

GSD. Chrome – Google Chrome not opening

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General Information:

Possible symptoms/errors:

Chrome does not open.

Alternative names of the system:

Google Chrome

IMPORTANT NOTICE:

N/A

Solution:

Ask user to start the Task Manager (ask them to press CTRL+ALT+DEL and then to choose Task Manager) Advise user to kill the chrome.exe process from the Task Manager.

Inform user that now they should go to Shortcut of Chrome and right click on Open File Location. They can also open Chrome folder by navigating to Computer > C:\Program Files (x86)\Google\Chrome\Application or C:\Program Files\Google\Chrome\Application (if it is 32 bit OS). This may also be accessible in: \Users\\AppData\Local\Google\Chrome\Application Open chrome.exe from Run window.

Assignment Group:

N/A

Ticket Creation:

Template: N/A Categorization:

Configuration Item: N/A Category: N/A Subcategory: N/A

Important Links:

N/A