TechSmith Snagit®

Snagit Deployment Tool Guide

Version 2023
Updated March 2023

TechSmith®

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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, download the Snagit MSI Installation Guide from https://www.techsmith.com/enterprise-resources.html

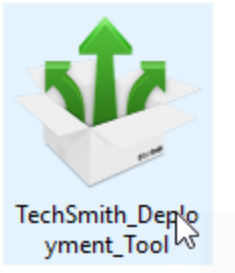
Previous Versions

Download a previous version of the Snagit Deployment Tool Guide:

- Snagit 2022 Deployment Tool Guide
- Snagit 2021 Deployment Tool Guide
- Snagit 2020 Deployment Tool Guide
- Snagit 2019 Deployment Tool Guide

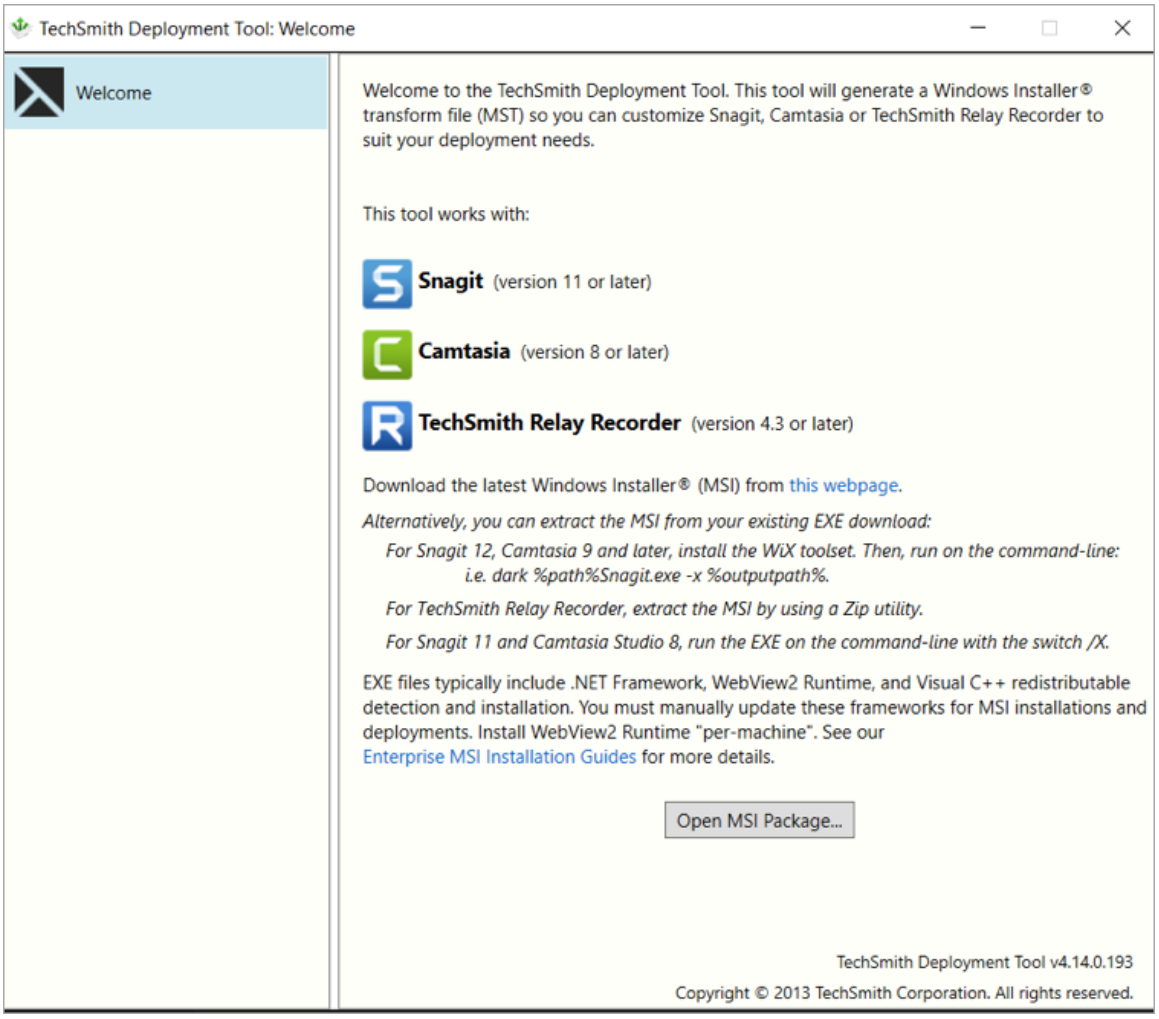
Download the Deployment Tool

1. Download the Snagit MSI file and the TechSmith Deployment Tool from www.techsmith.com/enterprise-resources.html.
2. Verify that .NET 4.7.2 is installed. Refer to .NET Framework versions and dependencies for details.
3. Double-click the TechSmith_Deployment_Tool.exe to launch the program.



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

Welcome Screen



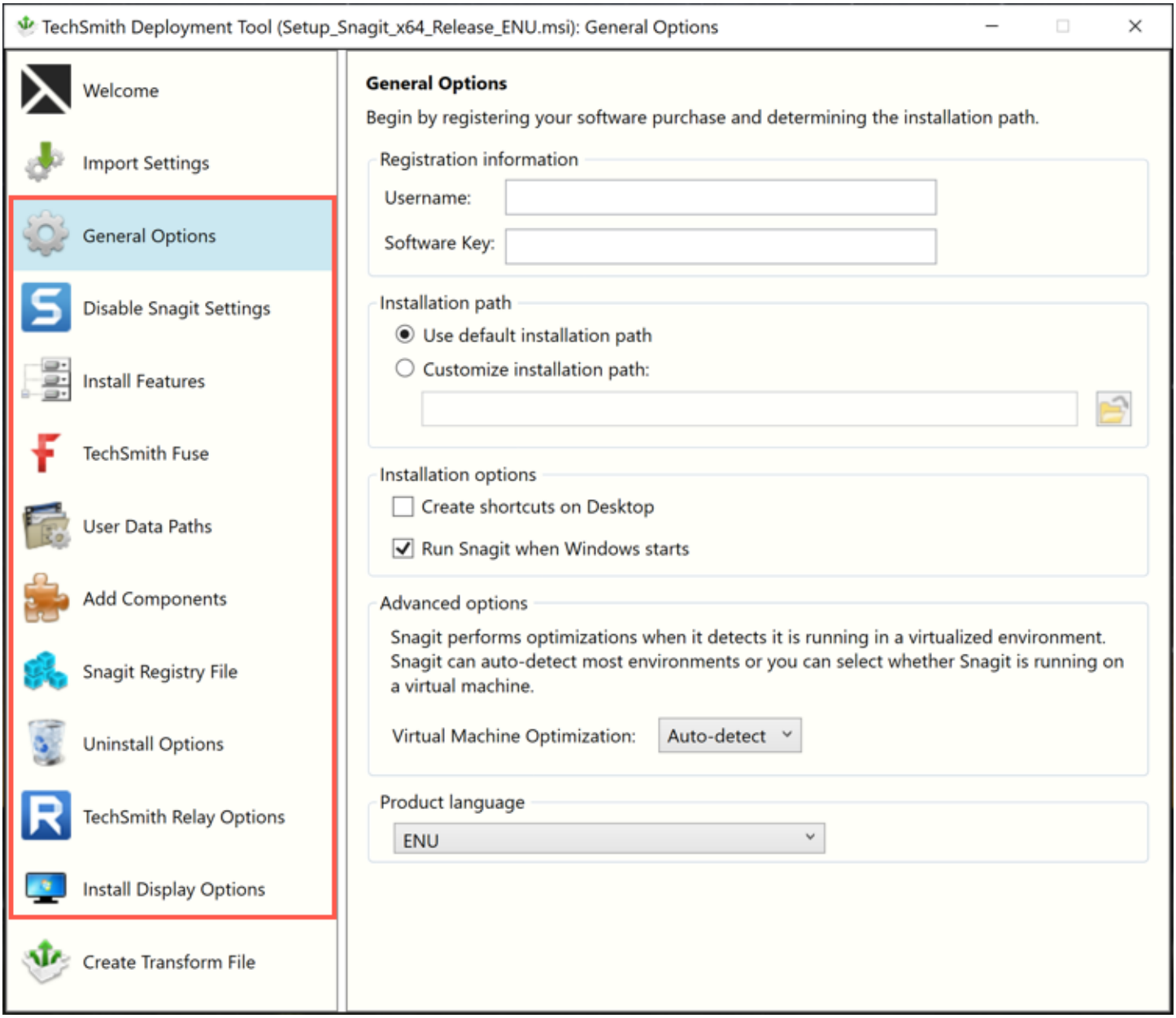
1. On the Welcome screen, click the **Open MSI Package** button.
2. Select the Snagit.msi file. If you have not previously downloaded the MSI file, download the file here.
3. Click **Open**.

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

> **Note:** Microsoft .NET Framework, WebView2 Runtime, and Visual C++ 2019 Redistributed Package are required to run Snagit 2023. These applications are not automatically installed with the MSI installer so they must be installed manually before deploying the software.
>
> Install WebView2 Runtime "per-machine" rather than "per-user" to ensure Snagit's WebView2 Check runs correctly. For installation details, see Installing the Runtime as per-machine or per-user from Microsoft.

Customize a Snagit Deployment

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

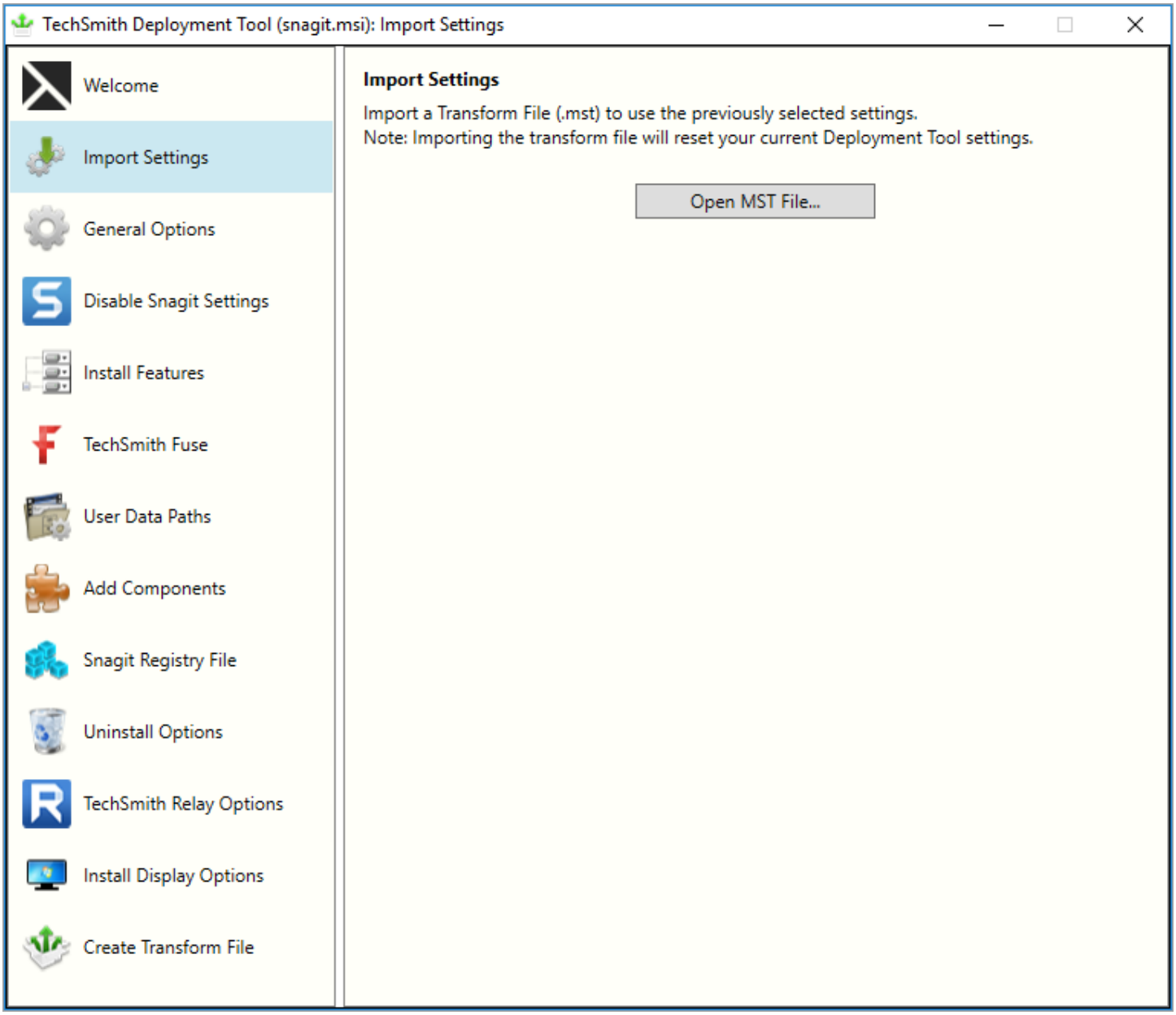


The following sections describe the options available on each screen:

- 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.

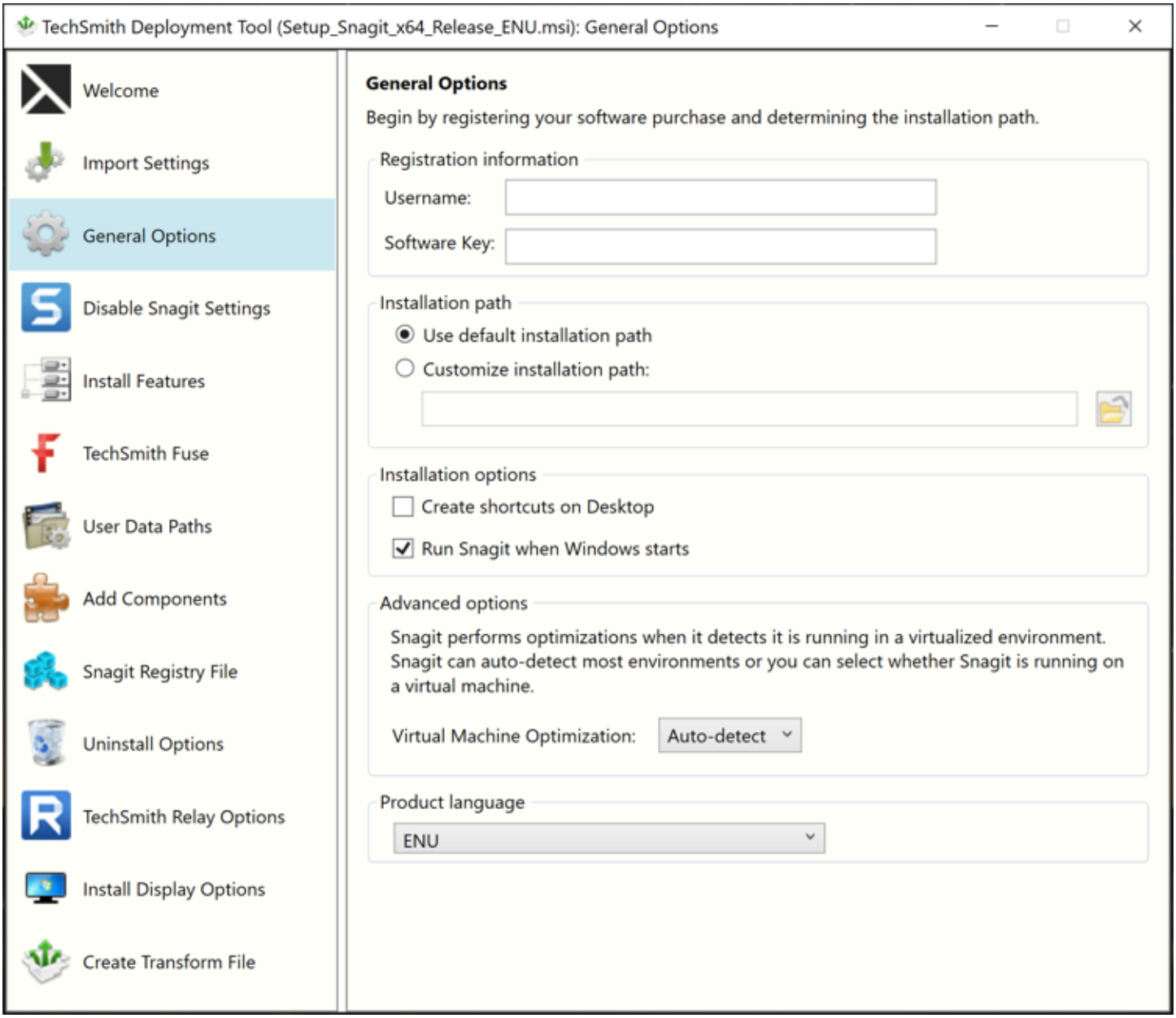
1. On the Import Settings tab, click the **Open MST File** button.
2. Browse to select the transform file (.mst).

   > **Note:** 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



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 FAQ.

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.

> **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: https://support.techsmith.com/hc/en-us/articles/360050288752-Snagit-2021-Offline-Activation-Method

Installation Path

By default, Snagit is installed to the following location on a user's machine: %ProgramFiles%\TechSmith\Snagit 2023

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

Installation Options

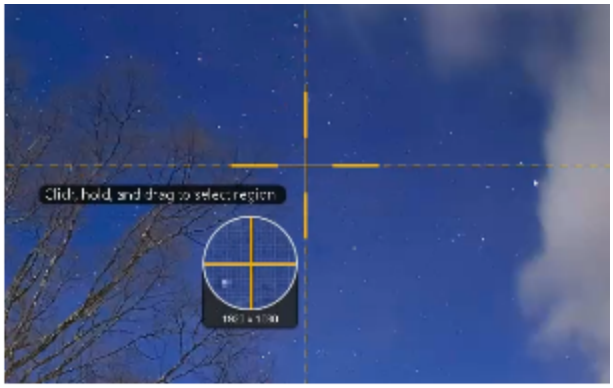
- **Create shortcuts on Desktop:** Creates shortcuts for Snagit and Snagit Editor on the desktop.
- **Run Snagit when Windows starts:** Starts Snagit and the Capture Window. Snagit Editor starts in the background.

Advanced Options

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

- Crosshairs are simplified when selecting an area to capture.

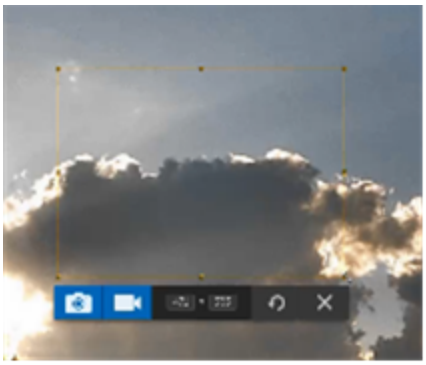
Virtual Environment
Optimizations On



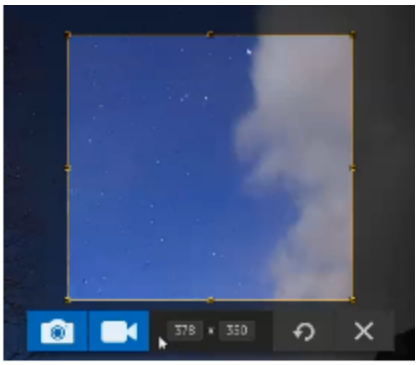
Desktop Environment
Optimizations Off

- Shadow effect is removed
- Crosshair lines do not extend across the entire screen
- Animation around the selected area is removed

- The unselected area is not grayed out after a selection is made.



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.

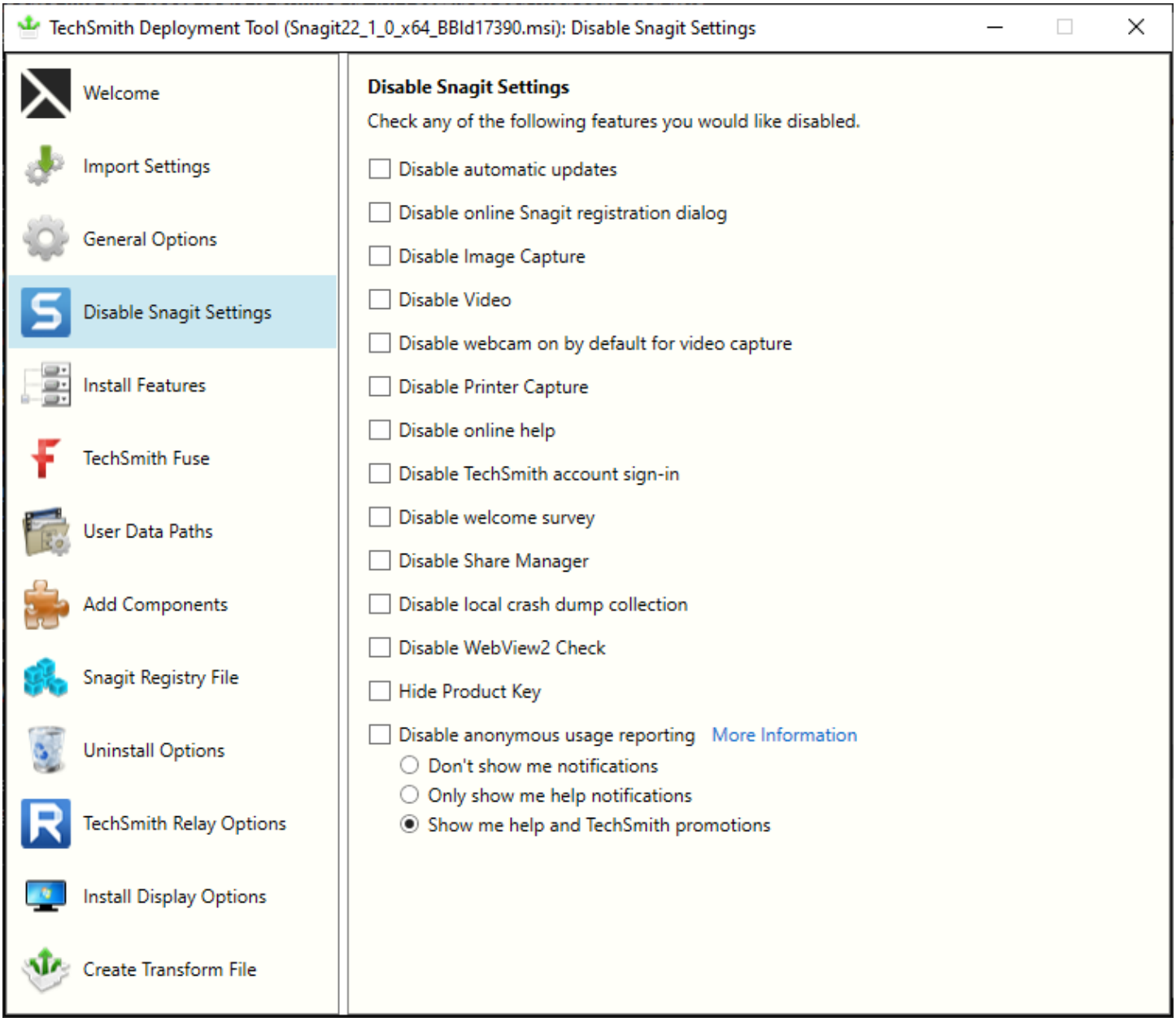
> **Note:** It is recommended to set this option to **Yes** when using virtualization technologies.

Product Language

Select the language for Snagit:

- ENU - English
- DEU - German
- ESN - Spanish
- FRA - French
- JPN - Japanese
- PTB - Portuguese

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.	• As an administrator, you want to maintain control of application updates across the organization and not

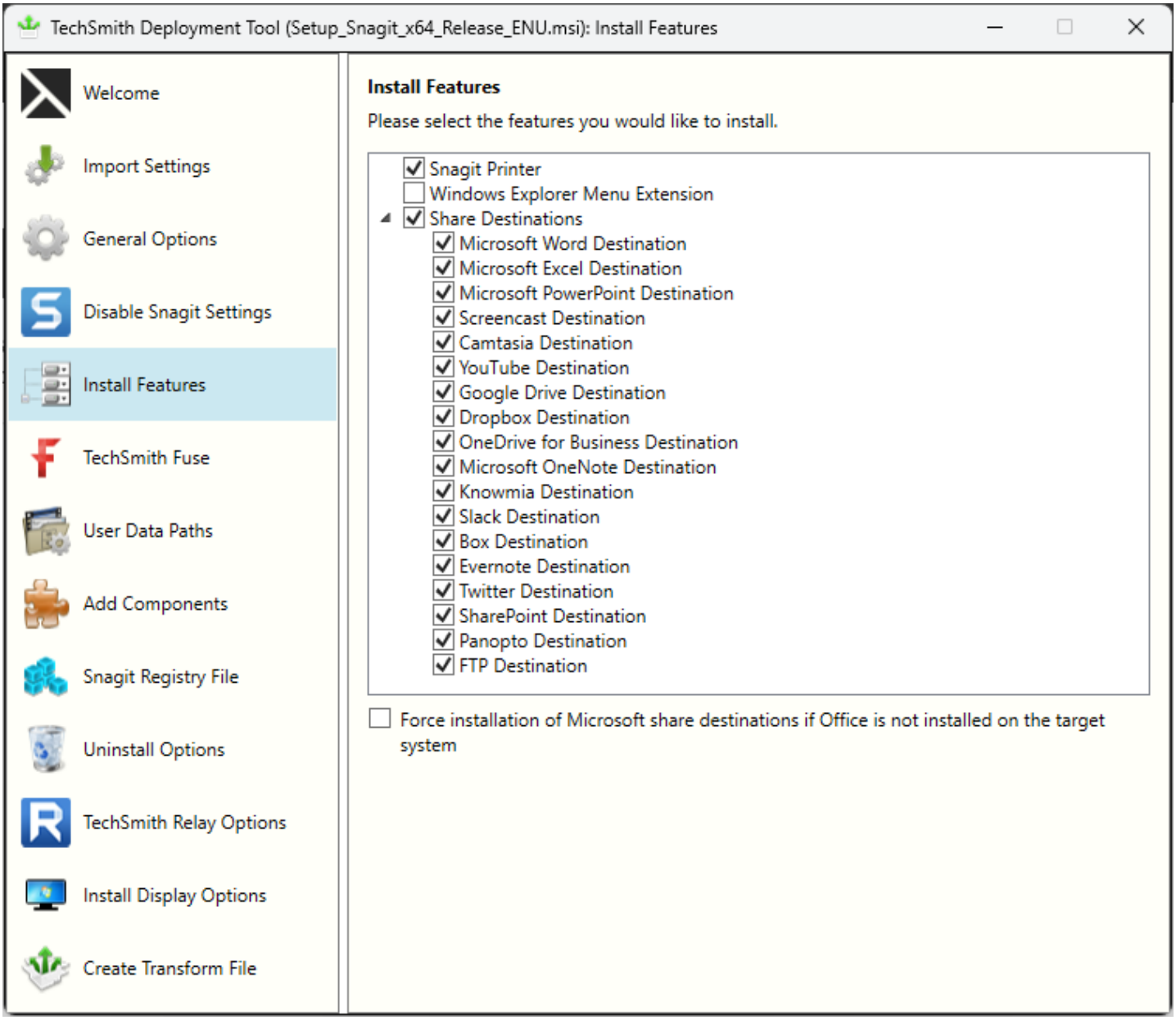
Option	Description	When Should I Consider Disabling It?
		allow users to install updates. • If you want to require individual users or user groups to be on a specific version of the application. • You do not want the TechSmith Uploader Service to install during an update.
Online Snagit Registration Dialog	After installing, the Snagit Registration dialog appears which includes options to register the software online and sign up for product announcements, customer stories, and free tutorials.	• Prevents the online registration dialog from displaying 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.	• 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.	• If users are running Snagit on a computer that does not support video system requirements. • To allow an administrator to control resources (CPU/GPU/Bandwidth) when deploying in virtualized environments. • If running Windows Server 2008 or

Option	Description	When Should I Consider Disabling It?
		Windows Server 2008 R2 to remove the video capture and playback options for users. Video playback and decoding is not supported on this OS.
Webcam on by default for video capture	The webcam is on by default the first time the user selects video capture mode.	• If you only want the webcam enabled when the user selects it.
Printer Capture	Snagit installs as a printer destination for programs with printing capability. The Printer Capture Option scans the document in a program and opens the capture in Snagit Editor.	• When deploying in a server environment (e.g. Remote Desktop Services). **Note:** If you disable printer capture, make sure to also disable the **Snagit Printer** option on the Install Features tab of the Deployment Tool.
Online Help	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. The online help topics are located here: https://www.techsmith.com/learn/tutorials/snagit. While offline, users can browse a PDF located in Snagit that lists all available Snagit tutorials and help resources.	• If the TechSmith website is restricted in your organization or if users do not have an internet connection, you can choose to disable the online help. Disabling this option opens the PDF list of available resources whenever a user accesses help in Snagit.

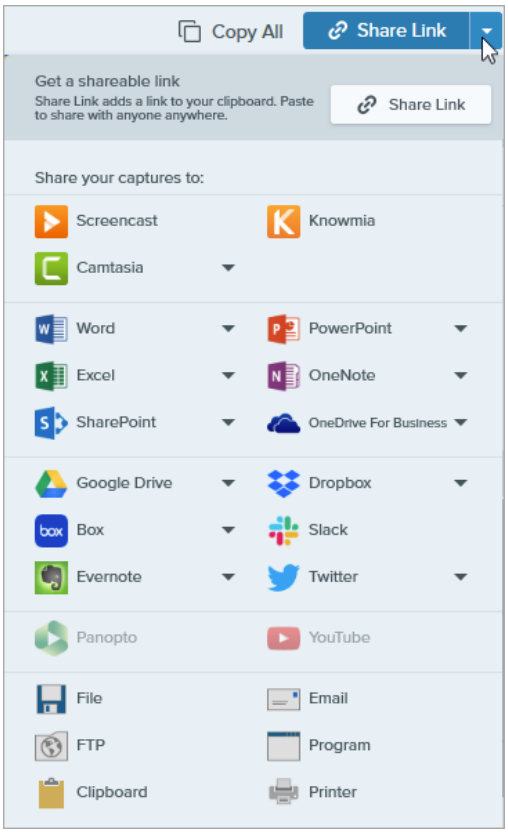
Option	Description	When Should I Consider Disabling It?
TechSmith Account Sign-In	TechSmith Accounts store user-specific information such as license keys, your user profile, and Screencast and Knowmia logins. See About TechSmith Accounts.	• Sign in is not required for users when a single or multi-user key is entered in the Deployment Tool. • Signing into a TechSmith account allows users to share to Screencast and Knowmia. • You may consider disabling this option if you do not want to require users to have TechSmith accounts in your organization.
Share Manager	The Share Manager allows users to update, add, or remove share destinations from Snagit. To access the Share Manager in Snagit Editor, select Edit > Editor Preferences > Share tab.	• If you select to redirect the destinations to a path other than the default. • If you do not want to allow users to update the destinations.
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.	• When you need to preserve drive storage space.
Disable WebView2 Check	Prevent Snagit from checking for the installation of WebView2 and from displaying alerts if WebView2 is not detected.	• If you want to install your own supported version of WebView2. • Or, if you do not want Snagit to get the latest version of WebView2 from Microsoft, which requires an internet connection at the time of installation. • Or, if you do not want to install WebView2 at all.

Option	Description	When Should I Consider Disabling It?
	Note: WebView2 is required: • 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. If WebView2 Check is enabled, WebView2 Runtime must be installed "per-machine" to be detected correctly on end-users' computers. See Installing the Runtime as per-machine or per-user from Microsoft.	
Hide Product Key	Prevent Snagit from displaying the key in the Help menu > About Snagit > Support Information dialog.	• If you do not want users to be able to copy the key.
Disable anonymous usage reporting	Send anonymous data on Snagit usage to help TechSmith improve future versions. Learn more about TechSmith User Design Initiative (TUDI). To receive in-app notifications, such as help tips and TechSmith promotions, you must enable anonymous usage reporting. **Note:** Snagit sends an initial message during installation for license management and compliance purposes.	• 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

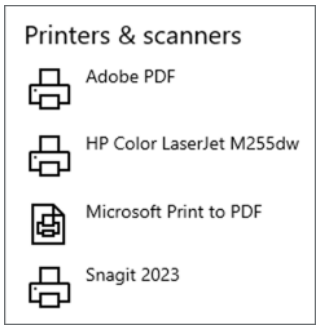


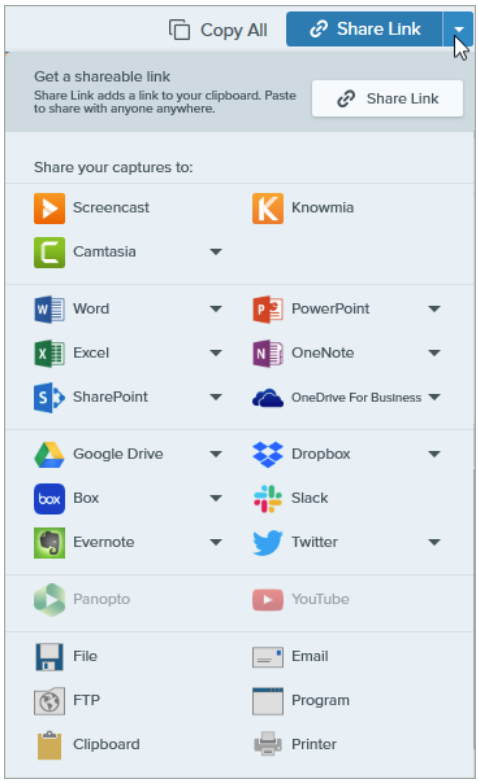
Snagit share destinations are add-ons to help users upload content to third-party websites and applications. The destinations appear in the **Share** dropdown in Snagit Editor.



Select which destinations are available to users. If you disable any of the options above, the destinations will not appear in the **Share** dropdown for the end user.

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

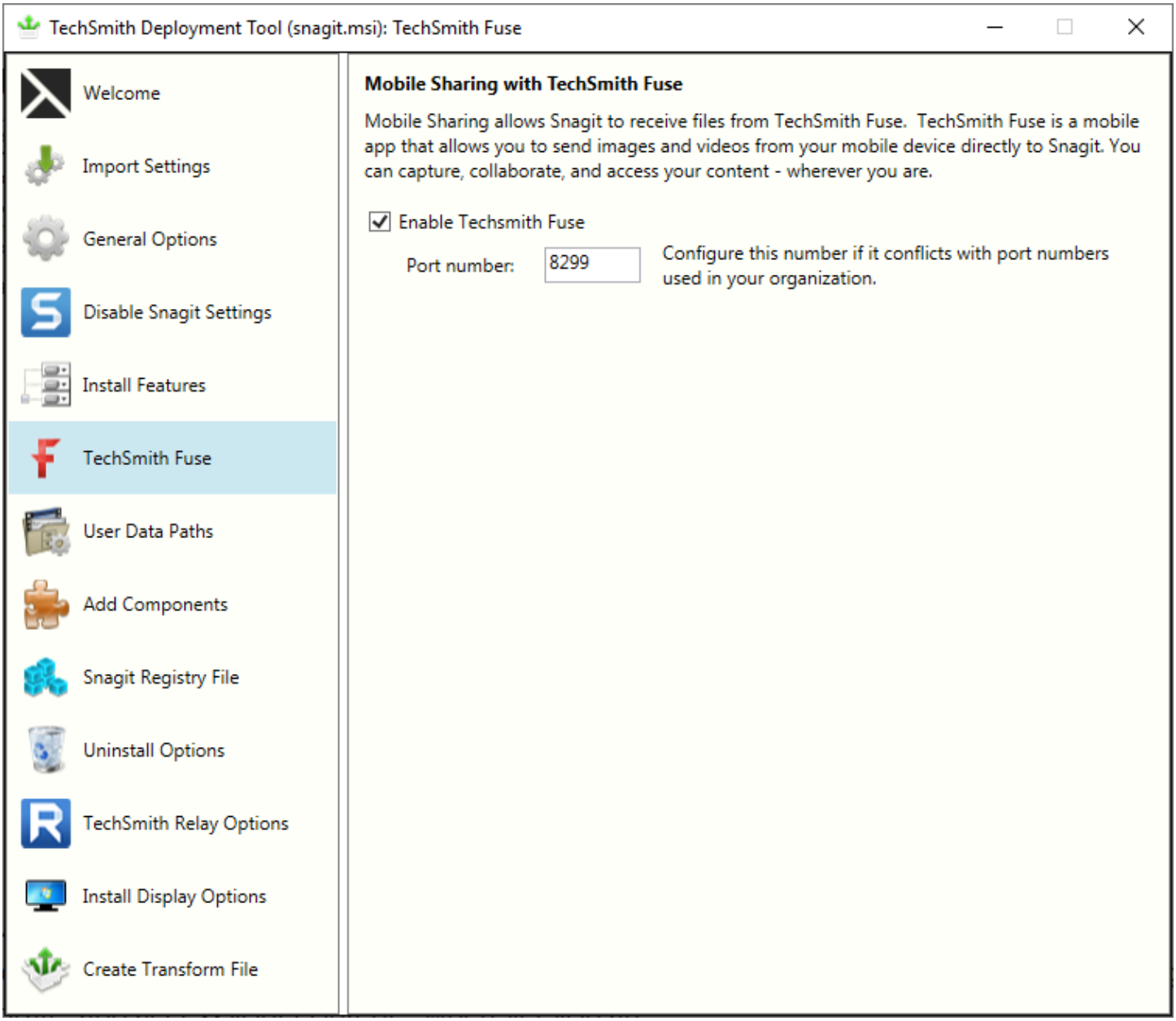
Option	Description
Snagit Printer	Snagit installs as a printer destination for programs with printing capability.  The Snagit Printer option scans the current document in a program and opens the capture in Snagit Editor.

Option	Description
Windows Explorer Menu Extension	Allows users to quickly send and convert images using Batch Export. To access Batch Export in Snagit Editor, select **File > Export**.
Snagit Share Destinations	The destinations appear in the Share dropdown in Snagit Editor and allow users to share their captures to popular applications and cloud destinations. 
Microsoft Word Share	Allows users to insert an image into a Microsoft Word document.
Microsoft Excel Share	Allows users to insert an image into a Microsoft Excel workbook.
Microsoft PowerPoint Share	Allows users to insert an image into a Microsoft PowerPoint presentation slide.
Screencast Share	Allows users to upload an image or video to Screencast for hosting. Screencast provides a URL for quick sharing and the ability to add comments for feedback or collaboration. If you deselect the Screencast Share option, the Share Link functionality is disabled, and the Share Link button is replaced with a Share button.

Option	Description
Camtasia Share	Allows users to import an image or video into the TechSmith Camtasia media bin. **Note:** You must have Camtasia version 7.0 or later installed to share captures using this output.
YouTube Share	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.
Google Drive Share	Allows users to upload an image or video to Google Drive for image or video hosting. Snagit sends the share link to the Clipboard.
Dropbox Share	Allows users to upload an image or video to Dropbox for image or video hosting. Snagit sends the share link to the Clipboard.
OneDrive for Business Share	Allows users to upload an image or video to OneDrive for Business for image or video hosting. Snagit sends the share link to the Clipboard.
Microsoft OneNote Share	Allows users to insert an image into a Microsoft OneNote notebook.
Knowmia Share	Allows users to upload an image or video to TechSmith Knowmia. Snagit sends the share link to the Clipboard. **Note:** Deselect this option if you are disabling installation of the TechSmith Uploader Service under the TechSmith Knowmia Options tab.
Slack Share	Allows users to upload an image or video to a specific Slack channel or Direct Message. Snagit sends the share link to the Clipboard.
Box Share	Allows users to upload an image or video to Box for image or video hosting. Snagit sends the share link to the Clipboard.
Evernote Share	Allows users to upload an image to Evernote.
Twitter Share	Allows users to upload an image or video to Twitter with a 280 character message. Snagit sends the share link to the Clipboard.

Option	Description
SharePoint Share	Allows users to upload an image or video to Sharepoint for image or video hosting. Snagit sends the share link to the Clipboard.
Panopto Share	Allows users to upload a video to Panopto for video hosting.
FTP Share	Allows users to upload an image or video to an FTP server.
Force installation of Microsoft share destinations if Office is not installed on the target system	Forces the installation of Microsoft Office share destinations when Snagit does not detect Office installed on the PC. Recommended for customized or cloud installations of Office.

TechSmith Fuse Options



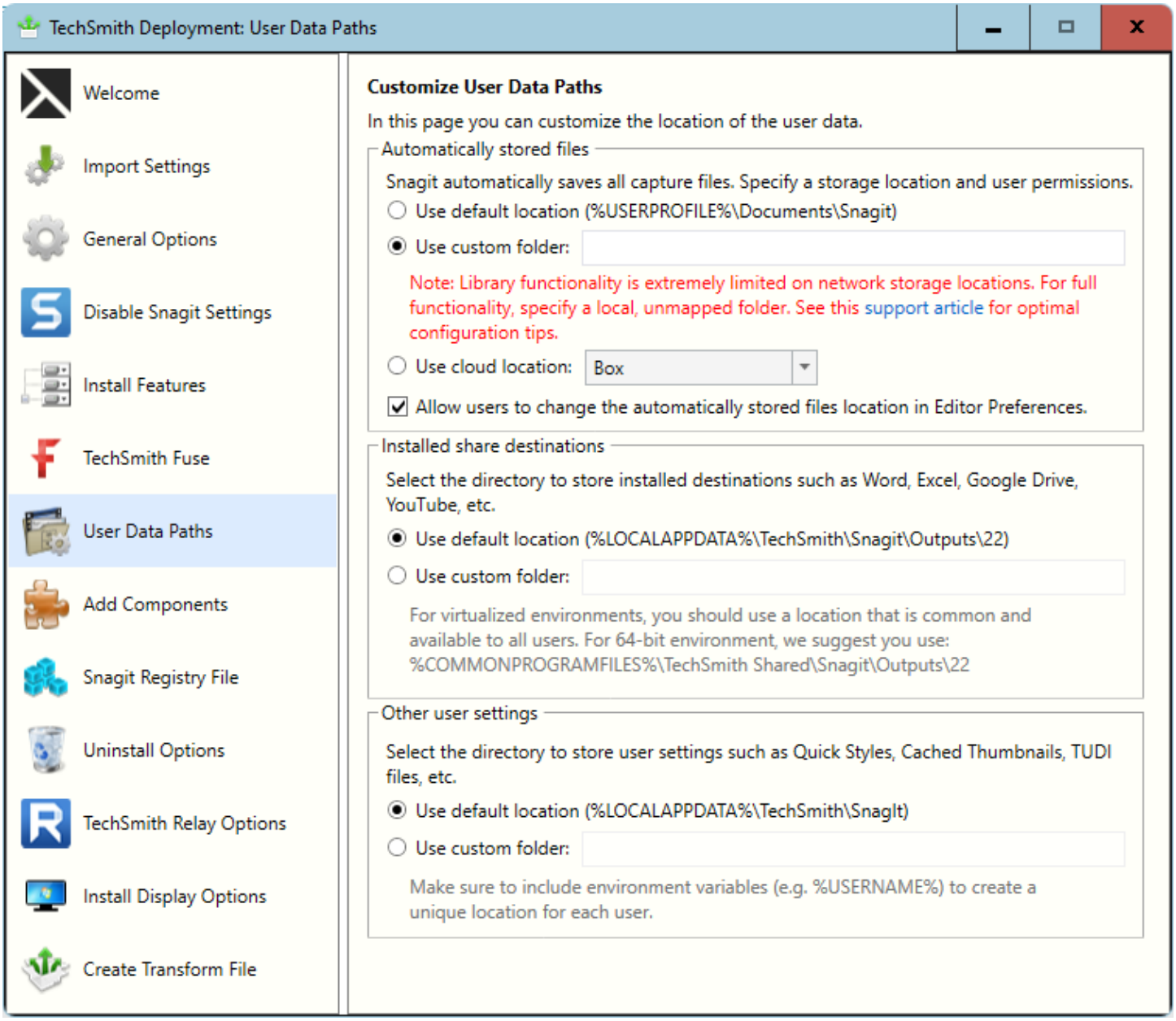
TechSmith Fuse is a mobile app that allows you to send images and videos from your mobile device directly to Snagit. You can capture, collaborate, and access your content - wherever you are.

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

- iOS version 13.6 and later (phones and tablets)
- Android version 7.0 and later

Note: Some security settings and wireless network environments may not allow connectivity to a desktop. Make sure to confirm port 8299 is open 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 in the library folder. Select a location for this folder from the following options:

- **Default:** %USERPROFILE%\Documents\Snagit\
- **Custom location:** Specify a local folder other than Documents.

> **Note:** In Snagit 2023, it is possible but not recommended to set the library location to a network drive (either directly or indirectly via mapped folder). In this situation:
>
> - File counts are not displayed.
> - Search is limited to file name.
> - Filter categories are not available.
> - Tagging is disabled.
>
> For full functionality specify a local, unmapped folder.

- **Cloud location:** Select a third-party cloud storage option. The third-party app must be installed on the user's computer. Snagit supports OneDrive for Business, OneDrive Personal, Box, Dropbox Business, Dropbox Personal, Google Drive, and iCloud.

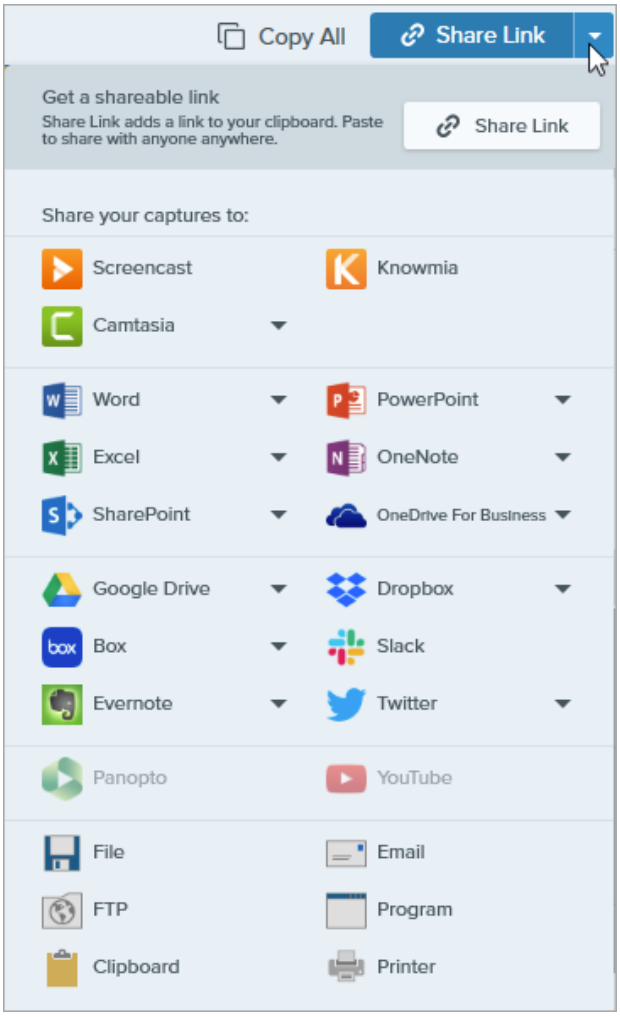
To help prevent users from losing data and to limit users from changing the path, it is recommended to **disable** the options:

- **Prompt user on first capture to select a storage location.**
- **Allow user to change the automatically stored files location.**

This option for users to change the automatically stored file location is found in **Snagit Editor > Edit > Editor Preferences > Library tab > Library location**.

Installed Outputs (Share Destinations)

The Snagit outputs (destinations) 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 (destinations) is:

- For Snagit 2023: %LOCALAPPDATA%\TechSmith\Snagit\Outputs\23
- For Snagit 2022: %LOCALAPPDATA%\TechSmith\Snagit\Outputs\22
- For Snagit 2021: %LOCALAPPDATA%\TechSmith\Snagit\Outputs\21
- 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:

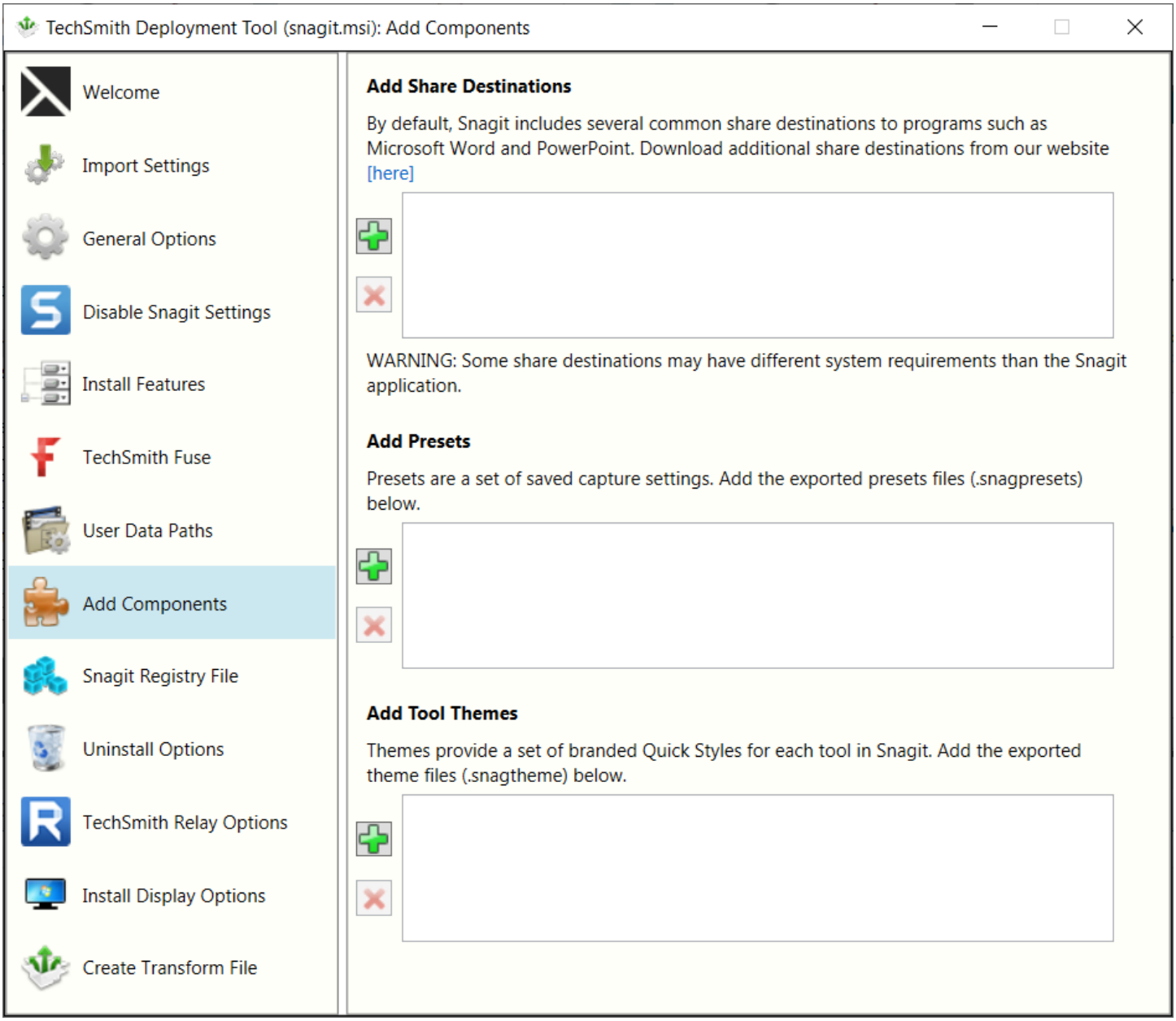
- For roaming profiles, you should use a location that is common and available to all users. Snagit cannot load outputs (destinations) from a network drive location.
- If a user does not have write access to the folder, Snagit disables the ability for users to update or remove outputs (destinations)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

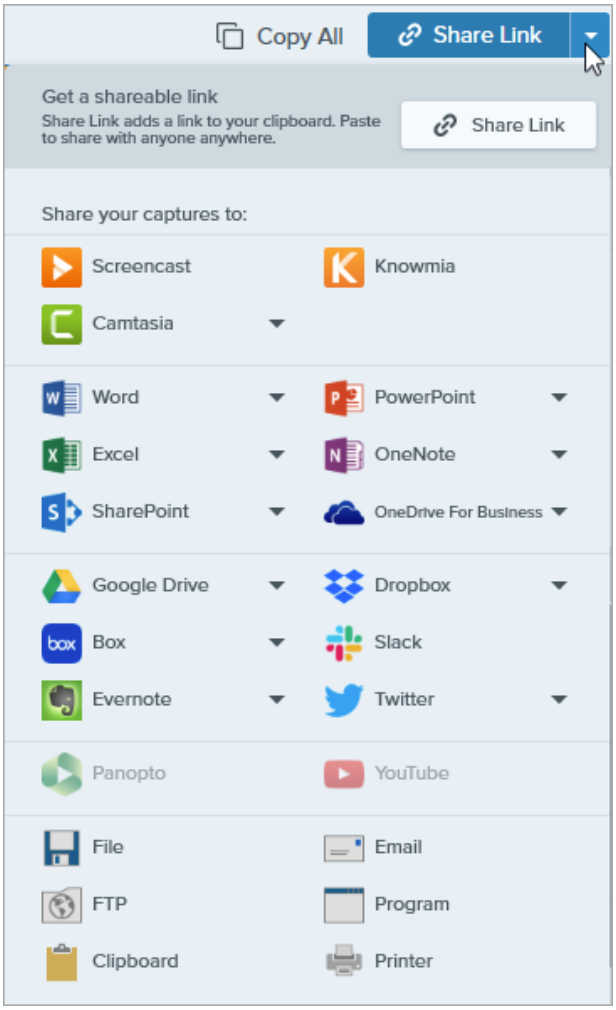
Add Components

The components added are included in the Snagit installation.



Share Destinations

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



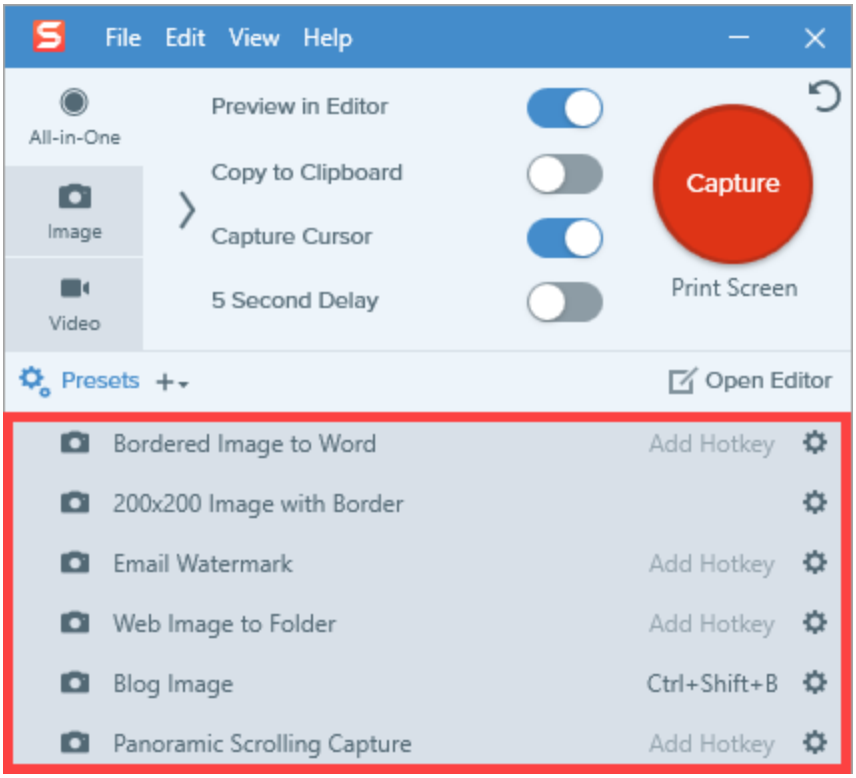
The destinations selected on the Install Features screen are included in the installation. To include additional destinations:

1. Download more destinations 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

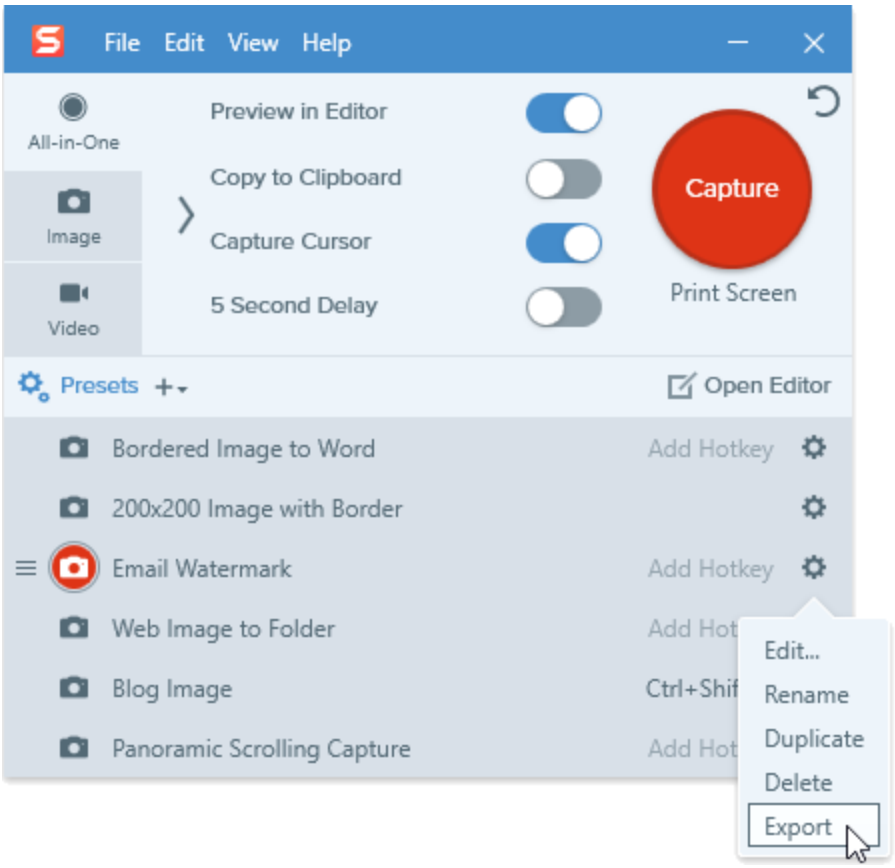
Set up a preset to automatically remember your capture settings. Use presets to:

- 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.

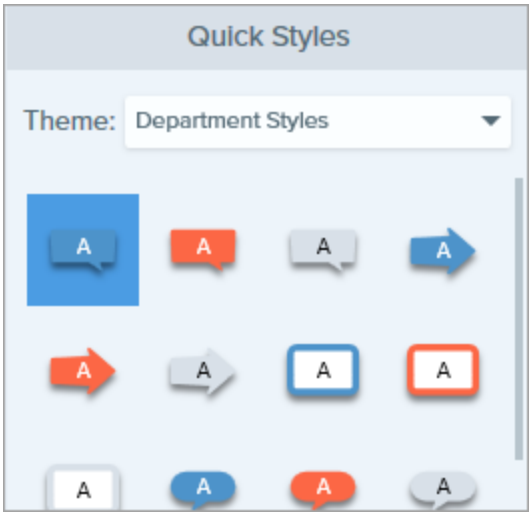
1. Export the Snagit Preset file (.snagpresets) in Snagit Editor.



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**.

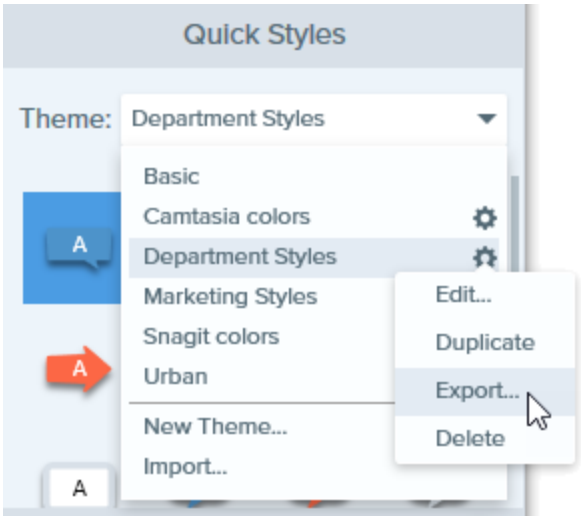
Tool Themes

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



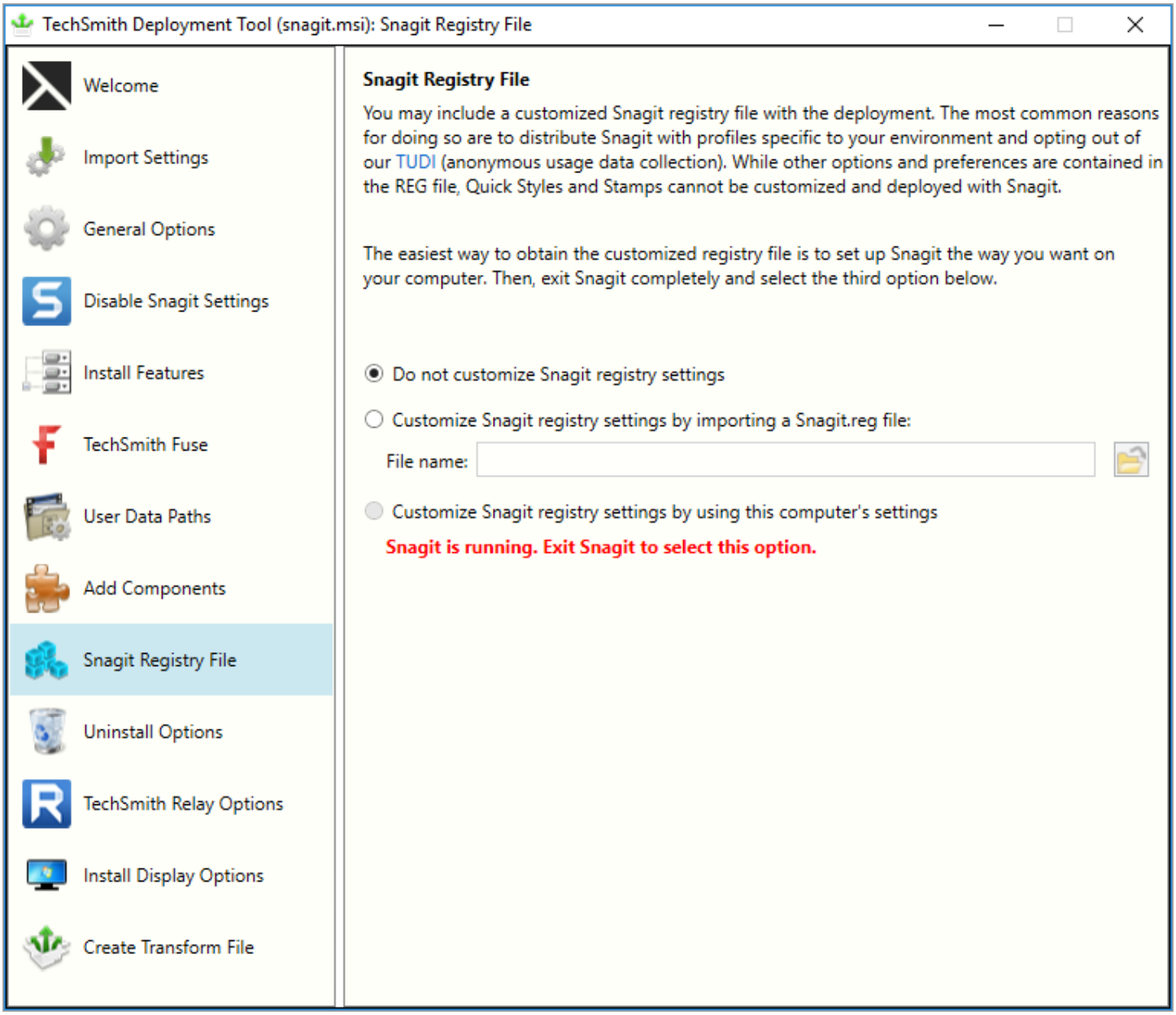
To deploy Snagit with additional themes, add the exported theme files (.snagtheme) on the Add Components screen.

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**.

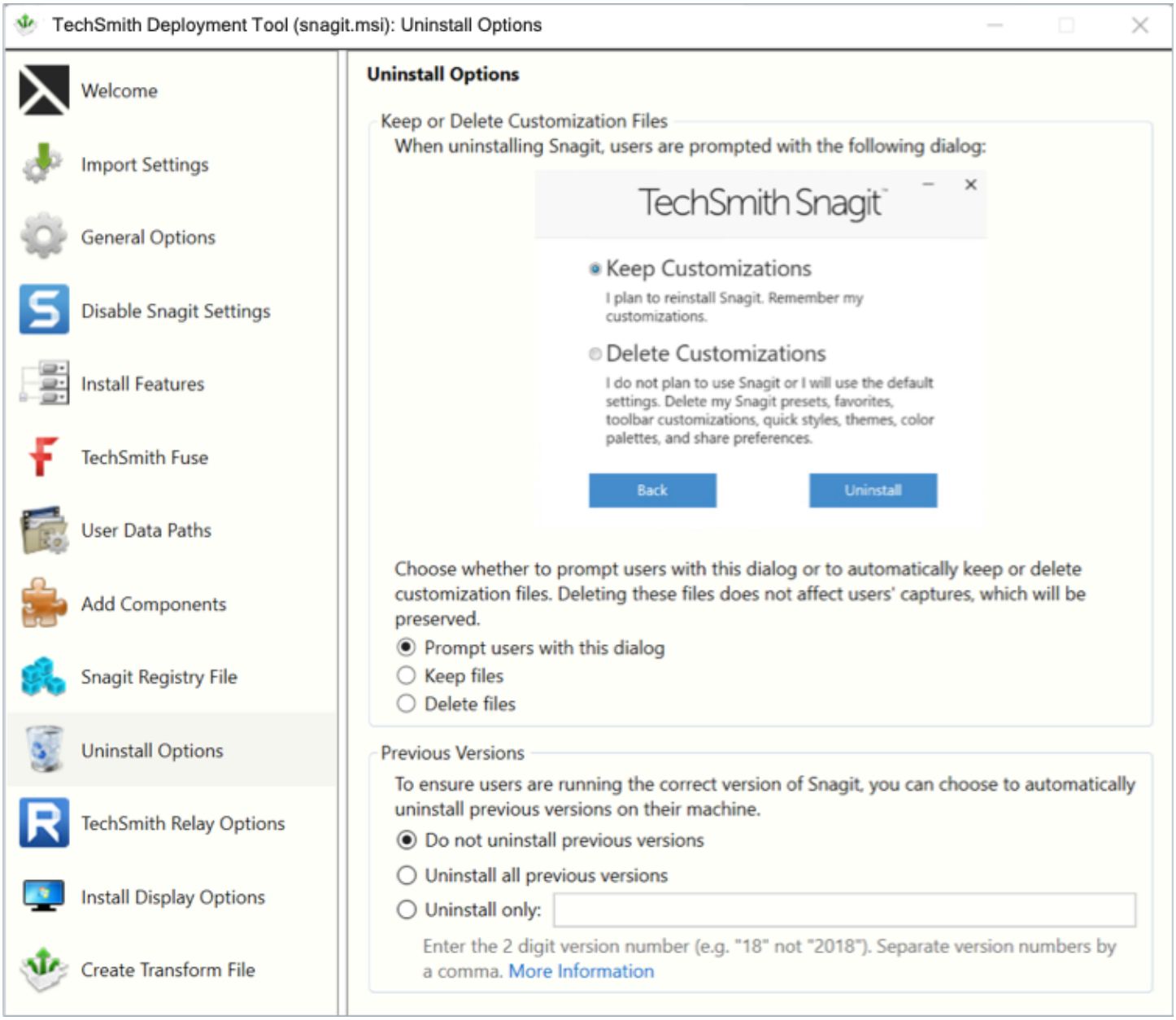
> **Note:** Stamps, Quick Styles, and options in the toolbar are not stored in the registry file and cannot be deployed to multiple users.

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 2023\SnagitCapture.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 customization files (capture presets, favorites, toolbar customizations, quick styles, themes, color palettes, and share preferences). 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 customization files.

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

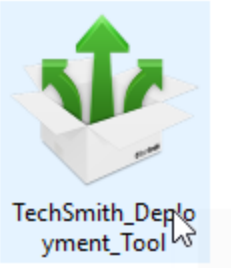
You can uninstall previous versions using:

- Uninstaller in the Deployment Tool
- Uninstaller Tool Command Line

> **Note:** 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 a folder on the target machine.

   > You must copy the BAT and UninstallerTool.exe files to the same folder and update the file paths in the BAT file to match the folder 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.

    > You cannot right-click the BAT file and select Run as administrator to elevate file privileges.

> **Note:** In some instances the target machine must be rebooted to uninstall older versions. A message is shown if a reboot is required.

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*>
-log <*log_file_name*>

Examples:

1. Remove all versions of Snagit:

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

2. Remove only versions 2019 and 2021 of Snagit:

   ```
   UninstallerTool.exe -product snagit -remove 19, 21
   ```

3. Remove all versions of Snagit except 2019 and 2021:

```
UninstallerTool.exe -product snagit -keep 19, 21
```

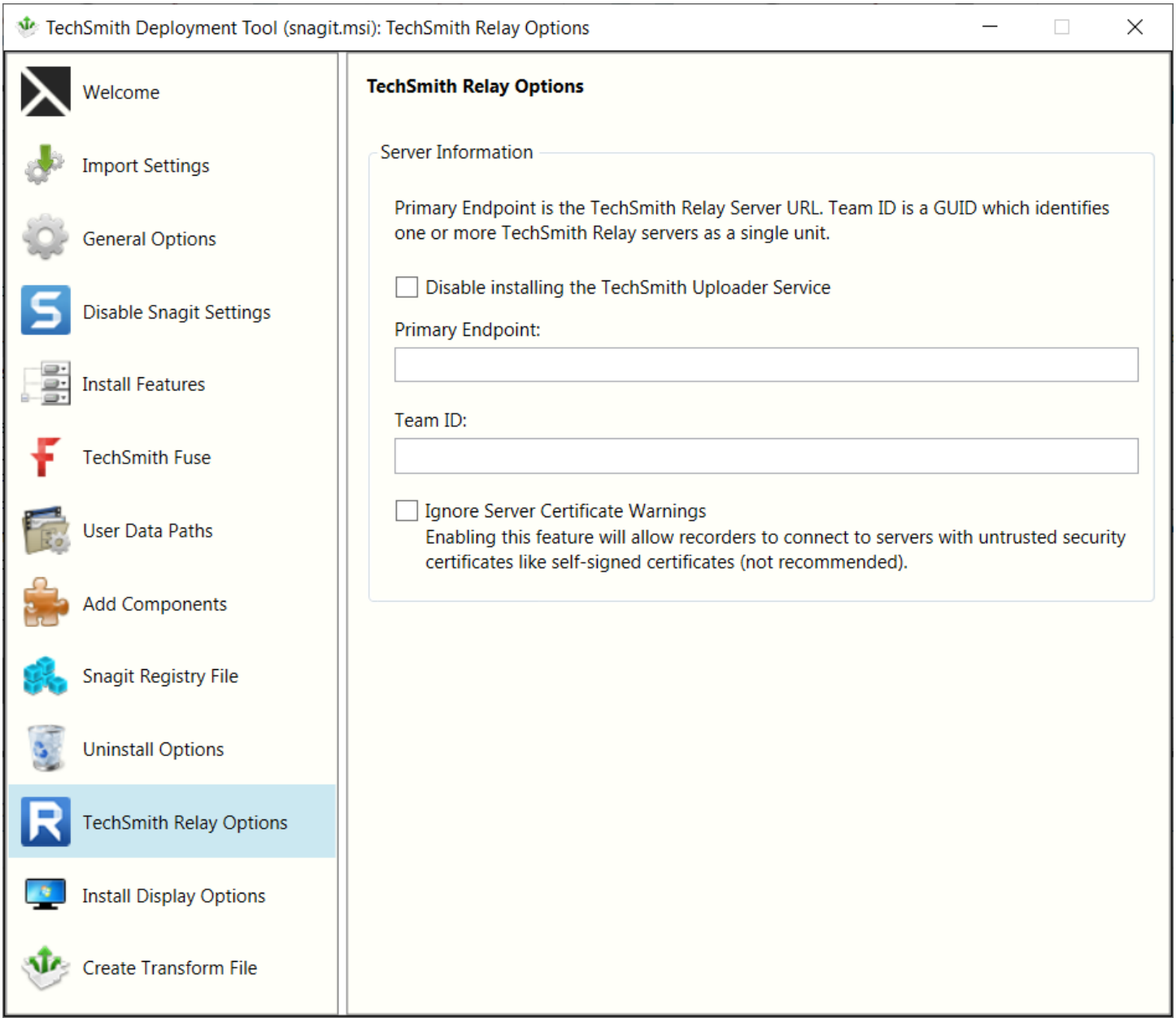
4. Specify a log file for the uninstaller output:

```
UninstallerTool.exe -product snagit -log uninstallerLog.txt
```

By default, the Uninstaller tool writes progress information to the standard output; use the "-log" flag to output to a named file instead. 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 Options



The Relay Options configures Snagit with a share destination to your specific instance of TechSmith Relay (also known as Knowmia Enterprise). For this configuration, you need to enter both the primary endpoint (server URL) and Team ID.

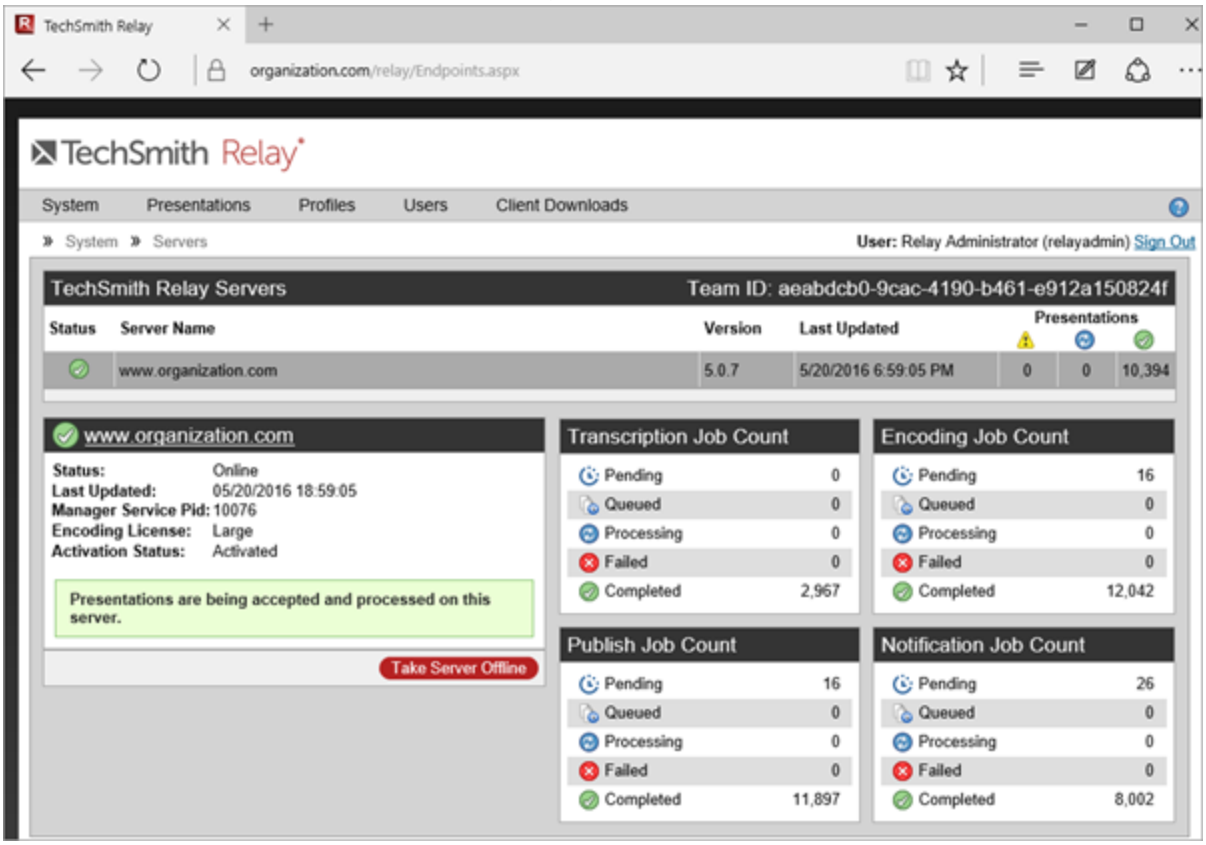
Select the **Disable installing the TechSmith Uploader Service** option to prevent the TechSmith Uploader Service from installing during deployment. We also recommend deselecting the **TechSmith Relay Destination** under the Install Features tab.

You must also select Disable automatic updates under the Disable Snagit Settings tab to prevent the Uploader from installing during an update.

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 retreiving your Team ID depends on your implementation of TechSmith Relay.

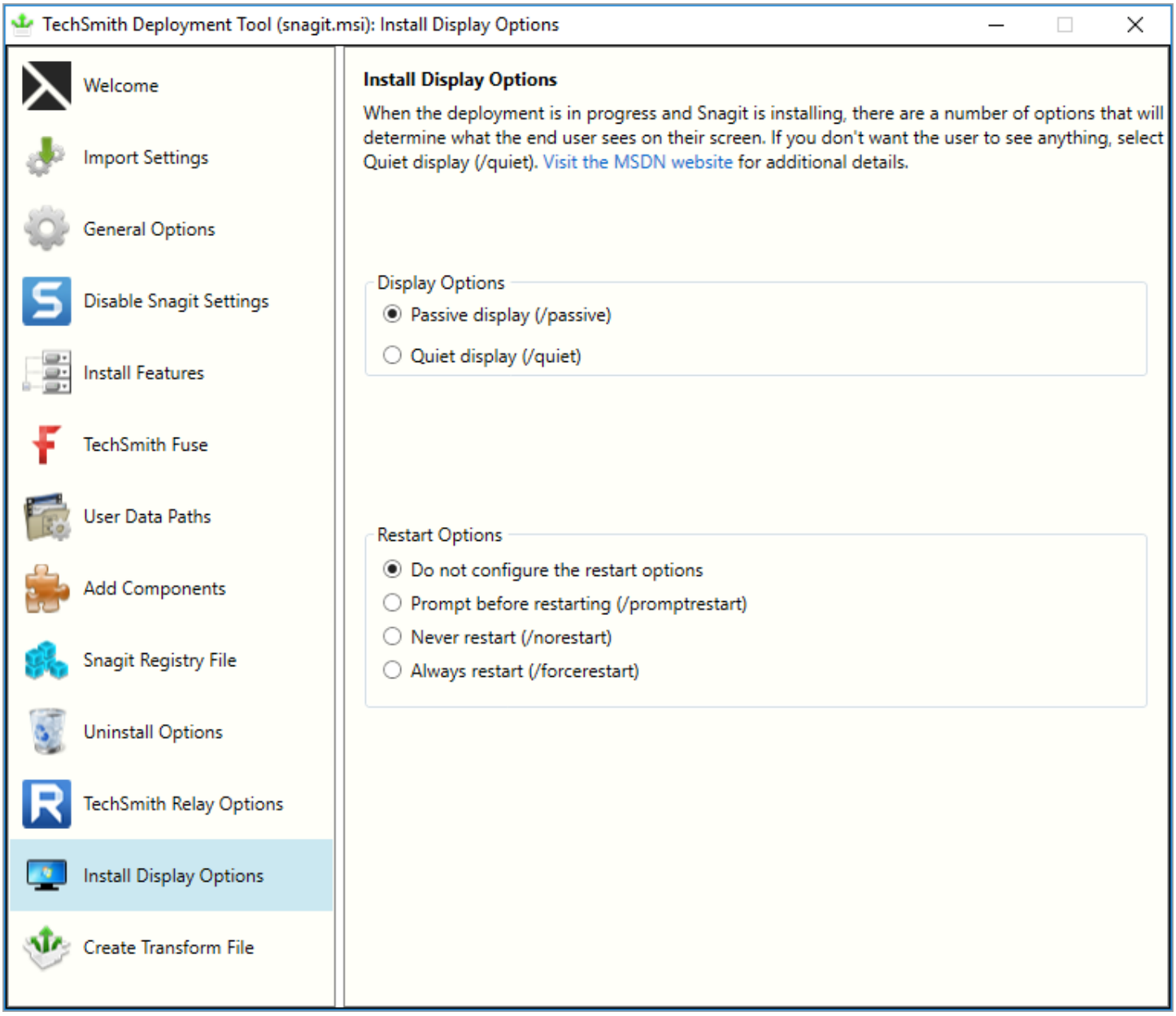
- If you have TechSmith Relay (Self-Hosted), you can log in to the TechSmith Relay website as an administrator and find it on the Servers page.



- 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.

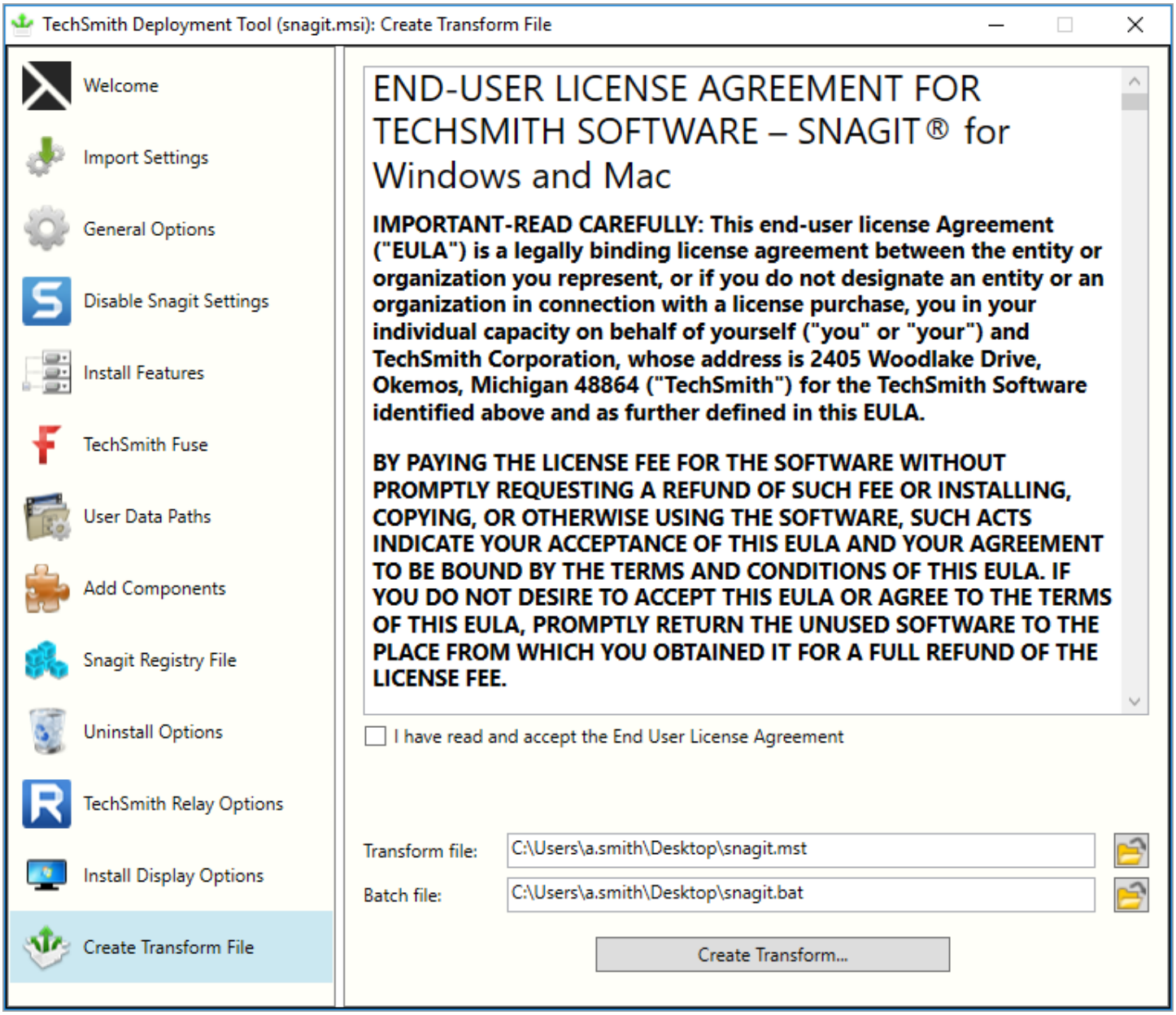
Install Display Options



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.