

Install Snagit on Remote Desktop Services

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TechSmith®

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Introduction

This guide is intended for system administrators or Information Technology (IT) professionals who are deploying Snagit to multiple users. It includes an example of a custom configuration to help you deploy Snagit within your organization using Microsoft Remote Desktop Services.

TechSmith offers additional deployment options other than the scenarios outlined in this guide. For more information on other options for deploying Snagit within your organization's environment, please consult the following from our Enterprise Deployment and Rollout Resources:

- Snagit Deployment Guide
- Snagit MSI Installation Guide
- Snagit COM Server Guide and Code Samples

> **Note:** Snagit stores the user's captures in a conventional directory (referred to as the Library) rather than a special "DataStore" directory like in Snagit version 2021 and earlier. The default Library directory is %USERPROFILE%\Documents\Snagit\, but this can be customized or correspond to one of several cloud directories (e.g. Box, Dropbox, Google Drive, iCloud, or OneDrive).

System Requirements

- Microsoft Windows Server 2025, Windows Server 2022, Windows Server 2019, or Windows Server 2016
- .NET 4.72 or later
- WebView2 Runtime (included with installer)
- Intel i5 CPU 6th gen / AMD equivalent
- 8 GB of RAM recommended
- 1.6 GB of hard disk space for program installation
- Windows Media feature enabled on the Microsoft Windows Server

Process Overview

These instructions will cover a simple installation of Snagit into a Hosted Shared Desktop environment.

1. Setup and Considerations
2. Create a Transform File (MST) using the TechSmith Deployment Tool
3. Distribute Snagit or use your preferred deployment system
4. Verify the Installation Settings
5. Verify the Initial Launch Settings

To help get you started, an example configuration is used throughout this guide.

Example

This example requires the user to immediately save images to a remote location after taking the capture. In this example:

- The autosave location (Library) is here: %USERPROFILE%\Documents\Snagit\
- The system is connected to a Windows Server 2019 or Windows Server 2016.
- Roaming Profiles are used.
- A file server or cloud storage location may be used when manually saving files after capture.
- The GPO settings are configured to "Delete cached copies of roaming profiles" which removes the local user folders when logged off.

1. Setup and Considerations

Deployment Tool

The example listed in this guide applies to Snagit version 2027 or later and the TechSmith Deployment Tool version 7.4.0 or later. Make sure to use these versions in order to create the correct registry values in HKLM.

See Download the Deployment Tool.

> **Note:** For Snagit to run properly on any Windows machine, users must have Read and Write access to the path %PUBLIC%\TechSmith. This is the default for members of the Local Users group on a Windows server, and users will not be able to start Snagit on the remote desktop if these rights are changed.

2. Create a Transform File (MST)

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

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 TechSmith_Deployment_Tool.exe to launch the program.
3. By default, the Deployment Tool generates the MST and BAT files into the same directory where the executable is launched.
4. The Welcome screen appears. Click the **Open MSI Package** button.
5. Select the Snagit.msi file.
6. Click **Open**.

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

Customize the Settings

The Deployment Tool allows you to customize configuration options. For information on the available settings, download the Snagit Deployment Tool Guide from Enterprise Deployment and Rollout Resources.

Example: Create a fresh (empty) autosave folder and library when the user logs on.

This example requires the user to immediately save images to a remote location after taking the capture. In this situation, set the following options for each screen within the Deployment Tool:

Option	Description
General Options	
Select **Yes** in the Virtual Machine Optimization dropdown.	Snagit performs optimizations when it detects it is running in a virtualized environment. To learn more about the optimizations, see the Snagit Deployment Tool Guide. Select **Yes** to always apply these optimizations.
Select the **Disable in-app updates** option.	Select the **Disable in-app updates** option to allow the system administrator to control software updates and which version users are running across an organization.
Disable Snagit Settings	
Select the **Disable online Snagit registration dialog** option.	The online Snagit registration dialog appears after installing Snagit. Select the **Disable online Snagit registration dialog** option to hide the software registration dialog from users.
Select the **Disable Printer Capture** option.	The Printer Capture option scans the document in a program and opens the capture in Snagit Editor. Select the **Disable Printer Capture** option when deploying in a server environment (e.g. Remote Desktop Services).

Option	Description
	If you disable printer capture, make sure to also deselect the Snagit Printer option on the Install Features screen of the Deployment Tool.
Install Features	
Deselect the **Snagit Printer** option.	The Snagit Printer is installed as a printer destination for programs with printing capability. Deselect the **Snagit Printer** option when deploying in a server environment (e.g. Remote Desktop Services).
Deselect the Snagit outputs that will not be used.	The Snagit outputs help users quickly send captures to third-party websites and applications for easy sharing of images and videos in Snagit. The outputs appear on the Share tab in Snagit Editor. You can select which outputs are available to users. If you disable any of the outputs, the output will not appear on the Share tab in Snagit. For example, if YouTube is blocked in your organization, you may want to remove the **Share to YouTube** option in Snagit by deselecting the **YouTube Output** option on the Install Features screen of the Deployment Tool.
User Data Paths	

Option	Description
For Automatically stored files, select the **Use default location** option.	Snagit automatically saves all captures in the Library folder. The default location for this folder is: %USERPROFILE%\Documents\Snagit\
For Other user settings, select the **Use custom folder** option and enter: %APPDATA%\TechSmith\Snagit	User settings such as Quick Styles, cached thumbnails, additions to the spelling dictionary, TUDI files, etc. are stored by default in: %LOCALAPPDATA%\TechSmith\Snagit

Create the Transform File (MST)

On the Create Transform File screen, click the **Create Transform** button to generate the Transform file (MST) and the Batch Processing file (BAT) based on the options selected within the Deployment Tool.

3. Distribute Snagit

This section describes how to install Snagit using the command line.

You can also distribute the MST transform file with your preferred deployment system.

1. Copy the MSI file and the MST transform file to a location accessible from the server.
2. To install Snagit without any user dialogs, applying a transform named "Setup_Snagit.mst," run the following commands:

```
change user /install
msiexec /i \\machine\share\Snagit\Setup_Snagit.msi TRANSFORMS=”Setup_Snagit.mst” /qn
change user /execute
```

Any MST transform files are applied by specifying the transform file names in the property TRANSFORMS on the msiexec command line. Multiple transform files are separated by semicolons.

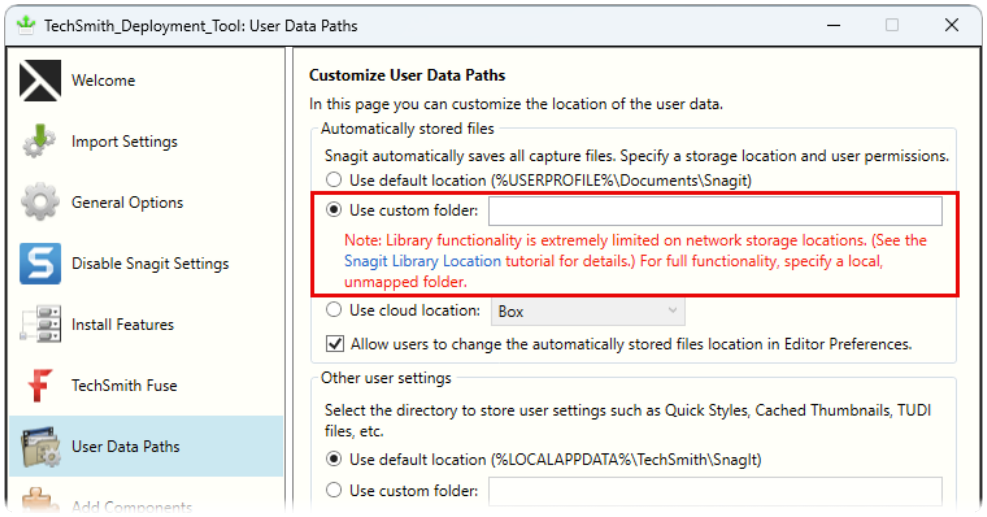
4. Verify the Installation Settings

1. Open the Registry Editor and browse to:
   HKEY_LOCAL_MACHINE\SOFTWARE\TechSmith\Snagit
2. Verify the settings.

Example Configuration

This example requires the user to immediately save images to a remote location after taking the capture.

Name	Data
AccessoryInstallPath	The AccessoryInstallPath allows administrators to maintain control of the installed outputs. It is not recommended to allow standard users write-access to this path. This prevents users from installing or upgrading the outputs. When using Remote Desktop Services set the path to: %PROGRAMFILES%\TechSmith\Snagit\Outputs\
VMOverride	Verify that the registry key is set to "OtherVM." This registry key is set by selecting “Yes” for the Virtual Machine Optimization option within the TechSmith Deployment Tool.
LibraryStoreDirectory	The LibraryStoreDirectory sets the location where the autosaved files are stored. On the User Data Paths screen, verify that Automatically stored files are set to the **Use custom folder** option. This sets LibraryStoreDirectory accordingly in the registry

Name	Data
	(HKEY_LOCAL_MACHINE/SOFTWARE/TechSmith/Snagit). 

5. Verify the Initial Launch Settings

1. Open the Registry Editor and browse to:
   HKEY_CURRENT_USER\Software\TechSmith\Snagit
2. Verify the settings.

Example Configuration

Name	Data
AppDataPath	\\SERVERNAME\SHARE\USERNAME\AppData\Roaming\TechSmith\Snagit
DataStoreDriveType	3 (for a fixed (local) drive)
LibraryStoreDirectory	C:\Users\USERNAME\Documents\Snagit