

How to fix AMD 195 'Software Installer Cannot Continue' error on Windows

AMD Radeon Software can automatically detect your graphics card and install compatible drivers. However, sometimes the installer stops working because of AMD error 195.

The full error says: " AMD Software *cannot continue because it is unable to access the required web resources*". *cannot access the necessary web resources*).

This error can occur if the Windows firewall or a third-party antivirus program is blocking the AMD installer. To fix the problem, temporarily disable the firewall or run a compatible version of the installer. Here are some ways to fix AMD 195 error on Windows.

1. Update or temporarily disable anti-virus software

Picture 1 of How to fix AMD 195 'Software Installer Cannot Continue' error on Windows

Anti-virus software conflicts are the most common reason for AMD error 195. Outdated antivirus definitions can block the installer from running on your computer due to incorrect warnings.

By default, most antivirus programs are set to automatically update, but you can make sure by checking if your antivirus is up to date in Settings. If you use Malwarebytes antivirus, right-click the antivirus icon in the system tray and select **Check for updates** .

Alternatively, open the antivirus app, go to **Settings** and open the **About** tab . Click **Check for updates** to download and install the latest version available.

If your antivirus is up to date, consider temporarily disabling your antivirus and running the installer. Depending on the anti-virus program you are using, you may have to quit or temporarily turn off your antivirus completely.

To disable Malwarebytes, right-click the application icon in the system tray and select **Quit Malwarebytes** . Run the installer and check if the error is fixed. Run Malwarebytes again to enable protection. Other antivirus programs, including AVG and Avast, allow you to turn off your antivirus for a few hours without closing the application completely.

2. Turn off or reconfigure the firewall

Similar to antivirus software, firewalls can also block incoming and outgoing connections and prevent the installer from downloading necessary files. You can temporarily disable your firewall to determine if firewall settings are causing the error.

You can turn off the Windows Defender firewall from the Settings app. Third-party antivirus programs may have their own firewall programs built into the application. See antivirus settings to find and disable firewall protection.

If the error is resolved with the firewall off, you will need to add the AMD installer to allow the traffic from the AMD server to be whitelisted. You can add AMD servers to the whitelist on Windows Defender to run the installer without conflicts.

Third-party antivirus programs use their own whitelists. If you use Malwarebytes, go to **Settings** and open the **Allow List** tab . Click **Add** and select **Allow a file or folder** . Select the AMD software installer to add it to the allowed list. Now run the installer to see if the error is resolved. You can remove the allowed list entry after the program is installed.

If the problem persists, run the installer after disabling both Windows Defender and Windows Firewall. Make sure to re-enable the services after installing AMD Radeon Software.

3. Install AMD Software driver manually

Picture 2 of How to fix AMD 195 'Software Installer Cannot Continue' error on Windows

If the auto finder doesn't work, you can install the AMD Radeon Adrenalin Edition driver manually from the website. Follow these steps to download AMD drivers manually:

1. Visit the AMD Drivers and Support page.
2. Click the **Search all products** drop-down menu , select your graphics driver from the list and click **Submit** .
3. Choose your version of Windows.
4. In the **AMD Software Adrenalin Edition** section , verify the version and file size. Offline installers are typically between 500MB and 600MB in size.
5. Click **Download** to save the installer to your local drive.
6. Run the **MBSetup.exe** file and follow the on-screen instructions to complete the installation. If the offline installer doesn't work, check for compatibility issues and, if necessary, install an older driver version to fix the error.

4. Install an older version of AMD Software

Picture 3 of How to fix AMD 195 'Software Installer Cannot Continue' error on Windows

Sometimes AMD error 195 can be triggered by faulty installers or incompatibility issues. To fix the problem, try installing an older version of the software.

Downloading an older version of AMD Radeon Software is a bit complicated. Since AMD does not have a list of all released drivers, you will need to locate and download the drivers manually. Fortunately, AMD allows you to download older drivers from the release notes page.

To download an older version of AMD Software, first check the current AMD software version installed on your computer. To do this:

1. Right click on the desktop and select **AMD Radeon Software** .
2. In Radeon Software, click the gear icon and open the **System** tab .
3. Make a note of the current AMD driver version installed on your computer.

Next, find the list of AMD Software Adrenalin Edition releases. A quick web search will bring up a list of all releases.

Find a release older than the one installed on your computer. Do a web search again to find AMD's official release notes regarding the version you want to download. Download the driver and run the installer to see if the error is fixed.

5. Try some other troubleshooting steps

1. **Use an Ethernet connection to download installers and other files** . Problems with your wireless connection can cause the installer to fail and display errors. Plug in your laptop and run the installer to download the necessary files from the ADM server.
2. **Run the installer in clean boot state** . You can run AMD software in a clean boot state to check for third-party program and startup application conflicts. In the clean boot state, Windows starts with Microsoft startup services and applications disabled. If the installation goes through, you can conclude that a third-party application conflict is causing the error.
3. **Perform a clean install** – If an error occurs while performing the update, try a clean install of your GPU driver. You can uninstall AMD graphics drivers with , AMD Radeon Software and Display Driver Uninstaller (DDU).

AMD error 195 is usually triggered by a conflict with your security program. To fix the problem, run the installer after disabling Windows Defender and Defender Firewall. If the problem persists, run the installer in a clean boot state. Also, do a clean install or install an older version to fix compatibility issues.

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