Issue: Browser Precheck stuck at "Evidence Storage"

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

3rd: Change Environment Variables Path

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
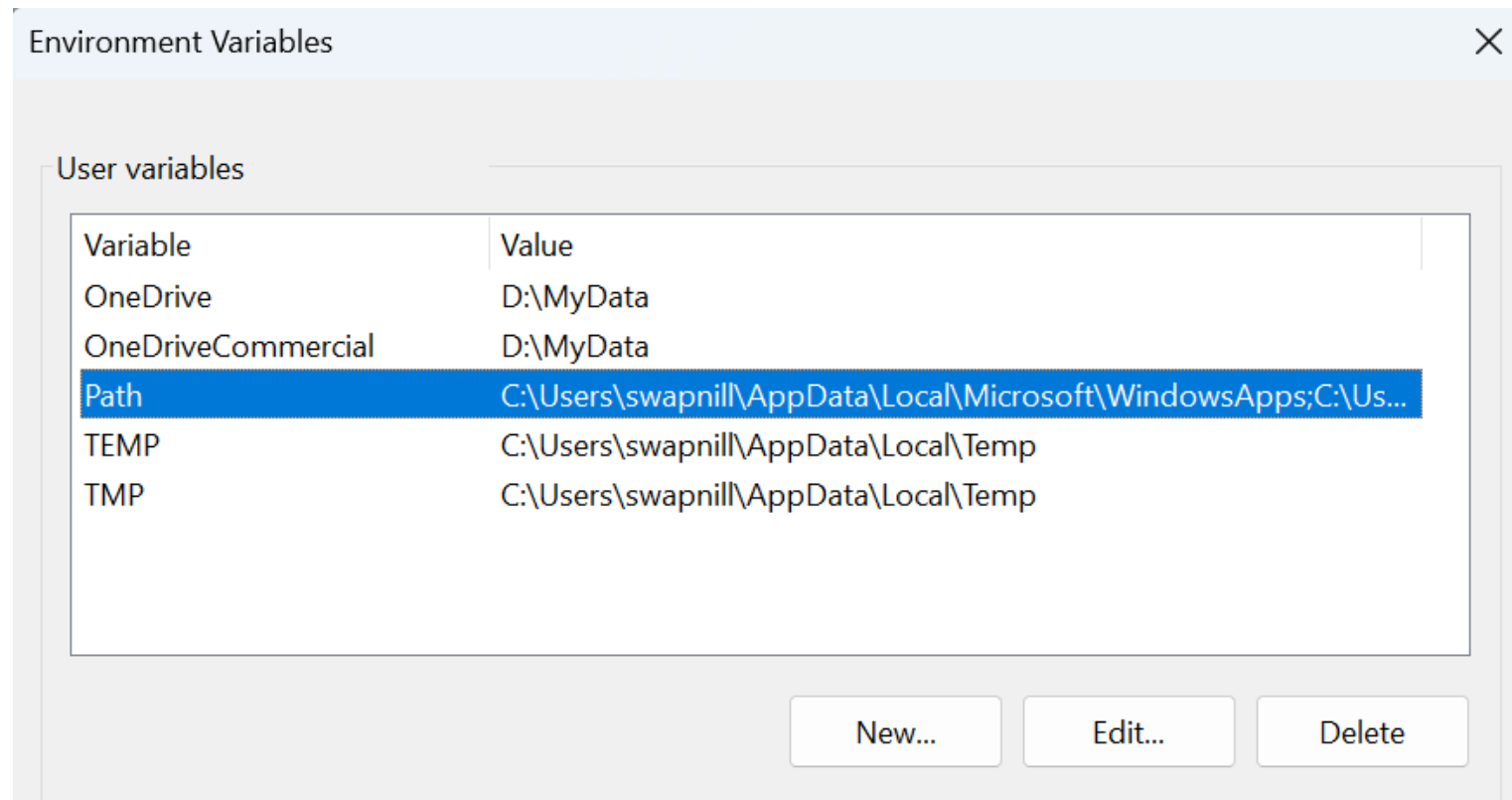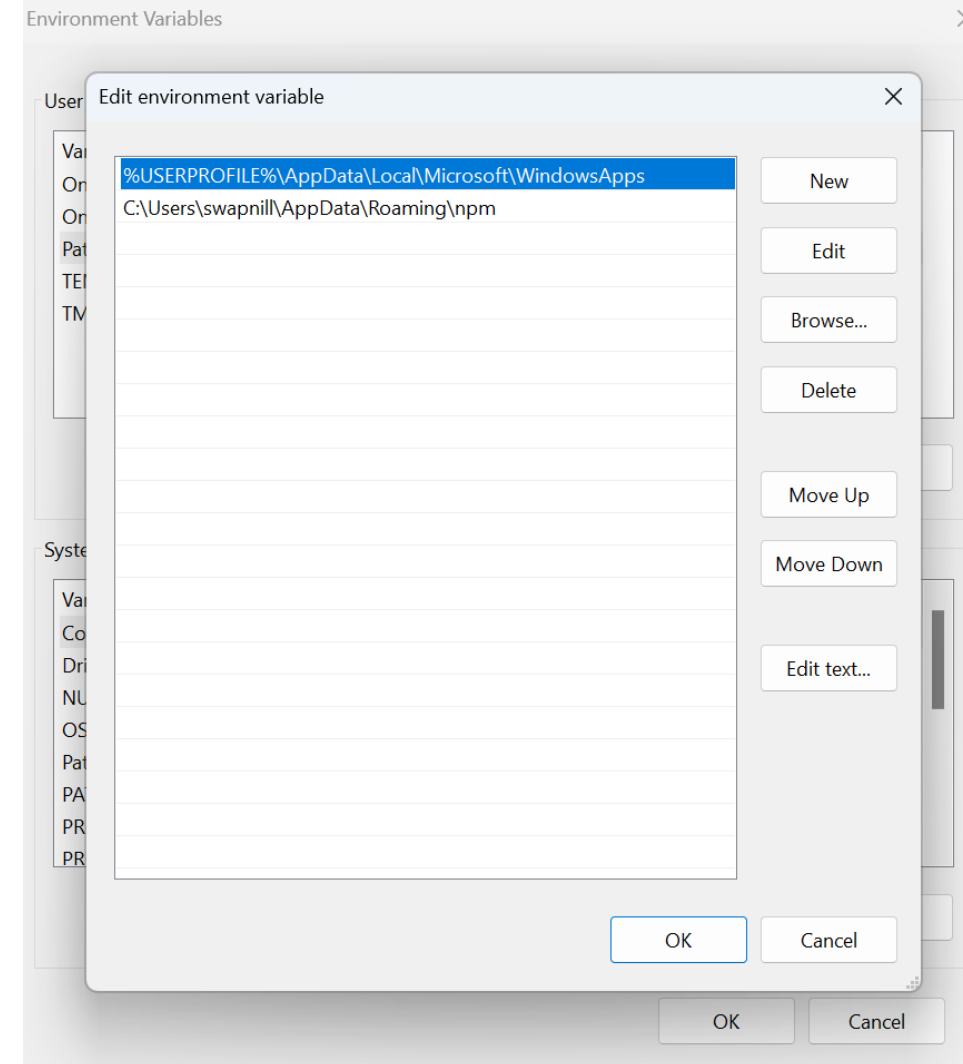
3ʳᵈ: Change Environment Variables Path

Step7: Edit environment variable window will open

Step8: Click on New button
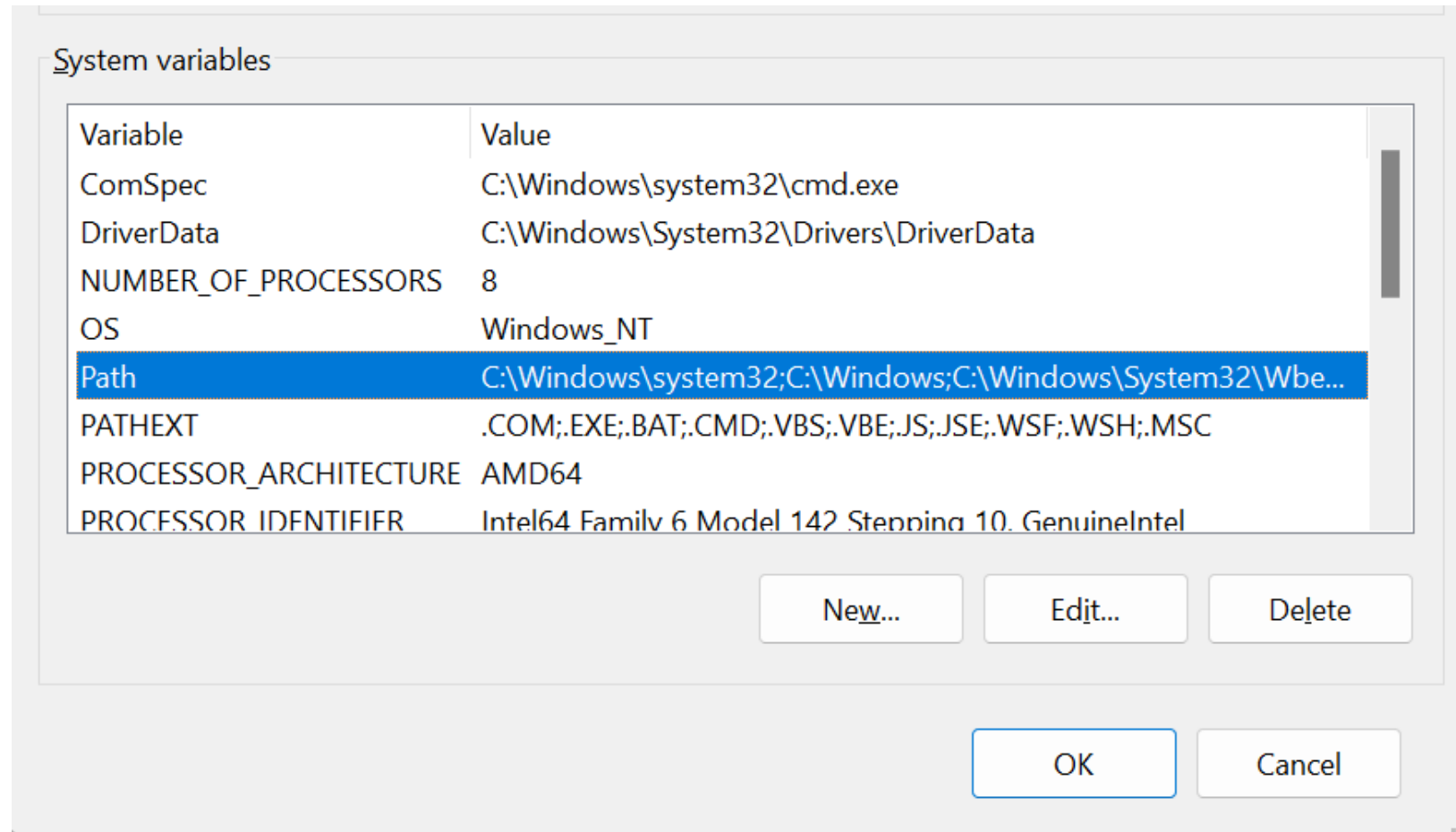
Step9: Copy below path and
enter one by one

Paths

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

Environment Variables

Edit environment variable   ✕

%USERPROFILE%\AppData\Local\Microsoft\WindowsApps

C:\Users\swapnill\AppData\Roaming\npm

[New]

[Edit]

[Browse...]

[Delete]

[Move Up]

[Move Down]

[Edit text...]

[OK]   [Cancel]

[OK]   [Cancel]

3rd: Change Environment Variables Path

Step10: Under the "System variables"

Step11: Dubbel click on "Path" button

3ʳᵈ: Change Environment Variables Path

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\