

Troubleshoot Chrome Issues on Mac M1/M2 for AIQ

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Use this article when Chrome behaves inconsistently on Apple Silicon Macs used for AIQ authoring, playback, or browser validation. Confirm Chrome, macOS, driver, and security settings before changing AIQ configuration.

Common checks

- Install the Apple Silicon version of Chrome unless the environment explicitly requires Rosetta.
- Confirm the Chrome version matches the browser driver or automation dependency used by the test.
- Review macOS privacy and security prompts for screen recording, accessibility, files, and network access.
- Check whether extensions, profiles, or cached browser data are affecting playback.
- Run a clean-profile smoke test before changing the scenario.

Validation workflow

1. Record the Mac model, macOS version, Chrome version, and AIQ version.
2. Reproduce the issue with a small known-good scenario.
3. Update Chrome/driver alignment and permissions if needed.
4. Capture logs and screenshots before escalating persistent failures.

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