

Stealth Screen Recorder (SSR) User Manual

Stealth Screen Recorder (SSR) is an enterprise-grade command-line software tool engineered for 24/7 continuous and hidden screen recording across your organization's network. Designed for seamless mass deployment and centralized management, SSR empowers businesses to discreetly monitor user activity to enhance security, ensure compliance, and boost productivity. Its flexible architecture and robust features make it an ideal solution for enterprises seeking comprehensive insights into user interactions within their IT infrastructure.

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Introduction

This user manual provides detailed instructions for installing, configuring, and deploying Stealth Screen Recorder (SSR) within your enterprise environment. It is designed to help IT administrators get started quickly, customize SSR to fit various usage scenarios, and discover the full potential of the software to enhance security and productivity within their organizations.

Getting Started

System Requirements

- **Client Computer OS:** Windows 7 / 8 / 8.1 / 10 / 11 or later (32-bit and 64-bit)
- **Server Computer OS:** Windows Server 2008 / 2012 / 2016 / 2019 / 2022 or later
- **Processor:** 2 GHz or faster CPU
- **Memory:** 2 GB or more RAM
- **Disk Space:** At least 10 MB for installation; additional space for recorded videos
- **Graphics:** Nvidia / Intel / AMD graphics with GPU video encoding capabilities
- **Network:** Active Directory domain environment (for mass deployment)

Installation

Installing on a Single Computer

For initial testing or deployment on a small scale, you can directly install SSR on one or a few computers.

1. Download SSR.msi

Obtain the `SSR.msi` installer package.

2. Run the Installer

Double-click `SSR.msi` to perform a typical installation.

3. Complete Installation

SSR will install without creating desktop shortcuts or start menu entries. The default installation path is:

- 64-bit: `C:\Program Files\ZD Soft\SSR`
- 32-bit: `C:\Program Files (x86)\ZD Soft\SSR`

4. Configure Scheduled Task

(See [Configuring Scheduled Tasks on a Single Computer](#) below.)

Mass Deployment via Group Policy (GPO)

For large-scale deployments across multiple computers within your enterprise network, using Group Policy is recommended.

1. Place SSR.msi in a Shared Network Folder

- Ensure the folder has read permissions for all the computers involved in the deployment.

2. Create a New GPO

- Open the **Group Policy Management Console**.
- Right-click your domain or organizational unit (OU) and select **"Create a GPO in this domain, and Link it here..."**.
- Name the GPO (e.g., `Deploy SSR`) and click **OK**.

3. Edit the GPO

- Right-click the new GPO and select **"Edit"**.
- Navigate to **Computer Configuration > Policies > Software Settings > Software Installation**.

4. Add the SSR.msi Package

- Right-click **Software Installation**, select **"New" > "Package..."**.
- Enter the network path to `SSR.msi` (e.g., `\\ServerName\Share\SSR.msi`).
- Choose **"Assigned"** as the deployment method and click **OK**.

5. Update Group Policy on Client Computers

- Run `gpupdate /force` on client computers or wait for the next policy refresh cycle.

6. Configure Scheduled Tasks via GPO

(See [Configuring Scheduled Tasks via GPO](#) below.)

Configuring SSR

After installation, SSR needs to be configured to run automatically and customize its recording behavior using command-line options.

Configuring Scheduled Tasks on a Single Computer

To ensure SSR runs automatically when the system starts, set up a Scheduled Task on each computer to run under the **SYSTEM** account.

1. Open Task Scheduler

- Press **Win + R**, type `taskschd.msc`, and press **Enter**.

2. Create a New Task

- In the **Task Scheduler**, click "**Create Task...**" in the **Actions** pane.

3. General Tab

- **Name:** Enter a task name (e.g., `Start SSR`).
- **Security Options:**
 - **When running the task, use the following user account:** Click **Change User or Group...**, type `SYSTEM`, and click **Check Names**. It should resolve to `NT AUTHORITY\SYSTEM`. Click **OK**.
 - Check "**Run with highest privileges**".
- **Configure for:** Select the appropriate Windows version.

4. Triggers Tab

- Click "**New...**".
- **Begin the task:** Select "**At startup**".
- Click **OK**.

5. Actions Tab

- Click "**New...**".
- **Action:** Select "**Start a program**".
- **Program/script:** Enter the path to `SSR.exe` (e.g., `C:\Program Files\ZDSoft\SSR\SSR.exe`).

- **Add arguments:** Enter the desired command-line options (see [Local Recording on a Single Computer](#)).
- Click **OK**.

6. Conditions Tab

- Uncheck all options unless specific conditions are required.

7. Settings Tabs

- Uncheck all options except "**Allow task to be run on demand**".

8. Save the Task

- Click **OK** to save the task.

9. Run the Task

- Right-click the task and click **Run**.
- Or, the task will run automatically on system reboot.

Configuring Scheduled Tasks via GPO

To deploy the Scheduled Task across multiple computers, use Group Policy Preferences (GPP). The task will run under the **SYSTEM** account.

1. Open Group Policy Management Editor

- Edit the GPO you created for SSR deployment or create a new one.

2. Navigate to Scheduled Tasks

- Go to **Computer Configuration > Preferences > Control Panel Settings > Scheduled Tasks**.

3. Create a New Scheduled Task

- Right-click **Scheduled Tasks**, select "**New**" > "**Scheduled Task (At least Windows 7)**".

4. General Tab

- **Name:** Enter a task name (e.g., `Start SSR`).
- **Security Options:**
 - **When running the task, use the following user account:** Click **Change User or Group...**, type `SYSTEM`, and click **Check Names**. It should resolve to `NT`

AUTHORITY\SYSTEM . Click **OK**.

- Select **"Run whether user is logged on or not"** (Click **Cancel** if you are prompted to enter a password).
- Check **"Do not store password"**. (Since the task runs under the SYSTEM account, no password is required)
- Check **"Run with highest privileges"**.
- **Configure for:** Select the appropriate Windows version.

5. Triggers Tab

- Click **"New..."**.
- **Begin the task:** Select **"At startup"**.
- Click **OK**.

6. Actions Tab

- Click **"New..."**.
- **Action:** Select **"Start a program"**.
- **Program/script:** Enter the path to `SSR.exe` (e.g., `C:\Program Files\ZD Soft\SSR\SSR.exe`).
- **Add arguments:** Enter the desired command-line options (see [Mass Deployment with Custom Settings](#)).
- Click **OK**.

7. Conditions and Settings Tab

- Uncheck all options unless specific conditions are required.

8. Apply the GPO

- Close the editor. The Scheduled Task will be created on client machines when the policy is applied.

9. Update Group Policy on Client Computers

- Run `gpupdate /force` on client computers or wait for the next policy refresh cycle.

10. Run the Task

- The task will run automatically on client computer system reboot.

Granting Access Permissions to a Shared Network Folder

To facilitate centralized recording management, configure the shared network folder with the appropriate permissions. Follow these steps to set up security groups and permissions:

1. Open Active Directory Users and Computers

- Create a security group for domain computers running SSR, such as `SSR Computers`.
- Create another group for involved domain users, like `SSR Users`.

2. Set Permissions

- Grant full access to the `SSR Computers` group, allowing the SSR process running under the SYSTEM account to write and manage recordings.
- Provide write-only access to the `SSR Users` group, enabling child SSR processes in user sessions to save recordings to the shared folder.

Objective:

- **SSR Computers:** Full access to the shared network folder.
- **SSR Users:** Write-only access to the shared network folder.

This setup ensures that SSR functions correctly while preventing users from accessing or deleting recordings.

Steps:

1. On the Server Hosting the Shared Folder

Log in to the server where the shared folder resides.

2. Create the Shared Folder

- Create a folder for sharing (e.g., `D:\SSR_Recordings`).
- Right-click the folder and select **"Properties."**

3. Set Share Permissions

- Go to the **Sharing** tab and click **"Advanced Sharing..."**.
- Check **"Share this folder."**
- **Share Name:** Assign a share name (e.g., `SSR_Recordings`).
- Click **"Permissions."**

4. Remove Default Permissions

Remove the **"Everyone"** group to tighten security.

5. Add the SSR Computers Group

- Click "Add...".
- In the "Enter the object names to select" field, type `SSR Computers` .
- Click "Check Names" to verify.
- Click **OK**.
- With `SSR Computers` selected, check "Full Control."

6. Add the SSR Users Group

- Click "Add...".
- In the "Enter the object names to select" field, type `SSR Users` .
- Click "Check Names" to verify.
- Click **OK**.
- With `SSR Users` selected, check only "Change" and "Read."
- Click **OK** to confirm.

7. Set NTFS Permissions (Security Tab)

- Go to the **Security** tab in the folder properties.
- Click "Edit...".

8. Remove Unnecessary Permissions

Remove any groups or users that should not have access (e.g., `Users` , `Authenticated Users` , `Everyone`).

9. Add the SSR Computers Group

- Click "Add...".
- Enter `SSR Computers` , click "Check Names," then **OK**.
- With `SSR Computers` selected, check "Full Control."

10. Add the SSR Users Group

- Click "Add...".
- Enter `SSR Users` , click "Check Names," then **OK**.
- With `SSR Users` selected:
 - Allow only the "Write" permission.
 - Deny "Read," "Read & execute," and "List folder contents" permissions.
- Click **OK**.

11. Apply and Close

Click **OK** to apply the permissions and close all dialogs.

Result:

- **SSR Computers:** Full control over the shared folder.
 - **SSR Users:** Can write to the folder but cannot read or delete files.
-

Usage Scenarios

Scenario 1: Local Recording on a Single Computer

Use Case: Initial testing or monitoring a standalone machine.

1. **Install SSR** on the computer.
2. **Setup Scheduled Task:**
 - Follow the steps in [Configuring Scheduled Tasks on a Single Computer](#)
 - Set **Add arguments** to:

```
-o "D:\SSR_Recordings\<<date>\screen.mkv"
```

3. **Review Recordings** in the output directory.

Pros and Cons:

- **Pros:**
 - Simple setup.
 - Network is not required.
- **Cons:**
 - Accessing recordings requires physical or remote access to the computer.
 - Recordings are inaccessible if the computer is turned off.

Scenario 2: Recording to a Shared Network Folder

Use Case: Centralized access to recordings and real-time monitoring.

1. **Install SSR** on one or more computers.

2. Set Up Shared Network Folder:

- Create a shared folder on a server (e.g., `\\Server\SSR_Recordings`).
- Grant access permissions as described in [Granting Access Permissions to a Shared Network Folder](#).

3. Setup Scheduled Task:

- Follow the steps in [Configuring Scheduled Tasks on a Single Computer](#)
- Set **Add arguments** to:

```
-o "\\Server\SSR_Recordings\<pc-name>\<date>\<user-name>\screen.mkv" -t  
20minutes -r 7days
```

4. Review/Monitor Recordings in the shared network folder.

Pros and Cons:

- **Pros:**
 - Centralized storage for easy access.
 - Real-time monitoring capabilities.
 - Recordings accessible even if the client computer is offline.
- **Cons:**
 - Increased network bandwidth usage.
 - Dependency on network availability.
 - Requires proper network permissions and security considerations.

Scenario 3: Mass Deployment with Custom Settings

Use Case: Deploy SSR across multiple computers effortlessly with specific configurations.

1. Deploy SSR via GPO as described in [Mass Deployment via Group Policy \(GPO\)](#).

2. Set Up Shared Network Folder:

- Create a shared folder on a server (e.g., `\\Server\SSR_Recordings`).
- Grant access permissions as described in [Granting Access Permissions to a Shared Network Folder](#).

3. Setup Scheduled Task:

- Follow the steps in [Configuring Scheduled Tasks via GPO](#)

- Set **Add arguments** to:

```
-o "\\Server\SSR_Recordings\<>pc-name>\>date>\>user-name>\screen.mkv" -f 15 -q 30 -t 1hour -r 14days -d 5gb -k "XXXXX-XXXXX-XXXXX-XXXXX-XXXXX"
```

Benefits:

- Streamlined deployment and configuration.
- Consistent settings across all machines.
- Simplified management and updates.

Command-Line Reference

Below is a comprehensive list of SSR command-line options, formatted for clarity. Ensure accuracy when typing option names and include units where required.

```
-o / --videoOutput <file>
```

- **Description:** Specifies the full path for the output video files. Supported formats include MKV, MP4, and FLV. You can use variables such as `<pc-name>`, `<user-name>`, and `<date>` in the file path. A date-time string in the format `YYYY-MM-DD hh:mm:ss` is automatically appended to each filename. Shared network folders are supported, allowing for remote and centralized storage across multiple computers (see [Recording to a Shared Network Folder](#)).
- **Default:** Recordings are saved in the `ZD Soft\SSR` sub-directory within the user's `Videos` folder, with filenames formatted as `Rec YYYY-MM-DD hh:mm:ss.mkv`.
- **Usage:**

```
SSR.exe -o "D:\SSR_Recordings\<>date>\>pc-name>\>user-name>\Rec.mkv"
```

```
-w / --videoWidth <width>
```

- **Description:** Specifies the output video width. The width must be a multiple of 2, with a maximum of 3840. Set to `0` to match the actual screen width. If the specified dimension doesn't match the screen, the video will be scaled.

- **Default:** 0 (matches screen width)
- **Usage:**

```
SSR.exe -w 1920
```

```
-h / --videoHeight <height>
```

- **Description:** Specifies the output video height. The height must be a multiple of 2, with a maximum of 2160. Set to 0 to match the actual screen height. If the specified dimension doesn't match the screen, the video will be scaled.
- **Default:** 0 (matches screen height)
- **Usage:**

```
SSR.exe -h 1080
```

```
-f / --videoFPS <fps>
```

- **Description:** Specifies the output video frame rate in frames per second, ranging from 0.01 to 200. Lower frame rates reduce CPU and GPU usage; higher rates increase them.
- **Default:** 10
- **Usage:**

```
SSR.exe -f 15
```

```
-q / --videoQuality <quality>
```

- **Description:** Specifies the output video quality, ranging from 1 to 51. Lower numbers result in higher quality and larger file sizes; higher numbers reduce quality and file size.

- **Default:** 28

- **Usage:**

```
SSR.exe -q 23
```

```
-a / --audioBitrate <bitrate>
```

- **Description:** Enables audio recording and specifies the bitrate in Kbps. Valid bitrates are 64Kbps , 96Kbps , 128Kbps , 160Kbps , 192Kbps , 256Kbps , and 320Kbps .
- **Default:** Audio recording is disabled.
- **Usage:**

```
SSR.exe -a 128kbps
```

```
-t / --segmentTime <time>
```

- **Description:** Specifies the video segment time in seconds , minutes , hours , or days . When recording exceeds this time, a new file is created. Set to 0 to disable.
- **Default:** 10minutes (Max 10 minutes in the free trial)
- **Usage:**

```
SSR.exe -t 30minutes
```

```
-s / --segmentSize <size>
```

- **Description:** Specifies the video segment size in KB , MB , GB , or TB . When the file size reaches this limit, a new file is created. Set to 0 to disable. Max file size is limited to 4GB.
- **Default:** 0 (Disabled)

- **Usage:**

```
SSR.exe -s 500mb
```

```
-d / --lowDiskSpace <size>
```

- **Description:** Specifies the low disk space threshold. When free space falls below this limit, the earliest recordings are deleted to free up space. Minimal low disk space is limited to 5GB.

- **Default:** 10gb

- **Usage:**

```
SSR.exe -d 5gb
```

```
-r / --retentionPeriod <time>
```

- **Description:** Specifies the retention period for recordings in seconds , minutes , hours , or days . Files older than this are automatically deleted. Set to 0 to disable.

- **Default:** 3days (Max 3 days in the free trial)

- **Usage:**

```
SSR.exe -r 14days
```

```
--hideCursor
```

- **Description:** Hides the mouse cursor in recordings.

- **Default:** Cursor is visible.

- **Usage:**

```
SSR.exe --hideCursor
```

```
--textOverlay <text>
```

- **Description:** Specifies text to overlay on the video. Variables include `<pc-name>`, `<user-name>`, `<date>`, `<time>`, `<time-ms>`, `<date-time>`, `<long-date>`, `<long-date-time>`.
- **Default:** No text overlay.
- **Usage:**

```
SSR.exe --textOverlay "<user-name> - <date-time>"
```

```
--textPosition <position>
```

- **Description:** Positions the overlaid text. Values:
 - `0` : Top-left
 - `1` : Top
 - `2` : Top-right
 - `3` : Right
 - `4` : Bottom-right
 - `5` : Bottom
 - `6` : Bottom-left
 - `7` : Left
 - `8` : Center
- **Default:** `0` (Top-left)
- **Usage:**

```
SSR.exe --textPosition 4
```

```
--textMarginX <x>
```

- **Description:** Horizontal margin for text overlay as a percentage of video width.
- **Default:** 0.5 (0.5%)
- **Usage:**

```
SSR.exe --textMarginX 1.0
```

```
--textMarginY <y>
```

- **Description:** Vertical margin for text overlay as a percentage of video height.
- **Default:** 0.5 (0.5%)
- **Usage:**

```
SSR.exe --textMarginY 1.0
```

```
--textFontHeight <height>
```

- **Description:** Font height of overlaid text as a percentage of video height.
- **Default:** 2 (2%)
- **Usage:**

```
SSR.exe --textFontHeight 3
```

```
--textFontName <name>
```

- **Description:** Font name for the overlaid text.

- **Default:** Arial

- **Usage:**

```
SSR.exe --textFontName "Calibri"
```

```
--textFontColor <color>
```

- **Description:** Font color in #RRGGBB format.
- **Default:** #FFFFFF (white)
- **Usage:**

```
SSR.exe --textFontColor "#FF0000"
```

```
--textFontOpacity <opacity>
```

- **Description:** Font opacity ranging from 0.0 (transparent) to 1.0 (opaque).
- **Default:** 1.0 (fully opaque)
- **Usage:**

```
SSR.exe --textFontOpacity 0.8
```

```
--textFontOutline <thickness>
```

- **Description:** Thickness of the black outline around text.
- **Default:** 1.0
- **Usage:**

```
SSR.exe --textFontOutline 2.0
```

```
-k / --licenseKey <key>
```

- **Description:** Enters the license key to activate the premium version and remove trial limitations.
- **Default:** No license key entered.
- **Usage:**

```
SSR.exe -k "YOUR-LICENSE-KEY"
```

- **Notes:**
 - Include this option in command line for all machines after purchasing a license.
 - It's not a one-time operation; it should always be included in command line.

```
--deactivate
```

- **Description:** Deactivates the current or specified license key. Use with `-k <key>` if deactivating a specific key.
- **Usage:**

```
SSR.exe --deactivate -k "YOUR-LICENSE-KEY"
```

```
--consentNotice <message>
```

- **Description:** Displays a custom message box with 'Yes' and 'No' to request user consent before recording. If 'Yes', recording begins; if 'No', the program exits.
- **Default:** Disabled

- **Usage:**

```
SSR.exe --consentNotice "Do you consent to screen recording?"
```

```
--recordingNotice <message>
```

- **Description:** Displays a custom message box with 'OK' to notify the user that recording is starting. They cannot stop the recording.
- **Default:** Disabled
- **Usage:**

```
SSR.exe --recordingNotice "Screen recording has started."
```

```
--skipScreenSaver
```

- **Description:** Skips recording when a screen saver is active to avoid unnecessary large files.
- **Default:** Disabled
- **Usage:**

```
SSR.exe --skipScreenSaver
```

```
--autoRun
```

- **Description:** Adds a registry entry to configure SSR to run automatically at Windows startup for the current user. This method starts the program when the user logs in. However, it is recommended to [configure SSR to run as a Scheduled Task](#) instead, which offers better control and reliability.
- **Usage:**

```
SSR.exe --autoRun
```

```
--daemon
```

- **Description:** Initiates a secondary instance of SSR to function as a daemon. If the main SSR process crashes, the daemon process continues recording and restarts the main process, ensuring uninterrupted operation. **Note:** This option is **NOT** recommended when SSR is configured to run as a Scheduled Task under the SYSTEM account, because the Scheduled Task already provides a more reliable and efficient method for continuous operation.

- **Usage:**

```
SSR.exe --daemon
```

```
--exit
```

- **Description:** Stops recording and exits all running instances. Requires SYSTEM or Administrator privileges.

- **Usage:**

```
SSR.exe --exit
```

- **Notes:**

- Useful for manually stopping SSR without uninstalling.
 - Can be set up as a Scheduled Task to run on demand under the SYSTEM account.
-

Troubleshooting

Checking the Windows Event Log

Since SSR operates without a visible user interface, it reports its status and errors to the **Windows Event Log**.

1. Open Event Viewer

- Press **Win + R**, type `eventvwr.msc`, and press **Enter**.

2. Navigate to SSR Logs

- Expand "**Applications and Services Logs**" and select "**ZD Soft**".
- Look for entries where **Source** is "**SSR**".

3. Review Entries

- Double-click an entry to view detailed information.

4. Export Logs

- Click the **Save All Events As...** in the right pane, choose a location and click **Save** to export the logs for support purposes.

Configuring Windows Event Log Forwarding

This section details the steps for configuring Windows event log forwarding from client computers to a collector server, enabling centralized critical error tracking for SSR.

Step 1: Configure Event Forwarding via GPO on the Domain Controller

1. Open Group Policy Management Editor

- On the domain controller, edit the GPO you created for SSR deployment or create a new one.

2. Navigate to Event Forwarding Settings:

- Expand:

```
Computer Configuration > Policies > Administrative Templates > Windows  
Components > Event Forwarding
```

3. Edit Configure Target Subscription Manager:

- On the right pane, right-click **Configure target Subscription Manager** and select **Edit**.
- Select the **Enabled** radio button.

- Click **Show**, then enter the following in the **Value** box, replacing `<Collector Server FQDN>` with the FQDN of your collector server. Note: use `http` on port `5985`, NOT `https` on port `5986`, to avoid the need for a certificate:

```
Server=http://<Collector Server FQDN>:5985/wsman/SubscriptionManager/WEC
```

- Click **OK** to save your settings.

Step 2: Enable WinRM and Configure Firewall on Client Computers via GPO

1. Open Group Policy Management Editor

- On the domain controller, edit the GPO you created for SSR deployment or create a new one.

2. Configure WinRM Service:

- Navigate to:

```
Computer Configuration > Policies > Administrative Templates > Windows Components > Windows Remote Management (WinRM) > WinRM Service
```

- Edit the **Allow remote server management through WinRM** policy:
 - Select **Enabled** radio button.
 - Set the IP addresses to an asterisk (`*`) to bind to any IPs for flexibility.
 - Click **OK** to save.

3. Enable and Start WinRM Service:

- Expand:

```
Computer Configuration > Preferences > Control Panel Settings > Services
```

- Right-click the **Services** node and select **New > Service**.
- In the **New Service Properties** window:
 - Set **Startup** to **Automatic (Delayed Start)**.
 - Click the ellipsis button next to the **Service name** box, locate **Windows Remote Management (WS-Management)**, then click **Select**.

- Set **Service action** to **Start service**.
- Click **OK** to save.

4. Set up Firewall Rules:

- Navigate to:

```
Computer Configuration > Policies > Windows Settings > Security Settings >
Windows Firewall with Advanced Security > Windows Firewall with Advanced
Security > Inbound Rules
```

- Right-click the **Inbound Rules** node and select **New Rule**.
- In the **Rule Type** step, choose **Predefined**, select **Windows Remote Management**, then click **Next**.
- In the **Predefined Rules** step, uncheck the rule for the **Public profile**, then click **Next**.
- In the **Action** step, select **Allow the connection**, then click **Finish**.

Step 3: Enable WinRM and WEC on the Collector Server

1. Open Command Prompt as Administrator:

- On the collector server, run the following commands and input **y** to confirm changes:

```
winrm qc
wecutil qc
```

- Note: the first command ensures **Windows Remote Management (WinRM)** service is configured, and the second prepares the **Windows Event Collector (WEC)** service.

Step 4: Create a Subscription on the Collector Server

1. Open Event Viewer:

- On the collector server, open **Event Viewer** (`eventvwr.msc`).

2. Create a New Subscription:

- Navigate to **Subscriptions** in the left pane.
- Right-click on **Subscriptions** and select **Create Subscription**.

3. Configure the Subscription:

- Provide a name (e.g., `SSR Logs`) and description for the subscription.
- Set the **Destination log** to **Forwarded Events**.
- For **Subscription type**, select **Source computer initiated**.
- Click **Select Computer Groups**, add the specific domain security groups containing the client computers (e.g., `SSR Computers`), then click **OK**.
- Click **Select Events**, switch to the **XML** tab, check **Edit query manually**, click **Yes**, enter the following script in the edit box, then click **OK**. Note that `Level=2` tracks errors only, while `Level=2` or `Level=3` tracks both errors and warnings:

```
<QueryList>
<Query Id="0" Path="ZD Soft">
<Select Path="ZD Soft">*[System[(Level=2)]]</Select>
</Query>
</QueryList>
```

- Click **Advanced**, select the **Minimize Latency** to configure event log forwarding to pull every 30 seconds, then click **OK**.
- Click **OK** to save your settings.

Step 5: Verify the Configuration

1. Force Group Policy Update on Client Computers:

- Run `gpupdate /force` on client computers or wait for the next policy refresh cycle.

2. Check Forwarded Events on the Collector Server:

- Open **Event Viewer** on the collector server and check that events from the client computers appear in the **Forwarded Events** log within minutes (up to 15 minutes for the **Normal** delivery setting).

Common Issues and Solutions

SSR Not Starting Automatically

- **Cause:** Scheduled Task may not be configured correctly.
- **Solution:** Verify the task settings, ensure it's set to run under the **SYSTEM** account with no password (see [Configuring SSR](#)).

Recordings Not Saving to Shared Network Folder

- **Cause:** Network path inaccessible or permissions issue.
- **Solution:** Confirm the shared network folder is accessible and granted proper access permissions (see [Granting Access Permissions to a Shared Network Folder](#)).

High Network Bandwidth Usage

- **Cause:** Too many computers running SSR are recording at high video quality/resolution to shared network folder.
- **Solution:** Adjust the video quality using the `-q` option to lower the quality.

```
-q 38
```

- **Additional Option:** Reduce resolution using `-w` and/or `-h` :

```
-w 1280 -h 720
```

Compliance Considerations

- Be aware of legal and compliance requirements regarding employee monitoring in your jurisdiction.
- Inform relevant stakeholders as required.

Contact and Support

For further assistance, please contact our support team:

- **Email:** support@zdsoft.com
- **Website:** www.zdsoft.com/support

When reaching out, please provide relevant details and, if applicable, [export your SSR event logs](#) to help us diagnose any issues effectively.