



Deployment Tool Guide

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October 2019

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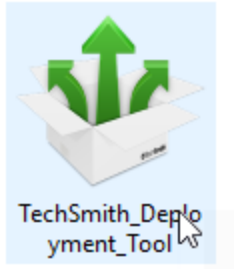
Introduction

The TechSmith Deployment Tool is designed for Information Technology (IT) specialists or system administrators responsible for installing Snagit throughout an organization. The tool enables the administrator to customize and generate a Windows Installer Transform file (MST) and a BAT file.

To view or customize the individual registry settings for Snagit, see [Snagit MSI Installation Guide](#).

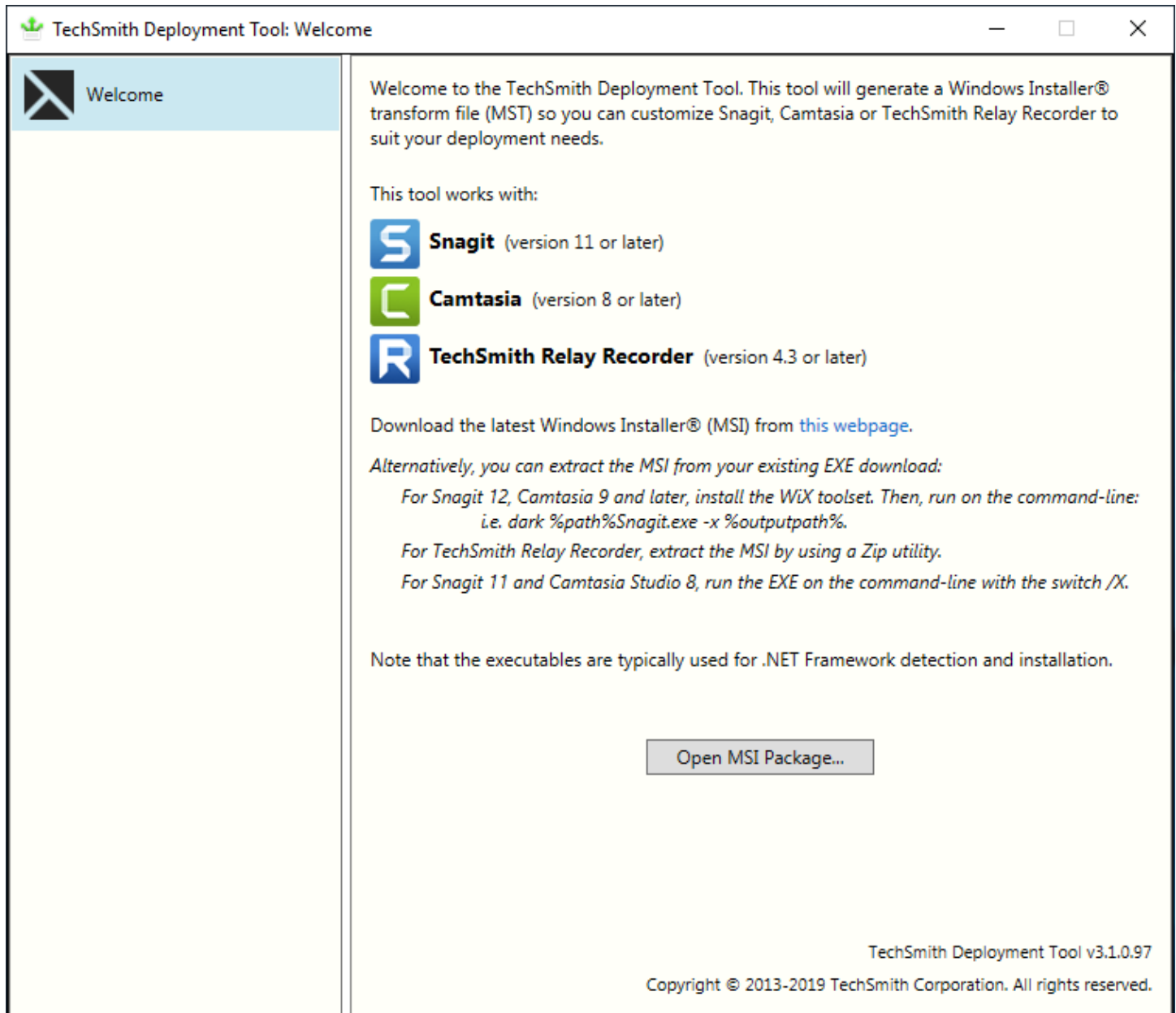
Download the Deployment Tool

1. Download the Snagit MSI file and the TechSmith Deployment Tool from www.techsmith.com/enterprise-resources.html.
2. Double-click the TechSmith_Deployment_Tool.exe to launch the program.



By default, the Deployment Tool generates the MST and BAT files into the same directory as where the executable is launched.

Welcome Screen



1. On the Welcome screen, click the **Open MSI Package** button.
2. Select the Snagit.msi file. If you have not previously downloaded the MSI file, download the file [here](#).
3. Click **Open**.

The MSI file opens in the Deployment Tool and displays the available options for creating a custom MST file.

Customize a Snagit Deployment

Click through the tabs on the left side of the TechSmith Deployment tool to view the custom options available.

The screenshot shows the 'TechSmith Deployment Tool (snagit.msi): General Options' window. The left sidebar contains the following tabs: Welcome, Import Settings, General Options (highlighted with a red box), Disable Snagit Settings, Install Features, TechSmith Fuse, User Data Paths, Add Components, Snagit Registry File, Uninstall Options, TechSmith Relay Options, Install Display Options, and Create Transform File. The main area is titled 'General Options' and contains the following sections:

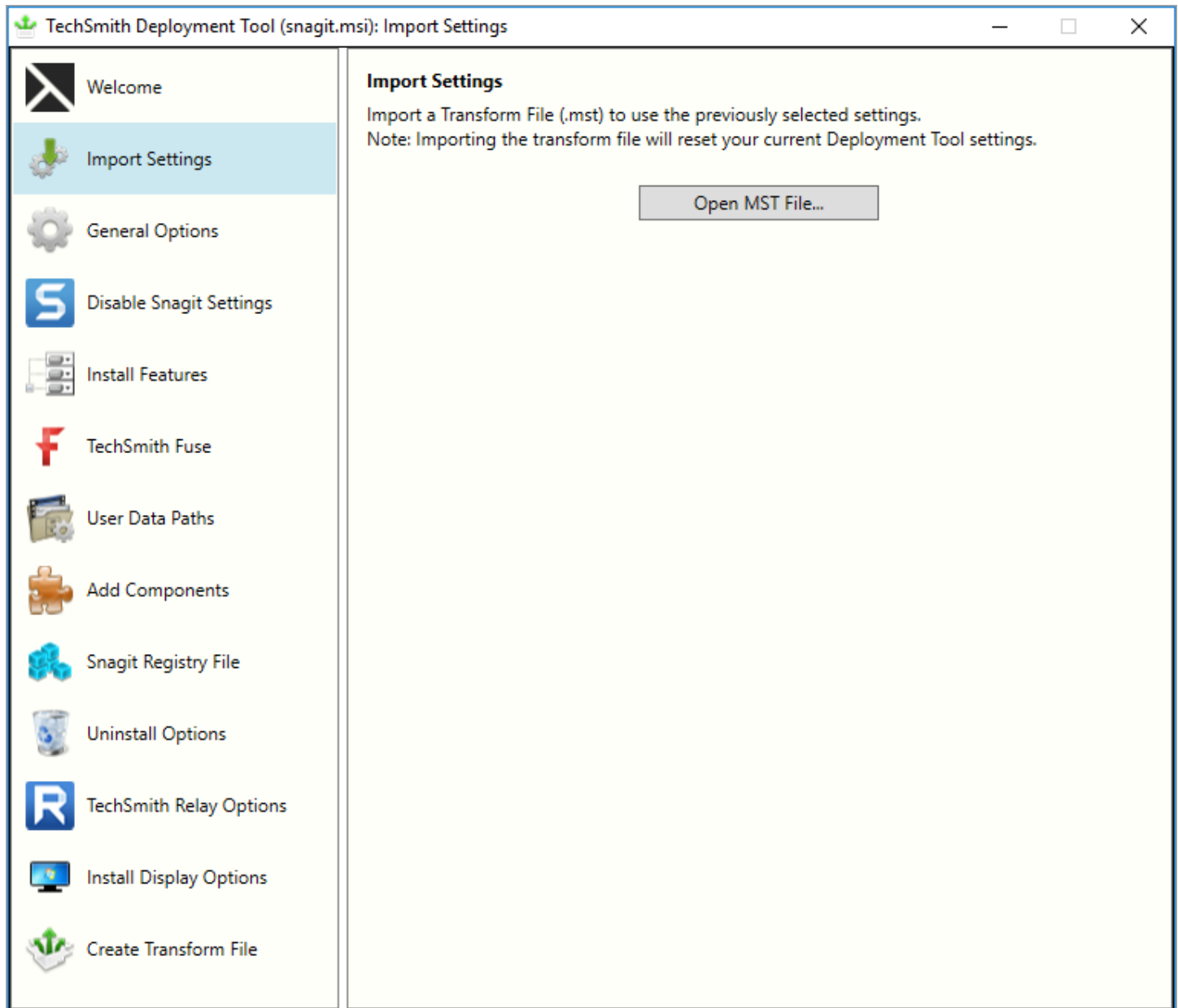
- Registration information**: Fields for Username and Software Key.
- Installation path**: Radio buttons for 'Use default installation path' (selected) and 'Customize installation path:'. A text box and folder icon are next to the 'Customize' option.
- Installation options**: Checkboxes for 'Create shortcuts on Desktop' (unchecked) and 'Run Snagit when Windows starts' (checked).
- Advanced options**: Text explaining that Snagit performs optimizations in a virtualized environment. A dropdown for 'Virtual Machine Optimization' is set to 'Auto-detect'.
- Product language**: A dropdown menu set to 'ENU'.
- TechSmith support**: A checkbox for 'Allow users to upload Snagit crash logs securely to a TechSmith support agent' which is checked.

The following sections describe the options available on each screen:

- [General Options](#)
- [Disable Snagit Settings](#)
- [Install Features Options](#)
- [TechSmith Fuse Options](#)

- [User Data Path Options](#)
- [Add Components](#)
- [Snagit Registry File Options](#)
- [Uninstall Options](#)
- [TechSmith Relay Options](#)
- [Install Display Options](#)
- [Create Transform File](#)

Import Settings Options



You can duplicate the settings used in a previously created MST file.

1. On the Import Settings tab, click the **Open MST File** button.
2. Browse to select the transform file (.mst).

Importing a transform file will reset your current Deployment Tool settings.

3. Click the **Open** button.

The Deployment Tool automatically selects the settings from the imported transform file.

General Options

TechSmith Deployment Tool (snagit.msi): General Options

General Options
Begin by registering your software purchase and determining the installation path.


Registration information

Username:

Software Key:

Installation path

☒ Use default installation path

☐ Customize installation path: 

Installation options

☐ Create shortcuts on Desktop

☒ Run Snagit when Windows starts

Advanced options

Snagit performs optimizations when it detects it is running in a virtualized environment. Snagit can auto-detect most environments or you can select whether Snagit is running on a virtual machine.

Virtual Machine Optimization:

Product language

TechSmith support

☒ Allow users to upload Snagit crash logs securely to a TechSmith support agent

Registration Information

Enter a username (e.g. your company or organization name) and the software key. If you have trouble locating your software key, see [License and Software Key FAQs](#) article.

If you enter a software key, make sure to select the **Disable online Snagit registration dialog** option on the [Disable Snagit Settings](#) screen in the TechSmith Deployment Tool.

Installation Path

By default, Snagit is installed to the following location on a user's machine:

%ProgramFiles%\TechSmith\Snagit 2020

To select a custom location, click the **Browse** button or enter a path to the desired directory.

Installation Options

- **Create shortcuts on Desktop:** Creates shortcuts for Snagit and Snagit Editor on the desktop.
- **Run Snagit when Windows starts:** Starts Snagit and the Capture Window. Snagit Editor starts in the background.

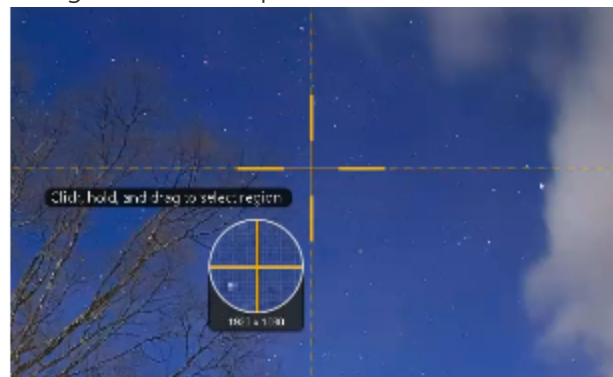
Advanced Options

Snagit performs optimizations when it detects it is running in a virtualized environment. The performance optimizations include:

- Simplified appearance of the crosshairs when selecting an area to capture.



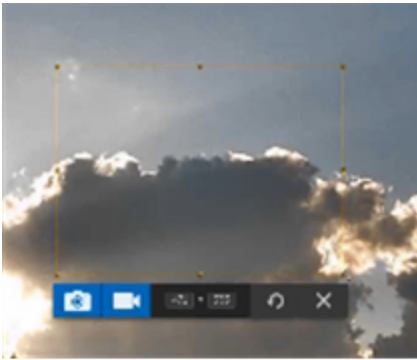
Virtual Environment
Optimizations On



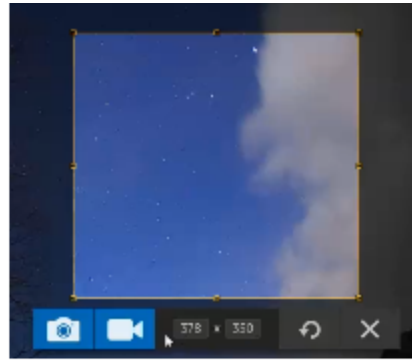
Desktop Environment
Optimizations Off

- Removed the shadow effect
- Do not extend the crosshair lines across the entire screen
- Removed the animation around the selected area

- After selecting the area, the unselected area is not grayed out.



Virtual Environment
Optimizations On



Desktop Environment
Optimizations Off

- When a large desktop is detected:
 - Snagit limits visual changes across the entire desktop.
 - Snagit limits unnecessary animations.

Snagit can auto-detect most environments or you can select to always apply these optimizations. Select one of the following options:

- **Auto-Detect:** Apply the optimizations when it detects that Snagit is running on a virtual machine.
- **Yes:** Always apply the optimizations.
- **No:** Do not apply the optimizations.

It is recommended to set this option to **Yes** when using virtualization technologies.

Product Language

Select the language for Snagit:

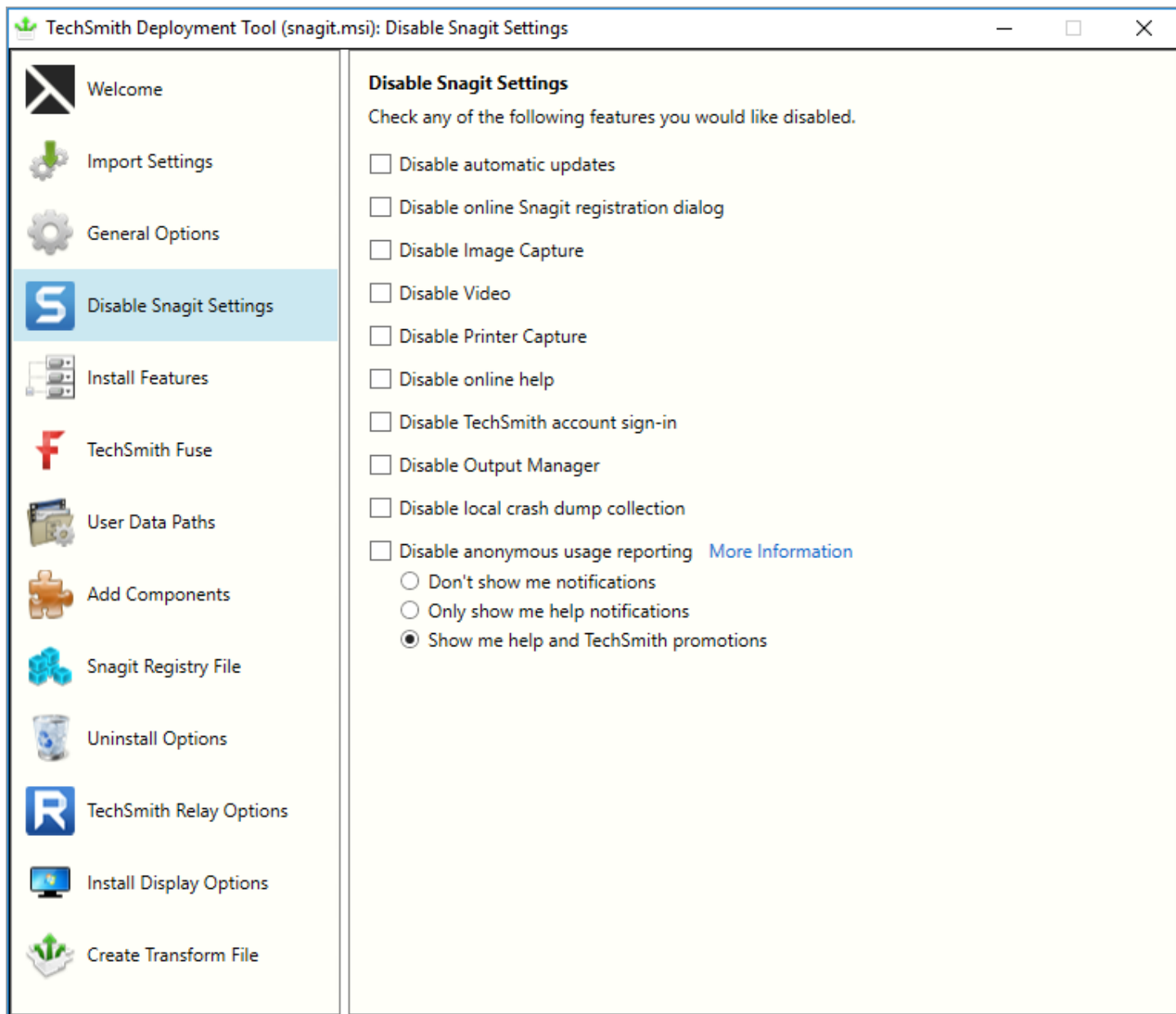
- ENU - English
- DEU - German
- FRA - French

TechSmith Support

Allow users to securely upload diagnostic files to our TechSmith support staff using the [TechSmith Support Tool](#) in Snagit Editor.

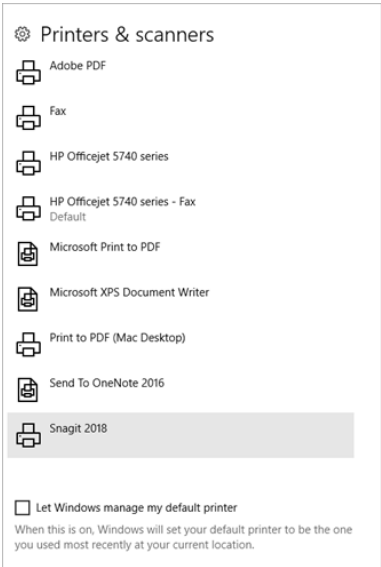
The Support Tool is only available in Snagit version 2019.0.1 and later.

Disable Snagit Settings



Option	Description	When Should I Consider Disabling It?
Automatic Updates	Automatically check for updates for Snagit. If disabled, the user will not receive any application prompts when new versions are available.	<ul style="list-style-type: none">As an administrator, you want to maintain control of application

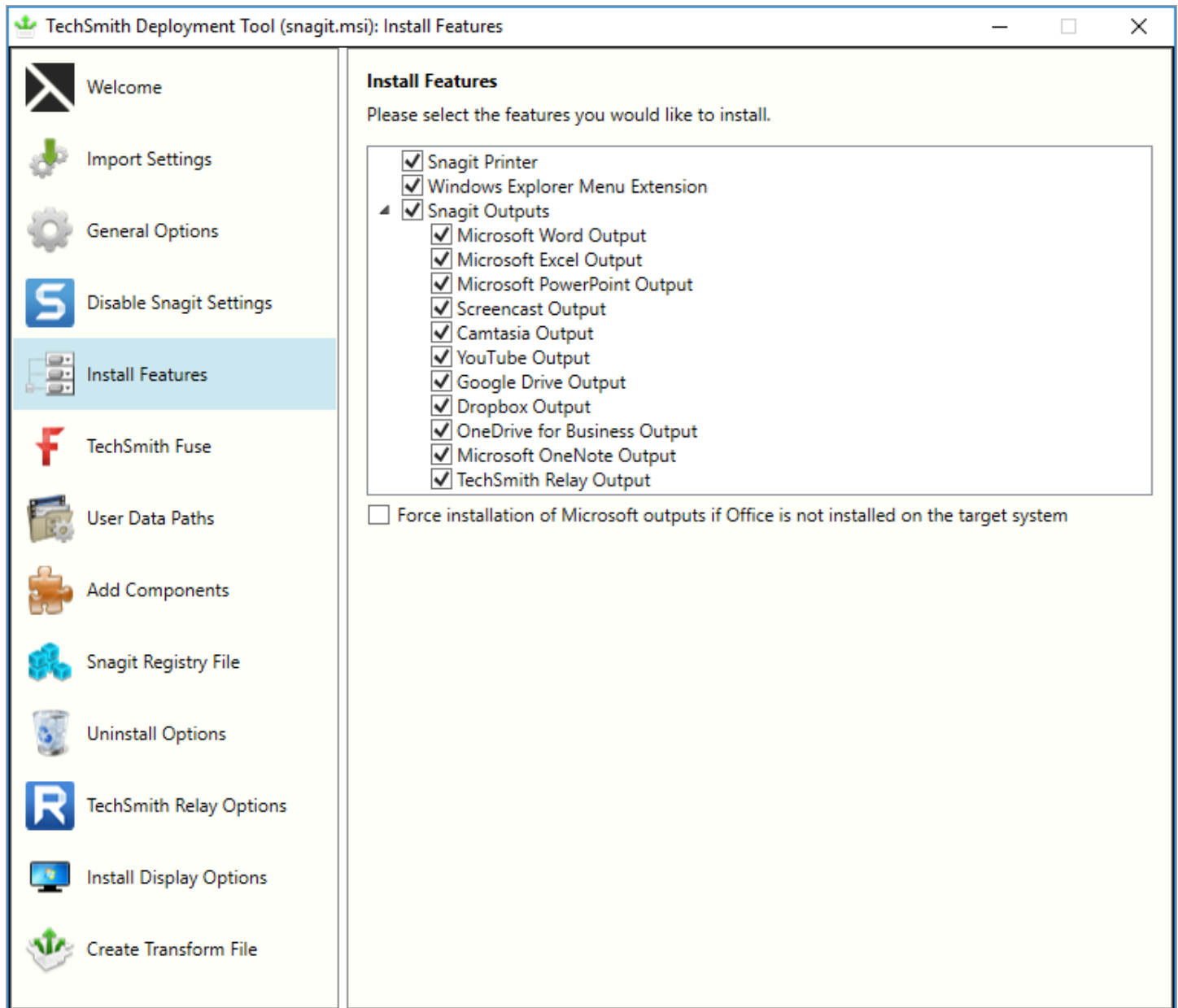
Option	Description	When Should I Consider Disabling It?
		<p>updates across the organization and not allow users to install updates.</p> <ul style="list-style-type: none"> • If you want to require individual users or user groups to be on a specific version of the application.
Online Snagit Registration Dialog	After installing, the Snagit Registration dialog appears which includes options to register the software online and to sign up for product announcements, customer stories, and free tutorials.	<ul style="list-style-type: none"> • Turns off the displaying the online registration dialog for users. • Helps to prevent user entered errors when registering the software or duplicating the registration information online.
Image Capture	Image capture takes a snapshot of anything on your screen including a region, window, scrolling window, or the entire screen.	<ul style="list-style-type: none"> • If you want to disable image capture including image capture presets and options.
Video	Record, trim unwanted sections, and playback MPEG-4 or Animated GIF videos in Snagit.	<ul style="list-style-type: none"> • If users are running Snagit on a computer that does not support video system requirements. • To allow an administrator to control resources (CPU/GPU/Band

Option	Description	When Should I Consider Disabling It?
		<p>width) when deploying in virtualized environments.</p> <ul style="list-style-type: none"> • If running Windows Server 2008 or Windows Server 2008 R2 to remove the video capture and playback options for users. Video playback and decoding is not supported on this OS.
Printer Capture	<p>Snagit installs as a printer destination for programs with printing capability.</p>  <p>The Printer Capture Option scans the document in a program and opens the capture in Snagit Editor.</p>	<ul style="list-style-type: none"> • When deploying in a server environment (e.g. Remote Desktop Services). <div data-bbox="1218 1087 1503 1667" style="border-left: 2px solid #0070C0; padding-left: 10px; margin-top: 20px;"> <p>If you disable printer capture, make sure to also disable the Snagit Printer option on the Install Features tab of the Deployment Tool.</p> </div>
Online Help	<p>The Snagit help file is located online and requires an internet connection. The online help provides content to assist in getting started in Snagit and to find answers to product questions. While offline, users can browse the basic help PDF located in Snagit.</p>	<ul style="list-style-type: none"> • If the website is restricted in your organization or if users do not have

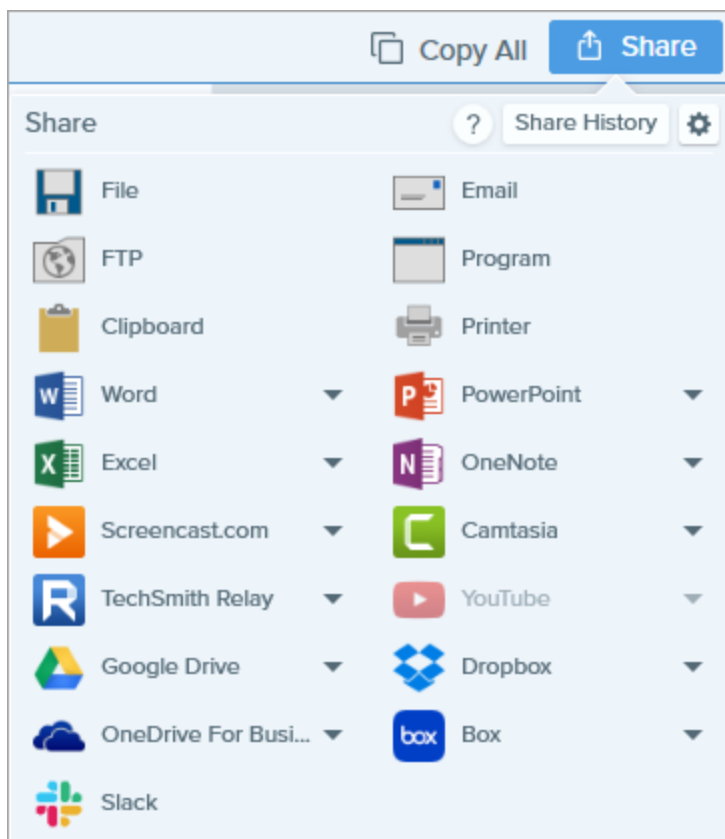
Option	Description	When Should I Consider Disabling It?
	<p>The online help topics are located here: https://support.techsmith.com/hc/en-us/sections/360003808671.</p>	<p>an internet connection, you can choose to disable the online help. Disabling this option opens the basic help PDF whenever a user accesses help in Snagit.</p> <div> <p>If you disable online help, we recommend providing users access to download the full help PDF located here.</p> </div>
TechSmith Account Sign-In	<p>TechSmith Accounts store user-specific information such as license keys, your user profile, and Screencast.com and TechSmith Relay logins. See About TechSmith Accounts.</p>	<ul style="list-style-type: none"> • Sign in is not required for users when a single or multi-user key is entered in the Deployment Tool. • Signing into a TechSmith account allows users to share to Screencast.com and TechSmith Relay. • You may consider disabling this option if you do not want to require users to have TechSmith

Option	Description	When Should I Consider Disabling It?
		accounts in your organization.
Output Manager	The Output Manager allows users to update, add, or remove outputs from Snagit. To access the Output Manager in Snagit Editor, select Edit > Editor Preferences > Share tab.	<ul style="list-style-type: none"> • If you select to redirect the outputs to a path other than the default. • If you do not want to allow users to update the outputs.
Local Crash Dump Collection	Allow Snagit to write crash dumps to C:\Users\username\AppData\Local\TechSmith\Snagit\CrashDumps\ for diagnostic purposes. If this is disabled, crash dumps are written to a temporary file.	<ul style="list-style-type: none"> • When you need to preserve drive storage space.
Disable anonymous usage reporting	<p>Send anonymous data on Snagit usage to help TechSmith improve future versions. Learn more about TechSmith User Design Initiative (TUDI).</p> <p>To receive in-app notifications, such as help tips and TechSmith promotions, you must enable anonymous usage reporting.</p> <div> <p>Snagit sends an initial message during installation for license management and compliance purposes.</p> </div>	<ul style="list-style-type: none"> • When you must follow internet security requirements that restricts users from sending data to TechSmith. • Or, if you do not want to participate in the feedback program.

Install Features Options



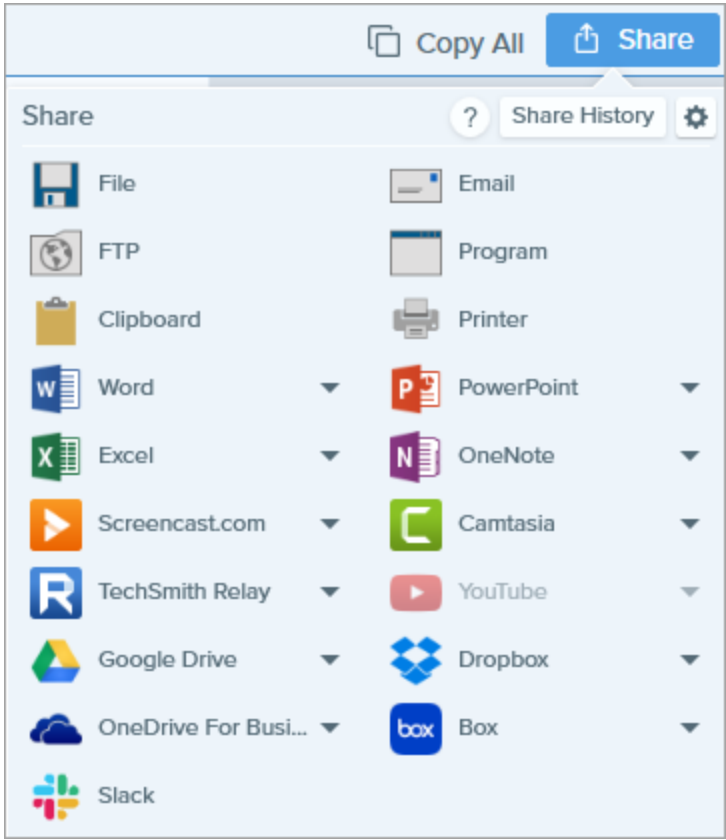
Snagit outputs are add-ons to help users upload content to third-party websites and applications. The outputs appear in the **Share** dropdown in Snagit Editor.



Select which outputs are available to users. If you disable any of the options above, the output will not appear on the **Share** tab for the end user.

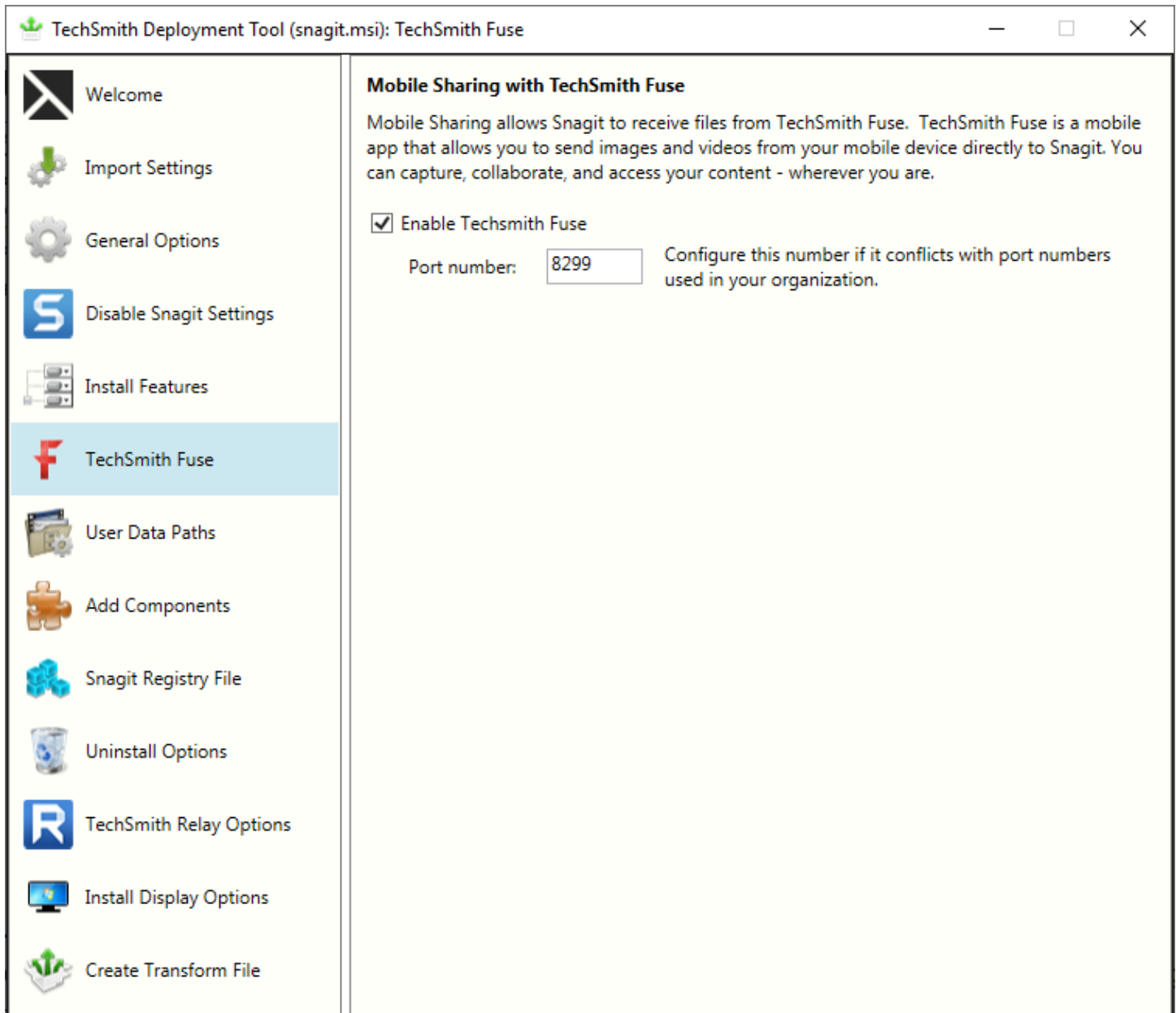
For example, if YouTube is restricted in your organization, you may want to remove the output in Snagit.

Option	Description
Snagit Printer	Snagit installs as a printer destination for programs with printing capability.

Option	Description
	
Microsoft Word Output	Allows users to insert an image into a Microsoft Word document.
Microsoft Excel Output	Allows users to insert an image into a Microsoft Excel workbook.
Microsoft PowerPoint Output	Allows users to insert an image into a Microsoft PowerPoint presentation slide.
Screencast Output	Allows users to upload an image or video onto Screencast.com for hosting. Screencast.com provides a URL for quick sharing or an embed code for adding the capture onto a website or blog.
Camtasia Output	<p>Allows users to import an image or video into TechSmith Camtasia.</p> <div> <p>You must have Camasia version 7.0 or later installed to share captures using this output.</p> </div>
YouTube Output	Allows users to upload a video onto YouTube for video hosting. YouTube provides a URL for quick sharing to your audience or an embed code for embedding the capture on a website or blog.

Option	Description
Google Drive Output	Allows users to upload an image or video onto Google Drive to host content so it is accessible from any web browser or mobile device.
Dropbox Output	Allows users to upload an image or video to Dropbox to host content so it is accessible from any web browser or mobile device.
OneNote Output	Allows users to insert an image into a Microsoft OneNote notebook.
TechSmith Relay Output	Allows users to upload an image or video to TechSmith Relay .
Slack Output	Allows users to upload an image or video to a Slack workspace.
Box Output	Allows users to upload an image or video to Box so it is accessible from any web browser or mobile device.
Force installation of Microsoft outputs if Office is not installed on the target system	If Microsoft office is deployed to end users, select the Force installation of Microsoft outputs checkbox to force the installation of Snagit Outputs for Microsoft Office. If unchecked, the Snagit installation detects whether Microsoft Office is installed.

TechSmith Fuse Options



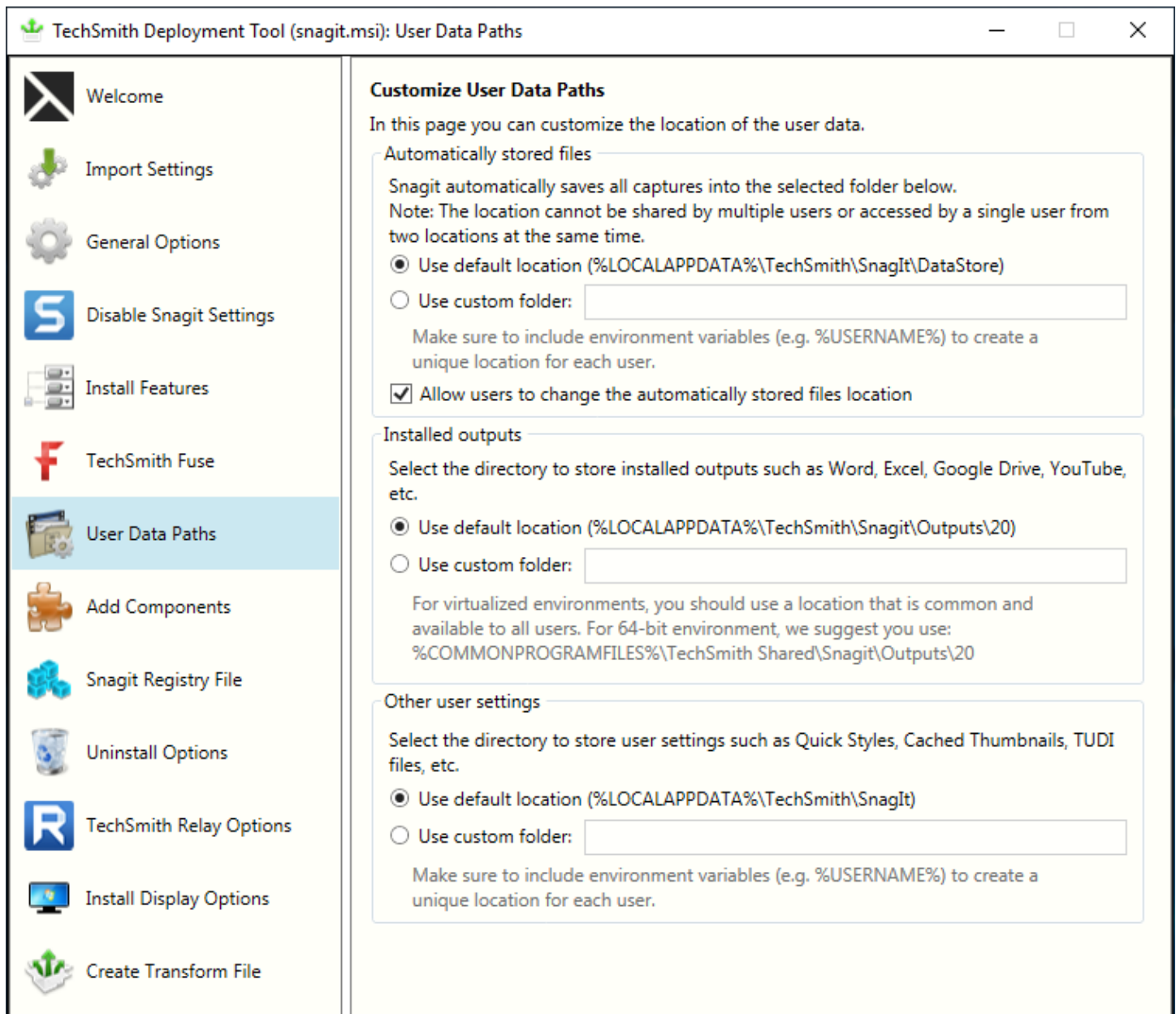
TechSmith Fuse is a mobile app that allows you to send images and videos from your mobile device directly to Snagit. You can capture, collaborate, and access your content - wherever you are.

Fuse is available from the [App Store](#) or [Google Play](#) and supported on mobile devices running the following operating systems:

- iOS version 10.3 and later (phones and tablets)
- Android version 4.0.3 and later

Some security settings and wireless network environments may not allow connectivity to a desktop. Make sure to validate port 8299 is open to the desktop when working in a virtual environment.

User Data Paths Options



You can change or customize the location for storing user data on the User Data Paths screen.

Automatically Stored Files

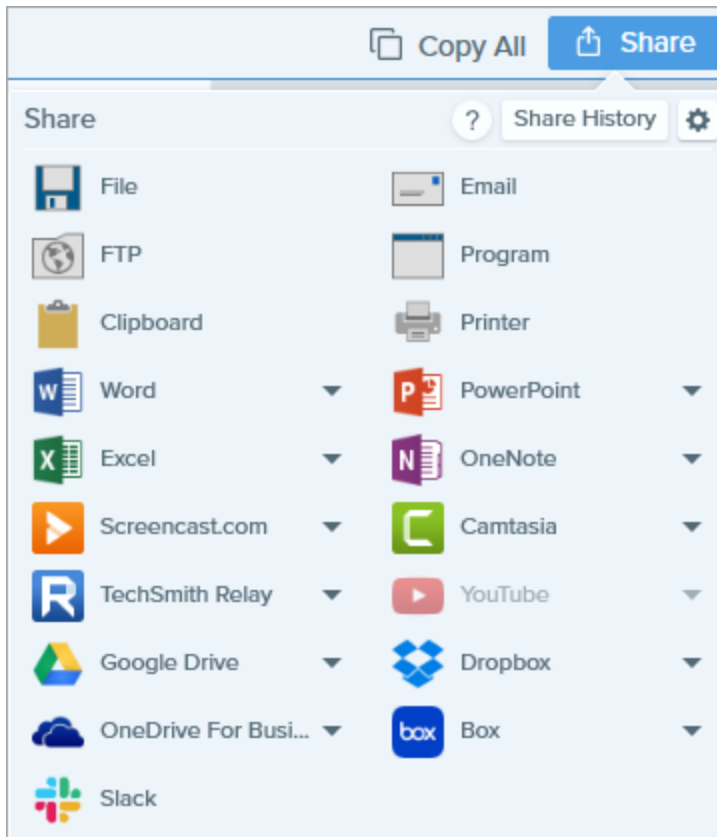
Snagit automatically saves all captures into the DataStore folder. The default location for this folder is: %LOCALAPPDATA%\TechSmith\Snagit\DataStore.

To help prevent users from losing data and to limit users from changing the path, it is recommended to disable the option in the Deployment Tool to **Allow user to change the automatically stored files location**.

This option for users is located in Snagit Editor, select Edit > Editor Preferences > Library tab > Library location.

Installed Outputs

The Snagit Outputs appear in the Share dropdown in Snagit Editor and allow users to share their captures to popular destinations.



The default location to store the installed outputs is:

- For Snagit 2020: %LOCALAPPDATA%\TechSmith\Snagit\Outputs\20
- For Snagit 2019: %LOCALAPPDATA%\TechSmith\Snagit\Outputs\19
- For Snagit 2013: %LOCALAPPDATA%\TechSmith\Snagit\Accessories

If you select a custom folder to store the installed accessories, consider the following items:

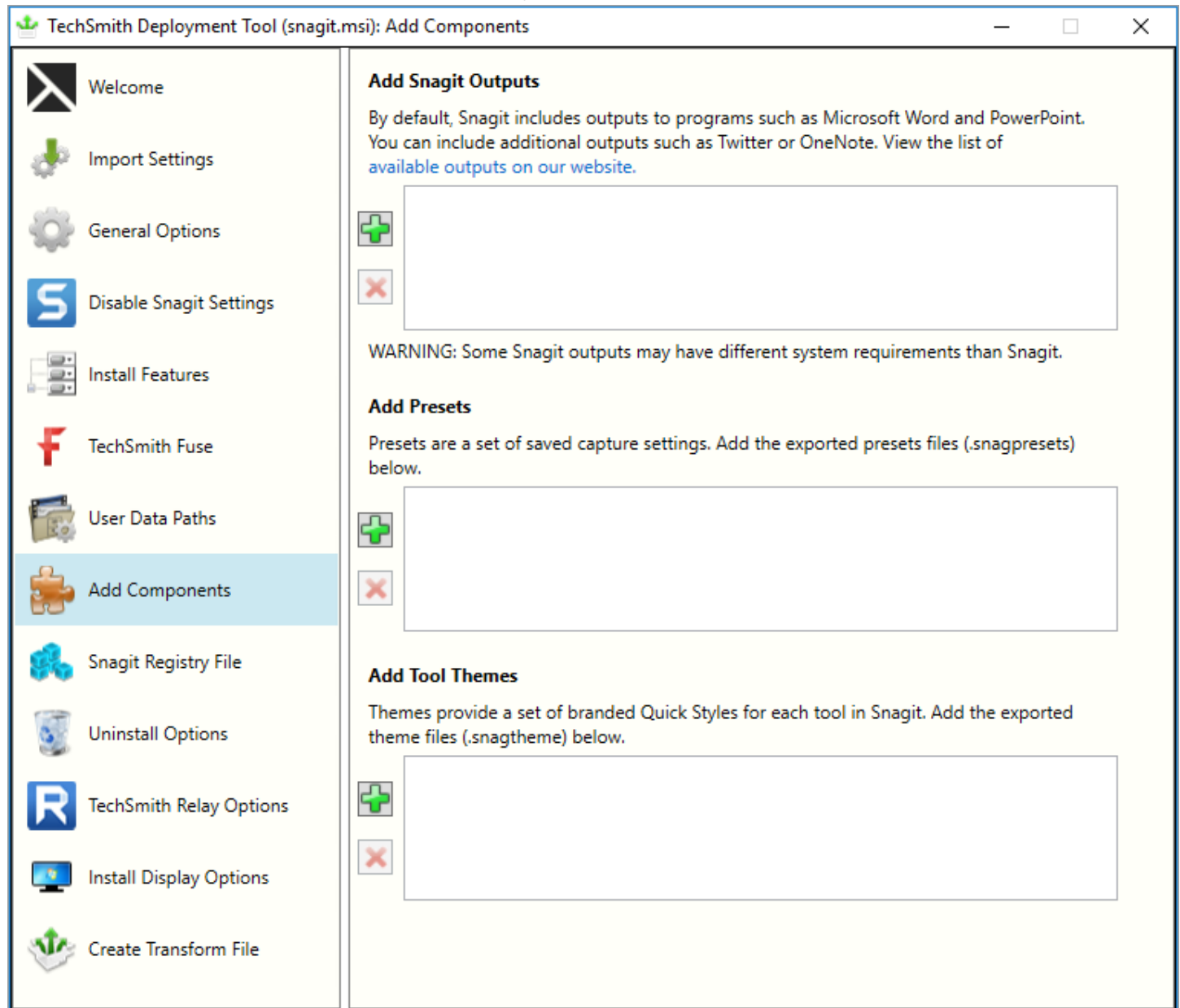
- For roaming profiles, you should use a location that is common and available to all users. Snagit cannot load outputs from a network drive location.
- If a user does not have write access to the folder, Snagit disables the ability for users to update or remove outputs from the Share Preferences in Snagit Editor.

Other User Settings

User settings such as quick styles, cached thumbnails, additions to the spelling dictionary, TUDI files, etc. are stored by default in: %LOCALAPPDATA%\TechSmith\Snagit.

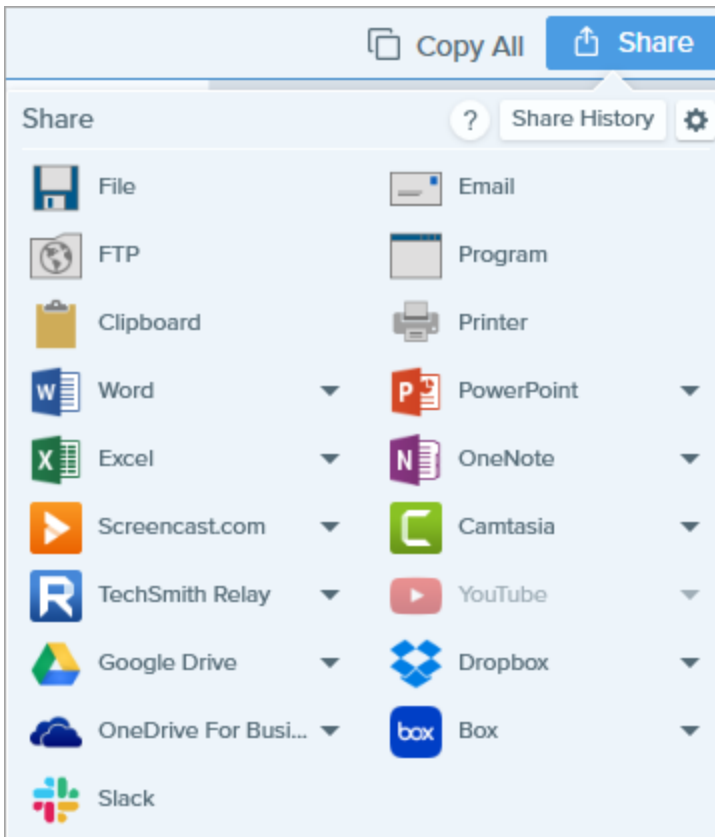
Add Components

The components added are included in the Snagit installation.



Snagit Outputs

Snagit outputs are add-ons designed to allow users to upload content to third-party websites and applications. The outputs appear in the **Share** dropdown in Snagit Editor.



Snagit offers a number of convenient outputs available on the TechSmith website:

<https://support.techsmith.com/hc/en-us/articles/115002022732>.

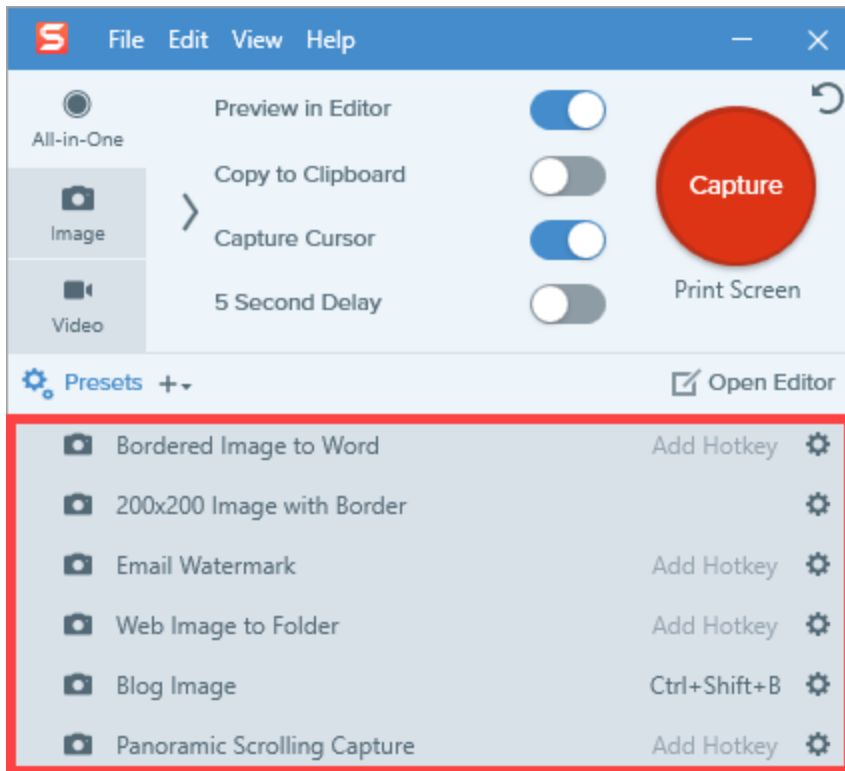
The outputs selected on the [Install Features screen](#) are included in the installation. To include additional outputs:

1. Download the additional outputs to include with deployment from this website:
<https://support.techsmith.com/hc/en-us/articles/115002022732>.
2. On the Add Components screen, click the **Add** button.
3. Browse and select the desired .tscplugin file. Control-click to select multiple files.
4. Click **Open**.

Presets

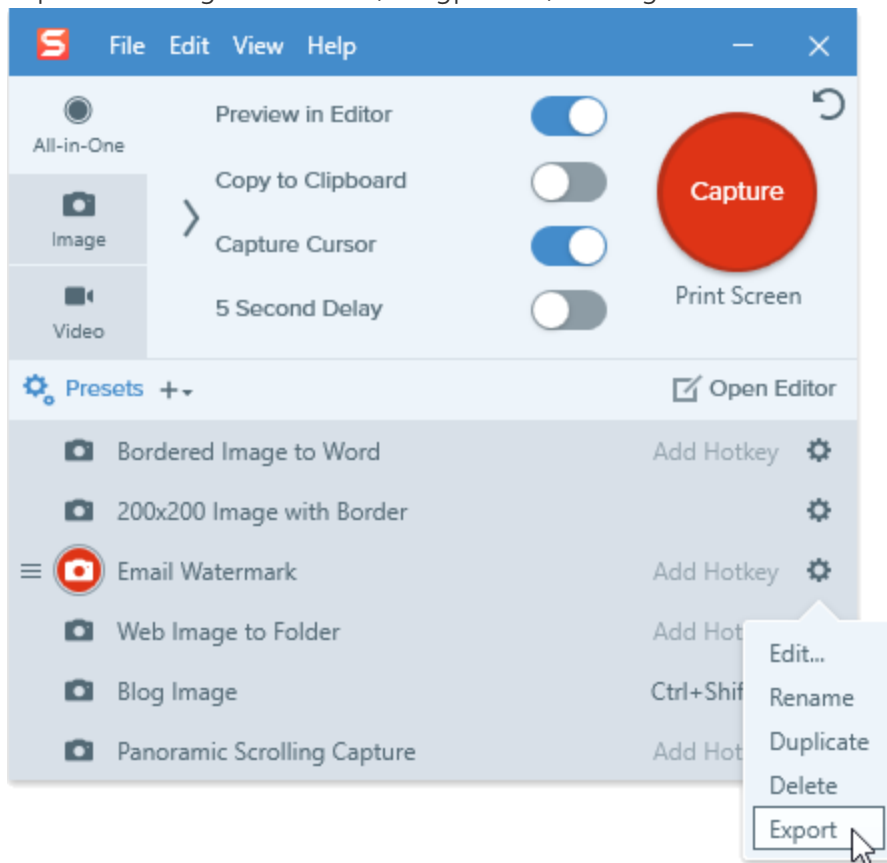
Set up a preset to automatically remember your capture settings. Use presets to:

- Save commonly used capture settings.
- Eliminate the setup time before each capture.
- Quickly switch between capture types based on the task at hand.
- Reduce the editing required by automatically adding effects or selecting the share location.



To deploy Snagit with additional presets, add the exported Snagit Preset files (.snagpresets) on the Add Components screen.

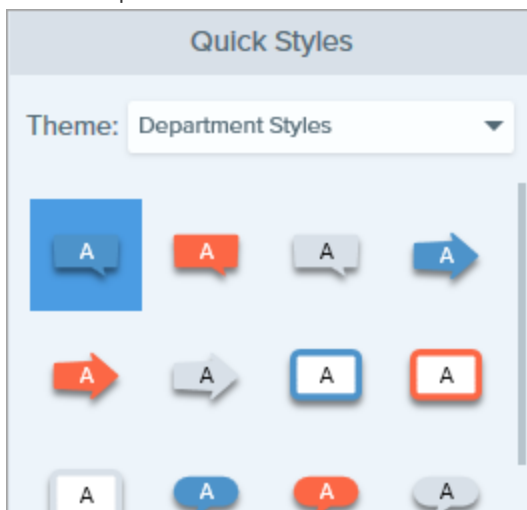
1. Export the Snagit Preset file (.snagpresets) in Snagit Editor.



2. On the Add Components screen, click the **Add** button.
3. Browse and select the desired .snagpresets file. Control-click to select multiple files.
4. Click **Open**.

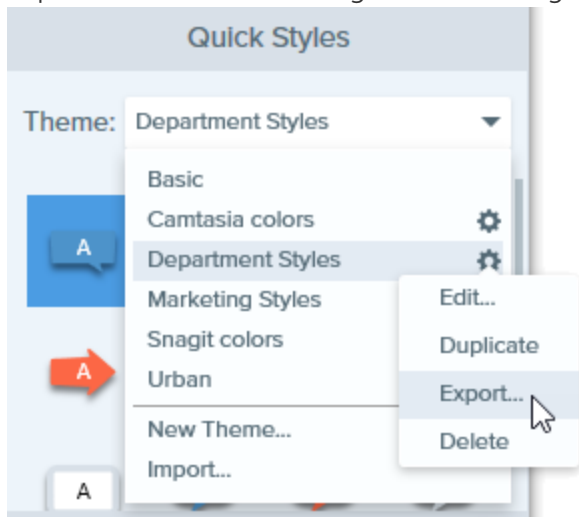
Tool Themes

Themes provide a set of branded Quick Styles for each tool in Snagit Editor.



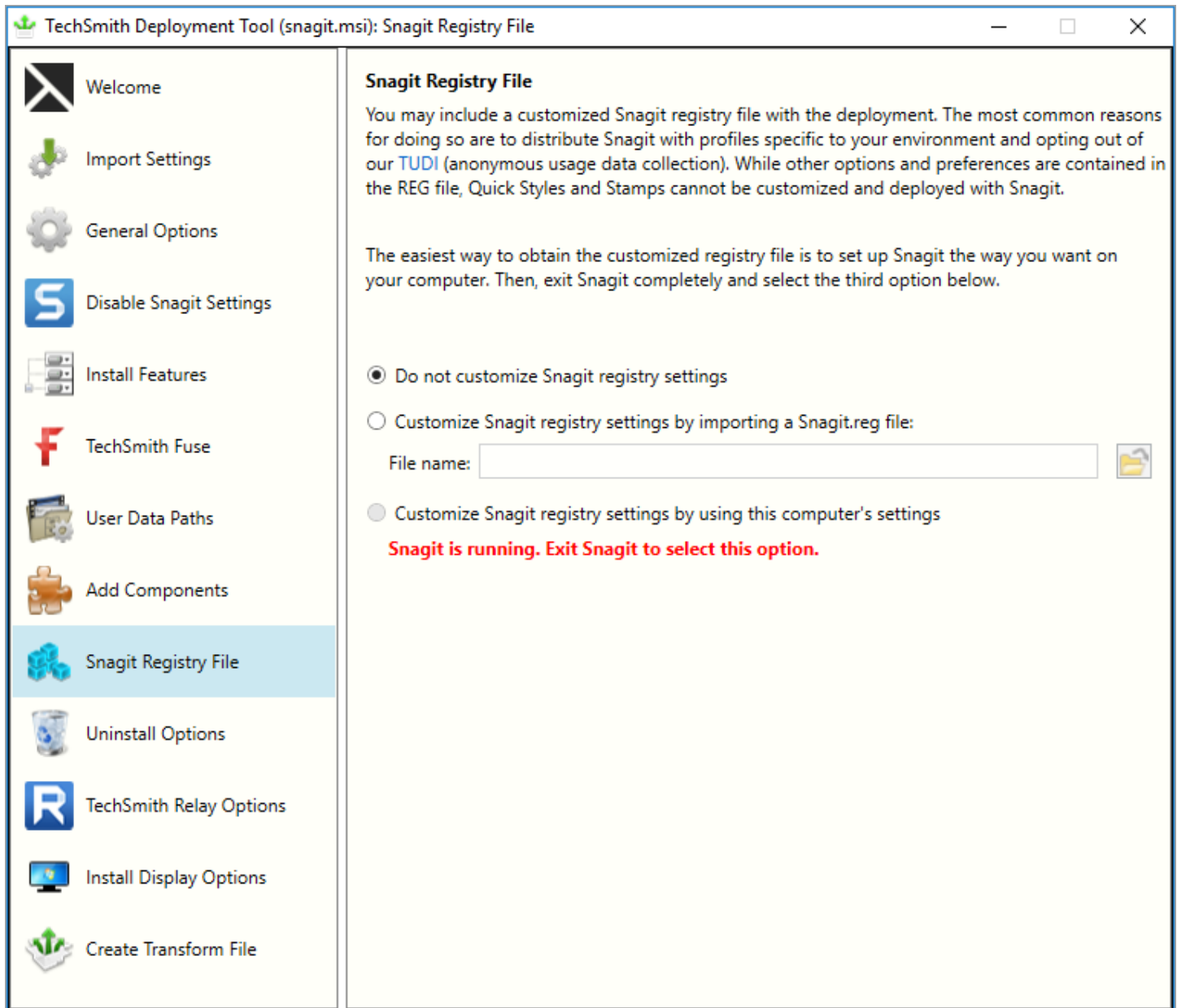
To deploy Snagit with additional themes, add the exported theme files (.snagtheme) on the Add Components screen.

1. Export the theme file (.snagtheme) in Snagit Editor.



2. On the Add Components screen, click the **Add** button.
3. Browse and select the desired .snagtheme file. Control-click to select multiple files.
4. Click **Open**.

Snagit Registry File Options



The registry file contains custom settings within the Snagit application such as presets, appearance settings, and hotkeys.

Some of these custom settings are located in the following locations:

- In the Capture Window, select File > Capture Preferences.
- In Snagit Editor, select Edit > Editor Preferences.

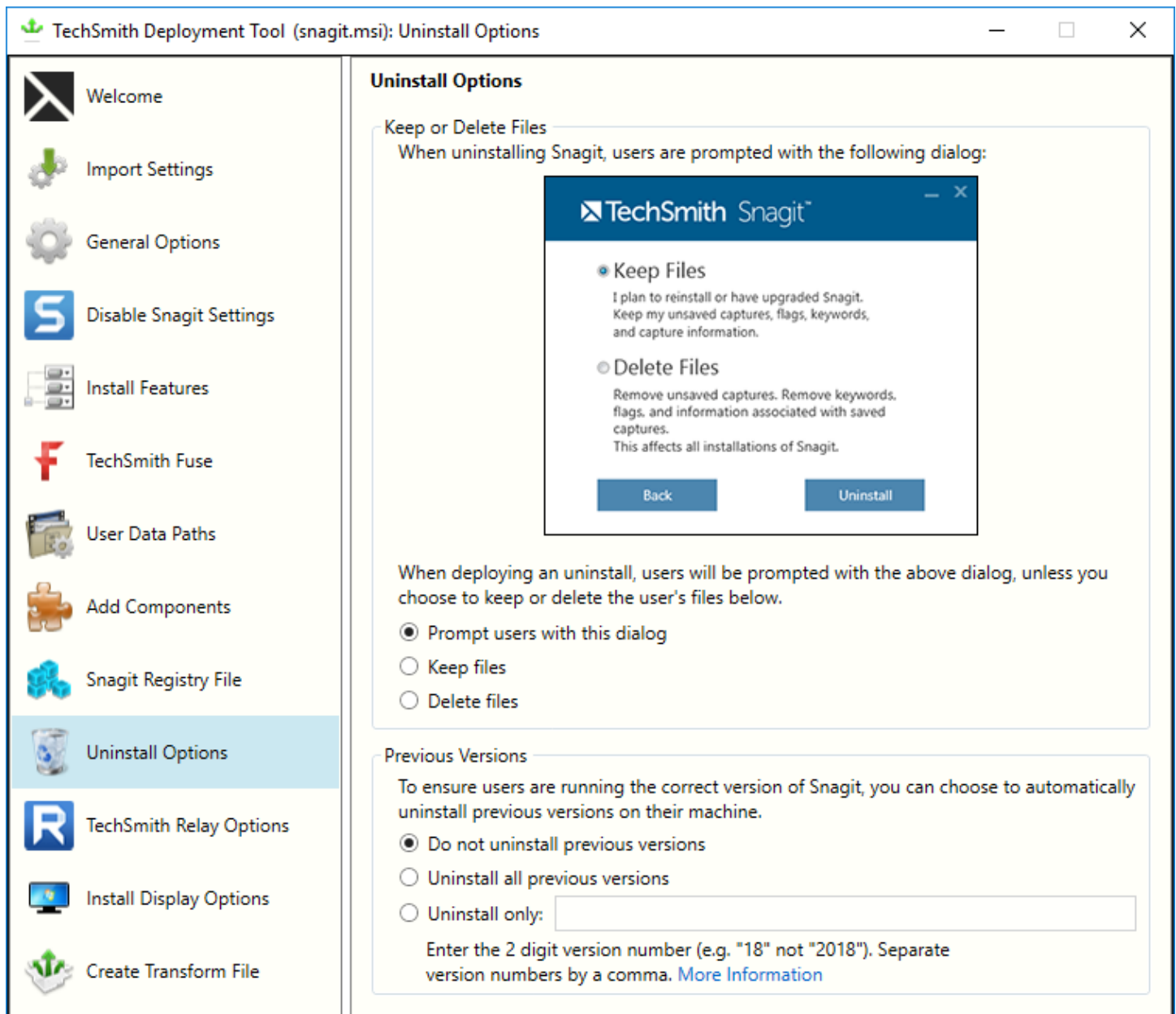
Stamps, Quick Styles, and options in the toolbar are not stored in the registry file and cannot be deployed to multiple users.

To deploy custom Snagit settings to multiple users:

1. Install Snagit.
2. Set up Snagit with the desired settings and customizations for your organization.
3. Close Snagit.
4. Run Command Prompt as an administrator.
5. Make sure Snagit is not running. To create the Snagit registry file on your desktop, enter the following into the Command Prompt:
`"C:\Program Files\TechSmith\Snagit 2020\Snagit32.exe" /e%userprofile%\Desktop\Snagit.reg`
6. In the TechSmith Deployment tool, click the Snagit Registry File tab and select **Customize Snagit registry settings by importing a Snagit.reg file**.
7. Click the **Browse** button to select a Snagit.reg file produced in step 5.

The transform (MST) file generated from the Deployment Tool will use the settings from the registry as the default settings when installing Snagit.

Uninstall Options



Keep or Delete Files

When uninstalling Snagit, there are three options for users' current Snagit files (unsaved captures, flags, tags, and capture information). If you plan to reinstall or upgrade Snagit for a user, we recommend selecting the **Keep Files** option.

Select one of the following options on the Uninstall Options screen:

- **Prompt users with this dialog:** When uninstalling Snagit, allow the user to select whether to keep or delete their current Snagit files.

- **Keep files:** Automatically keep the user's files when uninstalling Snagit. Users are not prompted with this dialog.
- **Delete files:** Automatically deletes the user's files when uninstalling Snagit. Users are not prompted with this dialog.

Uninstall Previous Versions

The UninstallerTool.exe is embedded in the TechSmith Deployment Tool. To download, see [Download the Deployment Tool](#).

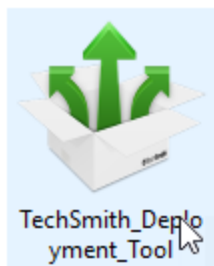
You can uninstall previous versions using:

- [Uninstaller in the Deployment Tool](#)
- [Uninstaller Tool Command Line](#)

To uninstall previous versions without deploying a new version of Snagit, see this [support article](#).

Uninstall Previous Versions using the Deployment Tool

1. Download the Snagit MSI file and the TechSmith Deployment Tool from www.techsmith.com/enterprise-resources.html.
2. Double-click the TechSmith_Deployment_Tool.exe to launch the program.



3. On the Welcome screen, click the **Open MSI Package** button.
4. Select the Snagit.msi file. If you have not previously downloaded the MSI file, download the file [here](#).
5. Click **Open**.
6. On the Uninstall Options screen, select an uninstall option:
 - **Uninstall all previous versions**
 - **Uninstall only:** Uninstalls specific versions of Snagit. Enter the Snagit major version number. Separate versions by a comma. Make sure to enter the 2 digit version number (e.g. 20 not 2020).
7. Select the other desired options in the Deployment Tool for installing the new version of Snagit.
8. On the Create Transform screen, enter the file path and click **Create Transform**.

9. The tool is extracted to the Batch file location selected. Copy the MSI, MST, BAT and UninstallerTool.exe files to the target machine. Make sure the BAT and the UninstallerTool.exe files are in the same folder.

The file paths in the BAT file may need to be updated for any changes to the file location.

10. Open a command prompt with elevated Admin privileges.
11. Run the batch file to uninstall previous versions of Snagit and then install the new version.

Uninstall Previous Version using Command Line

The Uninstaller tool can be run independently or as part of the Deployment Tool process. Make sure to run the command prompt with elevated Admin privileges.

Flags and parameters:

- product *<insert product_name>*
- keep *<insert comma-separated version list>*
- remove *<insert comma-separated version list>*

Examples:

1. Remove all versions of Snagit:

```
UninstallerTool.exe -product snagit
```

2. Remove only versions 13 and 2019 of Snagit:

```
UninstallerTool.exe -product snagit -remove 13, 19
```

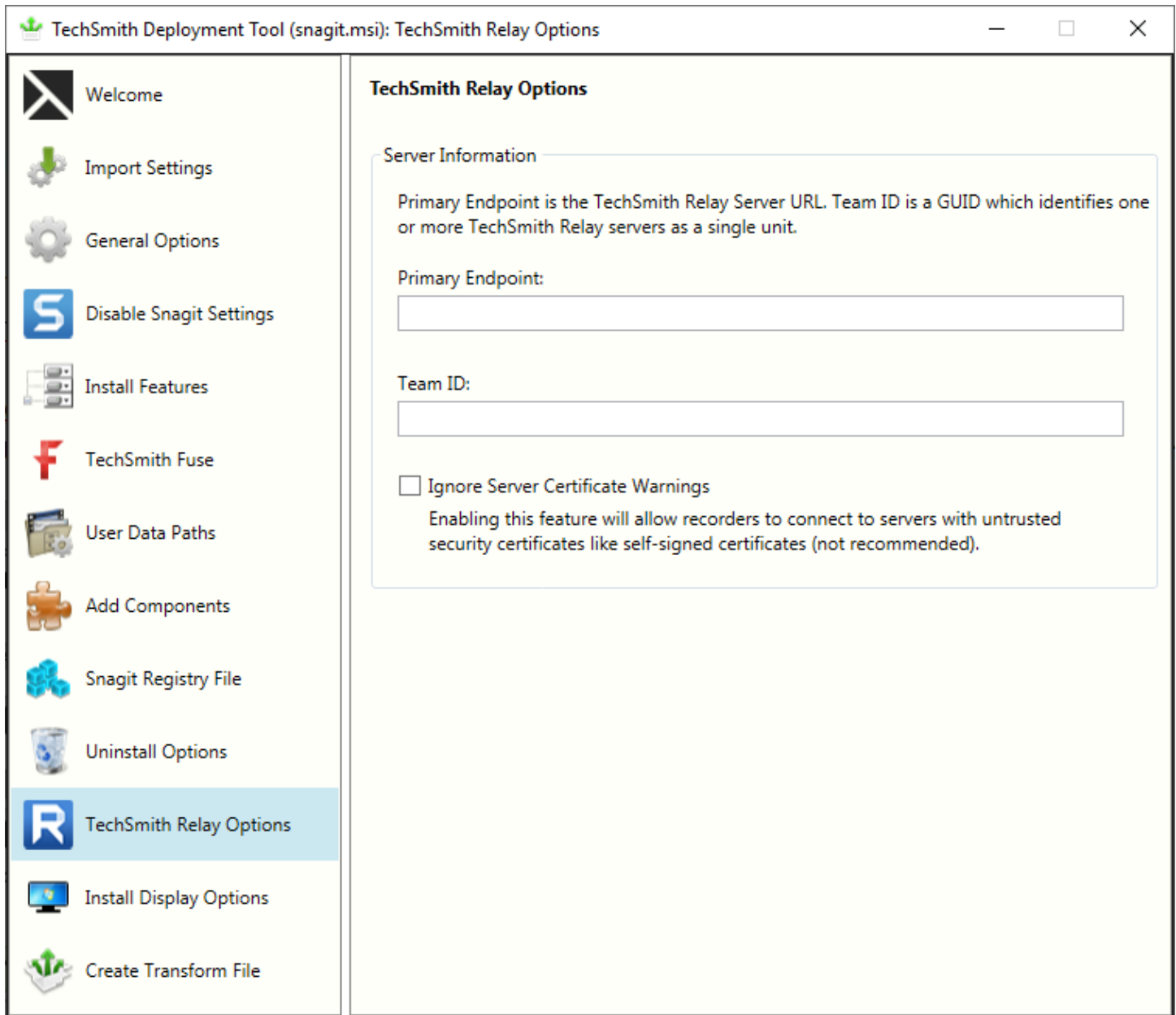
3. Remove all versions of Snagit except 2018 and 2019:

```
UninstallerTool.exe -product snagit -keep 18, 19
```

The Uninstaller tool writes progress information to the standard output. Windows installer log files are created for each version of Snagit that is uninstalled. Windows installer log files can be found in the following locations:

- **MSI installer logs:** Located in the same folder as the Uninstaller tool and are in the form of "Uninstall_<version>_Log.txt"
- **EXE installer logs:** Located in "%localappdata%\temp" with a file name in the form of "Snagit_<version>_SnagitInstaller_<platform>.log"

TechSmith Relay Uploader Options

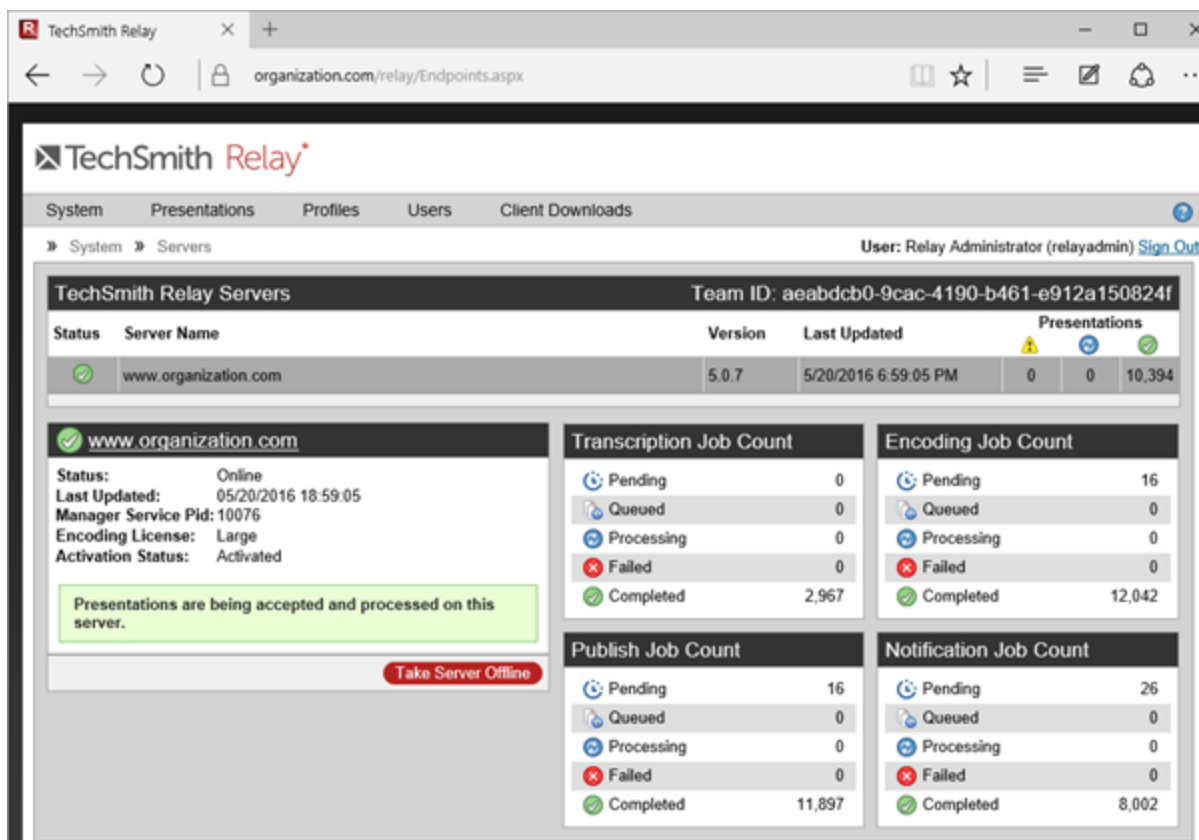


The Relay Uploader Options configures Snagit with an output to your specific TechSmith Relay instance. For this configuration, you need to enter both the primary endpoint (server URL) and Team ID.

The **primary endpoint** value is the web address of your TechSmith Relay Server ending in `rest.ashx`. For example, `http://www.organziation.com/relay/rest.ashx`.

The method for retrieving your Team ID depends on your implementation of TechSmith Relay.

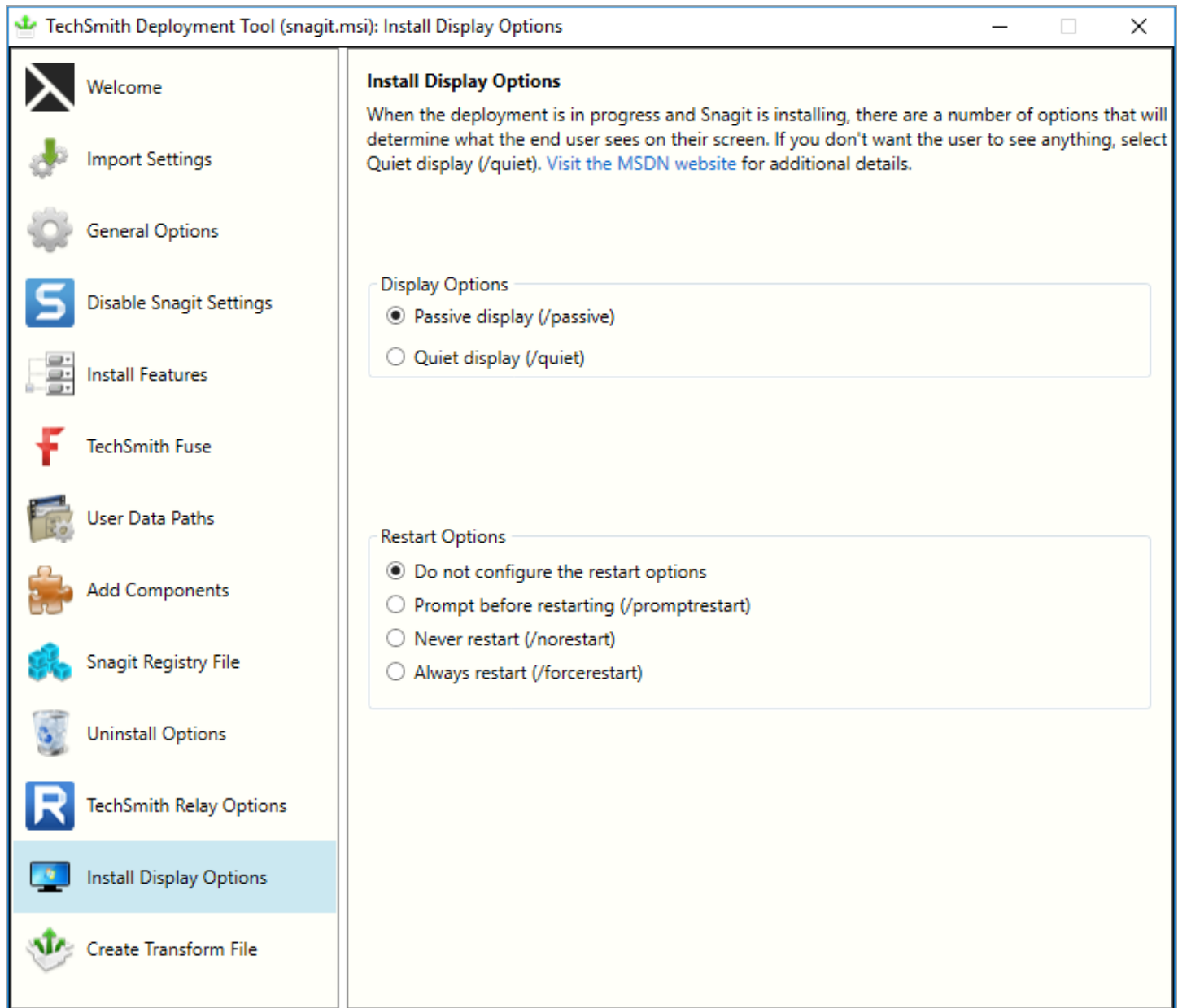
- If you have TechSmith Relay (Self-Hosted), you can log in to the TechSmith Relay website as an administrator and find it on the Servers page.



- If you have TechSmith Relay (Hosted), you can locate the Team ID on the Download Recorders page.
 1. From your TechSmith Relay homepage, click the Create button and then click the Download Recorders link.
 2. On the Download Recorder page, right-click the Configure Snagit button and Copy the link address.
 3. Paste the link into a text editor and extract the unique Team ID.

It is not recommended to select the option to ignore server certificate warnings.

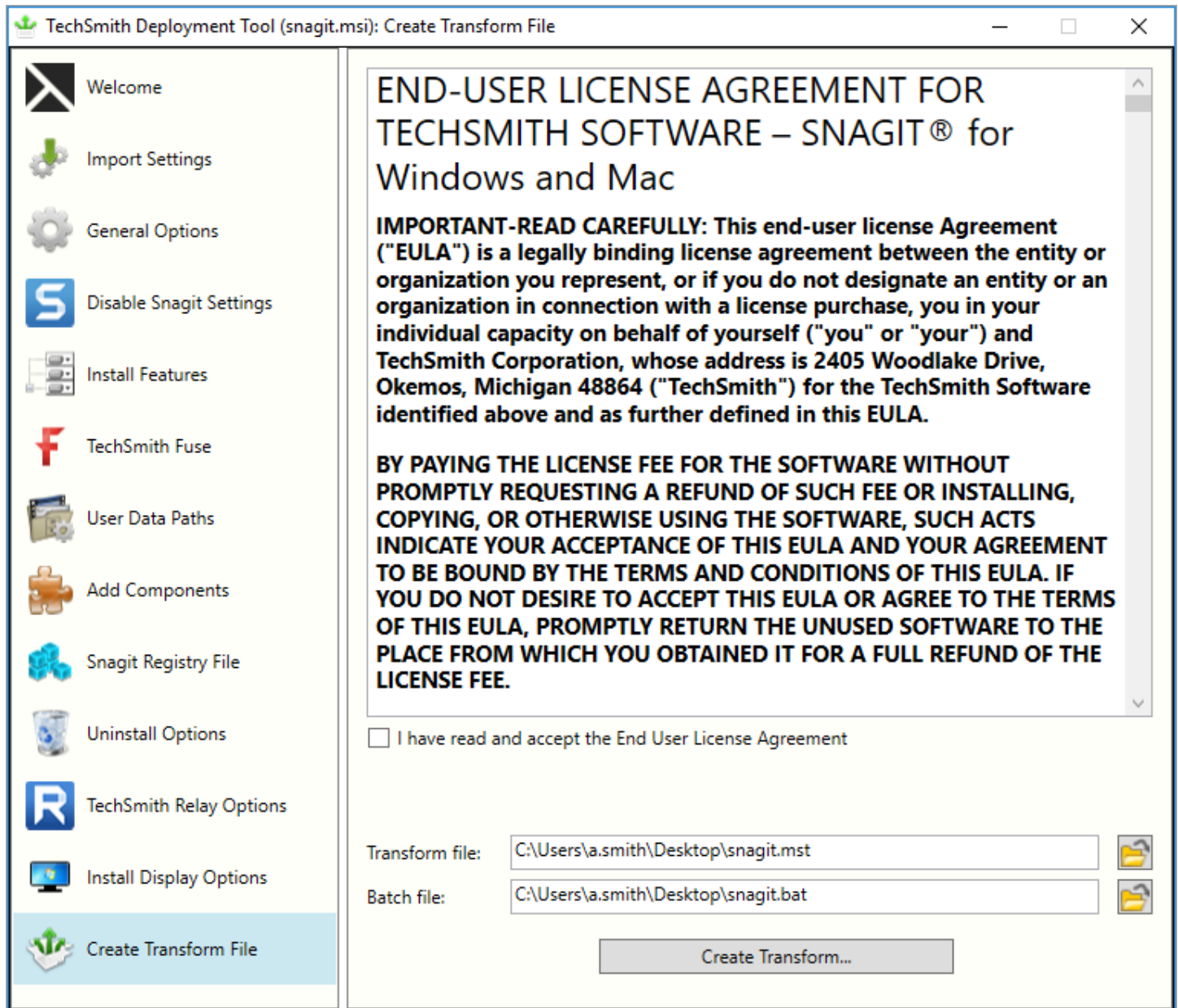
Install Display Options



Select one of the following options:

- **Quiet display:** Installs Snagit silently with no setup interface displayed. May be run from a non-administrator command prompt. It will not return the command prompt until Snagit has finished installing.
- **Passive display:** Installs Snagit from an administrator command prompt. It returns the command prompt immediately (non-blocking). The minimal setup is displayed and Snagit notifies the user when the installation is complete.

Create Transform File



1. Select **I have read and accept the End User License Agreement** checkbox.
2. Click the **Create Transform** button to generate the following files based on the options selected within the Deployment Tool:
 - Transform file (MST)
 - Batch Processing file (BAT)

Additional Resources

Enterprise Resources

- [TechSmith Enterprise Resources website](#)
Download other resources and guides to assist with Snagit enterprise installations.

Technical Support

We're here for you! Visit the [Technical Support website](#) to submit a ticket, find answers online, or contact an expert.