Troubleshooting steps

1)First, please check whether the customer need to install the driver.

The adapter is driver free on Windows 11/10/8.1, Chrome OS, Linux- Kernel 3.9&above.

For Windows 7/XP/Vista, Linux-Kernel 2.6.x &Above, mac OS 10.9 &Above, the driver can be downloaded or from the included driver disc

2)Second, please check and ensure the driver is installed successfully.

The chipset is RT8153. Please check whether the adapter(RT8153) is Identified , which is in [USB] or in [network adapter].

3)Third, if the adapter is could be detected in the network adapter, please tried the "ipconfig" command on the CMD, whether the router has already assign the proper IP address to the ethernet adapter. If yes, would you mind use ping command to the router gate way to test whether the LAN network is accessible or not.