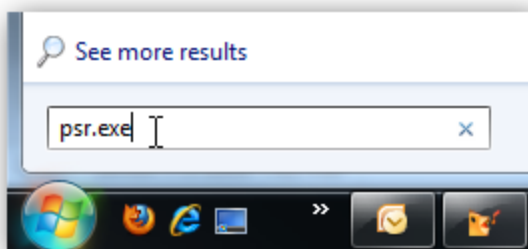


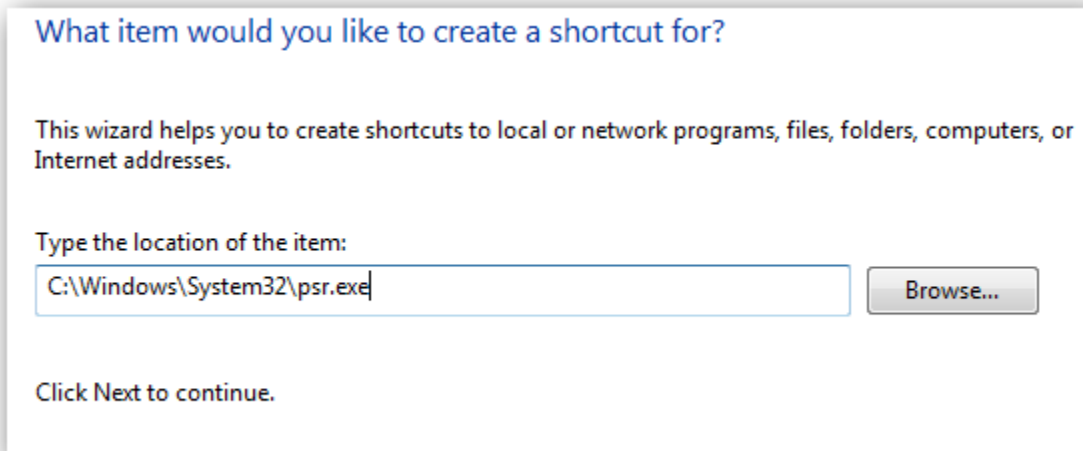
Use Problem Steps Recorder to Help Troubleshoot Windows 7

If you have provided computer support you know it can be a challenge to diagnose the problem a user is experiencing based on their description. Depending on the environment doing a remote session or standing over their shoulder may not be a practical solution. New in Windows 7 is neat utility called Problem Steps Recorder which records user actions and allows you to troubleshoot the problem easier.

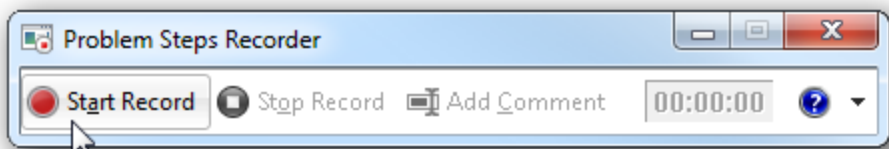
To start up Problem Steps Recorder type in “psr.exe” (*no quotes*) into the Start menu Search box.



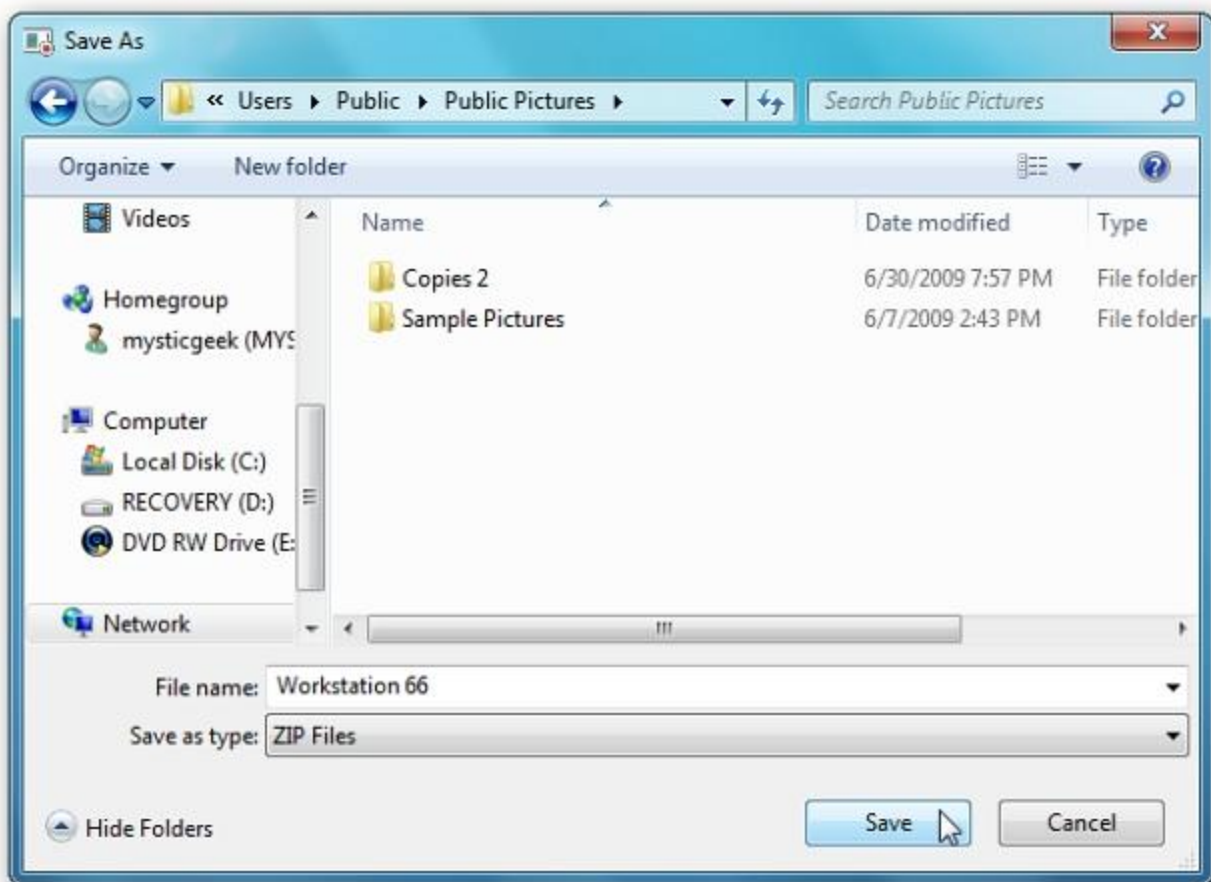
Another helpful tip is to create a shortcut for it on their desktop using the path “C:\Windows\System32\psr.exe”. Now when a user calls for support they have a handy icon they can use to launch it.



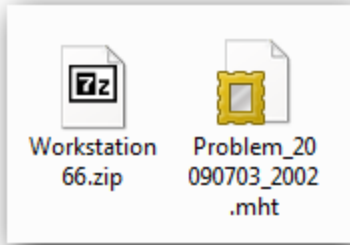
There is nothing fancy about the interface it has basic controls for easy use. Click on the Start Record button and go through the steps to recreate where the problem is.



While recording the process you will notice a small red dot image briefly by the pointer when new shots are taken. When done with the recording just click on Stop Record and then choose location to save the output file.



The output is saved as a zipped MHTML web archive file that can be viewed in Internet Explorer. Just have the user email it to you or put on a network share.



Now you can navigate through the recording and see what the user was doing. It creates a neat file that lets you scroll through each screen shot, view the shots as a slide show, or review tech details.

Recorded Problem Steps

This file contains all the steps and information that was recorded to help you describe the problem to others.

Before sharing this file, you should verify the following:

- The steps below accurately describe the problem.
- There is no information below or on any screenshots that you do not want others to see.

Passwords or any other text you typed were not recorded, except for function and shortcut keys that you used.

You can do the following:

- [Review the recorded problem steps](#)
- [Review the recorded problem steps as a slide show](#)
- [Review the additional details](#)

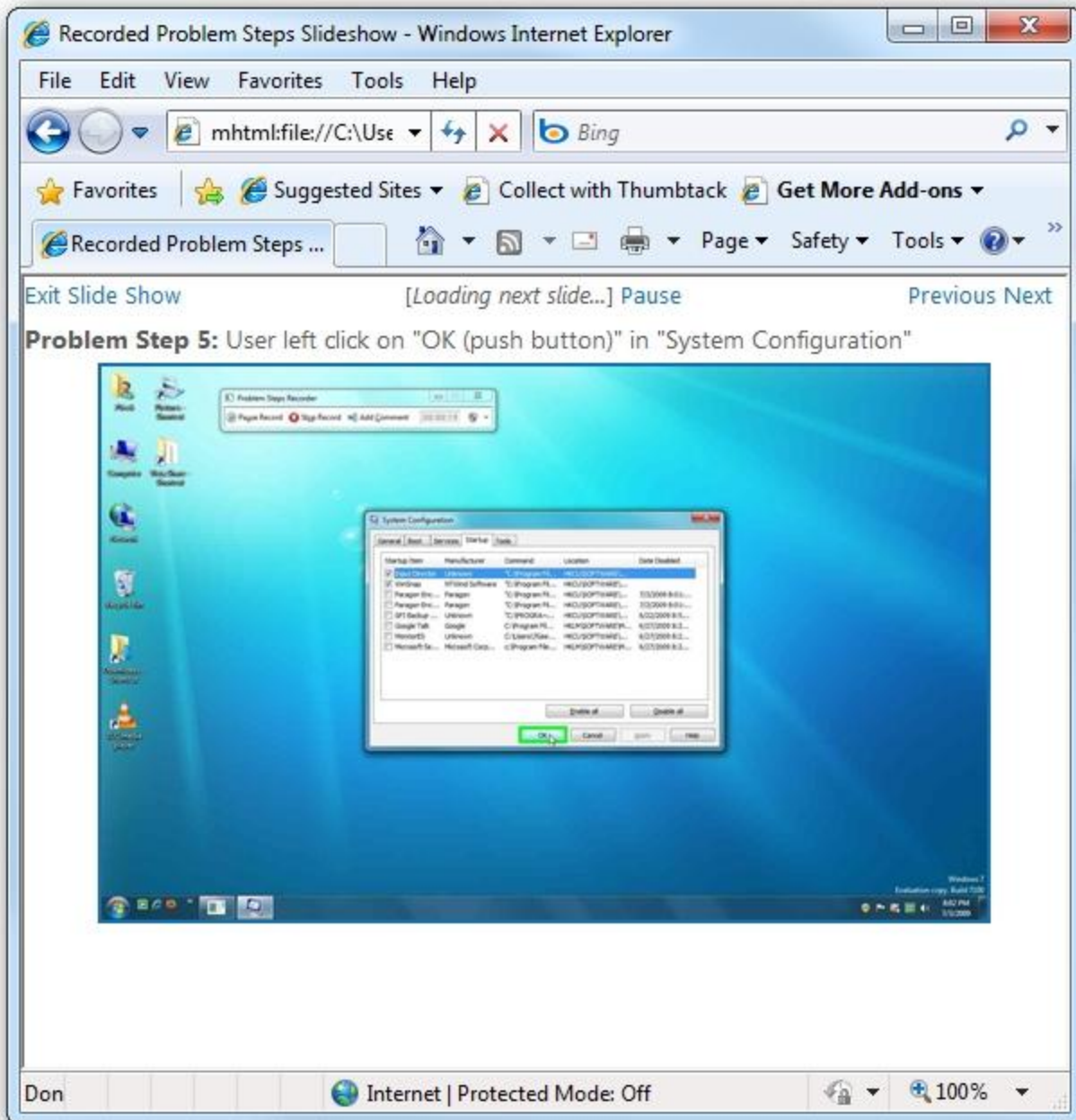
Review the recorded problem steps as a slide show

Problem Steps

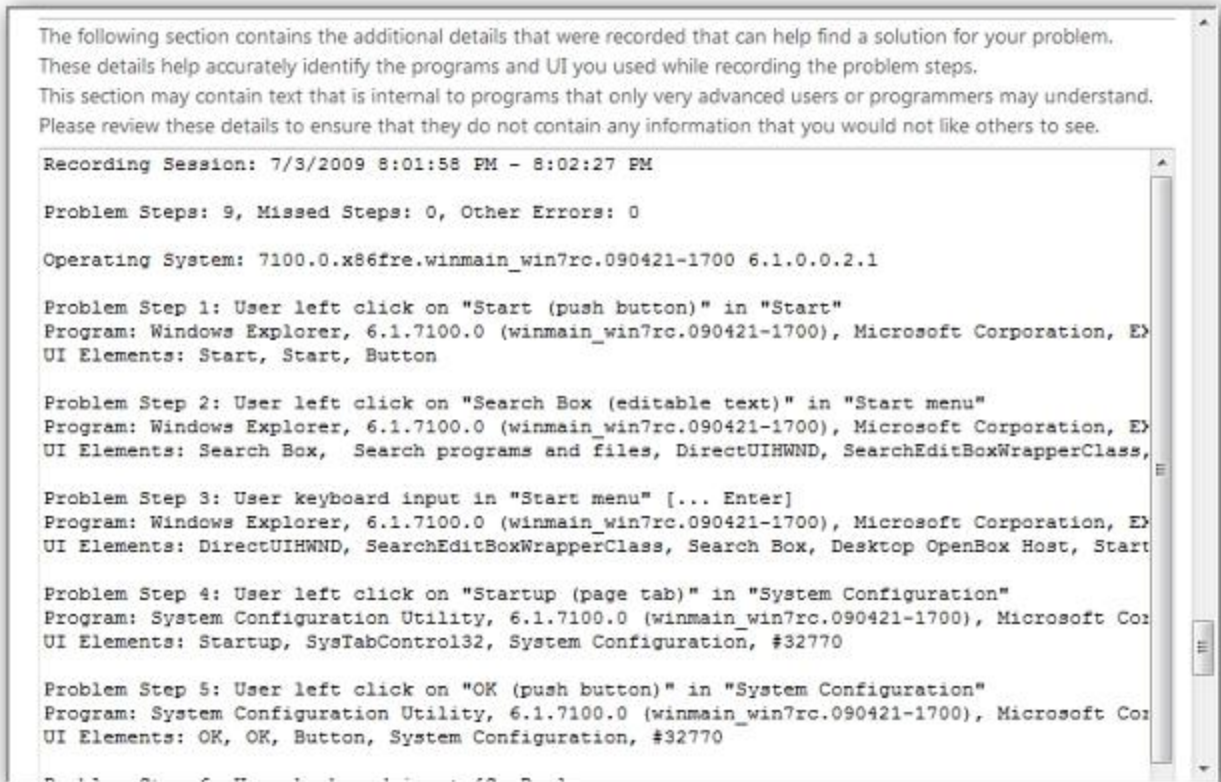
Problem Step 1: (7/3/2009 8:02:00 PM) User left click on "Start (push button)" in "Start"



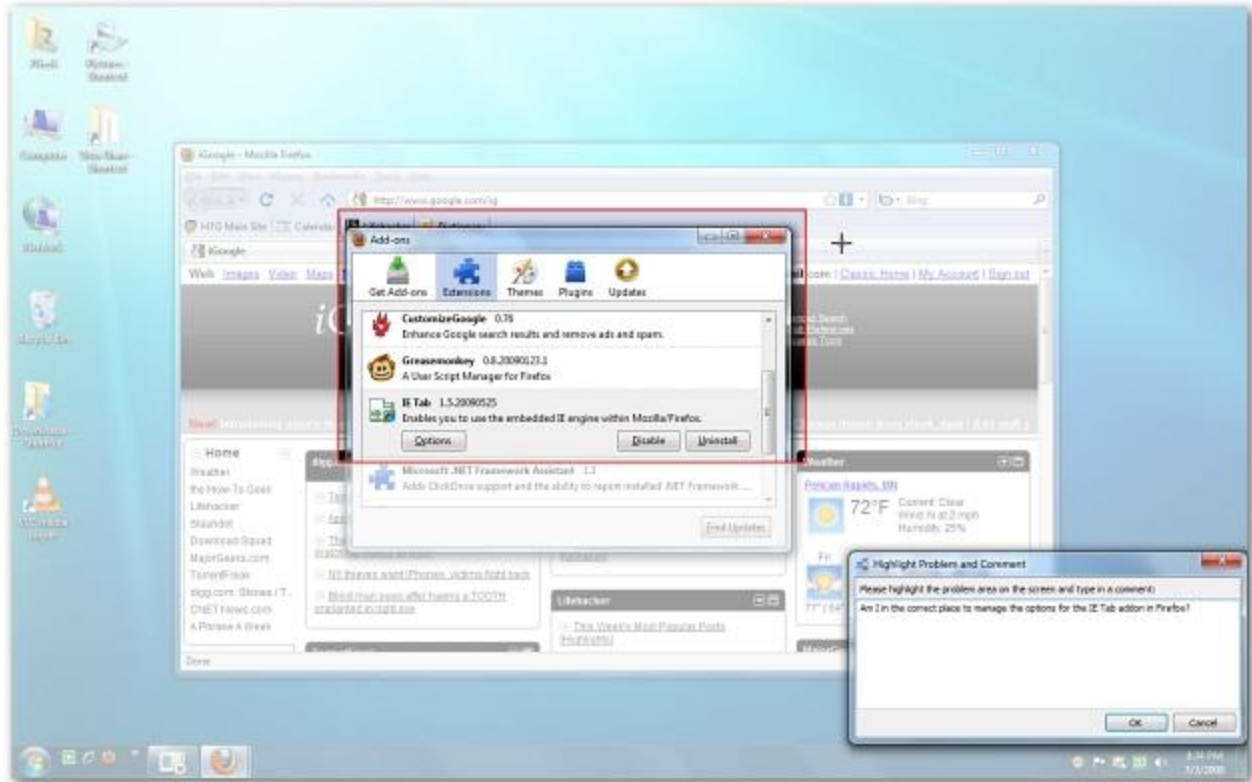
Here is an example of Slide Show view in Internet Explorer.



Then toward the bottom of the document more additional technical information is shown.



Another thing to point out is that during the recording session you can hit the Add Comment button and highlight an area of the screen and leave a comment or question.



This should help you get up and running with the new screen recording feature. While this tool is not as feature rich as it could be, it is a nice addition to help troubleshoot issues with Windows 7.