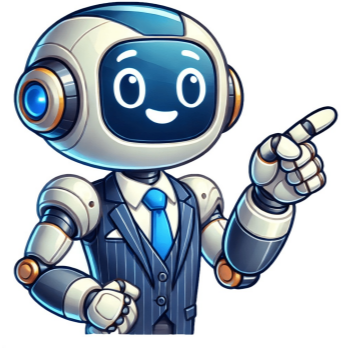


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You can get apps, games and digital content for your device using the Google Play Store app. The Play Store app comes pre-installed on Android devices that support Google Play, and can be downloaded on some Chromebooks. On your device, go to the Apps section. Tap Google Play Store . The app will open and you can search and browse for content to download. If you have issues locating the Play Store app, or opening, loading or downloading content in the app, it could be due to a number of reasons. To troubleshoot these issues, try the following topics: I can't find the Play Store App The Play Store doesn't open or load any content Downloads from the Play Store don't work Post to the Help Community Get answers from community members 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\Google\Updater. 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 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