



Fix

Installing and uninstalling Google Earth

For information about installing or uninstalling Google Earth (including Earth Pro), see below. For help that applies only to Earth Pro, see [Install Earth Pro](#).

▼ Install Google Earth

If you'd like to install or upgrade to the latest version of Google Earth, you can download the application at <http://earth.google.com/download-earth.html>

If you experience issues installing Google Earth through the Google Updater, you can directly download the latest version of Google Earth here:

- **PC:** <http://dl.google.com/earth/client/current/GoogleEarthWin.exe>
- **Mac:** <http://dl.google.com/earth/client/current/GoogleEarthMac.dmg>

To install Google Earth to a PC:

1. Download the latest version of Google Earth from the following location:
<http://dl.google.com/earth/client/current/GoogleEarthWin.exe>
2. Double-click the file and go through the installation process
3. You should now be able to run Google Earth by going to **Start > Programs > Google Earth** and clicking on the Google Earth icon.

To install Google Earth to a Mac:

1. Double-click the .dmg file from your Downloads folder. A new folder will open with a Google Earth icon.
2. Drag this Google Earth icon into your Applications folder.
3. You should now be able to run Google Earth by clicking on the Earth icon from your Applications folder. If you'd like you may also drag the Earth icon to your dock for easier access.

If you have any problems installing, see the **Installation errors** section of this article.

▼ Uninstall Google Earth

To uninstall Google Earth, please follow the steps for your operating system:

Windows:

1. Click **Start > Settings > Control Panel**.
2. Double-click **Add or Remove Programs**.
3. Scroll down to find **Google Earth** and click it.
4. Click **Remove**, then **Yes**, then **Finish**.

Mac:

1. Go to your Applications folder and search for the Google Earth application.
2. Right-click the Google Earth application icon and select **Move to Trash**.

Additionally, if you'd like to remove all of the Google Earth components from your Mac, please follow these steps:

1. Go to **Finder**.
2. Open the **Home Directory** icon labeled with your user ID.
3. Delete the files at **Library > Caches > Google Earth**.
4. Also, please delete the files at **Library > Application Support > Google Earth**.

If you have any problems installing, see the **Installation errors** section of this article.

▼ Installation errors


Please review the instructions on how to resolve each error.

Before attempting any of the instructions below, please note the following initial tips:

- Verify that your operating system is [supported](#).
- If you're using Google Earth Pro, verify that you have administrative rights on your machine or install through an administrator account on the local machine.

Error code containing -5009, -5003, -6002, or -6009 during install/uninstall.

This is due to an older version of the installation software on your machine.

- Update to the latest version of InstallShield found at <http://www.flexerasoftware.com/products/installshield.htm> 

MSI or .dll error

1. Uninstall your version of Google Earth from the 'Add or Remove Programs' dialog box in the Control Panel.
2. Upgrade to the latest version from our download link at <http://earth.google.com/download-earth.html>

Unable to launch Google Earth or the application crashes

- Follow the instructions at <http://support.google.com/earth/bin/topic.py?&topic=2376770&parent=2376014&ctx=topic>

▼ Unable to install Google Earth on Windows 7

- Installation problems, including Error code = 0x80072ee2
- No Google Earth desktop icon
- Disappearing Google Earth desktop icon

If you are experiencing issues with downloading Google Earth on Windows 7, please follow the instructions outlined [here](#) to perform a utility cleanup and reinstall of Google Earth.

If Google Earth is crashing, try [switching to OpenGL mode](#).

Google Earth may perform slower than expected in this mode; however, we are currently working to resolve this issue.

If you need further assistance, please try posting a question in the [Google Earth Help Forum](#).

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