

How to Fix Network Connection Issues in Windows 10

Windows 10 updates have affected the compatibility of some Wi-Fi Adapters, including the Rosewill RNX-AC1300PCE/RNX-AC1900PCE PCI-Express Wi-Fi Adapters. Our development team is diligently working to address driver compatibility. In the meantime, if you're having problems getting connected to a wireless network and can't get onto the internet, we've compiled some troubleshoot options you can try.

1. Microsoft Windows Support

First, check these 8 ways to fix network connection issues from [Microsoft Windows support](#) and follow the instructions.

- v Things to try first
- v Run the Network troubleshooter followed by networking commands
- v Roll back the network adapter driver
- v Update the network adapter driver
- v Temporarily turn off firewalls
- v Temporarily turn off any antivirus or malware-prevention software
- v Uninstall the network adapter driver and restart
- v Use network reset to reinstall network devices

2. Re-Install VPN Software

After upgrading to Win 10, older VPN software might be the root cause of Wi-Fi connection failure as Microsoft states:

"This issue may occur if unsupported VPN software is installed in Windows 8.1 and is present during the upgrade to Windows 10. Older software versions contain a filter driver (the Deterministic Network Enhancer) that is not upgraded correctly."

To fix this issue, download the wireless network Troubleshooter from [Microsoft Windows support](#) and follow the instructions provided. Before you make any changes, please [back up the registry for restoration](#) in case problems occur.

3. Try to Lock PCI from System Configuration

Follow the steps below to get RNX-AC1300/RNX-AC1900PCE properly recognized:

1. Press the **Windows** and **R** key to bring up the Run prompt
2. Type **msconfig** into the Run prompt and click **OK**
3. In the System Configuration window, click on the **Boot** tab
4. Under the **Boot** tab, click **Advanced options**
5. Tick the checkbox for **PCI Lock** and click **OK**
6. Click **OK** on the **Boot** tab of the System Configuration window and **restart** the computer once prompted.