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.

   - Things to try first
   - Run the Network troubleshooter followed by networking commands
   - Roll back the network adapter driver
   - Update the network adapter driver
   - Temporarily turn off firewalls
   - Temporarily turn off any antivirus or malware-prevention software
   - Uninstall the network adapter driver and restart
   - 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-AC1300PCE/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.

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