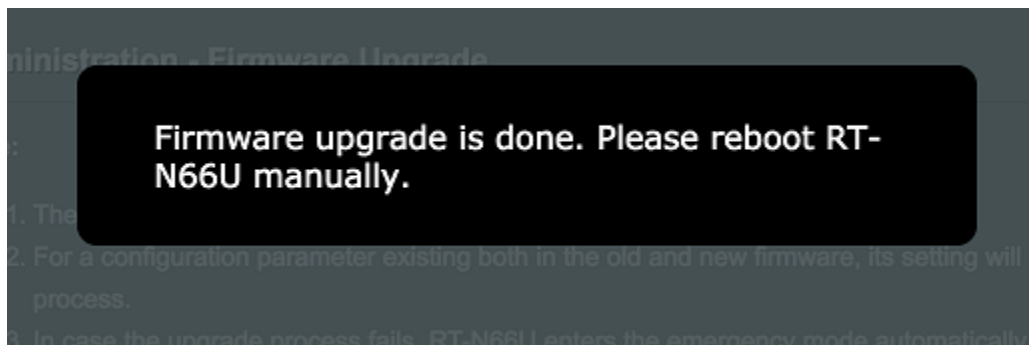


(9) Start the Firmware installation

Wait for **3 minutes** until the firmware file is uploaded to your device.



After the firmware update is completed, press the **On/Off button** on your device to reboot it manually.



Upon rebooting, log in to your device again and check that the latest firmware version has been successfully installed.



# [Wireless] How to make my router more secure?

Last Update : 2019/03/20 15:46

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How to make my router more secure?

## General Setting

### 1. Set your wireless network encryption as WPA2-AES

After QIS (Quick Internet Setup), the system sets WPA2-AES as your default encryption. Although the system provides multiple encryptions, we suggest you keep your system in WPA2-AES encryption if there is no special requirement.

### 2. Set up separate passwords for your wireless network and Web GUI

In QIS, we will ask users to set up a password for your wireless network and an admin password. Please use two different passwords to prevent someone who knows the wireless network password from logging in Web GUI.

### 3. Use long and more complex passwords

Use the passwords with more than 8 digits, which mixed with the capital letters, numbers, and special characters to increase the security level of your devices. Do not use passwords with consecutive numbers or letters, such as 12345678, abcdefgh, or qwertyuiop.

### 4. Update your router to the latest firmware

New version of firmware usually includes new security fixes. Check if there is any new firmware available via Web GUI or ASUS Router app.

### 5. Enable the firewall

Firewall setting page is in Advanced Settings. The default value is enabled. Please do not disable the firewall if there is no special requirement.

### 6. Enable AiProtection

Enable AiProtection if your device supports this function. It protects your router and LAN devices from the potential threats and increases the security level.

For more information ,please visit <https://www.asus.com/AiProtection/>

ASUS RT-AC68U

Logout Reboot English

Operation Mode: **Wireless router** Firmware Version: **9.0.0.4.384.9309**  
SSID: **123\_68U 123\_68U\_5G**

Quick Internet Setup

General

Network Protection Malicious Sites Blocking Two-Way IPS Infected Device Prevention and Blocking Parental Controls

**AiProtection**

AiProtection with Trend Micro provides real-time network monitoring to detect malware, viruses, and intrusions before they can reach your PC or device. Parental Controls let you schedule times that a connected device is able to access the Internet. You can also restrict unwanted websites and apps.

TREND MICRO SMART HOME NETWORK

AiProtection FAQ

AiProtection **ON**

**1** Router Security Assessment  
Scan your router to find vulnerabilities and offer available options to enhance your devices protection. **Scan** **1** Danger

**2** Malicious Sites Blocking  
Restrict access to known malicious websites to protect your network from malware, phishing, spam, adware, hacking, and ransomware attacks. **ON** **0** Protection  
Since 2019/03/19 16:08

**2** Two-Way IPS  
The Two-Way Intrusion Prevention System protects any device connected to the network from spam or DDoS attacks. It also blocks malicious incoming packets to protect your router from network vulnerability attacks. **ON** **0** Protection

## 7. Disable the access from WAN

Access from WAN allows you to access your router from the Internet. The default value of this function is disabled. Do not enable this function if there is no special requirement. Visit

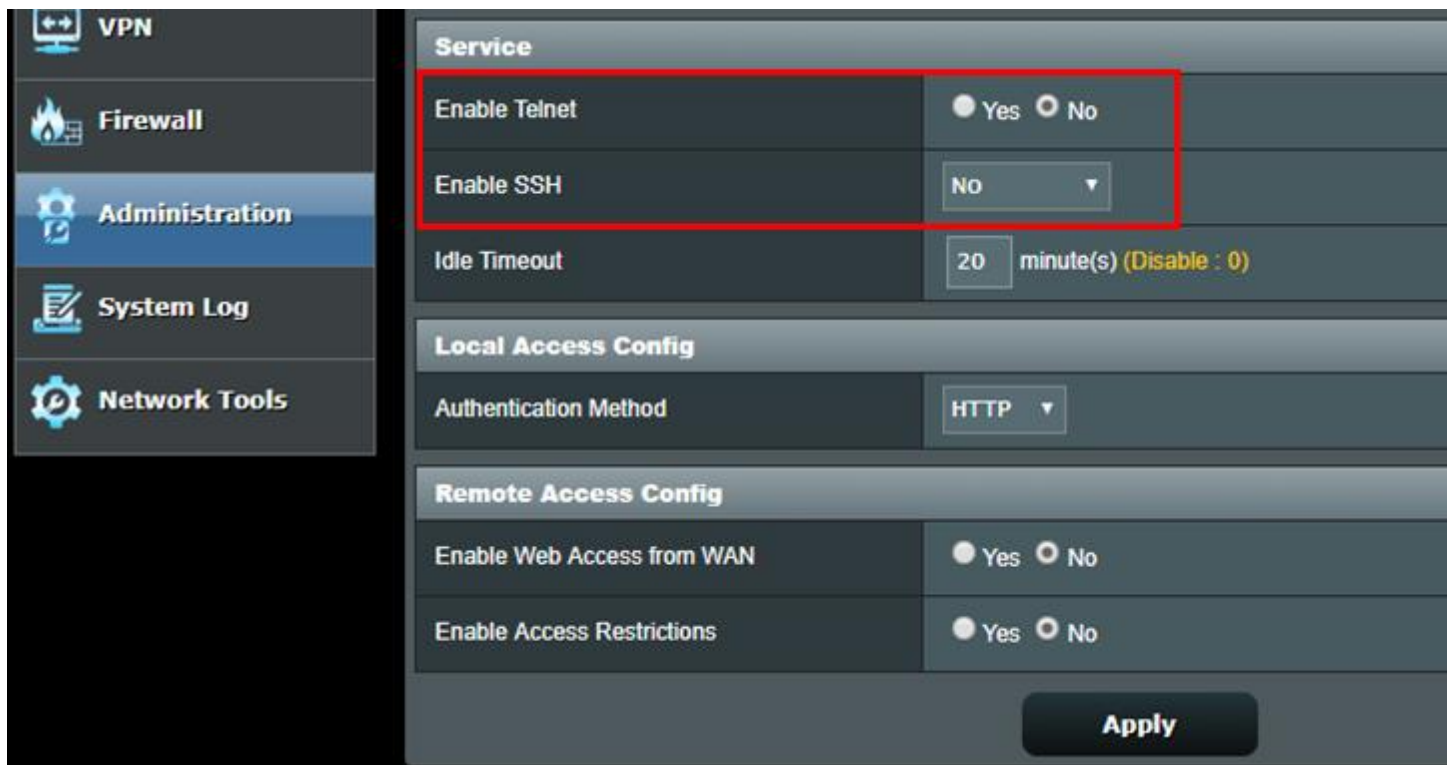
**Advanced Settings-> Administration -> Remote Access Config** for configuration.

Advanced Settings	Time Zone	(GMT+08:00) Beijing, Hong Kong
Wireless	NTP Server	pool.ntp.org
LAN	Network Monitoring	<input type="checkbox"/> DNS Query <input type="checkbox"/> Ping
WAN	Auto Logout	30 minute(s) (Disable : 0)
IPv6	Enable WAN down browser redirect notice	<input type="radio"/> Yes <input type="radio"/> No
VPN	Enable Reboot Scheduler	<input type="radio"/> Yes <input type="radio"/> No
Firewall	<b>Service</b>	
Administration	Enable Telnet	<input type="radio"/> Yes <input type="radio"/> No
System Log	Enable SSH	No
Network Tools	Idle Timeout	20 minute(s) (Disable : 0)
	<b>Local Access Config</b>	
	Authentication Method	HTTPS
	HTTPS LAN port	8443 <small>Access setting page via <a href="https://router.a">https://router.a</a></small>
	<b>Remote Access Config</b>	
	Enable Web Access from WAN	<input type="radio"/> Yes <input type="radio"/> No
	Enable Access Restrictions	<input type="radio"/> Yes <input type="radio"/> No

**Apply**

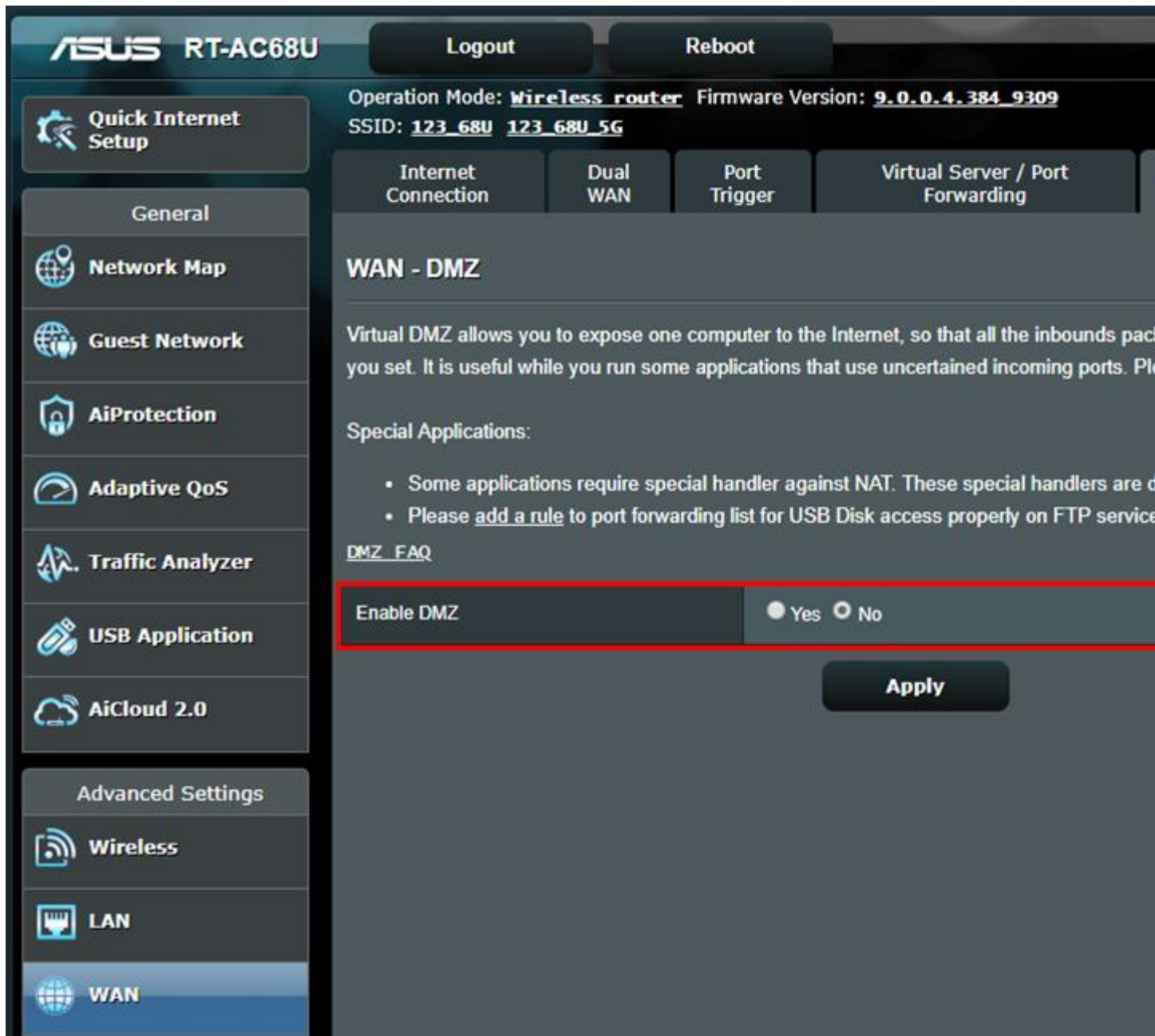
## 8. Disable Telnet and SSH

Telnet and SSH allow you to use Linux commands to control your router. The default value of this function is disabled. Do not enable this function if there is no special requirement. Go to **Advanced Settings -> Administration-> Service** for configuration.



## 9. Do not enable DMZ

If your LAN devices need to provide the service to other external devices, such as FTP server, video server and file server, please set up Port Forwarding rules for each service. Do not enable this function if there is no special requirement. Some P2P software forums suggest users add PC IP to DMZ and it increases your risks of getting attacked. **We highly suggest users not to do so.**

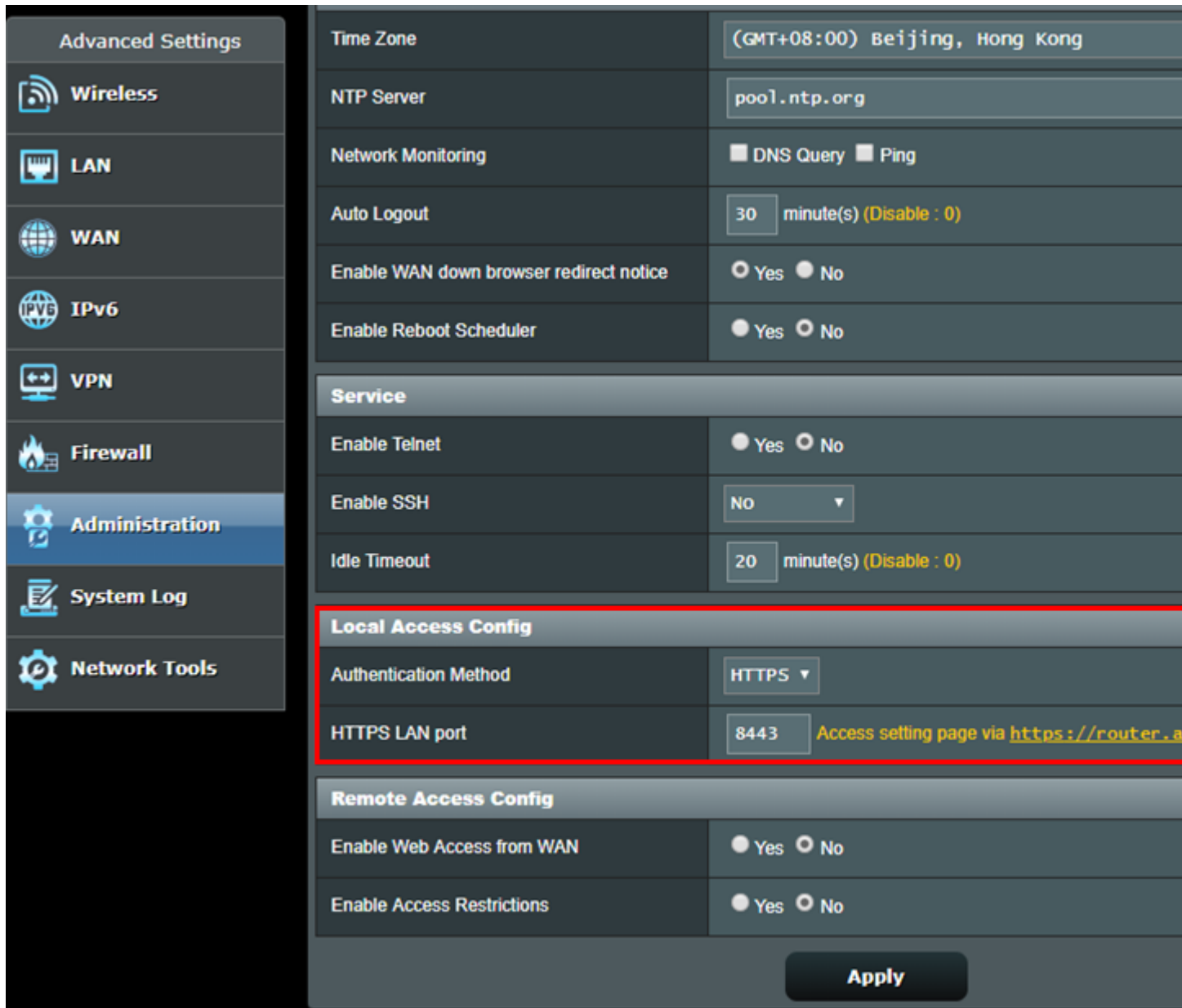


## Advanced Setting

### 1. Enable https to log in ASUSWRT

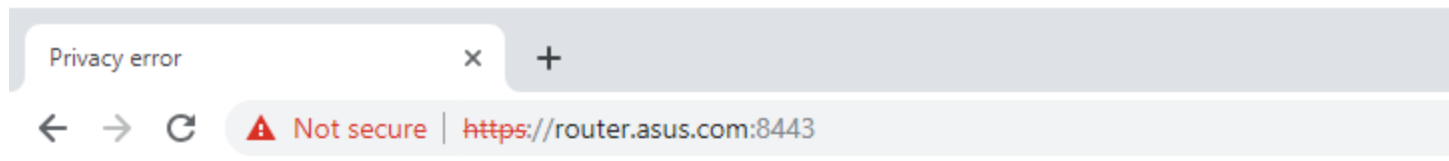
Https is a standard HTTP protocol covered with a layer of SSL/TLS encryption when you are using WPA-AES encryption. ASUSWRT with WPA-AES encryption default connects you with http considering its ease-of-use. You can visit **Advanced Settings-> Administration-> System-> Local Access Config** to change Authentication Method to https. After enabling https,

remember to manually input https:// in the beginning of the URL, and add port number 8443(default port) at the end of the URL (https://router.asus.com:8443).



Because the routers use self-signed certificate, the browser will show the warning message as the following screenshot. You can ignore the warning because your router is a trusted device. Please click **Advanced** and visit **ASUSWRT**.

**\*When you see this warning with connecting to other websites instead of ASUSWRT, please stay alert. This might be a dangerous website.**



## Your connection is not private

Attackers might be trying to steal your information from **router.asus.com** (for passwords, messages, or credit cards). [Learn more](#)

NET::ERR\_CERT\_AUTHORITY\_INVALID

Advanced

## 2. Only allow specified IP address to log in ASUSWRT

Go to **Advanced Settings-> Administration-> System-> Specified IP Address** to allow specific IP to login to the ASUSWRT. This will increase the security level for your network.

Allow only specified IP address		<input type="radio"/> Yes <input type="radio"/> No	
<b>Specified IP address (Max Limit : 4)</b>			
<input type="button" value="All"/>	Destination IP	Access Type	Add Delete
-	<input type="text"/>	<input checked="" type="checkbox"/> Web UI <input type="checkbox"/> SSH <input type="checkbox"/> Telnet (Lan only)	<input type="button" value="⊕"/>


### 3. Disable UPnP

Some devices use the UPnP for the ease-of-use. For compatibility, ASUSWRT default enables UPnP. Users can visit **Advanced Settings-> WAN -> Basic Config -> Enable UPnP** to disable UPnP. You can keep UPnP disabled if there is no trouble occurs after disabling.


Operation Mode: **Wireless router** Firmware Version: **9.0.0**  
SSID: **123\_68U** **123\_68U\_5G**

 Quick Internet Setup

General

 Network Map


 Guest Network

 AiProtection

 Adaptive QoS

 Traffic Analyzer

 USB Application

 AiCloud 2.0

Advanced Settings

 Wireless

 LAN

 WAN

Internet Connection

Dual WAN

Port Trigger

Virt

### WAN - Internet Connection

RT-AC68U supports several connection types to WAN (wide area network) besides WAN Connection Type. The setting fields differ depending on the connection type.

Configure the Ethernet WAN settings of RT-AC68U.

#### Basic Config

WAN Connection Type	Automatic IP
Enable WAN	<input type="radio"/> Yes <input checked="" type="radio"/> No
Enable NAT	<input type="radio"/> Yes <input checked="" type="radio"/> No
Enable UPnP <a href="#">UPnP_FAQ</a>	<input checked="" type="radio"/> Yes <input type="radio"/> No

#### WAN DNS Setting

Connect to DNS Server automatically	<input type="radio"/> Yes <input checked="" type="radio"/> No
-------------------------------------	---

#### Account Settings

Authentication	None ▼
----------------	--------

#### Special Requirement from ISP

#### **4. Set up Wireless MAC Address Filter for your wireless network**

If your connecting client does not always change, you can set up a white list in Wireless MAC Address Filter only allows the specified MAC address to get connected to your router. Visit **Advanced Settings -> Wireless -> Wireless MAC Filter -> Change MAC filter mode to Accept** and add specific MAC address to your list. Only those devices in the list are allowed to connect to your router.

ASUS RT-AC68U      Logout      Reboot

Operation Mode: Wireless router    Firmware Version: 9.0.0  
SSID: 123\_68U 123\_68U\_5G

Quick Internet Setup

General

Network Map

Guest Network

AiProtection

Adaptive QoS

Traffic Analyzer

USB Application

AiCloud 2.0

Advanced Settings

Wireless

LAN

General    WPS    WDS    Wireless MAC Filter    RADIUS Set

### Wireless - Wireless MAC Filter

Wireless MAC filter allows you to control packets from devices with

**Basic Config**

Band	2.4GHz ▾
Enable MAC Filter	<input type="radio"/> Yes <input checked="" type="radio"/> No
MAC Filter Mode	Accept ▾

**MAC filter list (Max Limit : 64)**

Client Name (MAC Address)
ex: 1C:87:2C:67:9D:E0
No data in

Apply

**[Wireless] Troubleshooting - Computer cannot find the wireless router**

Last Update : 2019/03/08 16:07

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[Trouble shooting] Computer cannot find wireless router

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1. Check whether your computer has a wireless network adapter:

- 1-1. Windows logo key keyboard shortcuts in Windows. Press “**Windows logo key** + “**R key**”, and then open the Run dialog box, Key in devmgmt.msc, and then open the Device Manager.
- 1-2. Expand Network adapters.
- 1-3. Look for a network adapter that might have wireless in the name.



2. Check whether your wireless adapter can search for the wireless SSID nearby.

Select the **Network** or **Wireless** icon in the notification area.



If you have problems with your Wi-Fi network when **using the Windows 10**, please refer to [Fix Wi-Fi problems in Windows 10](#)(Microsoft support site) for more troubleshooting information.

If you have problems with your Wi-Fi network when **using Mac OS X**, Please refer to [Apple support site](#) Related FAQ: [Manage the Wi-Fi connection on your Mac](#) and [How to troubleshoot Wi-Fi connectivity](#).

3. Confirm the SSID and password you key in are correct



3-1. Enter the GUI of router, click

3-2. Check whether your wireless the SSID and password.

Note: [\[FAQ\] How to enter the GUI of router? \(ASUSWRT\)](#)



4. Check your router is NOT set to **Hide SSID**

4-1. Enter the GUI of router, go to [Wireless] >> [General]

4-2. Check whether **Hide SSID**.

**Wireless - General**

Set up the wireless related information below.

Enable Smart Connect	<input checked="" type="checkbox"/> ON
Smart Connect	Tri-band Sm
Network Name (SSID)	ASUS_ACS 300
Hide SSID	<input type="radio"/> Yes <input checked="" type="radio"/> No
Wireless Mode	AUTO ▼

If you cannot solve the problem with the above solution, please contact the ASUS Product Support for assistance.