

Issue: Browser Precheck stuck at "Evidence Storage"

ERA EXPLORER SYSTEM CHECK

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v.24.2.2 E

| Operating System | Microsoft Windows 10 Pro |
|-----------------------------------------|--------------------------|
| RAM Availability | 1.29 GB RAM Available |
| - Evidence Storage | Checking |
| .NET Framework | |
| - Internet Availability | |
| - Microsoft Office | |
| Detecting ERA Buddy | |
| - Application Monitor | |
| - Worm Approval | _ |
| - LAN Speed | |

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3 Solutions for this issue

1st: Rename the config file



Step1: Close the Browser (If browser is open)

Step2: Go to the below path Path: C:\Users\administrator\ERA-Explorer

Step3: You can see the folder with the name: **Config**

Step4: Rename the folder as old (example: old_config)

Note: For the ALC mode you have to open **ERA-Explorer folder** For the ERA LIVE mode you have to open **MKCL ERA Live Browser** For the ERA LIVE 2.0 mode you have to open **MKCL ERA Live 2.0**

2nd: Check the WMIC status



Step1: open the CMD

Step2: Type below command In CMD command : wmic bios get serialnumber

Step3: If the serialnumber is not reflect run the below path

Repair wmic Link: https://fileshare.mkcl.org/index.php/s/R27HDscgjHSTzaK



Step1: Open the settings> System

Step2: Click on "About" button

Step3: Click on "Advanced system settings" button

Step4: Click on "Environment Variables" button

Step5: Under the "User variables" Step6: Dubbel click on "Path" button

| /ariable | Value |
|--------------------|-------------------------------------------------------------|
| OneDrive | D:\MyData |
| DneDriveCommercial | D:\MyData |
| Path | C:\Users\swapnill\AppData\Local\Microsoft\WindowsApps;C:\Us |
| TEMP | C:\Users\swapnill\AppData\Local\Temp |
| ГМР | C:\Users\swapnill\AppData\Local\Temp |







Paths

%SystemRoot%\system32;%SystemRoot% %SystemRoot%\System32\Wbem %SYSTEMROOT%\System32\WindowsPowerShell\v1.0\ %SYSTEMROOT%\System32\OpenSSH\



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Step10: Under the "System variables" Step11: Dubbel click on "Path" button

| Variable | value | | | |
|------------------------|--------------------------------------------------------|--|--|--|
| ComSpec | C:\Windows\system32\cmd.exe | | | |
| DriverData | C:\Windows\System32\Drivers\DriverData | | | |
| NUMBER_OF_PROCESSORS | 8 | | | |
| OS | Windows_NT | | | |
| Path | C:\Windows\system32;C:\Windows;C:\Windows\System32\Wbe | | | |
| PATHEXT | .COM;.EXE;.BAT;.CMD;.VBS;.VBE;.JS;.JSE;.WSF;.WSH;.MSC | | | |
| PROCESSOR_ARCHITECTURE | AMD64 | | | |
| PROCESSOR IDENTIFIER | Intel64 Family 6 Model 142 Stepping 10. GenuineIntel | | | |
| | | | | |
| | Ne <u>w</u> Ed <u>i</u> t De <u>l</u> ete | | | |
| | | | | |
| | | | | |
| | OK Cancel | | | |



Step12: Edit environment variable window will open

Step13: Click on New button Step14: Copy below path and enter one by one

Paths

%SystemRoot%\system32;%SystemRoot% %SystemRoot%\System32\Wbem %SYSTEMROOT%\System32\WindowsPowerShell\v1.0\ %SYSTEMROOT%\System32\OpenSSH\

| %SystemBoot%)system32 | | N |
|-----------------------------------------------|----|-----------|
| %SystemRoot% | | New |
| %SystemRoot%\System32\Wbem | | E IN |
| %SYSTEMROOT%\System32\WindowsPowerShell\v1.0\ | | Edit |
| %SYSTEMROOT%\System32\OpenSSH\ | | - |
| C:\Program Files\nodejs\ | | Browse |
| | | |
| | | Delete |
| | | |
| | | |
| | | Move Up |
| | | |
| | | Move Dowr |
| | | |
| | | |
| | | Edit text |
| | | |
| | | |
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| | | |
| | | |
| | ОК | Cancel |
| | ОК | Cancel |