
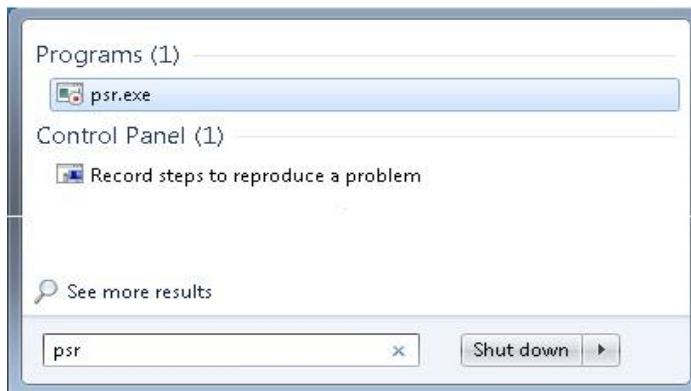


Recording Bugs and Software Issues via P.S.R.

Windows 7 and 8 provides users with a small program called 'Problem Steps Recorder' that will automatically capture and record user actions and compile these actions into a small zip file that can be sent to Technical Support teams. This program is the preferred method of capturing and reporting issues found while using Cognitech software. If you find an issue that you are able to repeat or know happens after performing a general set of actions, please use the steps listed below to record the issue.

To record and save steps on your computer

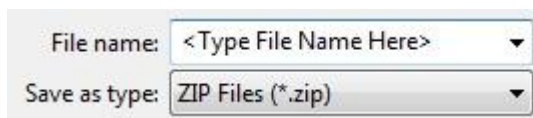
1. Open Problem Steps Recorder by pressing the **Windows** button on your keyboard or click the start menu button , and then type **psr**. In the list of results, click **psr** or "**Steps Recorder**" (Win 8).



2. Click **Start Record**. On your computer, go through the steps on your computer to reproduce the problem. You can pause the recording at any time, and then resume it later.



3. Click **Stop Record**.
4. In the **Save As** dialog box, type a name for the file, and then click **Save** (the file is saved with the .zip file name extension).



To view the record of the steps you recorded, open the .zip file you just saved, and then double-click the file. The document will open in your browser.