Snagit MSI Installation Guide

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TechSmith®

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Enterprise Installation Overview

This guide is designed for system administrators who want to customize and deploy Snagit installations across a network.

This guide shows you how to manually edit the MSI file to create a transform file with the customized settings to install Snagit across multiple computers on a network.

> **Note:** For basic or customized enterprise installations, download the TechSmith Deployment Tool. To learn more about the tool and available customizations, download the Snagit Deployment Tool Guide from TechSmith Software Deployment & Resources.

The enterprise installation of Snagit includes the following steps:

1. Prepare for the enterprise installation.
2. Create a central installation directory.
3. Create the custom installation using one of the following methods:
    - Customize using the TechSmith Deployment Tool
    - Customize with a third-party tool (Advanced)
    - Customize by editing the registry settings (Optional)
4. Install Snagit in a managed installation across the organization (recommended) or with a manual installation on each individual computer.

Preparing for an Enterprise Installation

Before starting the Snagit enterprise installation across your organization, complete the following:

1. Create a central installation directory.
2. Customize the installation using the basic or advanced customizations.

Step 1: Create a Central Installation Directory

A central installation directory on a network share (e.g. \\machine\share\Snagit) is required for most software deployment schemes, including SMS, group policy, and manual deployment.

Create a central installation directory on a public network share and set the appropriate permissions.

> **Note:** Some deployment tools, such as Active Directory Group Policy, require that the client's machine account have read access to the file share, because the software may be installed before any user logs onto the system.

Step 2: Customize the Installation

There are three methods for customizing the installation:

- Customize using the TechSmith Deployment Tool (Recommended for most installations – Download the Deployment Tool and Deployment Tool Guide from TechSmith Software Deployment & Resources)
- Customize with a third-party tool (Advanced)
- Advanced Customization: Edit the Registry Settings (Advanced)

Customization with a Third-Party Tool (Advanced)

Snagit is a standard Windows Installer-based package. These packages can be customized using transform files (MST).

> **Note:** This option is only recommended if you have previous experience editing an MST file and a tool available to edit your MST files.

The Property and Feature Tables

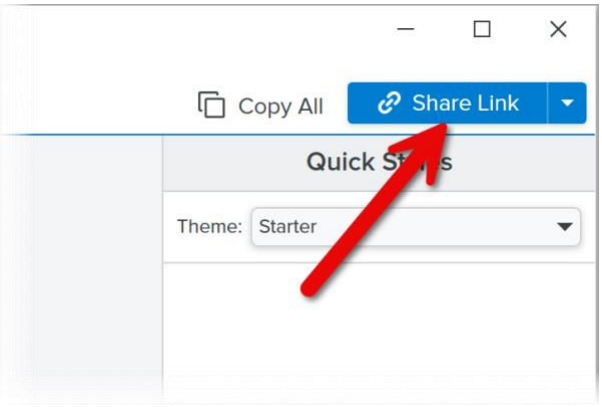
Properties are associated with values that the user can enter into text boxes such as the registration key or checkboxes in the installer. In general, checkboxes are enabled when they are set to 1 and disabled when the property does not exist.

The following can be customized in the Property table:

Property	Description
INSTALLDIR	The location Snagit is installed.
TSC_SOFTWARE_KEY	The registered software key.
TSC_START_AUTO	Run Snagit when Windows starts.
START_NOW	Run Snagit when the installation finishes.
TSC_FUSE_ENABLE	Enable or disable connecting TechSmith Fuse to Snagit.
TSC_FUSE_PORT	Change the port for connecting TechSmith Fuse to Snagit to share image or video files from a mobile device into Snagit.
TSC_NO_DATA_STORE_MOVE	Set to 1 to hide the option for users to change the Snagit Library location.
TSC_DATA_STORE_LOCATION	Enter the path to save the automatically stored files ("Snagit Library").
TSC_APP_DATA_PATH	Enter the path to store user preferences.

Property	Description
TSC_UPDATE_RING	Snagit can check for STANDARD or DELAYED software updates: • Set to STANDARD for faster access to Snagit updates with new features and improvements. • Set to DELAYED for fewer Snagit updates and more stability.
TSC_UPDATE_RING_ALLOW_SELECTION	Set to 0 to disable update ring selection by end users in Snagit Capture Preferences.

Property	Description
TSC_VM_OVERRIDE	Snagit can optimize the performance and display when running Snagit on a VM or Remote Desktop. The optimizations include: • Disable automatic display of the tutorials. • Remove the animation for the selection border. • Do not show the background when selecting an area to capture. • Shortened crosshairs for selection. Set VMOverride to one of the following values: • None: Does not perform any optimizations if running on a VM or Remote Desktop. > **Note:** This option is the same as selecting "No" for the Virtual Machine Optimization option in the TechSmith Deployment Tool. • AutoDetect: Auto detects if Snagit is running on a VM or Remote Desktop and performs optimizations. > **Note:** This option is the same as selecting "AutoDetect" for the Virtual Machine Optimization option in the TechSmith Deployment Tool. • OtherVM: Automatically performs the optimizations. > **Note:** This option is the same as selecting "Yes" for the Virtual Machine Optimization option in the TechSmith Deployment too.

Property	Description
TSC_ACCESSORY_INSTALL_PATH	Enter a path for AccessoryInstallPath to set location to install the Snagit Outputs.
TSC_ALLOW_OUTPUT_MANAGER	The Share Manager allows users to update, add, or remove outputs from Snagit. To access the Share Manager in Snagit Editor, select Edit > Editor Preferences > Share tab. Set to 0 to disable users' ability to turn any share destinations on or off.
TSC_ALLOW_FTP	Enable or disable FTP as a share destination.
TSC_SHARE_LINK_DESTINATION	Customize the Share Link button for one-click sharing to **Screencast** (default), **OneDrive**, or **Google Drive**. Or you can disable the Share Link button.  • Set to {672CDBDB-0270-4eb9-83EC-216377522D21} for Screencast (or leave as the default). • Set to {808B71EE-F742-4561-9EEA-B75D85DFF706} for OneDrive. • Set to {94330D48-EB33-49BB-87F1-AD8C0352C010 for Google Drive. • Set to Disabled to disable the Share Link button.

Property	Description

TSC_ALLOW_TUDI	Send anonymous data on Snagit usage to help TechSmith improve future versions. View the TechSmith Privacy Policy to learn more about how we use usage data. This option must be enabled for users to receive in-app notifications.
	• Show me help and TechSmith promotions:
	  ○ TSC_TUDI_OPTIN_VALUE=1
	• Only show me help notifications:
	  ○ TSC_TUDI_OPTIN_VALUE=1
	  ○ TSC_INAPPNOTIFICATIONBANNERPREFERENCE=1
	• Don't show me notifications:
	  ○ TSC_TUDI_OPTIN_VALUE=1
	  ○ TSC_INAPPNOTIFICATIONBANNERPREFERENCE=0
	• Disable anonymous usage reporting:
	  ○ TSC_TUDI_OPTIN_VALUE=0

TSC_ALLOW_IDENTITY	TechSmith Accounts store user-specific information such as license keys, your user profile, and Screencast.com login. See About TechSmith Accounts.
TSC_ALLOW_ONLINE_HELP	Snagit Tutorials and the TechSmith Support Center are online and require an internet connection. This online help provides content to assist in getting started with Snagit and to find answers to product questions. When offline, help links in Snagit open a PDF that lists all available Snagit help resources. Set to 0 to always open the offline PDF.

Property	Description
TSC_APP_LANGUAGE	Set Snagit to default to the specified language for new installations. Set to: • ENU for English • DEU for German • ESP for Spanish • FRA for French • JPN for Japanese • PTB for Portuguese
TSC_CRASH_DUMPS_ENABLED	Enable or disable sending crash dumps to the 3rd party BackTrace service.
TSC_BYPASS_WEBVIEW2_CHECK	WebView2 must be installed on end-users' machines: • To display enhanced tooltips in current versions. • To allow users to sign in to Slack as a Share destination. • To display account information in future versions. Enable this bypass to prevent Snagit from checking for WebView2 and showing alerts if WebView2 is not detected.
TSC_HIDE_REGISTRATION_KEY	Prevents Snagit from displaying the registration key in the Help menu > About Snagit > Support Information dialog.
TSC_DISABLE_WEBCAM_ON_BY_DEFAULT	Set to 1 to disable Snagit from turning on the webcam by default for Video captures.
TSC_UPDATER_PROXYLIST_VALUE	Specify a custom proxy server list for the auto updater to use when downloading new updates. Each proxy is separated with a blank space. Example: `http=http://10.120.50.5:80 https=https://10.120.50.5`

Property	Description
TSC_DISABLE_SQLCE	Microsoft SQL CE libraries are needed to convert users' libraries from Snagit version 2021 and earlier to Snagit version 2022 and later. This option is disabled by default if a previous version of Snagit is not detected. Set to 1 to turn off installation of SQL CE DLLs. > **IMPORTANT:** Setting this option to **1** will also prevent users from accessing files or importing backups from Snagit version 2021 and earlier. For organizations that cannot have unsupported SQL CE libraries on end users' machines long-term for compliance or other risk mitigation reasons, a separate Snagit Library Conversion Tool is available. For more information, download the Snagit Library Conversion Tool Guide from the TechSmith Software Deployment & Resources page.
TSC_DISABLE_ONBOARDING_WELCOME	On initial launch, an onboarding window opens to show one of the following: • For new users, quick tours of basic app functionality. • For upgrading users, brief looping animations and descriptions of newly-added features. Users can easily dismiss either window. Set to 1 to prevent this window from being shown.

Property	Description
TSC_ALLOW_SURVEY	On initial launch, a two-question survey appears which: • Helps TechSmith understand what users want to accomplish with the app. • Allows users to customize how they access Snagit Capture. Set to 0 to prevent the survey window from being shown.
TSC_ASSET_STORE_INTEGRATION_ENABLED	TechSmith Assets for Snagit, available at https://library.techsmith.com, offers royalty-free stamps, templates, themes, and photos for download and use in Snagit. Consider disabling if users do not have internet access or are in restricted environments that would prevent them from viewing and downloading assets. Set to 0 to disable and remove links and references in Snagit to the assets site.
TSC_EXPERIMENTS_AVAILABLE	Users can help shape Snagit's roadmap by trying out new features in development and sharing feedback. Users can turn individual features on or off at any time. Set to 1 to hide the Experiments tab in Editor Preferences.

The following examples demonstrate the use of the Property table:

- To distribute a site-wide registration key, add the property TSC_SOFTWARE_KEY to the Property table and enter the registration key.
  Note: At launch, Snagit validates the software key on each computer over an internet connection. For instructions on how to activate offline, visit our support article Activate Snagit Offline.

- If you do not want Snagit to automatically start when Windows starts, delete the TSC_START_AUTO row from the Property table.

You can enable or disable some of the Snagit features in the Feature table.

- The Feature column lists the features that the conditions act on.
- The Level column controls the action to take on a feature when the expression in the Condition column evaluates to true, where 3 means "always install" and 0 means "never install".

Advanced Customization: Edit the Registry Settings (Advanced)

You can customize Snagit's settings using a Snag.reg file if you want to customize the options beyond the ones available in the installer. For example, configure preferences, the interface, and more.

If you do not require additional customization, skip to the Installation section.

The custom registry process includes the following:

1. Set up Snagit on a computer with the preferences and other desired options.
2. You can then optionally add entries to the REG file manually.
3. Export the REG file. The exported REG file is deployed with the MSI installation.

SnagitCapture.exe exports program configuration settings from a file named Snagit.reg in the same directory. This file can contain any user customizations such as program preferences, hotkeys, automatic updates, etc.

> **Note:** Snagit automatically imports these settings the first time it is run by each user. After that, Snagit uses the settings saved by the user.

There are three steps to configure and obtain the REG file that will be deployed with Snagit.

Step 1: Configure Snagit using the Snagit Interface

1. Make any desired changes in Snagit.

   Note: Presets, Quick Styles, and Themes are not stored in the registry. They can be deployed by using the Deployment Tool using Snagit 13.1.0 or later.
2. In the Capture window, select **File > Exit Snagit** to close Snagit completely. It is important to exit Snagit and Snagit Editor or your settings will not be saved properly. Make sure Snagit has not been minimized to the Notifications area.
3. Export the Snagit registry settings by opening a command prompt as an administrator. Navigate to where Snagit is installed on your computer and run the following command:

   ```
   SnagitCapture.exe /e snagit.reg
   ```

Step 2: Manually Edit the REG File

The Snagit.reg file is compatible with the Regedit.exe program in Windows. It is not recommended to use a text editor to edit the REG file.

Capture settings and other features in Snagit can be disabled by adding registry entries directly to the Snagit registry. These changes are exported in step three for the distribution with SnagitCapture.exe.

1. Click the Windows Start button and type regedit.
2. Navigate to one of the following (default) paths depending on the feature to be disabled. See Features to determine the appropriate path:
   - HKEY_CURRENT_USER > Software > TechSmith > Snagit
   - HKEY_LOCAL_MACHINE > Software > TechSmith > Snagit
3. Add or modify entries as described in the examples below.
4. Exit RegEdit.

Examples

To disable image capture for each user, add these lines to the registry:

```
[HKEY_LOCAL_MACHINE\Software\TechSmith\Snagit]
"NoImageCaptureSupport"=dword:00000001
```

To disable both image and printer capture support, add these lines to the registry:

```
[HKEY_LOCAL_MACHINE\Software\TechSmith\Snagit]
"NoImageCaptureSupport"=dword:00000001
"NoPrinterCaptureSupport"=dword:00000001
```

Features

The following list contains the features that can be disabled in each Snagit registry:

- In HKEY_CURRENT_USER\Software\TechSmith\Snagit:
    - To opt out of TechSmith's anonymous data collection: Set TUDIOptedIn to dword:00000000
    - To opt into TechSmith's anonymous data collection: Set TUDIOptedIn to dword: 00000001
- In HKEY_LOCAL_MACHINE\Software\TechSmith\Snagit:
    - To disable image capture:
      Set NoImageCaptureSupport to dword: 00000001
    - To disable video capture:
      Set NoVideoCaptureSupport to dword: 00000001
    - To disable printer capture:
      Set NoPrinterCaptureSupport to dword: 00000001
    - To disable automatic update prompts and checks for new versions:
      Set NoAutoUpdateSupport to dword: 00000001
    - To disable "Register Snagit" online dialog:
      Set NoRegistrationDialogSupport to dword: 00000001
    - Enter a path for AppDataPath to set the location to save the custom user settings, such as Quick Styles, thumbnails, and accessories.
    - Enter a path for DataStoreLocation to set the location to store the auto-saved captures and metadata.
    - To hide the option for users to move their Snagit Library location:
      Set DataStoreNoMove to dword: 0000001
    - Set VMOverride to one of the following values:
        - None
          Does not perform any optimizations if running on a VM or Remote Desktop.
        - AutoDetect
          Auto detects if Snagit is running on a VM or Remote Desktop and performs optimizations.
        - OtherVM
          Automatically performs the optimizations. Optimizations include: Disable automatically displaying the tutorials, remove the animation for the

selection border, do not show the background during selecting an area to capture, shortened crosshairs for selection.

- Enter a path for AccessoryInstallPath to set location to install the Snagit Outputs.
- To disable the in-product notifications, set TSC_IN_PRODUCT_NOTIFICATIONS_ALLOW=0

Step 3: Export the REG File

1. Click the Windows **Start** button and type "CMD" into the search field to open a command prompt.
2. Navigate to the folder where SnagitCapture.exe is installed. Typically it is located in C:\Program Files\TechSmith\Snagit\.
3. Export the REG file by running the following command: SnagitCapture.exe /e c:\Users\Public\Snagit.reg

Installation

You can complete the Snagit enterprise installation across your organization by using one of the following procedures:

- A managed installation across the organization (recommended).
- Manual installations on each computer in the organization.

> **Note:** When upgrading Snagit to a newer version, a dialog prompts users to keep or delete their existing Library files. If the user is not available to select an option, the installation fails.
>
> As a workaround, complete a deployment-wide uninstall of the previous version before installing a newer version of Snagit. During the silent uninstall, an administrator can specify via a command line flag whether to keep or delete existing Library files.
>
> - Use TSC_DATA_STORE=1 to bypass the prompt and remove the user's library.
> - Use TSC_DATA_STORE=0 to bypass the prompt and keep the user's library.

Managed Installation Using Group Policy in Windows Server

Using the Windows Server's Group Policy manager, it is easy to deploy Snagit to everyone in your organization.

The following describes one method for deploying Snagit. You can use your preferred method for deploying software in your environment.

1. In the Administrative Tools, open **Group Policy Management**.
2. Select the Default Domain Policy. Right-click and select **Edit**.
3. In the User Configuration, expand Policies and then expand Software Settings.
4. Right-click Software Installation and select **New > Package**.
5. Enter the UNC path to the share. Enter the full UNC path to share, not a local drive. Or, browse to the location through the network.
6. Select Assigned or Advanced for the deployment method.
7. Select **Modifications tab > Add**.

8. Choose the appropriate MST files to transform the package and click **OK**.

   Note: When deploying, make sure accounts for the client computers have at least read access to share.
9. If desired, move the Snag.reg file created earlier into the same directory as the installer. Make sure the file is readable by the client's accounts.

The client's computer installs Snagit on the next user login.

Managed Installation Using Active Directory Group Policy

Using the Active Directory Group Policy manager, it is easy to deploy Snagit to everyone in your organization. The following describes one method for deploying Snagit. You can use your preferred method for deploying software in your environment.

1. Run the Active Directory Users and Computers snap-in.
2. Right-click on the domain and select **Properties**.
3. On the Group Policy tab, select the default domain policy and click **Edit**.
4. Expand Software Settings under Computer Configuration.
5. Right-click Software Installation and select **New Package**.
6. Enter the UNC path to share. Enter the full UNC path to share, not a local drive. Or, browse to the location through My Network Places.
7. Select Advanced published or assigned.
8. On the Modifications tab, click **Add**.
9. Choose the appropriate MST files to transform the package and click **OK**. Make sure that the accounts for the clients' computers have at least read access to share.
10. If desired, add the Snagit.reg file created earlier into the same directory as the installer. Make sure that the accounts for the clients' computers have at least read access to share.

The client's computer installs Snagit on the next user login.

> **Note:** Any errors are logged in the Event Viewer. A common reason for installation failure is an unreadable package, transform, or Snagit.reg file. Make sure that the share and files are readable by the client's computer.

Distribute Snagit Manually

If you do not have a Windows server or another deployment mechanism, you can manually install using the command line. This could be placed in a batch file or script.

1. Add the installer, the Snagit.reg file, and the transform into the same directory on the central file share. The installer searches for a file named Snagit.reg in the same directory as the original MSI file and, if present, automatically installs it into the main Snagit installation directory.

   > **Note:** If an MSI is saved to a folder whose name has special characters, such as accented characters, it will fail to install when running the BAT file.

2. The package and customizations can now be installed manually on the client's computer using msiexec.
3. Any transforms (MST files) are applied by specifying the transform filenames in the property TRANSFORMS on the msiexec command line. Multiple transform files are separated by semicolons.
4. To install Snagit without any user dialogs, applying a transform named "Setup_Snagit.mst," run the following command:

   ```
   msiexec /i \\machine\share\Snagit\Setup_Snagit.msi
   TRANSFORMS="Setup_Snagit.mst" /qn
   ```