



Snagit[®]

Enterprise Installation Guide

Release 11.0.0

February 2012

© 2012 TechSmith Corporation.
All rights reserved

This manual, as well as the software described in it, is furnished under license and may be used or copied only in accordance with the terms of such license. The content of this manual is furnished for informational use only, is subject to change without notice and should not be construed as a commitment by TechSmith Corporation. TechSmith Corporation assumes no responsibility or liability for any errors or inaccuracies that may appear in this manual.

Trademarks

Camtasia, Camtasia Relay, Camtasia Studio, DubIt, EnSharpen, Enterprise Wide, Expressshow, Jing, Morae, Rich Recording Technology (RRT), Screencast.com, Show The World, SmartFocus, Snagit, TechSmith, TSCC and UserVue are either registered marks or marks of TechSmith Corporation in the U.S. and/or other countries. This list is not a comprehensive list of all TechSmith Corporation marks. The absence of a name/mark or logo in this notice does not constitute a waiver of any intellectual property rights that TechSmith Corporation has established in any of its product, feature or service names/marks or logos. All other marks are the property of their respective owners.

Overview of an Enterprise Installation

Welcome to the Snagit Enterprise Installation Guide.

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

Snagit has become an indispensable utility for organizations of all types and sizes. Just like an email or word processing program, every user can benefit from Snagit's capabilities to capture and share information.

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, if needed, 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 on to the system.

Step 2: Creating the Custom Installation

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

Basic Custom Installation

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://msdn2.microsoft.com/en-us/library/aa370557.aspx>

Orca is a powerful, general-use 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. Properties affecting the installer's behavior are in the Property table.
6. When all customizations are complete, generate the transform. To do this, from the Transform menu, choose **Generate Transform**. Choose an appropriate name for the transform and save it on the same file share in the same directory as the Snagit MSI file.
7. Exit Orca.

The Property and Condition 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 they 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_EMAIL_SIGNUP	Sign up for Snagit Tips and Tricks.
TSC_START_AUTO	Run Snagit when Windows starts.
START_NOW	Run Snagit when the installation finishes.
TSC_DESKTOP_LINK	Create a shortcut to Snagit on the desktop.

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 set the key.
- ▶ To disable the desktop shortcut option, delete the **TSC_DESKTOP_LINK** row from the *Property* table. Snagit features can be enabled or disabled in the *Condition* table. The *Feature* column lists the features that the conditions act on. The *Condition* column contains conditions to evaluate during the installation. 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 following example demonstrates the use of the *Condition* table:

- ▶ The Snagit Printer is also installed by default on supported operating systems. If it should never be installed, change the *Condition* field to 1 and leave the *Level* at 0.

Advanced Custom Installation

If the options provided in the installer are not enough, you can further customize Snagit’s settings using a “Snagit.reg” file. If you do not require advanced customizations, skip to the installation procedures in the next section.

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.

To distribute site-specific customizations using the Snagit.reg file:

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.
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.
3. Open the Windows Start menu and type Run in the search field. (Click the Run button in Windows XP.) Browse to Snagit32.exe (typically C:\Program Files(x86)\TechSmith\Snagit 11\Snagit32.exe).

4. 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.

The generated Snagit.reg is compatible with the Regedit.exe program in Windows. It can also be edited using a text editor.

Various capture modes and other features of Snagit can be completely disabled by editing Snagit.reg directly and distributing those changes via Snagit32.exe’s setting’s import feature.

Examples

To disable image capture support entirely for each user, add these lines to Snagit.reg:

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

To disable both image and printer capture support, add these lines to Snagit.reg:

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

The following list contains the features that can be disabled through the Snagit.reg file:

- ▶ 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

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 9.0.0 to 9.x.x or higher, 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 work-around, do 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 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 installs, 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. Note 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 in 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
```