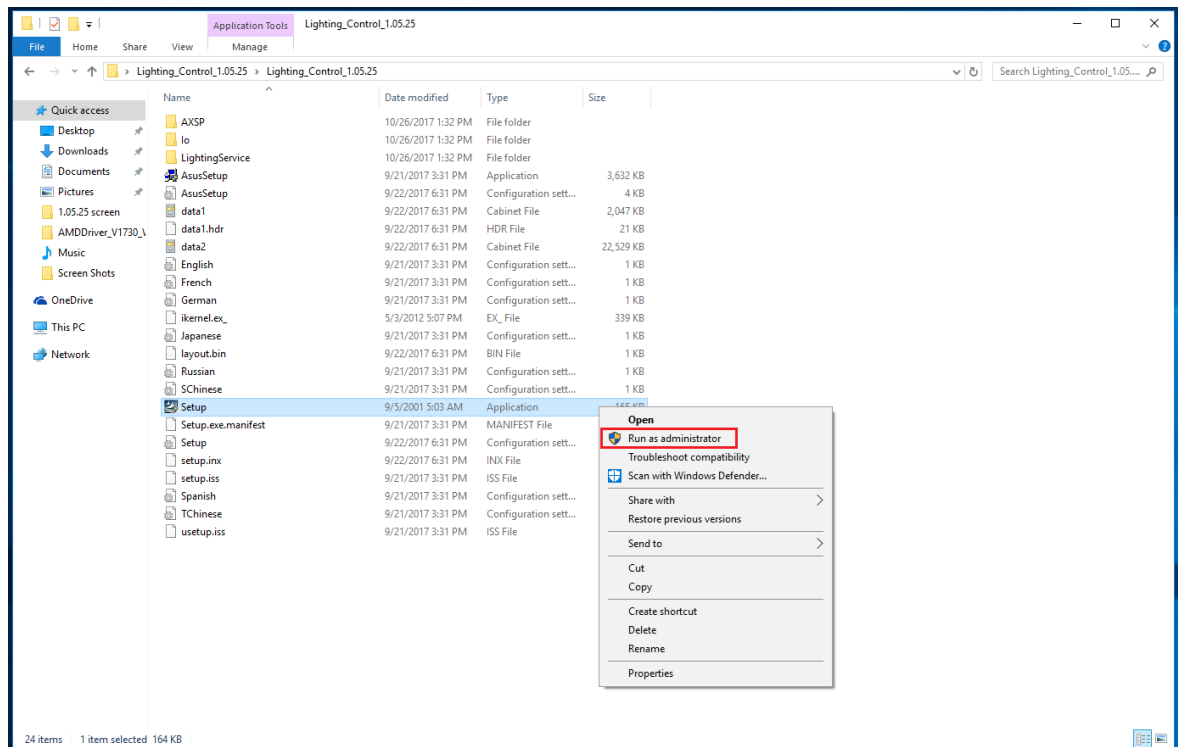# [FAQ] Aura

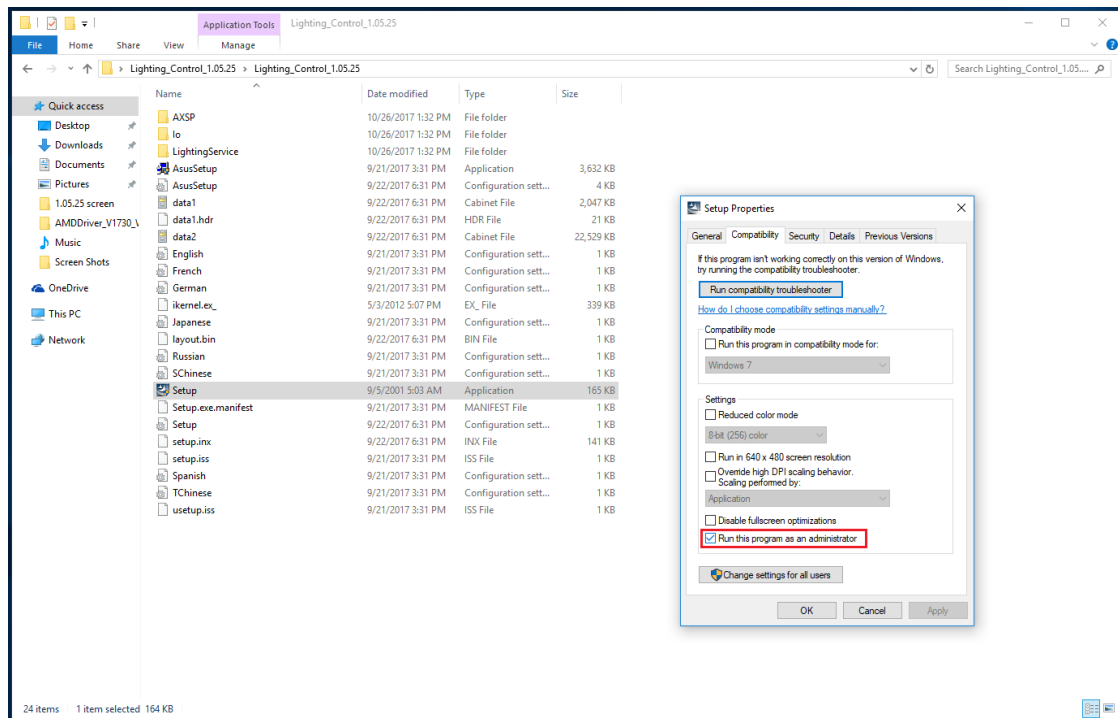**How to do a clean install of Aura software?**

1. Uninstall Aura through the control panel and reboot your system
2. Download the latest version of Aura available on your motherboard support page
3. Unzip the zip file, right click on the "Setup" and "Run as administrator"

4. Follow the installation instructions
5. Reboot your computer and launch Aura

I am having issues installing Aura software.

1. Uninstall Aura through the control panel and reboot your system
2. Download the latest version of Aura available
3. Unzip the zip file, right click on the "Setup" and under Properties\Compatibility, select "Run as administrator". Apply and close Properties window

4. Double Click on Setup and follow installation process

I am having issues uninstalling Aura software.

1. Run Aura Cleaner tool available [here](#)
2. Uninstall Aura through the control panel

The motherboard icon disappeared from Aura UI.

1. Uninstall
2. Turn off computer and PSU (make sure the board isn't under tension anymore) and wait 1min
3. Make sure that the cable of the LED external card is properly connected to the main board.
4. Reboot and reinstall

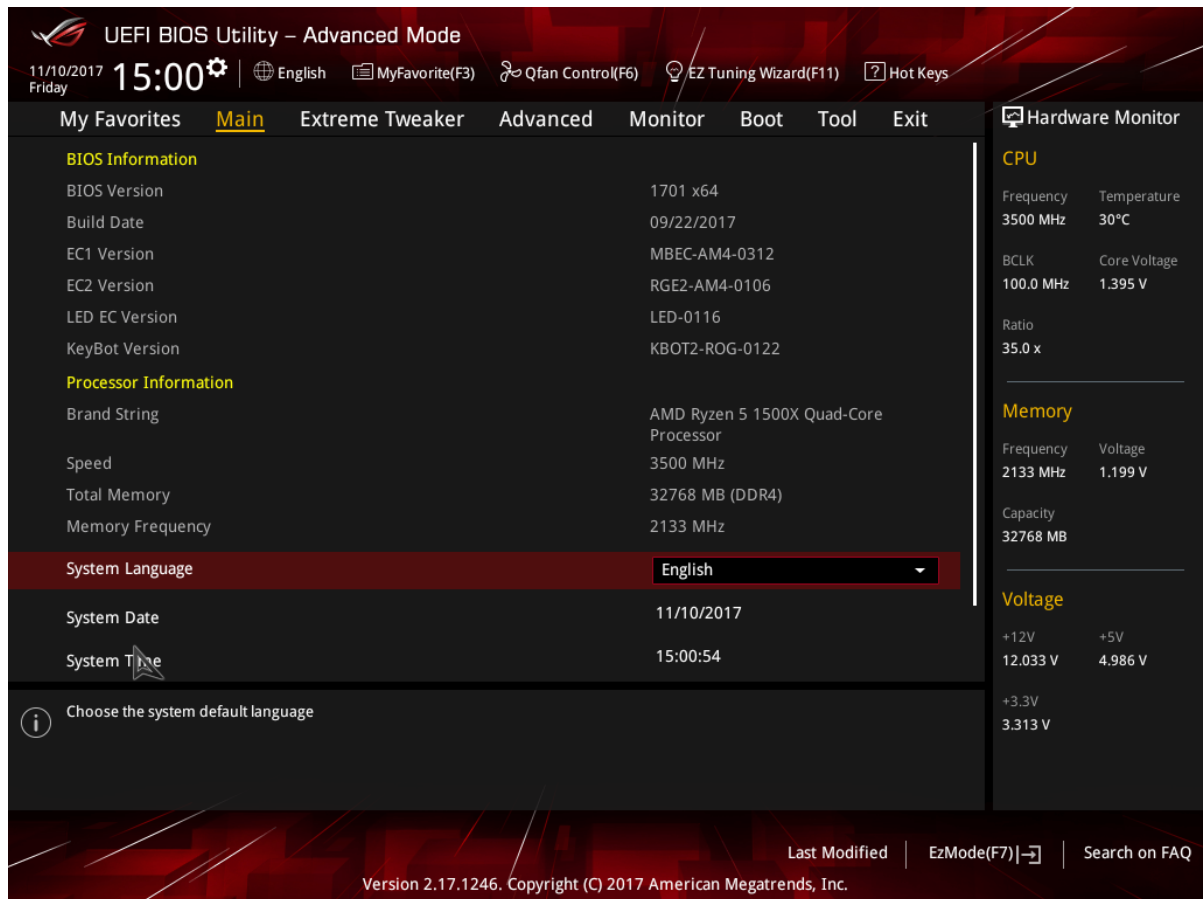**I am having problem with the Aura software.**

Check that you have:

1. The latest updated BIOS for your motherboard ([check support page](#))

2. The latest version of Aura software
3. The latest drivers and firmwares installed for all of your Aura sync products

If you are still having an issue, you can report on the ROG Forum - ASUS Software.

Which information do I need to provide when reporting an issue on the ROG Forum - ASUS Software?
1. System Spec
    - Motherboard:
    - Processor:
    - BIOS version:
    - OS:
    - Memory kit:
    - Graphics card:
    - Mouse:
    - Keyboard:
    - Cooling solution:
    - Aura version:
2. A detailed description of your problem.
3. A screenshot / photo / video showing your problem.
    - If your motherboard LED aren't working, please take a BIOS picture in the BIOS Main tab (see example below)

4. If you run any other lighting control software, please mention it.

I have a X99 motherboard and the LED of my memory kit do not work

1. Restart your system and go into the BIOS / Ai Tweaker (or Extreme Tweaker)
2. Select DRAM Timing Control and DRAM SPD Write
3. Select Enabled
4. Save and restart your computer

My Corsair Vengeance RGB kit cannot run Breathing and Color Cycle effects.

Due to DRAM EC specifications, the Corsair Vengeance RGB DRAM LED's will turn off during Breathing and Color Cycle effects.

I cannot set more than 60 controlled LEDs when calibrating my addressable LED strip.

Aura can control addressable LEDs strip with up to 60 LEDs only.

Side note

Conflicts might occur between Aura and other lighting control software. If you are having problem controlling the lighting of your Aura sync products, ensure that any other lighting control software is closed to avoid conflict.