



App-V Sequencing Guide

Snagit Version 2021
August 2021

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Table of Contents

Table of Contents	3
Introduction	4
Audience	4
Supported Scenarios	4
System Requirements for Windows Clients	4
Updates	4
Common Scenario Decisions	5
Where are you deploying to?	5
How do you want to handle Snagit outputs?	5
Default Outputs	5
Additional Outputs	7
IT will provide outputs in the package.	8
Create the MST for your App-V Package	9
Sequencing	25
Prerequisites	25

Introduction

Audience

This guide is for IT professionals wanting to virtualize Snagit 2021 using Microsoft App-V version 5.1 or later.

Supported Scenarios

The scenarios outlined in this guide support Group licensed use of Snagit and exclude the following options:

- Snagit Print Driver
- TechSmith Fuse
- TechSmith Knowmia Output

Snagit does not support recording a webcam in a Citrix environment on Windows Server 2012 R2.

System Requirements for Windows Clients

Windows clients running the Snagit App-V package must meet the following minimum requirements:

- Windows 10, Windows 8.1, Windows 8, Windows 7, Windows Server 2012 R2, or Windows Server 2016, Windows Server 2019
- .Net 4.6 Framework

Updates

Here are updates based on the latest version of Snagit:

- 32-bit Snagit can only be deployed to a 32-bit version of Windows.
- 64-bit Snagit can only be deployed to a 64-bit version of Windows.

Common Scenario Decisions

The deployment method and preferences you choose can affect the recommended approach for how to sequence Snagit. Here are a few things to consider before starting:

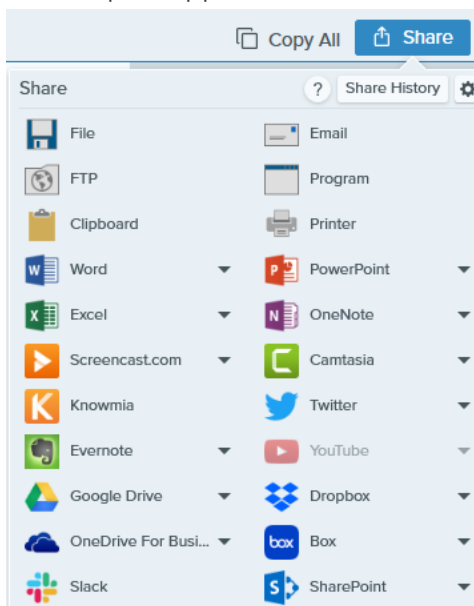
Where are you deploying to?

Use the following recommendations based on your deployment scenario:

- **Physical Desktops**
- **Virtual Desktop Infrastructure (VDI)**
- **Remote Desktop Services (RDS), including XenApp and RemoteApp**
Consider disabling Shell Extensions unless disabled via client configuration.

How do you want to handle Snagit outputs?

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



Default Outputs

The default set of outputs include:

Output	Image	Video
File Save an image or video capture to a file location.	✓	✓

Output	Image	Video
Email Insert the image capture into a new email message.	✓	
FTP Send the capture to an FTP server using file transfer protocol.	✓	✓
Program Send the capture to another program. Select from a list of programs that support the capture's file format.	✓	✓
Clipboard Copy the capture onto the Windows Clipboard for quick pasting into other locations or applications.	✓	
Printer Send the image capture to a printer.	✓	
Microsoft Word Insert the image capture into a Microsoft Word document.	✓	
Microsoft PowerPoint Insert the image capture into a Microsoft PowerPoint presentation slide.	✓	
Microsoft Excel Insert the image capture into a Microsoft Excel workbook.	✓	
Microsoft OneNote Insert the image capture into a Microsoft OneNote 2013/2016.	✓	
Screencast.com Upload the capture to TechSmith's hosting service. Screencast.com provides a URL or embed code for quick sharing.	✓	✓
Camtasia Import image captures to use as assets in a video project. Import video captures to edit or use as source clips in a project.	✓	✓
Knowmia Upload an image or video to TechSmith Knowmia.	✓	✓
YouTube Upload the video capture to your YouTube account.		✓

Output	Image	Video
Google Drive Upload the capture to Google Drive for image or video hosting. A link to the capture is copied to the Clipboard.	✓	✓
Dropbox Upload the capture to Dropbox for image or video hosting. A link to the capture is copied to the Clipboard.	✓	✓
OneDrive for Business Upload the capture to Microsoft OneDrive for Business to access it at any time across computers or devices.	✓	✓
Slack Upload the capture to Slack for image or video hosting. Snagit sends the share link to the Clipboard.	✓	✓
SharePoint Upload an image or video to host on SharePoint. Snagit sends the share link to the Clipboard.	✓	✓

Additional Outputs

These additional outputs are available on the [TechSmith website](#).

Output	Image	Video
Twitter Post a tweet to your Twitter account that includes a link to the image or video capture.	✓	✓
Evernote Post an image capture into a new note in Evernote on the web or in the Evernote client.	✓	
Microsoft OneNote Send an image capture to a note page in Microsoft OneNote 2010.	✓	

Snagit 2021 does not support end users to download their own outputs, or output packages to be deployed after installation. If this feature is something your organization desires, please contact support.

IT will provide outputs in the package.

Users will not be able to add any additional outputs.

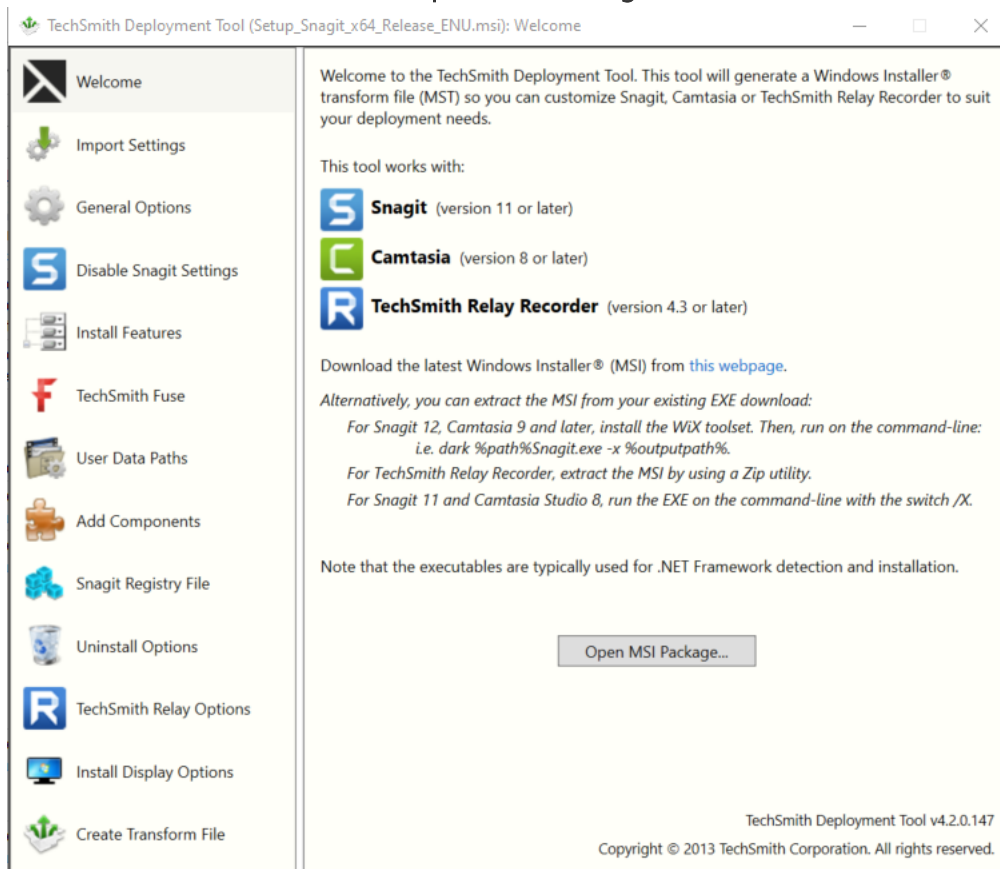
1. In the [TechSmith Deployment Tool](#), select a location inside the App-V package on the User Data Paths screen, such as "%CommonProgramFiles%\TechSmith Shared\Snagit\Outputs\21".
2. In the Deployment Tool, select the desired outputs on the Install Features screen (shown on page 14).

Create the MST for your App-V Package

Visit the [TechSmith Enterprise Resources](#) page to download the latest copy of the TechSmith Deployment Tool.

This step may be performed on any machine. If performed on the sequencer, save the resulting files and revert to a known clean snapshot before proceeding with sequencing.

1. Open the [TechSmith Deployment Tool](#).
2. On the Welcome tab, click the **Open MSI Package** button.



3. Select the Snagit MSI package downloaded from the TechSmith site.

4. On the General Options tab, you will be presented with one of the following two options:

A. Option to Register with Username and Software Key:

TechSmith Deployment Tool (Setup_Snagit_x64_Release_ENU.msi): General Options

General Options
Begin by registering your software purchase and determining the installation path.

Registration information


Username:

Software Key:

Installation path

☒ Use default installation path

☐ Customize installation path:



Installation options

☐ Create shortcuts on Desktop

☒ Run Snagit when Windows starts

Advanced options

Snagit performs optimizations when it detects it is running in a virtualized environment. Snagit can auto-detect most environments or you can select whether Snagit is running on a virtual machine.

Virtual Machine Optimization:

Product language

TechSmith support

☒ Allow users to upload Snagit crash logs securely to a TechSmith support agent

- Leave the **Username** field blank.
- If you have a site license or are using Active Directory groups to manage licensing, enter the key into the **Software Key** field.
- For individual user licensing, leave the **Software Key** field blank and provide license information at the client, either using App-V scripting to inject a RegInfo.ini file or have Snagit prompt the user for the key on first launch. Key validation on first launch will require an internet connection.

B. Option to Register with Client ID and Passive Certificate:

TechSmith Deployment Tool (Passive_Snagit_x64.msi): General Options

General Options
Begin by registering your software purchase and determining the installation path.

Registration information

Client ID:

Passive Certificate:

Installation path

☒ Use default installation path

☐ Customize installation path:

Installation options

☐ Create shortcuts on Desktop

☒ Run Snagit when Windows starts

Advanced options

Snagit performs optimizations when it detects it is running in a virtualized environment. Snagit can auto-detect most environments or you can select whether Snagit is running on a virtual machine.

Virtual Machine Optimization:

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☒ Allow users to upload Snagit crash logs securely to a TechSmith support agent

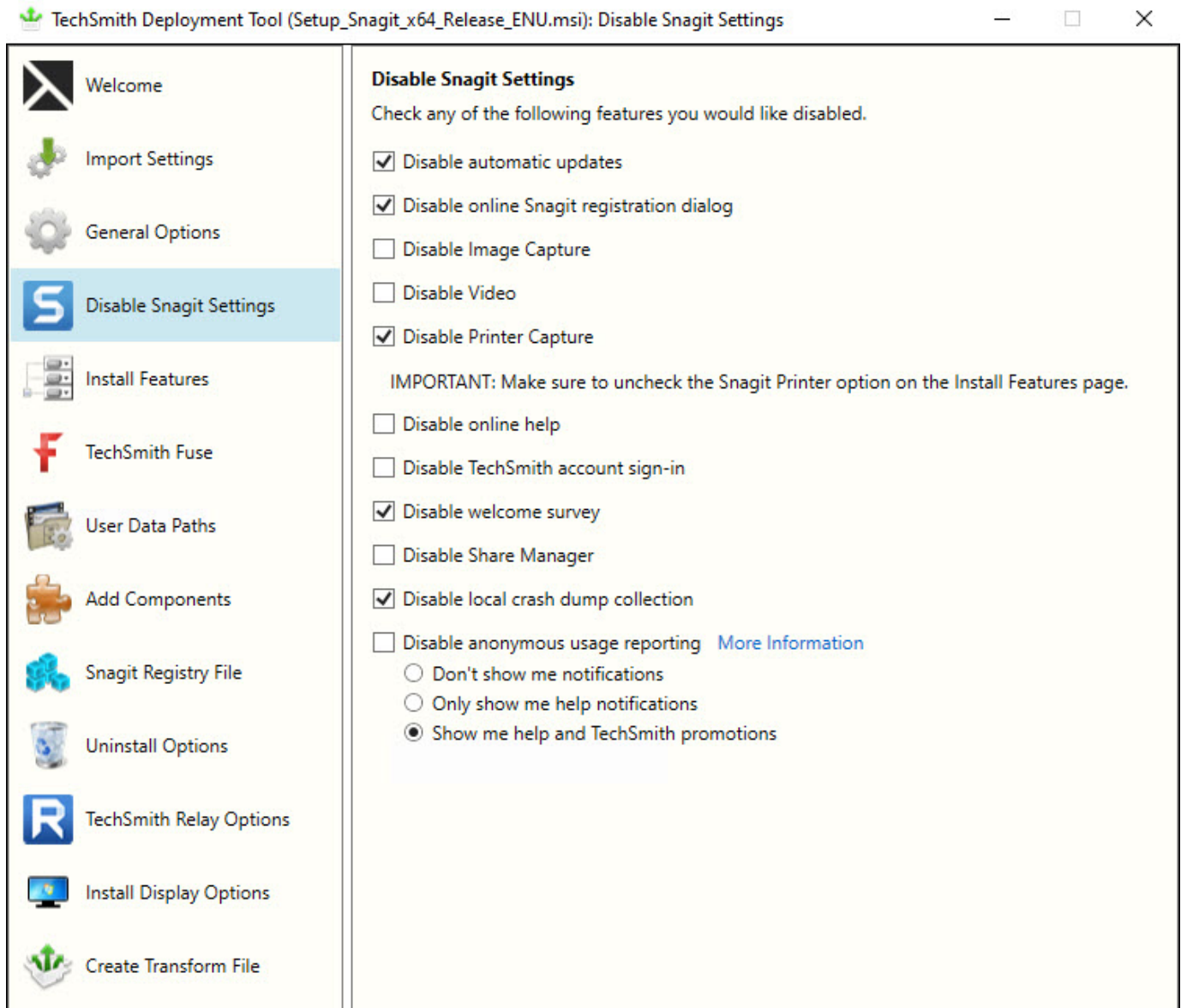
- Enter your **Client ID**.
- Enter your **Passive Certificate**.

In both scenarios listed above, for the remaining items on the General Options tab:

- Select **Use default installation path**.
- For the Installation options, select the desired options. It is common to uncheck both boxes. For RDS scenarios, enabling the “Run Snagit when Windows starts” option is not recommended.
- For the Advanced options, select **Auto-detect** for the Virtual Machine Optimization option. If you are only deploying to physical desktop machines, select **No** for the Virtual Machine Optimization option.

Snagit uses your computer's BIOS virtualization setting to auto-detect and apply changes intended to allow better performance over Virtual Desktop Infrastructure (VDI) or Remote Desktop Services.

5. On the Disable Snagit Settings tab, select the following options:



For a full description of each Snagit setting, see our [Deployment Tool Guide](#).

- Select **Disable automatic updates**. App-V does not support application updating by the end-user. IT should upgrade the App-V package.
- Select **Disable online Snagit registration dialog** unless it is necessary for the end-user to sign up for product announcements, customer stories, and free tutorials.

- (Optional) Select **Disable Video** if you want to disable video capture and playback.

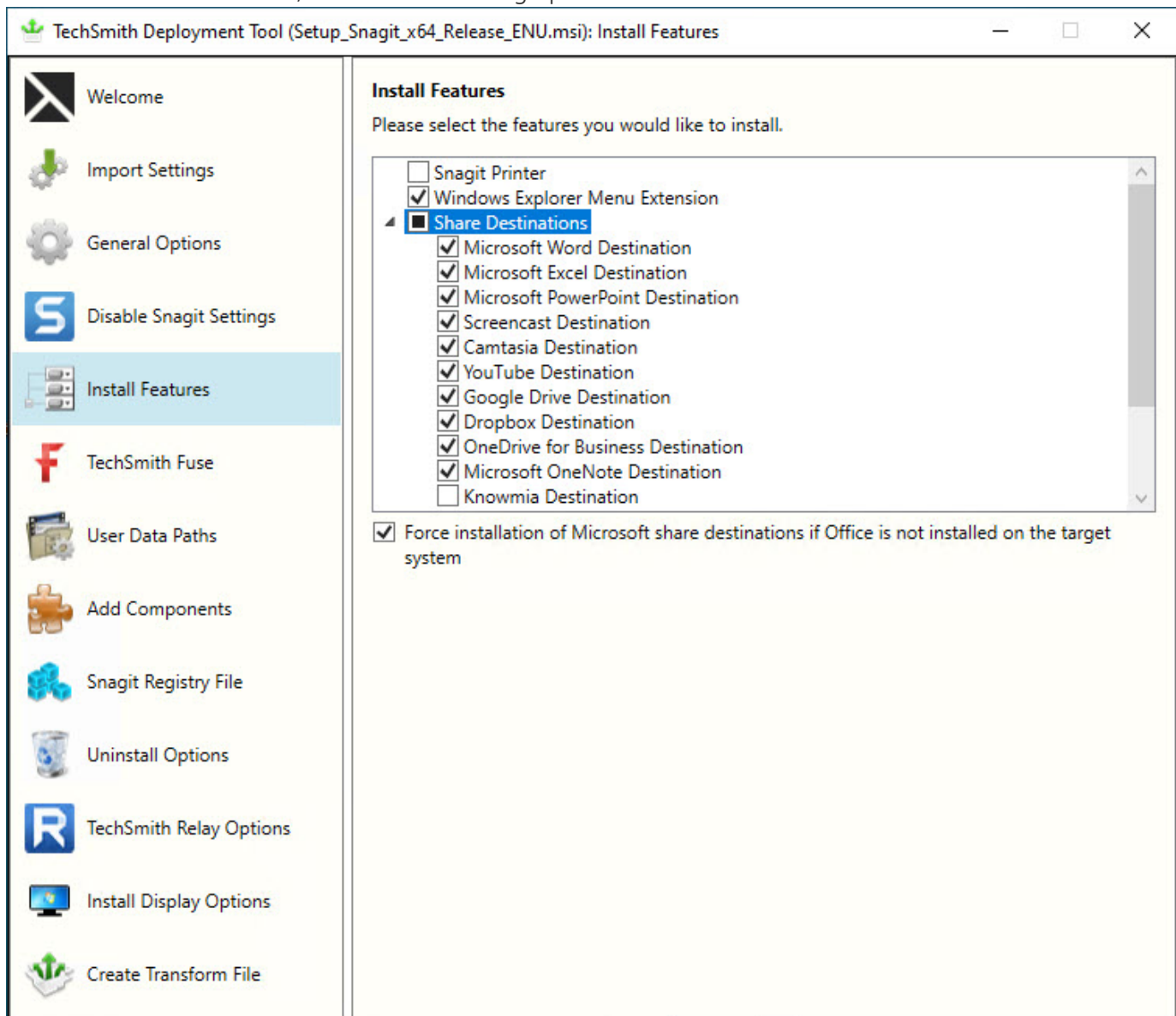
Snagit does not support recording a webcam in a Citrix environment on Windows Server 2012 R2.

- Select **Disable Printer Capture**. This must be selected for App-V deployments.
- (Optional) Select **Disable online help**. Disables user's access to the online help and redirects users to the basic local PDF help file. The online help is located [here](#). The full help PDF is located [here](#).
- (Optional) Select **Disable TechSmith account sign-in** if you do not want your users to be able to use a TechSmith account with Snagit. TechSmith accounts can be used to save information such as output configuration and product keys.
- Select **Disable Welcome Survey**. This will prevent a popup window from appearing every time a user launches Snagit in Virtual Environments. Requires version 21.4.3 and later.
- Select **Disable Share Manager**. App-V does not work well to administer Share (formerly Outputs) in Snagit. It is recommended to disable the Share Manager.
- Select **Disable local crash dump collection** to prevent crash dump from being saved on the hard drive.
- (Optional) Select **Disable anonymous usage reporting** if you do not want to send usage reporting to TechSmith to help improve the products or receive product notifications.

If you enable this option, choose to customize the level of notification messages you receive by selecting one of these options:

- Don't show me notifications
- Only show me help notifications
- Show me help and TechSmith promotions

6. On the Install Features tab, select the following options:



- Uncheck the **Snagit Printer** option for App-V deployments.
- Select the **Windows Explorer Menu Extension** to add a right-click context menu for the user in Windows Explorer. To use this option, the sequence must be made on an operating system with the same architecture (also called "bitness"), x86 or x64, as the client machine. This option is sometimes not desired in RDS/XenApp scenarios. However, in those scenarios, it is often disabled at the App-V client level by configuration. If you do not want this feature, it is recommended to uncheck the Windows Explorer Menu Extension.
- Snagit Accessories are the [default outputs](#) available from the installer. More outputs are available from the [Snagit Windows Outputs webpage](#).

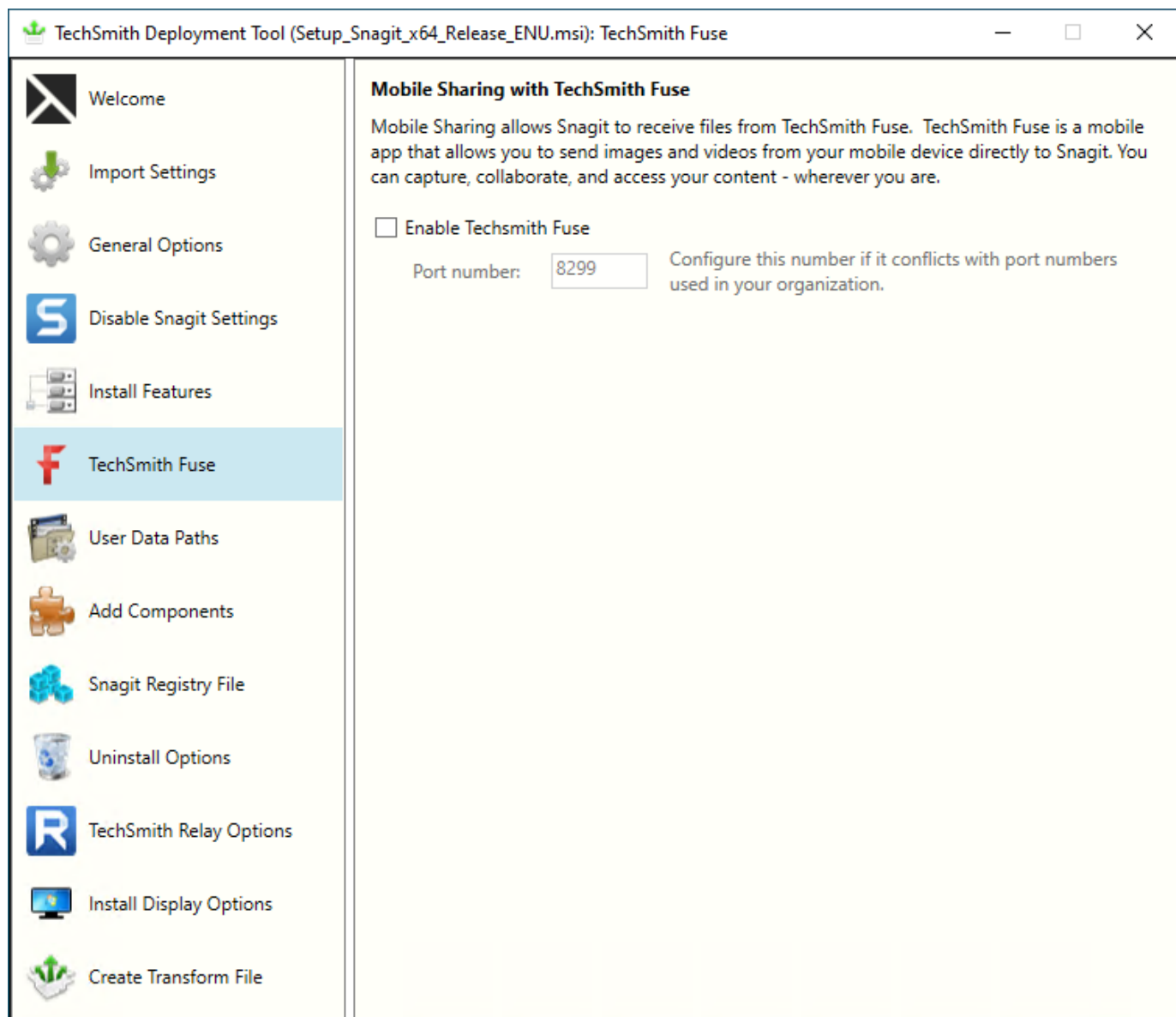
- Unchecking specific Share Destinations will exclude them from the package. The Knowmia output should not be selected in RDS or App-V scenarios. Contact TechSmith Tech Support for assistance in configuring the Knowmia output.

When selecting an output for installation, a TSCPLUGIN file is placed in the following directory: C:\ProgramData\TechSmith\Snagit 21\DefaultOutputs\ and will be installed during the Snagit installation.

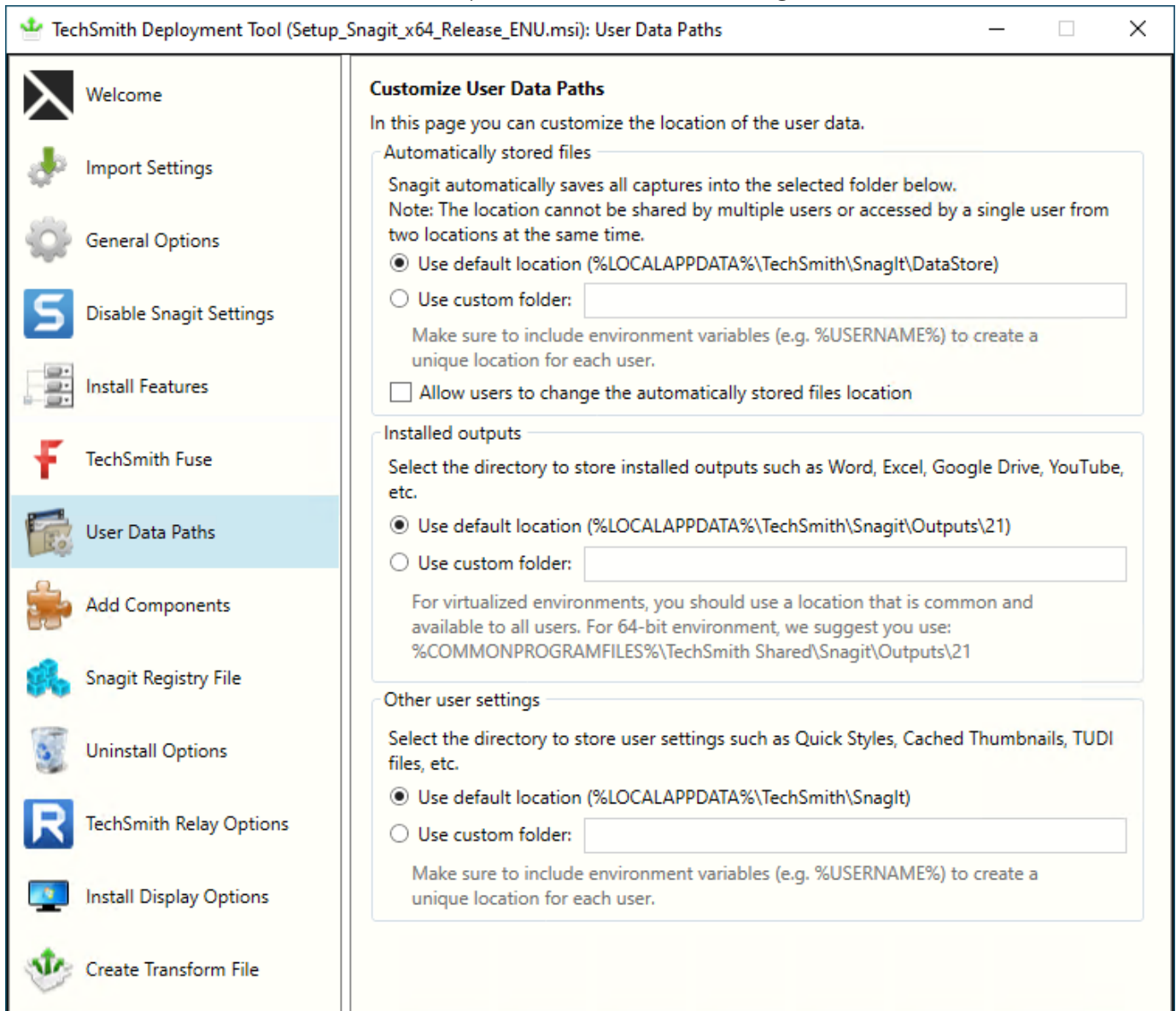
- If Microsoft Office is deployed to end users, select the **Force installation of outputs** checkbox to force the installation of Snagit Outputs for Microsoft Office. If unchecked, the Snagit installation detects whether Microsoft Office is installed on the sequencing computer.

7. On the TechSmith Fuse tab, uncheck the **Enable TechSmith Fuse** option.

For RDS: Fuse is not compatible with RDS deployments. Fuse requires users to access a port on the machine running Snagit using a wireless device.



8. On the User Data Paths tab, set the folder paths based on the following:



- The **Automatically stored files (DataStore)** folder will contain significant amounts of data. Every image capture, video capture, or files opened in Snagit Editor are initially stored in this folder. The files remain in this location unless the user decides to take action and save the file. The average DataStore folder size is 4 GB, so the folder location in a roaming profile scenario is important if the data is to be retained.
- The default location in the %LOCALAPPDATA% environment variable is sometimes used in RDS along with an RDS logout policy to clean out the local profile. This reduces storage of these files to only the current logon session. Users must be sure to save their work elsewhere in Snagit Editor. Placement in the user's roaming profile is not recommended. If folder redirection is set up, the folder containing the DataStore folder could be redirected there, or the DataStore folder could be placed in the user's "HOMEDRIVE".
- Do not place the **Automatically stored files (DataStore)** folder inside the virtual package. Unless you are using a custom location for the DataStore folder, this folder **should stay in the LOCALAPPDATA**

area and be excluded when sequenced.

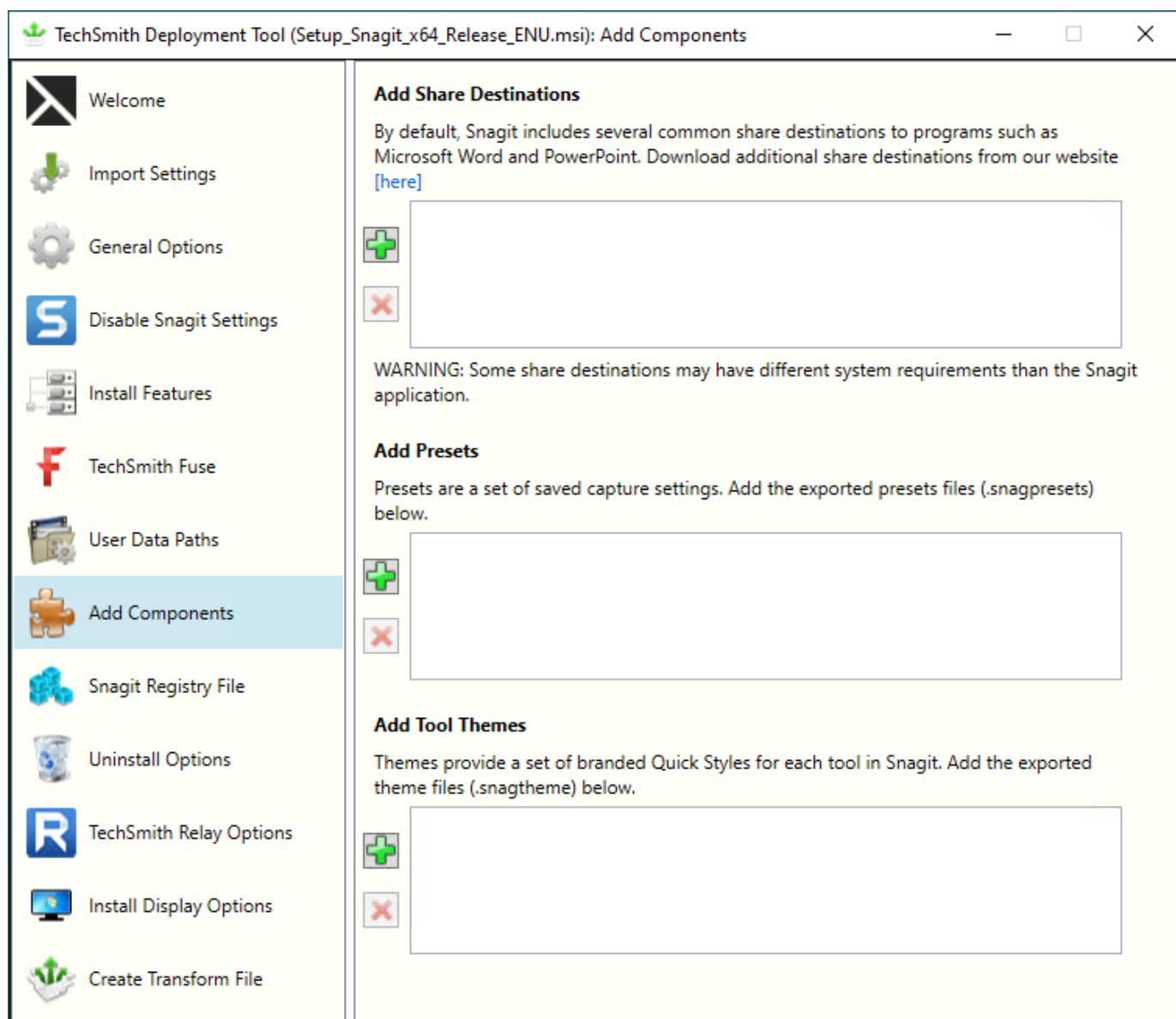
If you use %APPDATA% for the DataStore, it is highly recommended to follow the instructions to not automatically save images/videos. Follow the [clean up steps](#) in the Sequencing section of this document.

- Make sure to uncheck the **Allow users to change the automatically stored files location** option.
- The **Installed outputs** folder is where the [outputs](#) will be stored. Set this to a custom folder:
 - 32-bit: %COMMONPROGRAMFILES(x86)%\TechSmith Shared\Snagit\Outputs\21
 - 64-bit: %COMMONPROGRAMFILES%\TechSmith Shared\Snagit\Outputs\21
- The **Other user settings** folder stores other settings and preferences, such as information related to your credentials for outputs like YouTube. The folder should probably be directed to a persistent location for the user. Set this to a custom folder: %LOCALAPPDATA%\TechSmith\Snagit.

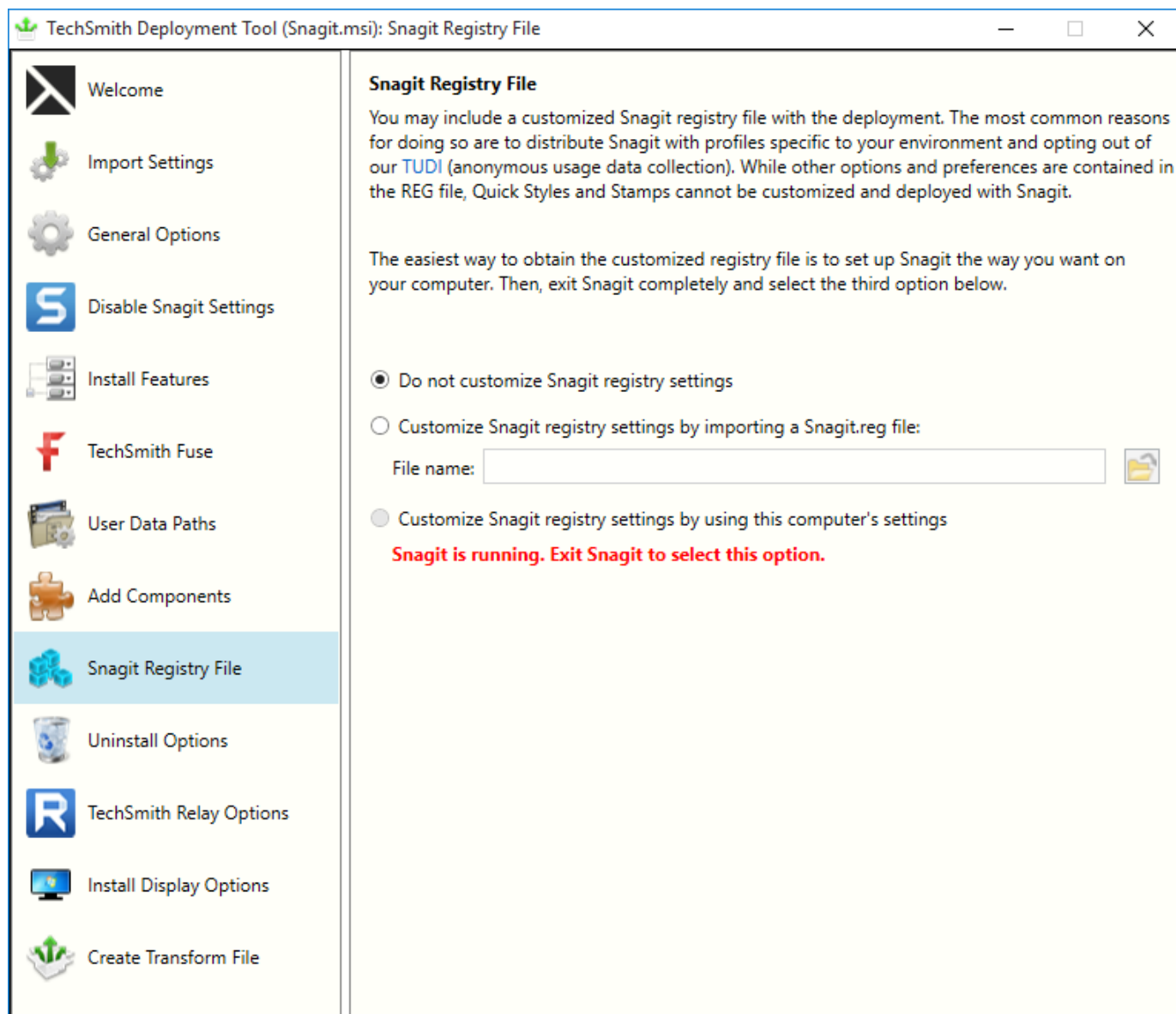
For additional information, see the [support article](#).

9. On the Add Components tab, at this time, do not add additional outputs. If you plan to create a single package with all of the outputs added, click the **Add** button to add the additional outputs downloaded from the [TechSmith Website](#).

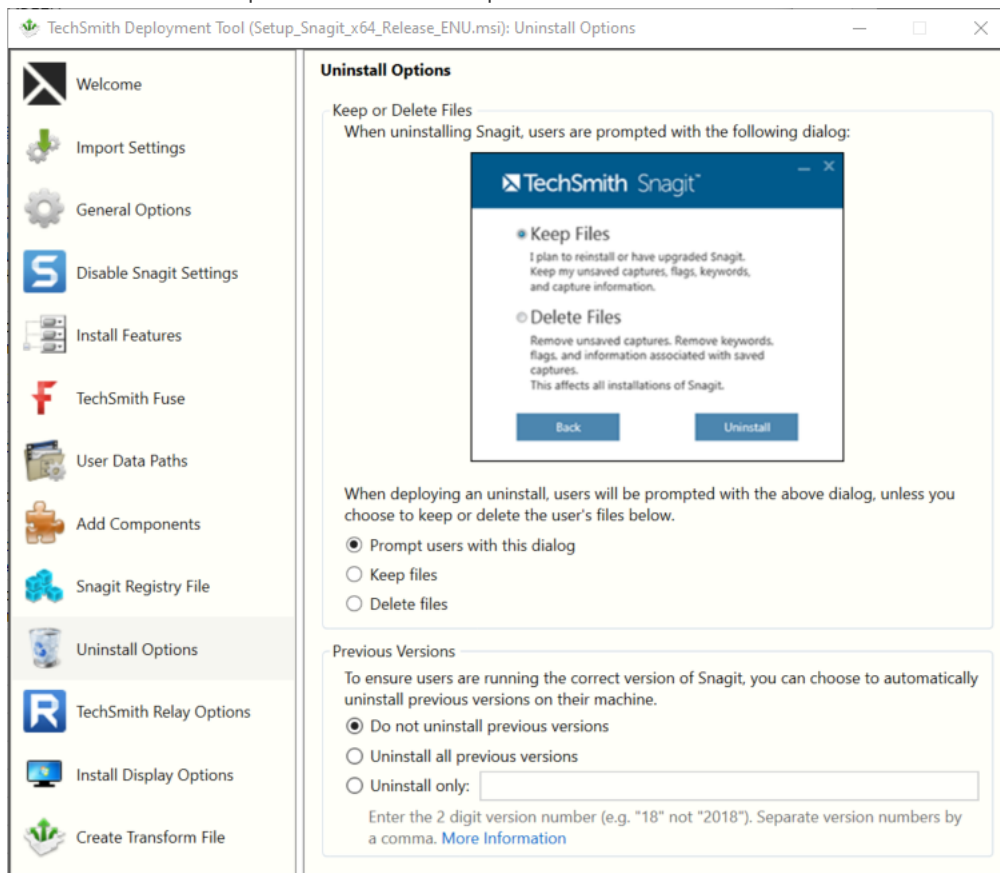
Skip to the next step if you plan to add outputs later as App-V plug-ins.



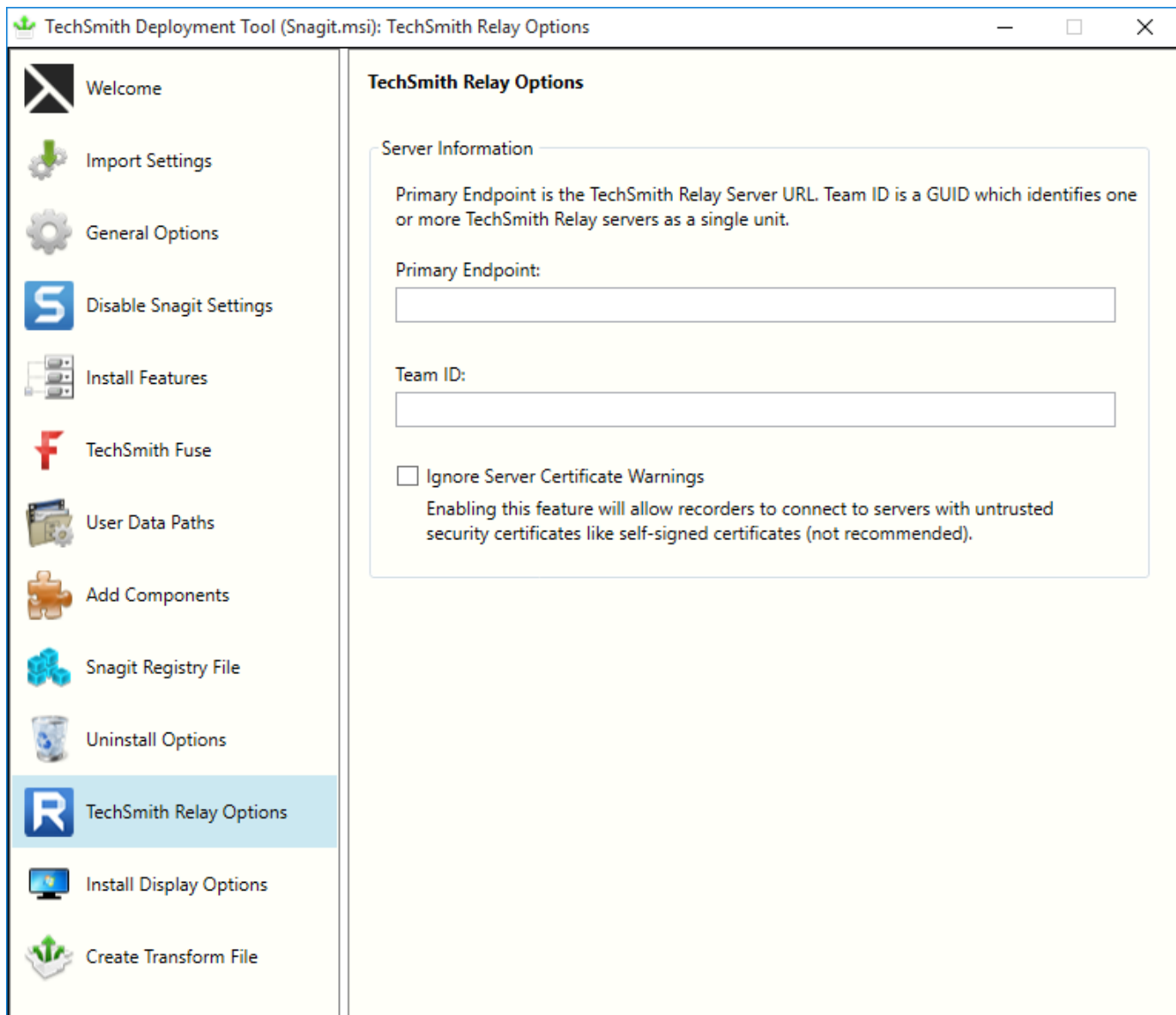
10. On the Snagit Registry File tab, if you already have a registry file, include it here. Typically with App-V, you would not provide the customization here, but instead, launch the tool and customize inside the sequencer. It is necessary to perform some cleanup in the sequence editor if the app is launched in the sequencer.



11. On the Uninstall Options tab, these options have no effect since the uninstaller will not run for users.

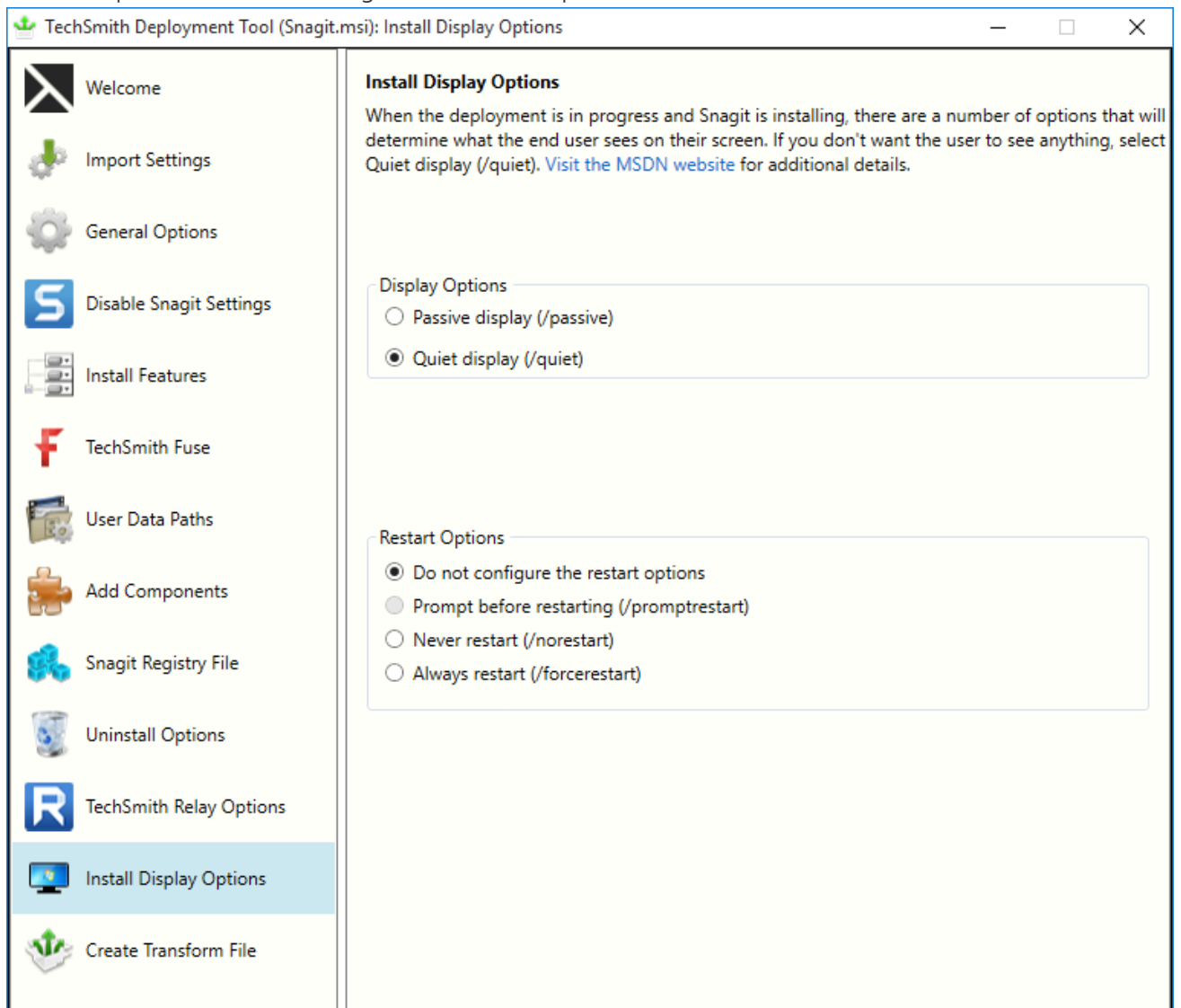


12. On the Relay Updater Options tab, if you have a TechSmith Relay Uploader service account, add that information here. TechSmith Relay is not supported with App-V on a RDS scenario. TechSmith Relay has not been tested with App-V on a desktop scenario.

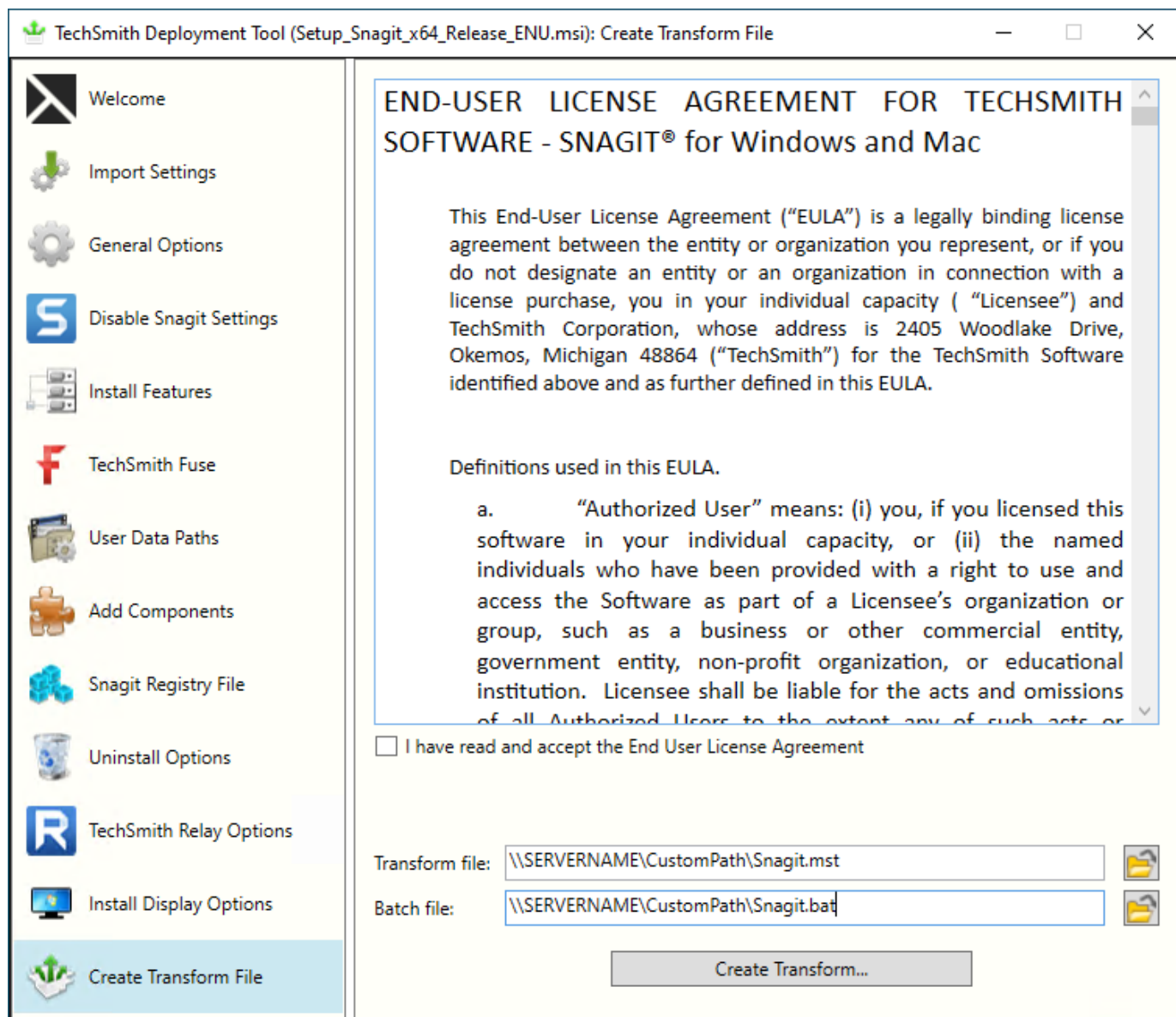


13. On the Install Display Options tab, select the desired options. Recommended settings:

- Display Options- Quiet display
- Restart Options - Do not configure the restart options



14. On the Create Transform File tab, check the End User License Agreement to accept the agreement on behalf of your end users.



The Transform and Batch files should be in the same folder as the .msi file. Keep in mind that if you copy this folder locally to the sequencer, you will need to edit the .bat file to modify the file paths.

15. Click the **Create Transform** button.
16. Exit the TechSmith Deployment Tool.

Sequencing

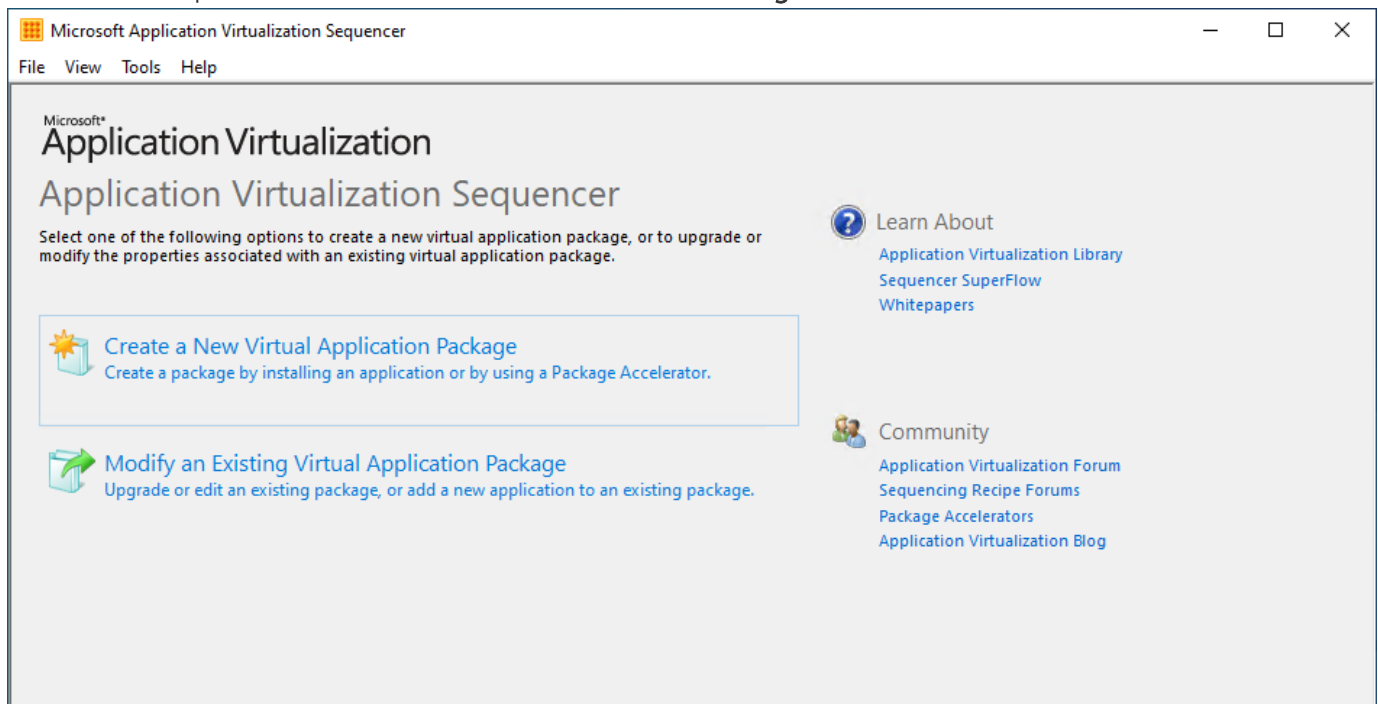
This section will help you create an App-V package of Snagit and related Snagit Outputs. This documentation is intended as guidance, since most companies will modify the instructions to fit their environment.

Prerequisites

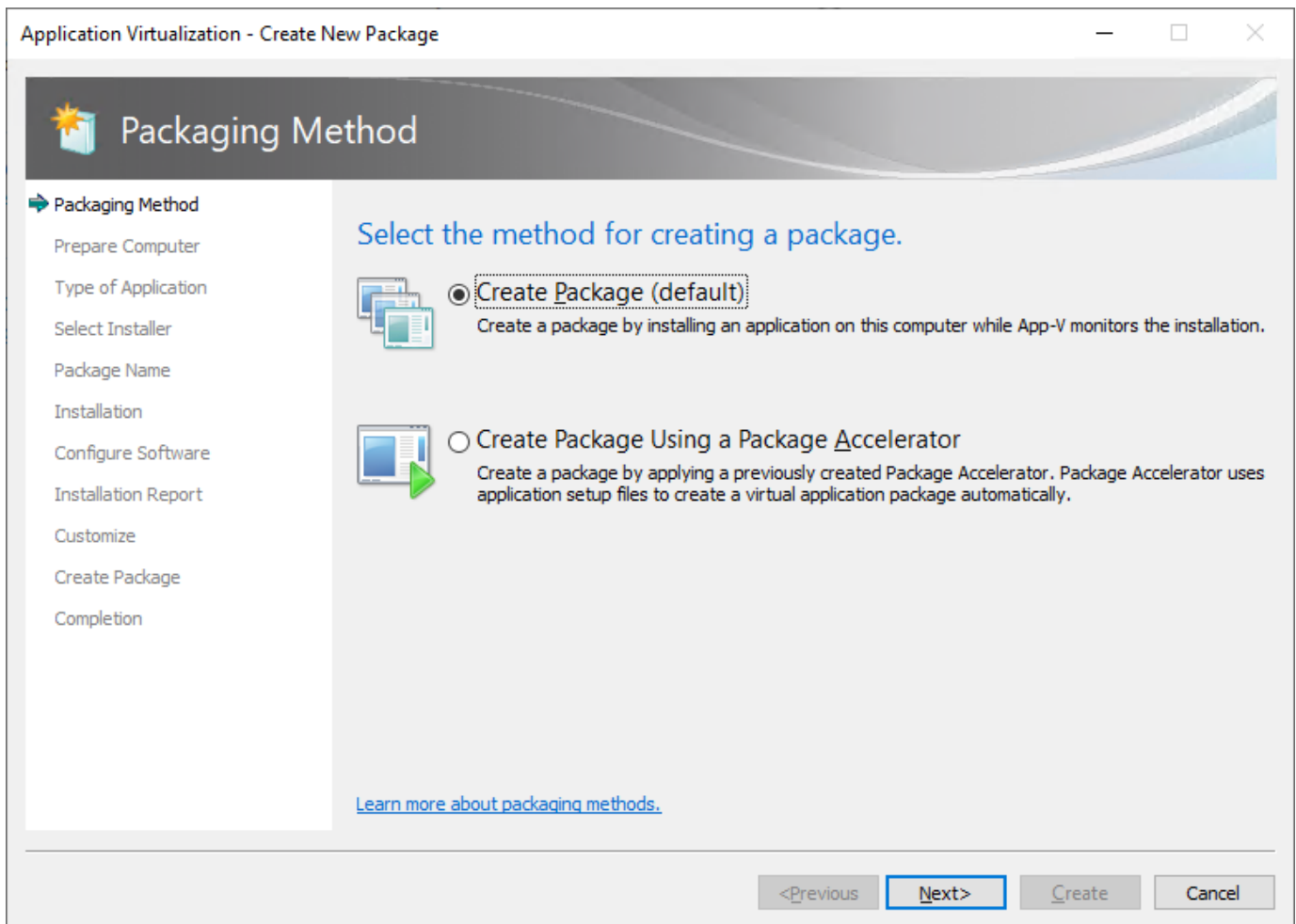
- Microsoft App-V version 5.1 or later is required.
- You have reviewed the [system requirements](#).
- You have reviewed the [Deployment Tool section](#) and have created a MST file.

Contact [TechSmith Tech Support](#) with questions on additional configurations.

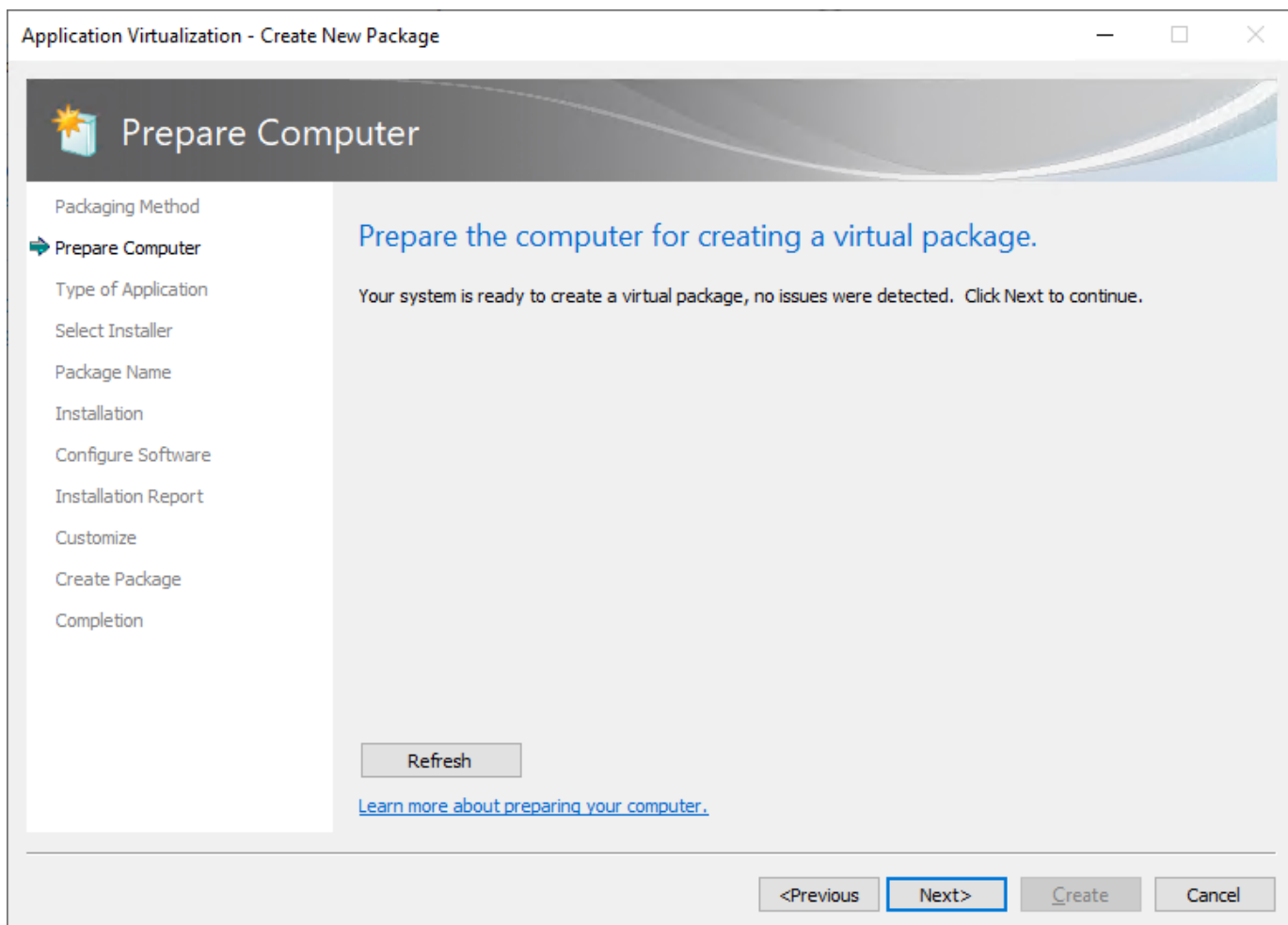
1. Launch the App-V Sequencer.
2. A UAC prompt appears to allow the program to run. Click **OK**.
3. In the base sequencer, click the **Create a New Virtual Package** button.



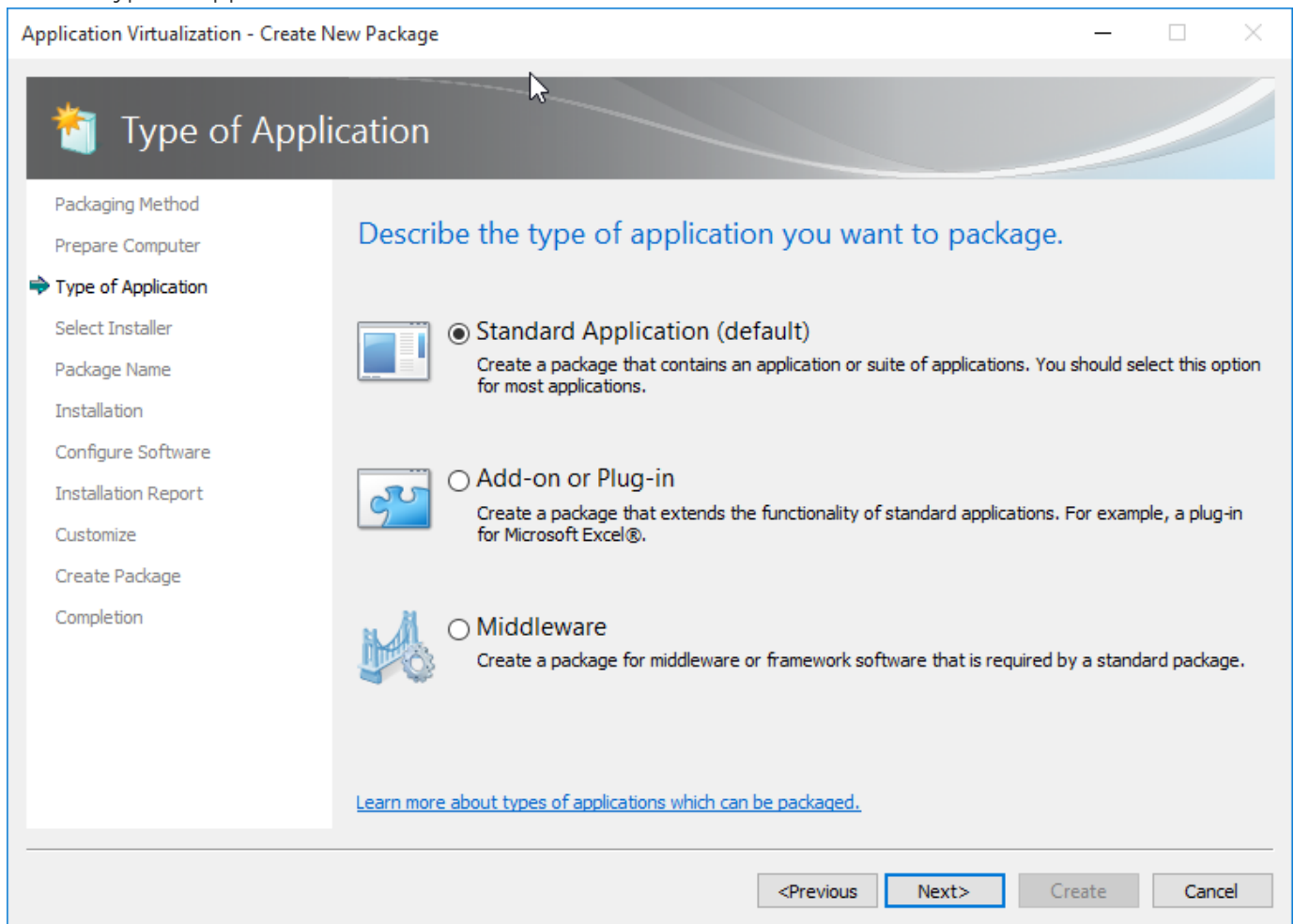
4. The Packaging Method Wizard appears. Click the **Next** button.



5. Confirm that no issues were detected and click the **Next** button.



6. On the Type of Application screen, click the **Next** button.



7. On the Installer screen, select **Perform a custom installation**. Click the **Next** button.

Application Virtualization - Create New Package

Select Installer

- Packaging Method
- Prepare Computer
- Type of Application
- Select Installer**
- Package Name
- Installation
- Configure Software
- Installation Report
- Customize
- Create Package
- Completion

☐ Select the installer for the application.

Browse...

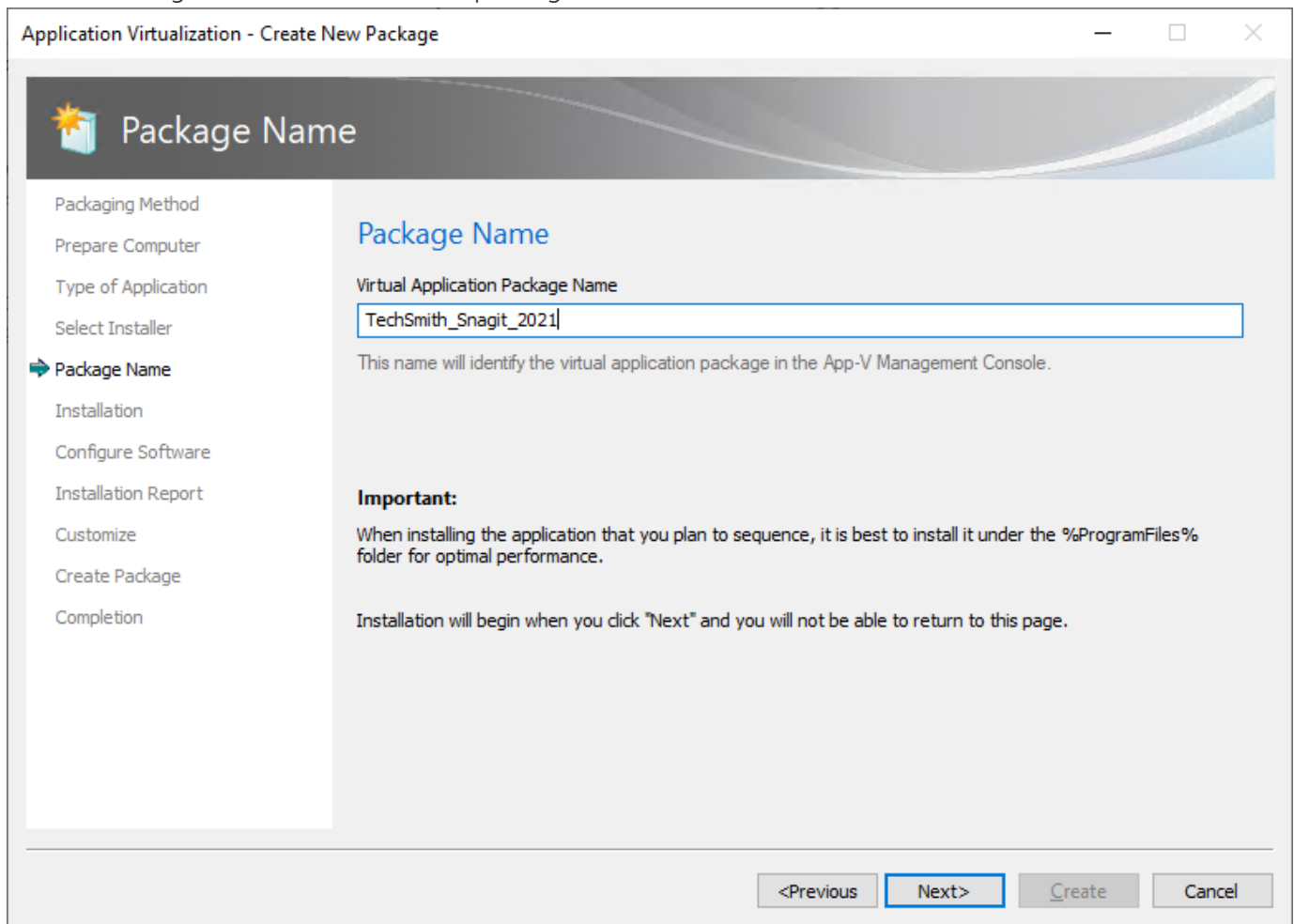
☒ **Perform a custom installation.**

I choose not to select an installer in this step. I will manually select and run all files during installation.

[Learn more about installation options.](#)

<Previous Next> Create Cancel

8. On the Package Name screen, enter a package name and the PVAD folder. Click the **Next** button.

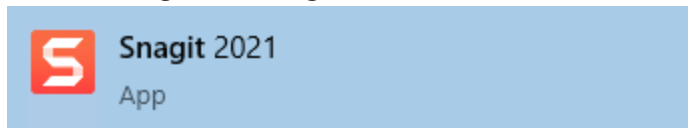


The screenshot shows the 'Application Virtualization - Create New Package' wizard. The left sidebar lists the steps: Packaging Method, Prepare Computer, Type of Application, Select Installer, **Package Name** (highlighted with a blue arrow), Installation, Configure Software, Installation Report, Customize, Create Package, and Completion. The main area is titled 'Package Name' and contains a text box for 'Virtual Application Package Name' with the value 'TechSmith_Snagit_2021'. Below the text box is a note: 'This name will identify the virtual application package in the App-V Management Console.' An 'Important:' section follows, stating: 'When installing the application that you plan to sequence, it is best to install it under the %ProgramFiles% folder for optimal performance.' Below this is another note: 'Installation will begin when you click "Next" and you will not be able to return to this page.' At the bottom right are four buttons: '<Previous', 'Next>' (highlighted with a blue border), 'Create', and 'Cancel'.

9. Right-click the batch file created by the TechSmith Deployment Tool and select **Run as Administrator** to install Snagit.

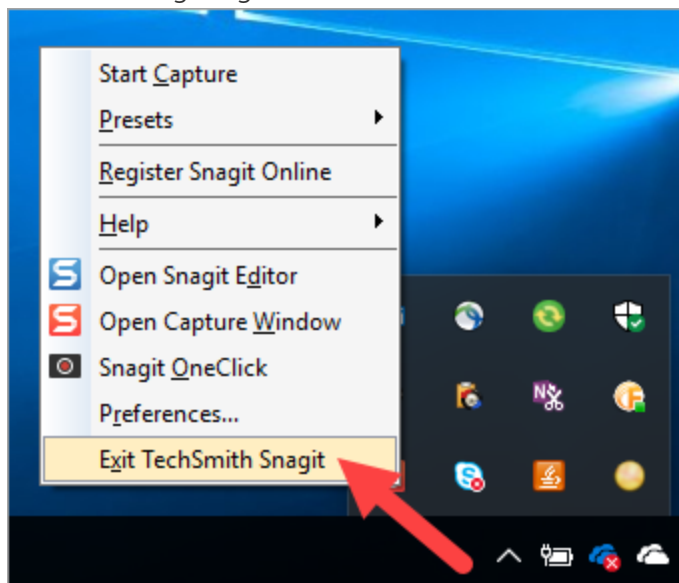
- 32-bit Snagit can only be deployed to a 32-bit version of Windows.
- 64-bit Snagit can only be deployed to a 64-bit version of Windows.

10. Launch Snagit (not Snagit Editor) from the Start menu.



11. Start the Task Manager and wait until Snagit Editor starts and the CPU calms down.

12. To close Snagit, right-click on the Notification Area icon and select **Exit Snagit**.



13. Cleanup operations:

- **IMPORTANT:** Remove all files within the directory %Public%\TechSmith\Snagit\License, but do not delete the directory itself.
- There is a registry item to remove to help ensure the DataStore is regenerated. This can be performed here or in the sequence editor.

```
reg delete HKCU\Software\TechSmith\Snagit\21\ /v DataStoreDriveType /f
```

- Remove the folders Thumbnails and TrackerbirdFiles and the tray.bin file from %localappdata%\TechSmith\Snagit\. If you customized the Other user Settings in the TechSmith Deployment Tool, the folders/files will be located under that customized path.
- Delete the DataStore folder from %localappdata%\TechSmith\Snagit. If you customized the Automatically Stored files in the TechSmith Deployment Tool, the folder will be located under that customized path.
- Delete Identity folder under %appdata%\TechSmith\Snagit 21\
- Run these commands when you want to force users to save media outside of the App-V bubble or if you plan to store the profile information on a network share:

```
reg add HKCU\Software\TechSmith\Snagit\21 /v AutoSaveImageTextCaptures /t REG_
DWORD /d 0
reg add HKCU\Software\TechSmith\Snagit\21 /v AutoSaveVideoCaptures /t REG_
DWORD /d 0
```

These registry entries will prevent SNAG files (images and videos) from staying in the \DataStore\ folder. When using %APPDATA% for the automatically saved DataStore folder, it is highly recommended to run these commands.

- Remove DefaultSNAGShown

```
reg delete HKCU\Software\TechSmith\Snagit\21\ /v DefaultSNAGShown /f
```

This option is needed to cleanly create the EditorOverview.snag file in Documents\Snagit\.

14. Consider the following cleanup options:

If you plan to do an in-place upgrade for a newer version of Snagit, keeping the App-V Package GUID, you should not delete the MSI file. Patching for Snagit is not supported. You must uninstall the application and then reinstall.

If App-V package size is a concern, it is recommend to remove the cached installers from the packages. Self-repair will fail due to App-V's protection of the executable components. When removing the cached installer files, do not remove the icons under the Windows\Installers\{GUID} folder since these are directly referenced by the shortcuts.

Instead of removing the files below, consider moving them to a network location. Future maintenance or upgrades can be performed by expanding the App-V package and copying the files back in place.

Optional removal:

```
del /f C:\Windows\Installer\*.msi  
rmdir /s /q C:\Windows\Installer\MSI*.tmp-
```

15. In some environments where launch time appears slow, consider running NGEN for all .exe and .dll files added in the package. This is best done via a .cmd file to run a PowerShell script, named PostInstallRunNGEN_Folder.ps1. Create a PowerShell script with the following content:


```

[CmdletBinding()]
param(
[Parameter(Mandatory=$True)][string]$BaseFolder
)
$USETHISNGEN = C:\Windows\Microsoft.NET\Framework\v4.0.30319\ngen.exe
Function NGenThis
{
Param([string]$Filename)
Write-Host "Compile $Filename" -ForegroundColor Cyan

C:\Windows\Microsoft.NET\Framework\v4.0.30319\ngen.exe install "$Filename" /nologo
}
Function ProcessFolder
{
Param ([string]$FolderName)
{
Param ([string]$FolderName)
Write-Host -ForegroundColor Cyan Processing $FolderName
foreach ($fil in Get-ChildItem $FolderName)
{
if ($fil.Name.EndsWith(".exe"))
{
NGenThis "$FolderName\$fil"
}
elseif ($fil.Name.EndsWith(".dll"))
{
NGenThis "$FolderName\$fil"
}
}
foreach ($sdir in Get-ChildItem -Directory $FolderName)
{
ProcessFolder "$FolderName\$sdir"
}
}
ProcessFolder $BaseFolder

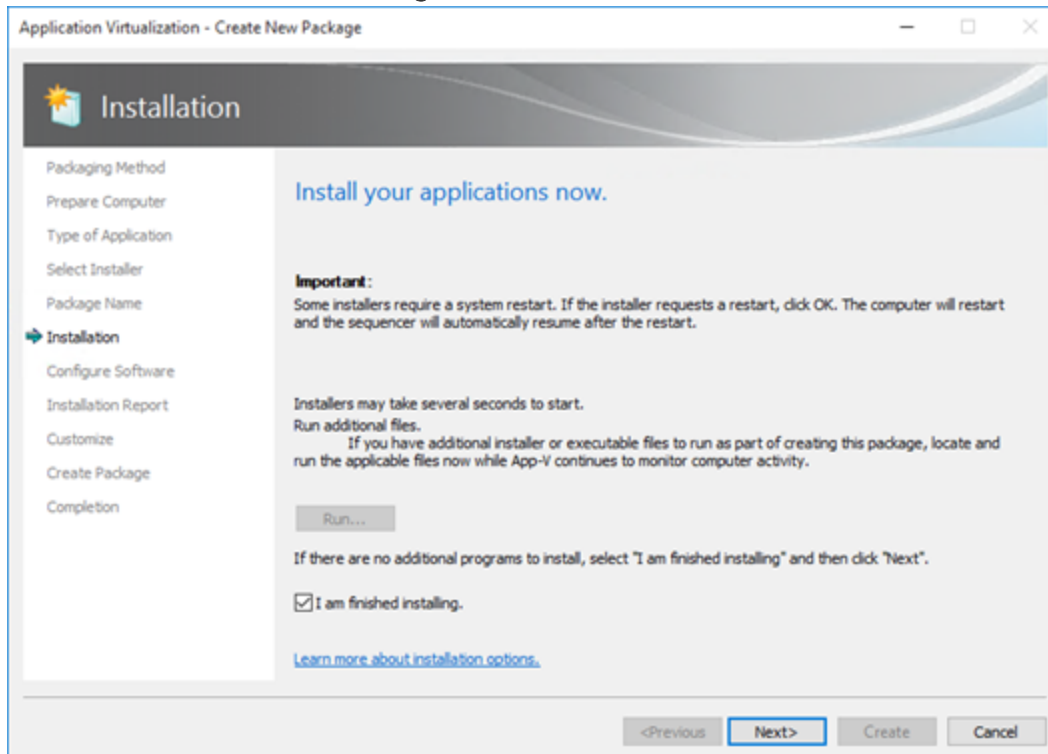
C:\Windows\Microsoft.NET\Framework\v4.0.30319\ngen.exe executequeueditems

```

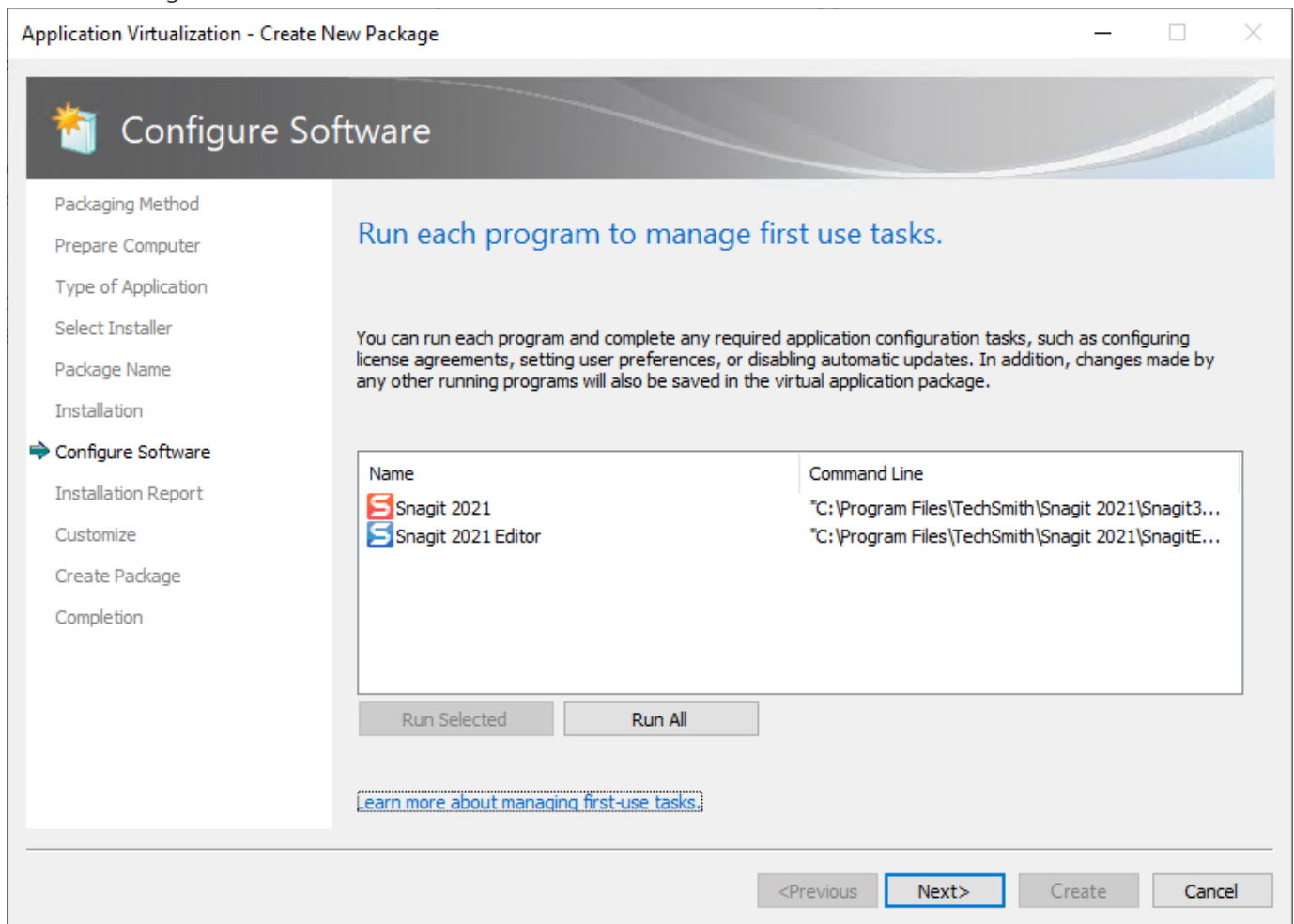
- The cmd file to run it is shown below. If you are not using the default or suggested location for installed outputs, run the PowerShell script in the accessories folder.

```
powershell.exe -File C:%HOMEPATH%\Desktop\Current\PostInstallRunNGEN_Folder.ps1 "C:\Program Files\TechSmith\Snagit 2021"  
powershell.exe -File C:%HOMEPATH%\Desktop\Current\PostInstallRunNGEN_Folder.ps1 "C:\Program Files\Common Files\TechSmith Shared"
```

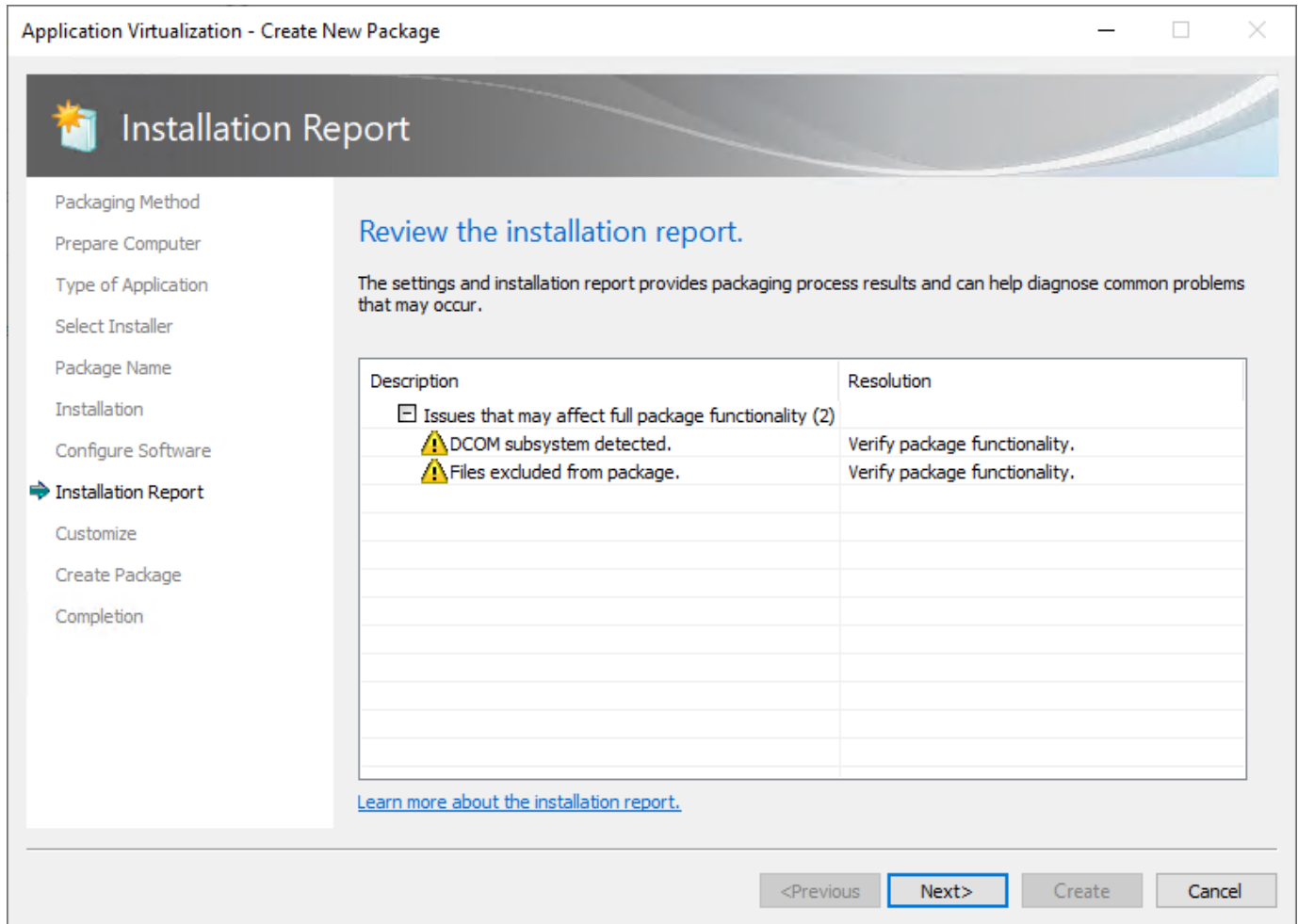
16. Select the **I am finished installing** checkbox and click the **Next** button.

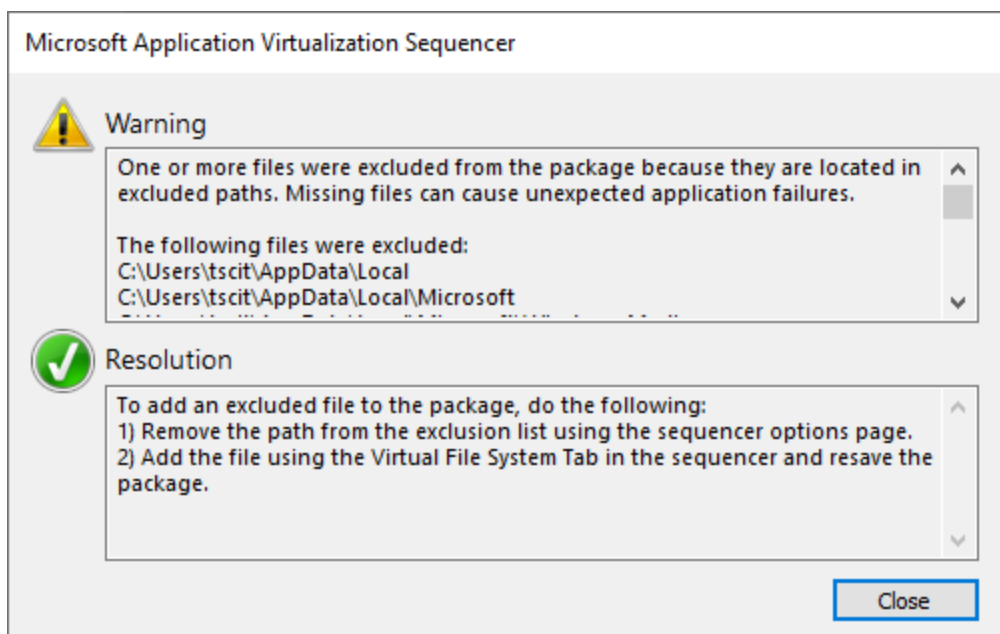
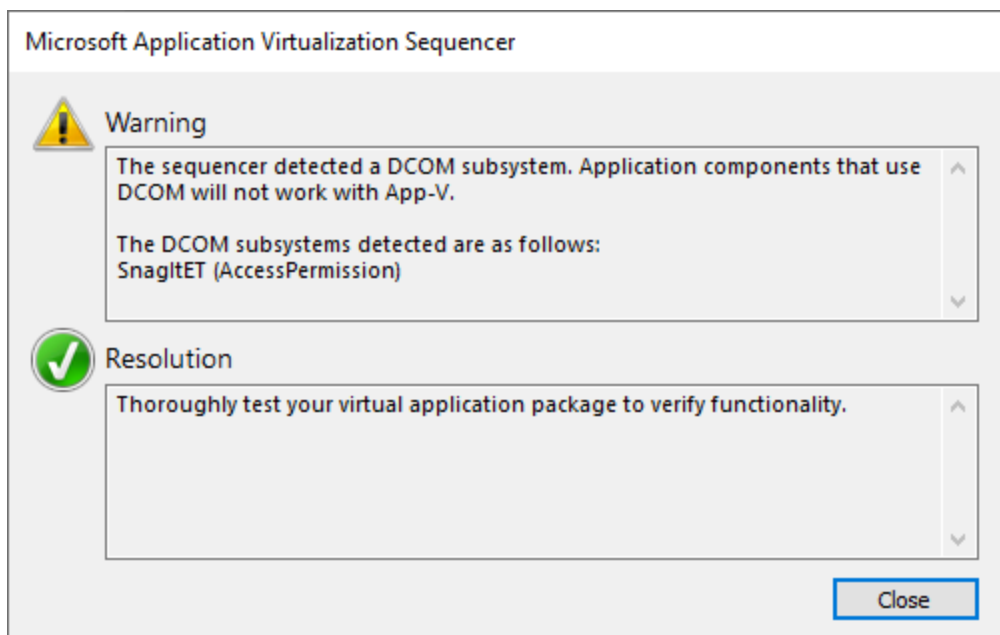


17. On the Configure Software screen, click the **Next** button.

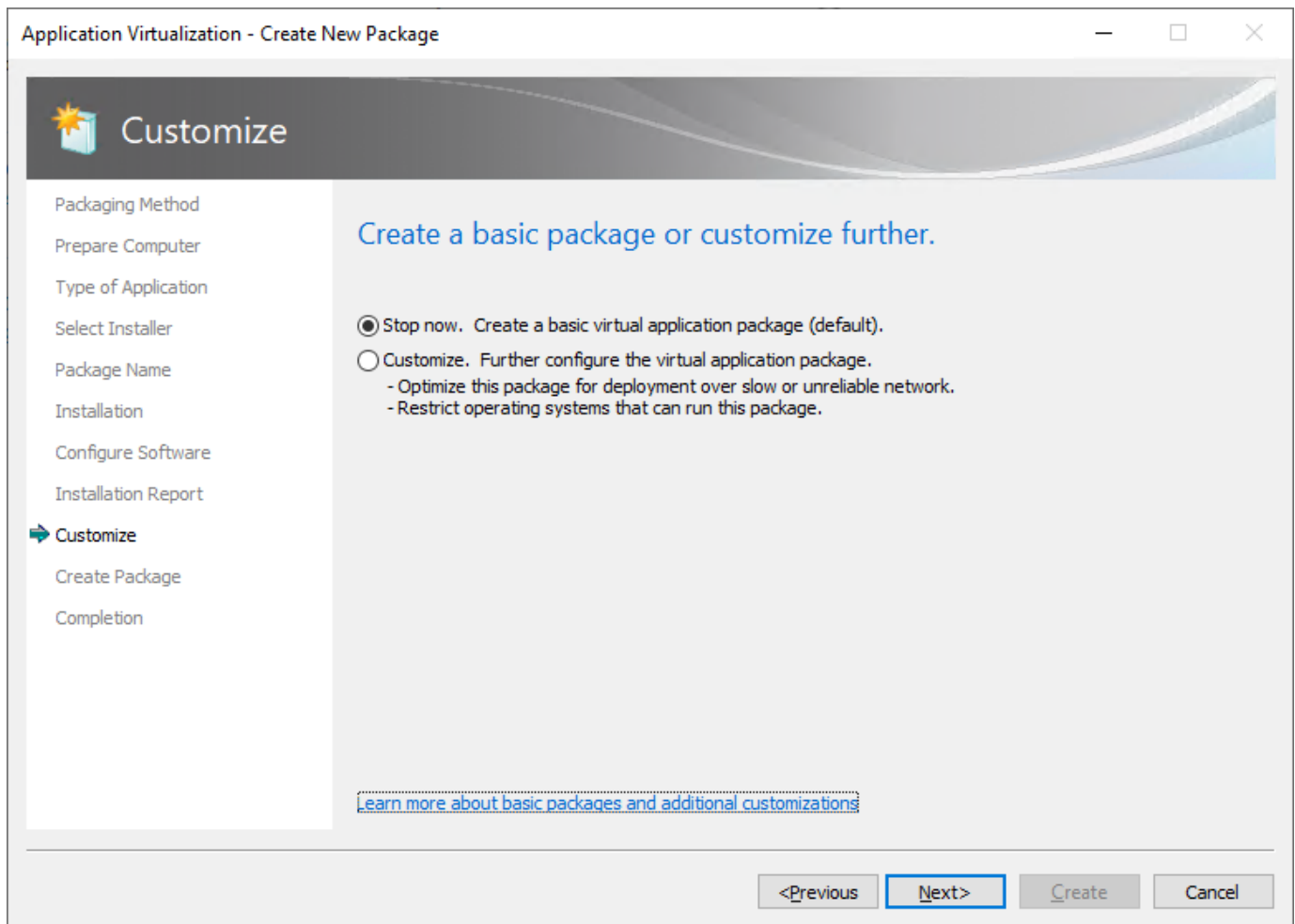


18. The installation report should include these two items: DCOM and Files excluded from package. To view the details, double-click an item in the installation report list.





19. On the Installation Report screen, click the **Next** button.
20. If you plan to use Microsoft System Center Configuration Manager (SCCM) to distribute the App-V package, you may want to perform streaming optimization. In most scenarios, select the **Stop Now** option.



21. On the Customize screen, click the **Next** button.

22. On the Create Package screen, select the **Continue to modify** option and click the **Next** button.

The screenshot shows the 'Create Package' window in Application Virtualization. The window title is 'Application Virtualization - Create New Package'. On the left is a sidebar with a list of steps: Packaging Method, Prepare Computer, Type of Application, Select Installer, Package Name, Installation, Configure Software, Installation Report, Customize, **Create Package** (highlighted with a blue arrow), and Completion. The main area has a header 'Create Package' with a sun icon. Below the header, the instruction 'Document the package and select output options.' is shown. There are two radio buttons: 'Continue to modify package without saving using the package editor.' (selected) and 'Save the package now.'. Below these is a 'Description' text box. Further down is a 'Save Location' section with a text box containing 'C:\Users\tscit\Desktop\TechSmith_Snagit_2021\TechSmith_Snagit_2021.appv' and a 'Browse...' button. At the bottom right are four buttons: '<Previous', 'Next>' (highlighted with a blue border), 'Create', and 'Cancel'.

Application Virtualization - Create New Package

Create Package

Packaging Method
Prepare Computer
Type of Application
Select Installer
Package Name
Installation
Configure Software
Installation Report
Customize
➔ Create Package
Completion

Document the package and select output options.

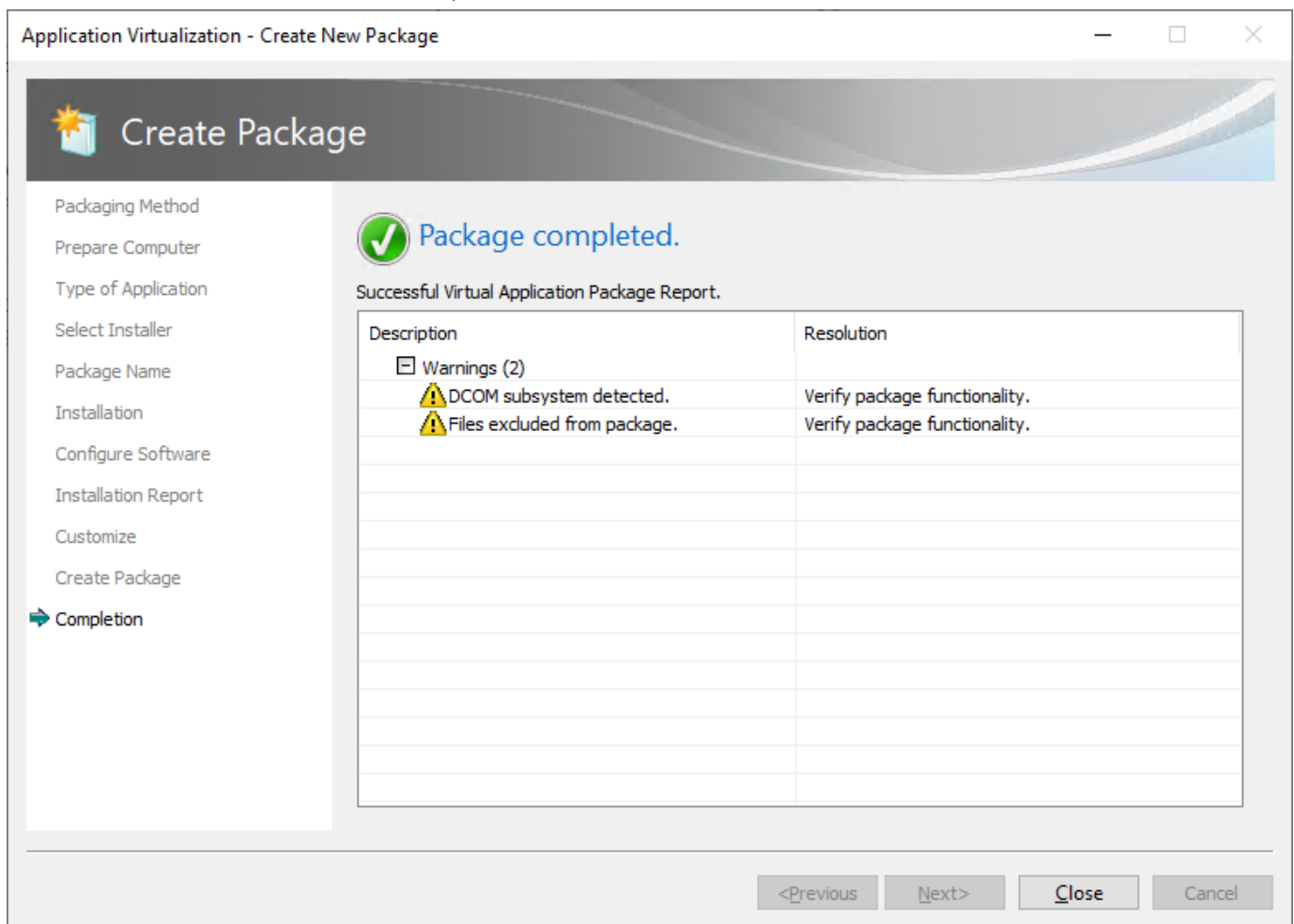
☒ Continue to modify package without saving using the package editor.
☐ Save the package now.

Description

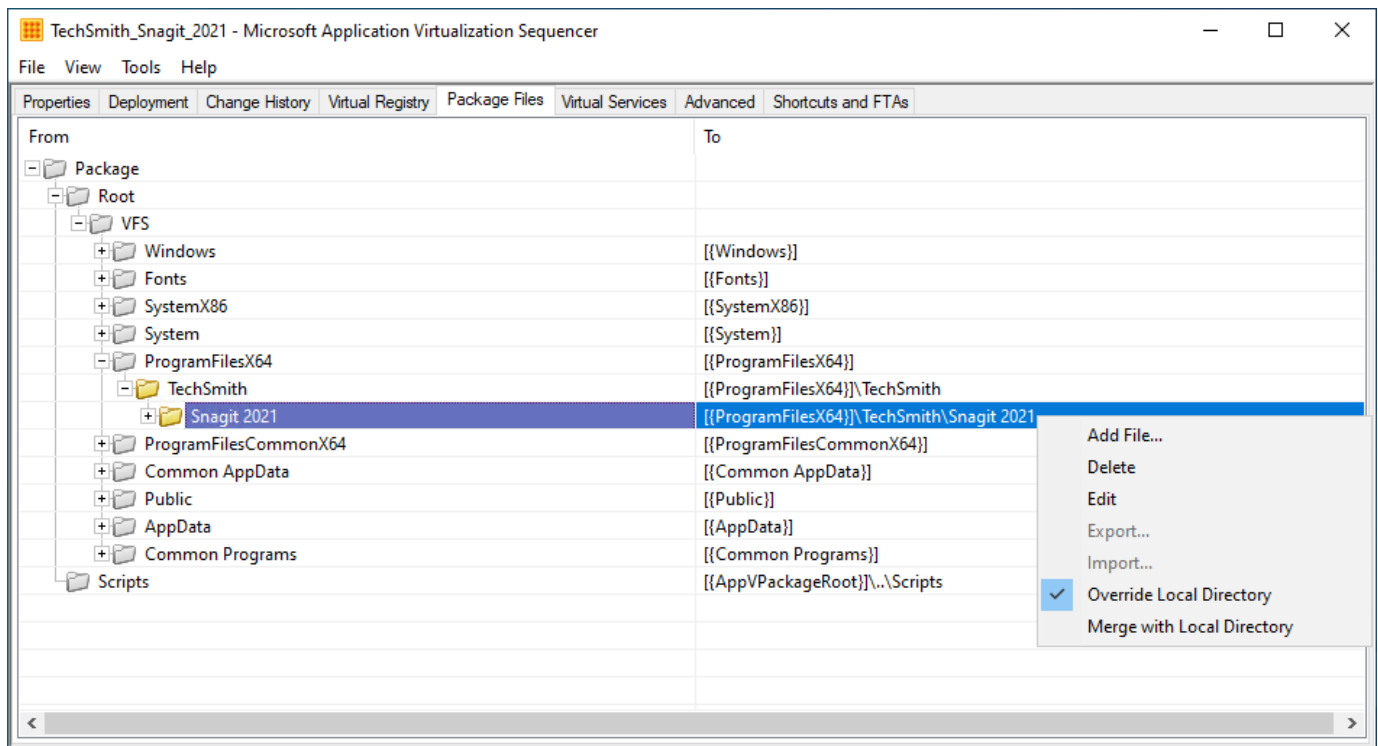
Save Location
C:\Users\tscit\Desktop\TechSmith_Snagit_2021\TechSmith_Snagit_2021.appv Browse...

<Previous Next> Create Cancel

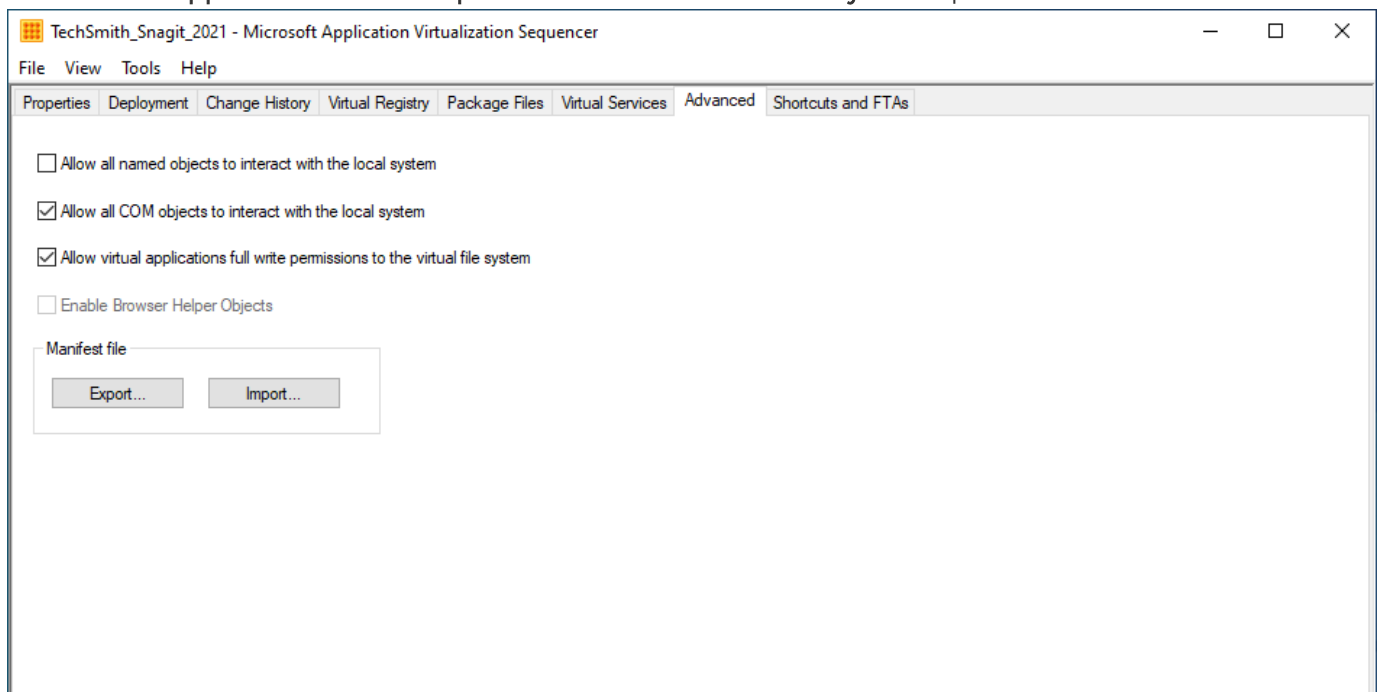
23. Click the **Close** button to exit the sequence editor.



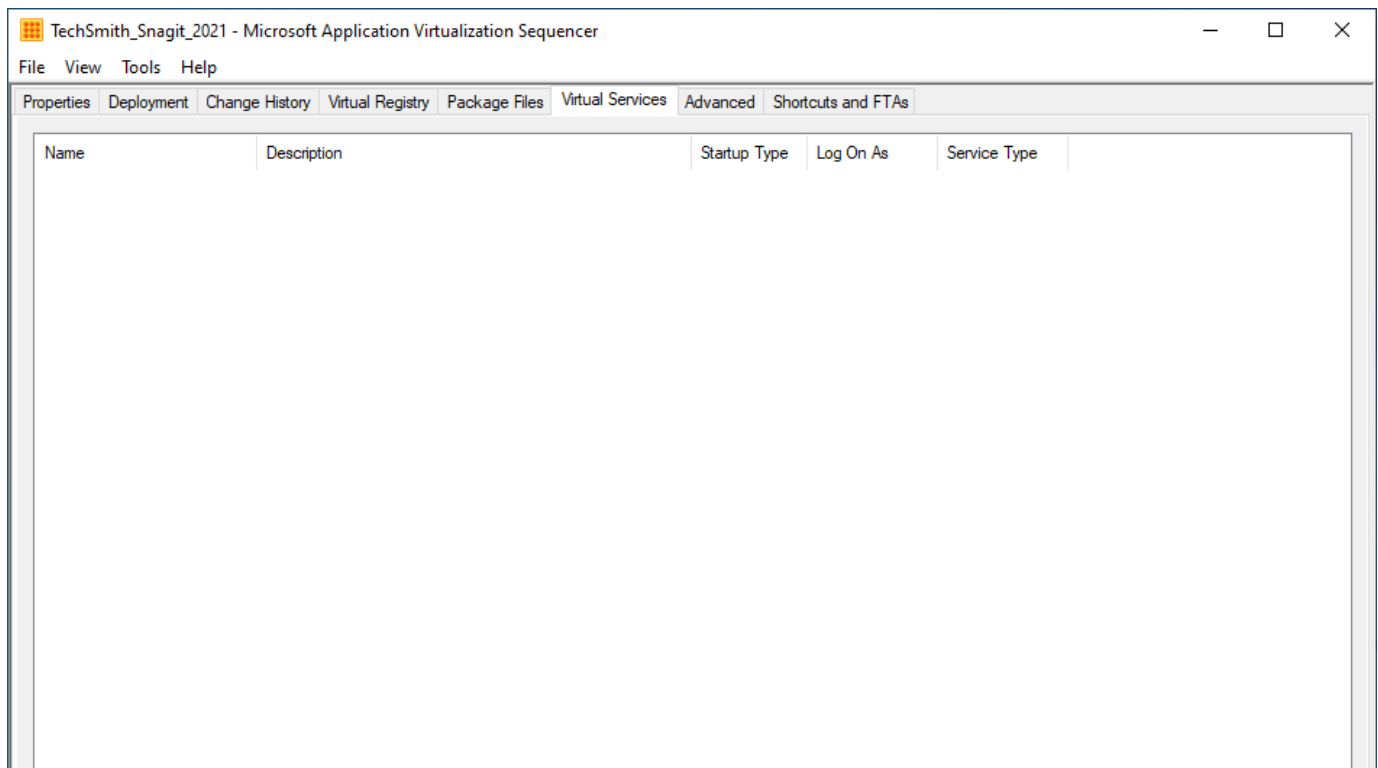
24. Click the **Package Files** tab. You need to make sure that the **TechSmith** folder in Program Files (for the correct bitness) is set to **Merge with Local Directory** instead of **Override Local Directory**. Once that is changed, the **Snagit 2021 application** folder should be set to **Override Local Directory**.



25. On the Advanced tab, check the **Allow all COM objects to interact with the local system** option and the **Allow virtual applications full write permissions to the virtual file system** option.



26. On the Virtual Services tab, you can verify the TechSmith Uploader Service is configured the way you specified earlier in the application sequencing. Most configurations will not have any services listed on this tab.



27. To save the package, select **File > Save As**.

28. Create a folder using the file name of the package and save the package in that folder.

