



Storm Technology Customer Portal

Creating a PSR

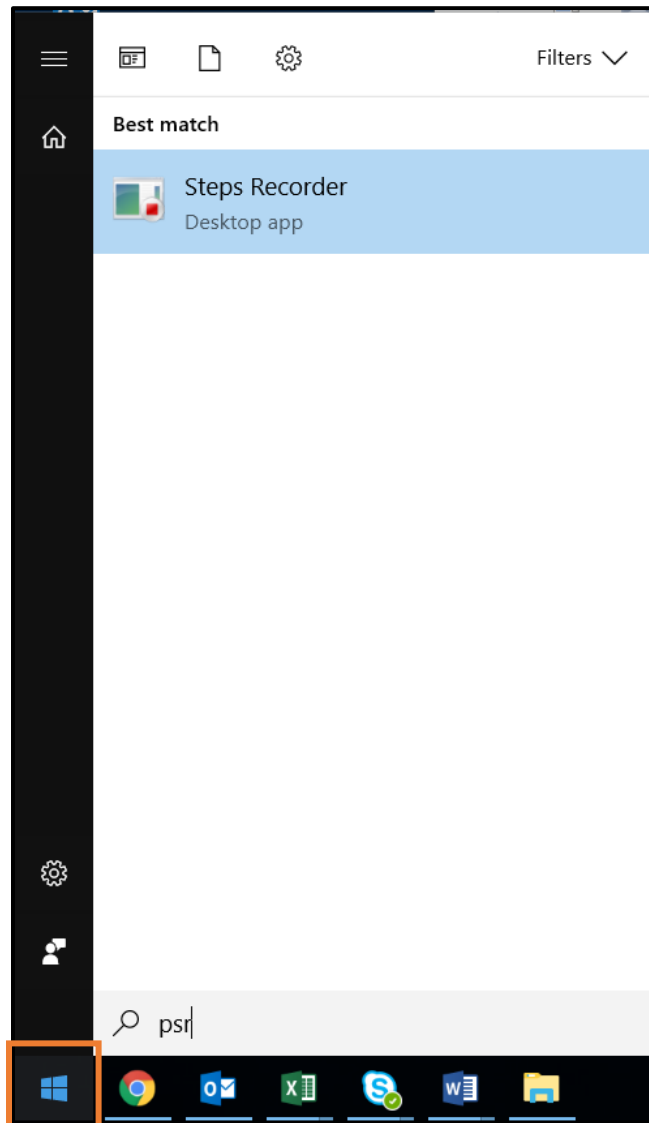
Microsoft Partner

- Gold Cloud Platform
- Gold Cloud Productivity
- Gold Application Development
- Gold Application Lifecycle Management
- Gold Data Analytics
- Gold Collaboration and Content
- Gold Customer Relationship Management
- Gold Project and Portfolio Management
- Silver Cloud Customer Relationship Management

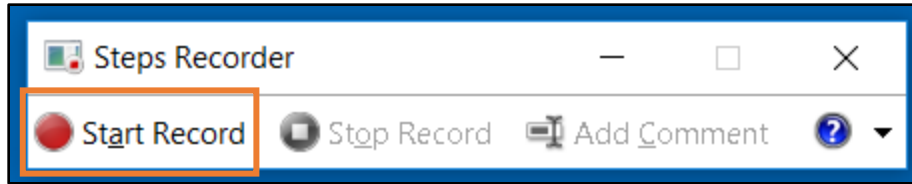
Creating a PSR (Problem Steps Recorder)

Please Note: when creating a PSR, any Personally Identifiable Information (PII) must be redacted. There is a limit of 8MB for attachments. If your PSR file exceeds this, please email it to support@storm.ie quoting the SR Number and it will be attached to the case.

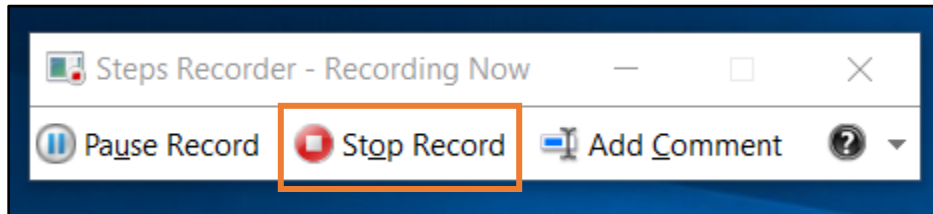
1. To open the application, search for 'psr' on **Start**.



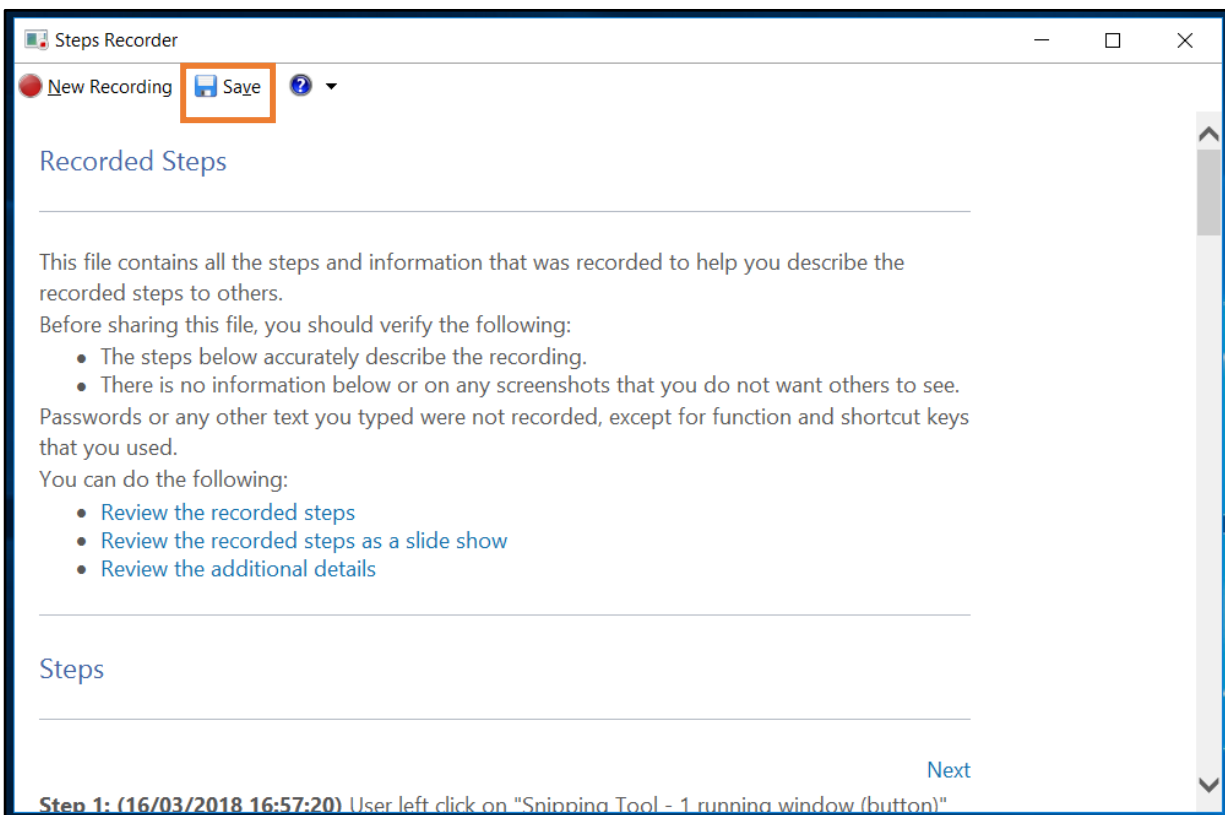
2. When it opens, click **Start Record** and carry out the steps to replicate the issue. The PSR will record each click made on screen with a screenshot.



3. To finish, return to the Steps Recorder and click **Stop Record**.



4. Review the saved steps carried out. Save the zip file to a desired location on your PC. Attach the file to the relevant case in the Customer Portal.



5. You can also view this [Microsoft Article](#) for PSR steps.