

# [ASIX AX88772C] USB Ethernet Adapter FAQs

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This document contains some helpful FAQs should you run into any issues:

1. [General Troubleshooting](#)

When you troubleshoot issues with a network adapter, there are some quick tests that you can complete to rule out potential problems. You can test to make sure that the following components are working correctly and are not the source of the issue:

- Ethernet cables
- Network devices
- Computer system

To test your setup components, try the following:

- Use the Ethernet cables, network devices, and computer system in another setup to see if the problem is with the components or the setup.
- Use different Ethernet cables, network devices, and a different computer system in your setup to see if the problem persists. Ideally, you should test a component that you know works in another setup.

When you test your cables, it is recommended that you do the following:

- Test each cable individually.
- Use short cables when you are testing.

When you test the Ethernet cables, network devices, and computer system, it is recommended that you do the following:

- In **Device Manager**, check under **Network Adapters**. To open **Device Manager**, press the **Windows** key + **R**, type **devmgmt.msc**, and press **Enter**.
- If you are using a USB network adapter and you do not see the network adapter listed in **Device Manager**, refer to the following FAQ: <https://www.startech.com/support/faqs/technical-support?topic=expansion-cards#usb-cannot-detect-windows>.
- If you are using a PCI/PCIe network adapter and you do not see the network adapter listed in **Device Manager**, refer to the following FAQ: <https://www.startech.com/support/faqs/technical-support?topic=expansion-cards#pci-pcie-cannot-boot-os-or-detect-windows>.
- If you are using a CardBus/ExpressCard adapter and you do not see the network adapter listed in **Device Manager**, refer to the following FAQ: <https://www.startech.com/support/faqs/technical-support?topic=expansion-cards#cb-ec-cannot-detect-windows>.
- If the device is listed with an error, follow the instructions on the product page to reinstall the drivers.
- Check to see if your network devices (for example, a network switch, router, and so on) use compatible protocols (for example, 10/100, Gigabit, and so on).
- Make sure that the link LEDs on the adapter are illuminated when it is plugged into a network device. If the link LEDs are illuminated, it means that a good electrical connection exists between the devices.
- If you use a wall jack with an Ethernet cable, make sure that the jack is patched in properly.