

Troubleshooting:

How to replace CMOS battery on motherboard when it runs out power ?

1. Find the location of CMOS battery on motherboard, appearance is as below image.



2. There is a latch used to secure battery on CMOS battery holder



3. You can press the latch down by screwdriver



4. Battery automatically pops up when the latch gets loose



5. Remove the battery and replace with a new one.

*Battery model:CR2032 3V Li-ion battery

AI Suite 3 - Troubleshooting Guide

If AI Suite 3 errors occur during your installation or usage, please refer to the troubleshooting guide below:

Q1: After upgrading to Windows 10, can we still use formally installed AI Suite 3?

A1: After upgrading to Windows 10, AI Suite 3 also needs to upgrade to the Windows 10 compatible version for normal use (click [here](#) for details.)

Q2: After updating Microsoft Win10 security vulnerability patch, if AI Suite3 can not be used properly, what is the solution will be ?

A2: After upgrading to Windows 10, AI Suite 3 also needs to upgrade to the Windows 10 compatible version for normal use (click [here](#) for details.)

Please remove the old version of AI Suite 3 first, and then download and install the latest version.

Download path as follows :

You can download this utility from the ASUS Support

Site: <https://www.asus.com/support/> according to your specific model.

*Enter product model name -> Support -> Driver & Tools-> Select OS-> Utilities-> ASUS AI Suites 3

1. Check the ASUS Official Website, enter then select your model number in the Search Bar

2. Choose the support page, and click Driver & Utility option

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PRIME Z270-A Overview 3D Printing Specifications Gallery News & Award **Support**

Product Support for
PRIME Z270-A
[Select Other Model >](#)

Quickly access your product support.
REGISTER YOUR PRODUCT

CPU / Memory Support **Driver & Utility** **FAQ** **Manual & Document** **Warranty**

Driver & Tools

3. Select the OS

Driver & Tools BIOS & FIRMWARE

Driver & Tools

Please select OS

Please choose

- Please choose
- Windows 10 64-bit**
- Windows 10 32-bit
- Windows 8.1 64-bit
- Windows 8.1 32-bit
- Windows 8 32-bit
- Windows 8 64-bit
- Windows 7 32-bit
- Windows 7 64-bit
- Others

4. Come to Utilities and click "Show all" button

Utilities

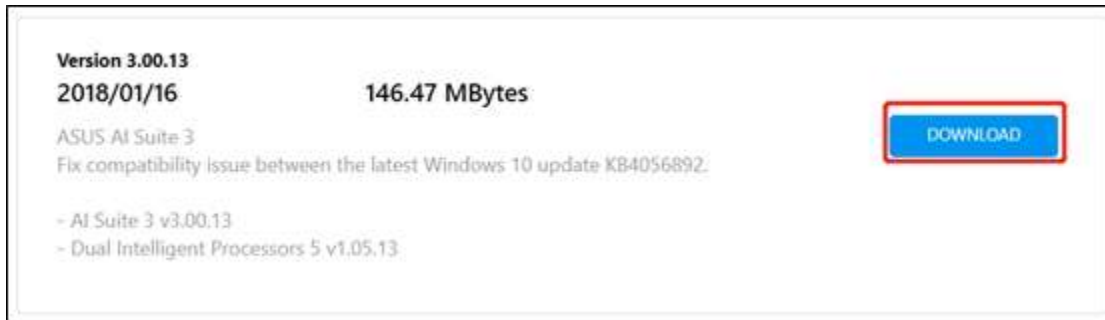
Version 1.06.95
2018/09/11 **93.93 MBytes**

Aura v1.06.95
Add support for latest Aura Sync Asus, ROG and partners' products
Improve software stability for Windows 10 64-bit

DOWNLOAD

Show all

5. Select the latest AI Suite 3 and Download



Version 3.00.13
2018/01/16 **146.47 MBytes**

ASUS AI Suite 3
Fix compatibility issue between the latest Windows 10 update KB4056892.

- AI Suite 3 v3.00.13
- Dual Intelligent Processors 5 v1.05.13

Q3: If some motherboards do not provide AI Suite 3 in the Windows 10 version from the official website, how do I download it ?

A3: Please check whether your motherboard can support Win10 and AI Suite 3

You can download this utility from the ASUS Support

Site: <https://www.asus.com/support/> according to your specific model.

*Enter product's model name-> Support-> Driver & Tools-> Select OS-> Utilities-> ASUS AI Suites 3

1. Check the ASUS Official Website , enter then select your model number in the Search Bar

2. Choose the Specifications option then check the related information.



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<p>Special Features</p>	<p>OC Design - ASUS PRO Clock Technology</p> <ul style="list-style-type: none"> - Full BCLK range for extreme overclocking performance <p>5-Way Optimization by Dual Intelligent Processors 5</p> <ul style="list-style-type: none"> - Whole system optimization with a single click! 5-Way Optimization tuning key perfectly consolidates TPU, EPU, DIGI+ Power Control, Fan Xpert 4, and Turbo App together, providing better CPU performance, efficient power saving, precise digital power control, whole system cooling and even tailor your own app usages. <p>ASUS 5X Protection III :</p> <ul style="list-style-type: none"> - ASUS SafeSlot Core: Fortified PCIe Slot prevents damage - ASUS LANGuard: Protects against LAN surges, lightning strikes and static-electricity discharge! - ASUS Overvoltage Protection: World-class circuit-protecting power design - ASUS Stainless-Steel Back I/O: 3X corrosion-resistance for greater durability! - ASUS DIGI+ VRM: 8 Phase digital power design <p>ASUS TPU :</p> <ul style="list-style-type: none"> - Auto Tuning - GPU Boost <p>ASUS EPU :</p> <ul style="list-style-type: none"> - EPU <p>AURA :</p> <ul style="list-style-type: none"> - Aura Lighting Control - Aura RGB Strip Headers - Aura Lighting Effects Synchronization with compatible ASUS ROG devices <p>ASUS Exclusive Features :</p> <ul style="list-style-type: none"> - MemOK! - AI Suite 3 - AI Charger - Turbo LAN - Crystal Sound 3 - EZ XMP ASUS Exclusive Features - PC Cleaner - File Transfer
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3. If your model can support both programs, but either one cannot be found on the website, please contact [ASUS Product Support](#)

Q4: What actions should be taken when the installation fails?

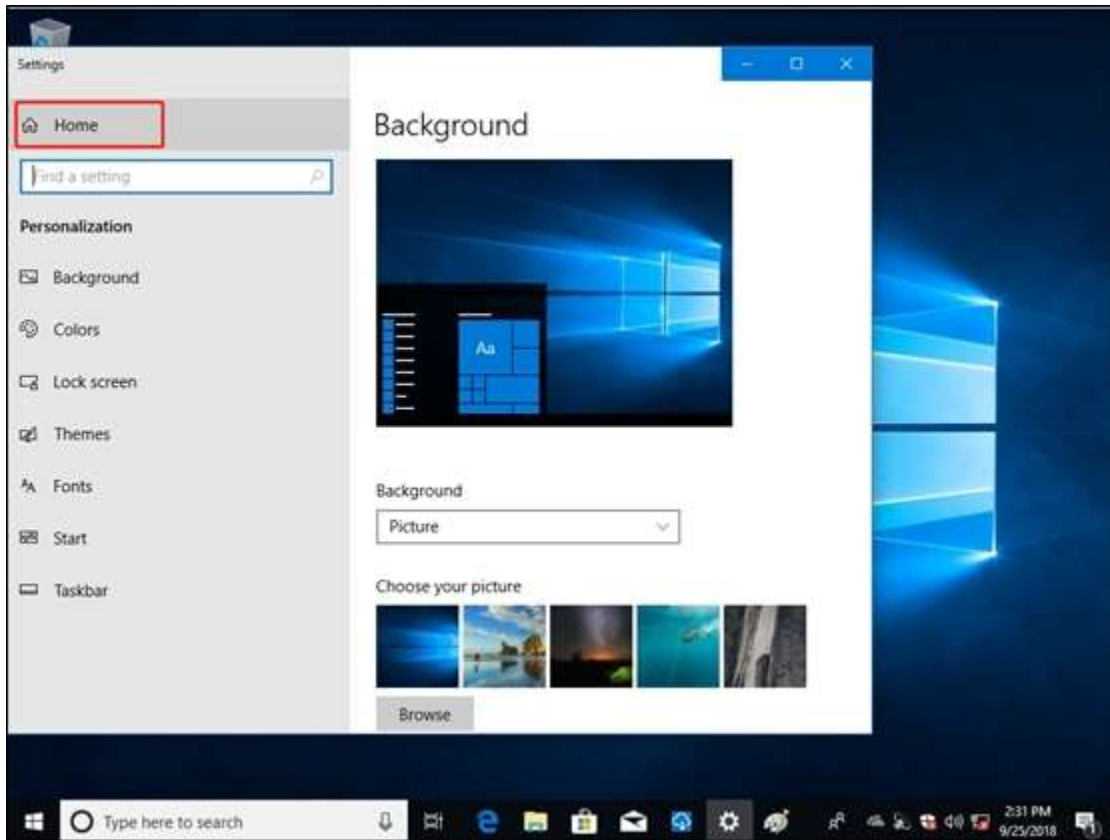
A4: Please check if you had already installed an older version AI Suite 3. If yes, please uninstall it first.

Uninstallation steps:

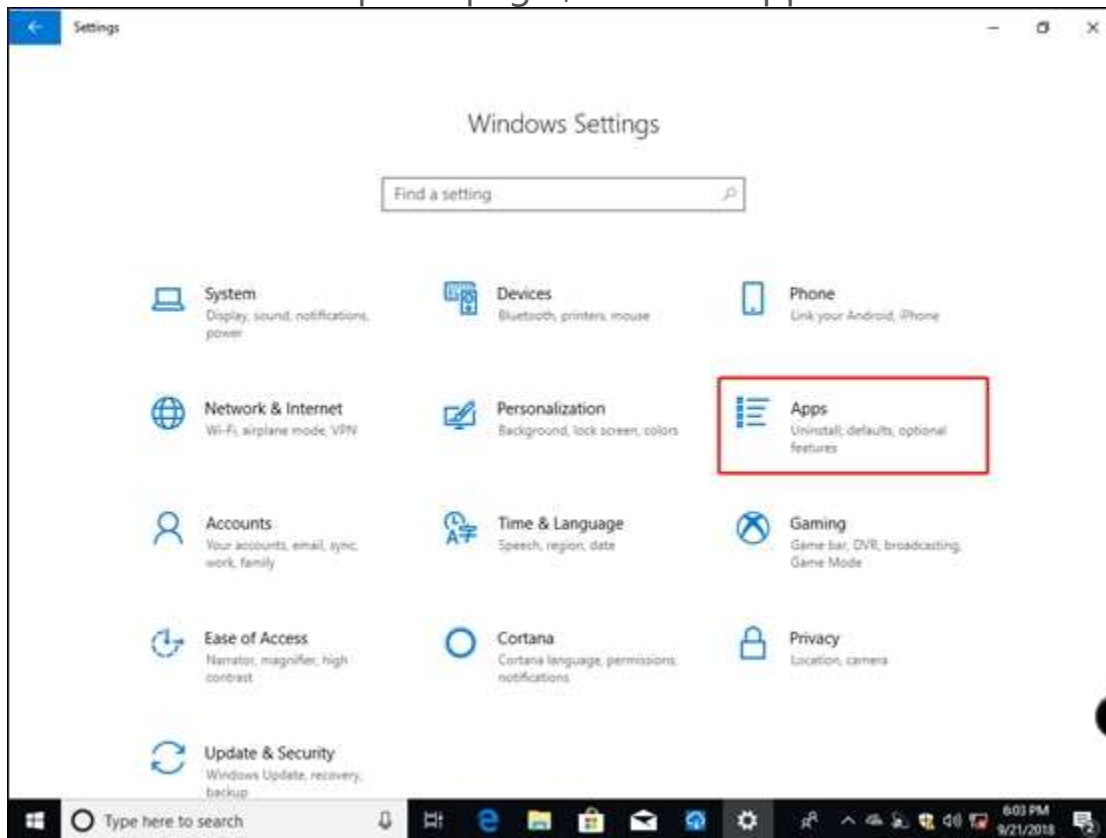
1. Right click on the desktop and choose "Personalize"



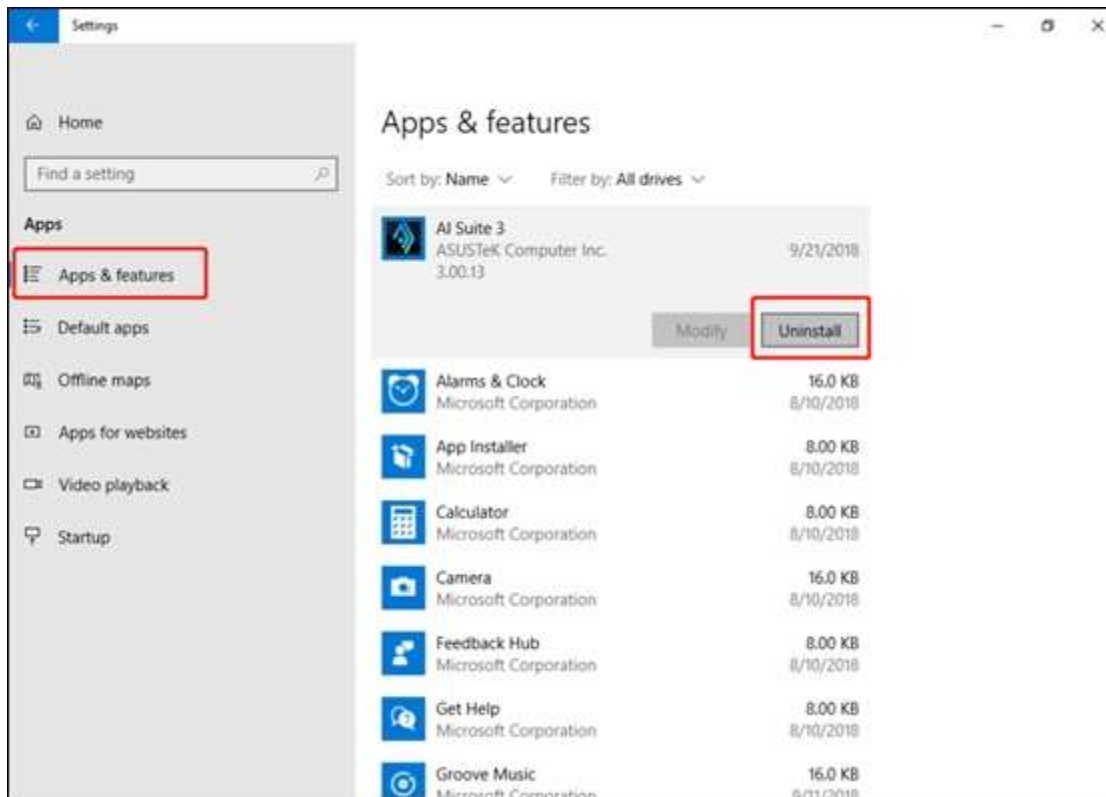
2. Select "Home"



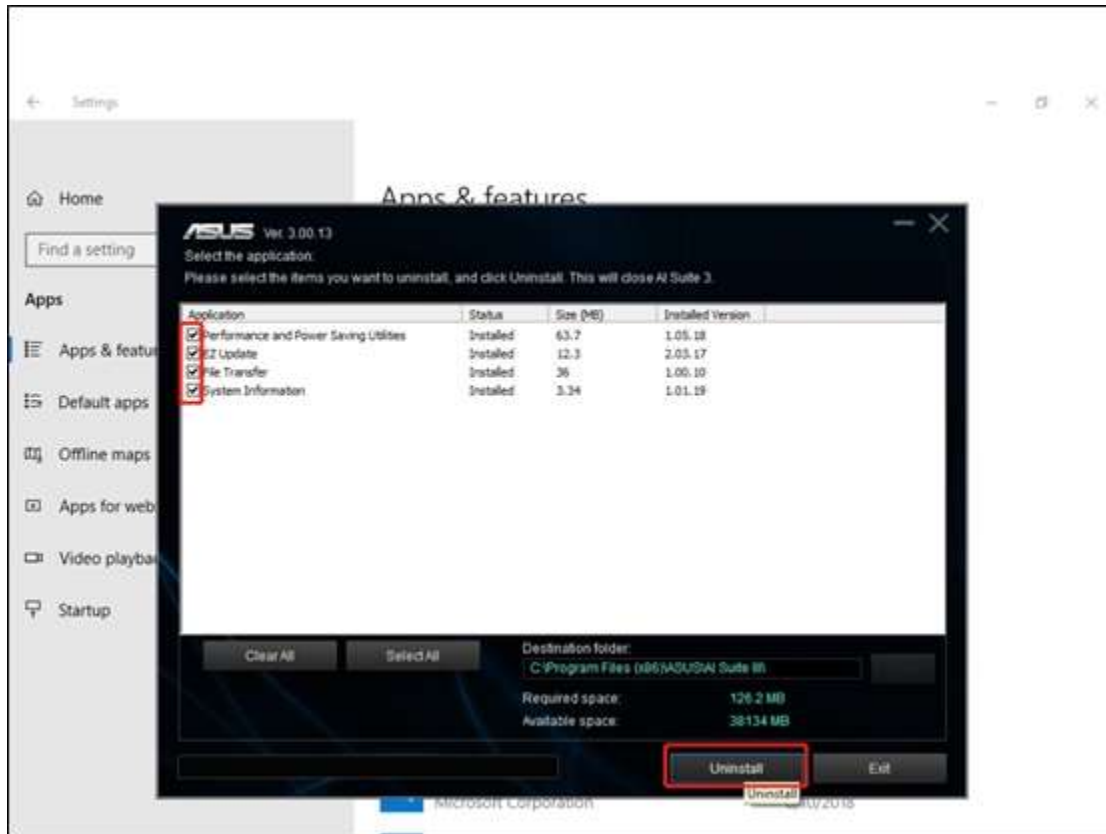
3. Come to console panel page , choose "Apps"



4. Select AI Suite 3 and click Uninstall button



5. Choose the items which need to be uninstalled



6. Reboot, check whether AI Suite 3 is uninstalled

Notice: Different OS versions may have different UI, so please select the one that applies to you.

If AI Suite 3 can't be uninstalled yet, please contact [ASUS Product Support](#)

Q5: Why I can't use some functions of AI Suite 3 as described on the official website?

A5: Some functions are limited to some motherboards or specific versions AI Suite 3. (eg. PC Cleaner)

Please update AI Suite 3 to the latest version, it's the complete one for your model. [AI SUITE 3 Introduction](#)

Q6: Why I can't uninstall AI SUITE 3 in the system disk when I'm using a non-ASUS motherboard?

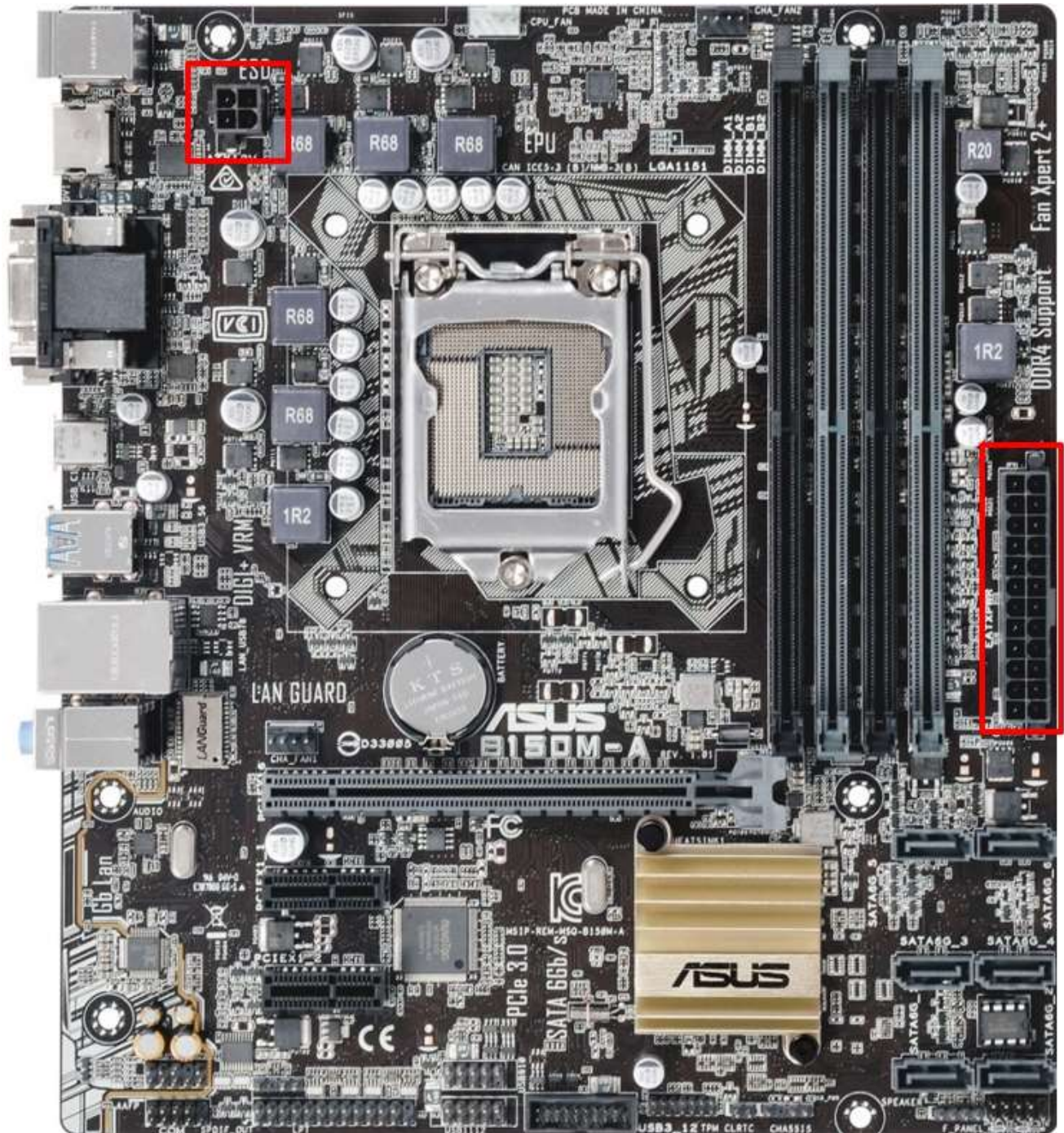
A6: AI SUITE 3 has its own protection mechanisms. When you install or uninstall AI SUITE 3, it will check whether your motherboard is from ASUS. If yes, your command will be conducted, if not, your command will be invalid.

It's suggested to reinstall your operation system if you really want to uninstall AI Suite 3 in this situation.

[Motherboard] Unable to boot -No power input (power indicator is OFF)

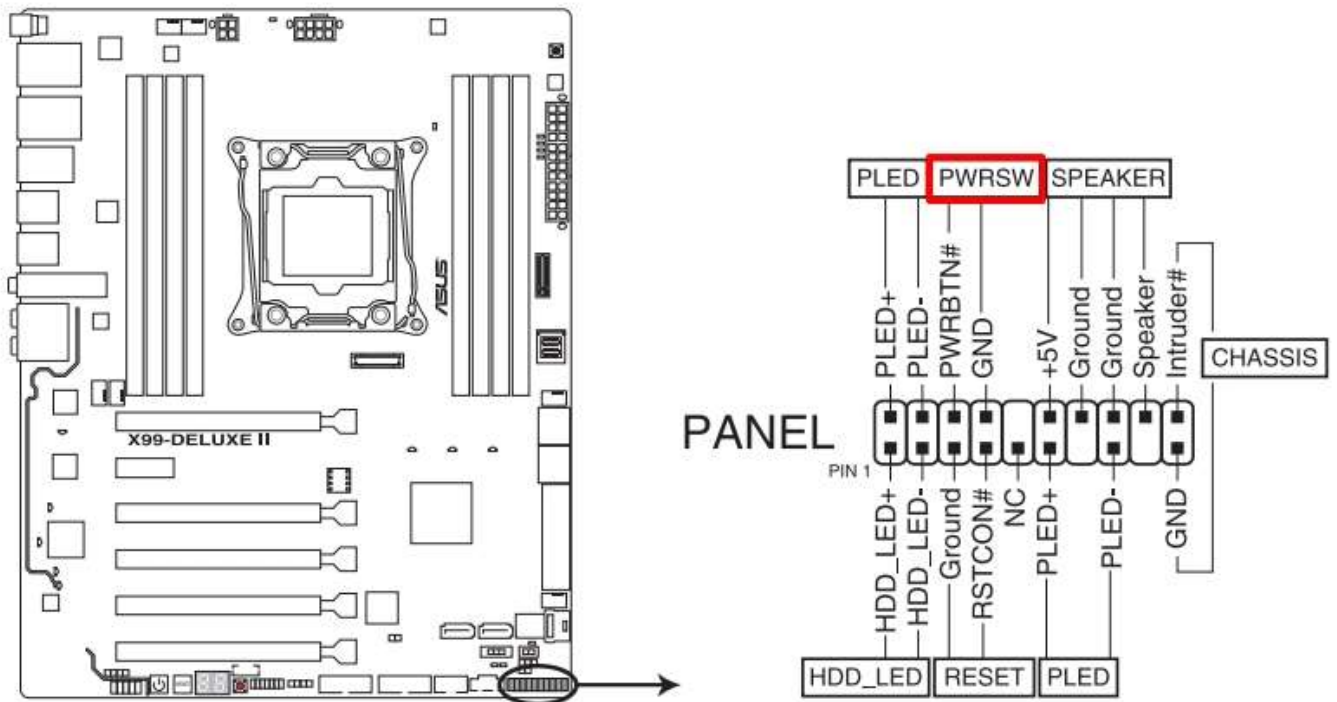
When the device is unable to boot and power indicator is OFF ,please check whether power supply is well connected and works normally. If you've correctly installed CPU Fan, you can judge the power is normally supplied by whether fan can normally work.

In fact, device can work normally with connection to at least **24-pin EATXPWR** (Motherboard supplies power) and **4-pin ATX12V** (CPU supplies power).



Once you confirm the power is well connected, please try to slightly touch ATX power/2-PWRSW with something like screwdriver when the power is ON. Such action is called **Booting**([Please refer to motherboard manual for exact location of PWRSW](#))

If you can normally boot with this method, such case might result from abnormal switch of case.



If you cannot work out problem with above solution, please contact ASUS Customer Service Center

[Motherboard] Which model supports Windows 10?

Below table we show the motherboard models which support Windows 10 according to the Chipset.

Note: The models not included in the below list may not support Windows 10.

Intel Platform :

X99				
X99-A	X99-DELUXE	X99-PRO	RAMPAGE V EXTREME	X99-S
X99-A/USB 3.1	X99- DELUXE/USB 3.1	X99- PRO/USB 3.1	RAMPAGE V EXTREME/U3.1	SABERTOOTH X99

X99-A/USB 3.1(TRANSFER EXPRESS)				
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X79		
Rampage IV GENE	Rampage IV Extreme	P9X79 LE
Rampage IV Formula	Rampage IV Black Edition	SABERTOOTH X79

Z97				
Z97-A	Z97-E	Z97-K	Z97-P	Z97-PRO
Z97- A/USB 3.1	Z97-E/USB 3.1	Z97-K R2.0	Z97-PRO GAMER	Z97-PRO(Wi- Fi ac)
Z97-AR	Z97-C	Z97-K/USB 3.1	Z97I-PLUS	Z97-PRO(Wi- Fi ac)/USB 3.1
Z97M- PLUS	Z97-DELUXE	Z97- DELUXE/(NF C & WLC)	GRYPHON Z97	SABERTOOTH H Z97 MARK 1/USB 3.1
Z97M- PLUS/BR	Z97-DELUXE/USB 3.1	Z97- DELUXE/USB 3.1(NFC & WLC)	GRYPHON Z97(ARMO R EDITION)	SABERTOOTH H Z97 MARK 2/USB 3.1
MAXIMU S VII IMPACT	MAXIMUS VII RANGER	MAXIMUS VII GENE	MAXIMUS VII HERO	SABERTOOTH H Z97 MARK 2
MAXIMU S VII FORMUL A	MAXIMUS VII FORMULA/WATC H DOGS			

H97 & H87				
H97-PRO	H97-PLUS	H97I-PLUS	H87M-E	H87M-PLUS
H97-PRO GAMER	H97M-PLUS	H97M-E		

Q87				
CS-B	Q87T	Q87M-E	Q87I-PLUS	Q87M-A/TYCO/SI
CS-B/CDM/SI				

H81				
H81M-A	H81M-D	H81M-P	H81M-C	H81M-C/BR
H81M-A/BR	H81M-D PLUS	H81M-P PLUS	H81M-C R2.0	H81M-CT
H81M-E	H81M-D R2.0	H81M-P-SI	H81M-CS	H81M-R
H81M-E R2.0	H81M-K	H81M-V3	H81M-CS/BR	H81M-PLUS
H81-A R2.0	H81M-K/BR	H81M-V PLUS	H81-PLUS	H81I-PLUS
H81-GAMER	H81M2	H81T	H81T R2.0	

B85				
B85M-F	B85-PLUS	B85M-D	B85M-G PLUS	B85-PRO
B85M-F PLUS	B85-PLUS R2.0	B85M-D PLUS	B85M-G PLUS/USB3.1	B85-PRO R2.0
B85M-K	B85- PLUS/USB3.1	B85M-G	B85M-E	B85-PRO GAMER
B85M-K PLUS	B85-A R2.0	B85M-G R2.0	B85M-E R2.0	B85M-GAMER
B85M- E/BR	B85M-V PRO	B85M-V5 PLUS	B85M-C/C/SI	TROOPER B85
B85M- E/DASH	B85M-V PLUS	B85M-VIEW PAKER	PIO-B85M	VANGUARD B85

Braswell		Bay-Trail		
N3050M-E	N3050I-C	J1800M-A	J1800I-A	J1900I-C
N3150M-E	N3150I-C	J1900M-A	J1800I-C	J1800I-C/BR

AMD Platform :

990FX		
M5A99FX PRO R2.0	SABERTOOTH 990FX R2.0	Crosshair V Formula-Z

990X
M5A99X EVO R2.0

970			
M5A97 EVO R2.0	M5A97 R2.0	M5A97 LE R2.0	M5A97 PLUS

A88X				
A88X-PRO	A88XM-A	A88XM-PLUS	A88X-GAMER	CROSSBLADE RANGER
A88X-PLUS	A88XM-E			

A78
A78M-CT

A68			
A68HM-E	A68HM-K	A68HM-F	A68HM-PLUS

A58		A55
A58-C	A58M-A/BR	A55BM-PLUS

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Sempron & Athlon-Series			
AM1M-A	AM1I-A	AM1M-E	AM1M-A/BR

For more details, please check on the ASUS Official
Website: https://www.asus.com/microsite/mb/Windows_10/