Reporting Issues with Cognitech Software or My Cognitech Cloud

For Cognitech Support Team to quickly analyze and assess the issue you are having, we need to be able to repeat it exactly **step by step**. In order to more accurately do this, we need to employ **Microsoft Problem Steps Recorder - PSR**. This tool will record all the steps that produce the 'issue' you are facing and is provided for free in windows operating systems.

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.

Step 1: Open PSR from within Video Investigator

(Optional) You can also open Steps Recorder from the windows start menu. Select the Start button, and then select Windows Accessories > Steps Recorder (in Windows 10), or Accessories > Problem Steps Recorder (in Windows 7 or Windows 8.1).
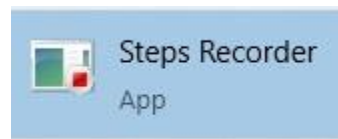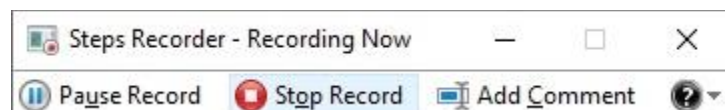

**Step 2**: Select Start Record.

Step 3: Go through the steps to reproduce the problem you're trying to diagnose. You can pause and resume the recording at any time.

(Optional) As you record, select Add Comment, use your mouse to select the part of the screen that you want to comment on, type your comment, and then select OK.

Step 4: When you're done, select Stop Record.

Step 5: Review the record of the steps you followed to make sure it shows what you want it to show. Select Save, name the .zip file, choose where to save it, and then select Save.
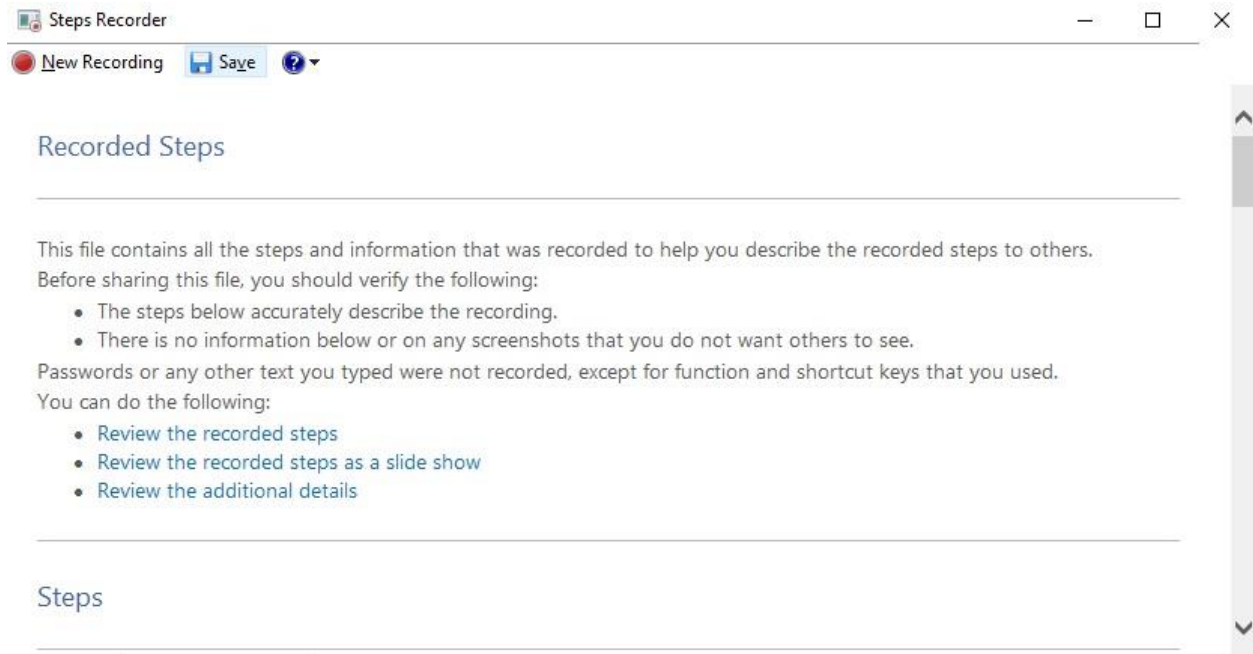
Step 6: Now you can attach and send this .zip file to techsupport@cognitech.com along with a detailed description of the issue you are facing. Please include the software you are using, whether you are using My Cognitech Cloud or our workstation software, and any other information that may be helpful in assessing the issue.