

How to record screen image for Parallels Technical Support team?

- Parallels Desktop
- Parallels Desktop for Mac Standard Edition
- Parallels Desktop for Mac Pro Edition
- Parallels Desktop for Mac Business Edition

Question

- I have been asked to record my computer's screen image while the issue I experience happens. How can I do that?

Instructions

1. Please go to **Finder** > **Applications** folder and launch **QuickTime Player**
2. Click on **File** menu and choose **New Screen Recording**
3. To start recording, click on '**rec**' icon in the middle
4. Make a left-click to start recording the full screen

NOTE: After reproducing the issue for a record, please submit new Problem Report via **Help** menu of Parallels Desktop. Please find full instructions here: [How to create a Problem Report ID](#)

5. Once the issue is recorded, right-click on **QuickTime Player** icon in the Dock and choose **Stop Screen Recording**
6. Click on **File** menu, choose **Save...** and specify name of the file and place to save it
7. **Right-click** on saved file and choose **Compress...**
8. Provide Parallels Technical Support team with compressed recording file. In order to upload it to Parallels file share, please refer to these knowledge articles: [Upload via Terminal](#), [Upload via FileZilla](#).