I'm not a robot

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 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. 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 SearchClear searchClose searchGoogle appsMain menu To easily manage and share content across all of your devices and the cloud, use Google's desktop sync client: Drive for desktop. If you edit, delete or move a file on the Cloud, the same change happens on your computer and devices, and vice versa. In this way, your files are always up to date and can be accessed on any device. You can use Drive for desktop to: Open files stored on the Cloud directly on your computer. Find and organize your files in your computer's file system without using storage space. Sync folders from your computer to Google Drive. When you sync, your files download from the cloud and upload from your computer's hard drive. After you sync, your computer's files match those in the cloud. Your files stay up to date and accessible, any change you make applies across devices. Save files and folders for offline use. This includes files from shared drives. Collaborate on Microsoft Office files in real time. If you use Outlook on Windows with a work or school account, send and save files with Microsoft Outlook. Important: Before you start, check that your operating system is compatible with Drive for desktop. Download Drive for desktop: DOWNLOAD FOR WINDOWS Open "GoogleDriveSetup.exe." Follow the on-screen instructions. Tip: If you use a work or school account, you might not be able to use Drive for desktop or your organization might have to install it for you. If you have questions, ask your administrator. On Drive for desktop, at the bottom right, in the system tray, you can find the Drive for desktop menu . Tip: To "Show hidden icons," click the arrow. To make it easier to find Drive for desktop when it's closed, you can pin it. To add Drive to the Start menu: In your Start menu, right click Drive Pin to Start. To add Drive to the taskbar: In your Start menu, right click Drive Pin to Taskbar. Important: Before you start, check that your operating system is compatible with Drive for desktop. Download Drive for desktop: DOWNLOAD FOR MAC Open "GoogleDrive.dmg." Follow the on-screen instructions. Tip: If you use a work or school account, you might not be able to use Drive for desktop. Your organization must install it for you. If you have questions, ask your administrator. On Drive for desktop, at the top right, in the menu bar, you can find the Drive for desktop menu . To make it easier to find Drive for desktop when it's closed, you can pin it. To add Drive to your Dock: In the "Applications" folder, drag the Drive app to the left side of the recently used apps separator line. Sign in to Drive for desktop Sync files and folders to Drive for Desktop For this same video with audio descriptions, go to Sync files and folders to Drive for Desktop. When you first open Drive for desktop, you receive a notification "Google Drive would like to start syncing." Click OK. On your computer, open Drive for desktop . You can sync files from your computer to Google Drive and backup to Google Photos. On your computer, open Drive for desktop . Click Settings Preferences. On the left, click Folders from your computer. Select an option: Sync with Google Drive: Files you change in the synced folder reflect on Drive. Drive changes reflect on your computer. Synced folders shows under "Computers." Back up Google Photos: Only photos and videos upload. Photos or videos you delete in one place don't delete in another. Edits upload as new images. You can find your photos and videos from any device online or on the Google Photos mobile app. Use Drive for desktop with macOS Sync to Google Drive & Google Photos Important: If you only store photos and videos, we recommend you backup to Google Photos. If you store your files in photos and videos, they upload twice and use more of your Google storage. Network Attached Storage (NAS) only supports backups to Google Photos. Important: If you have multiple Apple Photos libraries, only the System Photo Library syncs to Google Photos. You can sync all Apple Photos libraries in Drive. If you sync an Apple Photos library with Drive, everything syncs. We do not recommend you make changes to these files from another computer or in the cloud as it can corrupt your library. Your System Photo Library is the only library that works with iCloud Photos, Shared Albums, and My Photo Stream. If you only have one photo library, then it's the System Photo Library. Otherwise, the first photo library that you create or open in Photos is your System Photo Library. When you download photos and videos from your iCloud and upload them to Google Photos, it temporarily uses your Hard drive space. Learn more about backing up photos & videos. Access your files when they're synced On your computer, click your name Google Drive . You can find several options based on your Drive usage: My Drive: Contains your own personal files and folders. Shared Drives: Contains files and folders others share with you. Other Computers: Displays files synced from other computers connected to your Google Account. Double click the file you want to open. Files created in Google Docs, Sheets, Slides, or Forms open in your web browser. Other files, like Word docs or .pdf files, open in their default programs on your computer. Tip: If your Drive and "My Drive" folder is empty, you can't find the "Shared Drives" or "Other Computers" views. Customize your Drive for desktop settings Improve your Drive for desktop experience with Advanced Settings. You can: Customize sync preferences. Enable or disable real-time presence with Microsoft Office. Customize Google Photos settings. Customize general settings, such as automatic launch, hotkeys, and proxy settings. Learn how to customize you Drive for desktop settings. Open files & folders offline Search for your Drive files To find your files offline Search in Drive for desktop. When you search in Drive for desktop, rather than in Windows Search or macOS Spotlight, it ensures that your search includes all files from the Drive streaming location. On your computer, open Drive for desktop . Click Search . Enter your search terms. Tip: You can use the same advanced searches as in Drive web. Open your file. If the file is on your computer, it opens with the associated application. Otherwise, it opens in Drive web. Tip: To open the search window you can also use the search hotkey combination. Work on MS Outlook & Office files Mirroring My Drive Mirroring and streaming are two ways to sync your files. Folders from your computer can only be mirrored. Shared drives and other computers can only be streamed. My Drive can either be mirrored or streamed. When Drive for desktop is installed, the "My Drive" folder is streamed. You can update your preferences and choose to mirror or stream My Drive after installation. Learn about streaming and mirroring options with Drive for desktop. Learn how to find and fix errors in Drive for desktop In Drive for desktop, under "Activity," a "Some errors occurred" banner displays. To display the list of errors, you can either: Click the link in the banner. Click Settings Error list. Learn more about how to fix errors. Related resources SearchClear searchClose searchGoogle appsMain menu You can browse the web on your iPhone or iPad with Chrome. On your iPhone or iPad, open App Store. In the search bar, enter Chrome. Tap Get. To install, follow the on-screen instructions. If prompted, enter your Apple ID password. To start browsing, tap Open. To open Chrome from your Home screen, tap Chrome . Post to the help community Get answers from community members