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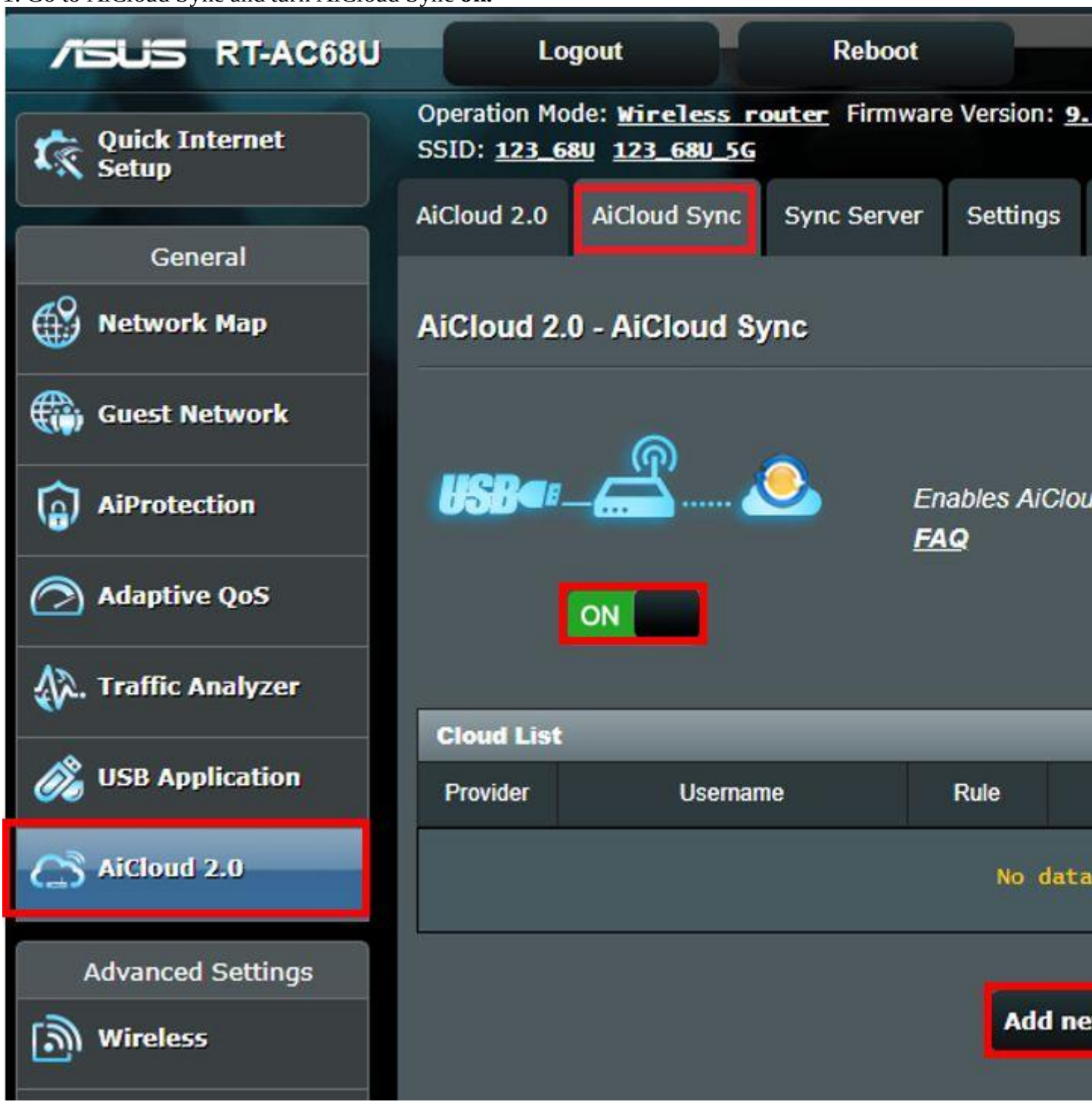
[AiCloud 2.0] How to set up AiCloud Sync?

Introduction

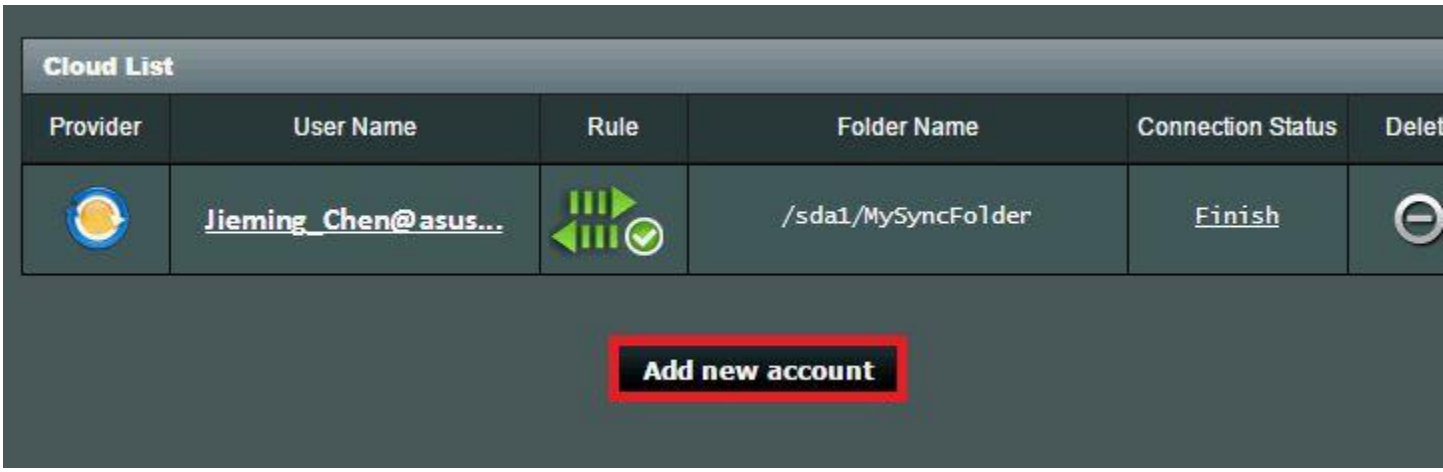
AiCloud Sync keeps all media files, data, and other content you want to share from online storage services like ASUS WebStorage, your home network, and even other AiCloud-enabled networks up to date in real time to easily share and access the same file version wherever you are.

Please follow the below steps to set up AiCloud Sync :

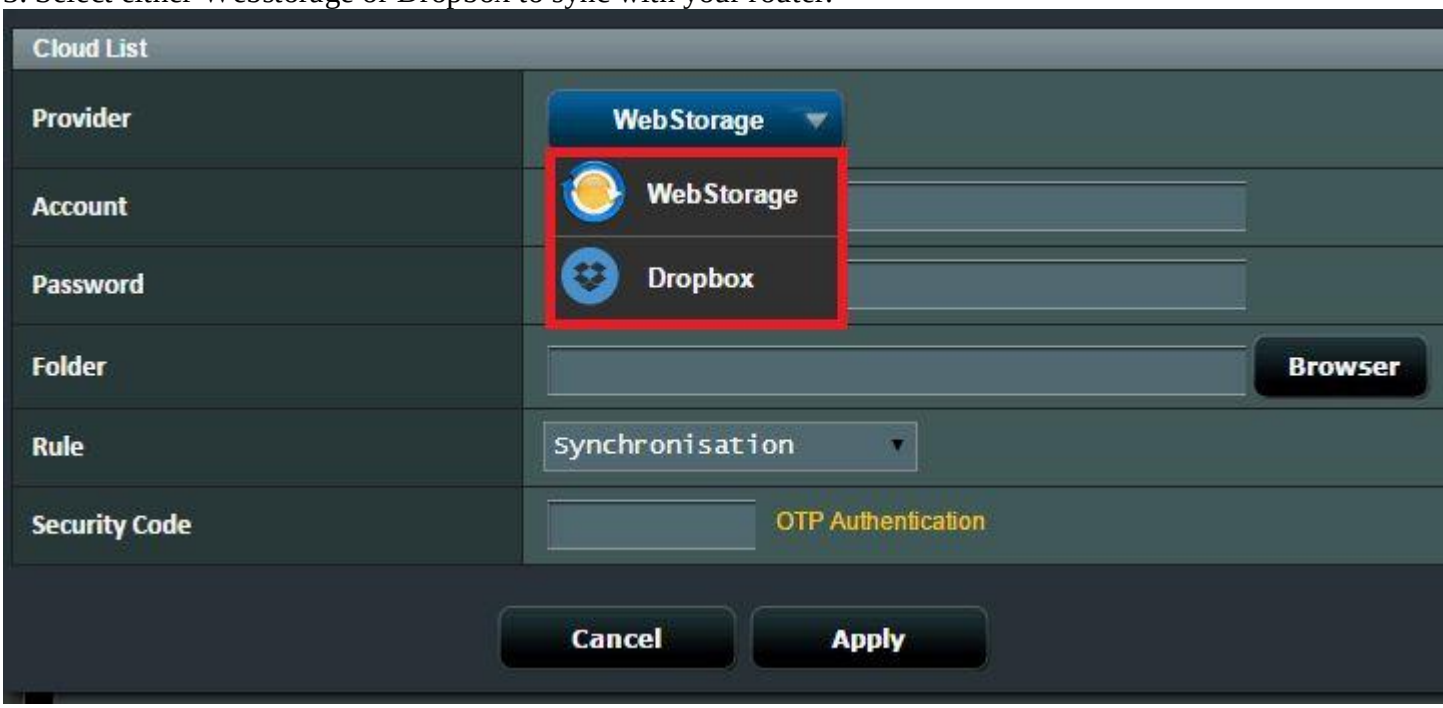
1. Go to AiCloud Sync and turn AiCloud Sync **on.**



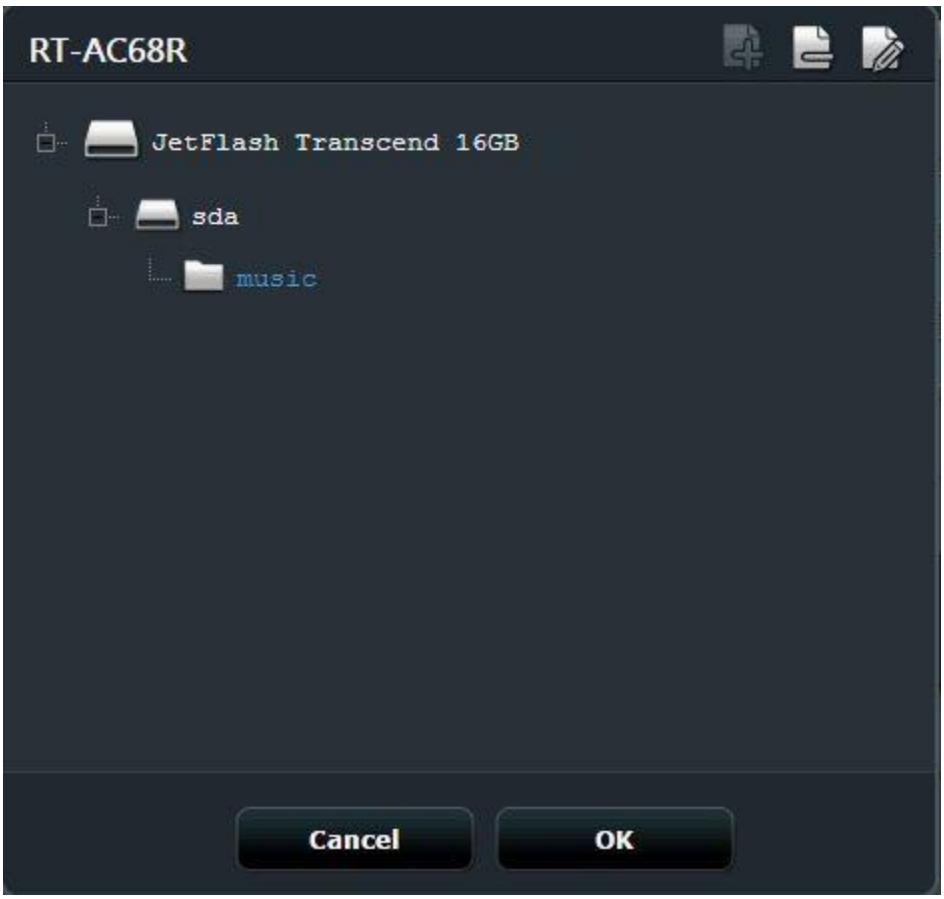
2. Click **Add new account**



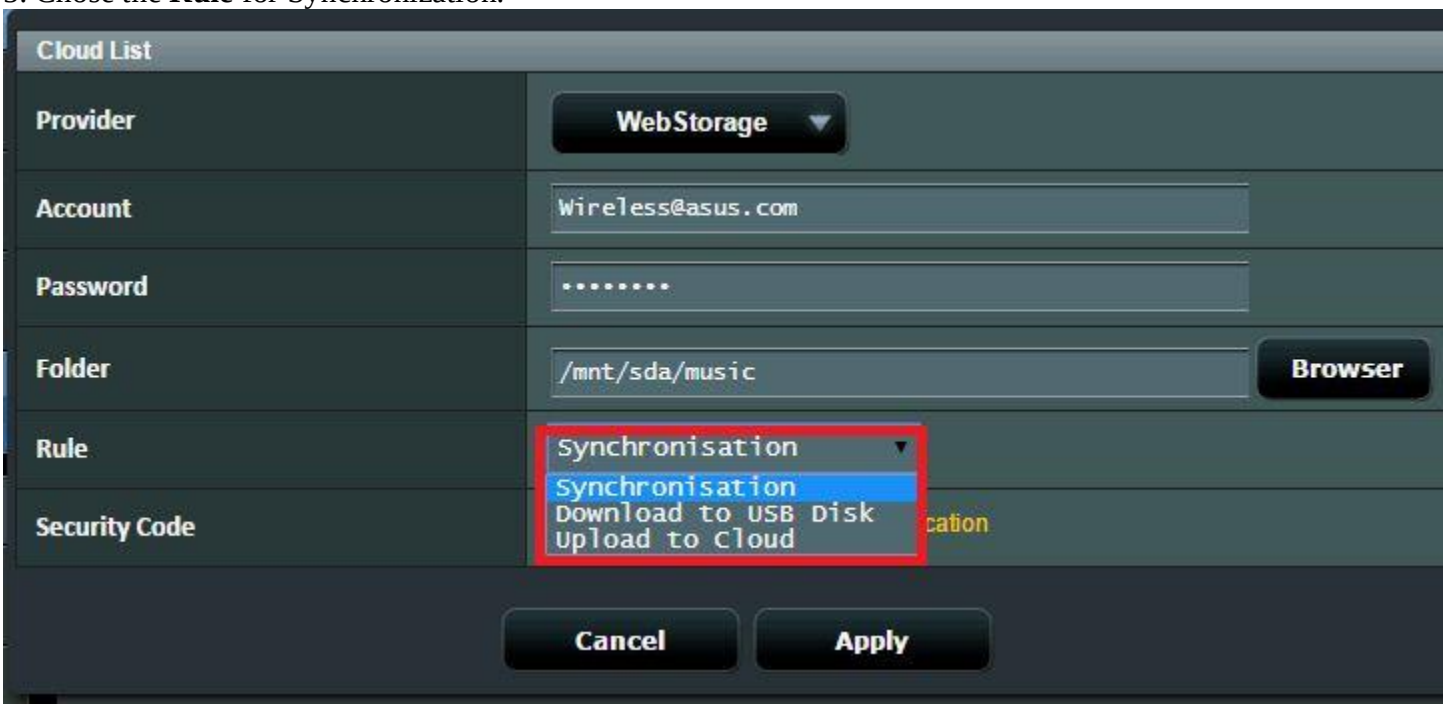
3. Select either Webstorage or Dropbox to sync with your router.



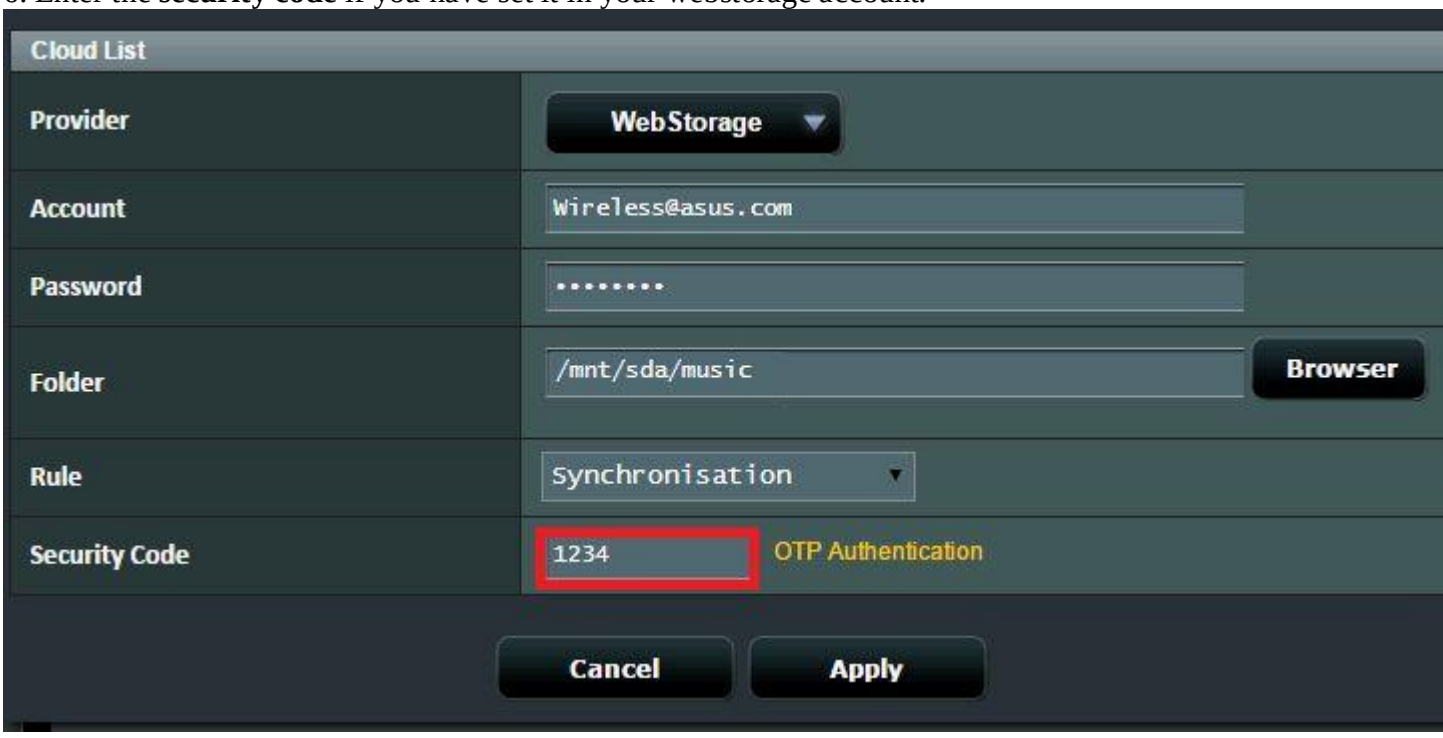

Cloud List
Provider
WebStorage
Account
Wireless@asus.com
Password
••••••••
Folder
/mnt/sda/music
Browser
Rule
Synchronisation
Security Code
OTP Authentication
Cancel
Apply


RT-AC68R
JetFlash Transcend 16GB
sda
music
Cancel
OK

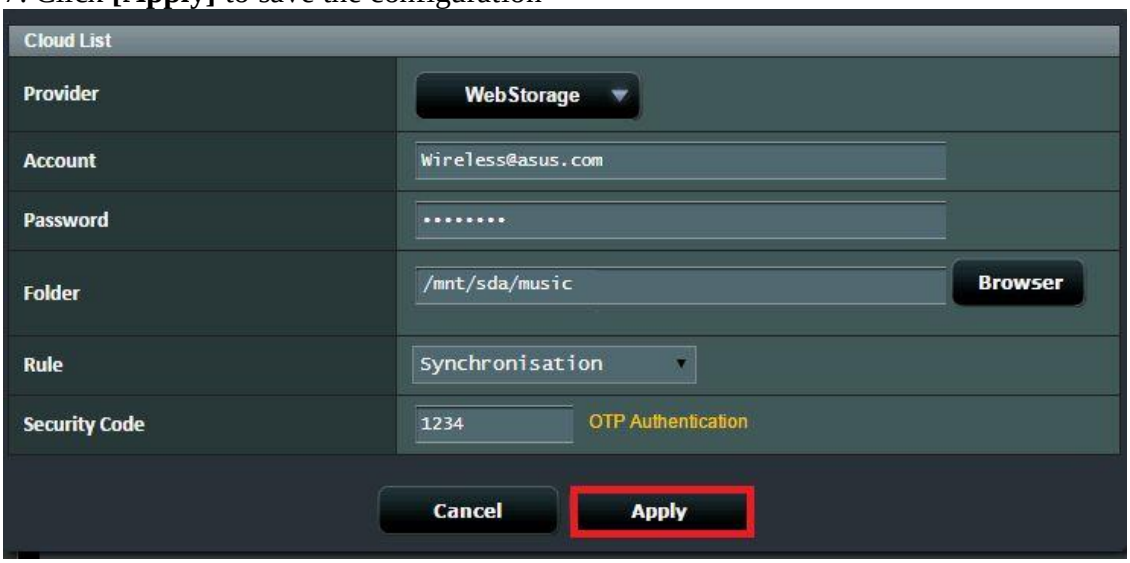
5. Chose the **Rule** for Synchronization.



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



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



How to save a modem log with ASUSWRT?

Last Update : 2019/02/26 16:25

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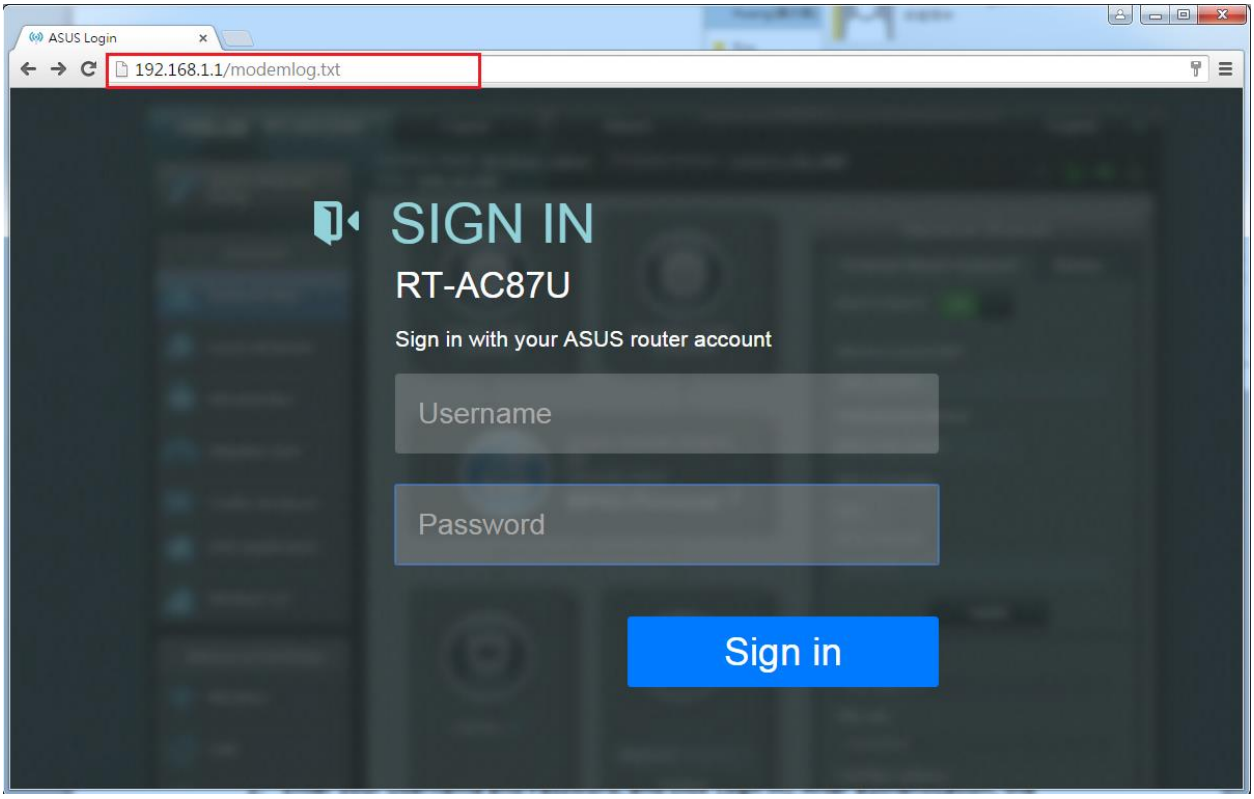
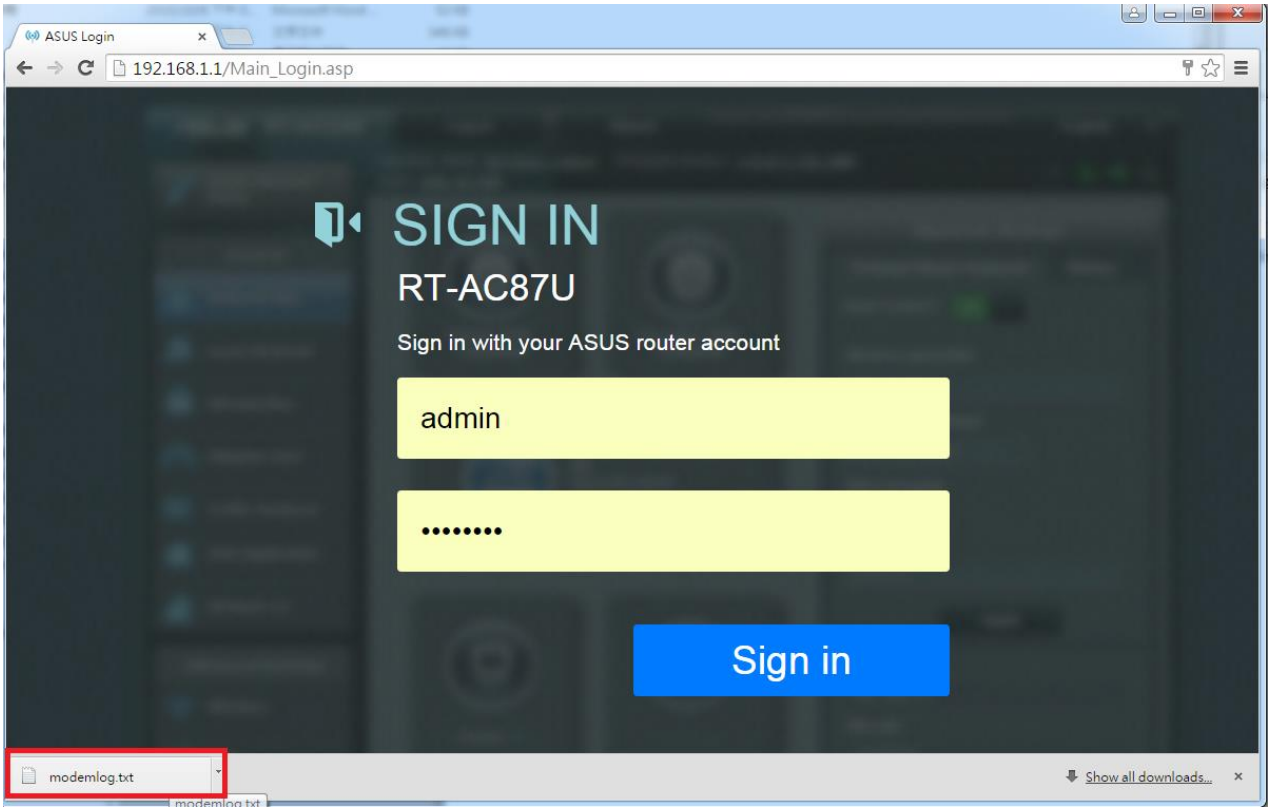
How to save a modem log with ASUSWRT?

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

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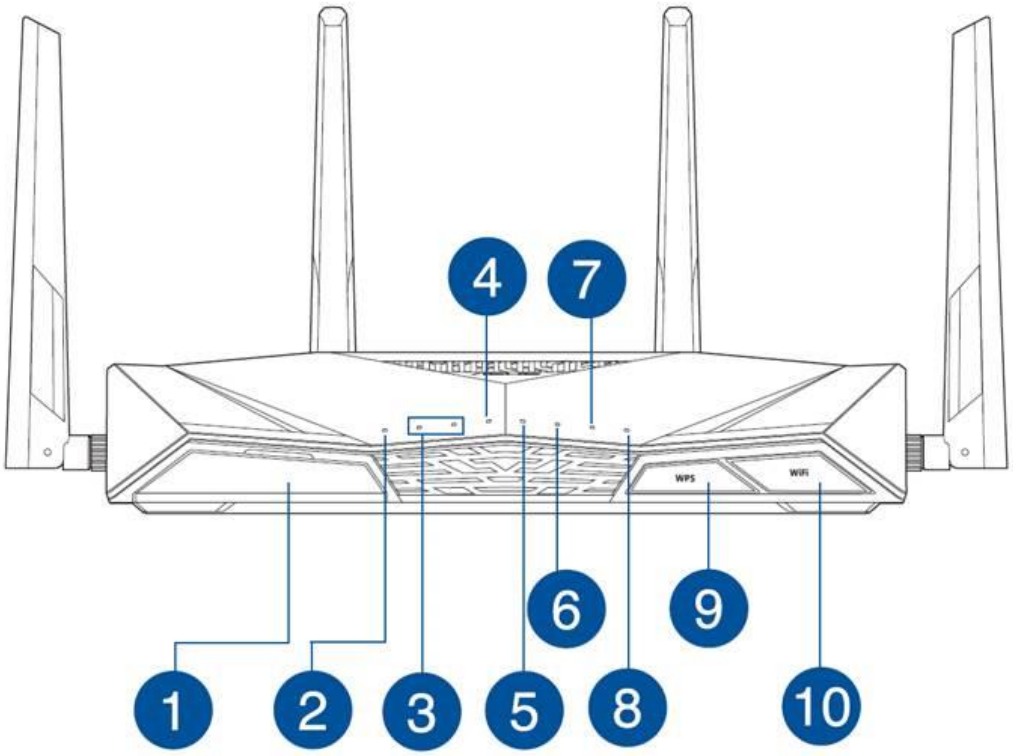
[Troubleshooting] WiFi LED light is not ON

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

Search for the device manual from www.asus.com/support/

Example: RT-AC88U


4
7
WPS
WiFi
6
9
1
2
3
5
8
10

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

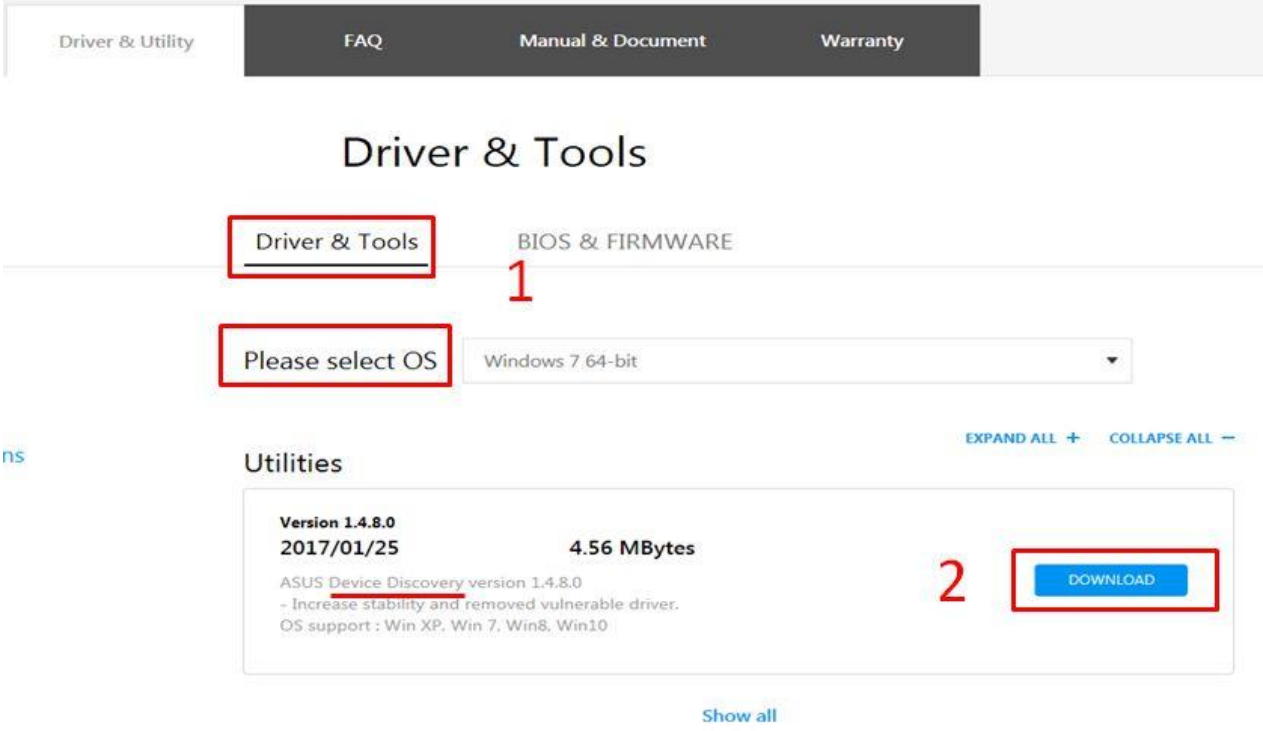
How to download firmware for ASUSWRT

(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

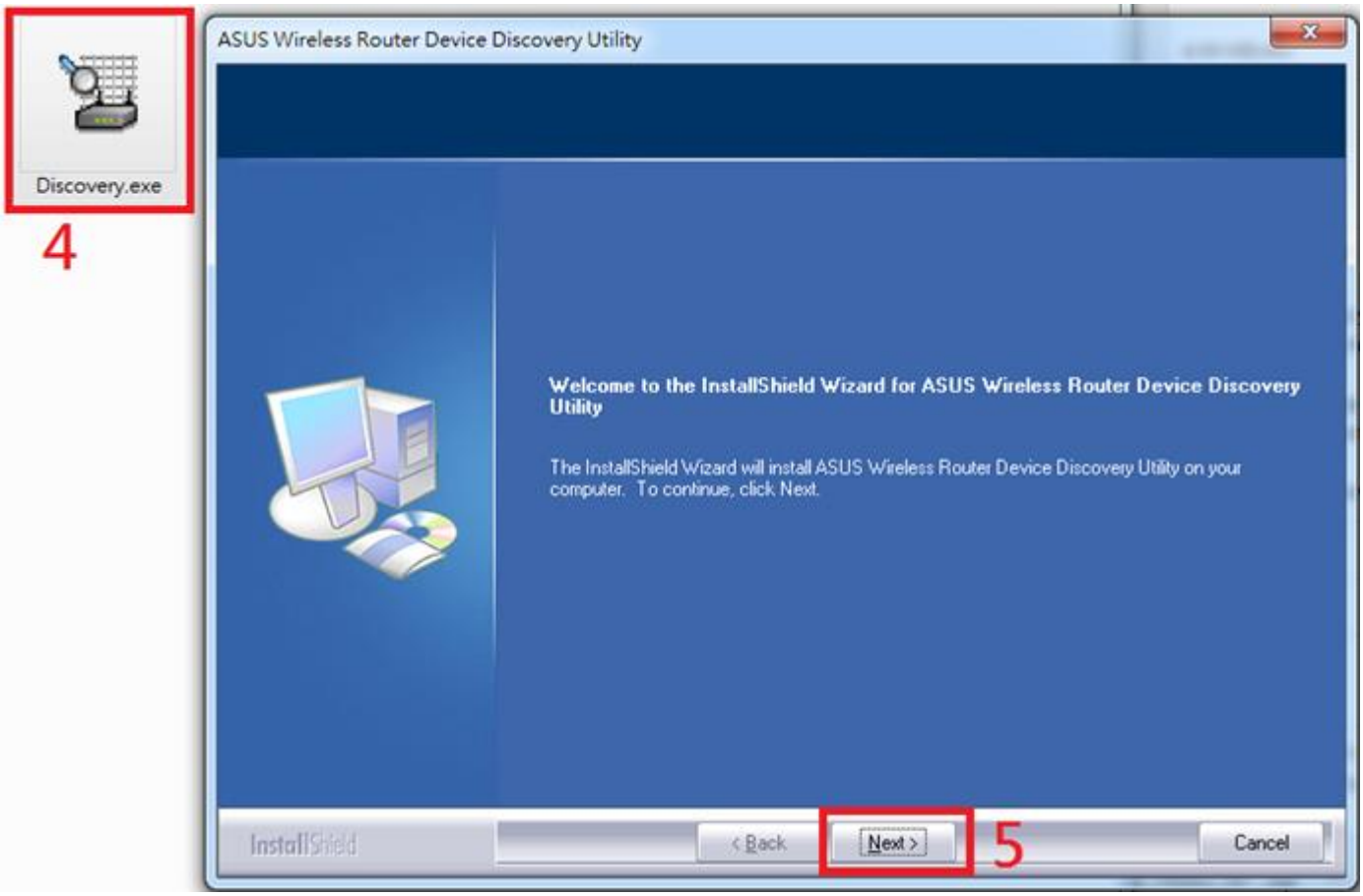
For Windows users

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



(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.

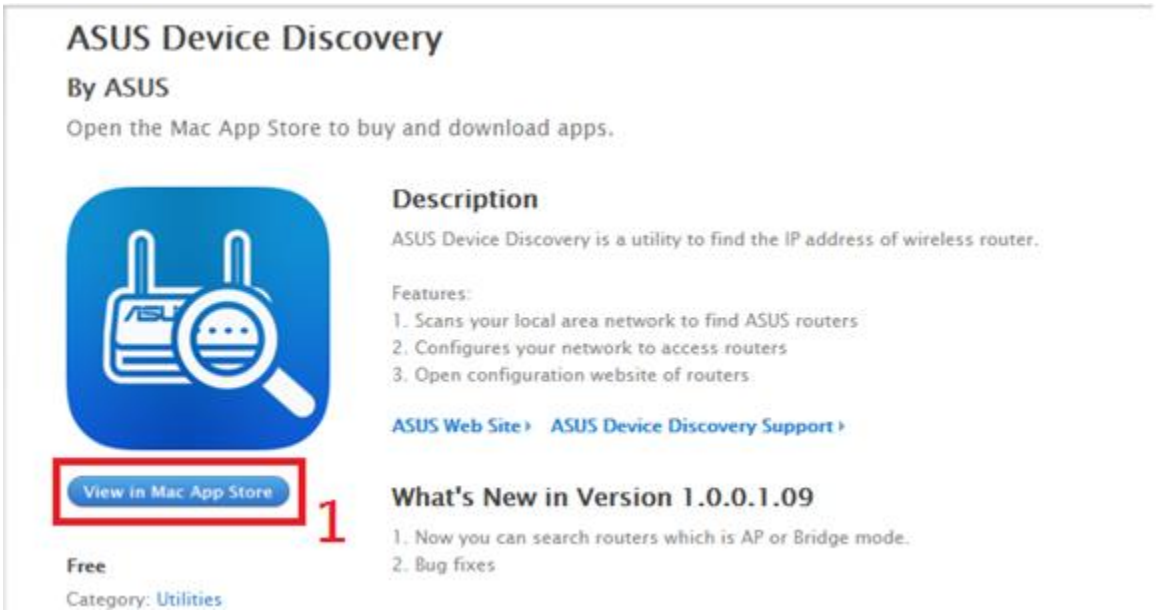


(6)(7) After the installation is completed, click the tool icon to view the IP address of your device.

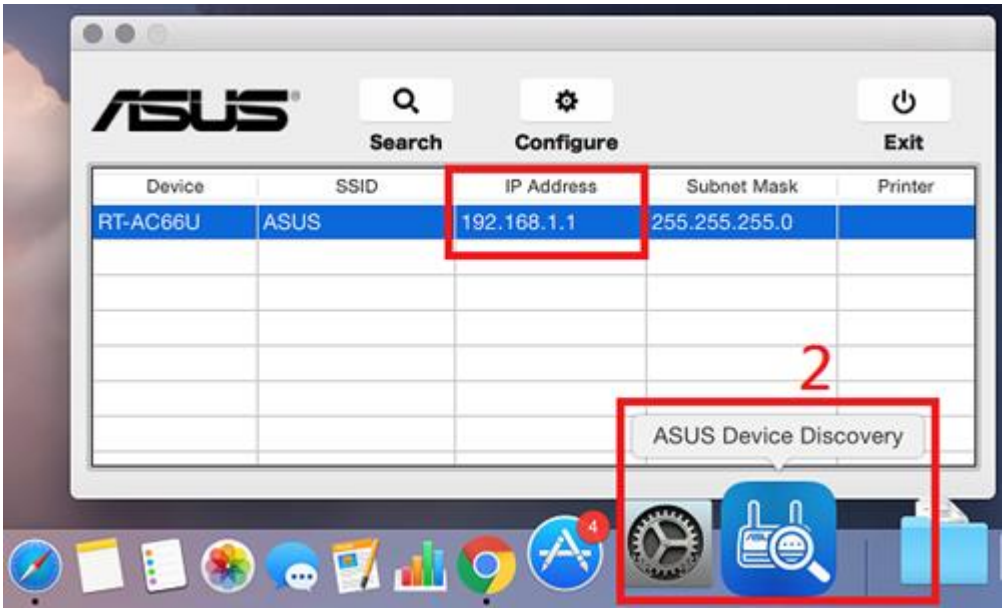
For Mac OS X users

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

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



(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

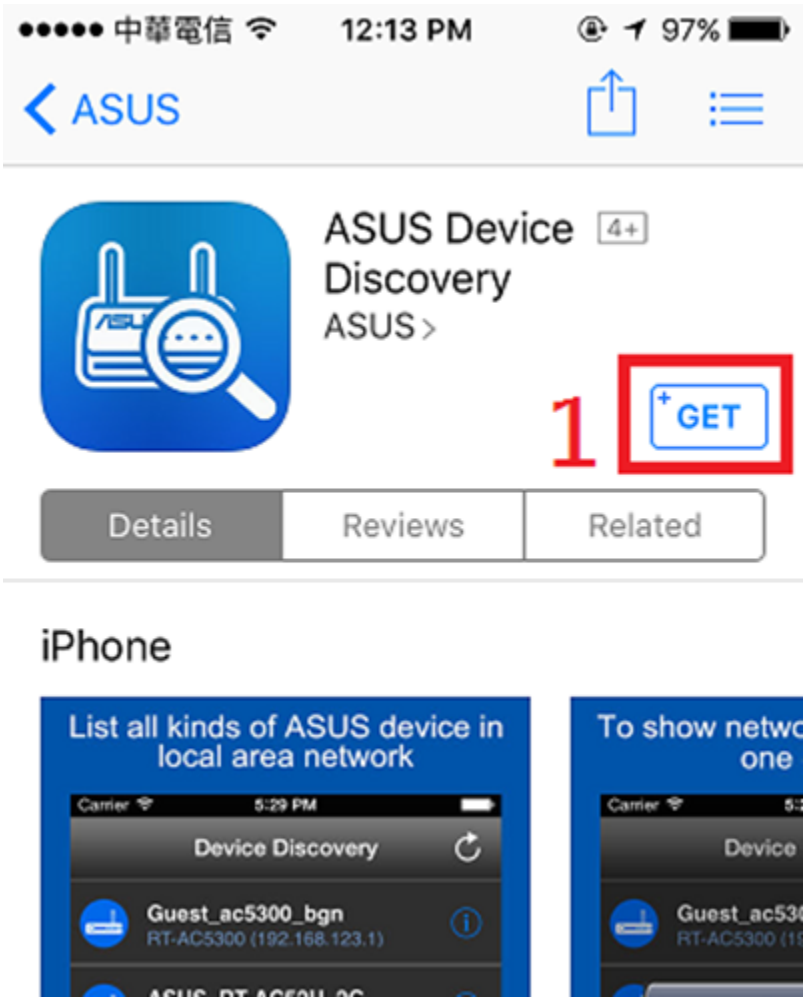
(2) After the installation is completed, launch the app.

(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



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

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

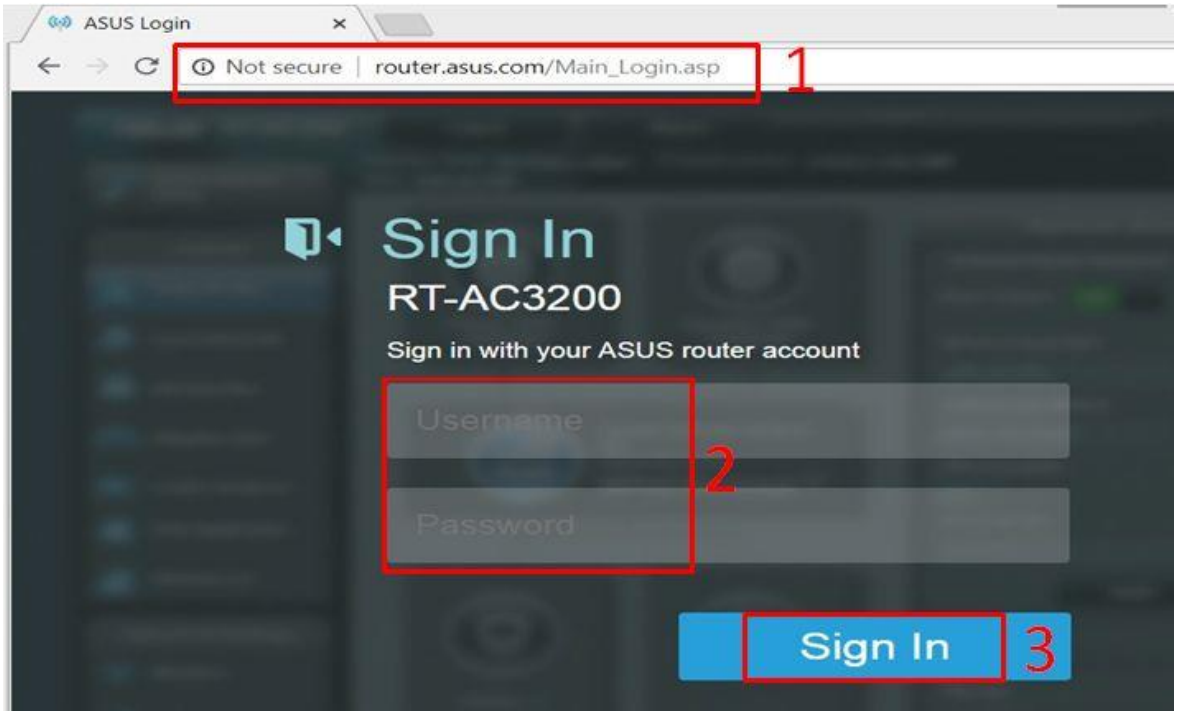
Step 3: Upload the firmware onto your device

(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.

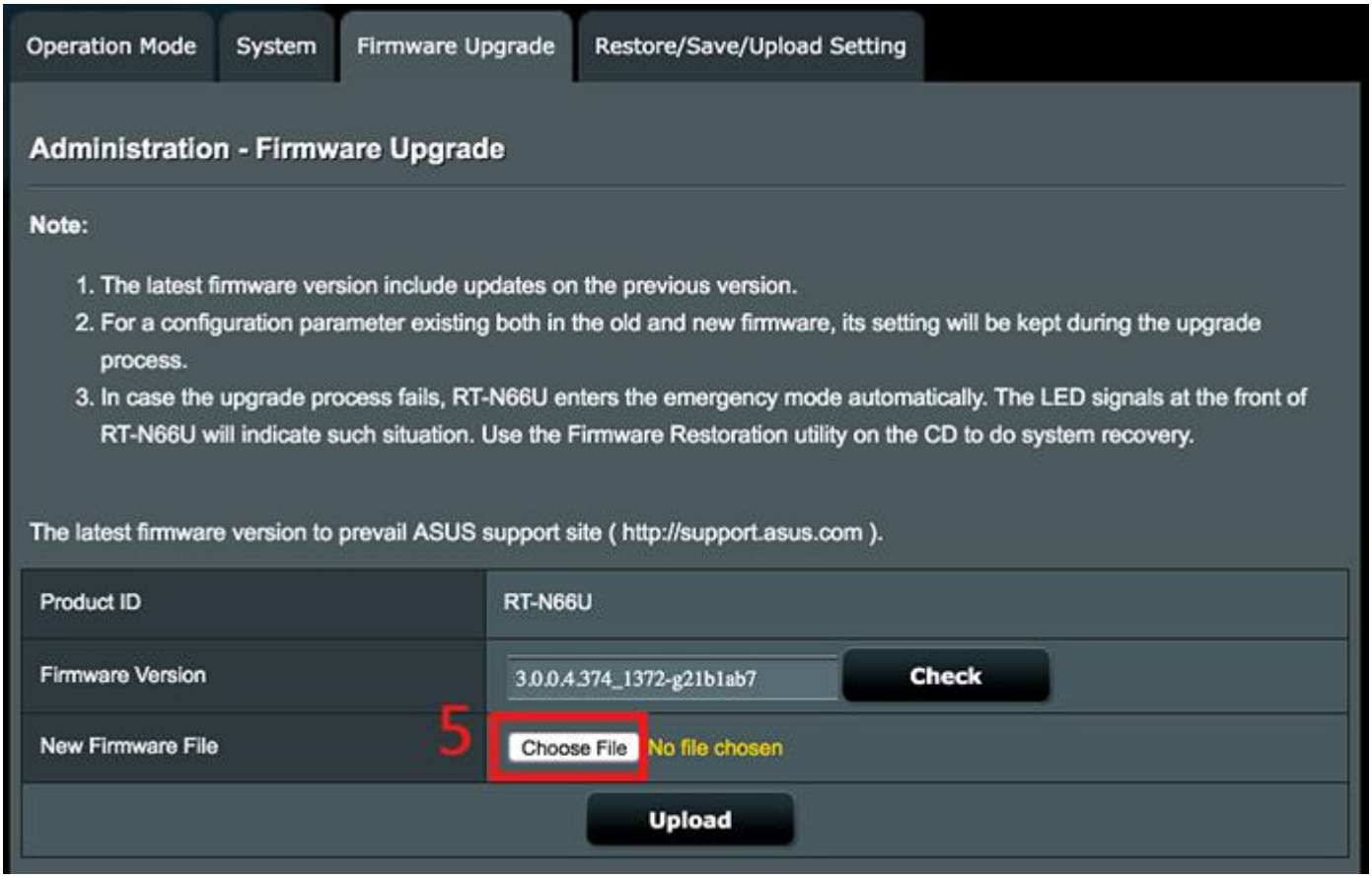
※ Note: The default username and password used to login to the router settings page are NOT the SSID and password used to connect wirelessly to the router.

※ 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.

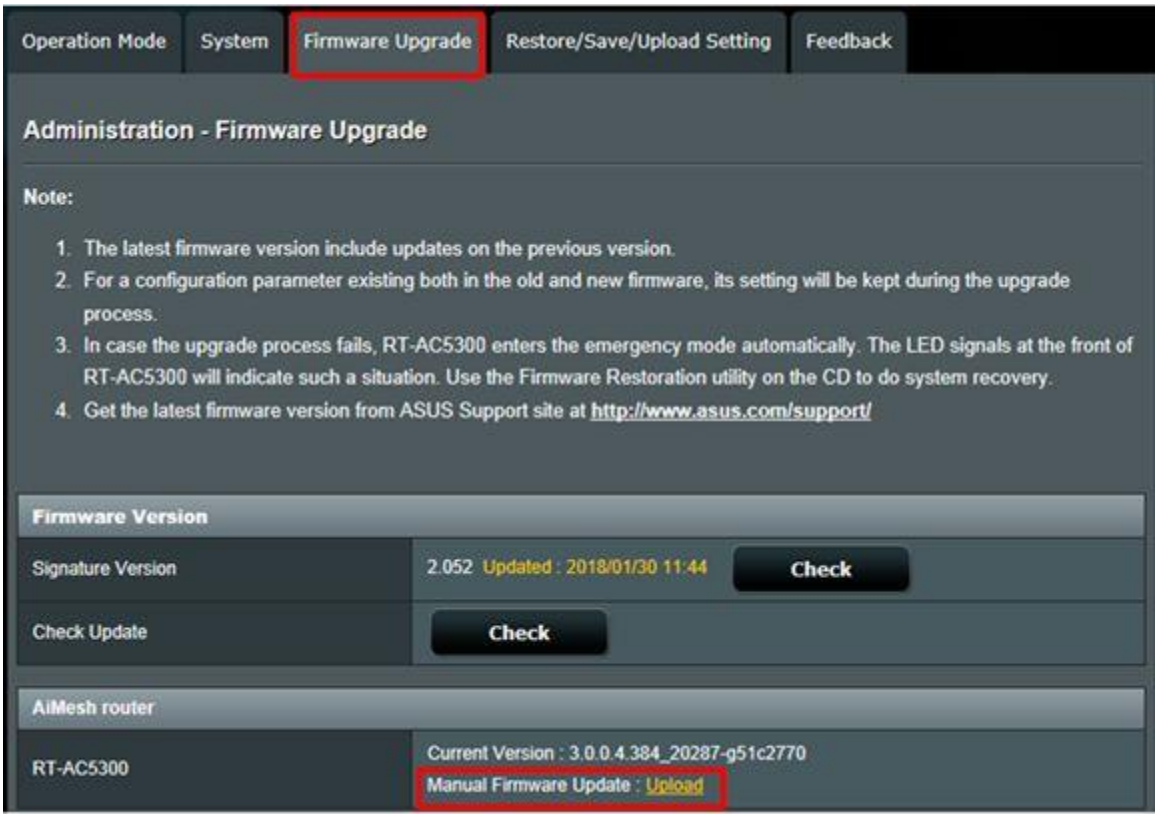


(4) After logging in your ASUS networking device, click the **'Firmware Version' number** at the top of the page.

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

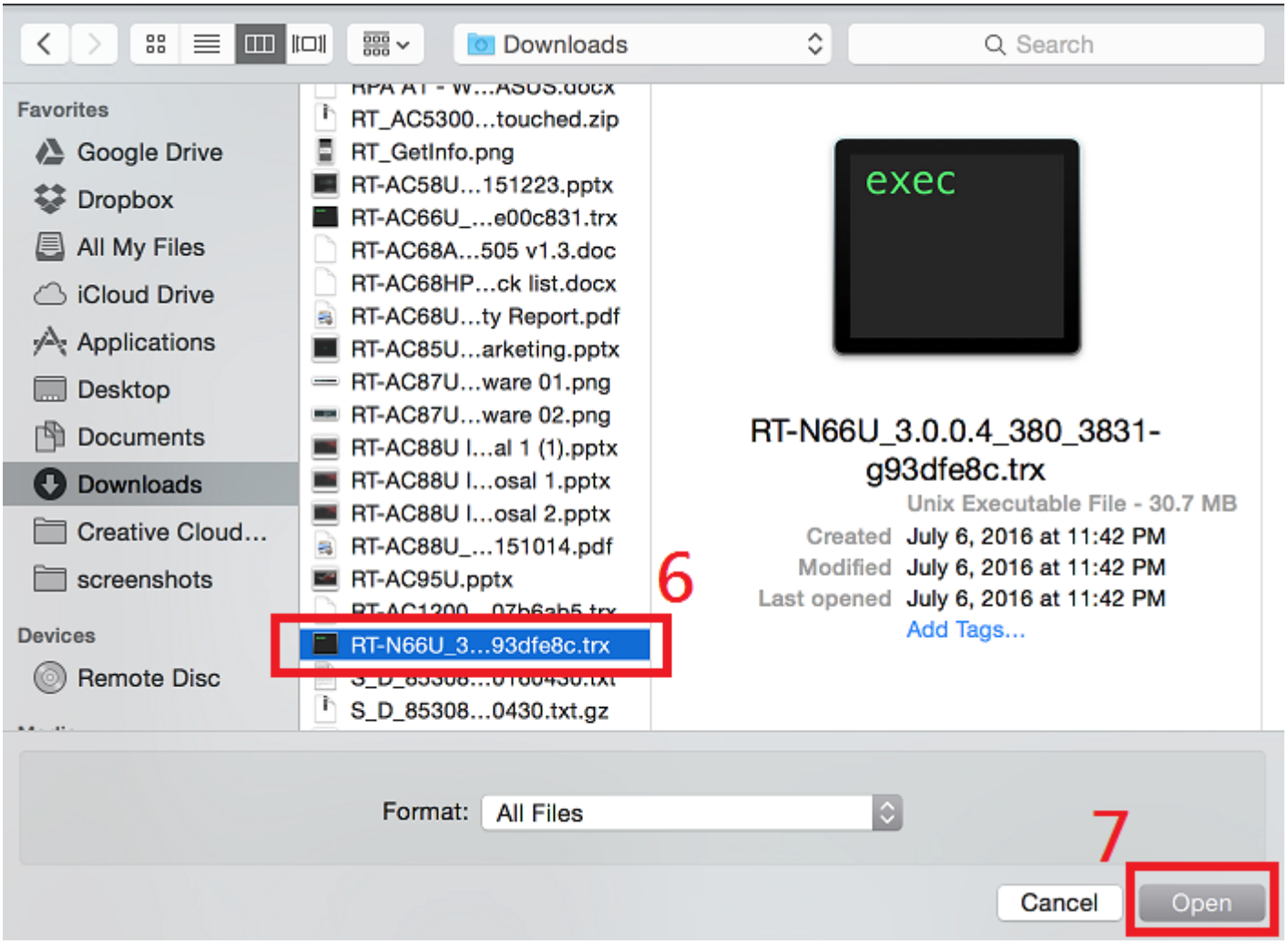


Or Click [Upload] >> Select the latest Firmware

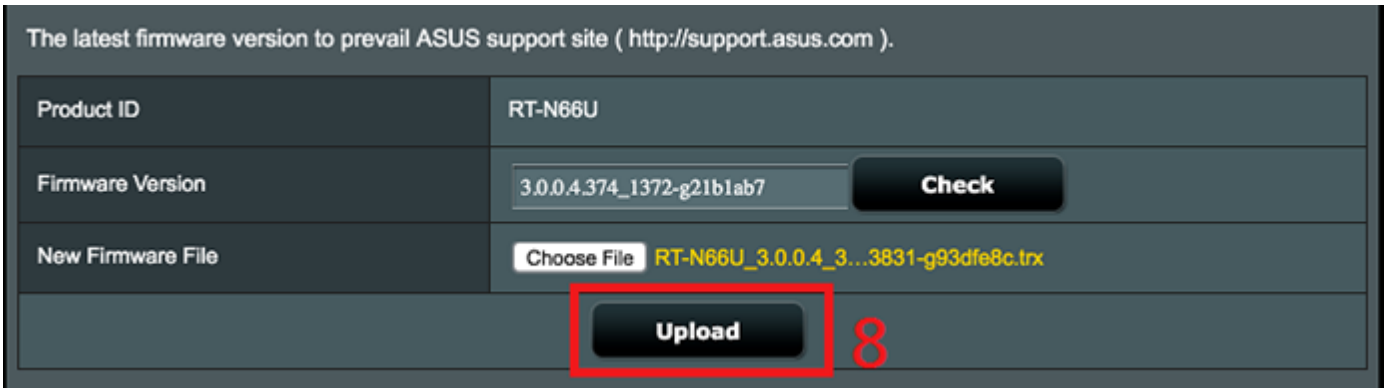


Note : Manual firmware updates will only update this AiMesh router / node, if you are using an AiMesh system, please make sure you are uploading the proper firmware version.

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

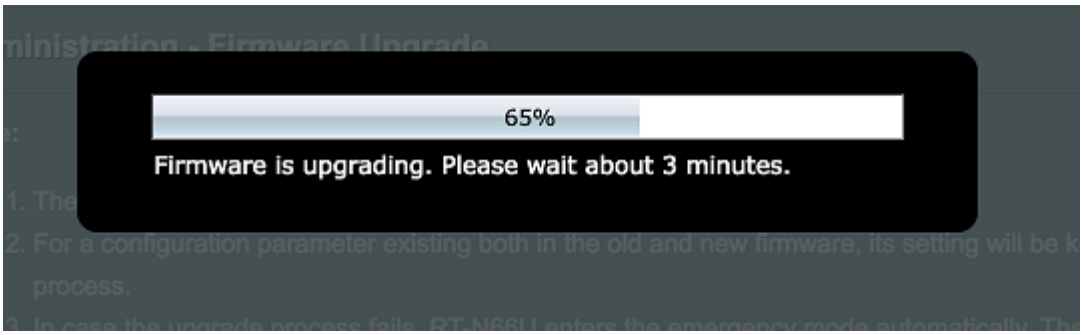


(8) Check the file you selected is the correct one. Click **'Upload'** at the bottom.

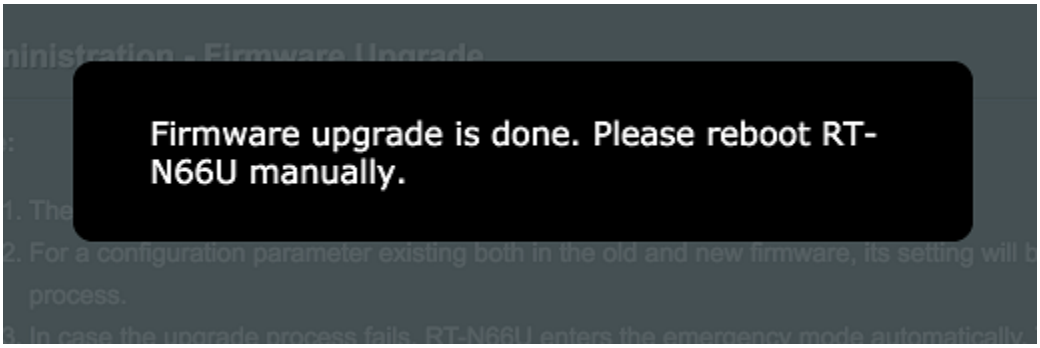


(9) Start the Firmware installation

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.

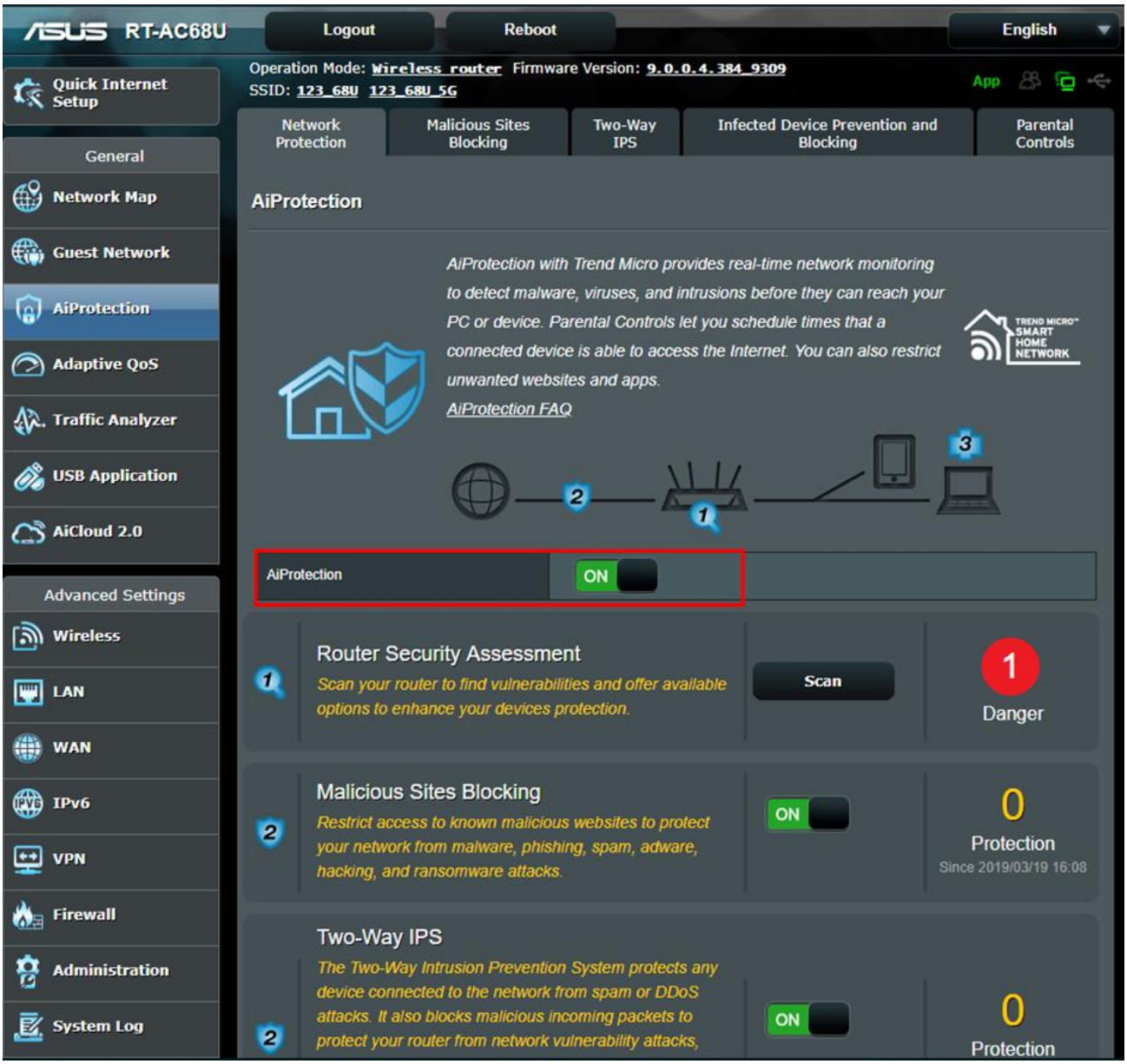
5. Enable the firewall

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.

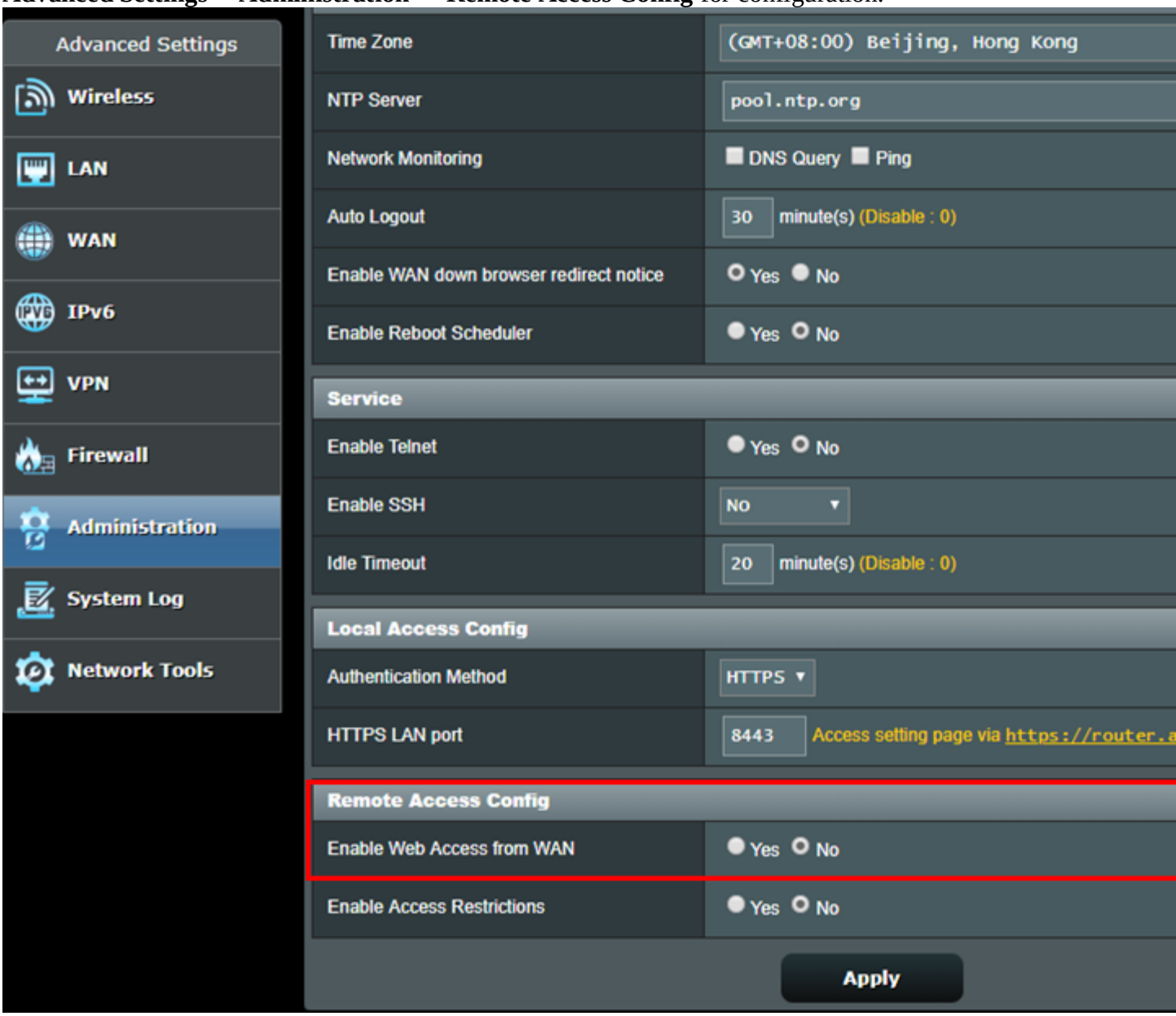
For more information ,please visit https://www.asus.com/AiProtection/



7. Disable the access from WAN

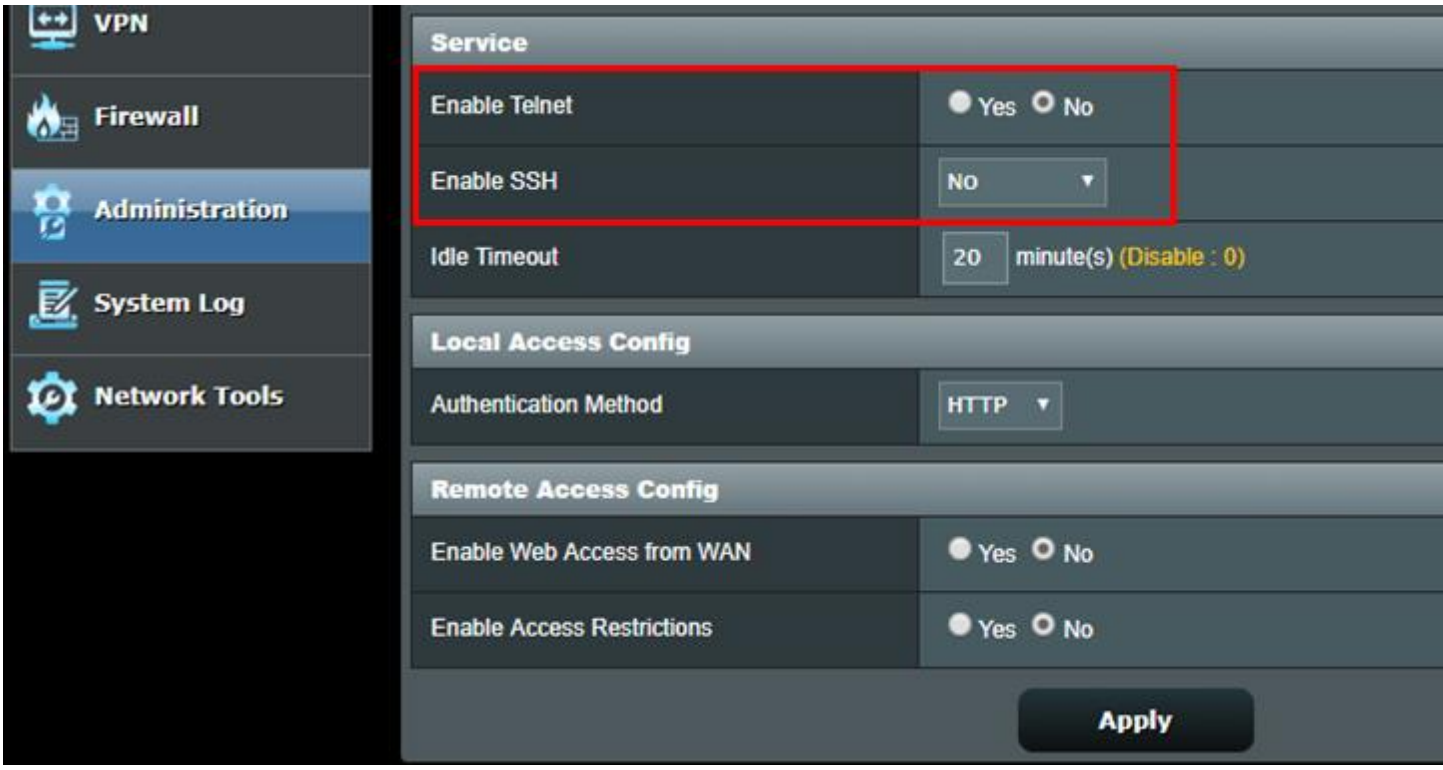
Access from WAN allows you to access your router from the Internet. The default value of this function is disabled. Do not enable this function if there is no special requirement. Visit

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



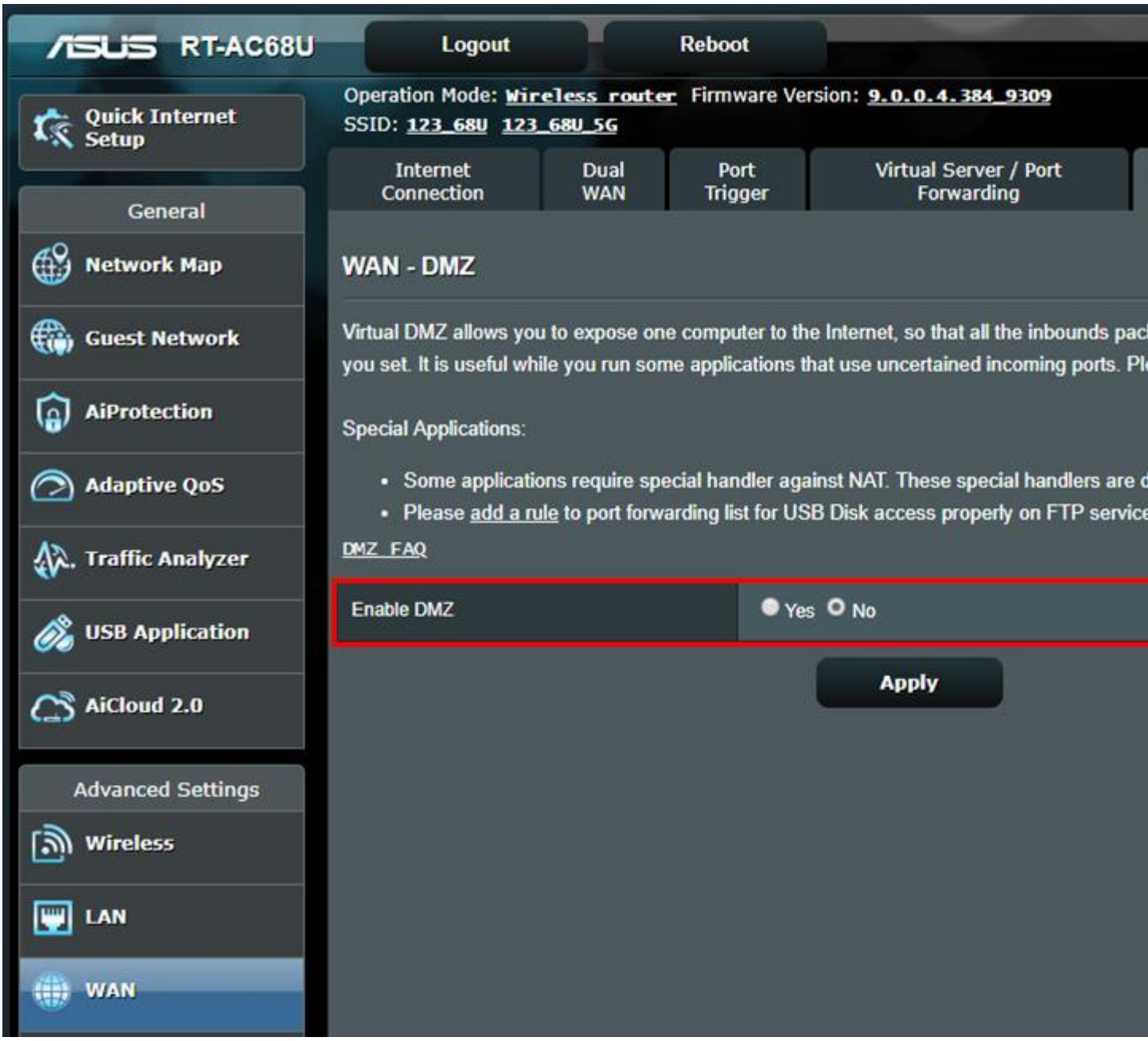
8. Disable Telnet and SSH

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.

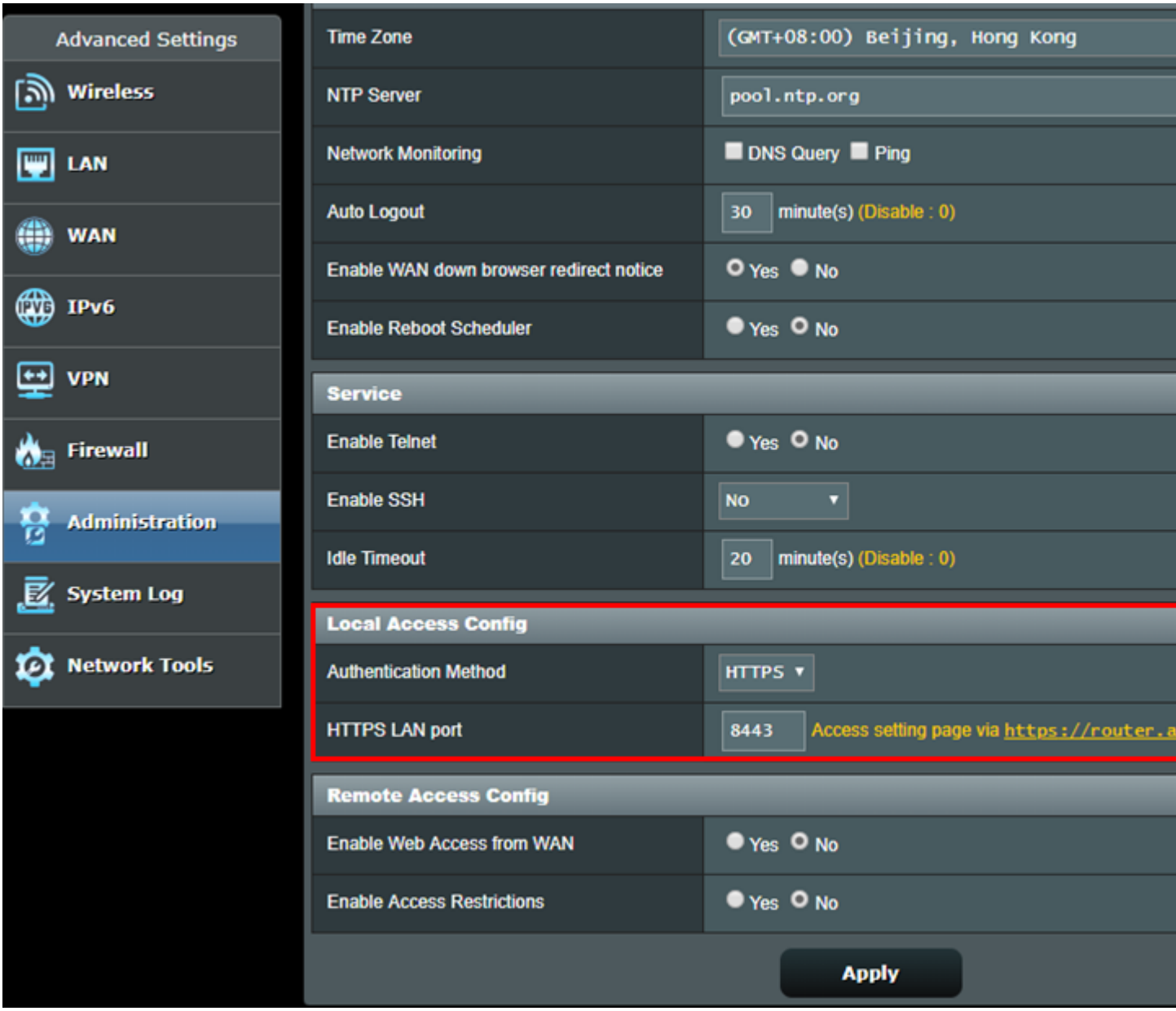


Advanced Setting

1. Enable https to log in ASUSWRT

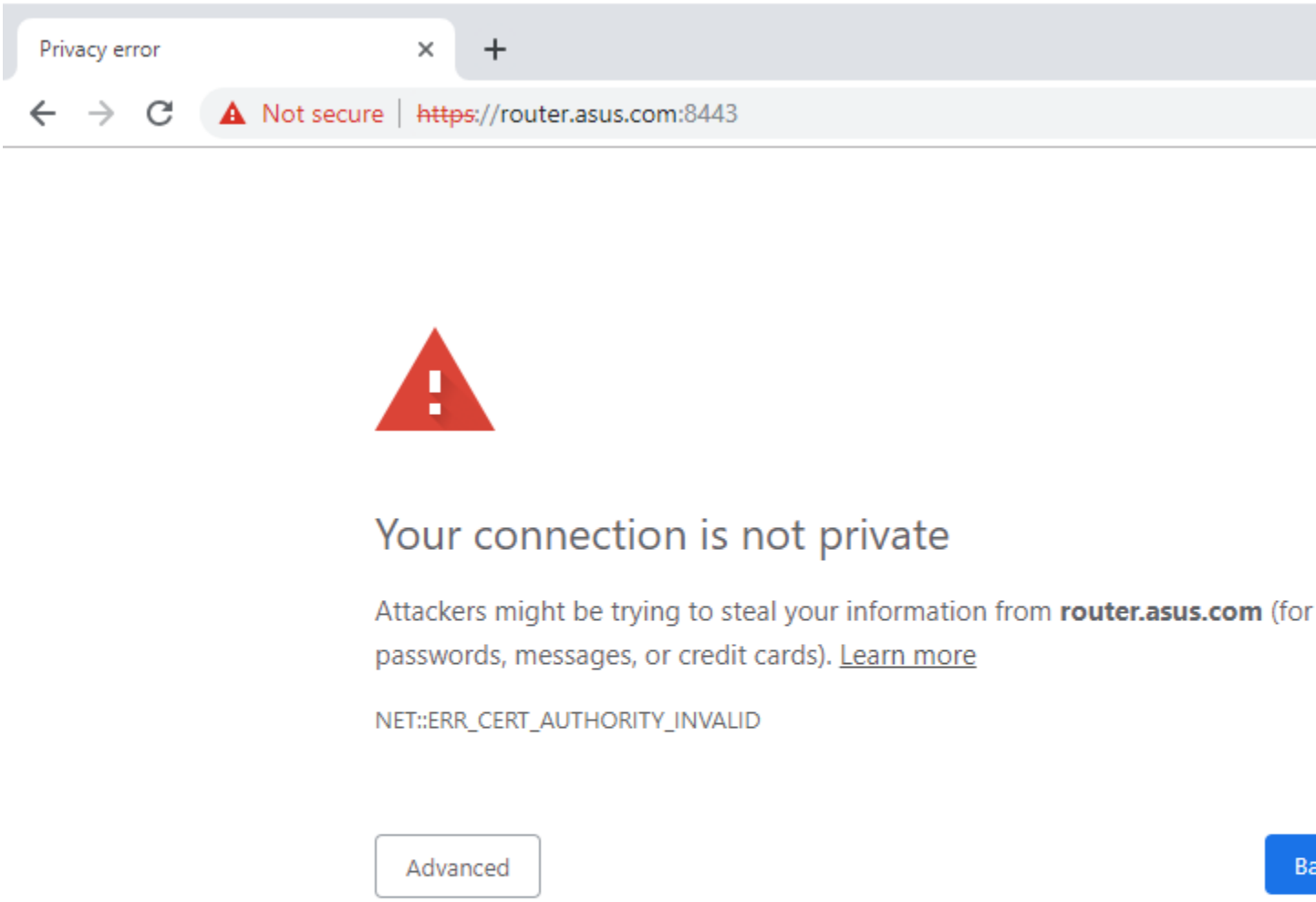
Https is a standard HTTP protocol covered with a layer of SSL/TLS encryption when you are using WPA-AES encryption. ASUSWRT with WPA-AES encryption default connects you with http considering its ease-of-use. You can visit **Advanced Settings-> Administration-> System-> Local Access Config** to change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



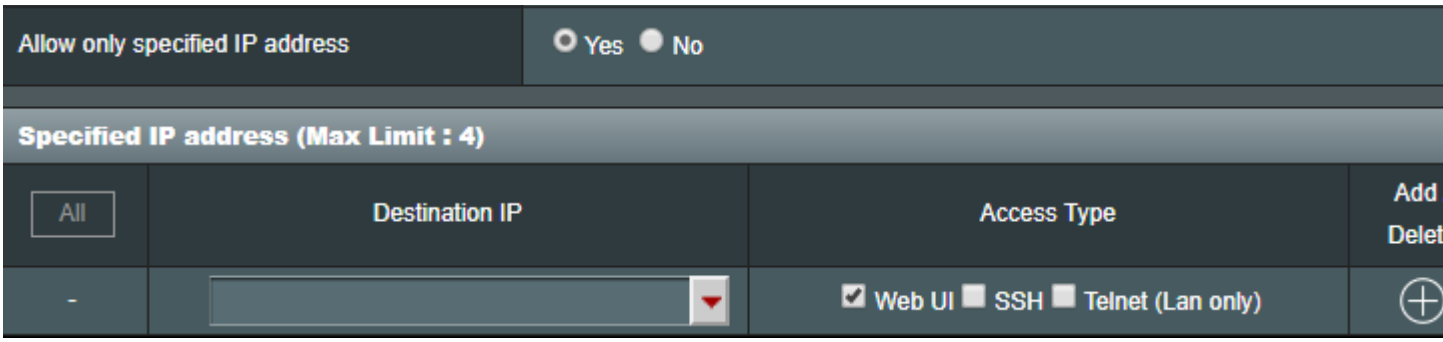
Because the routers use self-signed certificate, the browser will show the warning message as the following screenshot. You can ignore the warning because your router is a trusted device. Please click **Advanced** and visit **ASUSWRT**.

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



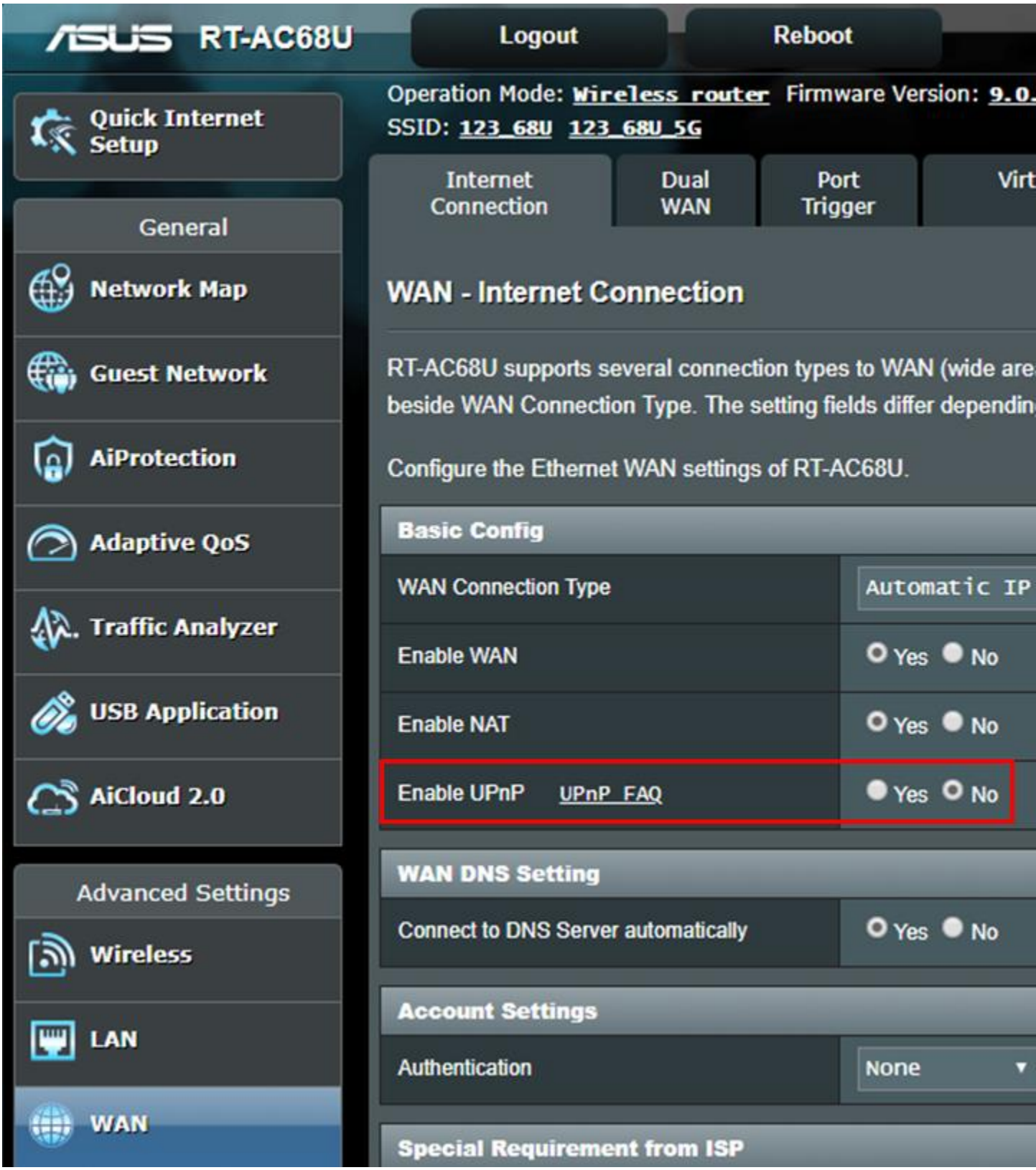
2. Only allow specified IP address to log in ASUSWRT

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.



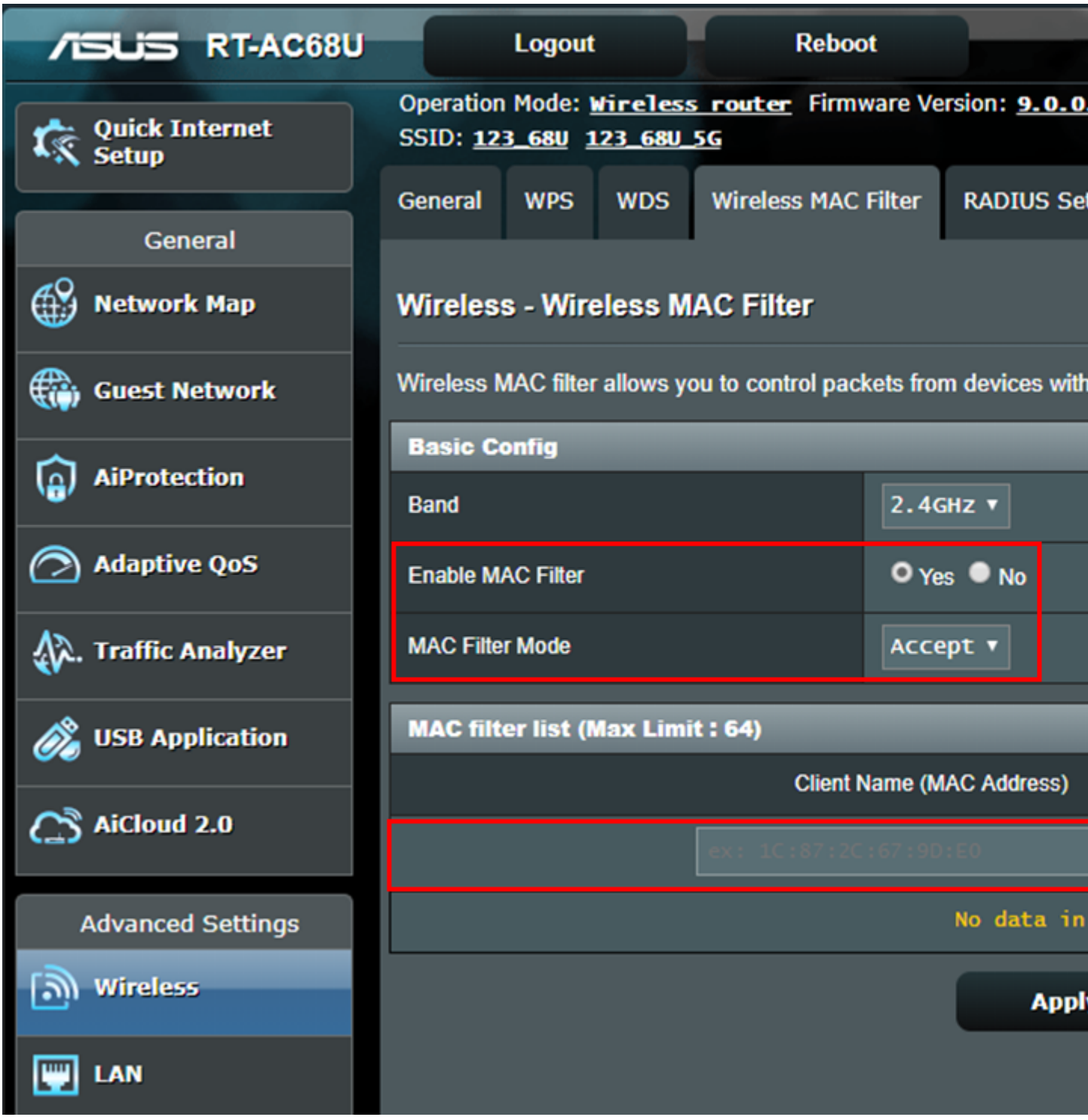
3. Disable UPnP

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.


ASUS RT-AC68U
Logout
Reboot
Operation Mode: Wireless router Firmware Version: 9.0.
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 are
beside WAN Connection Type. The setting fields differ dependin
Configure the Ethernet WAN settings of RT-AC68U.
Basic Config
WAN Connection Type
Automatic IP
Enable WAN
Yes No
Enable NAT
Yes No
Enable UPnP UPnP_FAQ
Yes No
WAN DNS Setting
Connect to DNS Server automatically
Yes 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.



[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.