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If you get an error message when you try to download and install Chrome, you can fix the issues. Fix most installation errors Fix issues or get help with a specific error message Fix issues with Chrome on Wayland You can now use Chrome on Linux with support for both Wayland and X11. When Chrome opens on Linux, one of the display server protocols is automatically chosen. Learn how Chrome interacts with a display server protocol To help you perform certain types of actions, Chrome interacts with a display server protocol. If you have trouble with these types of actions in Wayland, you can change back to X11: Drag and drop Copy and paste Keyboard, mouse, or touch input You can't use Chrome to perform certain actions on Wayland, such as: Tab dragging uses simplified preview thumbnails. Windows can't be placed at a set location on the screen. How to override the Chrome automatic display server protocol selection From your browser: Go to chrome://flags. Set `#ozone-platform-hint` to X11 or Wayland. From the command line: Go to the command line. Launch Chrome. For X11: `--ozone-platform=x11` For Wayland: `--ozone-platform=wayland` Error 1603 and 0x00000643 on Windows If you install an application for the first time and you get one of these errors, report this issue in the Chrome Help Forum. If you get an error after you install an app: Go to Microsoft Fix it. Select Download. Run the program. To fix the problem, follow the instructions. Can't connect to the Internet on Windows To fix the error, add the firewall, anti-virus software, or proxy to your security software's exceptions list. If you use Windows Firewalls: On your computer, select the Start menu. The Windows logo for the Start menu varies depending on the version of your device. Open the Windows Settings app. In the "Find a setting" search box, enter Firewall. Select Allow an app through Windows Firewall Change Settings Allow another app. Select Browse. At the top, in the Browse window, enter %ProgramFiles(x86)%Google/GoogleUpdater. Find and select the folder with the highest number. Select updater.exe Add. If you use other firewall software, to learn how to add it to your exceptions list, go to the software company's website. If you can't connect because of unsupported proxy server Check if you're on a supported proxy: Negotiate authentication scheme, which includes Kerberos and NTLM. Proxies with "integrated authentication," if the person is allowed to use that proxy. Can't install Chrome because you're in S mode Important: If you switch out of S mode, you can't go back to Windows 10 or 11. In Windows 11 Home edition, S mode is available. To learn about its supported versions and availability, go to Microsoft's support article. There's no charge to switch out of S mode. To install apps that aren't available in the Microsoft Store, you need to switch out of S mode: On your computer, open the Microsoft Store. Search for Switch out of S mode. On the "Switch out of S mode" page, select Get. To confirm, follow the on-screen instructions. Once confirmed, you can install apps from outside the Microsoft Store. Learn how to download and install Chrome. Tip: For detailed info, go to Microsoft's support article. Error 0x80070070 on Windows Installation failed because your version of Windows isn't supported Your Windows computer has Google Chrome for all users Can't install because you're not an administrator on Windows Error 4, 7, 12, 13, 31, 35, 57, 102, or 103 If you have issues when you install Chrome on your computer, you may find these errors: Error 4: A newer version of Chrome is already present on the computer. Errors 7, 12, 13, 35, 57, 102, 103: The install failed for unknown reasons. Error 31: Couldn't re-install Chrome. Step 1: Check if your computer has enough space If there's not enough space on your computer for Chrome, you might run into a problem. To free up hard drive space, delete unnecessary files, such as: Temporary files Browser cache files Old documents and programs From google.com/chrome, download Chrome again. Reinstall Chrome. Step 2: Turn off your antivirus software Some antivirus software can prevent Chrome from installing on the computer. If you can't install Chrome with your antivirus software turned off, you need to upgrade your antivirus software. Step 3: Download Chrome again From google.com/chrome, download Chrome again. Reinstall Chrome. If you can't complete these steps, contact your system administrator. Still not working? Get more help on the Chrome Help Forum. Or, learn how to fix Chrome update issues. Related resources Post to the help community Get answers from community members Next: Buy & use a Play gift card You can install apps, games, and digital content on your device from the Google Play Store. Some content is available at no charge, and some you need to buy. You can use apps that you bought on Google Play on any Android device without the need to pay again if each device is signed into the same Google Account. To download an app: Open Google Play. On your Android device, open the Google Play app. On your computer, go to play.google.com. Search or browse for an app or content. Select an item. Select Install (for no charge items) or the item's price. Tips: To check that an app is reliable, find out what other people say about it. Under the app's title, check the star ratings and the number of downloads. To read individual reviews, scroll to the "Ratings and reviews" section. If you can't find an app you want to install, there are reasons why. Learn why you can't find an app. If you find an app that you think is harmful, report it to us. Learn how to report bad apps. Post to the help community Get answers from community members Post to the help community Get answers from community members You can customize Chrome on your desktop by adding extensions from the Chrome Web Store. Install an extension Important: You can't add extensions when you browse in Incognito mode or as a guest. Open the Chrome Web Store. Find and select the extension you want. Select Add to Chrome. Some extensions will let you know if they need certain permissions or data. To approve, select Add extension. Important: Make sure you only approve extensions that you trust. To use the extension, select the icon to the right of the address bar. If you're using a computer through your work or school, your organization might block some extensions. Install on your phone Important: Make sure you're signed in to Chrome with your Google Account. Learn how to sign in and sync in Chrome. On your phone, open Chrome . Find the extension you want. Tap Add to Desktop. To confirm, tap Add to Desktop. Tip: The next time you open Chrome on your computer, you'll get a message that the extension was installed. If the extension needs some permissions, you'll be asked. To approve, select Enable extension. Install with a Windows or Mac application Sometimes, when you install an application on Windows or Mac, it also installs a Chrome extension. The next time you open Chrome: To grant permissions and use the extension, select Enable. To delete the extension, select Remove. Install with Enhanced protection For additional protection when you install a new extension from the Chrome Web Store, you can use Safe Browsing's Enhanced protection. If you enable Enhanced protection in Chrome, it warns you when an extension you want to install isn't trusted. Extensions are considered trusted when they're built by a developer who follows the Chrome Web Store Developer Program Policies. For new developers, it generally takes a few months to become trusted. Eventually, we strive for all developers with compliant extensions to reach this status upon meeting our developer program policies. When you try to install an extension, a dialog appears. If the extension you're about to install isn't trusted by Enhanced protection, it says "This extension is not trusted by Enhanced Safe Browsing." To install the extension anyways, select Continue to install. To abort the installation, select Close. If the extension is trusted by Enhanced protection, to complete the installation, select Add extension. Manage your extensions On your computer, open Chrome. At the top right, select More Extensions Manage extensions. Make your changes: Turn on/off: Turn the extension on or off. Allow incognito: On the extension, select Details. Turn on Allow in incognito. Fix corruptions: Find a corrupted extension and select Repair. Confirm by selecting Repair extension. Allow site access: On the extension, select Details. Next to "Allow this extension to read and change all your data on websites you visit," change the extension's site access to On select, On specific sites, or On all sites. Remove possible malware If you repaired an extension but it's still corrupted, a suspicious program might be changing this extension's files. On Windows, Mac, or Linux computers, run an antivirus or anti-malware software. Remove any software programs that may be affecting Chrome. On all computers, repair the extension: On your computer, open Chrome. At the top right, select More Extensions Manage extensions. Find a corrupted extension and select Repair. Confirm by selecting Repair. If this doesn't work, visit the Chrome Help Forum and share your situation with us. Let extensions read and change site data Some extensions need permission to read and change site data. You can change your extensions' permissions anytime. Important: When you grant or cancel these permissions, it will only affect extension sites that match the extension's host permissions. Extensions that change lower-level network access through VPNs or proxy settings aren't affected by the change in permissions. On your computer, open Chrome. At the top right, select Extensions . Select More point to "This can read and change site data." Decide which permission to give the extension: When you select the extension: This setting only allows the extension to access the current site in the open tab or window when you select the extension. If you close the tab or window, you'll have to select the extension to turn it on again. On [current site]: Allow the extension to automatically read and change data on the current site. On all sites: Allow the extension to automatically read and change data on all sites. Add or remove access to a specific site On your computer, open Chrome. At the top right, select More Extensions Manage extensions. On the extension, select Details. Under "Permissions," add or remove a site: Add: To the right of "Allowed sites," select Add. If you can't find this option, change "Allow this extension to read and change all your data on websites you visit" to On specific sites. Remove: To the right of the site, select More Remove. Uninstall an extension To the right of your address bar, look for the extension's icon. Right-select the icon and select Remove from Chrome. If you don't find the extension's icon: On your computer, open Chrome. At the top right, select More Extensions Manage extensions. On the extension you want to remove, select Remove. To confirm, select Remove. Use extensions on any computer To use your extensions on any computer, sign in to Chrome. Arrange extensions on your toolbar To the right of your address bar, find your extensions' icons. On your computer, open Chrome. Drag the extension's icon to its new place. Hide extensions To hide individual extensions: Right-select the icon. Select Unpin. To find your hidden extensions,select Extensions . Show extensions To bring hidden extensions back to your toolbar: Select Extensions . Find the hidden extension. Select Pin . Important: Some extensions don't have this option. Unsupported extensions To better protect your privacy and security, Chrome and the Chrome Web Store require extensions to be up-to-date with new requirements. With this, Chrome may disable extensions that don't meet these requirements. If an extension isn't supported and is disabled, you can take the following actions. Find an alternative On your computer, open Chrome. At the top right, select More Extensions Manage Extensions. Find the unsupported extension. Select Remove. Temporarily enable the extension Important: You can only re-enable an extension for a limited period of time after it has been disabled. We recommend you find an alternative extension before it's permanently disabled. On your computer, open Chrome. At the top right, select More Extensions Manage Extensions. At the bottom right, select the toggle of the unsupported extension you want to enable. Tip: If your browser is managed, your administrator can re-enable unsupported extensions with Chrome Enterprise Policy. Learn how to check if your Chrome browser is managed. Important: To use Google Earth Pro and its features, you must have the following versions of the app: Version 7.1.8 or newer is required to use Google Earth Pro Version 7.3.3 or newer is required to access Google Street View within Google Earth Pro To install or upgrade to the latest version of Google Earth Pro, download the application System requirements In order for Google Earth Pro to run on your computer, you must have all minimum system requirements. Windows system configuration Minimum: Operating System: Windows 7 CPU: 1GHz or faster System Memory (RAM): 2GB Hard Disk: 2GB available space Internet Connection Graphics Processor: DirectX 9 or OpenGL 1.4 compatible Recommended: Operating System: Windows 7 or higher CPU: 2GHz dual-core or faster System Memory (RAM): 4GB Hard Disk: 4GB available space High-Speed Internet Connection Graphics Processor: OpenGL 1.4 compatible Mac system configuration Minimum: Operating System: Mac OS 10.8 CPU: Intel dual-core 64-bit System Memory (RAM): 4GB Hard Disk: 4GB available space High-Speed Internet Connection Graphics Processor: OpenGL 2.0 compatible Linux system configuration Minimum: Operating System: Ubuntu 14/Fedora 23 (or equivalent) or newer CPU: amd64 compatible, 1GHz System Memory (RAM): 2GB Hard Disk: 2GB available space Internet Connection 3D Graphics Subsystem: OpenGL 1.4 compatible Recommended: CPU: amd64 compatible, 2GHz System Memory (RAM): 4GB Hard Disk: 4GB available space High-Speed Internet Connection 3D Graphics Subsystem: OpenGL 2.0 compatible Screen: 1280x1024, 32 bit color Google Earth Pro functions with most recent versions of the Ubuntu and Fedora Linux distributions. Google Earth Pro may run on other popular distributions as well, but due to the wide variety of Linux platforms available, this is not guaranteed. Install Google Earth Pro Install Earth Pro on Windows Download Google Earth Pro. Double-click the file and follow the installation process. To open Google Earth Pro, click Start Programs Google Earth Pro. Then, click Google Earth Pro. Install Earth Pro on a Mac Download Google Earth Pro. Open "GoogleEarthProMac-Intel.dmg". Open the "Install Google Earth Pro.pkg" file and follow the installation process. To open Google Earth Pro, open your Applications folder and double-click Google Earth Pro. Note: During the installation process, Mac OS X will ask for an administrator password. This information is never shared with Google. Fix installation errors Before attempting any of the instructions below: Fix common errors To uninstall your version of Google Earth Pro, click Control Panel Uninstall a program. Note: in some versions of Windows, you need to click Control Panel Add or Remove Programs. Upgrade to the latest version from the Google Earth Pro download link. Use Earth with firewall or protection software If you're having trouble connecting to Google Earth Pro and your machine has a software firewall, Google Earth Pro might not be able to access the internet. Examples of common anti-virus software firewalls include: McAfee Personal Firewall Plus (also in McAfee Internet Security Suite) ZoneAlarm Norton Personal Firewall To help fix firewall issues in your anti-virus software preferences, verify: googleearth.exe is not blocked (Windows only) Access to 'port 80' is available for non-browser applications Note: Before Google Earth Pro software is installed, Mac OS X will ask that you input an administrator password. This information is never shared with Google. Uninstall Google Earth Pro Uninstall Earth Pro on a PC Click Start Settings Control Panel. Double-click Add or Remove Programs. Find and select Google Earth Pro. Click Remove Yes Finish. Click Start Settings Control Panel. Double-click Uninstall a program. Find and select Google Earth Pro. Click Uninstall. Uninstall Earth Pro on a Mac Go to your Applications folder and search for "Google Earth Pro". Right-click the Google Earth Pro icon and select Move to Trash. Additionally, if you'd like to remove all of the Google Earth Pro files from your Mac, follow these steps: Go to Finder. At the top, click Go. On your keyboard, hold Alt and click Library. Go to Caches Google Earth Pro and delete all files. Then, go to Library Application Support Google Earth Pro and delete all files. Post to the help community Get answers from community members

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