

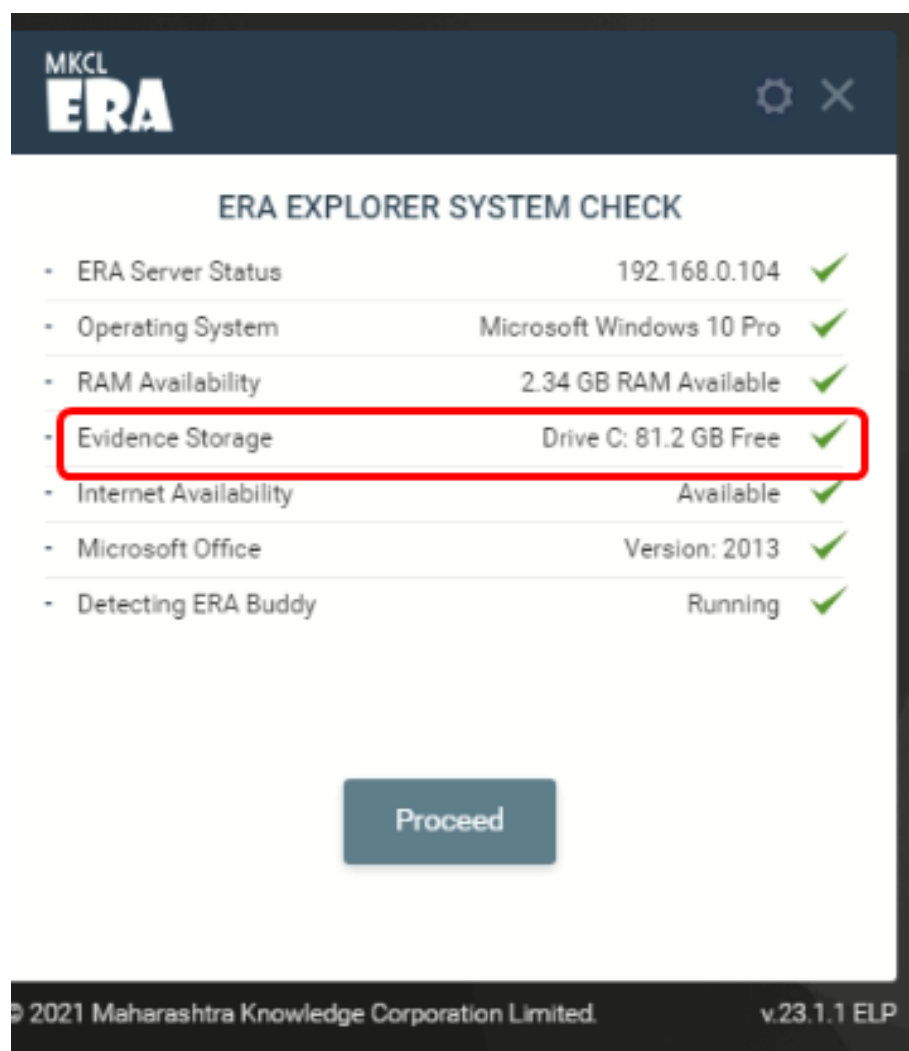
Issue :- Processfolio Not Submit in ERA LIVE

Note: Camera is compulsory to attempt this question, ERA LIVE BROWSER version 23.1.2 is required.

(Visit the below link for the updated ERA LIVE BROWSER download:

<https://alcreadiness.mkcl.org/software>)

Ensure Evidence Storage Drive is Not "C Drive"



Issue :- Processfolio Not Submit in ERA LIVE

To change the Evidence Storage Path please follow the steps mentioned below.

Step1:- Go to the below path

Path: C:\Users\Administrator\MKCL ERA Live Browser

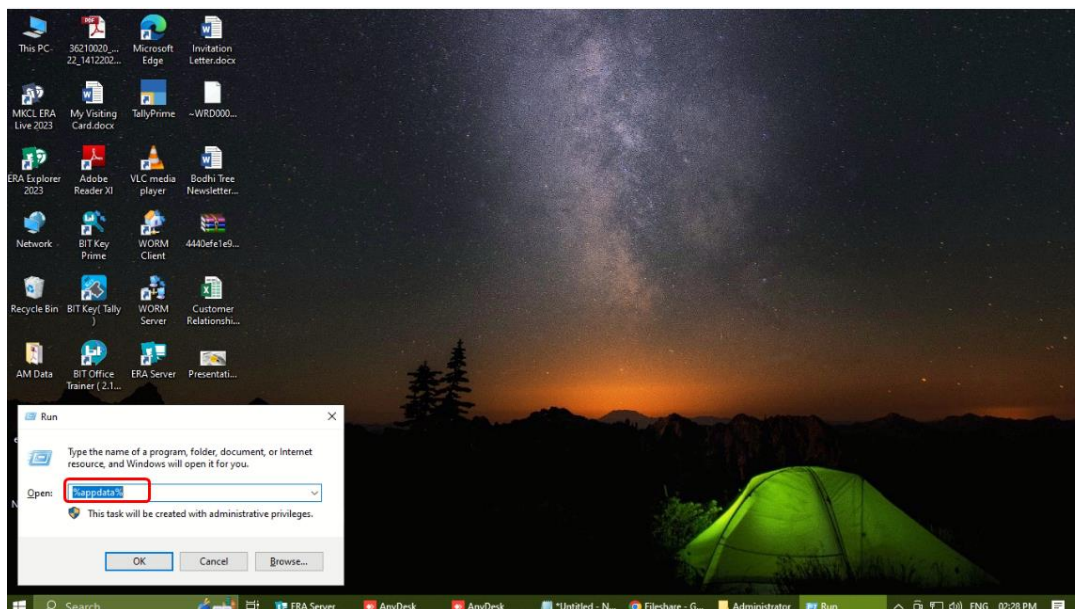
Step2:- Select the config folder

Step3:- Rename that folder as “old_config”

Step4:- Press “Window+R”

Step5:- The Run command should be open

Step6:- Type “%appdata% and Press Enter Button

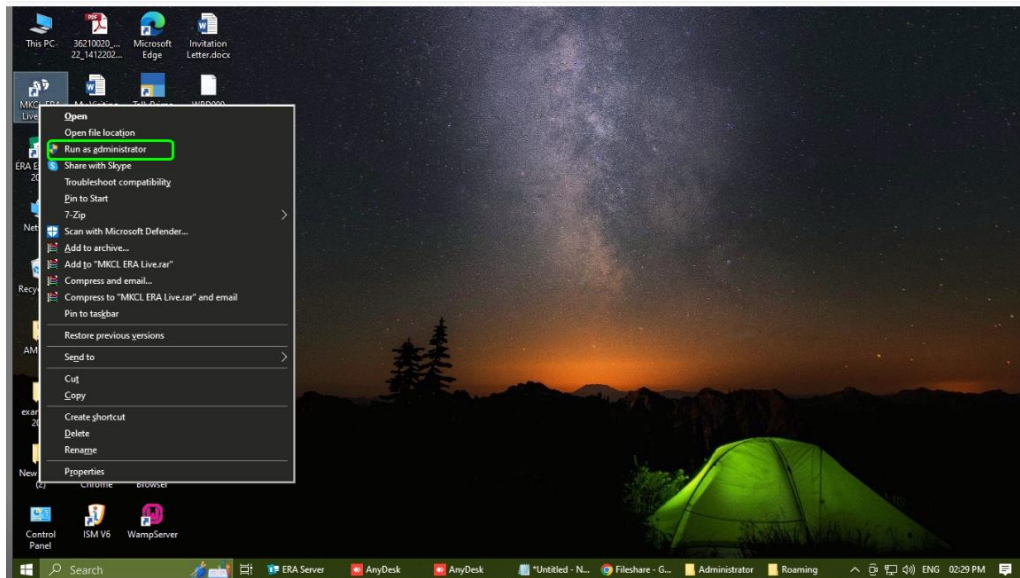


Step7:- Select the “MKCL ERA LIVE” Folder

Step8:- Rename the folder as “old_MKCL ERA LIVE

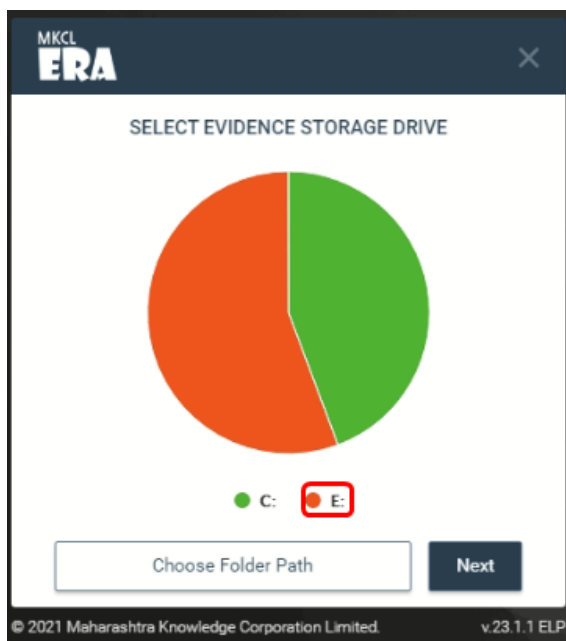
Step9:- Open the ERA LIVE Browser with “Run as administrator”

Issue :- Processfolio Not Submit in ERA LIVE



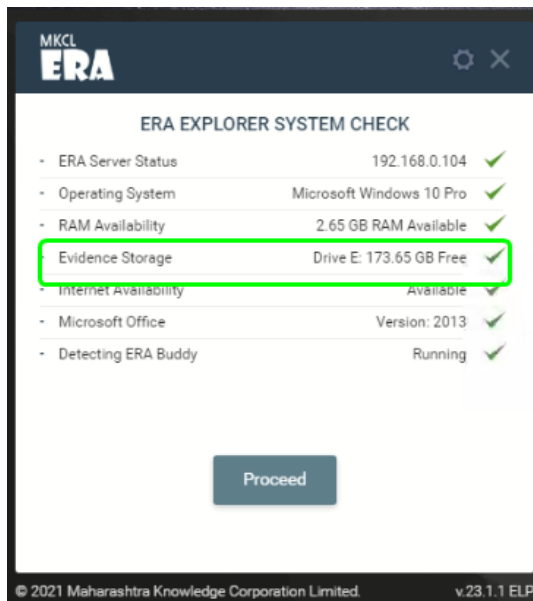
Step10:- The Browser will ask you to select the Drive for the Evidence Storage

Step11:- Other Than “C” Drive you can select other Drive



Issue :- Processfolio Not Submit in ERA LIVE

Step12:- Again make sure the Other that C drive is selected



Now to do the learner login the issue will get resolved.

In case of any query please generate the SOLAR ticket with below details

- 1) Learner code
- 2) Screenshot of issue
- 3) Course name