

**I'm not a bot**































Reddit and its partners use cookies and similar technologies to provide you with a better experience. By accepting all cookies, you agree to our use of cookies to deliver and maintain our services and site, improve the quality of Reddit, personalize Reddit content and advertising, and measure the effectiveness of advertising. By rejecting non-essential cookies, Reddit may still use certain cookies to ensure the proper functionality of our platform. For more information, please see our Cookie Notice and our Privacy Policy. As a PC gamer, you might encounter the Epic Games Launcher error AS-3 when you attempt to open the launcher on your Windows 11 or Windows 10 computer. In this post, we provide the most suitable solutions to this issue. When you encounter this issue, you'll receive the following full error message: Sign in Failed. Sign in failed, if the problem persists please visit our online support. Error Code: AS-3. Search our knowledge base to learn more. This error code means that you are having a connection problem while trying to use the Epic Games Launcher. Essentially, it is caused by a network connection issue where the computer is unable to connect to the Epic server. Fix Epic Games error code AS-3: No connection in Windows 11/10. If you're faced with this Epic Games error code AS-3, no connection issue, you can try our recommended solutions below in no particular order and see if that helps to resolve the issue. Restart the PC and the internet device. Check Epic Games Launcher access via Firewall. Uninstall VPN client or remove Proxy server (if applicable). Check Epic Games Server status. Test your internet connection. Run the Internet Connections Troubleshooter. General fix for WiFi issues. Use Wired (Ethernet) Connection. Let's take a look at the description of the process involved concerning each of the listed solutions. 1) Restart the PC and the internet device. To begin troubleshooting this Epic Games error code AS-3, restart your PC as well as your internet device (router/modem) and see if that helps. 2) Check Epic Games Launcher access via Firewall. This solution requires you to make sure the Epic Games Launcher has access via Windows Firewall. If you have a third-party security software installed on your Windows 10/11 PC, refer to the manual on how to allow apps via the firewall. 3) Uninstall VPN client or remove Proxy server (if applicable). A VPN client or a Proxy server could trigger this error due to some kind of interference that ends up blocking communications between your Windows client machine and Epic Games server. In this case, you can try uninstalling your VPN software or remove any proxy server from your computer and see if that resolves the issue. 4) Check Epic Games Server status. Here you need to make sure that the Epic Games server is up and running by visiting status.epicgames.com - if the Epic Games Store status is not green and operational then you will have no other choice but to wait for the server to get back online. If this is not the case for you, try the next solution. 5) Test your internet connection. This solution requires you to run an internet speed test to check your internet connection. Make a note of the ping, download, and upload results. Based on the internet speed test result, if the ping is too high (more than 100ms) or if the download speed is too low (less than 1Mbps) then this could be the culprit to the issue. To fix this, try disconnecting other devices from your network and stop any downloads in progress. If the issue persists then you should contact your ISP or try the next solution. 6) Run the Internet Connections Troubleshooter. This solution requires you to run the inbuilt Internet Connections Troubleshooter for Windows 11/10. The wizard can help diagnose and fix Wi-Fi problems on your device. 7) General fix for WiFi issues. This guide will show you how you can troubleshoot WiFi problems on your Windows 11/10 PC. 8) Use Wired (Ethernet) Connection. This is more of a workaround than a solution. Here, you can simply use a wired (Ethernet) connection, or if, for some reason, you're currently connected via Ethernet and experiencing this issue, you can use the WiFi interface instead. Any of these solutions should work for you. Obinna has completed B.Tech in Information & Communication Technology. He has worked as a System Support Engineer, primarily on User Endpoint Administration, as well as a Technical Analyst, primarily on Server/System Administration. He also has experience as a Network and Communications Officer. He has been a Windows Insider MVP (2020) and currently owns and runs a Computer Clinic. Are you getting an error code AS-3 when you're trying to sign in to Epic Games? Here's the full error message: "Sign in failed, if the problem persists please visit our online support". Followed by, "Search our knowledge base to learn more". The error message happens because there's a problem with your connection while using the Epic Games Launcher. In this guide, you'll learn how to fix the Error Code: AS-3 on the Epic Games Launcher on a Windows PC. To fix Epic Games Error Code AS-3, try allowing Epic Games through the Windows Defender Firewall. You can also try to change your DNS or uninstalling and reinstalling the launcher. Search for "Windows Defender Firewall" using Windows Search and open it. Select "Allow an app or feature through Windows Defender Firewall". Change settings > Allow another app... > Browse. Add these two programs: C:\Program Files (x86)\Epic Games\Launcher\Engine\Binaries\Win64\EpicGamesLauncher.exe C:\Program Files (x86)\Epic Games\Launcher\Engine\Binaries\Win32\EpicGamesLauncher.exe Restart your PC, open the Epic Games Launcher, and try signing in to it. Search for "Control Panel" using Windows Search and open it. Network and Internet > Network and Sharing Center > Connections (e.g. Ethernet). Select "Properties" and double-click "Internet Protocol Version 4 (TCP/IPv4)". Enable "Use the following DNS server addresses". Enter "8.8.8.8" as the preferred DNS server. Enter "8.8.4.4" as the alternate DNS server. Select "OK", open the Epic Games Launcher, and try signing in to it. Search for "Control Panel" using Windows Search and open it. Programs > Uninstall a program > Right-click "Epic Games Launcher". Select "Uninstall" to uninstall the launcher. Reinstall the launcher here: store.epicgames.com/download. Open the Epic Games Launcher and try signing in to it. How to Fix "Out of video memory trying to allocate a rendering resource" in Fortnite How to Fix Fortnite Server Offline Error How to Open the Southern Ruins Vault in Fortnite Readers help support Windows Report. We may get a commission if you buy through our links. Read our disclosure page to find out how you can help Windows Report sustain the editorial team. Read more Over the years, countless users have encountered the Epic Games Launcher sign-in error code AS-3. The error message reads, "Sign in failed, if the problem persists please visit our online support". For those wondering what is error AS-3 in Epic Games, it is caused by a server downtime, misconfigured network settings, improper DNS selection, generic network configuration issues, and conflicts triggered by Windows Defender Firewall. Before you start troubleshooting Epic Games sign in error code AS-3 on PC, check Epic Games' official website for server-related issues, reboot Windows, turn airplane mode on and off, reset the modem/router, or switch to another network (preferably a mobile hotspot). Tip: If players globally are getting the sign-in error code AS-3, wait for Epic Games to fix issues with its server. It usually takes a few hours. In case the problem persists, our solutions will help! The easiest solution to fix Epic Games sign in failed error code AS-3 is to use a top-rated VPN solution. These will bypass any local restrictions or network issues, providing you with seamless connectivity to the game's network. Also, if you are unsure about getting a paid option right away, discover our top picks for free Windows VPNs and get one. While using a VPN, make sure you do not violate any of Epic's policies or bypass anti-cheat systems, as it could result in a temporary account suspension. Powerful VPN services such as ExpressVPN can easily solve any connectivity issues when it comes to gaming. Due to the large number of servers, you can choose from, ISP throttling and geo-restrictions will never bother you when using Epic Games. = Get ExpressVPN Press Windows + S to open Search, type Control Panel in the text field, and click on the relevant result. Click on Network and Internet. Now, click on Network & Sharing Center. Select Change adapter settings from the left pane. Right-click on the active network adapter and select Properties. Tick the checkbox for Internet Protocol Version 6 (TCP/IPv6), and click on OK to save the changes. Finally, reboot the PC and verify whether error code AS-3 in Epic Games is fixed. Press Windows + R to open Run, type ncpa.cpl in the text field, and hit Enter. Right-click on the active network adapter, and select Properties. Select the Internet Protocol Version 4 (TCP/IPv4) entry, and click on Properties. Select the Use the following DNS server addresses option, and enter the following in the fields underneath: Preferred DNS server: 8.8.8.8 Alternate DNS server: 8.8.4.4 Tick the checkbox for Validate settings upon exit, and click on OK to save the changes. Switching to another DNS worked for 2 out of 5 users faced with Epic Games Launcher error code AS-3 on a Windows PC. Remember, while we have used Google's Public DNS, you can set the fastest DNS server near you! NOTE: The steps listed here are to whitelist EpicWebHelper.exe in Windows Defender Firewall. If you are using a third-party firewall, create an exception for EpicWebHelper.exe within that. Press Windows + S to open Search, type Allow an app through Windows Defender Firewall, and click on the relevant result. Click the Change settings button. Now, make sure both the Private and Public checkboxes are ticked next to EpicWebHelper. If the EpicWebHelper entry is not listed here, scroll down to the bottom, and click the Allow another app. Click the Browse button. Navigate the following path: C:\Program Files (x86)\Epic Games\Launcher\Engine\Binaries\Win64>Select the EpicWebHelper.exe process, and click on Open. Click the Add button. Finally, tick the Private and Public checkboxes for EpicWebHelper, and click OK to save the changes. Similarly, if there are any other processes related to Epic Games, whitelist them in the Windows Defender Firewall. Press Windows + S to open Search, type Windows Defender Firewall, and click on the relevant result. Click on Advanced settings in the left pane. Select Inbound Rules from the left, and then click on New Rule. Choose Port from the four available options, and click Next. Select the TCP option, then choose Specific local ports, enter 80, 443, 443, 3478, 3479, 5060, 5062, 5222, 6250, 12000-65000 in the text field, and click Next. Choose the Allow the connection option, and click Next. With the Domain, Private, and Public checkboxes ticked, click on Next. Enter a name for the rule, say Epic Games Whitelist, and click on Finish. Finally, reboot the PC, then launch Epic Games Launcher, and verify whether the Sign in Failed Error Code: AS-3 still appears. Press Windows + S to open Search, type Command Prompt in the text field, and click on Run as administrator. Click Yes in the UAC prompt. Paste the following commands individually and hit Enter after each to reset the network configuration: ipconfig /release ipconfig /flushdns ipconfig /renew netsh int ip reset netsh winsock reset Reboot the PC and check for improvements. Press Windows + R to open Run, type appwiz.cpl in the text field, and hit Enter. Select Epic Games Launcher from the list of installed apps, and click on Uninstall. Follow the on-screen instructions to complete the process. Similarly, uninstall any other Epic Games-related programs. Once done, reboot the PC and then reinstall Epic Games Launcher from the official website. If a quick removal doesn't work, you can use a top-rated software uninstaller to delete all leftover files and Registry entries that might have been triggering the Epic Games error code AS-3 on a Windows PC. Remember, if you were getting the sign-in error due to a server-side problem, reinstalling Epic Games Launcher might not be possible right away, and you will have to wait for a while. In case nothing else works, it's best to contact Epic Games' support. They will be able to better identify and resolve the underlying cause. Before you leave, discover expert tips to optimize the PC for gaming and get the best experience! For any queries or to share which fix worked for you, drop a comment below. FortniteGuidesHere's a few solutions for the Epic Games Error Code As-3. The Epic Games Error Code AS-3 is an error that prevents you from playing your favorite games on the Epic Games Launcher. Whether it's Fortnite, Rocket League or even GTA, it's quite frustrating to experience this error code. Here's how to fix Epic Games Error Code AS-3. The key culprit in many Epic Games-related error codes is a server-side issue. With millions of players during any major event, it is a gargantuan task to keep everything running smoothly. They do manage, regardless. You can check the Epic Games server status on their status page. The Windows Firewall can be a notorious reason for the Epic Games Error Code AS-3. The firewall might interrupt with the functioning of the Epic Games Launcher. Go through the following steps to disable the Windows Firewall. Click on System and Security. Go to Windows Defender Firewall. On the left side panel, click on "Turn Windows Defender Firewall on or off". Click on "Turn off" for both options provided. Switching up the DNS might also solve this issue. Go to Network and Internet option. Go to WiFi on the left side panel. Click on Hardware Properties in the IP and DNS settings menu, change it to manual. Toggle IPv4 and change IP address to 8.8.8.8. The alternate DNS is 8.8.4.4. Restart the Epic Games Launcher. A wonky internet connection might also be one of the reasons why you are getting the Error Code AS-3. The error code usually signals a lack of proper connection with the Epic Games server. As such, exit your Epic Games launcher, turn off your router. After a brief gap of 10-15 seconds, turn it back on. Now, start Epic Games launcher and check if the problem persists. Stay tuned to esports.gg for the latest Fortnite news and updates. Players who install Windows games from the Epic Games Store need the Epic Games Launcher to play them. However, some players can't utilize the Epic Games Launcher because of the AS-3 error. Those users see a "Sign in Failed Error Code: AS-3" message in the Epic Games software just after launching it. The AS-3 error is a network (internet) related connection issue for the Epic Games Launcher software. To fix the AS-3 error, you'll need to apply some connection troubleshooting. You may be able to fix the Epic Games Launcher's AS-3 error with these potential solutions. 1. Check if Epic Games Is Down Firstly, note that the AS-3 error may be due to a temporary Epic Games server issue you can't fix. To check, open this Epic Games status page. Click the + buttons for the Epic Online Services and Epic Games Store categories to check if they're fully operational. If that page highlights some operational issues, wait until they get sorted before launching the Epic Games Launcher. Windows includes an Internet Connections troubleshooter that can help users fix connectivity issues. That troubleshooter may come in handy for resolving the AS-3 network connection error. This is how you can utilize the Internet Connections troubleshooter in Windows 11: To open Settings, press Start and select that pinned shortcut for that app. Select Troubleshoot within the System tab's navigation options. Click Other trouble-shooters to access Windows 11's troubleshooter list. Select Internet Connections' Run option from there. Then choose the Troubleshoot my connection to the Internet troubleshooting option. The Settings app is a little different in Windows 10. To ensure the same troubleshooter in Windows 10, click Update & Security in its Settings app. Then you can select Troubleshoot from that section of that app. Firewalls are one of the most common causes of software connectivity issues. Windows Defender Firewall blocks connections for apps that aren't allowed through it. To ensure Windows Defender Firewall isn't causing the Epic Games Launcher's AS-3 error, temporarily disable WDF as follows: Open Windows Defender Firewall (there are several ways you can open the WDF on Windows 11). Click the Control Panel applet's Turn Windows Defender Firewall on or off navigation link. Select the private and public Turn off Windows Defender Firewall settings within Customize Settings. Click OK to apply the firewall settings. Open the Epic Games Launcher after turning off the firewall. We don't recommend you leave the firewall disabled if that fixes the AS-3 error. Instead, set Windows Defender Firewall to allow the Epic Games Launcher through it. Check out our guide to allowing apps through the Windows Firewall for further details. Your PC's Domain Name System is set to an automatic ISP DNS server by default. Changing that DNS service to a more reliable alternative, such as GoogleDNS, may fix the AS-3 error for some users. This is how to change your DNS to GoogleDNS in Windows 11 and 10: First, press the Windows key + X and select Search. Type the keyword network connections in the general search text box. Click the View network connections Control Panel search match. Next, click your internet connection with the mouse's right button to select a Properties option for it. Select the Internet Protocol Version 4 protocol option, and click the Properties button. Then select the radio button for the Use the following DNS server addresses setting. To switch to GoogleDNS, input 8.8.8.8 in the first Preferred DNS box. Enter 8.8.4.4 for the Alternative DNS box. Then click OK on the IPv4 properties window. Select OK again on the Networking tab. There are other good DNS servers you could try other than Google, Cloudflare, OpenNIC, and OpenDNS are all good alternatives to Google. Our best DNS servers guide provides further details about those alternatives and others. This potential resolution will flush out your PC's DNS cache and reset the Winsock catalog, which can resolve various connection issues. You can apply this resolution by entering a couple of quick commands in Windows 11's Command Prompt app like this: Open up the file and app search tool in Windows. Enter CMD inside the Type here to search box to locate the Command Prompt. Click Run as administrator for the matching Command Prompt app search result. Reset Winsock by inputting this netsh command and pressing Return: netsh winsock reset Type in this flush DNS command and hit Enter: ipconfig /flushdns Input this restart Windows command and then press Enter: shutdown /r /t 0 As some internet routers also incorporate DNS caches, rebooting your router may also help resolve the AS-3 error. Try unplugging the router and its modem for about a minute or two. Then plug the router/modem back in, and give it a few minutes to restart. VPN (Virtual Private Network) clients are among the most likely software packages to conflict with the Epic Games Launcher and cause the AS-3 error. If you're using a VPN, remove the VPN client software from your PC. You can uninstall most VPN clients via Programs and Features or Apps and features as covered in our guide on ways to uninstall software in Windows 11. Applying a network reset, as outlined in resolution eight, will also remove VPN software. Epic recommends users do not utilize its game client software with proxy servers enabled. A proxy server is something that can block network communications with the Epic Games server. This is how you can disable proxy servers for Wi-Fi and Ethernet connections in Windows 11's Settings app. Bring up Settings, and click that app's Network and internet tab. Select the Proxy network option to view settings for it. Press the Use a proxy server option's Set up button. If the Use a proxy server option is set to On, click that toggle switch to turn it off. Click Save in the Edit proxy server box. To access the same option in Windows 10, click the Settings app's Network & Security category. You can select a Proxy tab from there. Turn off the Use a proxy server option on that tab. This Windows network reset resolution is among the most widely confirmed fixes for the AS-3 error. However, note that you'll probably need to reconnect your PC by entering a Wi-Fi password after resetting network settings. Make sure you have the required details for reconnecting beforehand. You can apply a network reset in the following steps: Open the Windows system settings. Click Network & internet in Settings' left navigation sidebar. Select Advanced network settings to view those network options. Click Network reset to reach that option. Click the Network reset option's Reset now button. Click Yes to confirm the network reset. The same option is available within the Network & Internet category in Windows 10's Settings app. Click the Network reset link on the Status tab there. Then you can press a Reset now button for network components. The AS-3 error probably won't spoil your Epic gaming fun anymore when you've applied all those resolutions. We cannot guarantee they'll always fix the AS-3 error for all Epic Games Launcher users, but they're probable solutions for that issue. If you need more AS-3 error troubleshooting guidance or encounter other Epic Games Launcher errors, click Contact Us on Epic's help page to send a support request. Many users have reported experiencing the Epic Games Launcher sign-in error with code AS-3. The accompanying error message states: "Sign in failed, if the problem persists please visit our online support!" This can be frustrating, especially for avid gamers eager to dive into their favorite titles. Error code AS-3 typically originates from various issues, such as server outages, improperly configured network settings, or conflicts caused by Windows Defender Firewall. If you encounter this error on your PC, it's advisable to first check Epic Games' status page for any ongoing server-related problems. Additionally, consider rebooting your Windows system, toggling airplane mode on and off, resetting your modem or router, or temporarily switching to a different network, like a mobile hotspot. If other players are also reporting the AS-3 error, it's best to wait for Epic Games to resolve the server issues, which usually takes a few hours. If the problem continues, try the following solutions to regain access! One effective workaround for the Epic Games sign-in error code AS-3 is to use a reputable VPN. A VPN can circumvent local network restrictions, ensuring a stable connection to the Epic Games network. If you're hesitant to invest in a paid VPN, there are several quality free options available for Windows. However, remember to comply with Epic's policies when using a VPN to avoid potential account suspensions due to conflicts with anti-cheat measures. Premium VPNs like CyberGhost or Private Internet Access and NordVPN can effectively address connectivity issues experienced during gaming. Their extensive server networks help mitigate problems related to ISP throttling and geographic restrictions. Press Windows + S, type Control Panel, and click on the result. Select Network and Internet. Click on Network & Sharing Center. From the left pane, choose Change adapter settings. Right-click on your active network adapter and select Properties. Tick the checkbox for Internet Protocol Version 6 (TCP/IPv6) and hit OK to save your changes. Finally, restart your PC and see if the AS-3 error has been resolved. Press Windows + R, type ncpa.cpl, and press Enter. Right-click the active network adapter and choose Properties. Select Internet Protocol Version 4 (TCP/IPv4) and click on Properties. Choose the option to use the following DNS server addresses, entering the following: Preferred DNS server: 8.8.8.8 Alternate DNS server: 8.8.4.4 Tick the Validate settings upon exit checkbox and press OK to save. Switching DNS settings has proven effective for some users facing the AS-3 error; however, exploring faster DNS servers available in your area might also yield results. Open Search with Windows + S, type Allow an app through Windows Defender Firewall, and select the relevant result. Click on Change settings. Ensure both the Private and Public checkboxes are checked for EpicWebHelper. If it's not listed, proceed by clicking on Allow another app. Click Browse and navigate to C:\Program Files (x86)\Epic Games\Launcher\Engine\Binaries\Win64. Select EpicWebHelper.exe and press Open. Click the Add button and ensure EpicWebHelper is allowed through the firewall. Search for Windows Defender Firewall and click on it. In the left pane, navigate to Advanced settings. Select Inbound Rules and then click on New Rule. Choose Port and hit Next. Select the TCP option, specify the ports 80, 443, 3478-3479, 5060-5062, 5222, 6250, 12000-65000, and press Next. Choose to Allow the connection and continue with Next. Ensure all profiles are marked and finalize your rule by naming it, e.g., Epic Games Whitelist, and click Finish. Reboot your PC and launch Epic Games to check if the AS-3 error persists. Open Search, type Command Prompt, and select Run as administrator. Confirm with Yes in the UAC prompt. Enter the following commands one at a time, hitting Enter after each: ipconfig /release, ipconfig /flushdns, ipconfig /renew, netsh int ip reset, netsh winsock reset. After all commands have executed, restart your PC. Press Windows + R, type appwiz.cpl, and hit Enter. Find and select Epic Games Launcher from the list and choose Uninstall. Follow the prompts to uninstall completely. Once uninstalled, reboot your PC and download the latest version from the official Epic Games website. If quick removal does not resolve your issues, using a reliable uninstaller can help remove any residual files or registry entries linked to Epic Games that may be causing the AS-3 error. Should the error persist, even after these troubleshooting steps, consider reaching out to Epic Games support for further assistance. Their expertise will guide you through more complex issues underlying the error. If you've tried any of these solutions or have further questions, feel free to share your experiences in the comments below! 16:27November 14, 2024 18:52November 2, 2024 15:53November 2, 2024 12:57October 28, 2024