Great comment. Hope they take it to heart.

There are apparently two forum threads for this one black window issue. I solved this issue for me and at least one other person in that other thread so I am now bringing that solution over into this thread since Google needs help with such things apparently (I thought they would have done this earlier had I even suspected that the Google mods wouldn't have done this on their own. Two of them emailed me to thank me for the fix so I figured they would have made it available to others who needed it. Anyway, it is my hope that this fix also works for you and your co-workers.

Fixed the 100% black Google Chrome issue.
Here is what worked for me...
1. Unpin Chrome icon from task bar so it is on the desktop.
2. Right mouse click on said icon and left click on Properties.
3. Click on Shortcuts tab
4A. In Target window, add this exact text: [space]--disable-gpu"
4B. The end of the text string in the Target window should now read: ...chrome.exe" --disable-gpu"
5. Double click on the desktop icon and Chrome should open correctly. If you want, you may pin this icon to the taskbar.
6. Left single click on the "Customize" icon in the top right, which is the 3 horizontal lines icon. Select "Settings" from the list.
7. Select "Show advanced settings..." at the bottom.
8. Deselect "Use hardware acceleration when available."

Good luck.