



App-V Sequencing Guide

Updated February 2025

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Introduction

Audience

This guide is for IT professionals wanting to virtualize Snagit 2025 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

System Requirements for Windows Clients

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

- Windows 11, Windows 11 on ARM (22H2 or higher), Windows 10 (1903 or higher), or Windows Server 2019 or Windows Server 2016
 - Windows N requires the Media Foundation Pack
 - 64-bit Windows only
 - Snagit Printer not available on Windows on ARM
- .NET 4.7.2 or later
- WebView2 Runtime (included with installer)
- Intel i5 CPU 6th gen / AMD equivalent
- 8 GB recommended
- 1.6 GB of hard-disk space for program installation

Updates

- Snagit 2025 allows administrators to customize the Share Link button to share captures to OneDrive or Google Drive instead of Screencast (default).
- Collection and use of application usage data:
 - For existing users, collection and use of anonymous data will remain the default.
 - For new users, TechSmith will collect and use non-anonymous data. Users can change this to anonymous data or no data collection in Snagit Preferences.

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:

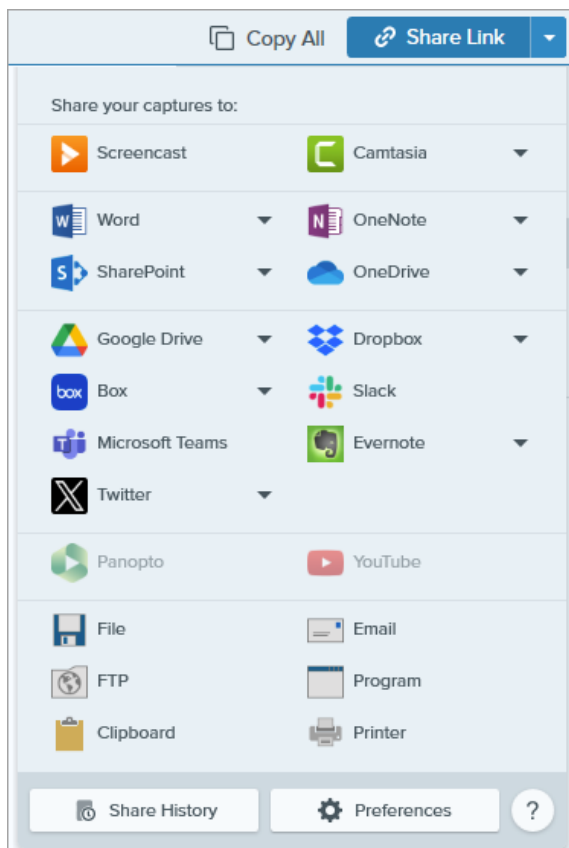
Where are you deploying to?

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
Screencast Upload the capture to Screencast, TechSmith's free online content hosting service. Snagit copies a link to the clipboard for quick sharing.	✓	✓
TechSmith 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.	✓	✓
Microsoft Word Insert the image capture into a Microsoft Word document.	✓	
Microsoft PowerPoint Insert the image or video 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 page.	✓	
Microsoft SharePoint Upload an image or video to host on SharePoint. Snagit sends the share link to the Clipboard.	✓	✓
Microsoft OneDrive Upload the capture to Microsoft OneDrive for Business or OneDrive Personal to access it at any time across computers or devices.	✓	✓

Output	Image	Video
<p>Google Drive</p> <p>Upload the capture to Google Drive for image or video hosting. A link to the capture is copied to the Clipboard.</p>	✓	✓
<p>Dropbox</p> <p>Upload the capture to Dropbox for image or video hosting. A link to the capture is copied to the Clipboard.</p>	✓	✓
<p>Box</p> <p>Upload the capture to Box for image or video hosting. A link to the capture is copied to the Clipboard.</p>	✓	✓
<p>Slack</p> <p>Upload the capture to Slack for image or video hosting. Snagit sends the share link to the Clipboard.</p>	✓	✓
<p>Microsoft Teams</p> <p>Upload an image or video to a Microsoft Teams Channel or Chat.</p>	✓	✓
<p>Evernote</p> <p>Post an image capture into a new note in Evernote on the web or in the Evernote client.</p>	✓	
<p>X / Twitter</p> <p>Post to your X account with a link to the image or video capture.</p>	✓	✓
<p>Panopto</p> <p>Upload a video to a Panopto account.</p>		✓
<p>YouTube</p> <p>Upload the video capture to your YouTube account.</p>		✓

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

Additional Outputs

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

Output	Image	Video
Microsoft OneNote Send an image capture to a note page in Microsoft OneNote 2010.	✓	

Snagit 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.

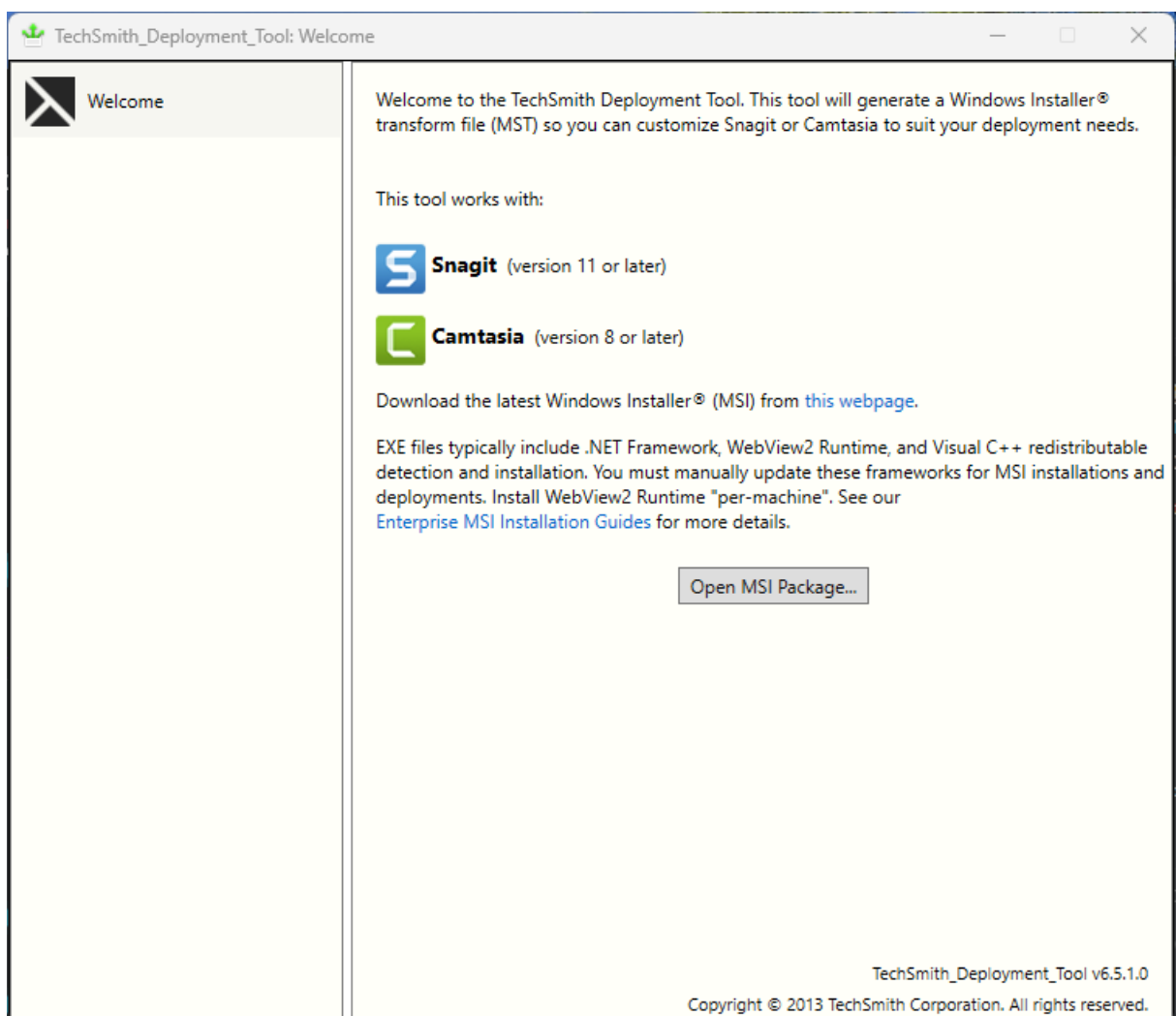
1. In the [TechSmith Deployment Tool](#), select a location inside the App-V package on the User Data Paths screen, such as "%CommonProgramFiles%\TechSmith Shared\Snagit\Outputs\25".
2. In the Deployment Tool, select the desired outputs on the Install Features screen (shown on page 14).

Create the MST for your App-V Package

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

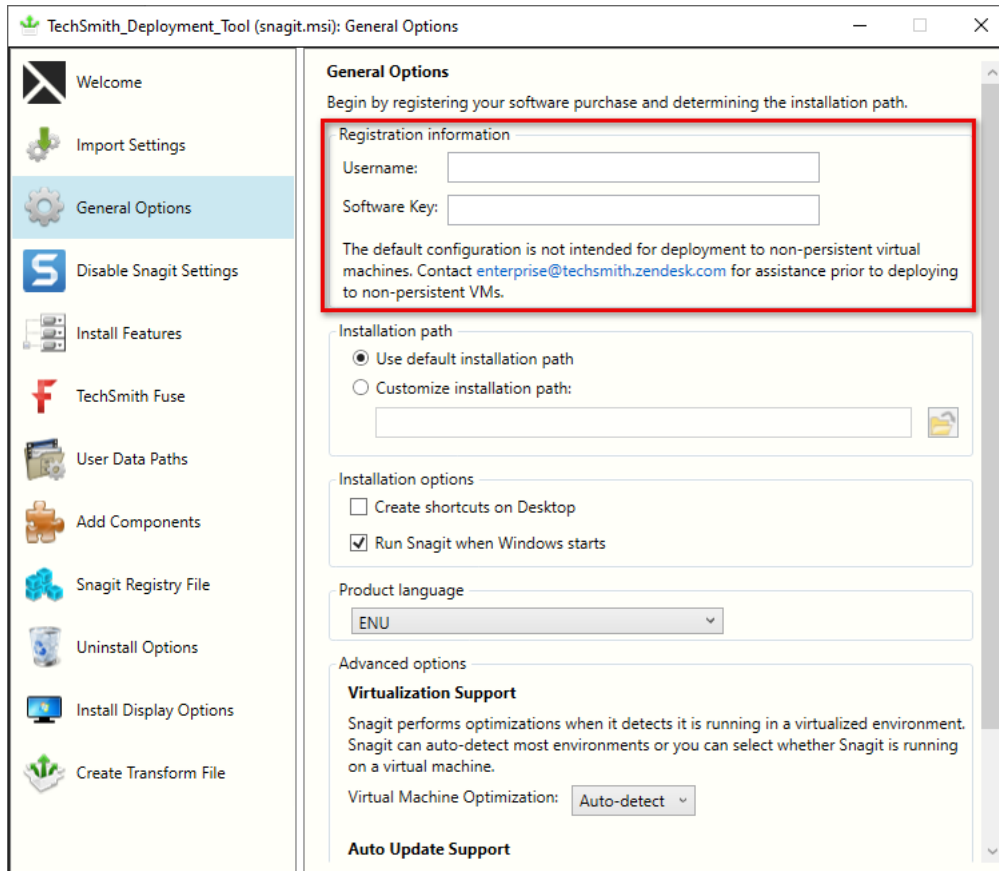
This step may be performed on any machine. If performed on the sequencer, save the resulting files and revert to a known clean snapshot before proceeding with sequencing.

1. Open the TechSmith Deployment Tool.
2. On the Welcome tab, click the **Open MSI Package** button.



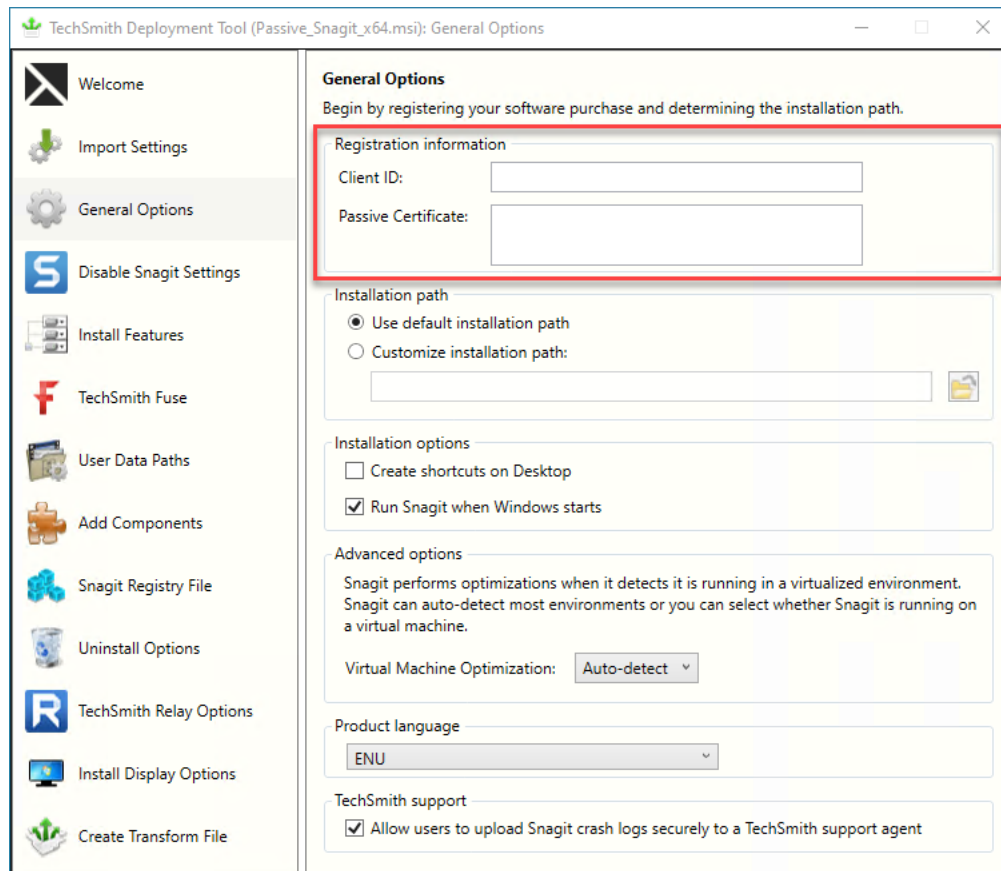
3. Select the Snagit MSI package downloaded from the TechSmith site.
4. On the General Options tab, you will be presented with one of the following two options:

- Option to Register with Username and Software Key:



- 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.

- Option to Register with Client ID and Passive Certificate:



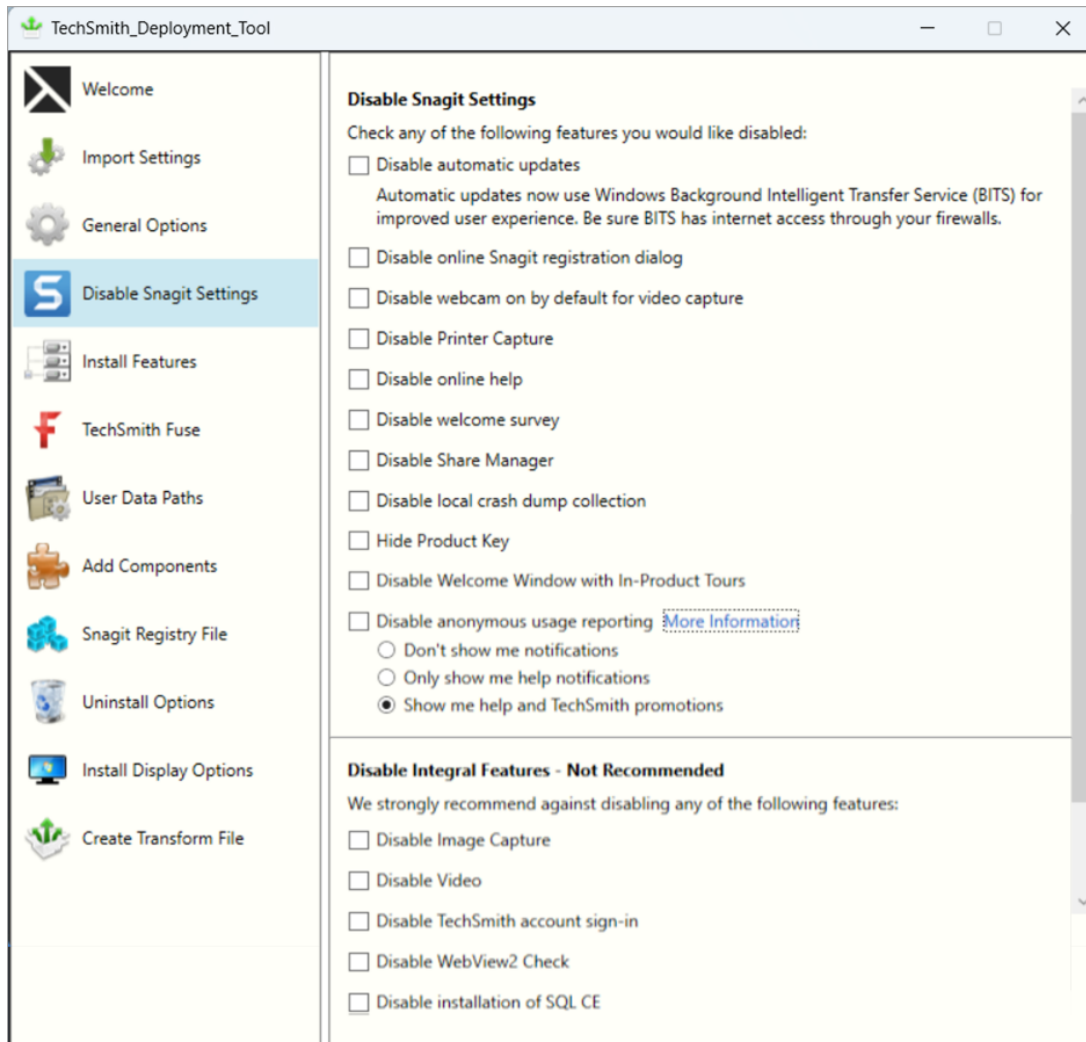
- Enter your **Client ID**.
- Enter your Passive Certificate.

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](#).

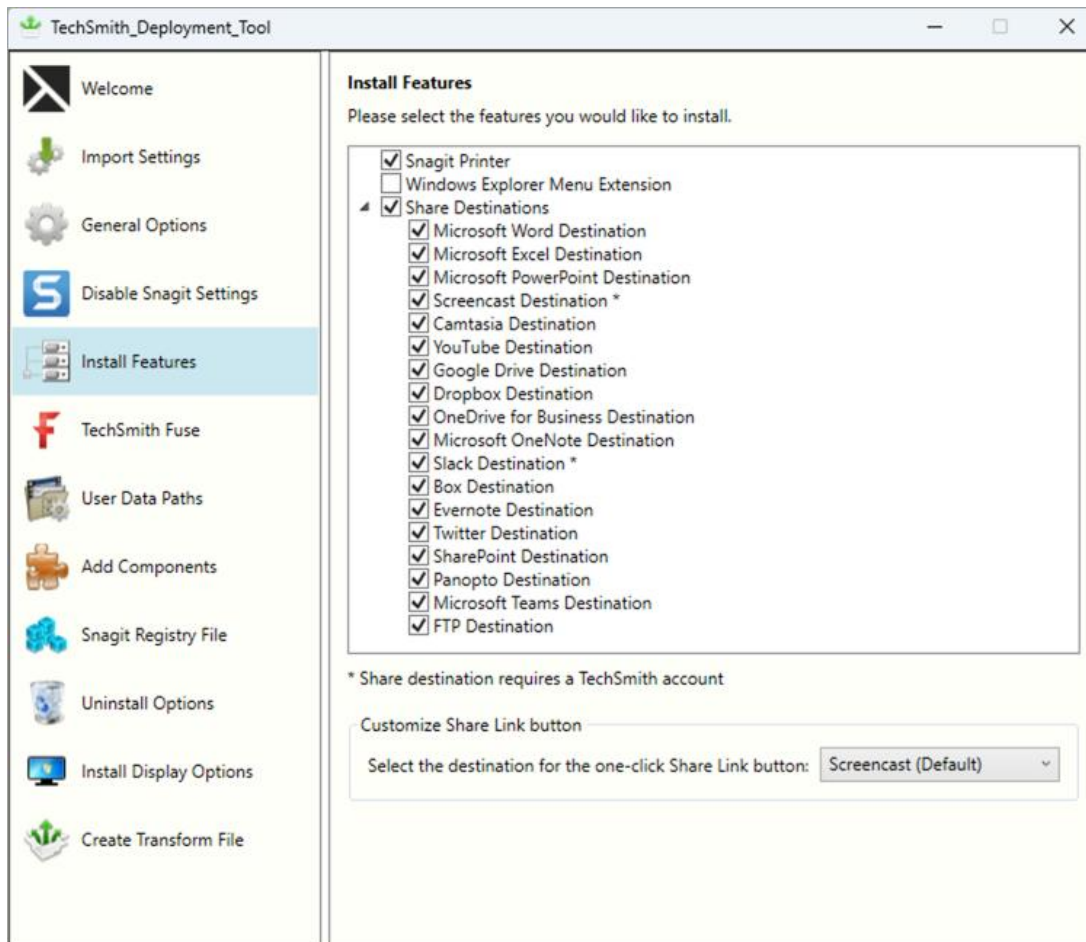
- Select **Disable automatic updates**. App-V does not support application updating by the end-user. IT should upgrade the App-V package.
- Select **Disable online Snagit registration dialog** unless it is necessary for the end-user to sign up for product announcements, customer stories, and free tutorials.

- (Optional) Select **Disable Video** if you want to disable video capture and playback.
- 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 tutorials [here](#) and redirects users to a local PDF file listing available (online) resources.
- (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.
- Select **Disable WebView2** Check or have WebView2 pre-installed on server/client machines prior to deployment.
- (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.

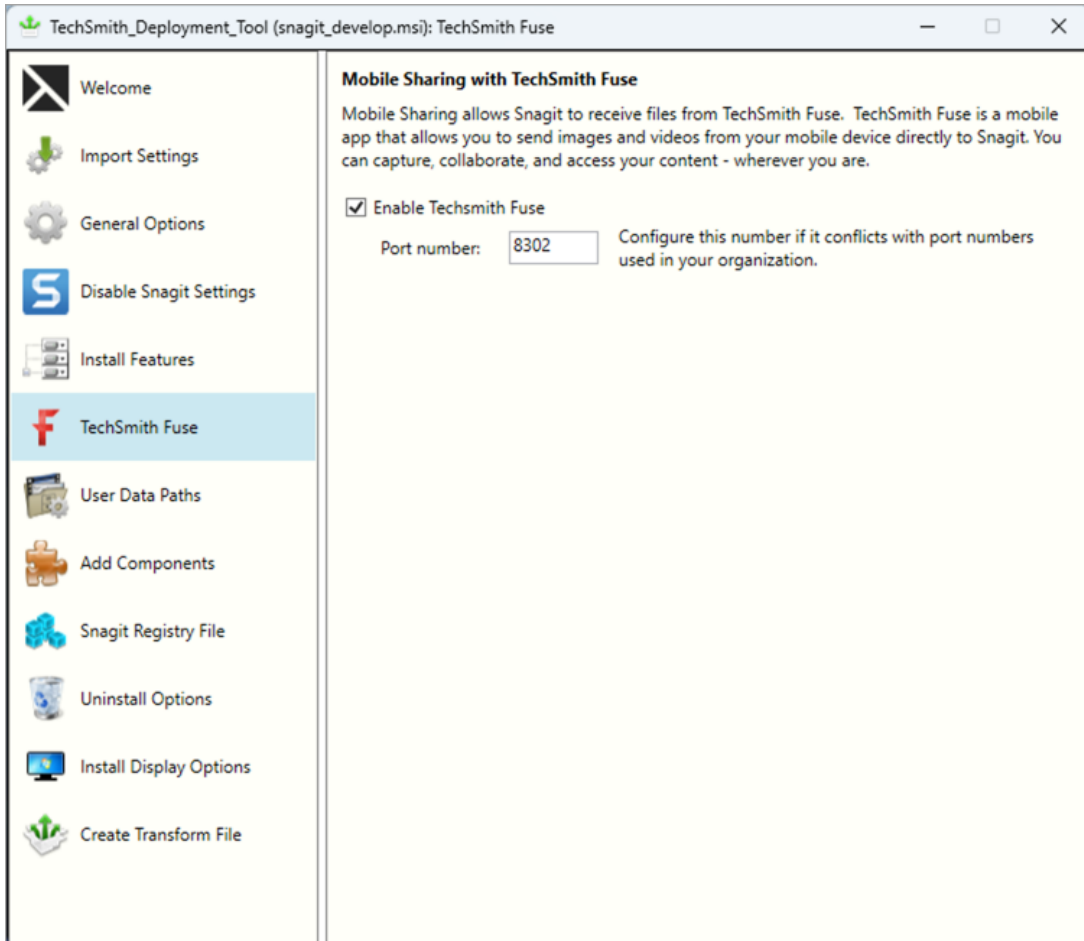
When selecting an output for installation, a TSCPLUGIN file is placed in the following directory:

C:\ProgramData\TechSmith\Snagit 25\DefaultOutputs\ and will be installed during the Snagit installation.

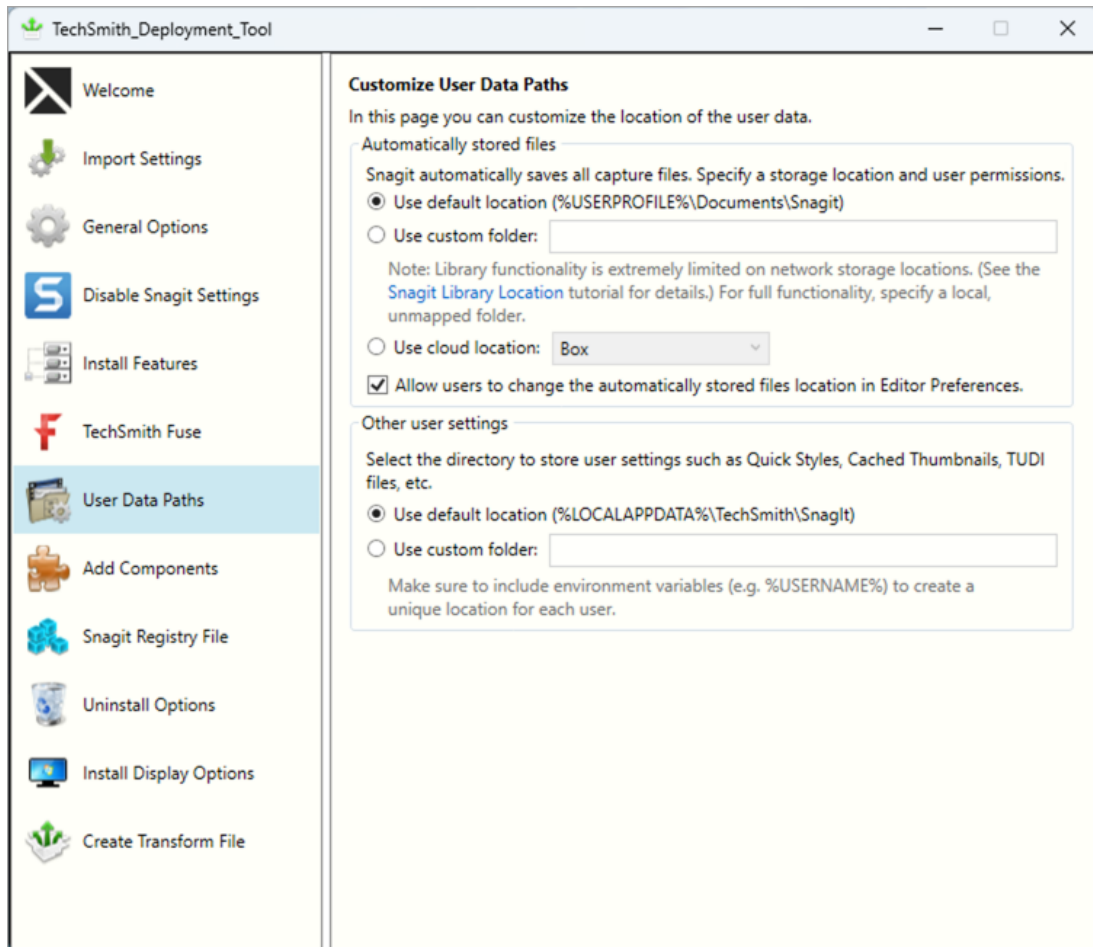
- If Microsoft Office is deployed to end users, select the Force installation of outputs checkbox to force the installation of Snagit Outputs for Microsoft Office. If unchecked, the Snagit installation detects whether Microsoft Office is installed on the sequencing computer.

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:



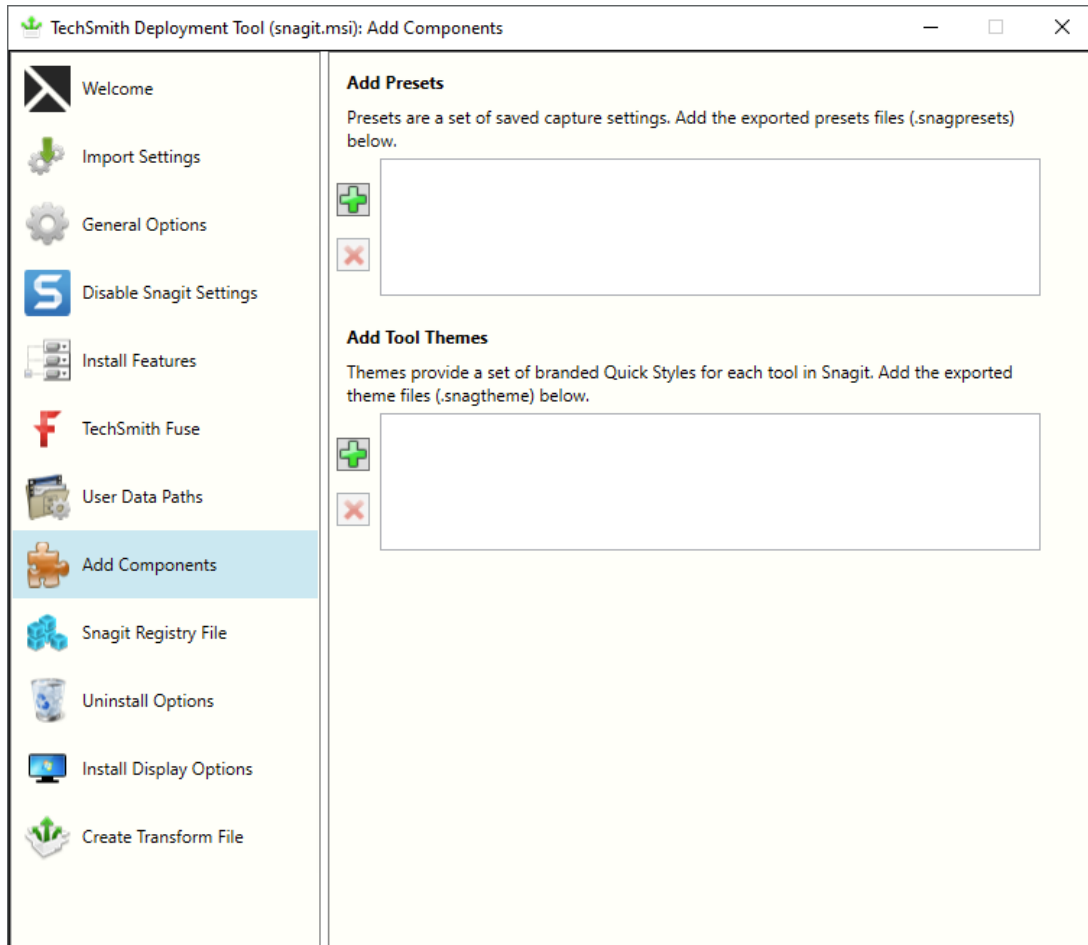
- The **Automatically stored files (Snagit)** folder will contain significant amounts of data. Every image capture, video capture, or files opened in Snagit Editor are initially stored in this folder. The files remain in this location unless the user decides to take action and save the file. The average Snagit 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 Snagit folder could be redirected there, or the Snagit folder could be placed in the user's "HOMEDRIVE".

- Do not place the **Automatically stored files (Snagit)** folder inside the virtual package. Unless you are using a custom location for the folder, this folder **should stay in the LOCALAPPDATA area** and be excluded when sequenced.
- If you use %APPDATA% for the Snagit folder, 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 **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.

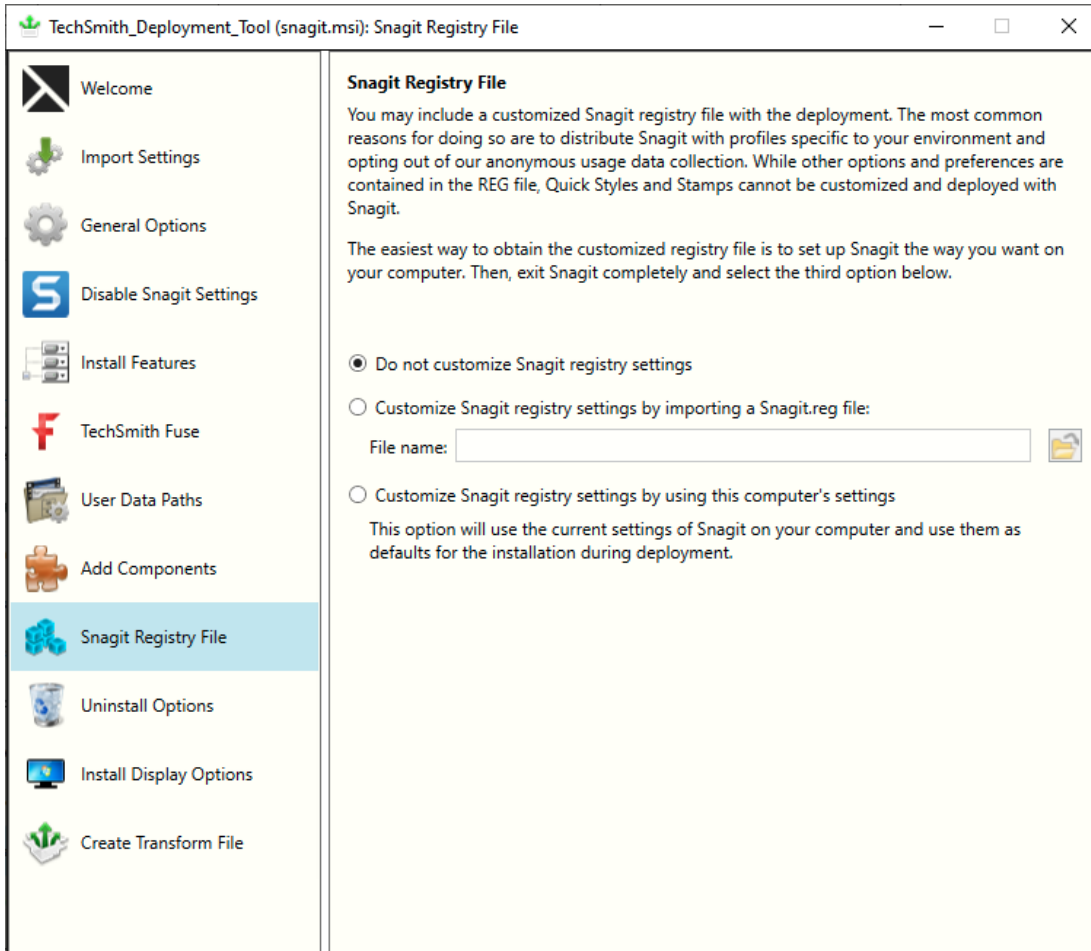
For additional information, see the support article [Choosing a Snagit Datastore Path for Enterprise Deployment](#).

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](#).

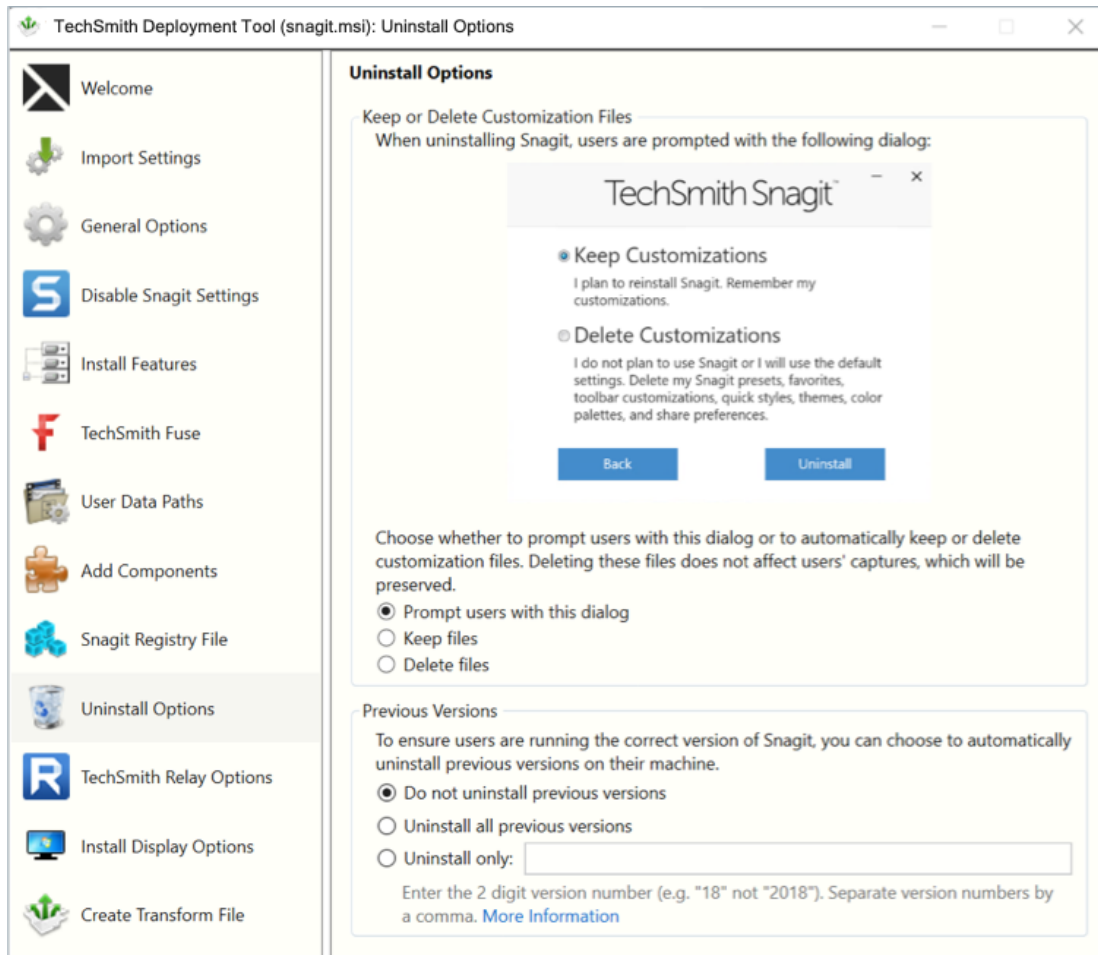
Skip to the next step if you plan to add outputs later as App-V plug-ins.



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.



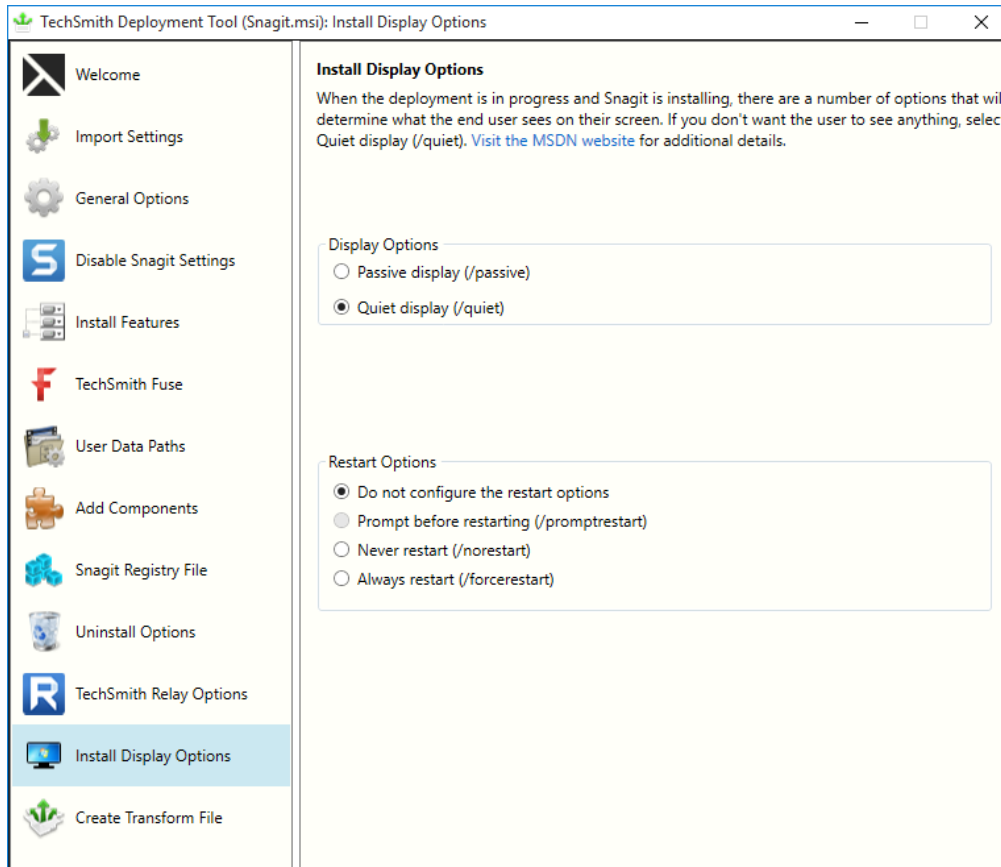
11. On the Uninstall Options tab, these options have no effect since the uninstaller will not run for users.



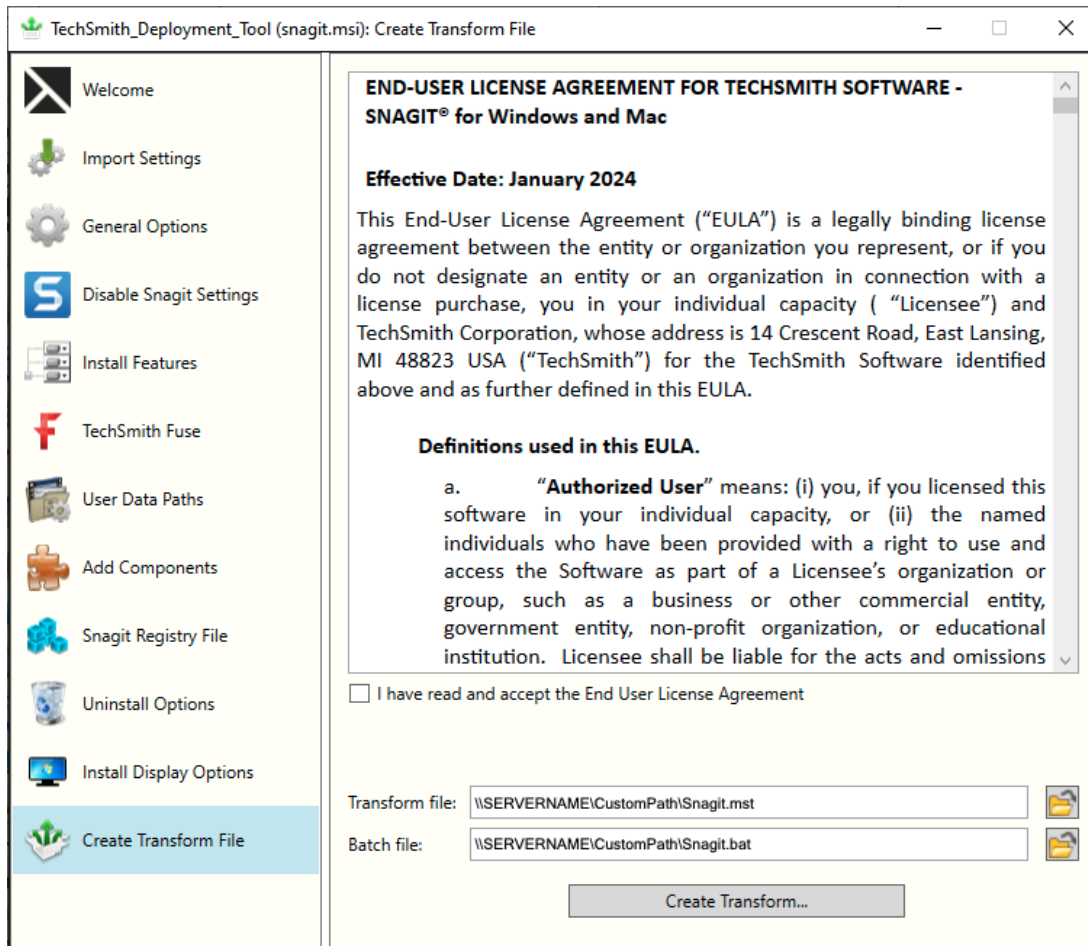
12. On the Install Display Options tab, select the desired options. Recommended settings:

- Display Options- Quiet display

- Restart Options - Do not configure the restart options



13. 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.

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

Sequencing

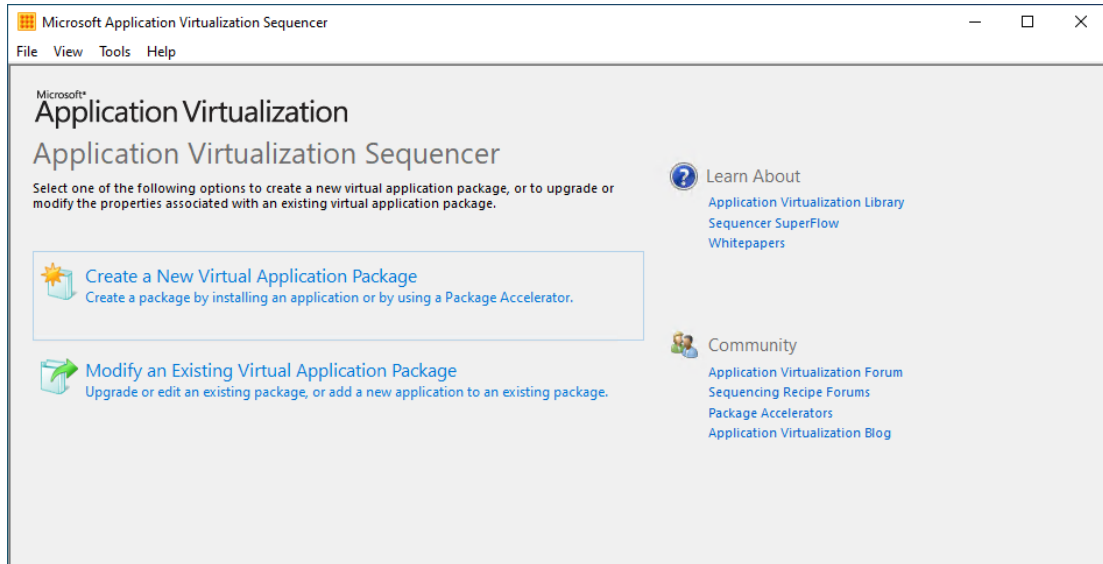
This section will help you create an App-V package of Snagit and related Snagit Outputs. This documentation is intended as guidance, since most companies will modify the instructions to fit their environment.

Prerequisites

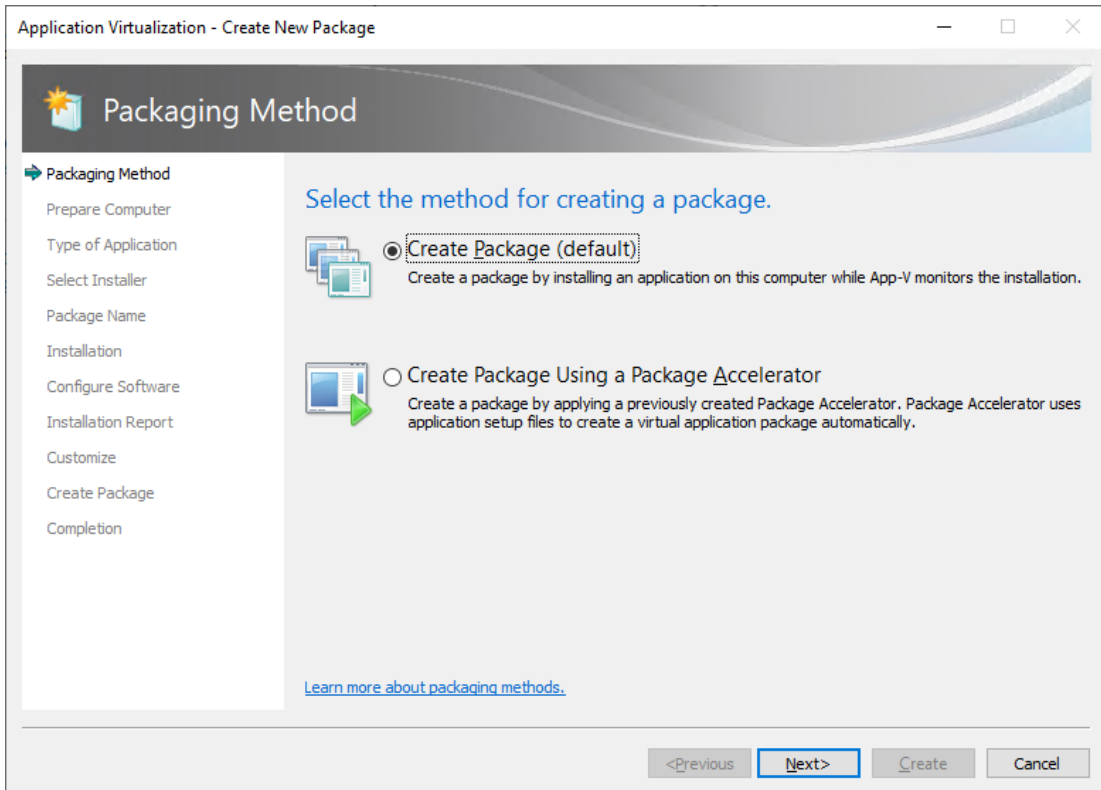
- Microsoft App-V version 5.1 or later is required.
- You have reviewed the system requirements.
- You have reviewed the Deployment Tool section and have created a MST file.

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

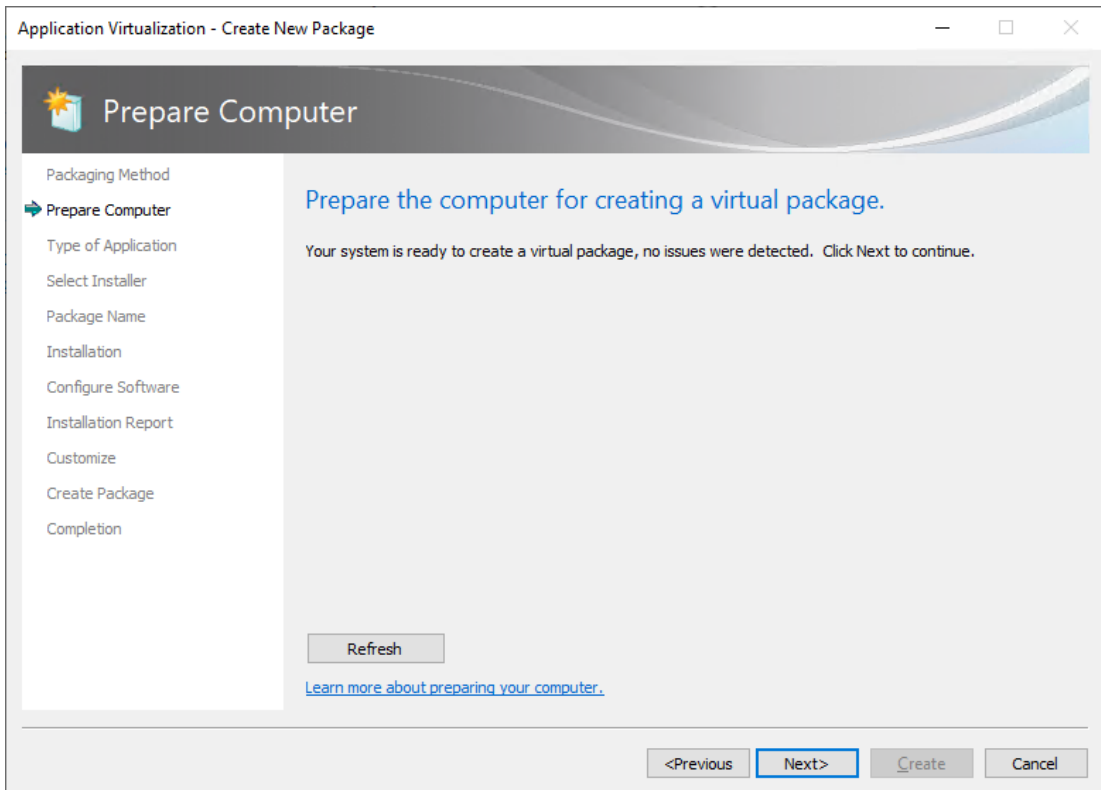
1. Launch the App-V Sequencer.
2. A UAC prompt appears to allow the program to run. Click OK.
3. In the base sequencer, click the Create a New Virtual Package button.



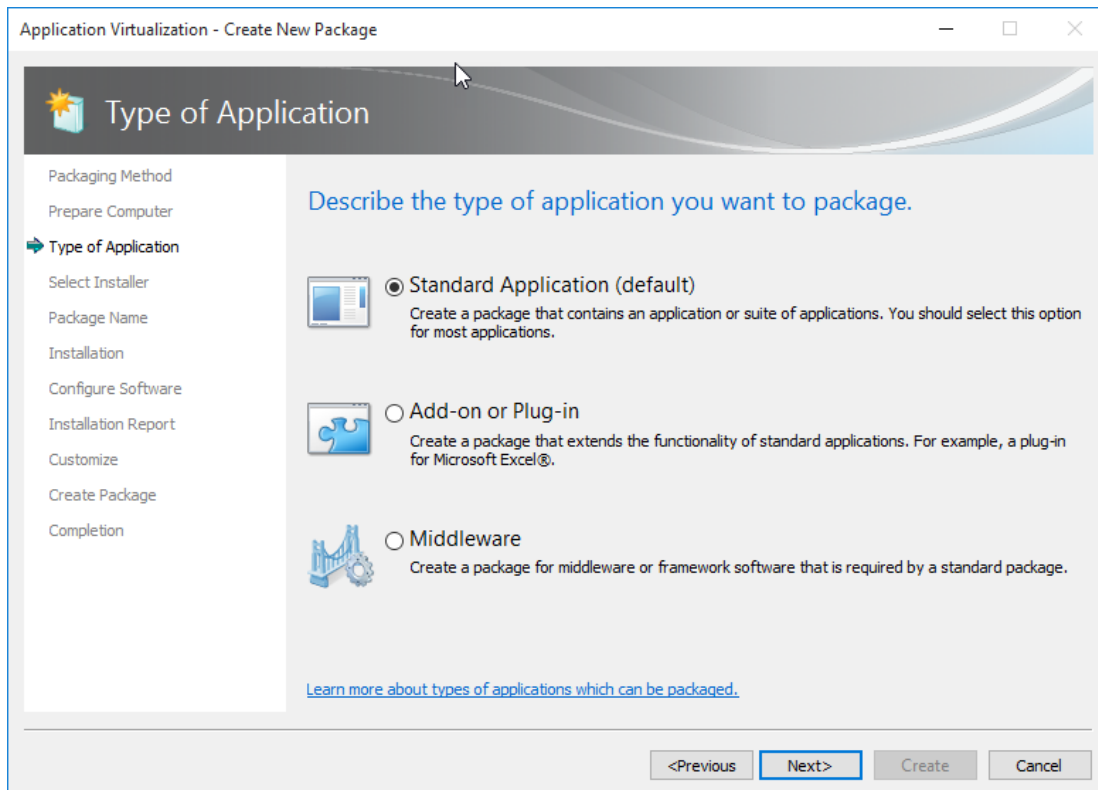
4. The Packaging Method Wizard appears. Click the Next button.



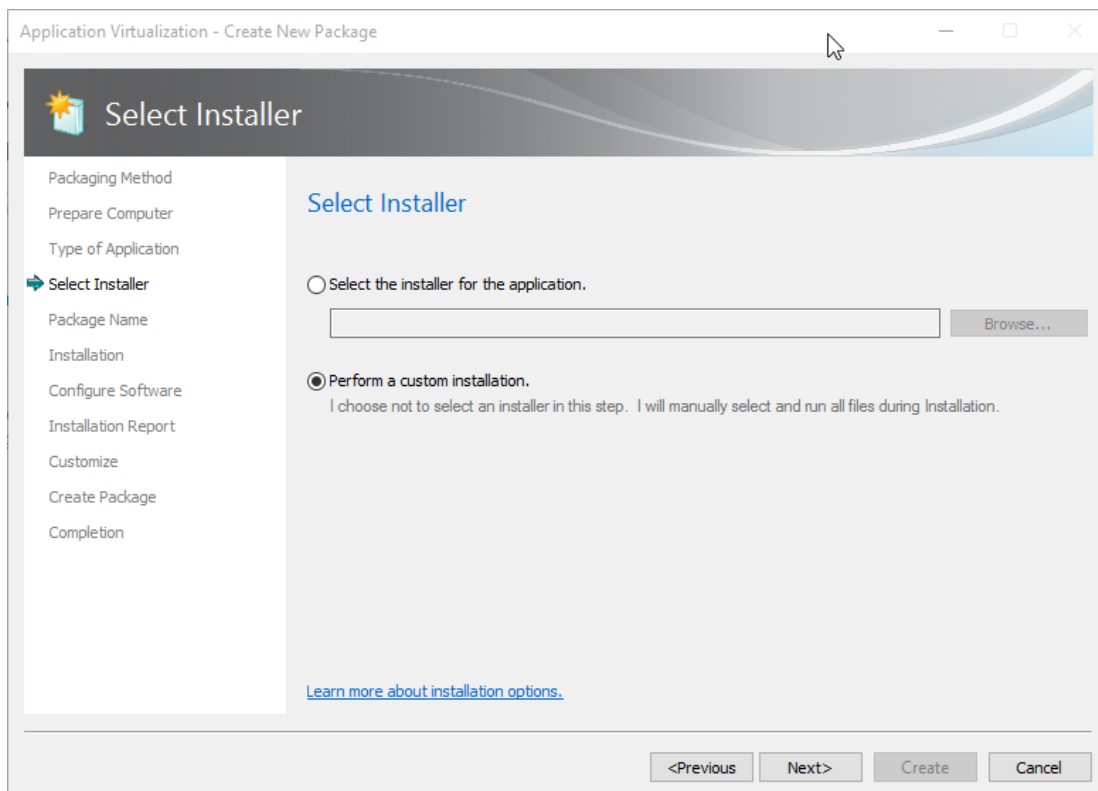
5. Confirm that no issues were detected and click the **Next** button.



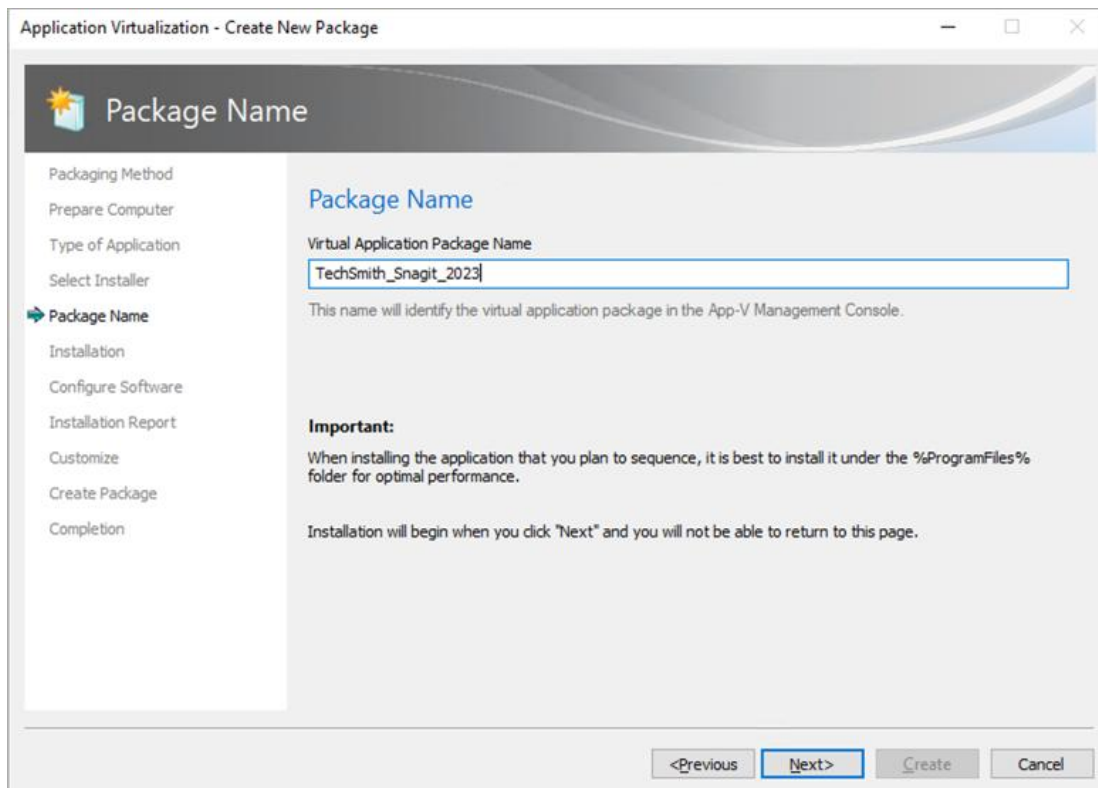
6. On the Type of Application screen, click the **Next** button.



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



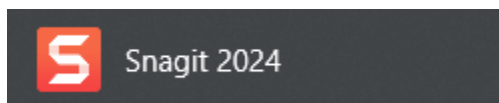
- On the Package Name screen, enter a package name and the PVAD folder. Click the **Next** button.



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

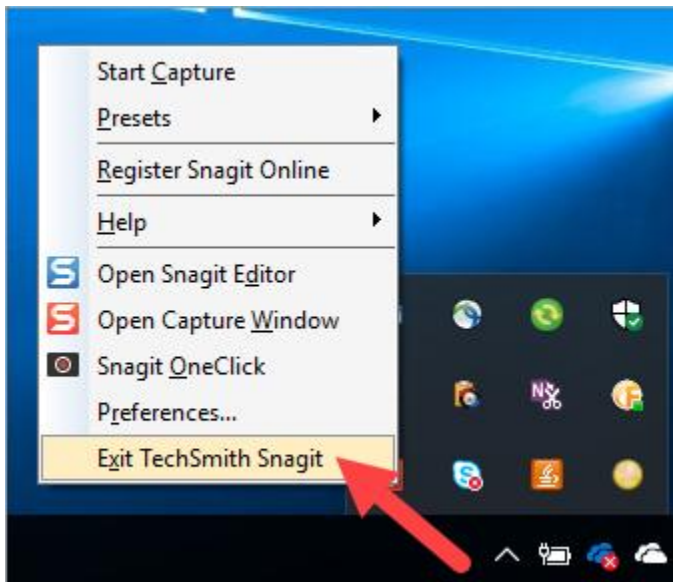
Snagit 2025 can only be deployed to a 64-bit version of Windows.

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



- 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 TechSmith 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\25\ /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 identify folder under %appdata%\TechSmith\Snagit 25\
• Remove DefaultSNAGShown

```
reg delete HKCU\Software\TechSmith\Snagit\24\ /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 recommended 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*.temp
```

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

```

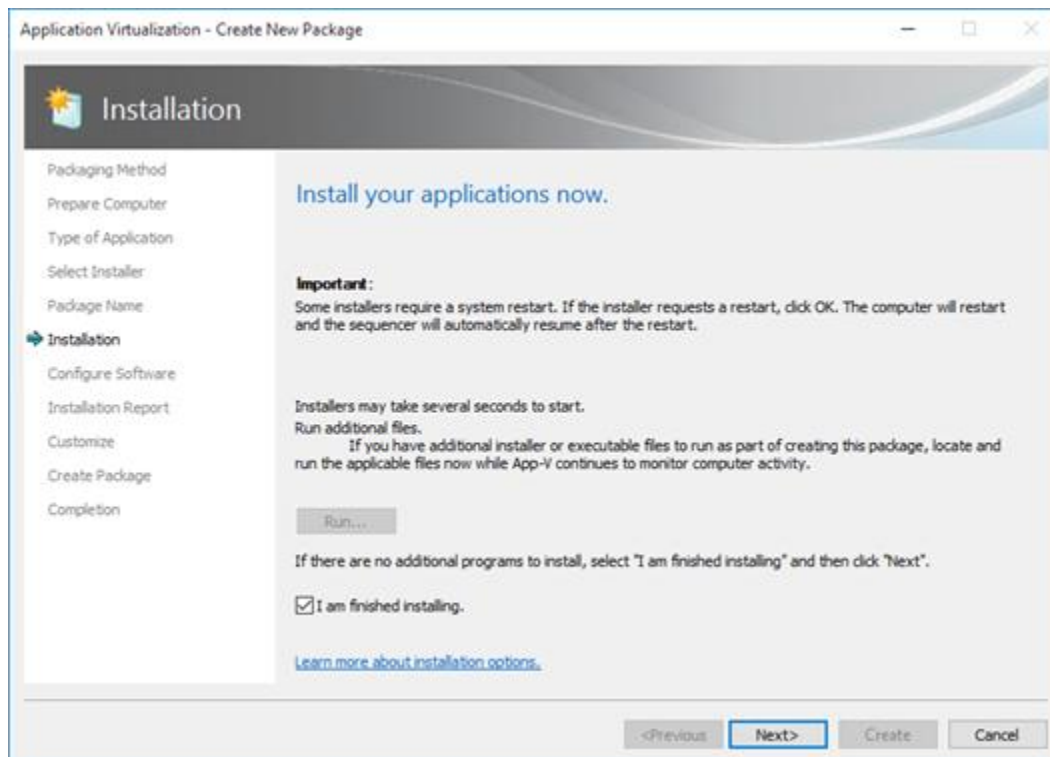


```
C:\Windows\Microsoft.NET\Framework\v4.0.30319\ngen.exe  
executequeueditems
```

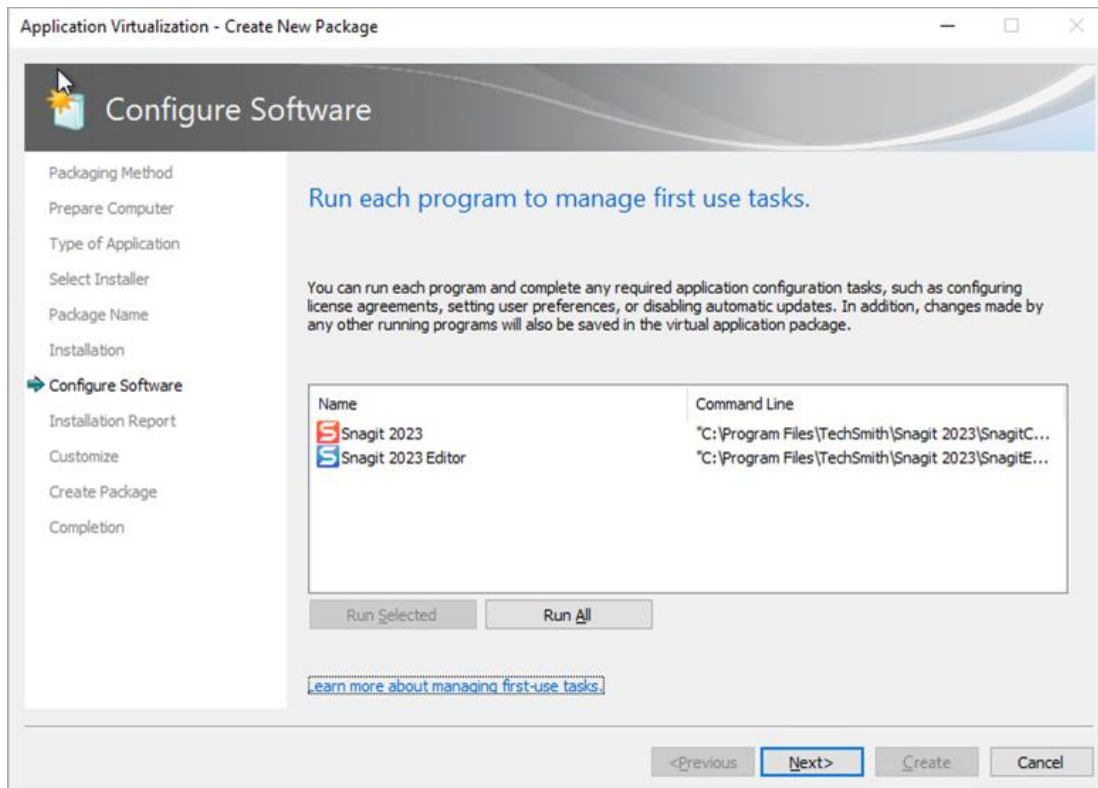
- The cmd file to run it is shown below. If you are not using the default or suggested location for installed outputs, run the PowerShell script in the accessories folder.

```
powershell.exe -File  
C:%HOMEPATH%\Desktop\Current\PostInstallRunNGEN_Folder.ps  
1 "C:\Program Files\TechSmith\Snagit 2024"  
powershell.exe -File  
C:%HOMEPATH%\Desktop\Current\PostInstallRunNGEN_Folder.ps  
1 "C:\Program Files\Common Files\TechSmith Shared"
```

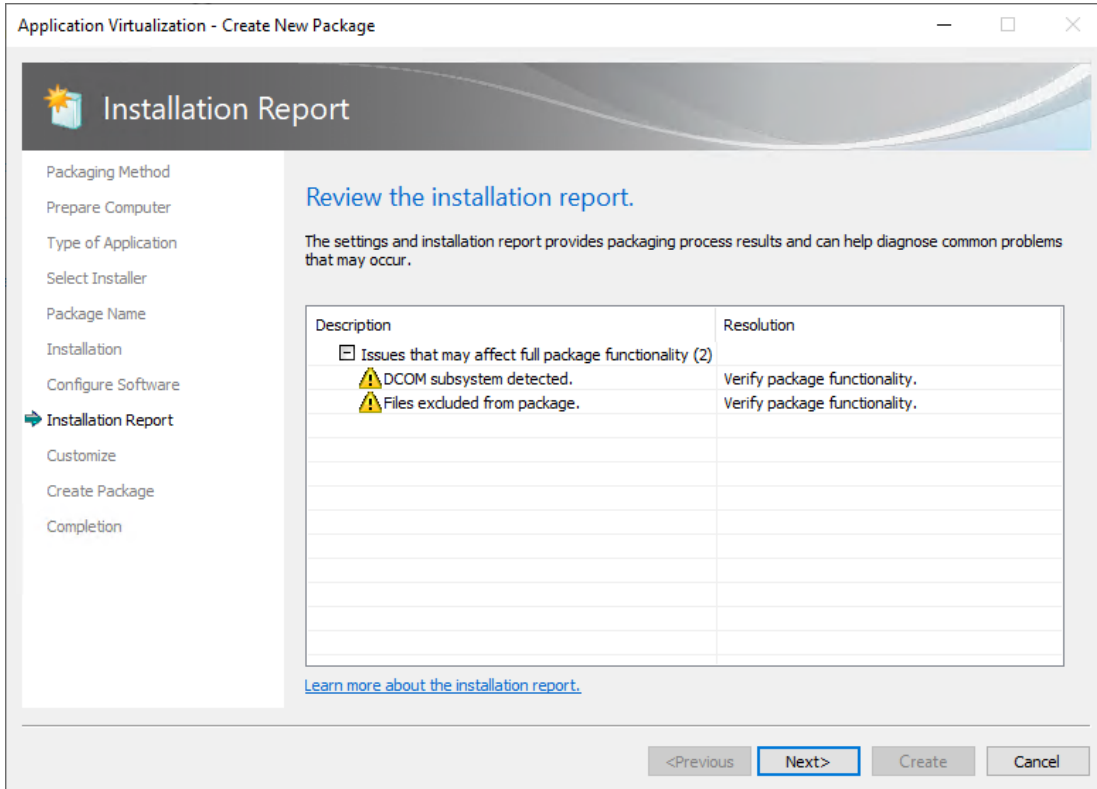
16. Select the **I am finishing** checkbox and click the **Next** button.

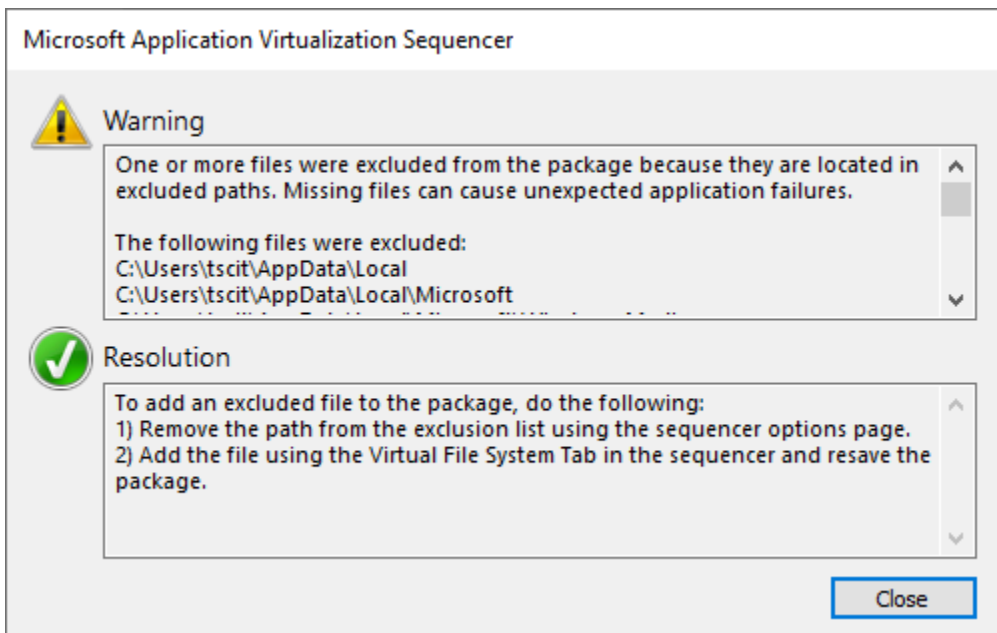
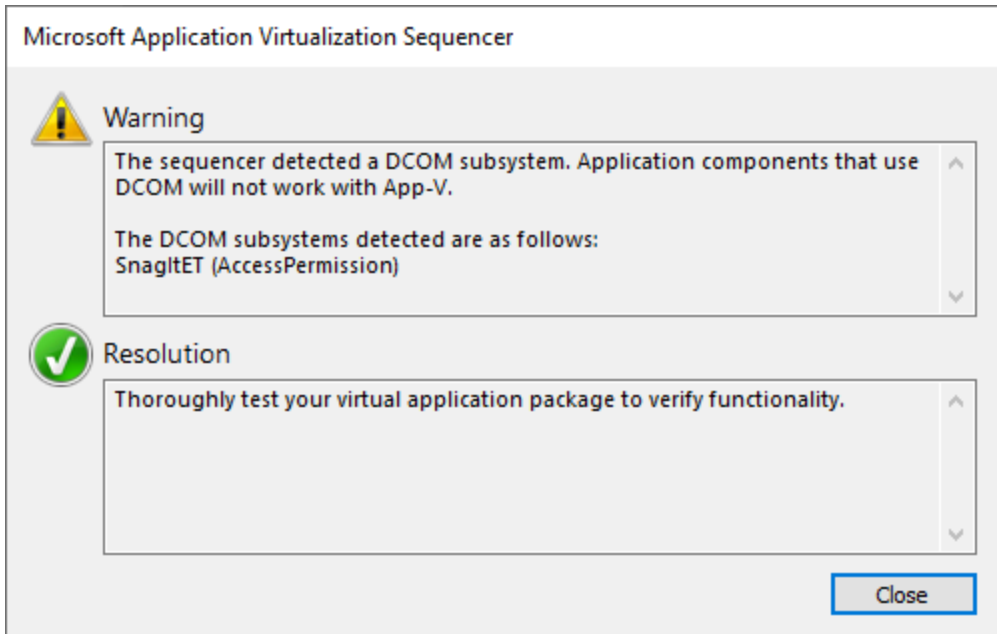


17. On the Configure Software screen, click the **Next** button.



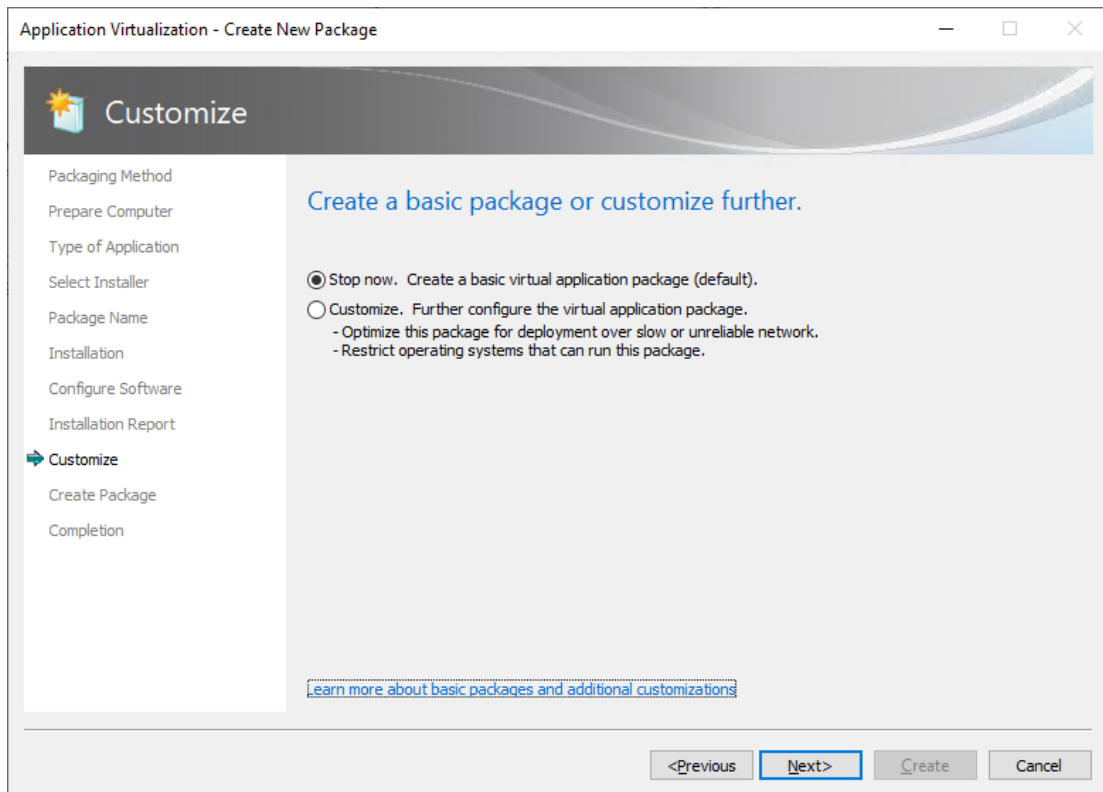
18. The installation report should include these two items: DCOM and Files excluded from package. To view the details, double-click an item in the installation report list.





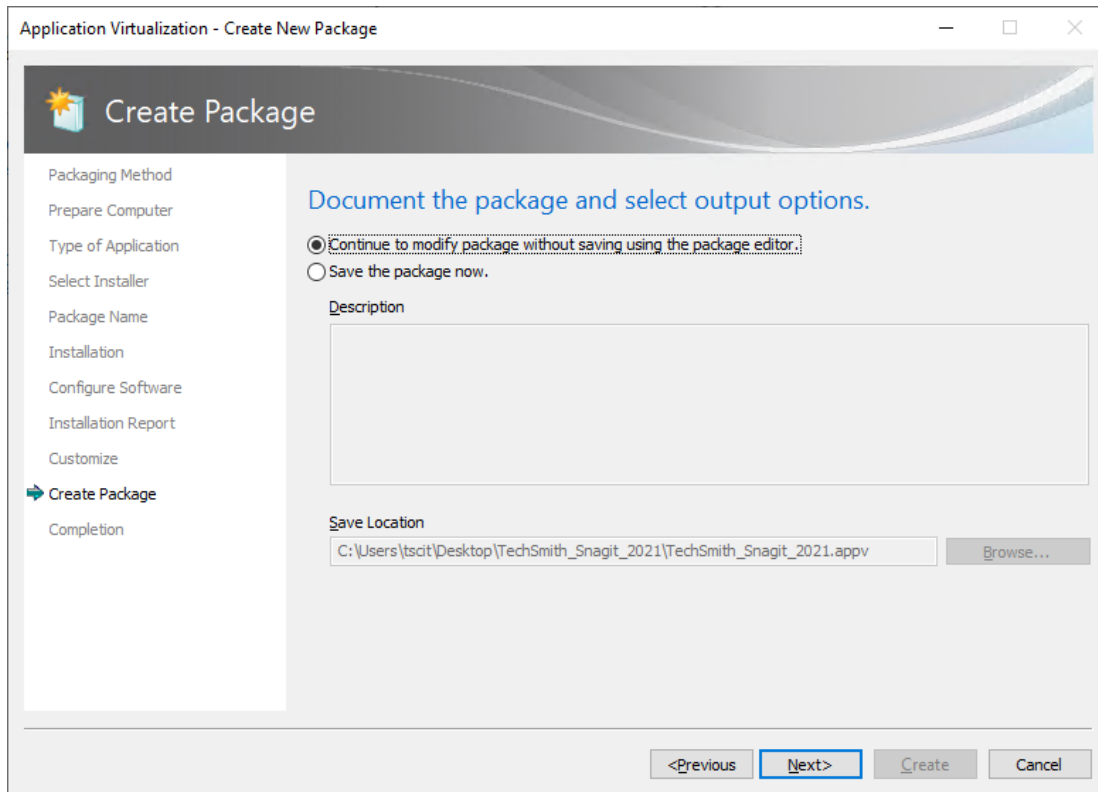
19. On the Installation Report screen, click the **Next** button.
20. If you plan to use Microsoft Endpoint Configuration Manager to distribute the App-V package, you may want to perform streaming optimization. In most scenarios, select the

Stop Now option.

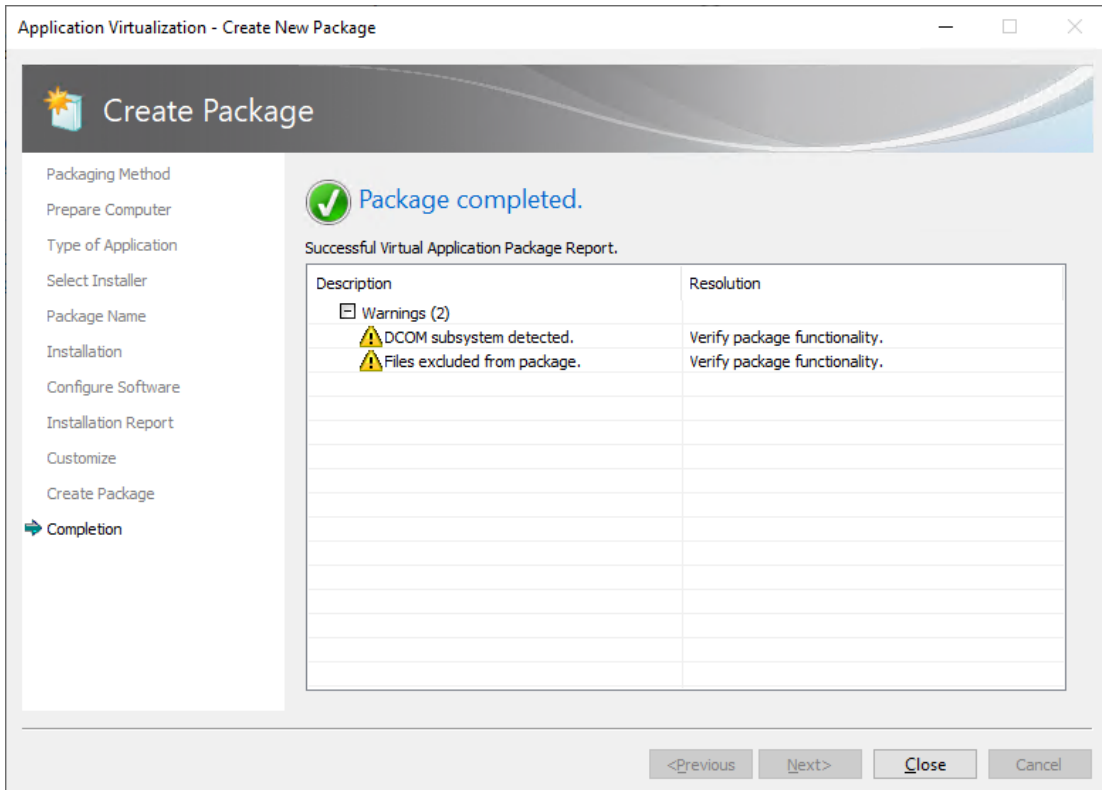


21. On the Customization screen, click the **Next** button.

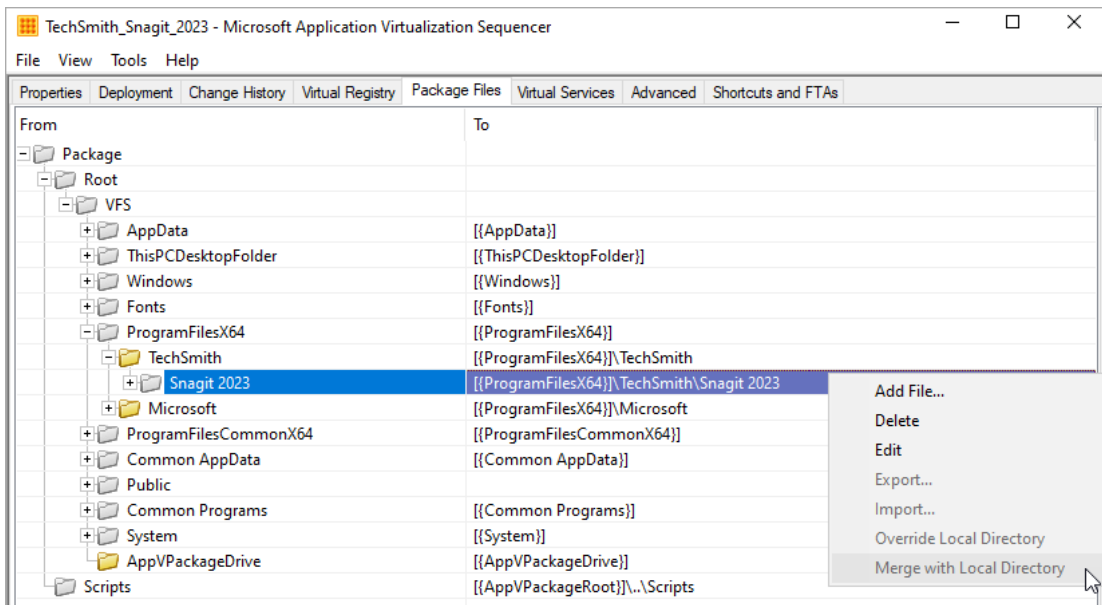
22. On the Create Package screen, select the **Continue to modify** option and click the **Next** button.



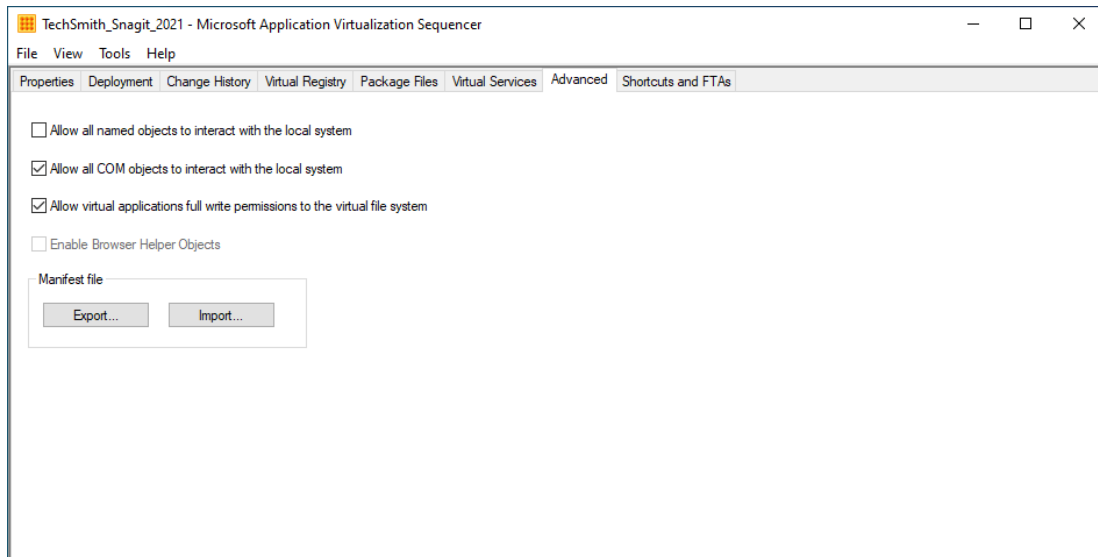
23. Click the **Close** button to exit the sequence editor.



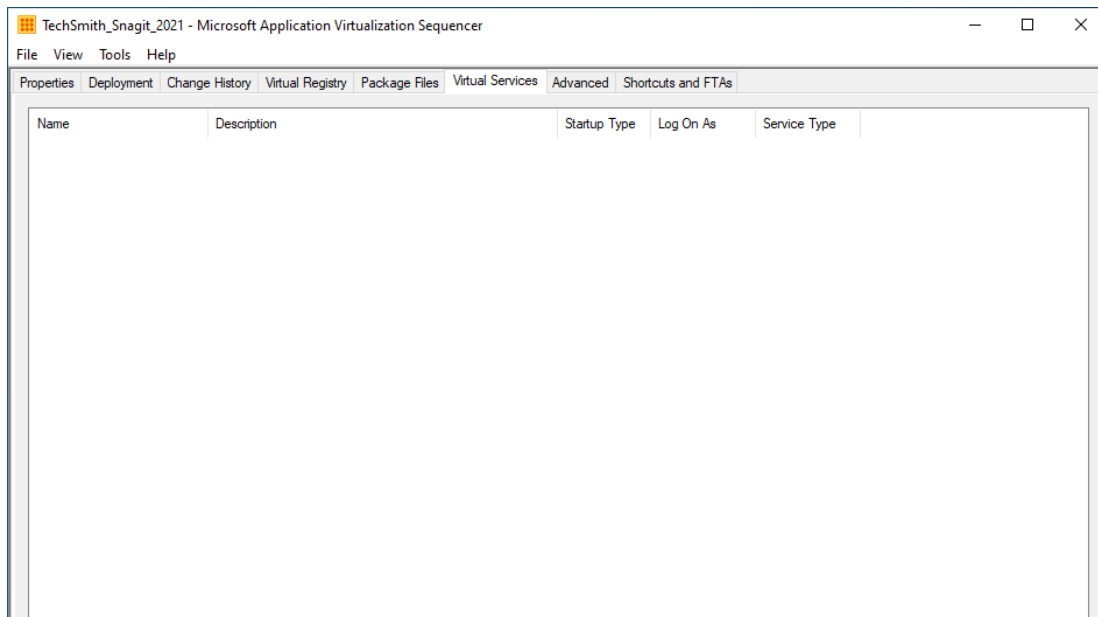
24. Click the **Package Files** tab. You need to make sure that the TechSmith folder in Program Files (for the correct bitness) is set to **Merge with Local Directory** instead of Override Local Directory. Once that is changed, the **Snagit 2025 application** folder should be set to **Override Local 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.

