If you experience the script error below when you are doing BIO test 'Start Test' in e-Mar, follow the steps below to resolve the issue.



The following steps are for Internet Explorer browser.

You can simply hit '**Ctrl + R**' from your keyboard to clear the Cache; or follow the steps below:

Step 1: Press 'F12' on your key board; the following window displays on your screen



Step 2: Click on 'Cache'; point your insertion and click on 'Clear Browser Cache...'

👁 e-Care IV login - Developer Tools		
File Find Disable View Outline Images	Cache Tools Validate Browser Mode: IE8 Document Mode: IE8 Standards	
HTML CSS Script Profiler	Always Refresh from Server Search HTML	٩
😓 🙀 🖬 🐓 🙆 🗷 🖃	Clear Browser Cache, Ctrl+R Clear Browser Cache for this Domain Ctrl+D Style Trace Styles Layout Attributes	
- DOCTYPE html PUBLIC "-//<br B-<html xmlns="http://www.w3.or</p>	Disable Cookies 2 Clear Session Cookies Clear Cookies for Domain View Cookie Information	

Step 3: Click on 'Yes' on the message displays

🕸 e-Care IV login - Developer Tools			
File Find Disable View Outline Images Cache Tools Validate Browser Mode: IE8 Document Mode: IE8 Standards			
HTML CSS Script Profiler Search HTML	٩		
😓 💌 且 🍫 🗟 📝 🖃 Style Style Styles Layout Attributes			
<pre><!-- DOCTYPE html PUBLIC "-//W3C//DTD XHIML 1.0 Transitional//EN" "h chtml xmlns="http://www.w3.org/1999/xhtml"--> Clear Browser Cache </pre>			
Are you sure you want to clear the browser cache?			

Wait until the message clear itself, close the window and perform the BIO test, the issue should be resolved.