



Snagit® 11

Snagit Enterprise Installation Guide

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Overview of an Enterprise Installation

Welcome to the Snagit Enterprise Installation Guide.

This document will help you customize and deploy Snagit on Windows computers on a large scale.

Many organizations provide Snagit to their employees in order to increase productivity and enable clearer communication. Employees use Snagit's image and video capabilities in conjunction with tools like Microsoft Word, PowerPoint, email, and other programs to add more clarity and impact to their deliverables and daily correspondence.

The enterprise installation process of Snagit consists of the following steps:

1. Prepare for the enterprise installation.
 - a. Create a central installation directory.
 - b. Create the custom installation.
2. Install Snagit in a managed installation across the organization (recommended) or with a manual installation on each machine.

Preparing for an Enterprise Installation

Before starting the enterprise installation of Snagit across your organization, you first need to do the following:

1. Create a central installation directory.
2. Create the custom installation using basic customizations and optional advanced customizations.

Step 1: Creating 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.

Some deployment tools, such as Windows 2000 Server 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: Creating the Custom Installation

There are two different levels of installation customization: basic and advanced.

Basic Customization

Snagit is a standard Windows Installer-based package. These packages can be customized using transforms (MST files). Many commercial and free tools are available to generate these transforms. The procedure described below uses Orca, a free tool available in the Windows SDK from Microsoft.

For more information and to download this tool, see <http://msdn.microsoft.com/en-us/library/aa370557.aspx>

Orca is one tool for editing tables in an MSI file and generating a transform (MST file) from those changes. You can choose to register Snagit during the installation with a specific key you provide or to change which features are installed. The resulting transform can then be applied to the Snagit installer to distribute any site-specific customizations.

The following procedure describes how to use Orca to customize the installation of Snagit:

1. Start Orca.
2. From the File menu, choose Open.
3. Browse to the Snagit MSI file. Click Open. The table editor is displayed.
4. From the Transform menu, choose New Transform to start creating a transform.
5. Make desired changes (shown in the table below) in the Properties table.
6. When all customizations are complete, generate the transform. Generate the transform by selecting **Transform > Generate Transform**.
7. Enter a file name and save the transform in the same directory as the Snagit MSI file.
8. Exit Orca.

The Property and Feature Tables

Properties are associated with values that the user can enter in text boxes (for instance, the registration key) or with 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 installer behaviors can be customized in the Property table:

TSC_SOFTWARE_KEY	The registered software key.
TSC_EVALEMAIL	Show the Tips and Tricks email signup window.
TSC_TUDI_OPTIN	Participate in anonymous data collection to improve Snagit.
TSC_START_AUTO	Run Snagit when Windows starts.
START_NOW	Run Snagit when the installation finishes.

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 key.
- ▶ If you don't want Snagit to start when Windows starts, delete the **TSC_START_AUTO** row from the *Property* table.
- ▶ Some Snagit features can be enabled or disabled 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".
- ▶ The *Condition* table contains conditions to evaluate during the installation.

The following example demonstrates the use of the *Feature* table:

- ▶ The Snagit Printer is also installed by default on supported operating systems. If the Snagit Printer should never be installed, change the *Level* attribute to 0.
- ▶ To prevent the installation of the YouTube output, change the *Level* attribute to 0.

Advanced Customization: Edit the Registry Settings (Optional):

If the options provided in the installer are not enough, you can further customize Snagit's settings using a "Snagit.reg" file. This allows you to do things like configure preferences, interface, profiles, and more. If you do not require additional customization, skip to the installation procedures in the Installation section.

Overview of the custom registry process:

1. Set up Snagit on a machine with the preferences, profiles, and other options as desired.
2. You can then optionally add additional entries to the REG file manually.
3. Lastly, export the REG file. The exported REG file will be deployed with the MSI installation.

Snagit32.exe imports program configuration settings from a file named Snagit.reg in the same directory. This file can contain any user customizations such as custom profiles, program preferences, hotkeys, automatic updates, etc.

Snagit only 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. First, make any desired changes in an installation of Snagit. For example, you may wish to create custom capture profiles to be used throughout your organization. You could also choose to have Snagit default to the OneClick interface or change other options. (Unique QuickStyle effects are not stored in the registry and are not deployed with Snagit.)
2. From the *File* menu, choose **Exit** to close Snagit completely. It is important that you completely exit both Snagit and the Snagit Editor or your settings are not saved properly. Make sure Snagit has not been minimized to the system tray.

Step 2: (Optional) Manually edit the REG file.

The Snagit.reg is compatible with the Regedit.exe program in Windows. We do not recommend using a text editor to edit the REG file.

Various capture modes and other features of Snagit can be completely disabled by adding registry entries directly to the Snagit registry. These changes will be exported in step three for distribution with Snagit32.exe.

1. Click the Windows Start menu and type `regedit`.
2. Navigate to the following (default) path: **HKEY_CURRENT_USER > Software > TechSmith > Snagit > 11**.
3. Add or modify entries as described in the examples below.
4. Exit RegEdit.

Examples

To disable image capture support entirely for each user, add these lines in the registry:

```
[HKEY_CURRENT_USER\Software\TechSmith\Snagit\11\]
"NoImageCaptureSupport"=dword:00000001
```

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

```
[HKEY_CURRENT_USER\Software\TechSmith\Snagit\11\]
"NoImageCaptureSupport"=dword:00000001
"NoPrinterCaptureSupport"=dword:00000001
```

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

- ▶ To disable image capture:
Set NoImageCaptureSupport to dword:00000001
- ▶ To disable text capture:
Set NoTextCaptureSupport to dword:00000001
- ▶ To disable video capture:
Set NoVideoCaptureSupport to dword:00000001
- ▶ To disable printer capture:
Set NoPrinterCaptureSupport to dword:00000001
- ▶ To disable prompting for Snagit Printer installation:
Set NoPrinterInstallationSupport to dword:00000001
- ▶ To disable automatic update prompting and checking for new versions:
Set NoAutoUpdateSupport to dword:00000001
- ▶ To disable "Register Snagit" online dialog:
Set NoRegistrationDialogSupport to dword:00000001

Step 3: Export the REG file.

1. Click the Windows Start button and type "CMD" into the search field to open a command prompt.
(Click the Run button in Windows XP.)
2. Browse to Snagit32.exe (Typically C:\Program Files (x86)\TechSmith\Snagit 11\Snagit32.exe for 64-bit systems.)

For Windows Vista and Windows 7, export the .reg file to C:\Users\Public\Snagit.reg. For Windows XP, while still in the Run dialog, append "/e" and the path to where the Snagit.reg is to be saved. It must be in the same directory as Snagit32.exe. The user must have write permission to this directory. Your command line will look similar or identical to the example below.

```
C:"Program Files (x86)\TechSmith\Snagit 11\Snagit32.exe"  
/e C:\Users\Public\Snagit.reg
```

Installation

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

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

When upgrading from Snagit version 9.0.0 to 9.x.x or later, a dialog prompts users to keep or delete their existing Library files. If the user is not available to make the choice, the installation fails.

As a workaround, complete a deployment-wide uninstall of 9.0.0 before installing 9.x.x or higher. During the silent uninstall, an admin 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 2008 Server

Using the Windows 2008 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 *Administrative Tools* open *Group Policy Management*.
2. Select the *Default Domain Policy*. Right click and choose **Edit**.
3. Under *User Configuration* expand *Policies* and then expand *Software Settings*. Right-click *Software Installation* and select **New > Package**.
4. Type in the UNC path to the share. Note that this must be the full UNC path to the share, not a local drive. Or, browse to the location through the network.
5. Choose *Assigned* or *Advanced* for the deployment method.
6. Under the *Modifications* tab, click **Add**.
7. Choose the appropriate MST files to transform the package.
8. Click **OK**. When deploying make sure accounts for the client machines have at least read access to the share.
9. If desired, move the Snagit.reg file created earlier in the same directory as the installer. Again, ensure that the file is readable by the clients' machine accounts.
10. The client machine installs Snagit on the next user login.

Managed Installation Using Group Policy in Windows 2000 Server

Using the Windows 2000 (or 2003) Server's Group Policy manager, it is easy to deploy Snagit to everyone in your organization. You should feel free to use whatever deployment method you are used to for MSI installations, but this is one method we know works well and have tested.

1. Run the *Active Directory Users and Computers* snap-in. Right-click on the domain and select **Properties**.
2. Select the *Group Policy* tab. Select the default domain policy and click **Edit**.
3. Expand Software Settings under Computer Configuration. Right-click Software Installation and select **New > Package**.
4. Type in the UNC path to the share. Not that this must be the full UNC path to the share, not a local drive. Or, browse to the location through *My Network Places*.
5. Choose Advanced published or assigned.
6. Under the *Modifications* tab, click **Add**.
7. Choose the appropriate MST files to transform the package.
8. Click **OK**. Ensure that the machine accounts for the client machines have at least read access to the share.
9. If desired, also place the Snagit.reg file created earlier in the same directory as the installer. Again, ensure that the file is readable by the clients' machine accounts.
10. The client machine installs Snagit on next user login.

Any errors are logged in the *Event Viewer*. A common reason for installation failure is an unreadable package, transform, or Snagit.reg registry file. Ensure that the share and files are readable by the client's machine account.

Distributing Snagit Manually

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

1. Place the installer, the Snagit.reg file (if needed), 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.

2. The package and customizations can now be installed manually on the client machines 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
```