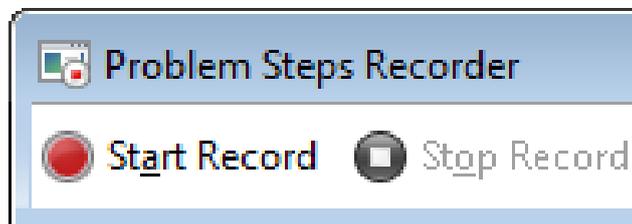


Problem Steps Recorder	SE-CG-297 11/07/13
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Contents: This document describes the recording of a sequence of actions carried out by an operator in the Windows user interface using the Windows tool "Problem Steps Recorder", and how to use this tool for exchanging information with NeuroCheck Support.

Note: This document is not part of the official product documentation of the NeuroCheck software.

Windows is a registered trademark of Microsoft Corp., U.S.A.

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1. Introduction

NeuroCheck GmbH offers users of NeuroCheck software technical support via e-mail and phone. When describing certain situations or actions within the graphical user interface of NeuroCheck software, misunderstandings and ambiguities may arise. In these cases it is helpful for the NeuroCheck Support Team to exchange unambiguous information with the user about the actions being taken.

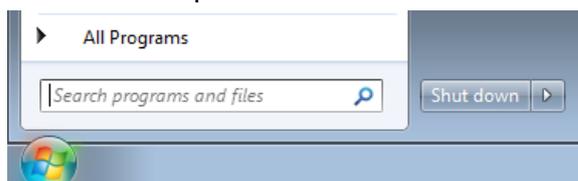
Since Windows 7, Microsoft has been supplying a free tool, the Problem Steps Recorder, with which to capture the actions taken within the graphical user interface. The tool stores the recording as an HTML archive file containing screen shots and a textual description of the actions taken.

Operating the Windows Problem Steps Recorder is relatively simple. This document will explain the first steps to use this tool and will also give additional tips & tricks. Please note that NeuroCheck GmbH is not liable for any damage or consequences due to the use of this Windows tool.

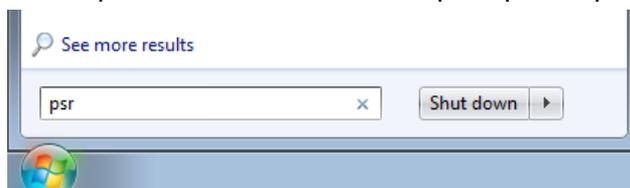
2. Recording using the Problem Steps Recorder

2.1. Starting the Problem Steps Recorder

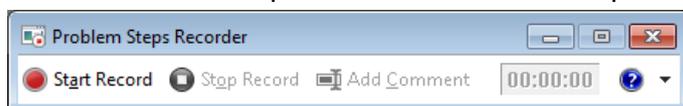
In Windows 7 press the Start button:



Enter "psr" in the Run command prompt and press the Enter key:



A new window will open with the "Problem Steps Recorder" tool:



2.2. Recording

Press the "Start Record" button:



The tool will start recording:



From this moment on, the tool will record everything you enter via keyboard or mouse even if you are using two screens.

Recreate the actions you wish to report to the NeuroCheck Support Team. Start the NeuroCheck software, open dialogs, run check functions etc.

When clicking a mouse button, a red dot will flash on the screen. These are the spots that are recorded.

2.3. Stop and save recording

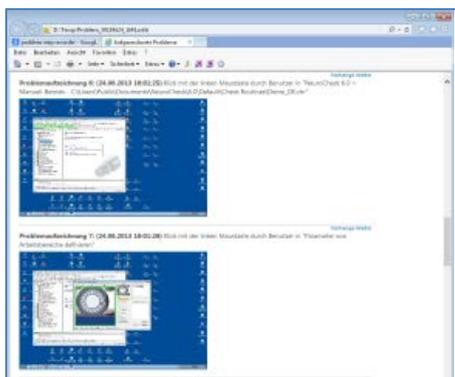
Press the "Stop Record" button:



A "Save as..." dialog will open. Enter a meaningful file name containing, for example, your name, the name of your company, the date and a keyword characterizing the problem.

2.4. View recording

The tool will save the recording as a ZIP file. When you unpack this file, you will see a single *.mht file. This is an HTML archive file. By double-clicking this file it will open in a browser window. Here you'll see a list of the actions taken with textual descriptions and screen shots:



3. Tips and tricks

- Do not run actions too quickly in a row or some may be missing in the recording. Let at least one second pass between mouse clicks. The file size of the recording is not determined by the duration of recording but by the number of actions taken.
- Double-clicking is not captured. Therefore, please use buttons or context menus.
- Please note that your entire screen is captured. Make sure that no confidential or other content you do not wish to share is visible. This also applies to entries via keyboard that are captured.
- If you carry out extensive actions, it may happen that some actions are not captured as screen shots. You can increase the maximum number of screen shots in the tool settings:

