

## How to do a PSR and SPOCK file:

- Problem Steps Recorder (PSR) is tool integrated in Windows to record computer inputs are to give a sequence of event to troubleshoot an error.

Type “PSR” or “Steps Recorder” on the windows search bar of your computer.

Click to launch the program.

It open a little window like this.

Return on the website where the error occurred.

Click on “Start Record” to start recording events and click on “Stop and Review” when the error occur again.

Now you can review you file to ensure that the error was recorded and nothing sensitive.

**Note: PSR record mouse input and keyboard input but no specific letter of the keyboard and multiple screen.**

You now have a resume of your action, you can add Comments on them and click on “Save” to create your PSR file.

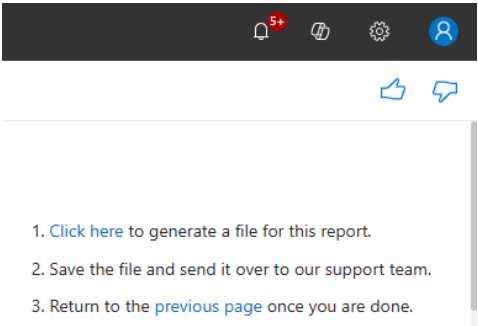


If PSR isn't available because PSR is being phased out. You can use the Snipping Tool to record your screen or part of it in MP4.

You can also use Windows + G to open Xbox UI but it records one screen at a time in MP4.

- A SPOCK file is specify type of file with Microsoft Partner Center, when an error occurs, you can press **Ctrl + Alt + D** this will open a new tab for "Partner Center Client Diagnostics".

On the top right corner, you can download the page by clicking on the link on "Click here to generate a file for this report."



It is going to save the username, roles and web browser and different others parameters in a single file named “SPOCK\_date.html”.

# Partner Center Client Diagnostics

July 10, 2024 at 13:39:17 UTC

## Session Properties

Property
Session Id
Tenant Id
Administrator Role
Agent Role
Account Roles
Microsoft Entra Partner Type
Company Name
Request Roles
Locale
National Cloud
Country
Timezone Offset