

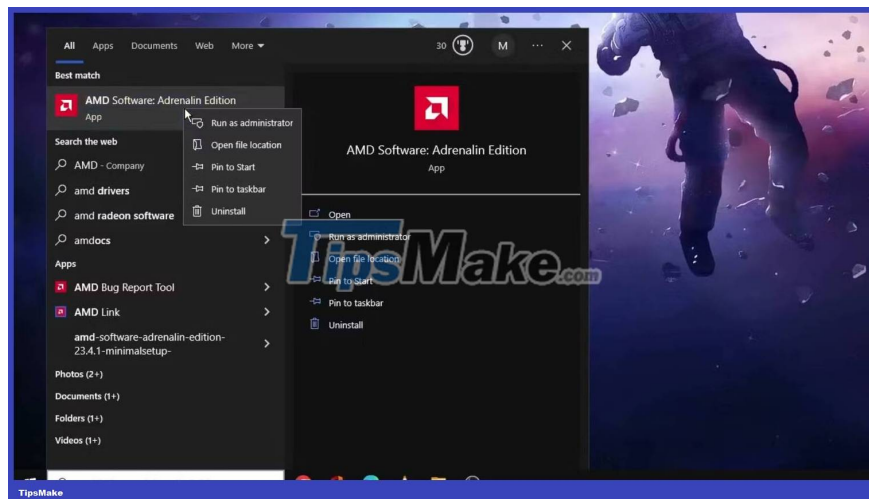
How to fix AMD Radeon Software not working error on Windows

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Users who need to fix AMD Radeon Software not working error cannot open that application and access its settings. Are you among those users? If so, you can fix AMD Radeon Software not opening on Windows PC using the resolutions below.

1. Run AMD Radeon Software with admin rights

Users often choose to run AMD Radeon Software without admin rights from the context menu. Instead, try running AMD Radeon Software as admin to see if that helps. You can do that by pressing the **Windows + S** button, entering **AMD** in the search box and selecting **Run as administrator** for the AMD application found.

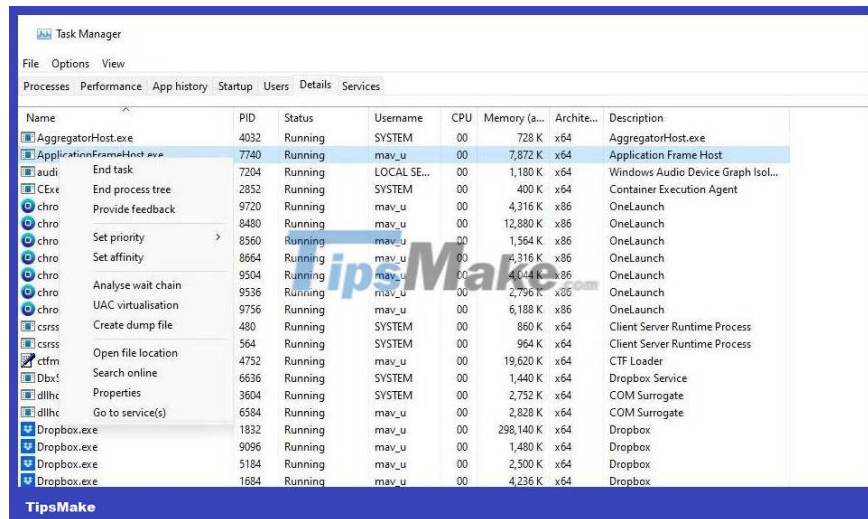


If that works, permanently set AMD Radeon Software to run with admin rights. Refer to the steps in this article on always running applications with admin rights. However, note that you cannot set the AMD Radeon Software MS Store application to run permanently with admin rights.

2. End the RadeonSoftware process tree

First, check if Task Manager shows progress for AMD Radeon Software. If so then it means the app was running in the background. Terminating the process tree for AMD Radeon Software may then fix the problem. You can close the RadeonSoftware process tree like this:

1. Press the key combination **Ctrl + Shift + Esc** to activate Task Manager.
2. Select the **Details** tab of Task Manager.
3. Search and right-click on **RadeonSoftware.exe** to select the **End process tree** option .

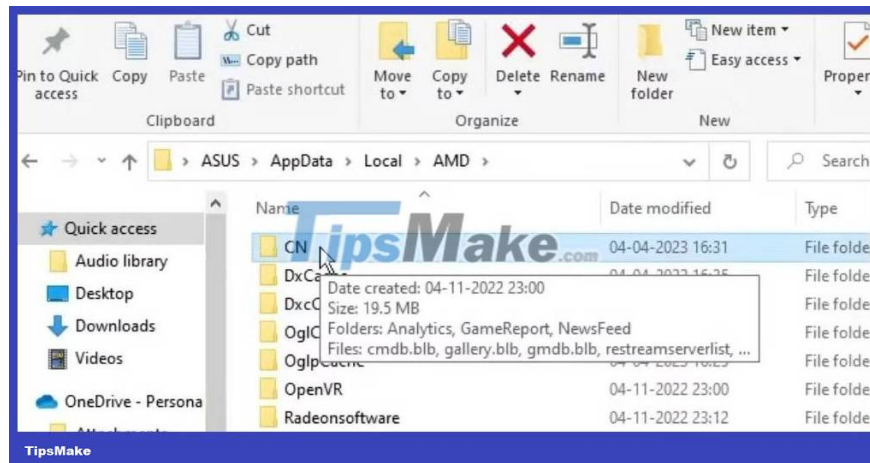


4. Click the **End process tree** button to confirm.

3. Delete the CN folder

Corrupt profile data often causes AMD Radeon Software to stop working. You can fix that by deleting the CN folder containing Radeon profile data. Deleting that folder will rebuild the profile. Here's how you can delete the CN folder:

1. Use the keyboard shortcut **Windows + R** to access the Run dialog box.
2. Enter **%appdata%** into **Run** and click **OK** to access the Roaming folder.
3. Click **AppData** in Explorer's folder location bar.
4. **Open the Local** subfolder inside the **AppData** folder.
5. Click on the **AMD** folder to go inside it.



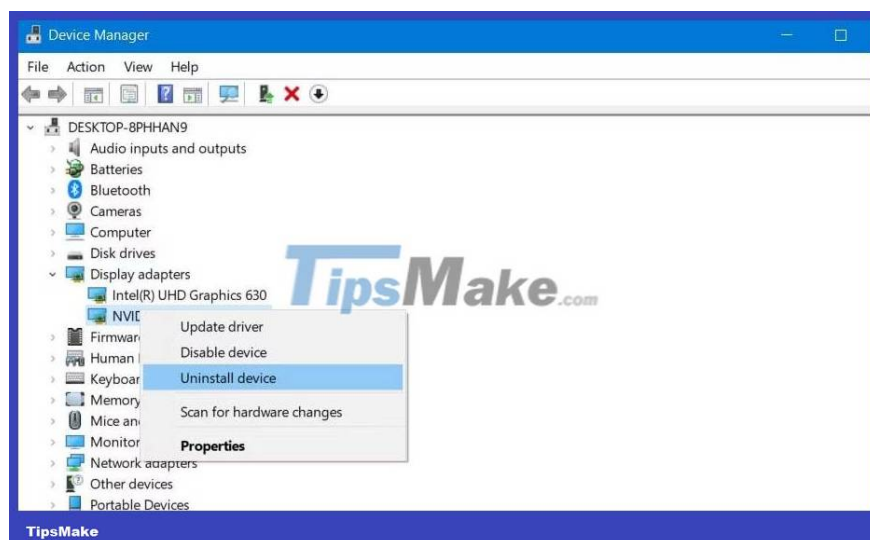
6. Right-click the CN folder and select **Delete**.

Additionally, you can try deleting a specific file in the CN folder which some users have also confirmed works. To do that, open the CN folder to see its contents. Right click on the **gmdb.blb** file in that folder and select **Delete**.

4. Disable and re-enable AMD Radeon Graphics Adapter

Disabling and re-enabling the AMD graphics adapter is another potential solution that users claim can help get AMD Radeon Software up and running. You can disable and re-enable the AMD graphics adapter on your PC as follows:

1. First, open Device Manager (press **Windows + X** and select the shortcut for that tool).
2. **Double-click the Display adapters** category to expand it.
3. Right-click on the AMD Radeon graphics card to select **Disable device**.



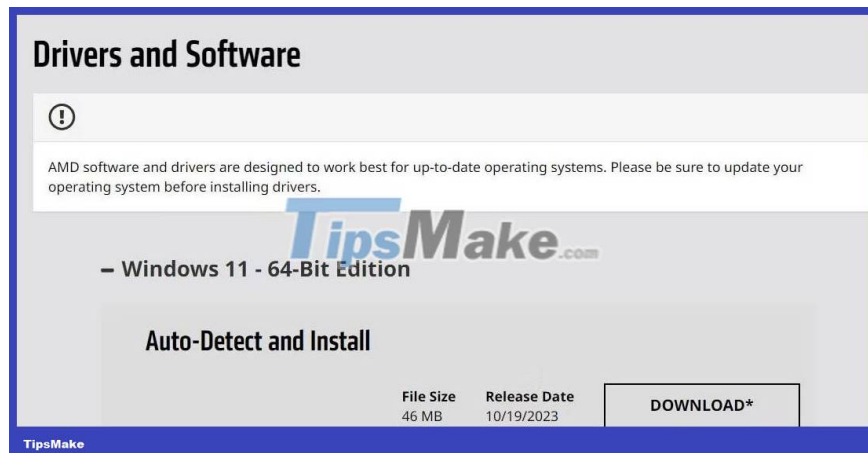
4. Click **Yes** when asked to confirm the selected option.

5. Wait a minute and right-click on the AMD Radeon graphics card again to select **Enable device** .

5. Update AMD graphics driver

Faulty or old AMD drivers on your PC may be the reason why Radeon software is not working. You can fix that by installing the latest AMD drivers for your PC's graphics card.

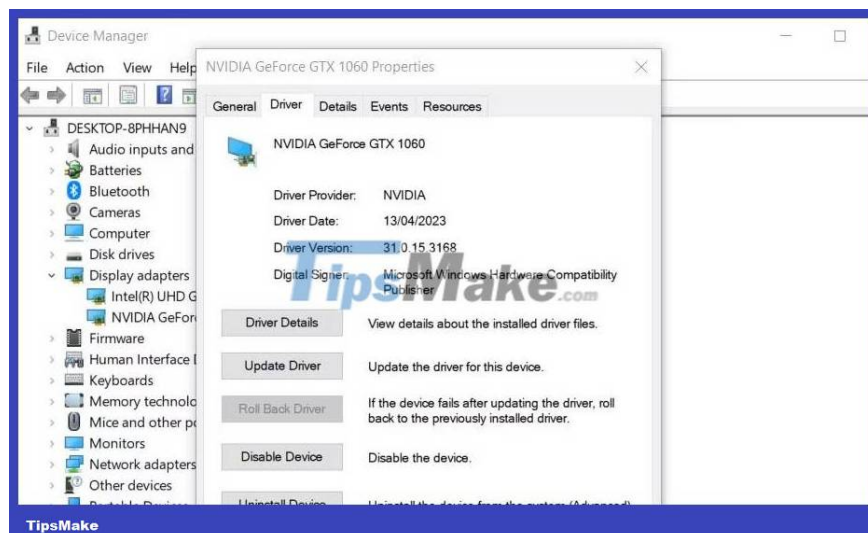
See TipsMake.com.com's guide to updating graphics drivers on Windows for more details on how to apply this potential fix.



6. Restore the previous AMD driver installed on the PC

Sometimes buggy new graphics drivers are the cause of problems, which is why NVIDIA and AMD release hotfixes. If your PC already has the latest AMD drivers, restoring previously installed drivers may be a viable solution for some users.

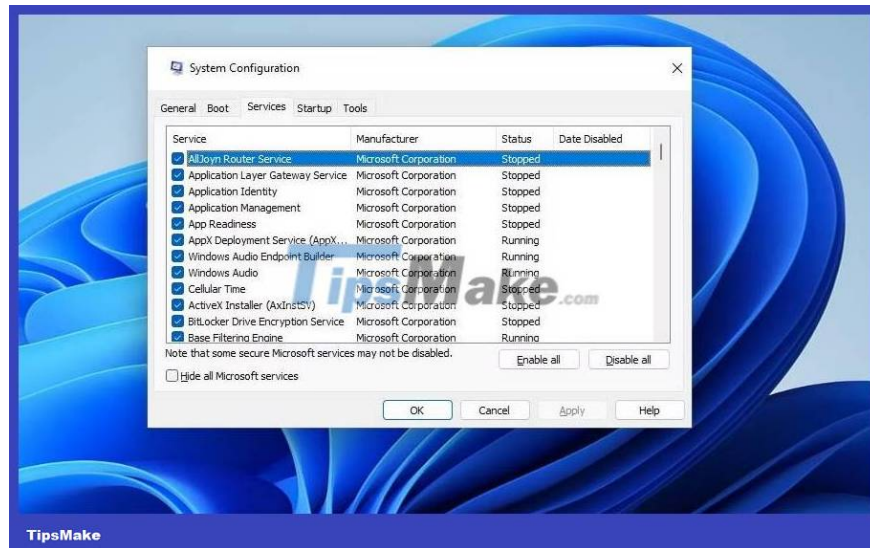
You can do that by selecting the Roll Back Driver option , as mentioned in TipsMake.com.com's guide on how to restore graphics drivers on Windows.



7. Set Windows 11/10 to Clean Boot

A conflicting background program can be another factor causing AMD Radeon not to open. The best way to fix this is to configure your PC for a clean boot and restart it. This will disable third-party applications and services from automatically starting with Windows.

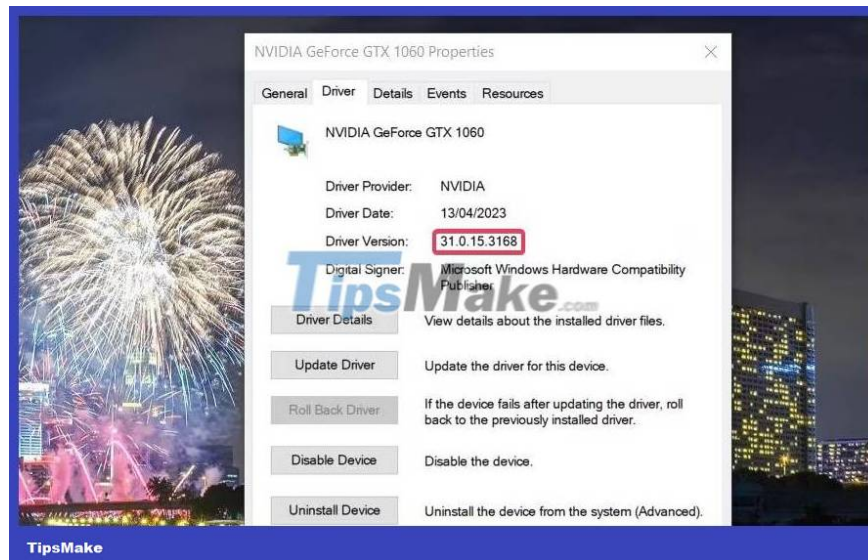
To apply clean boot, you need to remove applications and services from the startup process using Task Manager and MSConfig. TipsMake.com's article on how to perform a clean boot on Windows includes specific instructions on how you can disable essential startup items. Restart your PC after disabling startup items and choosing to open AMD Radeon.



8. Edit the CN registry key

Editing the CN registry key is the confirmed resolution to fix the 'Radeon Settings and Driver versions do not match' error message that some users see when they try to boot AMD Radeon. This registry fix involves entering a new value for the **DriverVersion** string in the **CN** key . These are the steps to apply this registry fix:

1. First, open the **Display adapters** category in Device Manager, as instructed for steps one and two in the fourth solution of this guide.
2. Click on the AMD graphics card with the right mouse button and select **Properties** .
3. Select **Driver** on the tab bar.
4. Drag the cursor over the driver number on that tab and press **Ctrl + C** to copy.



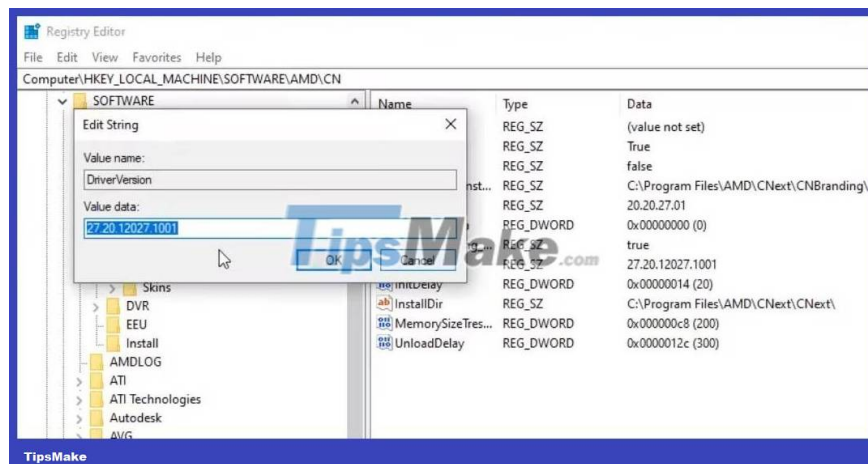
5. Close the Device Manager tool and properties window.

Now, open Registry Editor on Windows before continuing.

1. Delete the registry address bar to enter the following key location there:

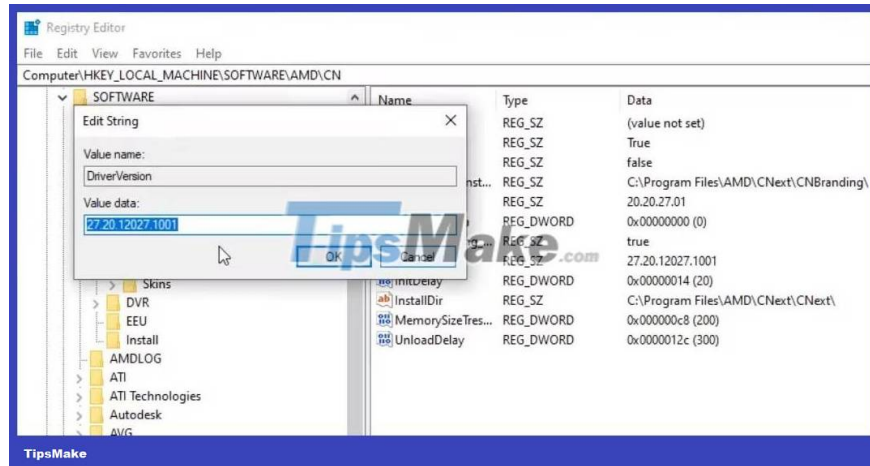
Computer\HKEY_LOCAL_MACHINE\SOFTWARE\AMD\CN

2. Double-click the **DriverVersion** string in the registry key **CN** .



3. Clear the **Value data** box .

4. Press **Ctrl + V** to paste the copied driver version number into the **Value data** box .

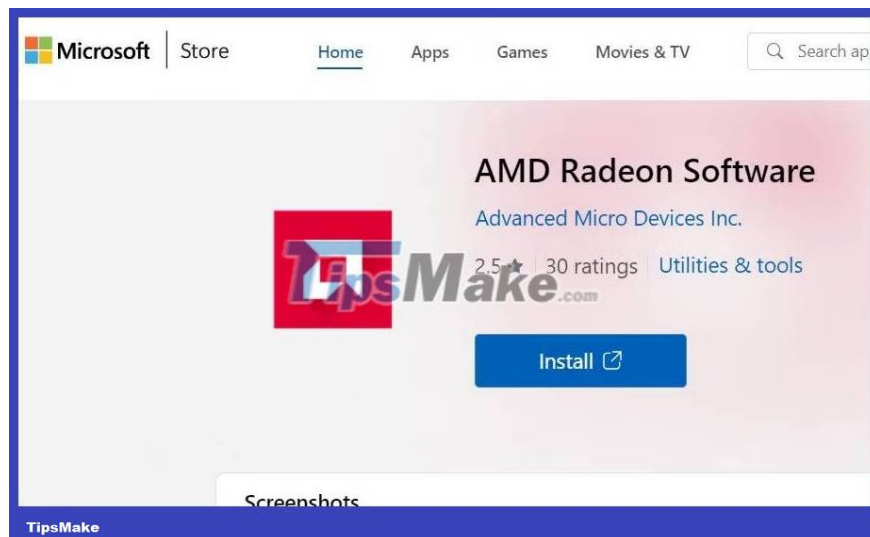


5. Select **OK** in the Edit String window.

9. Reinstall AMD Radeon Software

Reinstalling AMD Radeon Software can also fix various issues that prevent that application from starting. You can remove AMD Radeon using the Control Panel or Settings methods in TipsMake.com.com's Windows software uninstallation guide. Or you can use a third-party uninstaller application to remove the software and thoroughly remove its remnants.

To reinstall that app, open this Microsoft Store AMD Radeon Software page. Click the **Install** and **Open in Microsoft Store** button ; Select **Get** to install AMD Radeon Software.



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