

Recorded Problem Steps

This file contains all the steps and information that was recorded to help you describe the problem to others. Before sharing this file, you should verify the following:

- The steps below accurately describe the problem.
- There is no information below or on any screenshots that you do not want others to see.

Passwords or any other text you typed were not recorded, except for function and shortcut keys that you used.

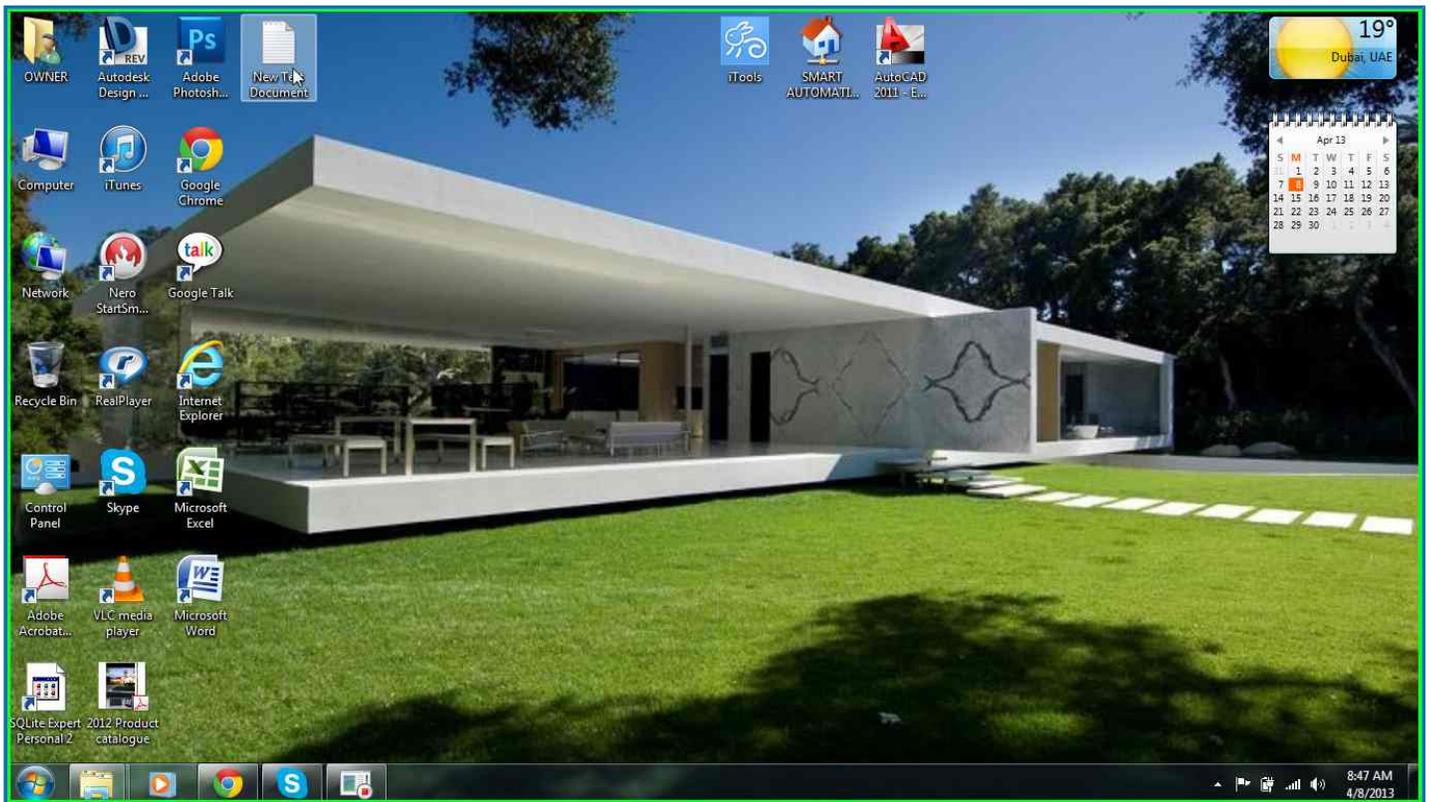
You can do the following:

- [Review the recorded problem steps](#)
- [Review the recorded problem steps as a slide show](#)
- [Review the additional details](#)

Problem Steps

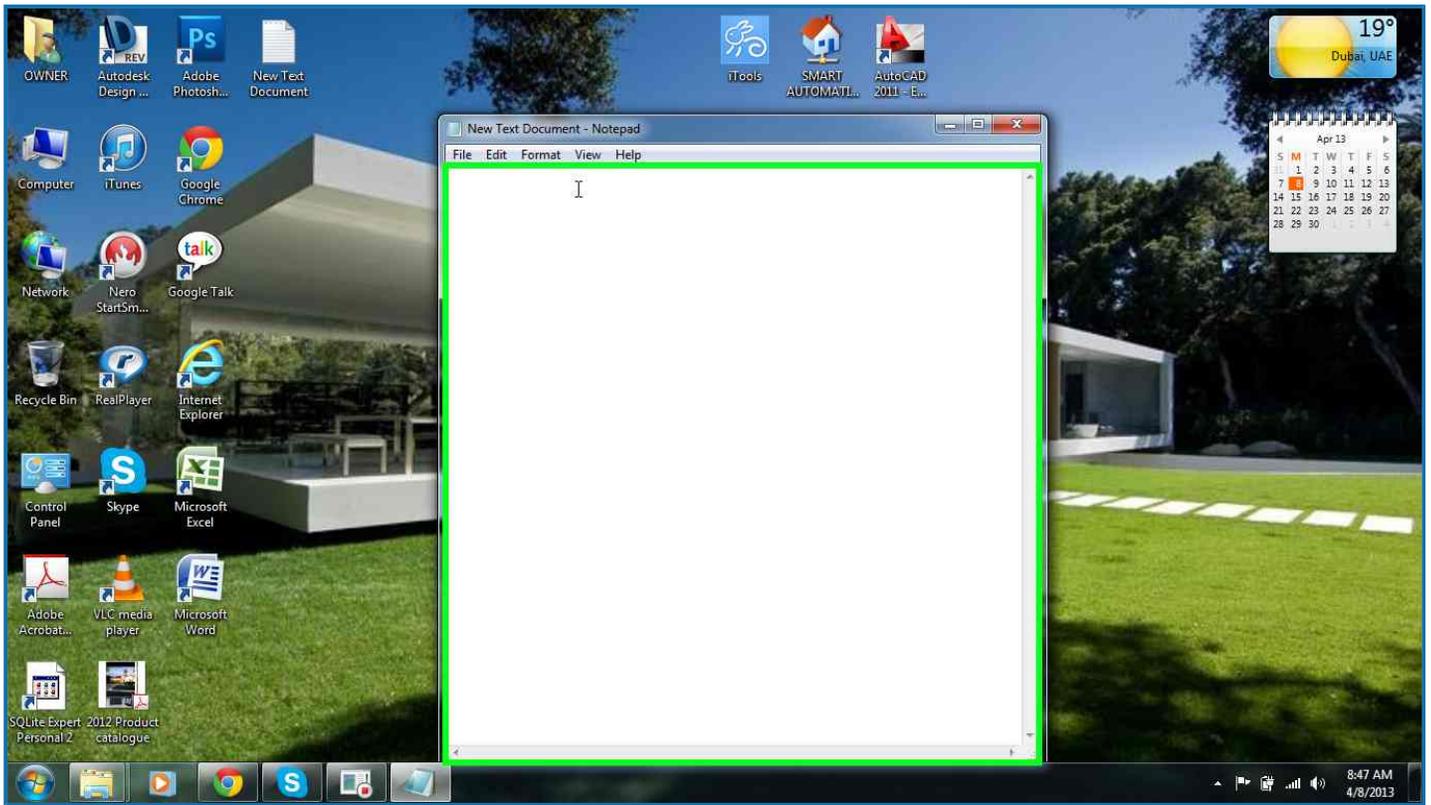
[Previous](#) [Next](#)

Problem Step 1: (4/8/2013 8:47:02 AM) User left double click on "New Text Document (list item)" in "Program Manager"



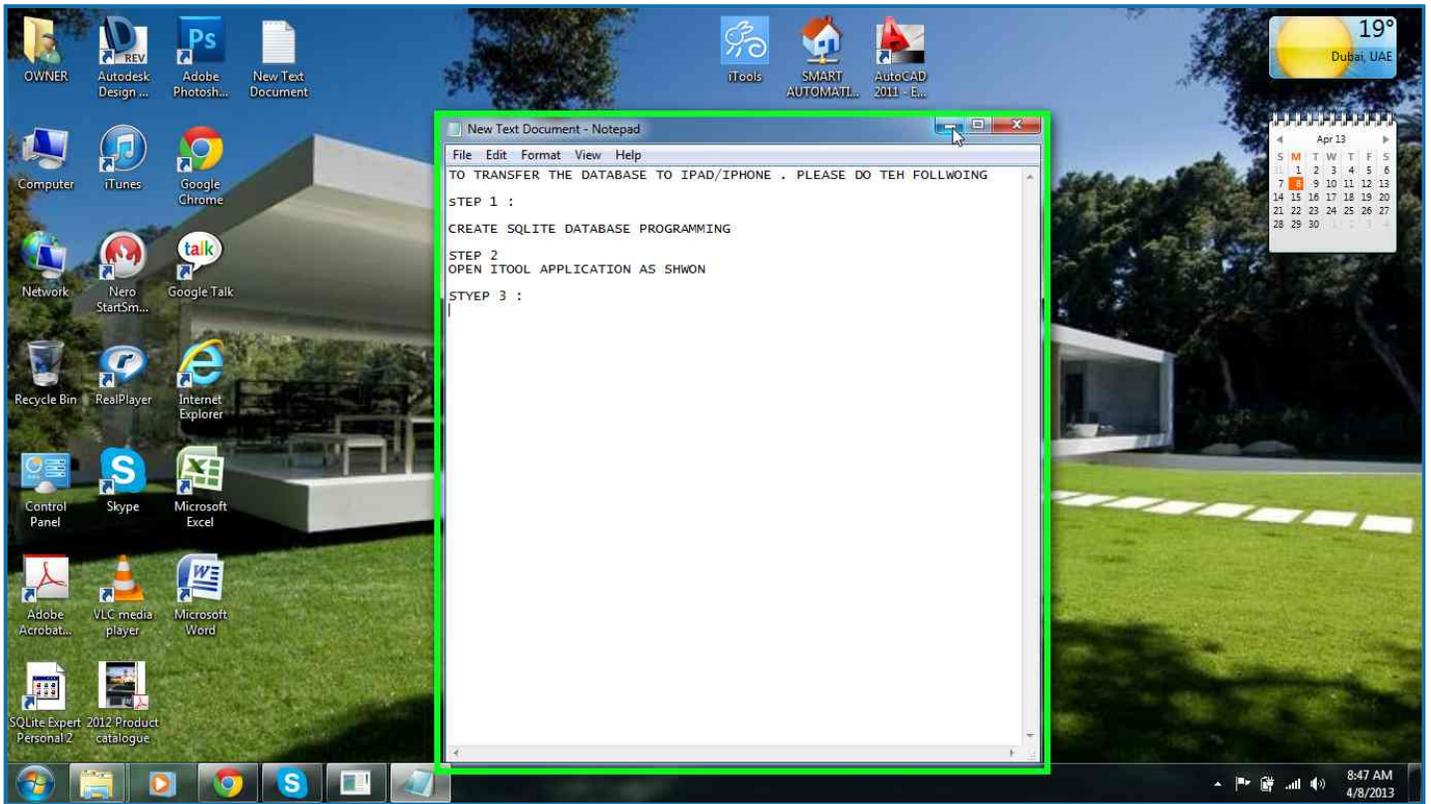
[Previous](#) [Next](#)

Problem Step 2: (4/8/2013 8:47:04 AM) User keyboard input in "New Text Document - Notepad" [CapsLock ... Backspace ... Enter Enter ... Enter Enter ... Enter Enter ... Enter ... Backspace Backspace Backspace Backspace Backspace ... Enter Enter ... Enter]



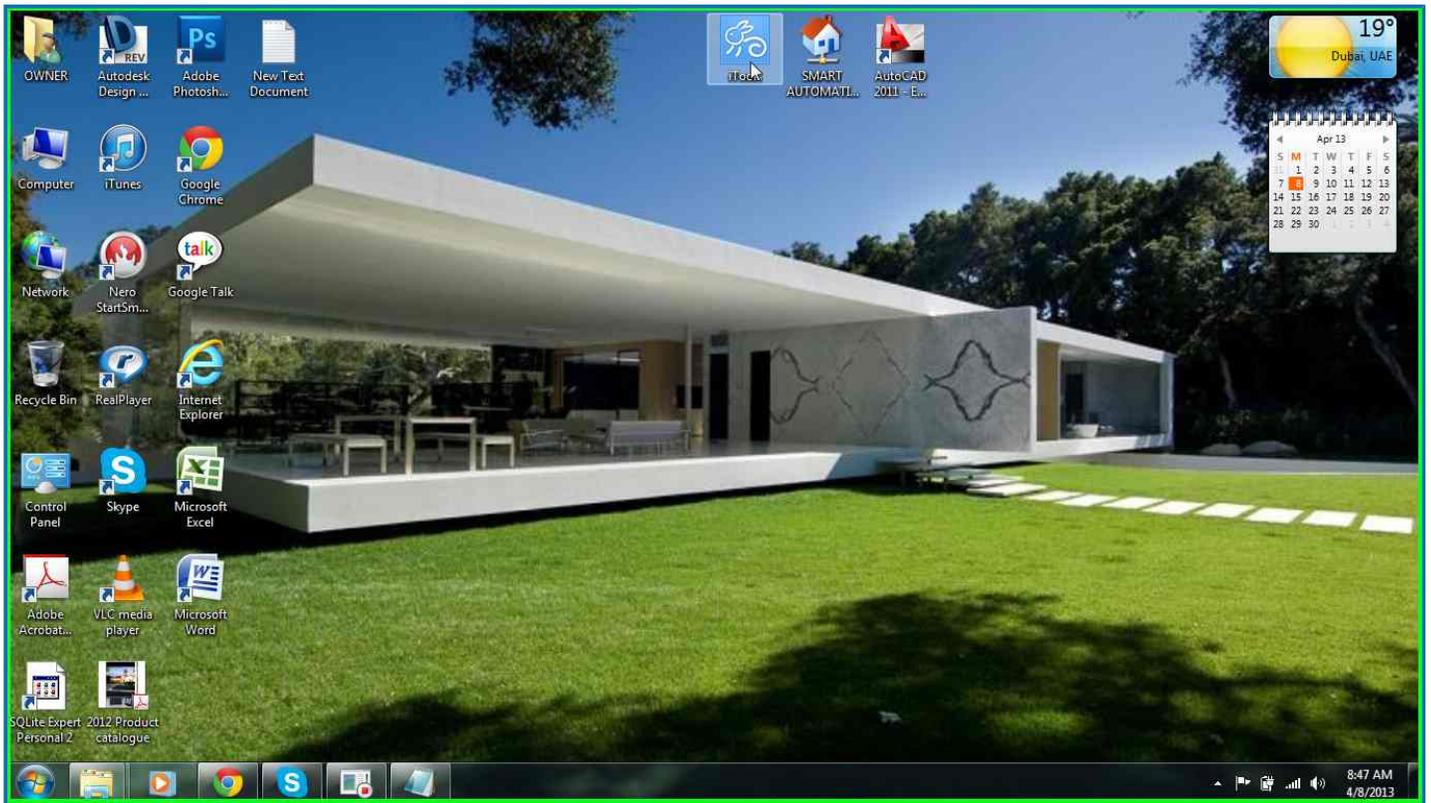
[Previous](#) [Next](#)

Problem Step 3: (4/8/2013 8:47:45 AM) User left click on "Minimize (push button)" in "New Text Document - Notepad"



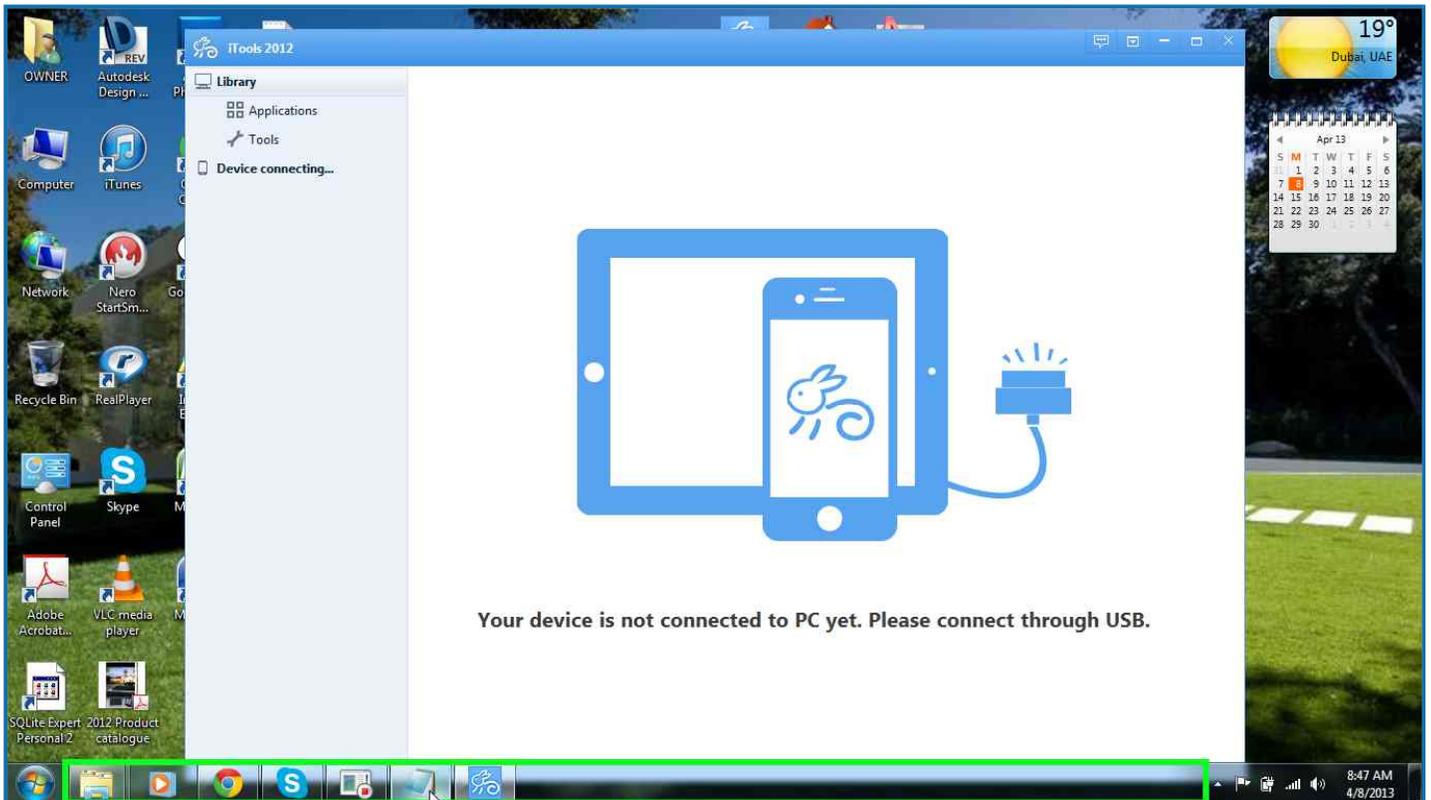
[Previous](#) [Next](#)

Problem Step 4: (4/8/2013 8:47:47 AM) User left double click on "iTools (list item)" in "Program Manager"



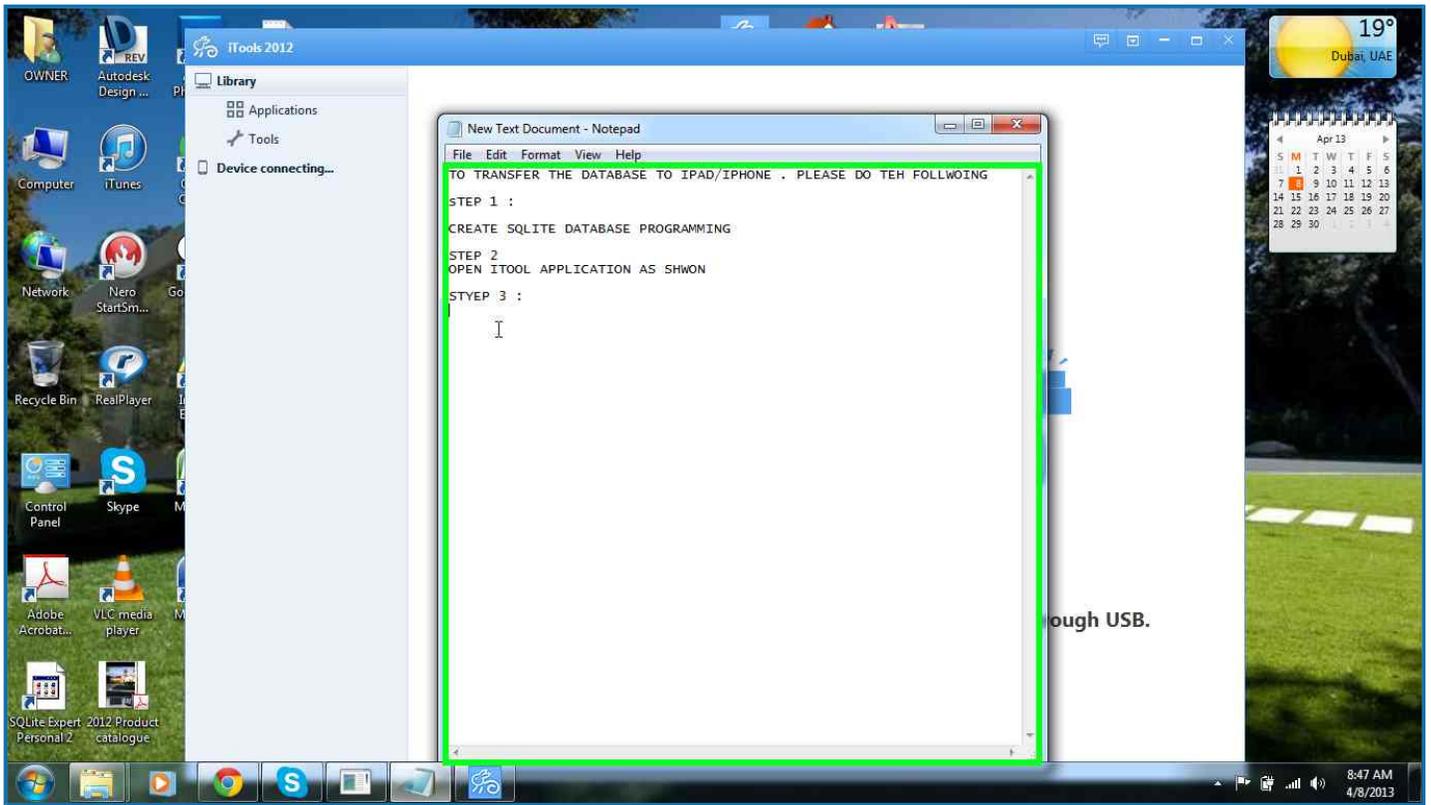
[Previous](#) [Next](#)

Problem Step 5: (4/8/2013 8:47:55 AM) User left click on "New Text Document - Notepad (push button)"



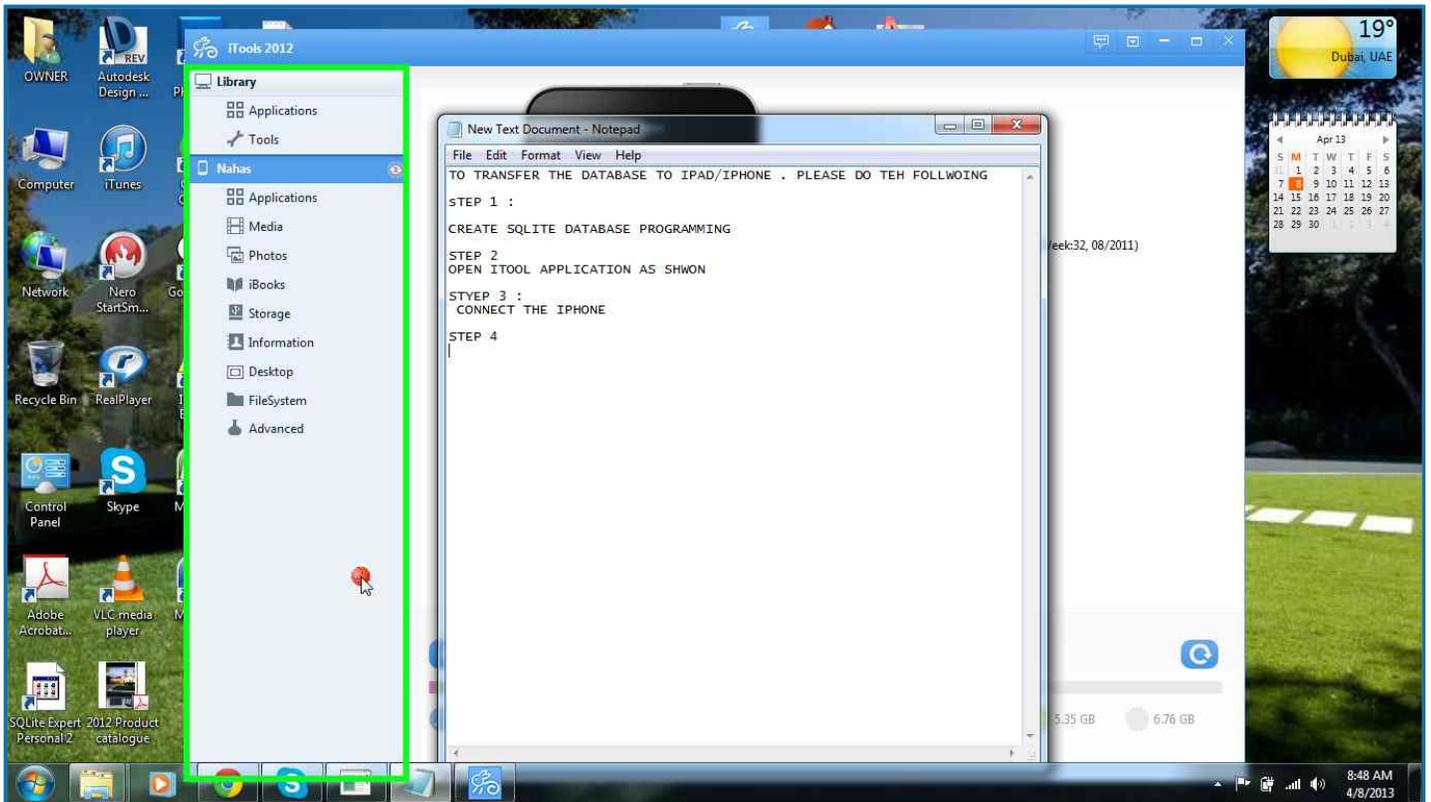
[Previous](#) [Next](#)

Problem Step 6: (4/8/2013 8:47:56 AM) User keyboard input in "New Text Document - Notepad" [... Enter Enter ... Enter]



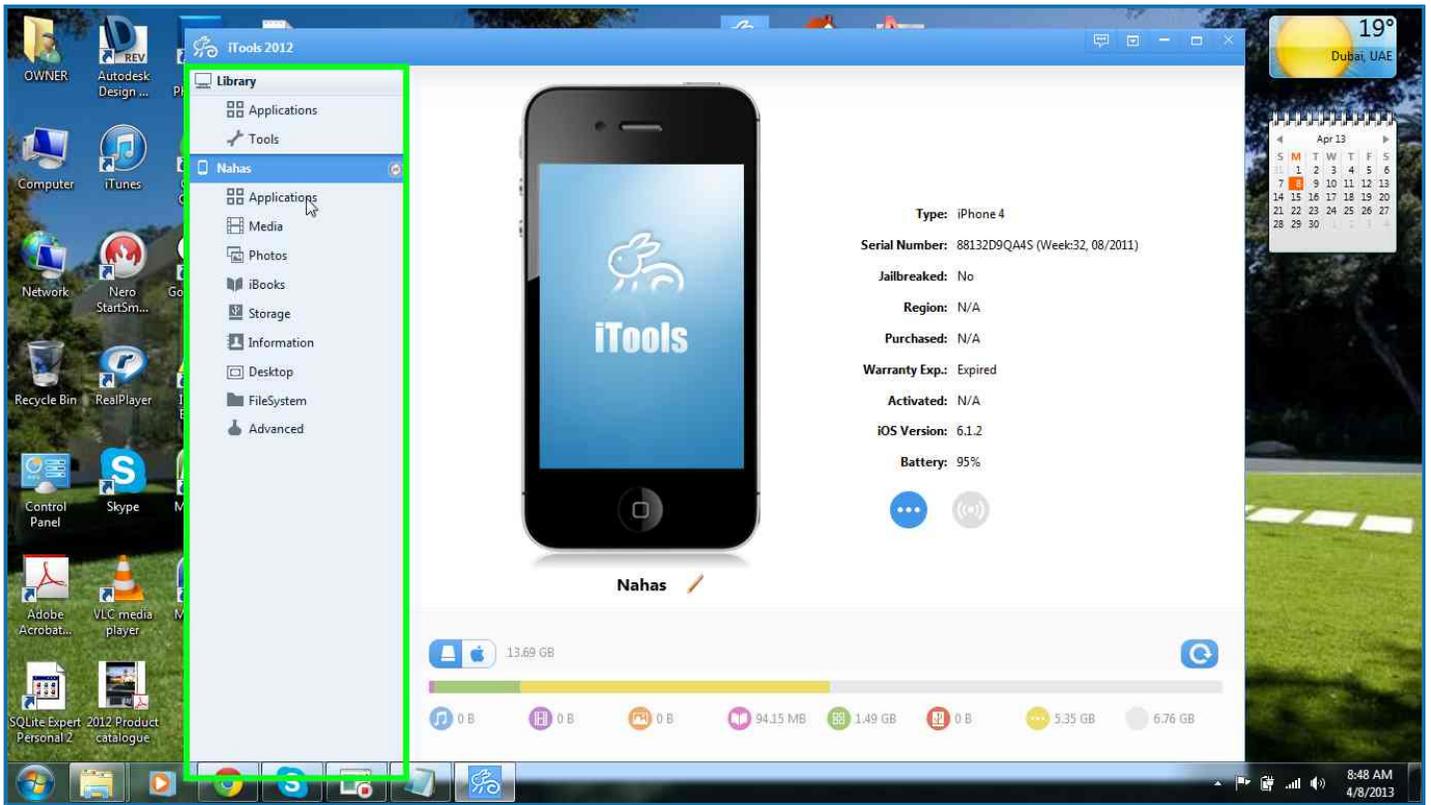
[Previous](#) [Next](#)

Problem Step 7: (4/8/2013 8:48:04 AM) User left click in "iTools 2012"



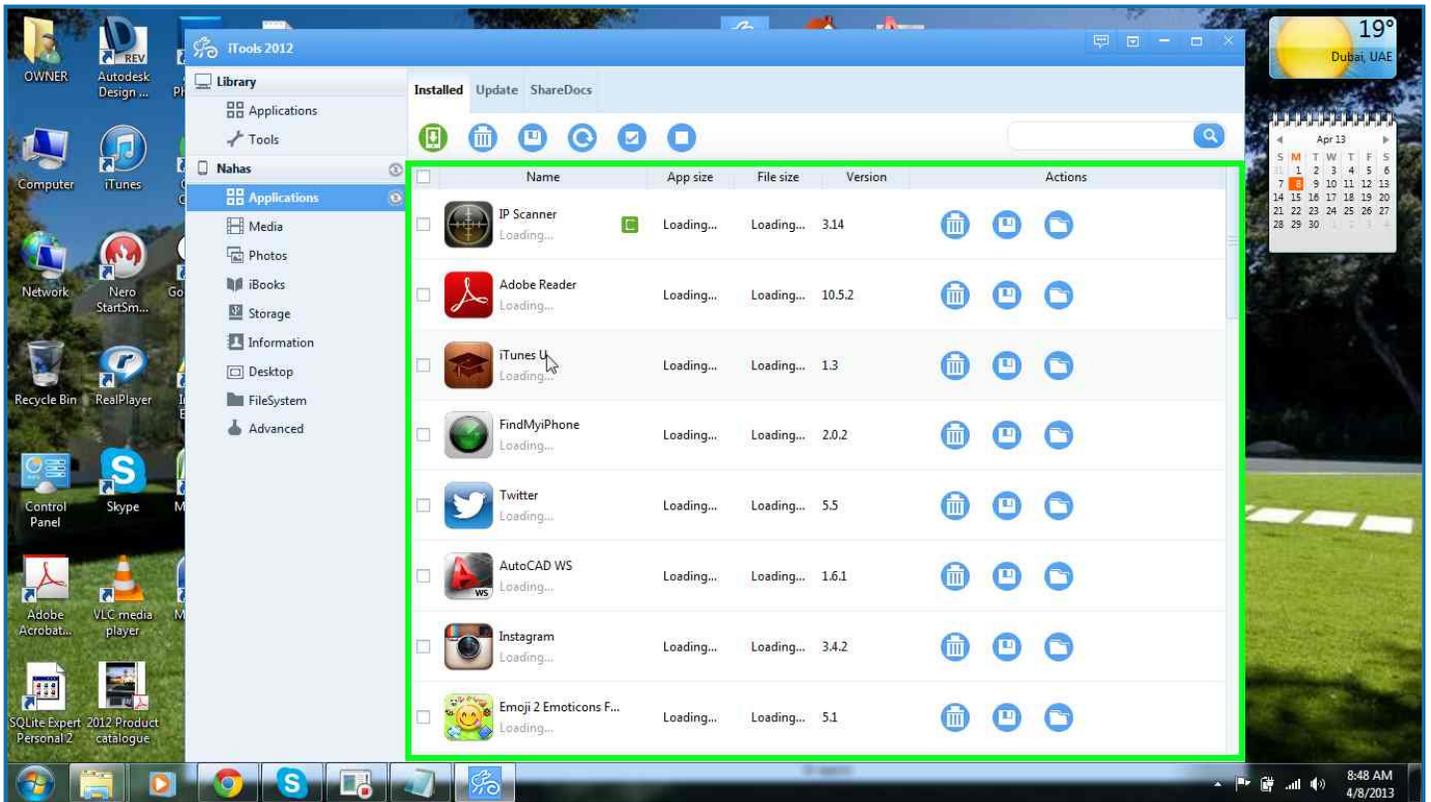
[Previous](#) [Next](#)

Problem Step 8: (4/8/2013 8:48:05 AM) User left click on "Applications (outline item)" in "iTools 2012"



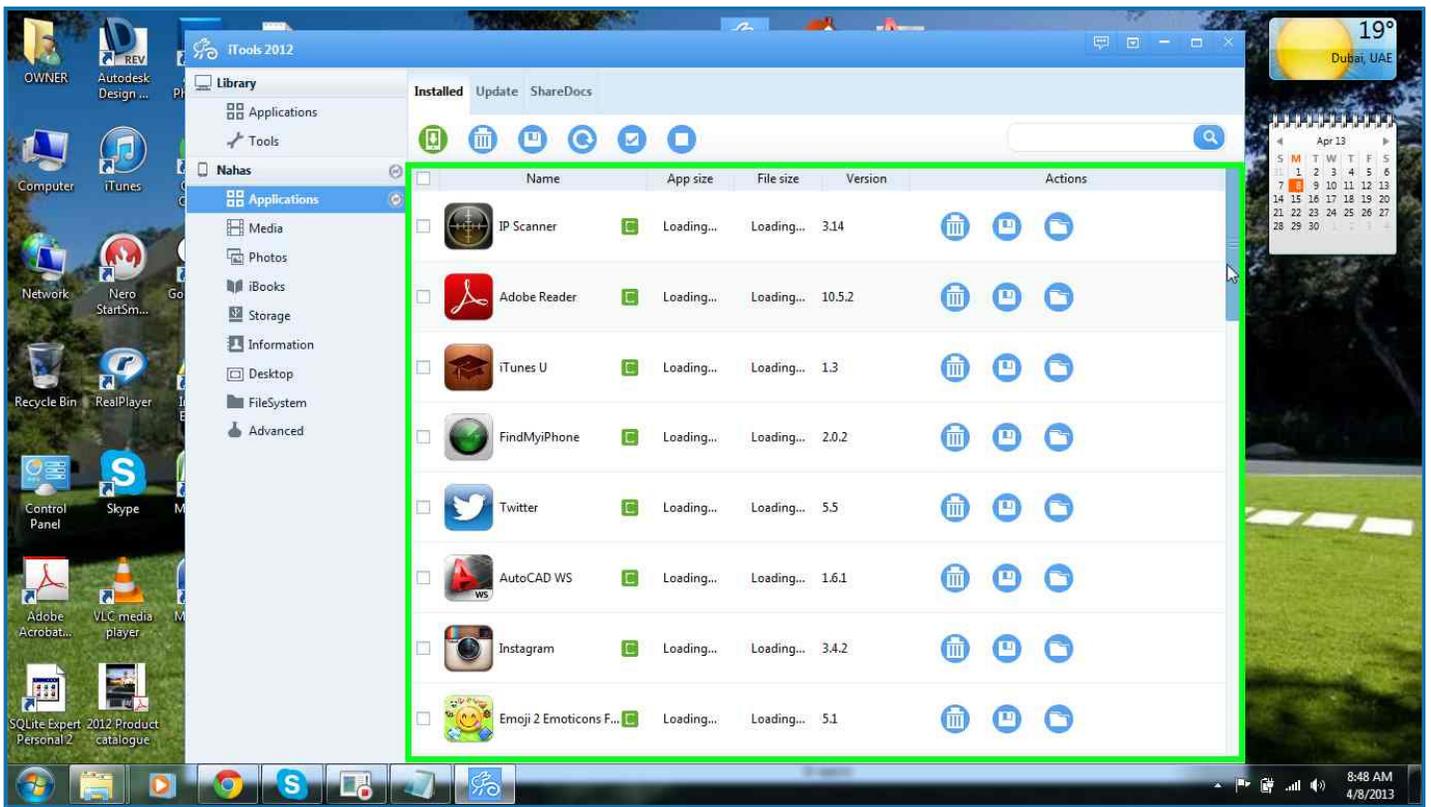
[Previous](#) [Next](#)

Problem Step 9: (4/8/2013 8:48:07 AM) User mouse wheel down in "iTunes 2012"



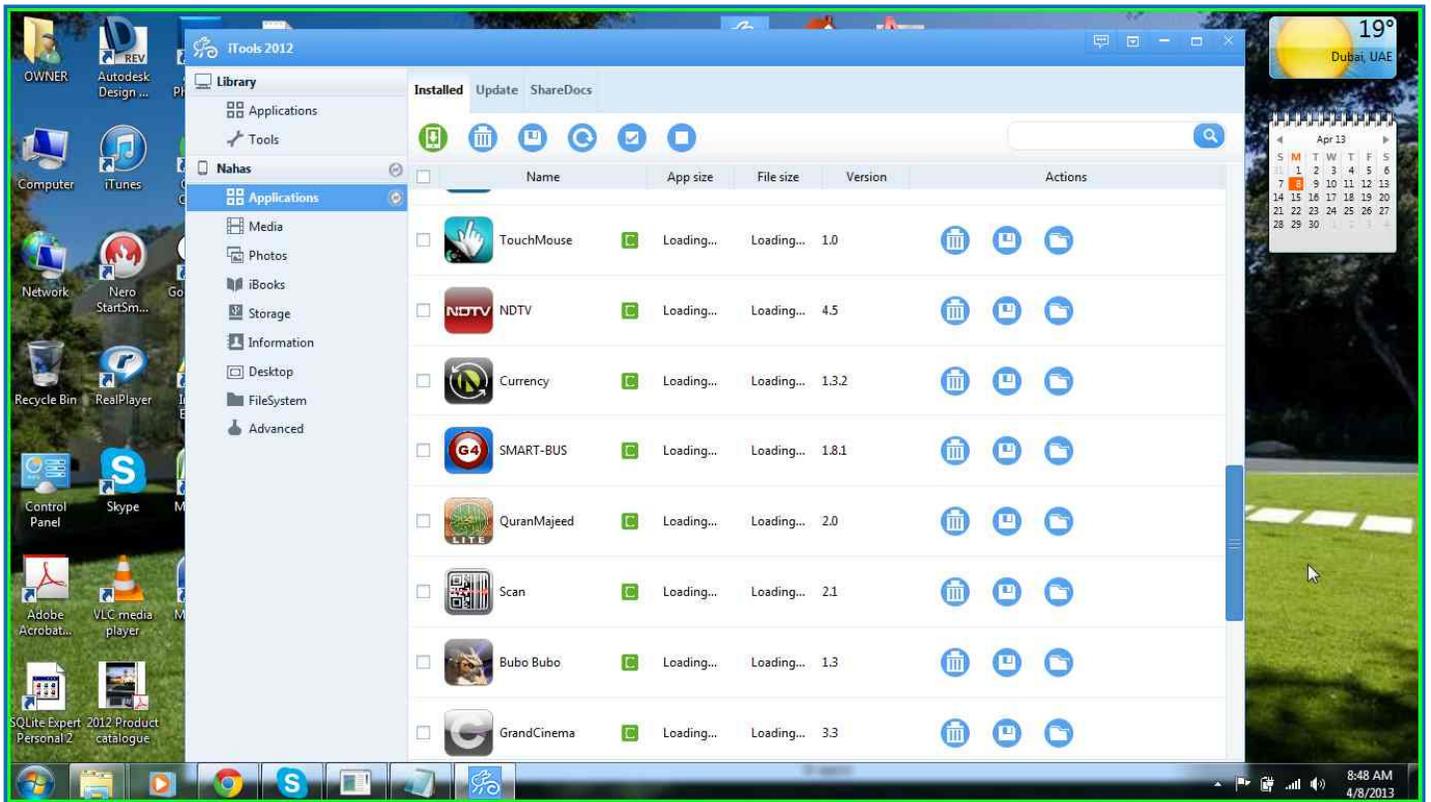
[Previous](#) [Next](#)

Problem Step 10: (4/8/2013 8:48:09 AM) User mouse drag start in "iTunes 2012"



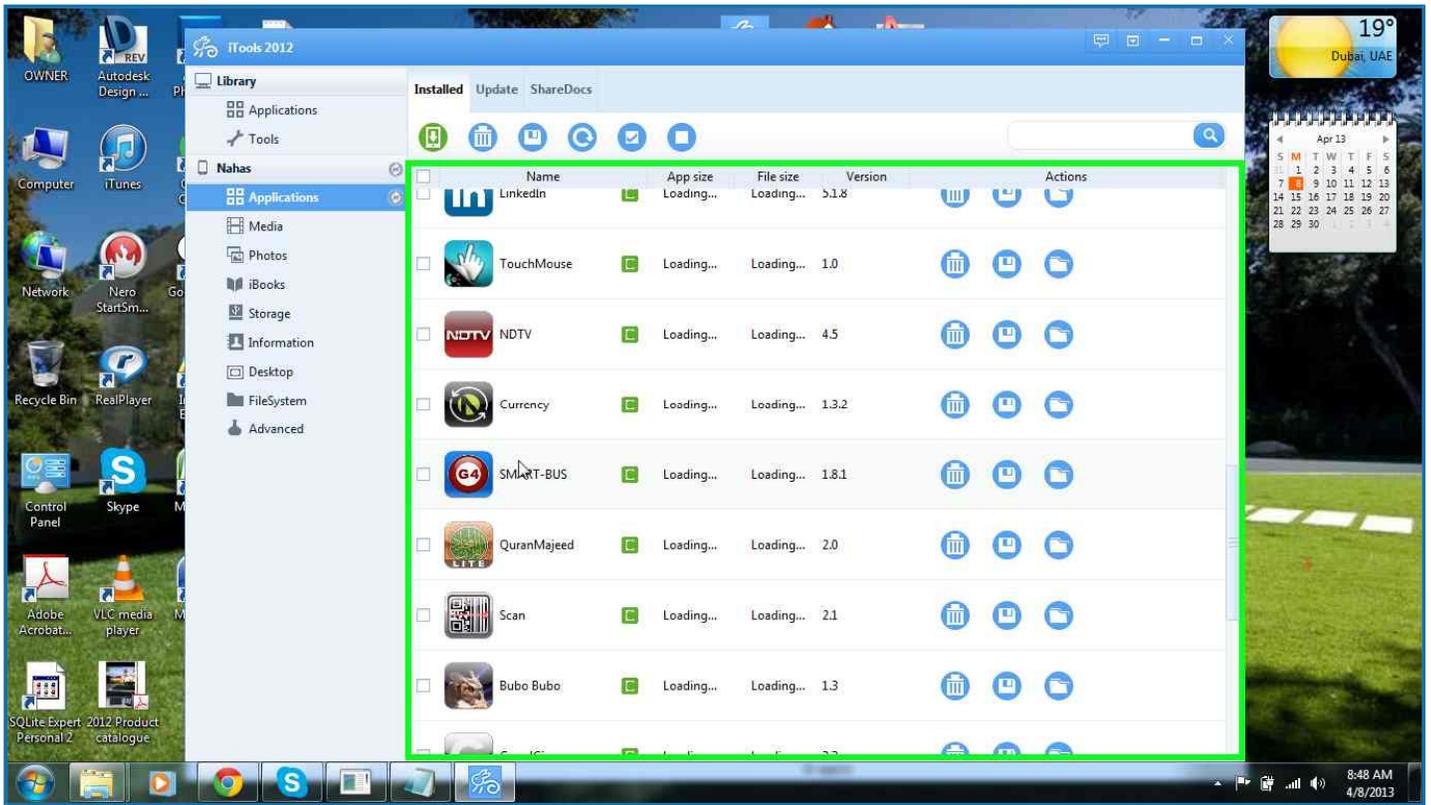
Previous Next

Problem Step 11: (4/8/2013 8:48:11 AM) User mouse drag end on "Desktop (list)" in "Program Manager"



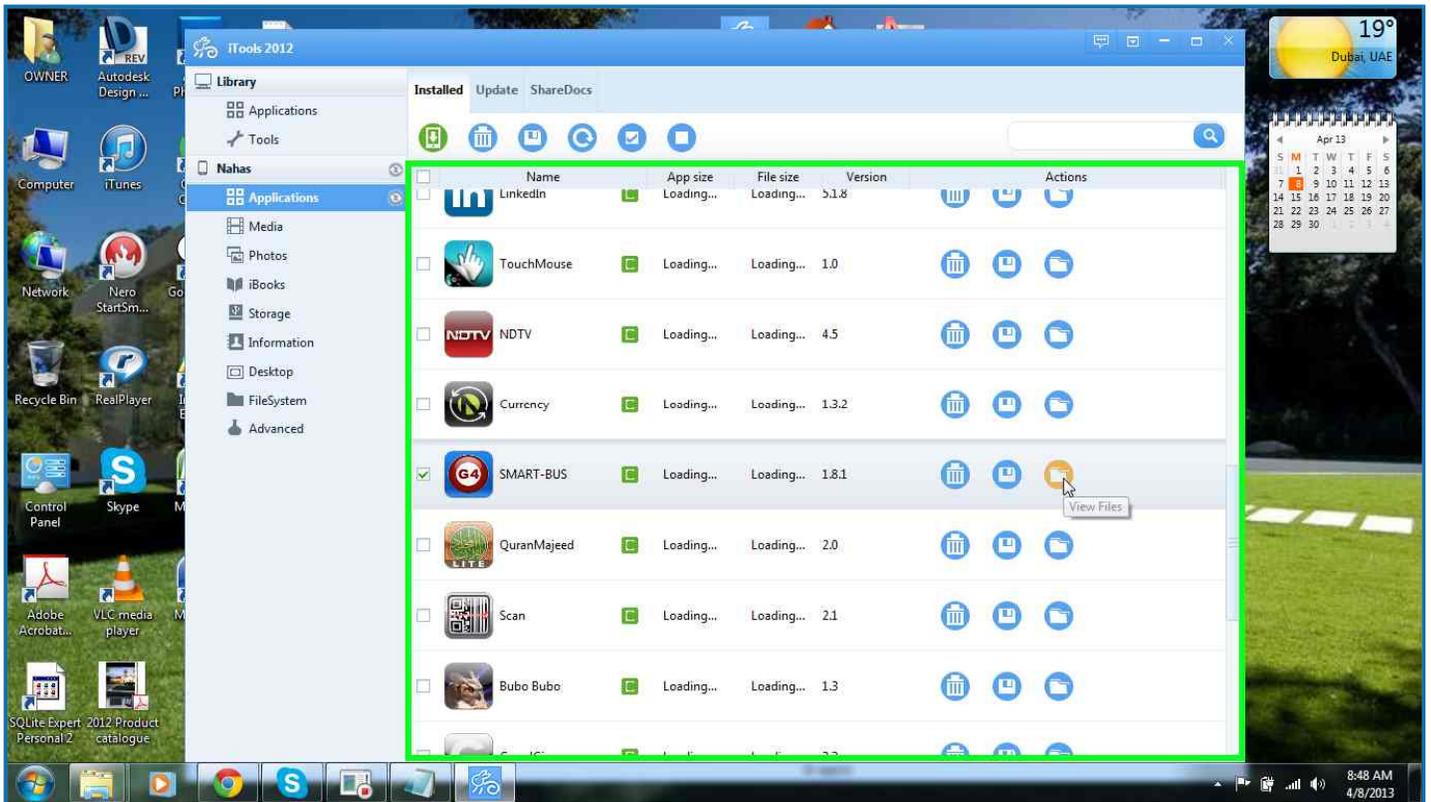
Previous Next

Problem Step 12: (4/8/2013 8:48:12 AM) User left click in "iTools 2012"



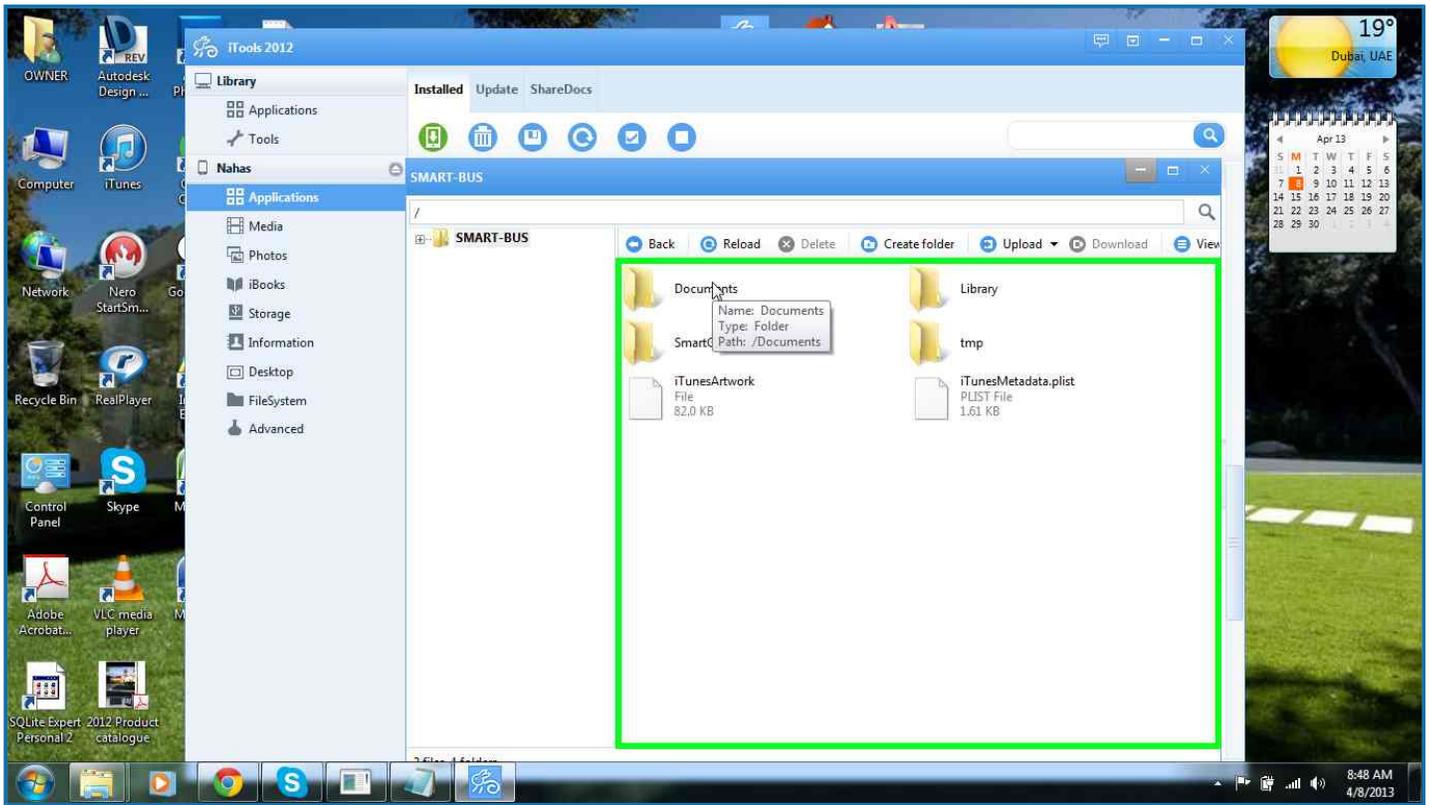
[Previous](#) [Next](#)

Problem Step 13: (4/8/2013 8:48:13 AM) User left click in "iTools 2012"



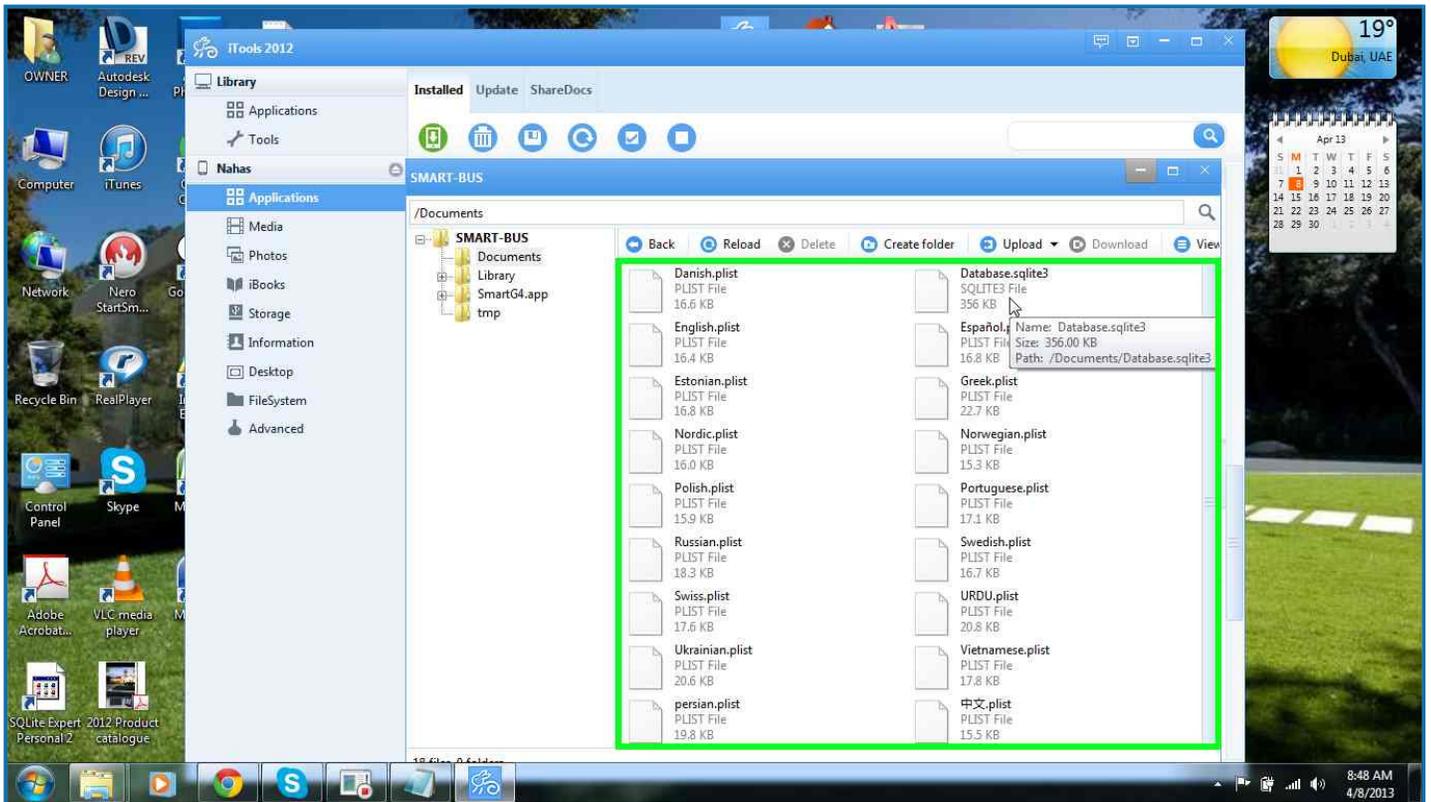
[Previous](#) [Next](#)

Problem Step 14: (4/8/2013 8:48:21 AM) User left double click on "Documents (list item)" in "SMART-BUS"



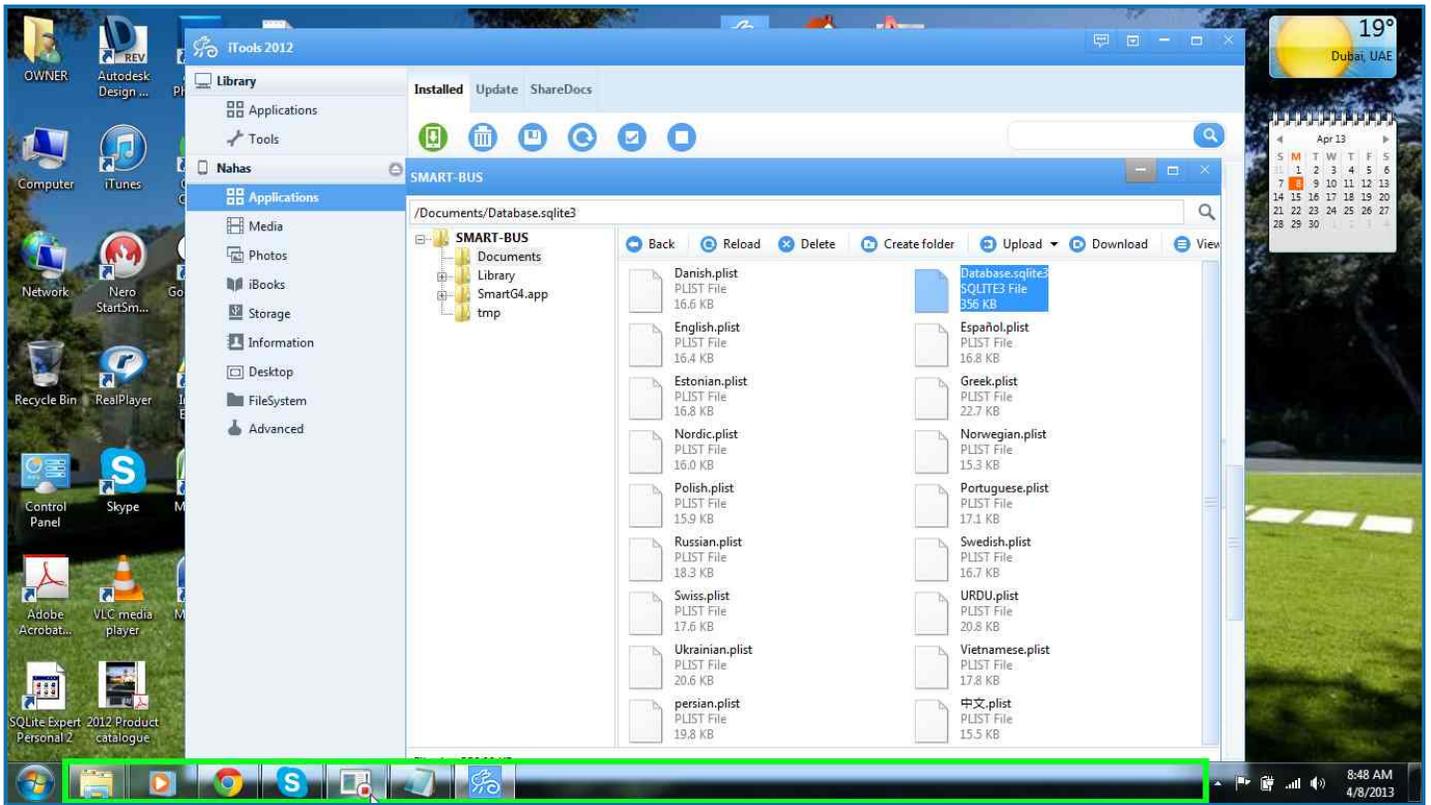
[Previous](#) [Next](#)

Problem Step 15: (4/8/2013 8:48:22 AM) User left click on "Database.sqlite3 (list item)" in "SMART-BUS"



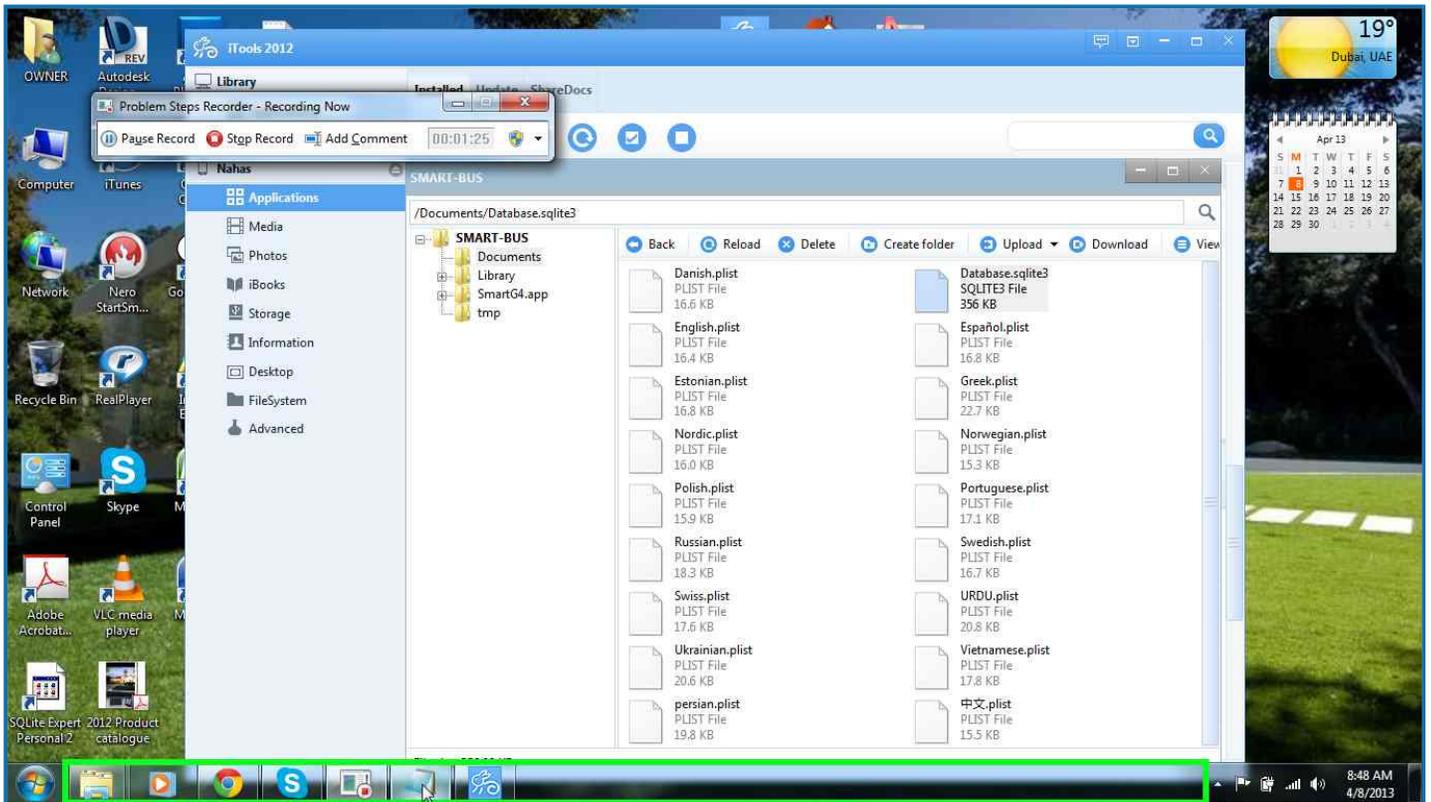
[Previous](#) [Next](#)

Problem Step 16: (4/8/2013 8:48:24 AM) User left click on "Problem Steps Recorder - Recording Now (push button)"



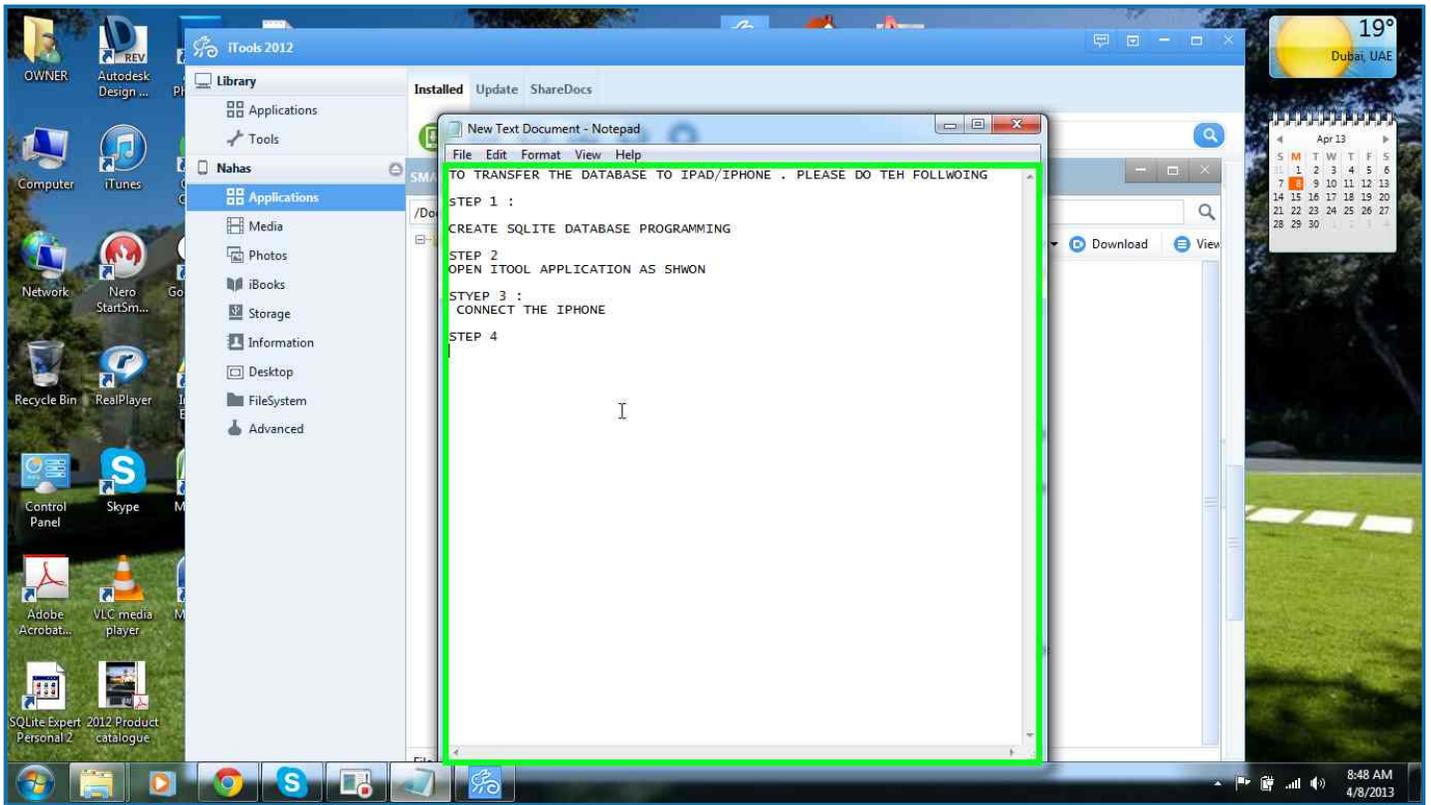
[Previous](#) [Next](#)

Problem Step 17: (4/8/2013 8:48:26 AM) User left click on "New Text Document - Notepad (push button)"



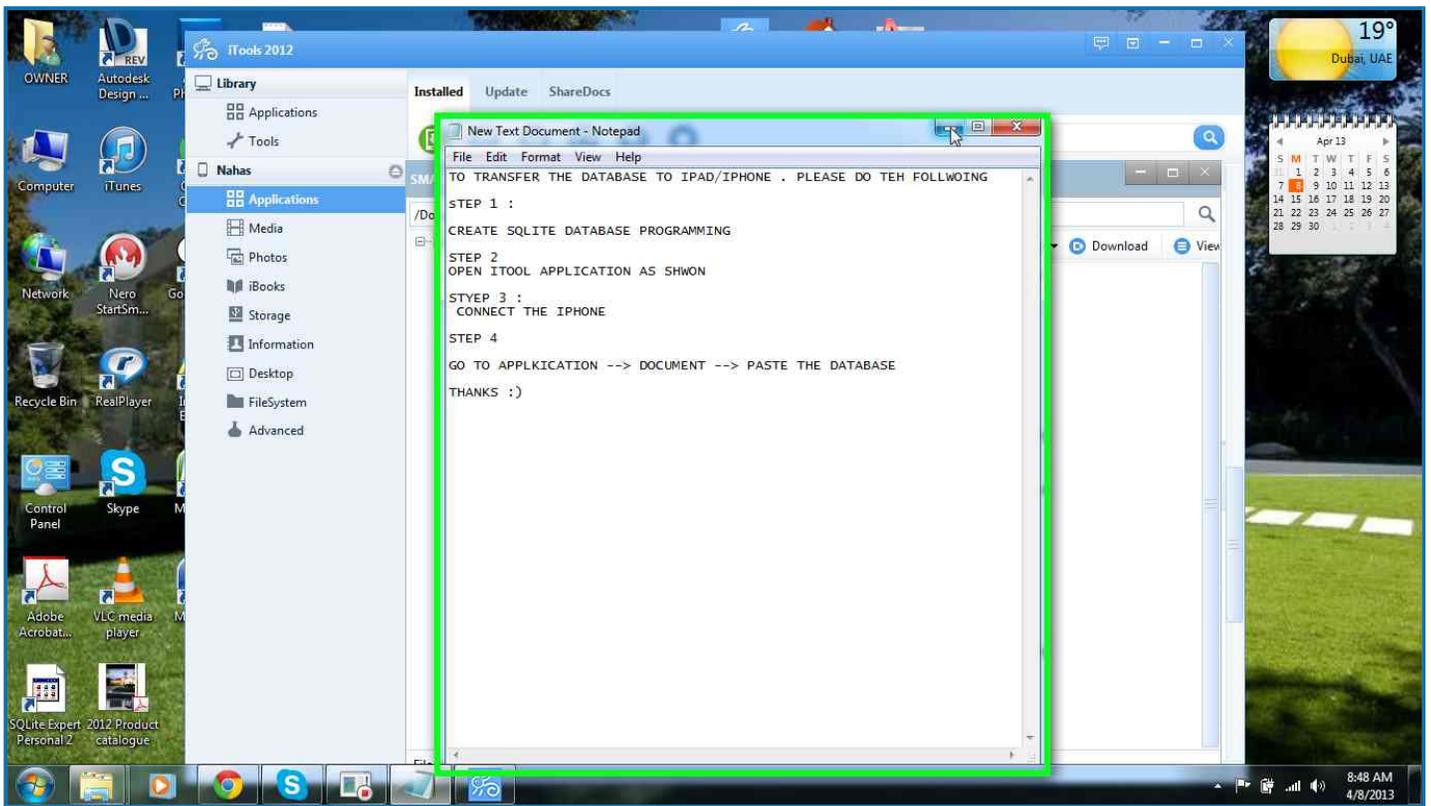
[Previous](#) [Next](#)

Problem Step 18: (4/8/2013 8:48:28 AM) User keyboard input in "New Text Document - Notepad" [Enter ... Enter Enter ...]



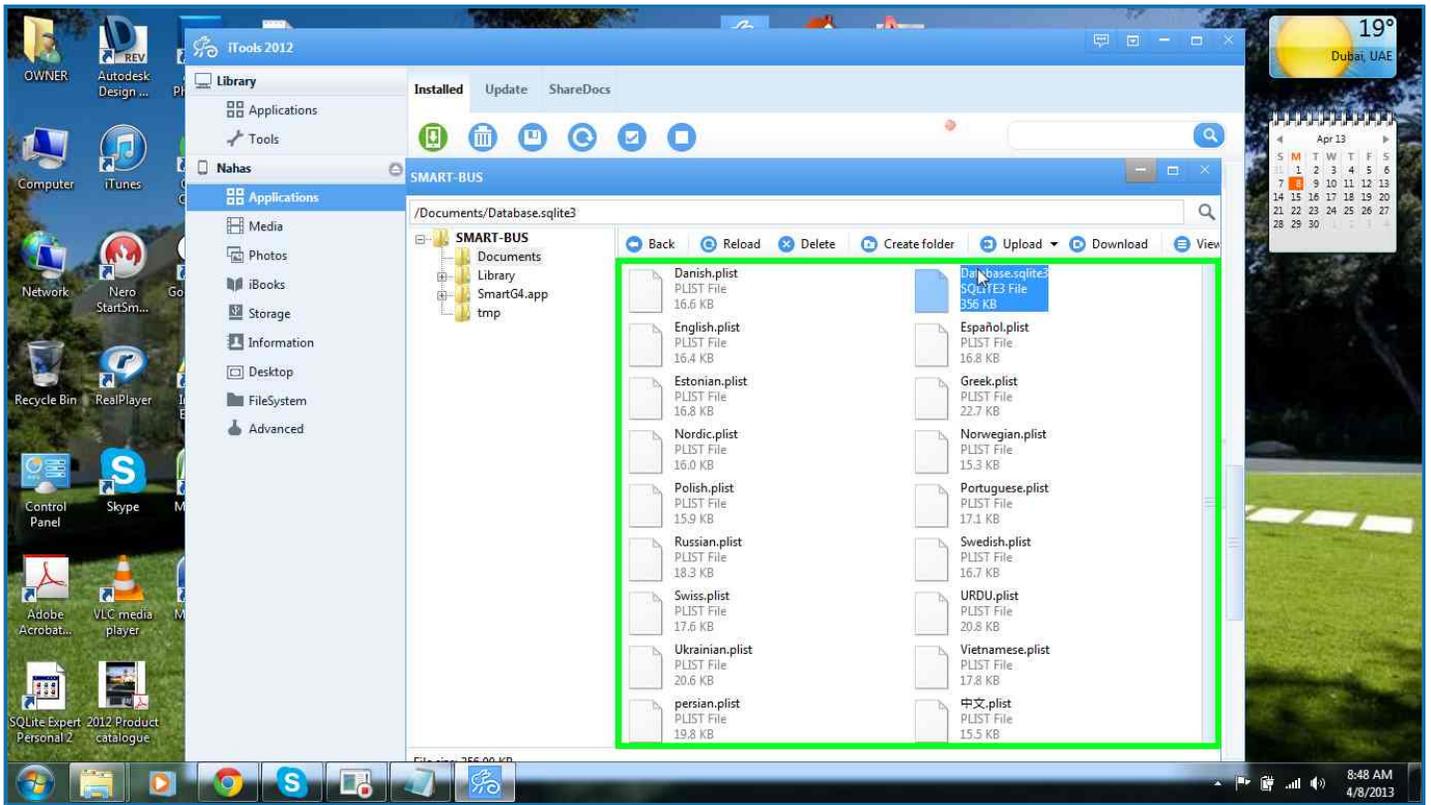
[Previous](#) [Next](#)

Problem Step 19: (4/8/2013 8:48:46 AM) User left click on "Minimize (push button)" in "New Text Document - Notepad"



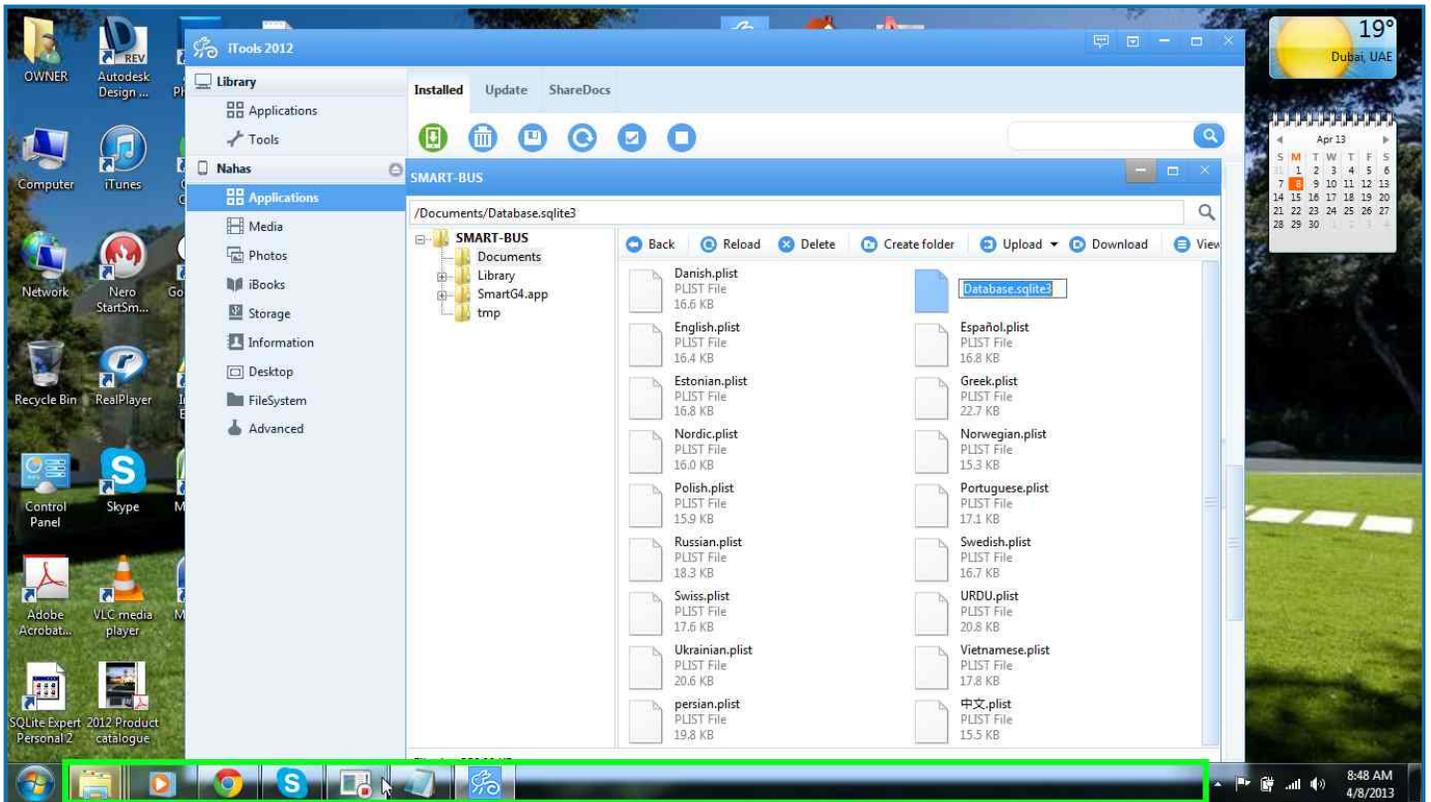
[Previous](#) [Next](#)

Problem Step 20: (4/8/2013 8:48:47 AM) User left click on "Database.sqlite3 (list item)" in "SMART-BUS"



[Previous](#) [Next](#)

Problem Step 21: (4/8/2013 8:48:49 AM) User left click on "Problem Steps Recorder - Recording Now (push button)"



[Return to top of page...](#)

[Additional Details](#)

The following section contains the additional details that were recorded that can help find a solution for your problem. These details help accurately identify the programs and UI you used while recording the problem steps. This section may contain text that is internal to programs that only very advanced users or programmers may understand.

Please review these details to ensure that they do not contain any information that you would not like others to see.

Recording Session: 4/8/2013 8:47:00 AM - 8:48:50 AM

Problem Steps: 21, Missed Steps: 0, Other Errors: 0

Operating System: 7601.18044.amd64fre.win7sp1_gdr.130104-1431 6.1.1.0.2.1

Problem Step 1: User left double click on "New Text Document (list item)" in "Program Manager"
Program: Windows Explorer, 6.1.7600.16385 (win7_rtm.090713-1255), Microsoft Corporation, EXPLORER.EXE
UI Elements: New Text Document, Desktop, FolderView, SysListView32, SHELLDLL_DefView, Program Manager

Problem Step 2: User keyboard input in "New Text Document - Notepad" [CapsLock ... Backspace]
Program: Notepad, 6.1.7600.16385 (win7_rtm.090713-1255), Microsoft Corporation, NOTEPAD.EXE
UI Elements: Edit, New Text Document - Notepad, Notepad

Problem Step 3: User left click on "Minimize (push button)" in "New Text Document - Notepad"
Program: Notepad, 6.1.7600.16385 (win7_rtm.090713-1255), Microsoft Corporation, NOTEPAD.EXE
UI Elements: Minimize, New Text Document - Notepad, Notepad

Problem Step 4: User left double click on "iTools (list item)" in "Program Manager"
Program: Windows Explorer, 6.1.7600.16385 (win7_rtm.090713-1255), Microsoft Corporation, EXPLORER.EXE
UI Elements: iTools, Desktop, FolderView, SysListView32, SHELLDLL_DefView, Program Manager, Explorer

Problem Step 5: User left click on "New Text Document - Notepad (push button)"
Program: Windows Explorer, 6.1.7600.16385 (win7_rtm.090713-1255), Microsoft Corporation, EXPLORER.EXE
UI Elements: New Text Document - Notepad, Running applications, Running applications, MSTaskBar

Problem Step 6: User keyboard input in "New Text Document - Notepad" [... Enter Enter ... Ent]
Program: Notepad, 6.1.7600.16385 (win7_rtm.090713-1255), Microsoft Corporation, NOTEPAD.EXE
UI Elements: Edit, New Text Document - Notepad, Notepad

Problem Step 7: User left click in "iTools 2012"
Program: One-stop ios device manager, 1, 6, 6, 0, ThinkSky, ITOOLS.EXE, ITOOLS.EXE
UI Elements: SysTreeView32, iTools 2012, CHWindow

Problem Step 8: User left click on "Applications (outline item)" in "iTools 2012"
Program: One-stop ios device manager, 1, 6, 6, 0, ThinkSky, ITOOLS.EXE, ITOOLS.EXE

[Return to top of page..](#)
