Important notice about AMD graphics driver

April 2026 | V2.0 | Permalink

Introduction

In the past, there was an incompatibility between the public AMD graphics driver and the integrated graphics unit in the AMD Ryzen AI 300 series in the XMG EVO (E25) and XMG CORE (M25).

This issue has been resolved with a new OEM graphics driver version (see table below). Once this OEM driver has been installed, new, public AMD graphics drivers can then be installed over the OEM driver.

Warning: For devices with AMD Ryzen 7 H 255, you must select the "Factory Reset" option during the initial installation.

This special case is explained on page 2 of this document and applies only to this specific CPU.

Supported models and CPUs

The information provided here applies exclusively to these models and CPUs:

Supported models	Supported CPUs
XMG EVO 14 (E25) XMG EVO 15 (E25) XMG CORE 15 (M25) XMG CORE 16 (M25) XMG CORE 16 Value Edition (M25)	AMD Ryzen 7 H 255 – IMPORTANT! See page 2. AMD Ryzen AI 7 350 AMD Ryzen AI 9 365 AMD Ryzen AI 9 HX 370

Version overview

The following table shows the previously released and newly supported driver versions for the models listed above.

Version	Status
Adrenalin 24.x.x (OEM 24.30.46.11)	Originally provided, functional OEM driver.
Adrenalin 24.x.x (OEM 24.30.62.24)	Originally provided, functional OEM driver.
Adrenalin 25.x.x (WHQL)	Originally incompatible, public AMD graphics driver.
Adrenalin 26.3.1 (OEM 25.30.33.01)	Solution for the original compatibility issue.
Adrenalin 26.x.x (WHQL)	Compatible after installing 26.3.1 (OEM 25.30.33.01).

The driver recommended here to resolve the original incompatibility can be downloaded here:

Download: https://go.xmg.gg/download-adrenalin-oem-25.30.33.01

The same driver is also listed in our download portal for each of the supported models. Links on **page 3**.

IMPORTANT: "Factory Reset" required for AMD Ryzen 7 H 255

If you are currently still using an AMD graphics driver version 24.x, or if you have not installed this driver before, you must select the "Factory Reset" option when installing this driver for the first time.

This applies to the following XMG laptops, provided they are equipped with AMD Ryzen 7 H 255:

- XMG EVO 14 (E25)
- XMG EVO 15 (E25)
- XMG CORE 16 Value Edition (M25)

If the driver is installed without this "Factory Reset", the system will crash and freeze during installation (grey screen). In this situation, the system must then be powered off manually (hold power button for long time).

The system will then be operational again. The driver must then be reinstalled, this time with the "Factory Reset" option enabled.

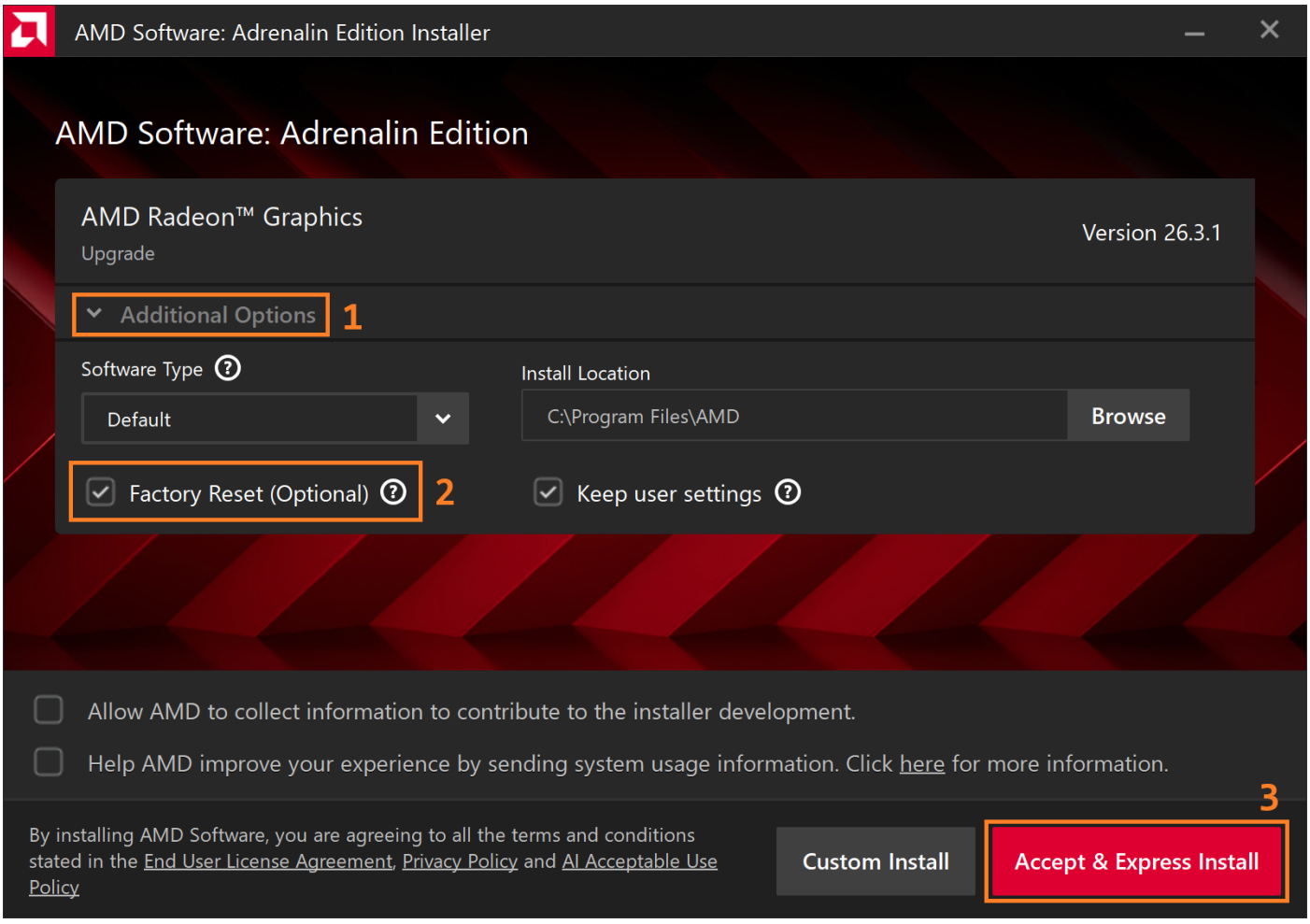
Instructions:

- Run Setup.exe
- Select "Additional Options"
- Tick the box next to "Factory Reset"
- Select "Accept & Express Install"

After installation, we recommend restarting the system.

Regular AMD driver updates (Adrenalin 26.x.x) can then be installed normally, i.e. without "Factory Reset".

Screenshot



Notice: Systems with AMD Ryzen AI 300 series

For devices with the other CPUs mentioned (all except AMD Ryzen 7 H 255), the driver can be installed as normal without "Factory Reset". On the other hand, the "Factory Reset" option does not do any harm, and may still be selected for other reasons on a case-by-case basis, but it is not strictly necessary for those CPUs other than Ryzen 7 H 255.

Notice: Other systems with AMD CPUs or AMD graphics

The driver provided here (OEM 25.30.33.01) and the instructions set out in this document apply exclusively to the supported models listed on **page 1**.

Troubleshooting

In the event of any issues with the installation or operation of Adrenalin 26.3.1 (OEM 25.30.33.01), we provide an intermediate step for troubleshooting:

Version	Status
Adrenalin 25.x.x (OEM 25.20.42)	Intermediate step for troubleshooting.
Adrenalin 26.3.1 (OEM 25.30.33.01)	Solution to the original incompatibility.

Download: https://go.xmg.gg/download-amd-adrenalin-oem-25.20.42

For the interim driver "OEM 25.20.42", the "Factory Reset" described above is not required – not even for AMD Ryzen 7 H 255.

Users experiencing issues with AMD graphics drivers version 26.x.x (compatibility issues with software or with new features introduced in 26.x.x) may also choose to remain permanently on the older "OEM 25.20.42" driver.

- We fully support the older "OEM 25.20.42" driver.
- However, we are not aware of any issues with the newer "Adrenalin 26.3.1 (OEM 25.30.33.01)", so we recommend this intermediate step only for troubleshooting purposes.

Downloads

XMG EVO 14 / XMG EVO 15 (E25)	https://go.xmg.gg/xmg-evo-e25-downloads
XMG CORE 15 / XMG CORE 16 (M25)	https://go.xmg.gg/xmg-core-m25-downloads
XMG CORE 16 Value Edition (M25)	https://go.xmg.gg/xco16vm25

More information

Reddit-Thread:	https://go.xmg.gg/xmg-evo-e25-amd-gpu-driver-reddit-thread
Discord-Server:	https://discord.gg/xZykwQf
FAQ:	https://go.xmg.gg/faq-en
Kontakt:	https://go.xmg.gg/ticket-request-en