



Install Snagit on Remote Desktop Services

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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 two examples of custom configurations to help you deploy Snagit version 2021 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 [Resources for IT Admins and Company Leaders webpage](#):

- [Snagit Deployment Guide](#)
- [Snagit MSI Installation Guide](#)
- [Snagit COM Server Guide and Code Samples](#)

System Requirements

- Microsoft Windows Server 2012 R2 or Microsoft Windows Server 2016
- .NET 4.6 Full or later
- 2.4 GHz single core processor (dual core i5 required for video capture)
- 1 GB of RAM (4 GB required for video capture)
- 500 MB 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, there are two example configurations used throughout this guide.

Example 1

This example sets the autosave location (DataStore) to store image and video captures.

The average DataStore (autosave location) size for each user is 4 GB.

In this example:

- The autosave location is located on the UNC path (HKCU registry key: DataStoreLocation).
- The system is connected to a Microsoft Windows Server 2012 R2 or Server 2016 desktop.
- Roaming Profiles are used.
- A file server is used to store the autosave data and registry.
- The GPO settings are configured to "Delete cached copies of roaming profiles" which removes the local user folders when logged off.

Example 2

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

In this example:

- The autosave location (DataStore) is here: %localappdata%\TechSmith\Snagit\DataStore
- The system is connected to a Windows Server 2012 R2 or Server 2016 desktop.
- 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 examples listed in this guide apply to Snagit version 2021 or later and the TechSmith Deployment Tool version 3.1.0.97 or later. Make sure to use these versions in order to create the correct registry values in HKLM.

See [Download the Deployment Tool](#).

Example 1

The average DataStore size is 4 GB per user. If you are deploying a file server to accommodate the Snagit DataStore folders, make sure to account for the file size recommended for each user:

- $4 \text{ GB} \times \text{Number of users} = \text{Data space required on network file server}$
- For example, if you have 1000 users:
 $4 \text{ GB} \times 1000 \text{ users} = 4 \text{ TB data space required on network file server}$

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. By default, the Deployment Tool generates the MST and BAT files into the same directory where the executable is launched.
3. The Welcome screen appears. 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**.

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

Customize the Settings

Select the following settings in the Deployment Tool based on one of the example configurations:

- **Example 1:** Centrally store users' autosaved capture files. Capture files are retained when the user logs off.
- **Example 2:** Create a fresh (empty) autosave folder and library when the user logs on.

The Deployment Tool allows you to customize other configuration options for Snagit in addition to the examples below. For more information on the settings within the TechSmith Deployment Tool, see the [Snagit Deployment Tool Guide \(PDF\)](#).

Example 1

This example sets the autosave location to store image and video captures. 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.

Option	Description
	<p>To learn more about the optimizations, see the Snagit Deployment Tool Guide.</p> <p>Select Yes to always apply these optimizations.</p>
Disable Snagit Settings	
Select the Disable automatic updates option.	Select the Disable automatic updates option to allow the system administrator to control software updates and which version users are running across an organization.
Select the Disable online Snagit registration dialog option.	<p>The online Snagit registration dialog appears after installing Snagit.</p> <p>Select the Disable online Snagit registration dialog option to hide the software registration dialog from users.</p>
Select the Disable Printer Capture option.	<p>The Printer Capture option scans the document in a program and opens the capture in Snagit Editor.</p> <p>Select the Disable Printer Capture option when deploying in a server environment (e.g. Remote Desktop Services).</p> <div style="border-left: 2px solid #0070C0; padding-left: 10px; margin-top: 10px;"> <p>If you disable printer capture, make sure to also deselect the Snagit Printer option on the Install Features screen of the Deployment Tool.</p> </div>
Install Features	
Deselect the Snagit Printer option.	<p>The Snagit Printer installs as a printer destination for programs with printing capability.</p> <p>Deselect the Snagit Printer option when deploying in a server environment (e.g. Remote Desktop Services).</p>
Deselect the Snagit outputs that will not be used.	<p>The Snagit outputs help users quickly send captures to third-party websites and applications for easy sharing of images and videos in Snagit.</p> <p>The outputs appear on the Share tab in Snagit Editor. You can select which outputs are available to users.</p> <p>If you disable any of the outputs, the output will not appear on the Share tab in Snagit.</p>

Option	Description
	<p>For example, if YouTube is blocked in your organization, you may want to remove the Share to YouTube in Snagit by deselecting the Youtube Output on the Install Features screen of the Deployment Tool.</p>
User Data Paths	
<p>For Automatically stored files, select the Use custom folder option and enter: %APPDATA%\TechSmith\Snagit\DataStore</p>	<p>Snagit automatically saves all captures into the DataStore folder.</p> <p>The default location for this folder is: %LOCALAPPDATA%\TechSmith\Snagit\DataStore</p> <p>To help prevent users from losing data and to limit users from changing the path, it is recommended that you deselect the Allow users to change the automatically stored files location. option below the custom folder in the Snagit Deployment Tool.</p>
<p>For Installed outputs, select the Use custom folder option and enter: %PROGRAMFILES%\TechSmith\Snagit 2021\Outputs\21</p>	<p>The Snagit outputs appear on the Share tab in Snagit Editor and allow users to share their captures to popular destinations.</p> <p>The default location to store the installed outputs is: %LOCALAPPDATA%\TechSmith\Snagit\Outputs\21</p> <p>If you select a custom folder to store the installed outputs, consider the following items:</p> <ul style="list-style-type: none"> • For roaming profiles, you should use a location that is common and available to all users. • If a user does not have write access to the folder, Snagit disables the ability for the user to update or remove outputs from the Outputs tab in Snagit Editor Preferences.
<p>For Other user settings, select the Use custom folder option and enter: %APPDATA%\TechSmith\Snagit</p>	<p>User settings such as Quick Styles, cached thumbnails, additions to the spelling dictionary, TUDI files, etc. are stored by default in: %LOCALAPPDATA%\TechSmith\Snagit</p>

Example 2

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

Option	Description
General Options	
Select Yes in the Virtual Machine Optimization dropdown.	<p>Snagit performs optimizations when it detects it is running in a virtualized environment.</p> <p>To learn more about the optimizations, see the Snagit Deployment Tool Guide.</p> <p>Select Yes to always apply these optimizations.</p>
Disable Snagit Settings	
Select the Disable automatic updates option.	Select the Disable automatic updates option to allow the system administrator to control software updates and which version users are running across an organization.
Select the Disable online Snagit registration dialog option.	<p>The online Snagit registration dialog appears after installing Snagit.</p> <p>Select the Disable online Snagit registration dialog option to hide the software registration dialog from users.</p>
Select the Disable Printer Capture option.	<p>The Printer Capture option scans the document in a program and opens the capture in Snagit Editor.</p> <p>Select the Disable Printer Capture option when deploying in a server environment (e.g. Remote Desktop Services).</p> <div style="border-left: 2px solid #0070C0; padding-left: 10px; margin-top: 10px;"> <p>If you disable printer capture, make sure to also deselect the Snagit Printer option on the Install Features screen of the Deployment Tool.</p> </div>
Install Features	
Deselect the Snagit Printer option.	<p>The Snagit Printer installs as a printer destination for programs with printing capability.</p> <p>Deselect the Snagit Printer option when deploying in a server environment (e.g. Remote Desktop Services).</p>
Deselect the Snagit outputs that will not be used.	<p>The Snagit outputs help users quickly send captures to third-party websites and applications for easy sharing of images and videos in Snagit.</p> <p>The outputs appear on the Share tab in Snagit Editor. You can select which outputs are available to users.</p>

Option	Description
	<p>If you disable any of the outputs, the output will not appear on the Share tab in Snagit.</p> <p>For example, if YouTube is blocked in your organization, you may want to remove the Share to YouTube in Snagit by deselecting the Youtube Output on the Install Features screen of the Deployment Tool.</p>
User Data Paths	
<p>For Automatically stored files, select the Use default location option.</p>	<p>Snagit automatically saves all captures in the DataStore folder. The default location for this folder is: %LOCALAPPDATA%\TechSmith\Snagit\DataStore</p>
<p>For Installed outputs, select the Use custom folder option and enter: %PROGRAMFILES%\TechSmith\Snagit 2021\Outputs\21</p>	<p>The Snagit outputs appear on the Share tab in Snagit Editor and allow users to share their captures to popular destinations.</p> <p>The default location to store the installed outputs is: %LOCALAPPDATA%\TechSmith\Snagit\Outputs\21</p> <p>If you select a custom folder to store the installed outputs, consider the following items:</p> <ul style="list-style-type: none"> • For roaming profiles, you should use a location that is common and available to all users. • If a user does not have write access to the folder, Snagit disables the ability for user to update or remove outputs from the Outputs tab in Snagit Editor Preferences.
<p>For Other user settings, select the Use custom folder option and enter: %APPDATA%\TechSmith\Snagit</p>	<p>User settings such as Quick Styles, cached thumbnails, additions to the spelling dictionary, TUDI files, etc. are stored by default in: %LOCALAPPDATA%\TechSmith\Snagit</p>

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

Open the Registry Editor and browse to: HKEY_LOCAL_MACHINE\SOFTWARE\TechSmith\Snagit\21
Verify the following settings:

Example 1

This example sets the autosave location to store image and video captures.

Name	Data
DataStoreLocation	<p>The DataStoreLocation sets the location where the autosaved files are stored.</p> <p>Verify that the registry key is configured and set to a variable or to an environment variable (e.g. %localappdata%\TechSmith\Snagit\DataStore).</p>
AppDataPath	<p>Verify that the registry key is configured and set to a variable or to an environment variable.</p>
AccessoryInstallPath	<p>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.</p> <p>When using Remote Desktop Services set the path to: %APPDATA%\TechSmith\Snagit\Outputs\21</p>
VMOverride	<p>Verify that the registry key is set to "OtherVM."</p> <div style="border: 1px solid #007bff; padding: 5px;"><p>This registry key is set by selecting "Yes" for the Virtual Machine Optimization option within the TechSmith Deployment Tool.</p></div>

Example 2

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

Name	Data
DataStoreLocation	<p>The DataStoreLocation sets the location where the autosaved files are stored.</p> <p>Verify that the registry key is configured with the %LOCALAPPDATA% variable.</p>

Name	Data
AppDataPath	Verify that the registry key is configured and set to a variable or to an environment variable.
AccessoryInstallPath	<p>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.</p> <p>When using Remote Desktop Services set the path to: %PROGRAMFILES%\TechSmith\Snagit2021\Outputs\21</p>
VMOverride	<p>Verify that the registry key is set to "OtherVM."</p> <div style="border-left: 2px solid #0070C0; padding-left: 10px; background-color: #F0F0F0; margin-top: 10px;"> <p>This registry key is set by selecting "Yes" for the Virtual Machine Optimization option within the TechSmith Deployment Tool.</p> </div>

5. Verify the Initial Launch Settings

1. Open the Registry Editor and browse to: HKEY_CURRENT_USER\Software\TechSmith\Snagit\21
2. Verify the following settings:

Example 1

Name	Data
AppDataPath	\\SERVERNAME\SHARE\USERNAME\AppData\Roaming\TechSmith\Snagit
DataStoreDriveType	4 (for a network drive) <div style="border: 1px solid #ccc; background-color: #f8d7da; padding: 5px; margin-top: 10px;">A datastore located on a remote drive can only be connected to one instance of Snagit at a time.</div>
DataStoreLocation	\\SERVERNAME\SHARE\USERNAME\AppData\Roaming\TechSmith\Snagit\DataStore

Example 2

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