

Case Study: Remote Software Installation -Google Chrome

Issue Summary:

User requests help install Google Chrome on their Windows 10 system. They are unsure where to download it safely and how to complete the installation.

Symptoms Observed:

- No Google Chrome present in Start menu.
- User is unsure how to download/install applications.
- Microsoft Edge is available but unused.

Troubleshooting Steps Taken:

1. Logged into the remote system via TeamViewer using user-provided ID/password.
2. Opened Microsoft Edge and navigated to: <https://www.google.com/chrome>
3. Clicked on **Download Chrome** and saved the installer.
4. Launched the installer and followed the on-screen steps to install Chrome.
5. Verified installation by launching Chrome.
6. Pinned Google Chrome to the taskbar for easy access.

Result:

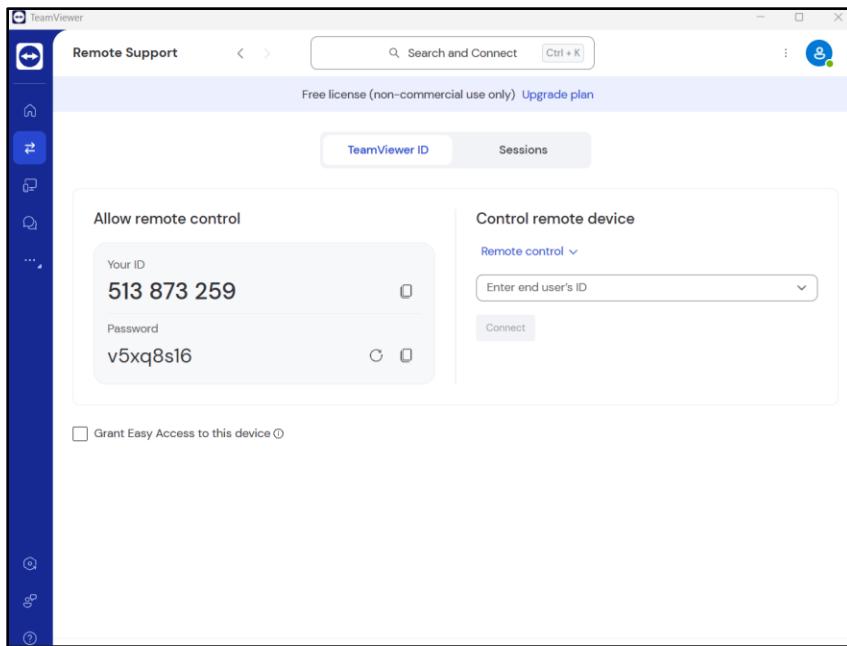
- ✓ Google Chrome installed successfully.
- ✓ User was shown how to access and open the browser.
- ✓ Google Chrome was pinned to the taskbar for quick access.
- ✓ User now understands the safe method to install apps.

Tools Used:

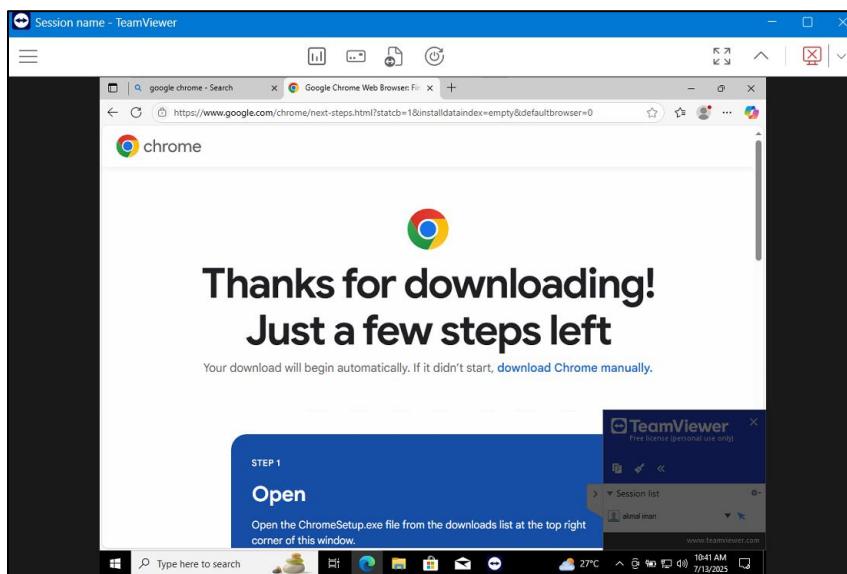
- TeamViewer (remote access)
- Microsoft Edge (for downloading installer)
- Google Chrome Installer

Screenshots:

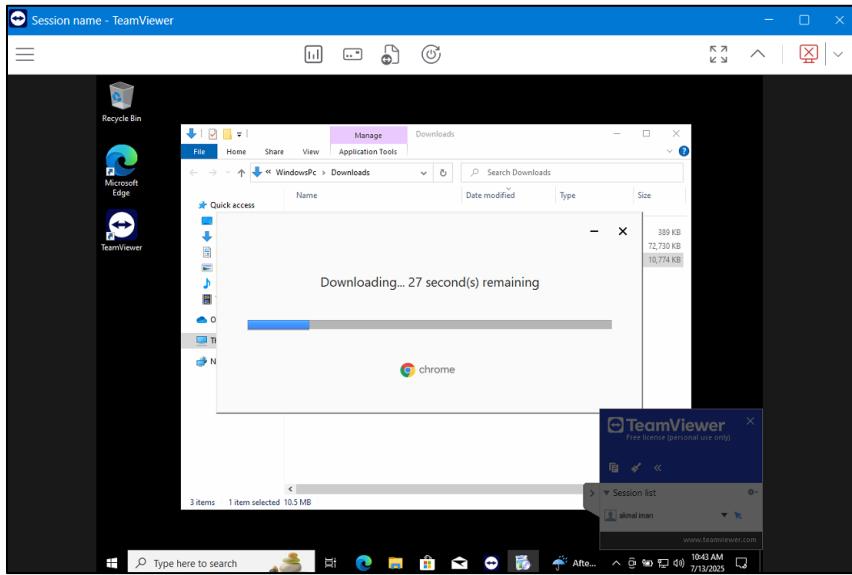
- 00_teamviewer_dashboard.png



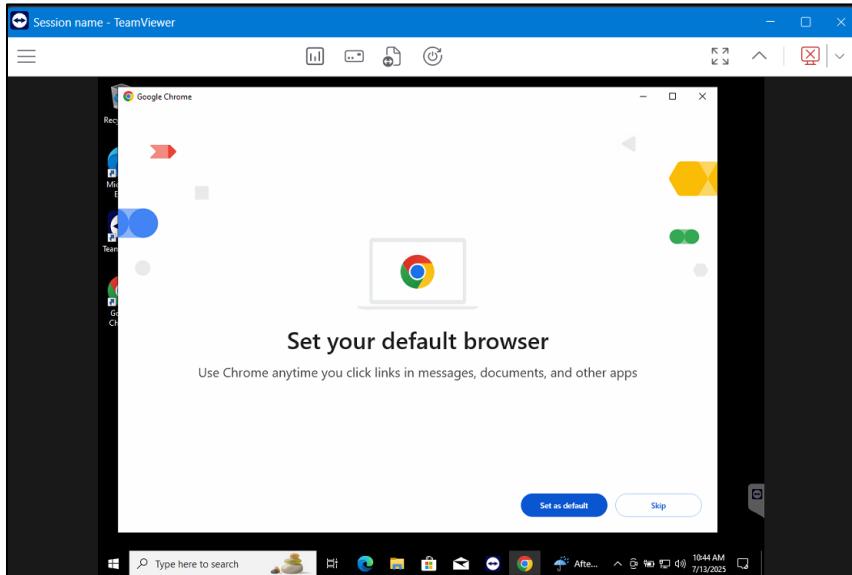
- 01_chrome_download_page.png



-02_chrome_installation_wizard.png



-03_chrome_opened.png



-04_chrome_pinned.png

