

# How to run a Problem Steps Recorder (PSR)

## Summary:

How to run a Problem Steps Recorder (PSR). Take a video of an issue to aide in troubleshooting.

## Solution:

To run a PSR simply go to Start/Run and type in **PSR**. When you are ready to record your screen just hit "Start Record" and when completed hit "Stop Record" which will prompt you to save the recording to a zip file.

Online URL: <https://counterpoint.knowledgebase.co/article.php?id=1105>