



TechSmith[®] Snagit[®]

Snagit App-V Sequencing



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Introduction

Audience

This guide is for IT professionals wanting to virtualize Snagit 13 using Microsoft App-V version 5.1 or later.

Supported Scenarios

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

- Snagit Print Driver
- TechSmith Fuse
- TechSmith Relay Output

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 or Windows Server 2012 R2
- .Net 4.6 Framework
- Microsoft Visual Studio C++ 2015 (x86) Redistributable Update 1

Note: Update 1 installs Microsoft KB2999226.

- KB2999226 - Windows 10 Universal C Runtime (UCRT)

Note: For the supported operating systems prior to Windows 10, the Snagit installation adds the UCRT files directly into the Snagit installation directory if KB2999226 is not installed.

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:

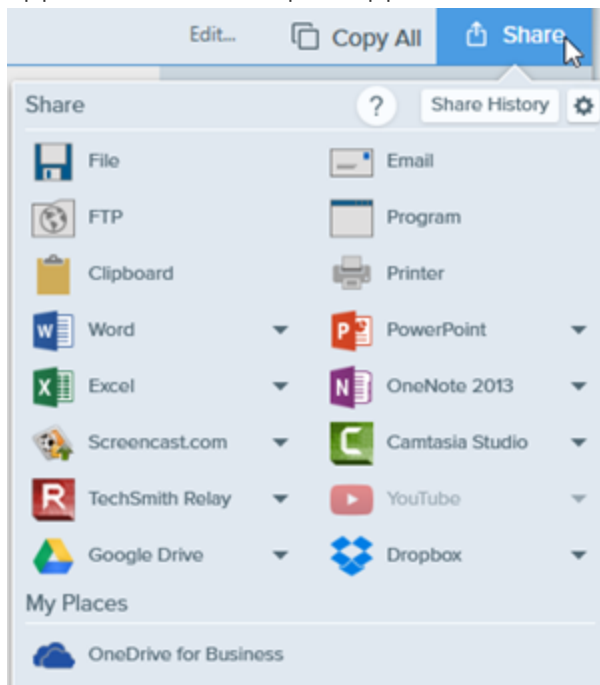
Where are you deploying to?

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.	✓	✓
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 2013 Insert the image capture into a Microsoft OneNote 2013 notebook.	✓	
Screencast.com Upload the capture to TechSmith's hosting service. Screencast.com provides a URL or embed code for quick sharing.	✓	✓
Camtasia Studio Import image captures to use as assets in a video project. Import video captures to edit or use as source clips in a project.	✓	✓
TechSmith Relay Upload an image or video to TechSmith Relay.	✓	✓

Output	Image	Video
YouTube Upload the video capture to your YouTube account.		✓
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.	✓	✓
My Places: OneDrive for Business Upload the capture to Microsoft OneDrive for Business to access it at any time across computers or devices.	✓	✓

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.	✓	✓
Facebook Post an image or video capture onto your Facebook timeline.	✓	
Evernote Post an image capture into a new note in Evernote on the web or in the Evernote client.	✓	
MediaCore Upload an image or video capture to your MediaCore site.	✓	
TypePad Upload an image capture into a new TypePad blog post.	✓	
Microsoft OneNote 2010 & 2007 Send an image capture to a note page in Microsoft OneNote.	✓	
Microsoft Visual Studio	✓	

Output	Image	Video
Attach an image capture to a new or existing item in Microsoft Visual Studio Team System 2008, 2010, and 2012.		
Skype Send an image capture to the selected Skype contact.	✓	
Flickr Upload an image capture onto Flickr.	✓	
Fog Creek FogBugz Send an image capture to FogBugz to illustrate a bug report, feature request, or customer email.	✓	
MindManager Insert an image capture into your MindManager document.	✓	
Snagit to Notes Remind yourself by creating image “sticky notes” on your desktop for quick visual reference.	✓	
Movable Type Upload an image capture into a new Moveable Type blog post.	✓	

When App-V is used, you can choose one of three ways to distribute outputs:

1. Allow users to download their own outputs.

To allow users to download their own outputs, do not add any outputs as part of the App-V package. Users will have their own copy of each downloaded output.

If you are setting up an environment with roaming profiles and folder redirection, in the [TechSmith Deployment Tool](#), select a location in the user’s home drive (outside of the App-V package), such as “%HOMEDRIVE%\%HOMEPATH%\TechSmith Shared\Accessories”.

2. IT provides the outputs in the package. (Recommended)

Note: Users will not be able to add any additional outputs if this method is used.

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\Accessories”.
2. In the Deployment Tool, select the desired outputs on the Install Features screen.

3. To add outputs that are not included in Snagit's [default outputs](#), launch Snagit in the sequencer after installation.
4. Download and install the desired outputs. Make sure to perform sequencing cleanup to remove personal information.

3. IT provides the standard outputs and customizes output packages using App-V Add-ons and Plug-ins.

Note: Users will not be able to add any additional outputs if this method is used.

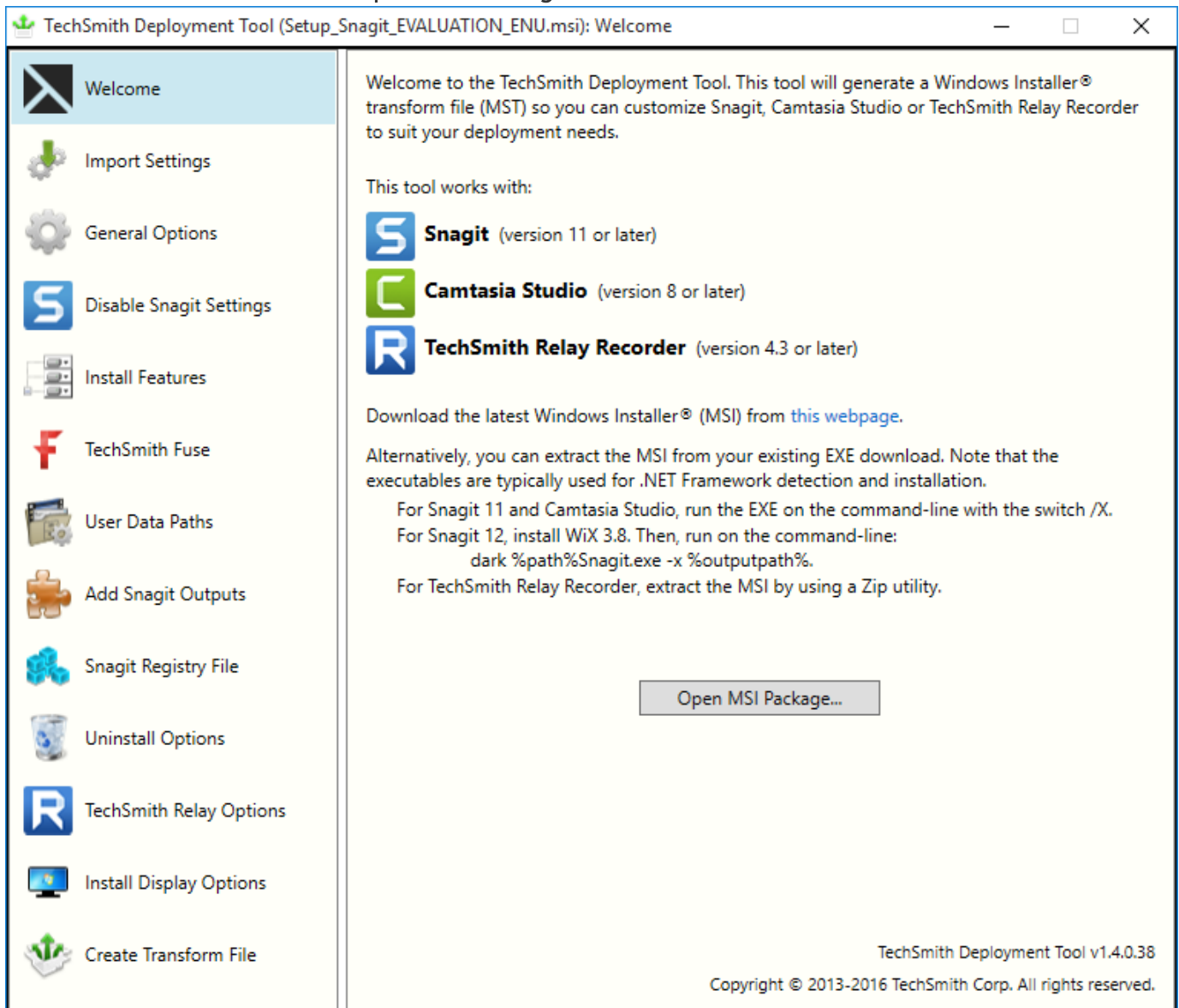
Additional outputs are sequenced as App-V Add-ons and published to users using a Connection Group (also known as Virtual Environments in SCCM).

Create the MST for your App-V Package

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

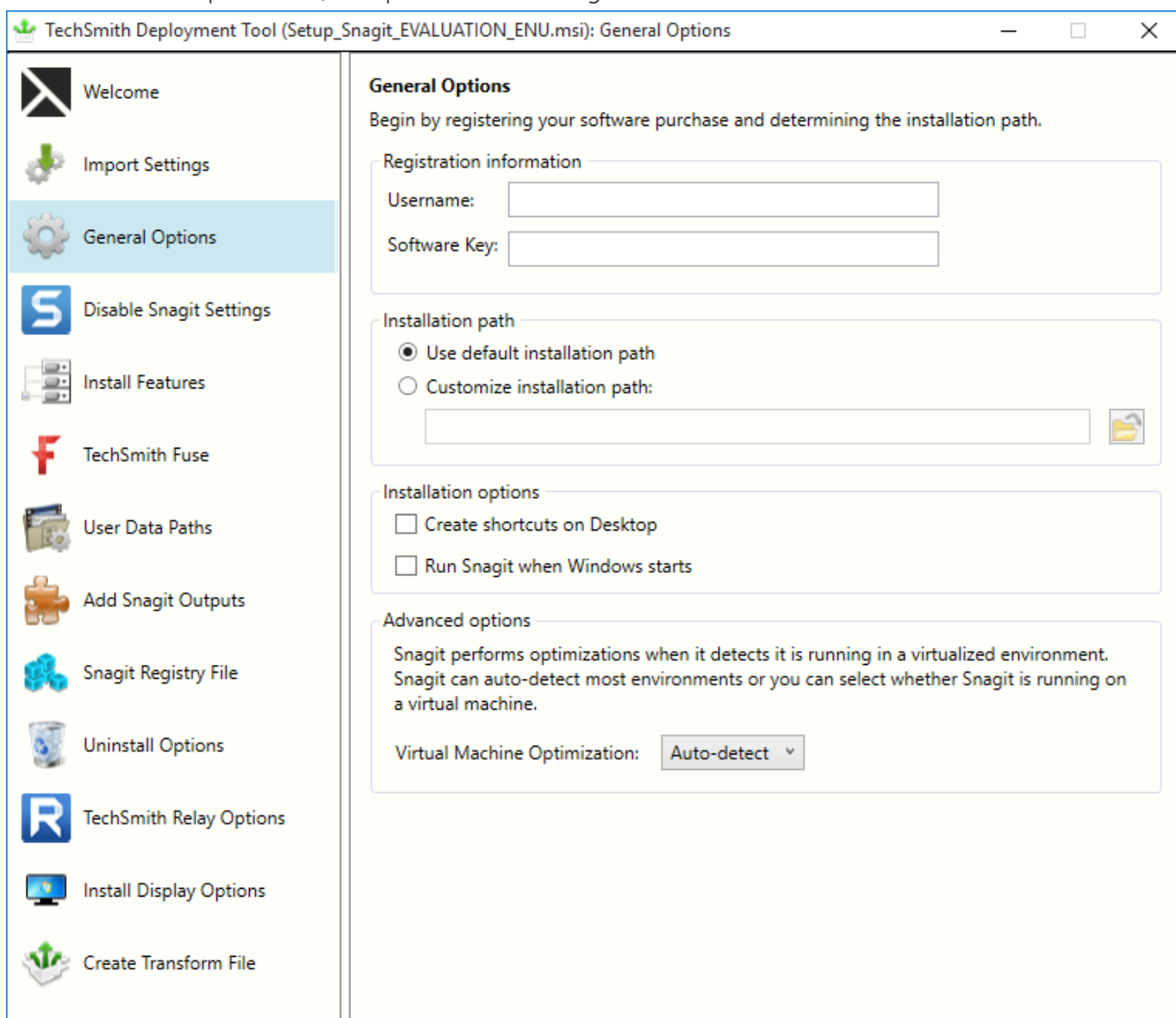
This step may be performed on any machine. If performed on the sequencer, save the resulting files and revert to a known clean snapshot before proceeding with sequencing.

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, complete the following:



- 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.

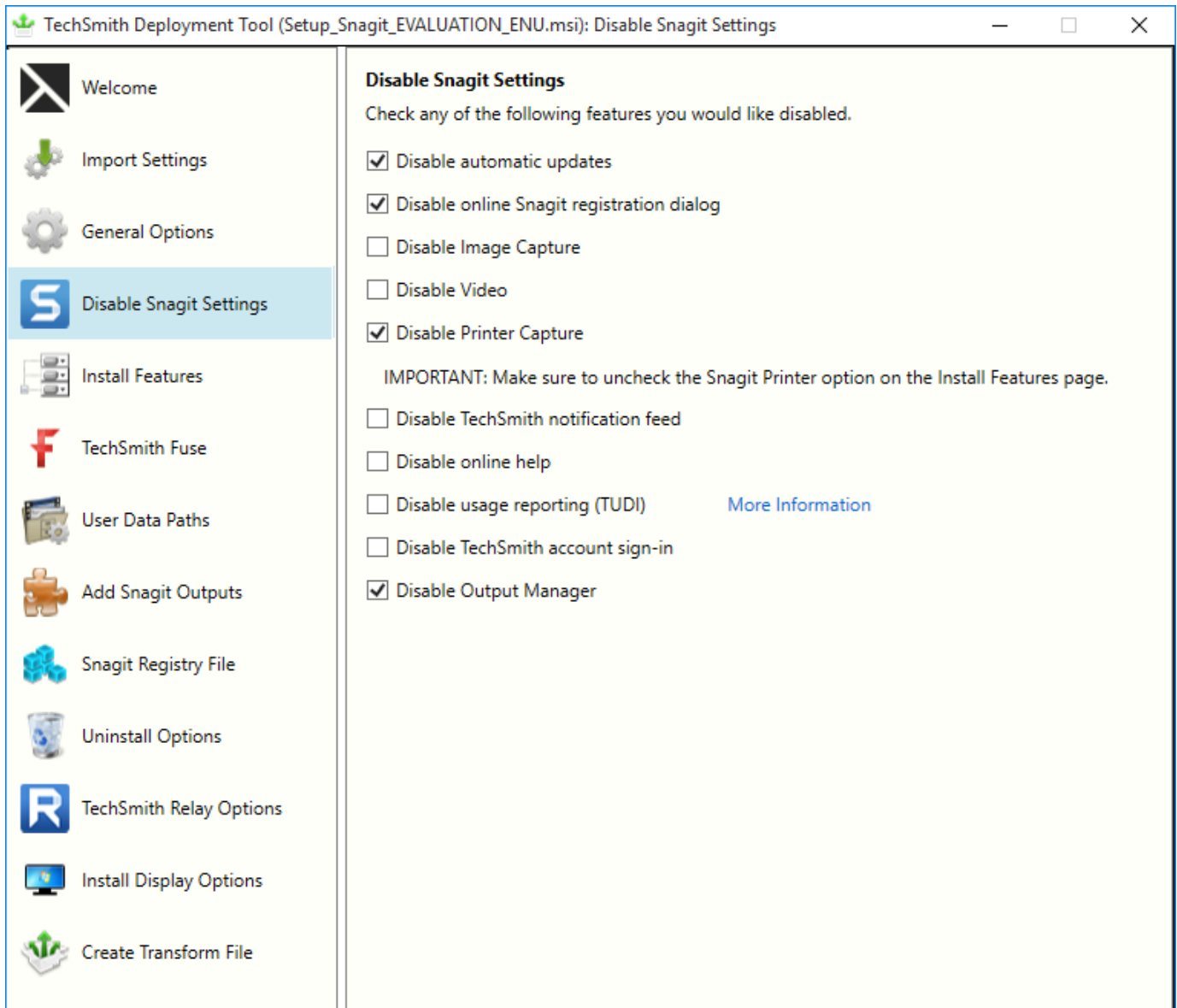
For individual user licensing, leave the Software Key field blank and provide license information at the client, either using App-V scripting to inject a RegInfo.ini file or have Snagit prompt the user for the key on first launch.

- Select **Use the 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.

Note: 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.

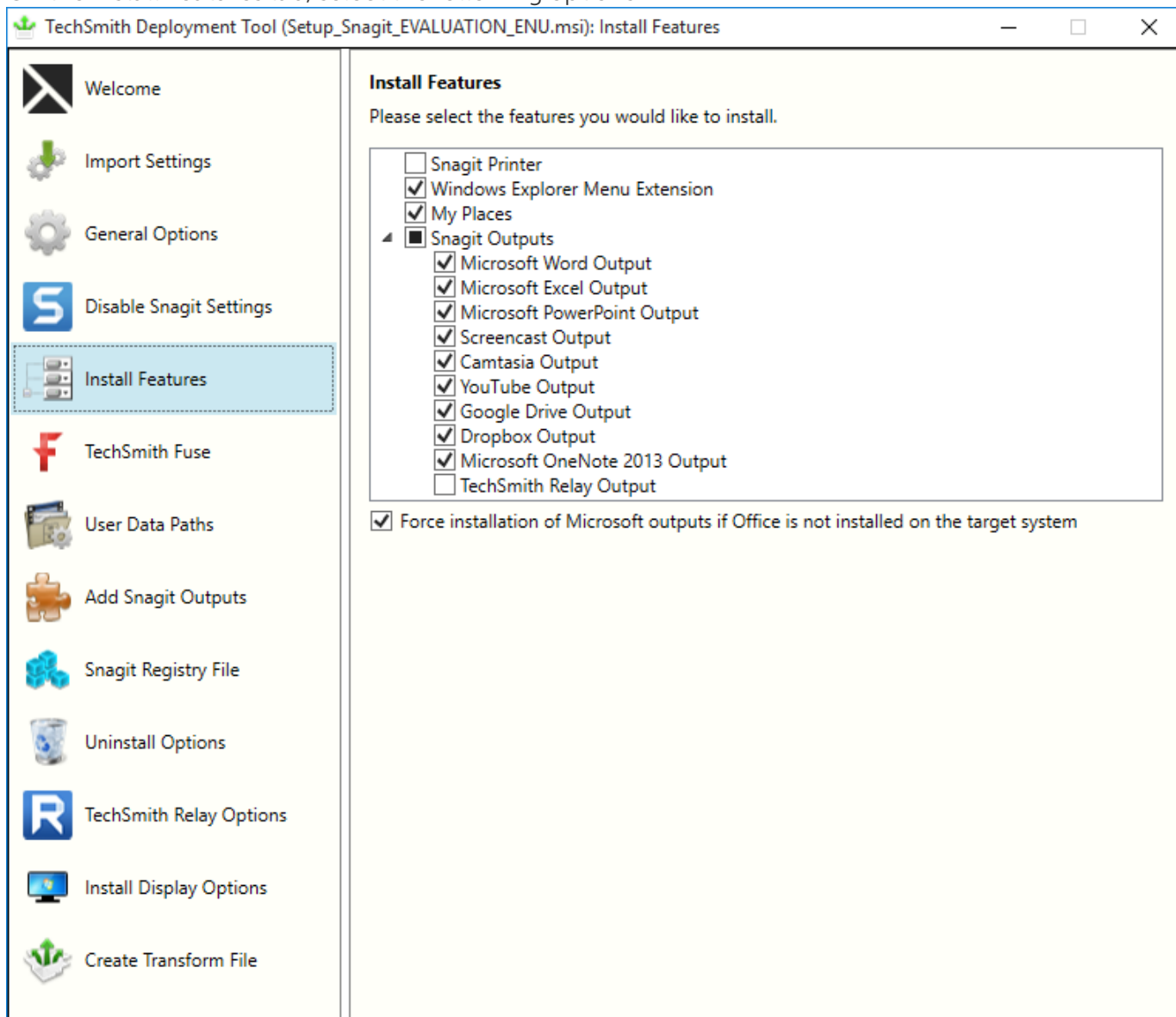
5. On the Disable Snagit Settings tab, select the following options:



- 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 TechSmith notification feed** if you do not want in-product notifications (such as Tips & Tricks from TechSmith's Twitter feed) and the getting started onboarding.
 - (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 usage reporting (TUDI)** if you do not want to send usage reporting to TechSmith to help improve the products.
 - (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 Output Manager**. App-V does not work well to administer Outputs in Snagit. It is recommended to disable the Output Manager.

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.
- When the **My Places** option is selected, users can manage Microsoft OneDrive for Business connectivity, TechSmith Relay libraries, and other future supported cloud connection services. My Places also allows for the ability to import and export media with TechSmith Relay, Microsoft OneDrive, and other future supported cloud connection services.

- Snagit Accessories are the [default outputs](#) available from the installer. More outputs are available from the [Snagit Windows Outputs webpage](#). Uncheck the **Snagit Outputs** option and select the outputs to add to the base App-V package.

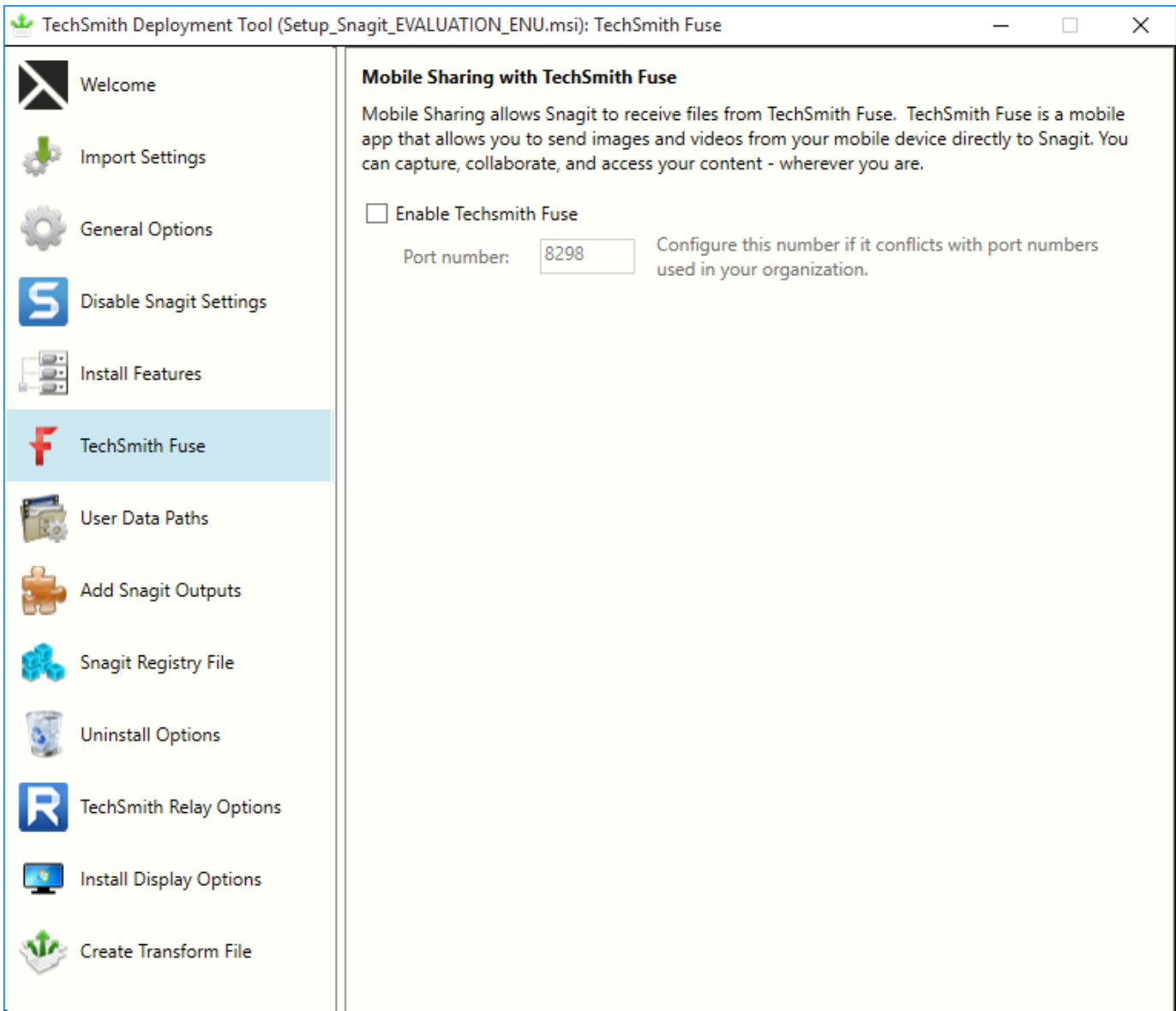
For example, one option is to uncheck all of the outputs and connect outputs using the App-V Plug-in packages with connection groups. The Relay output should not be selected in RDS or App-V scenarios. Contact [TechSmith Tech Support](#) for assistance in configuring the Relay output.

Note: When selecting an output for installation, a SNAGACC file is placed in the following directory: C:\ProgramData\TechSmith\Snagit 13\Accessories\Default\ and will be installed during the Snagit installation.

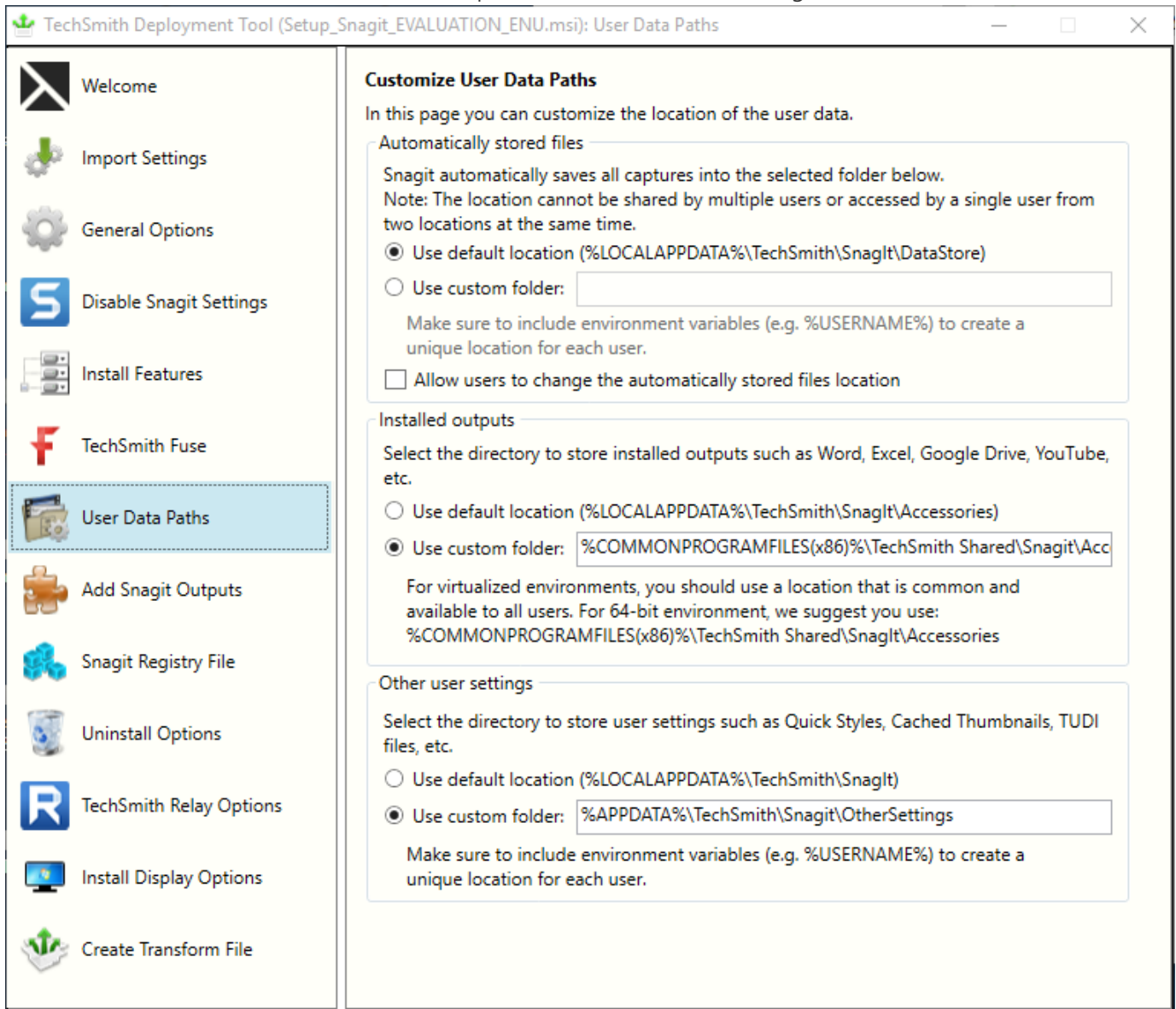
- If Microsoft office is deployed to end users, select the **Force installation of outputs** checkbox to force the installation of Snagit Outputs for Microsoft Office. If unchecked, the Snagit installation detects whether Microsoft Office is installed on the sequencing computer.

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 excluded when sequenced.

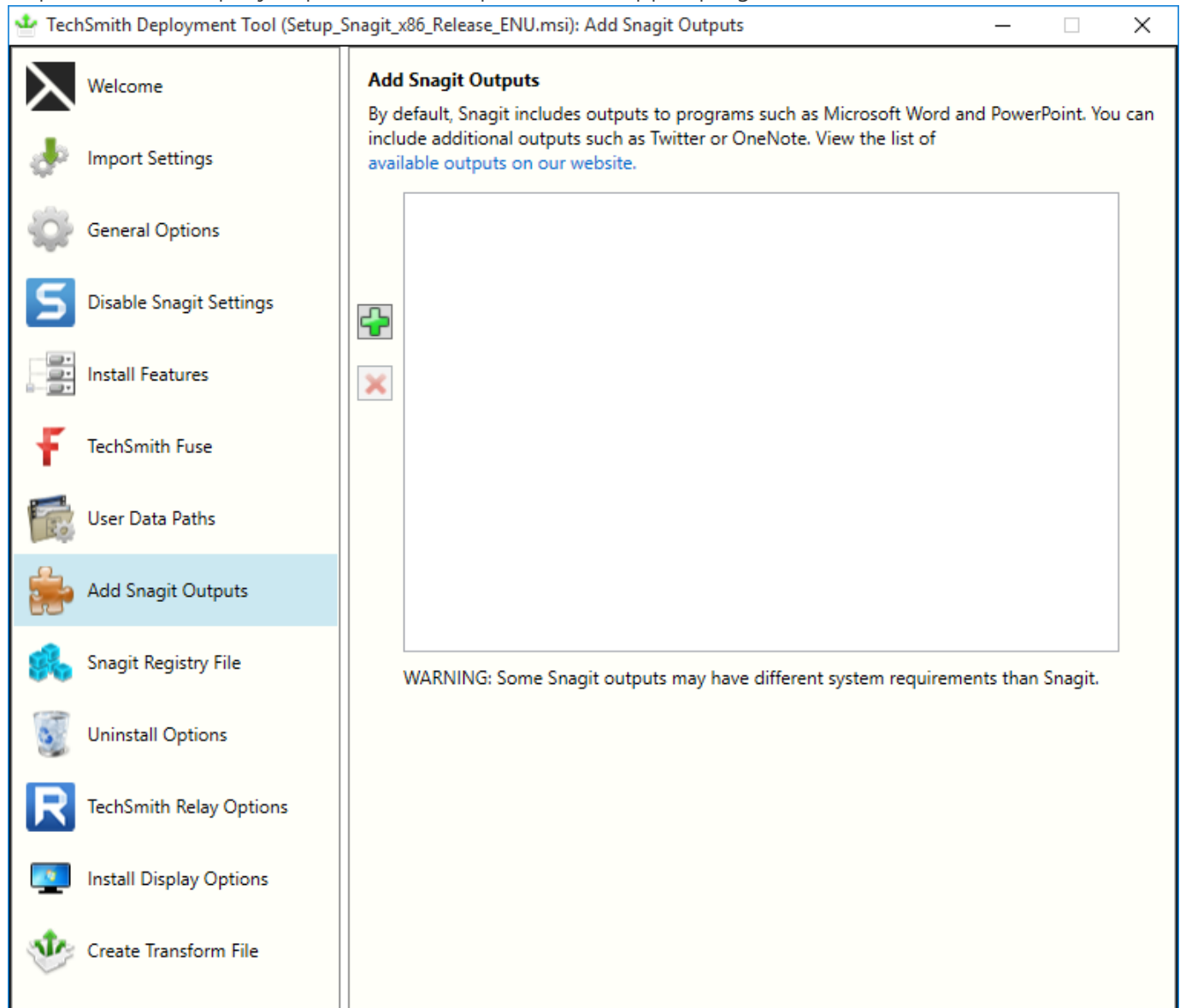
If you use %APPDATA% for the DataStore, it is highly recommended to follow the instructions to not automatically save images/videos. Follow the [clean up steps](#) in the Sequencing section of this document.

- 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: %COMMONPROGRAMFILES(x86)%\TechSmith Shared\Snagit\Accessories.
- 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: %appdata%\TechSmith\Snagit.

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

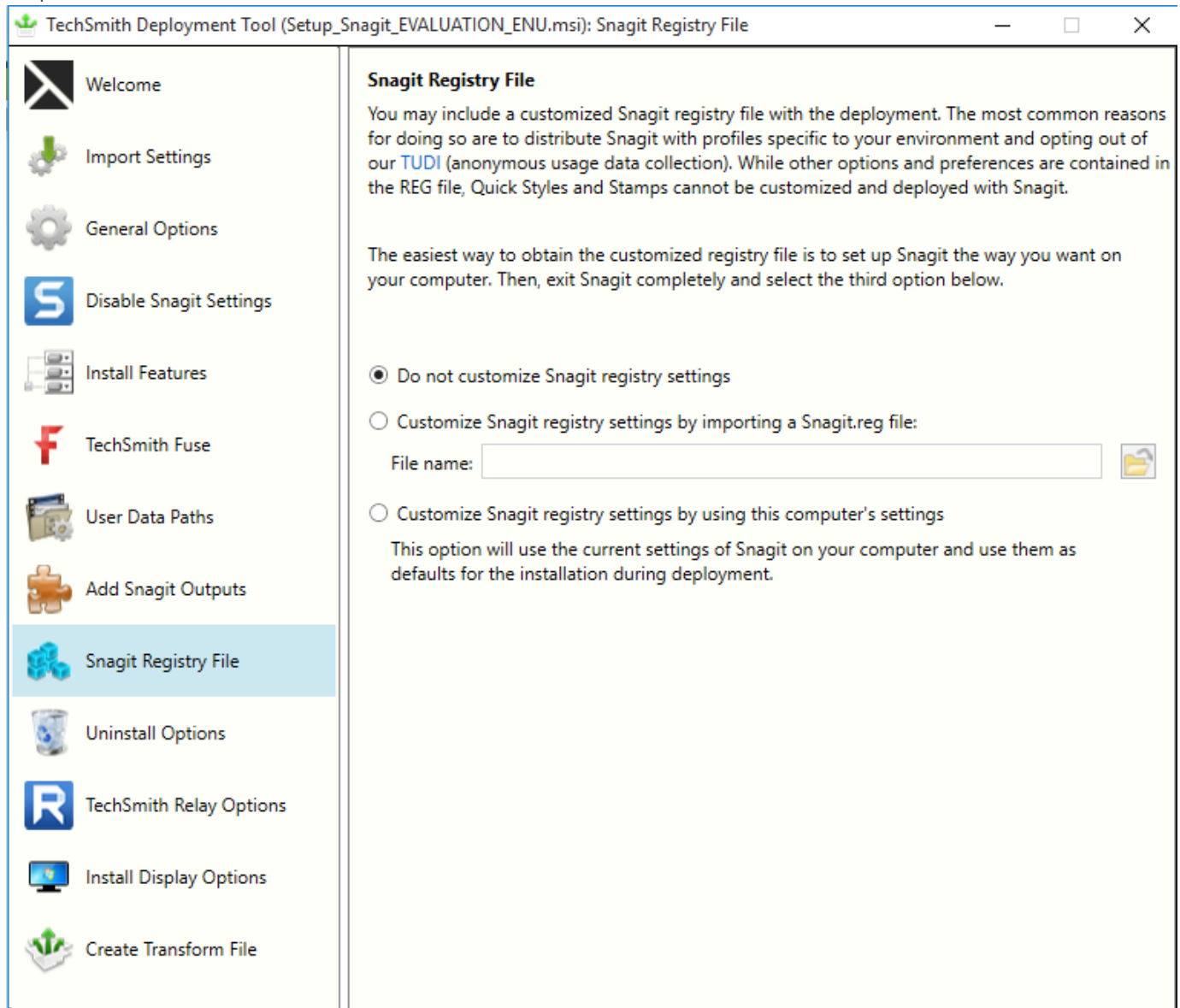
9. On the Add Snagit Accessories tab, at this time, do not add additional outputs. If you plan to create a single package with all of the outputs added, click the **Add** button to add the additional outputs downloaded from the [TechSmith Website](#).

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

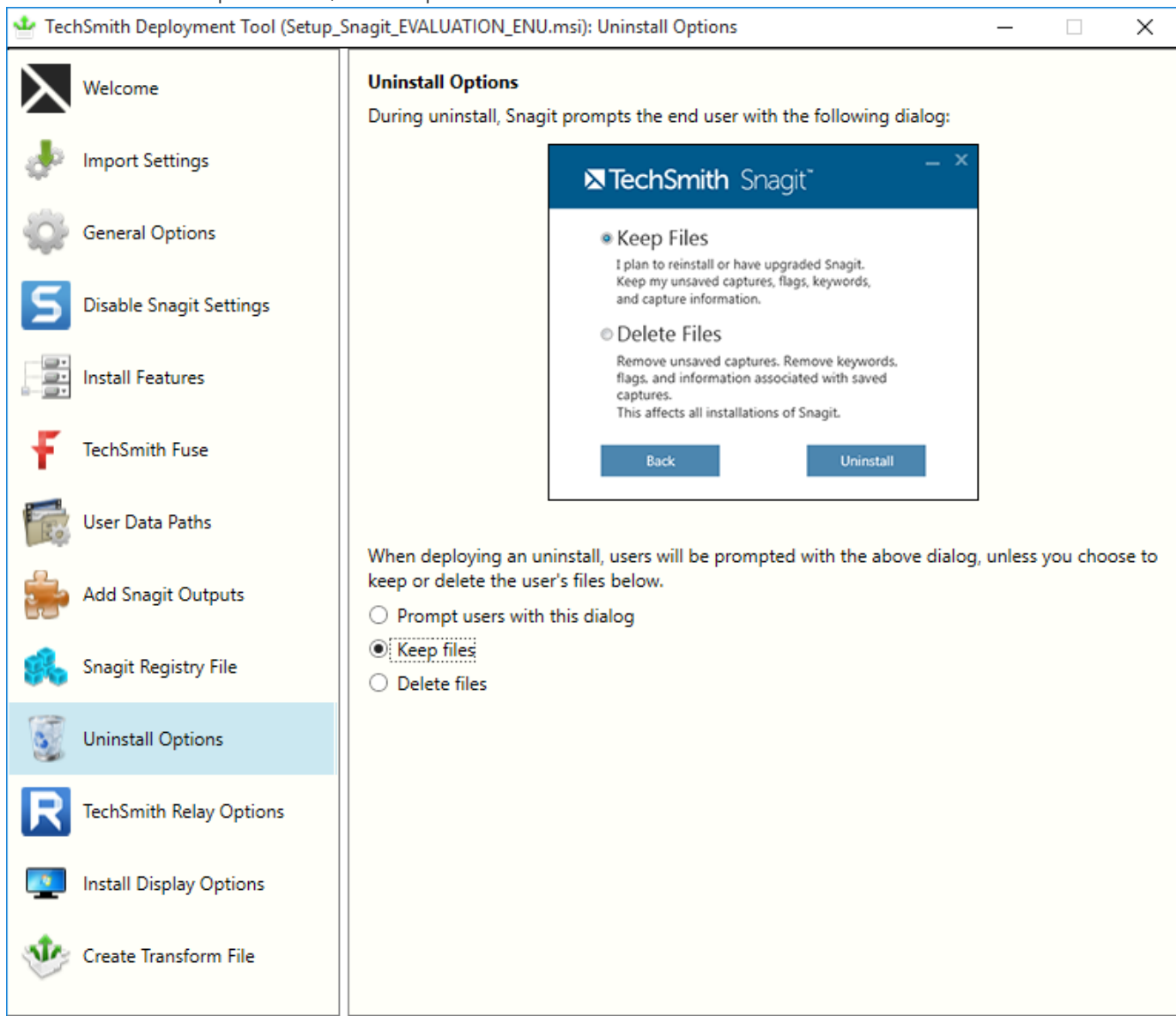


10. On the Snagit Registry File tab, if you already have a registry file, include it here. Typically with App-V, you would not provide the customization here, but instead, launch the tool and customize inside the sequencer. It is necessary to perform some cleanup in the sequence editor if the app is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

sequencer.

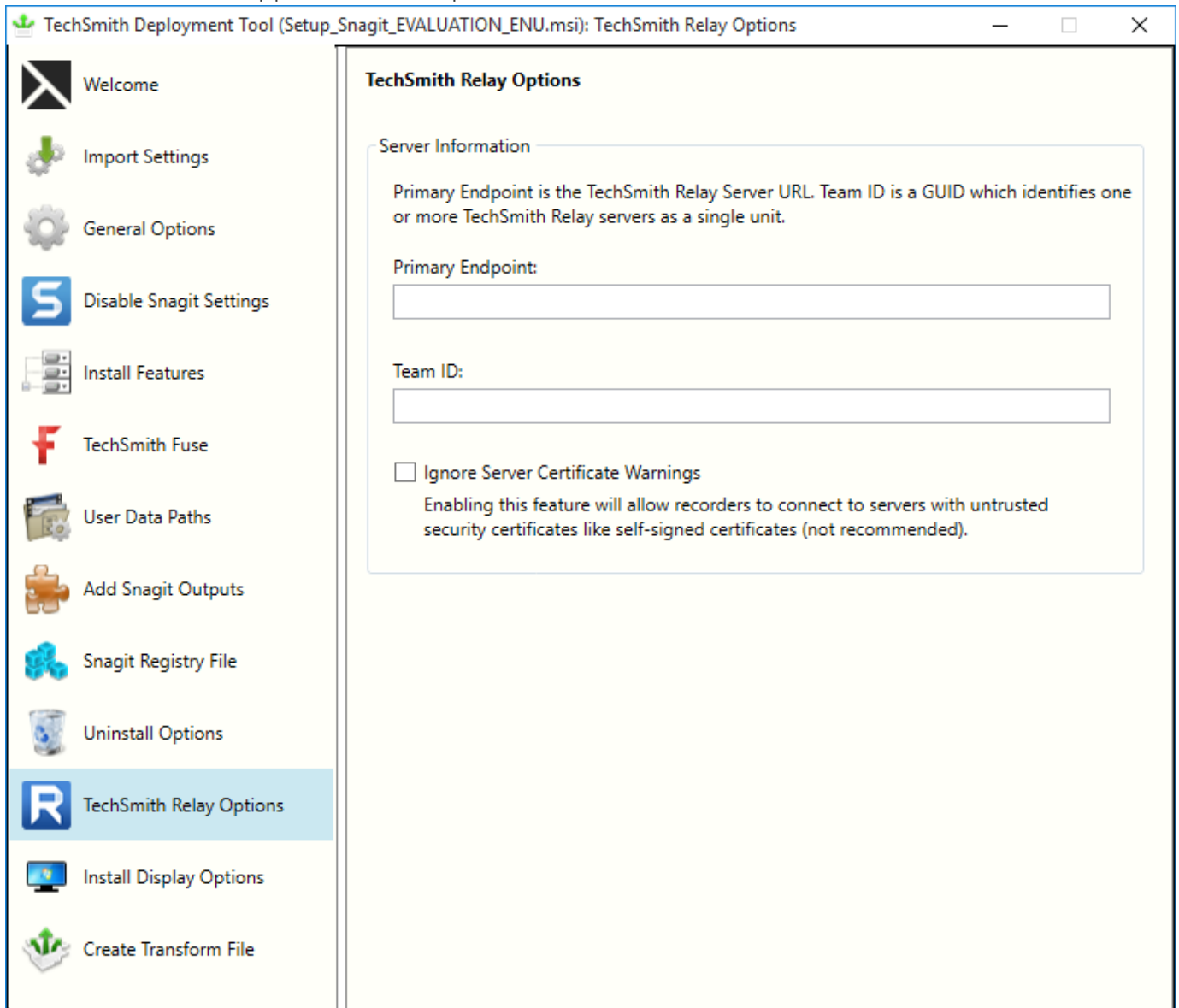


11. On the Uninstall Options tab, these options have no effect since the uninstaller will not run for users.

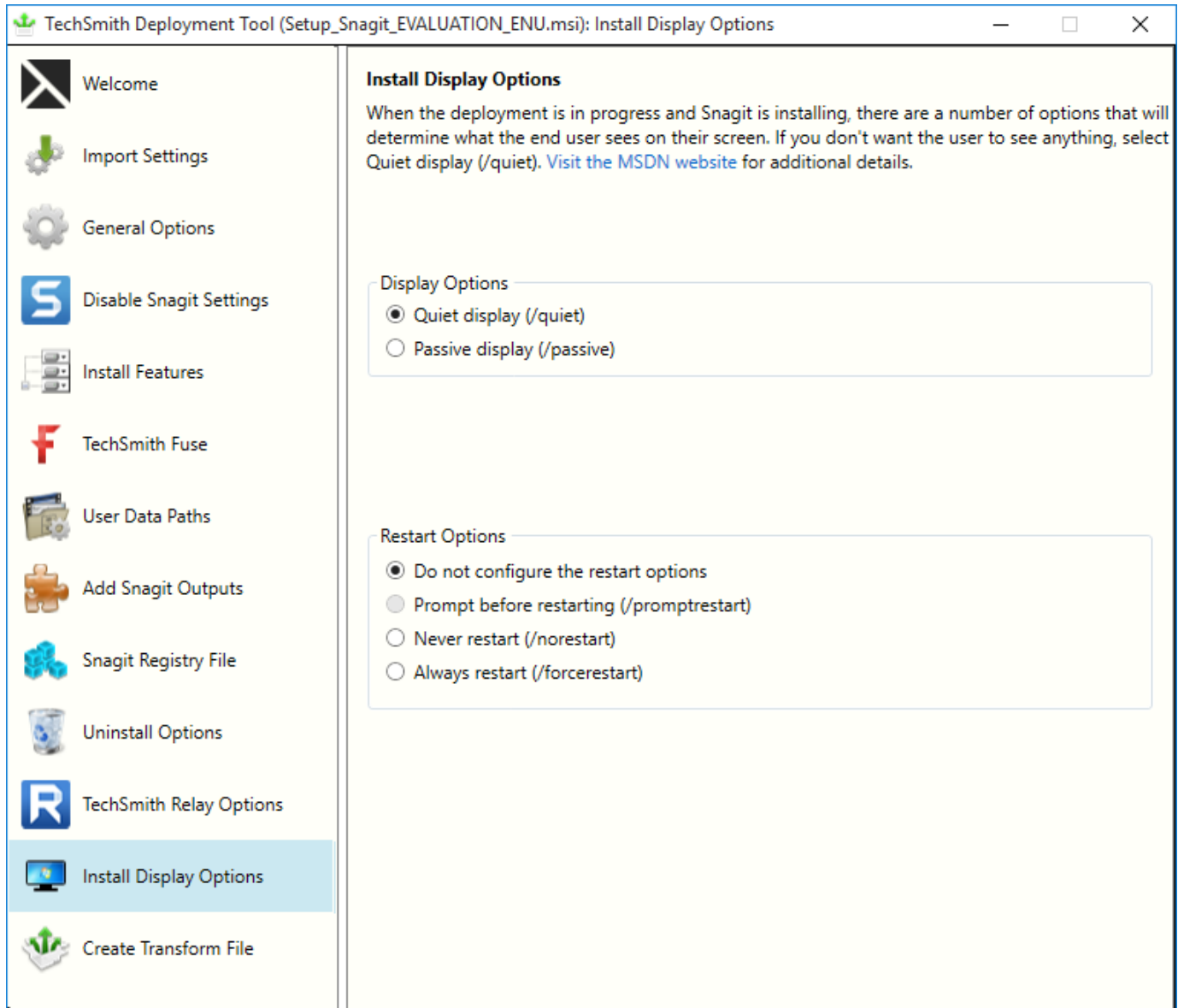


12. On the Relay Updater Options tab, if you have a TechSmith Relay Uploader service account, add that information here. TechSmith Relay is not supported with App-V on a RDS scenario. TechSmith Relay has

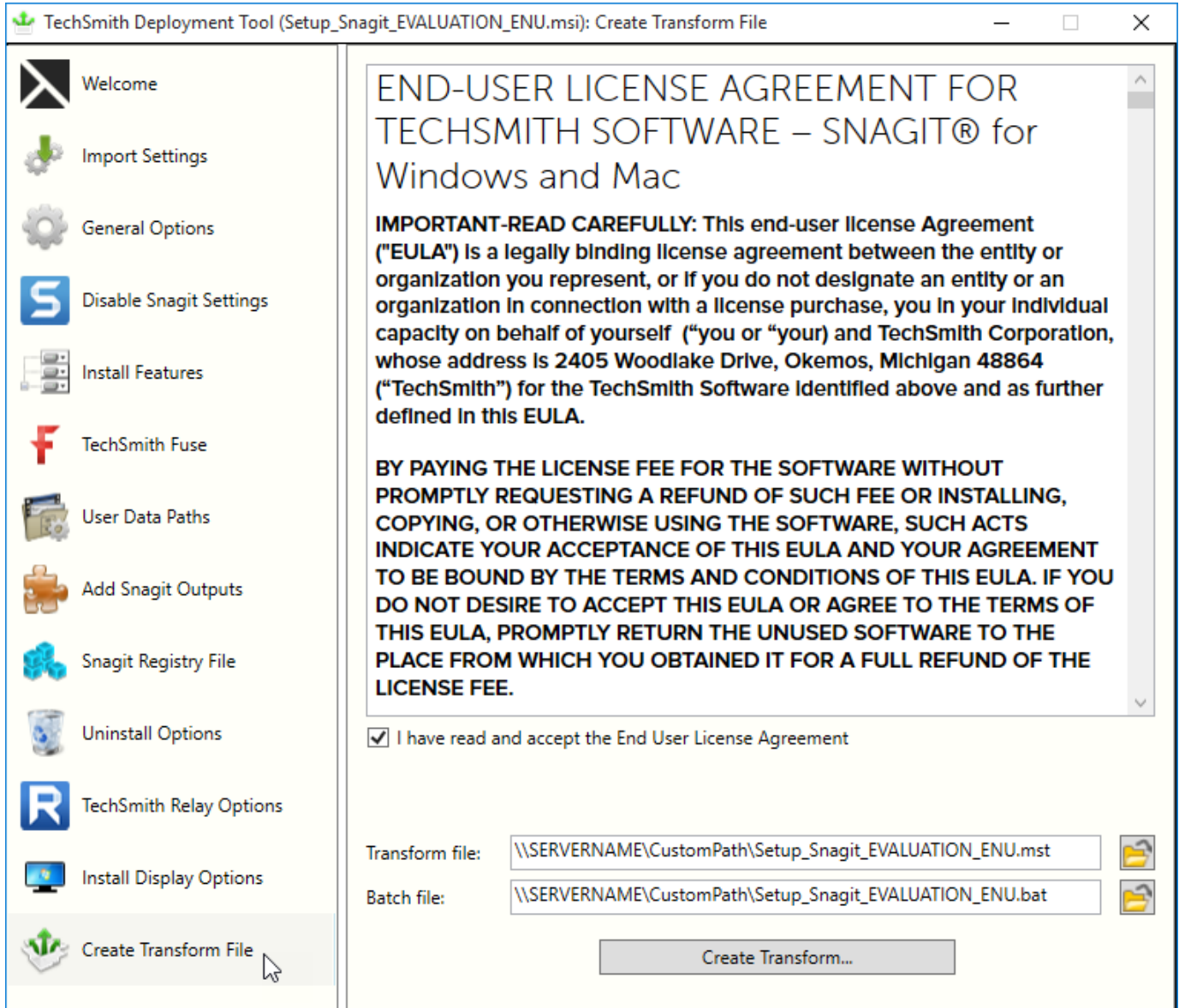
not been tested with App-V on a desktop scenario.



13. On the Install Display Options tab, select the desired options. The options shown below are recommended.



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



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

Sequencing

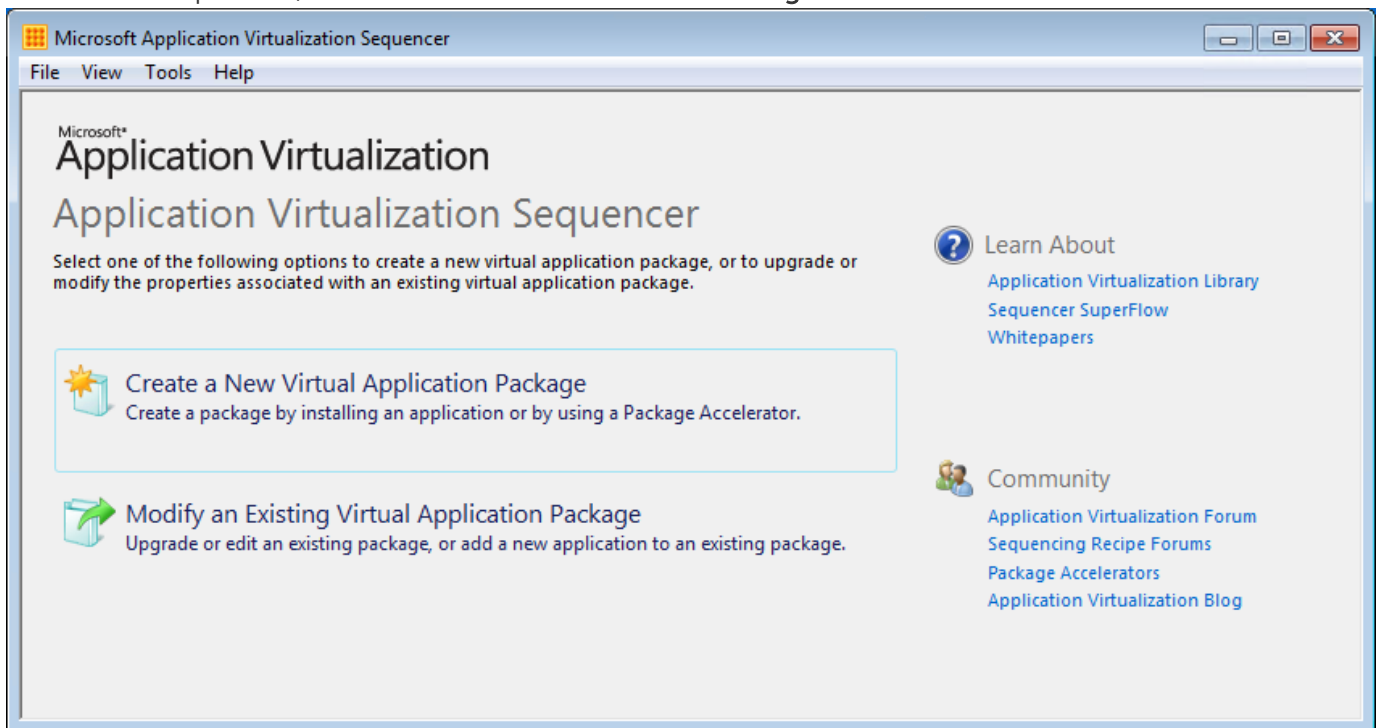
This section will help you create an App-V package of Snagit and related Snagit Outputs. This documentation is intended as guidance, since most companies will modify the instructions to fit their environment.

Prerequisites

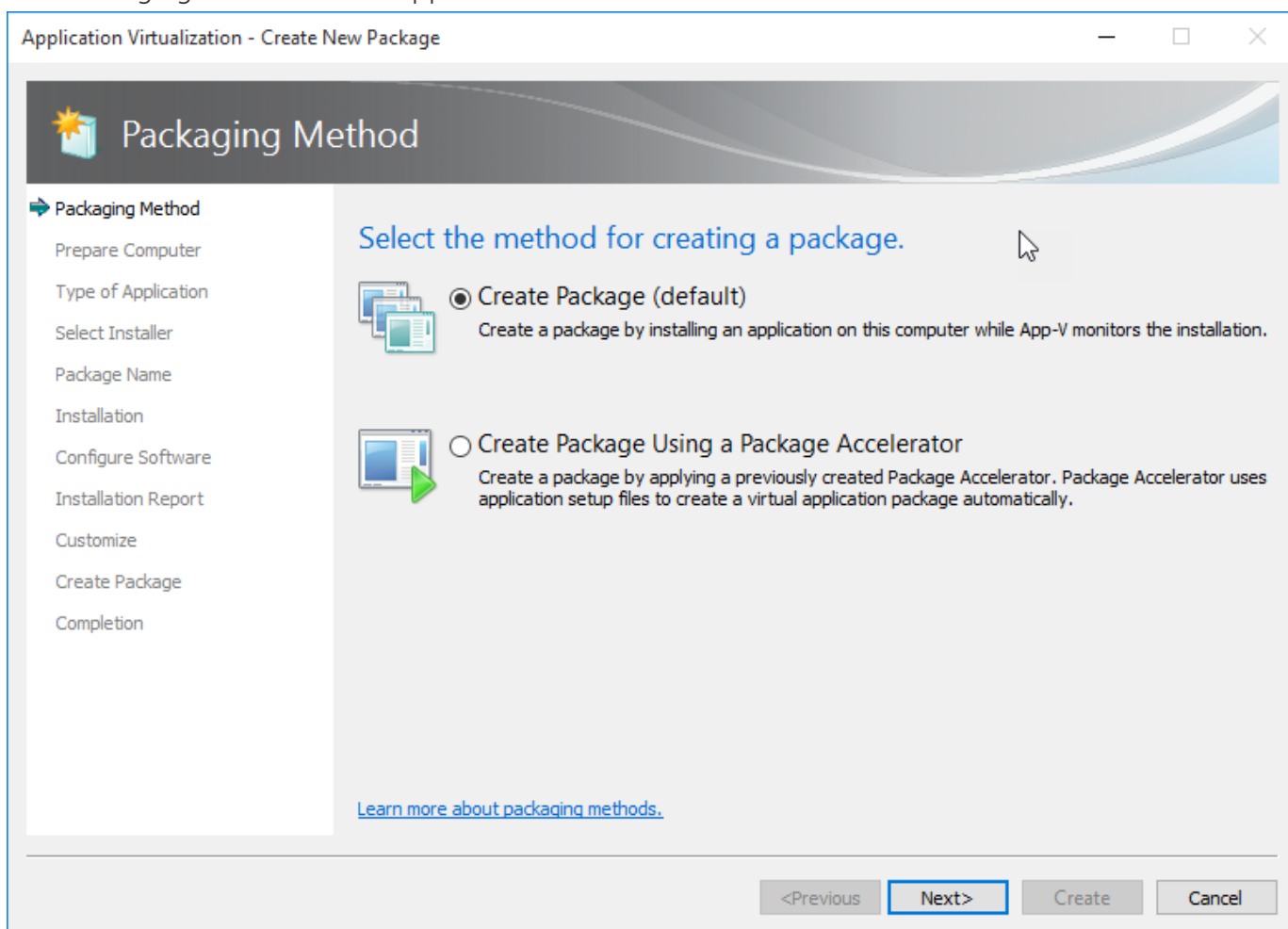
- Microsoft App-V version 5.1 or later is required.
- You have reviewed the [system requirements](#).
- You have reviewed the [Deployment Tool section](#) and have created a MST file.

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

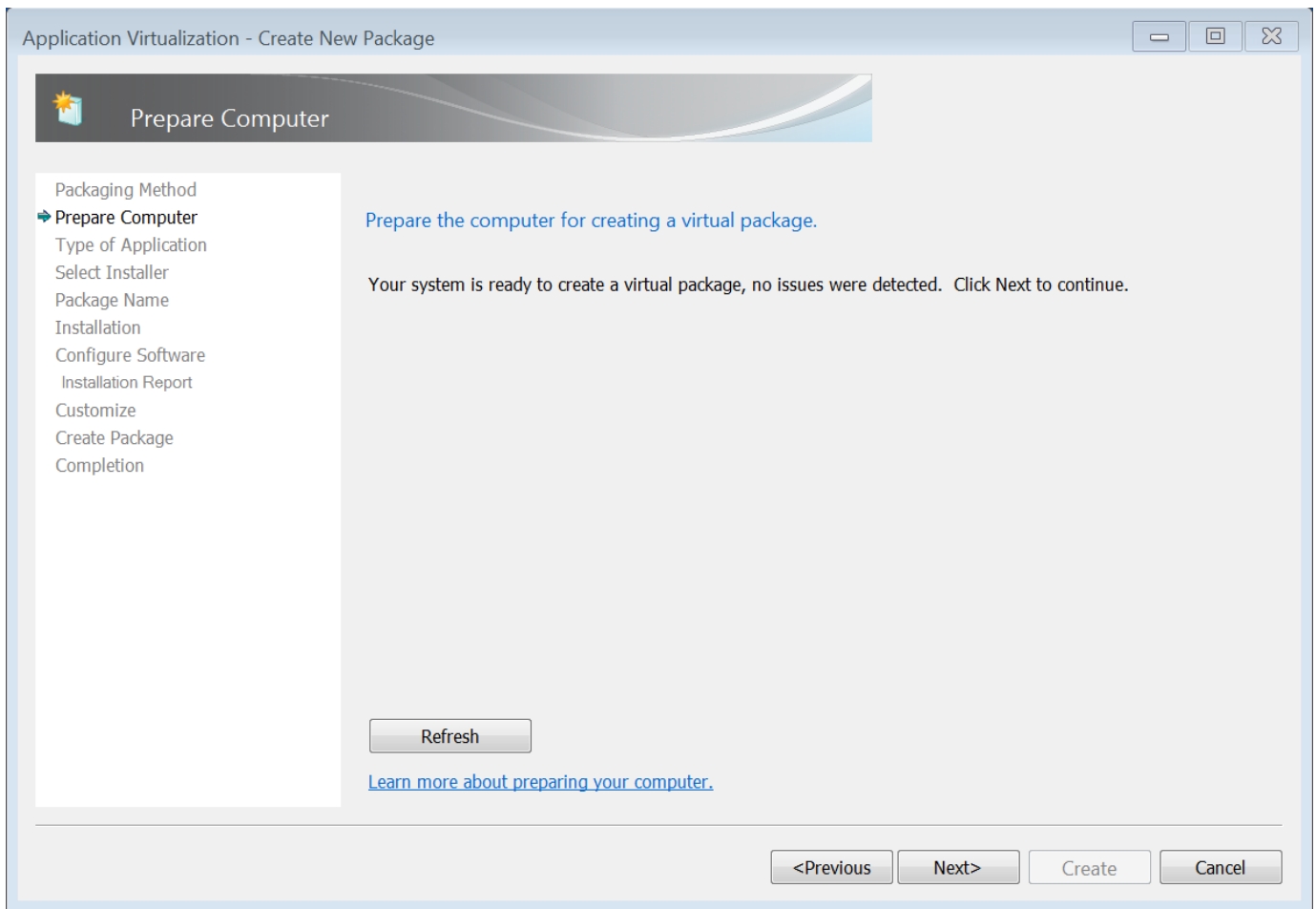
1. Launch the App-V Sequencer.
2. A UAC prompt appears to allow the program to run. Click **OK**.
3. In the base sequencer, click the **Create a New Virtual Package** button.



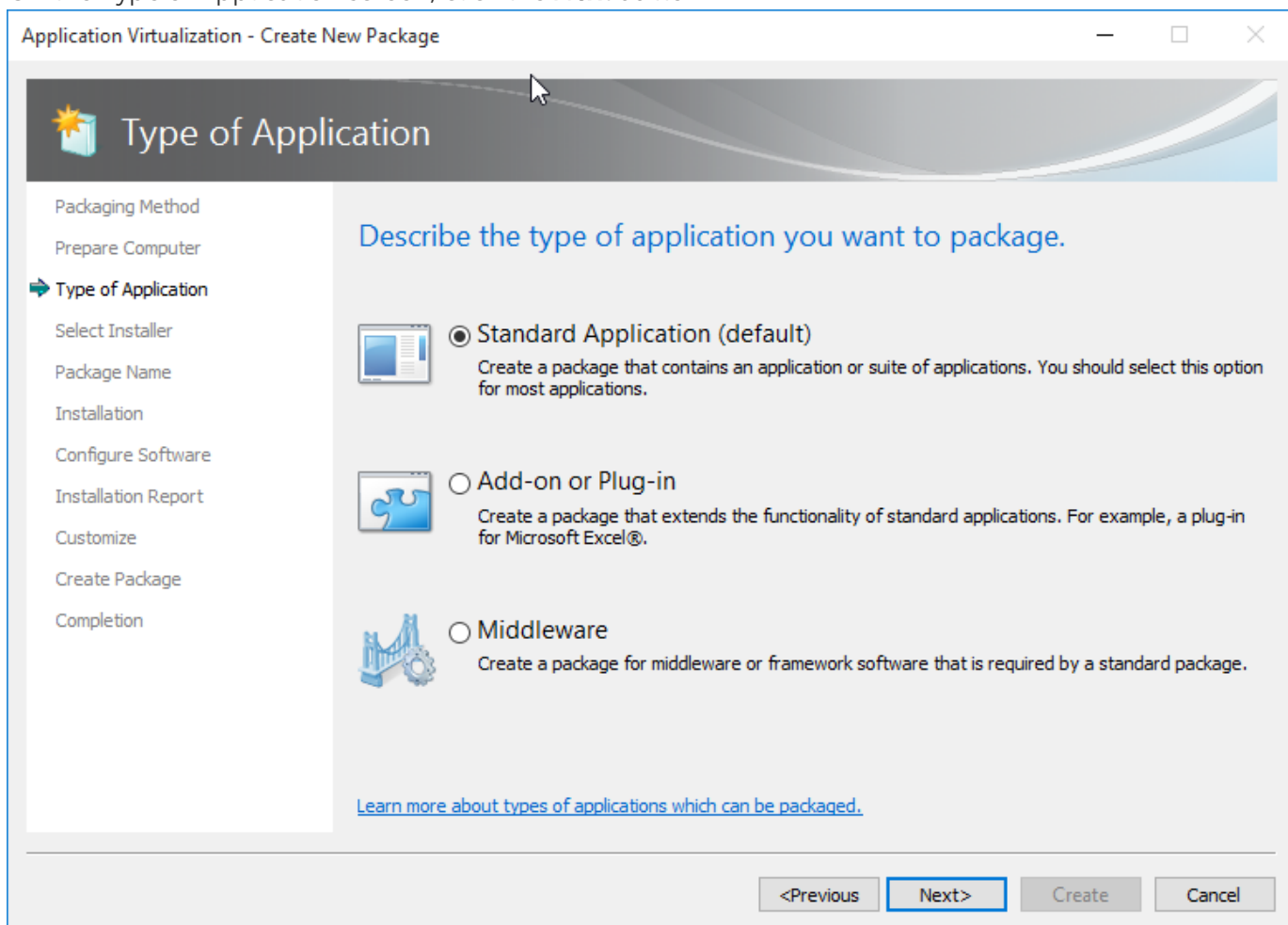
4. The Packaging Method Wizard appears. Click the **Next** button.



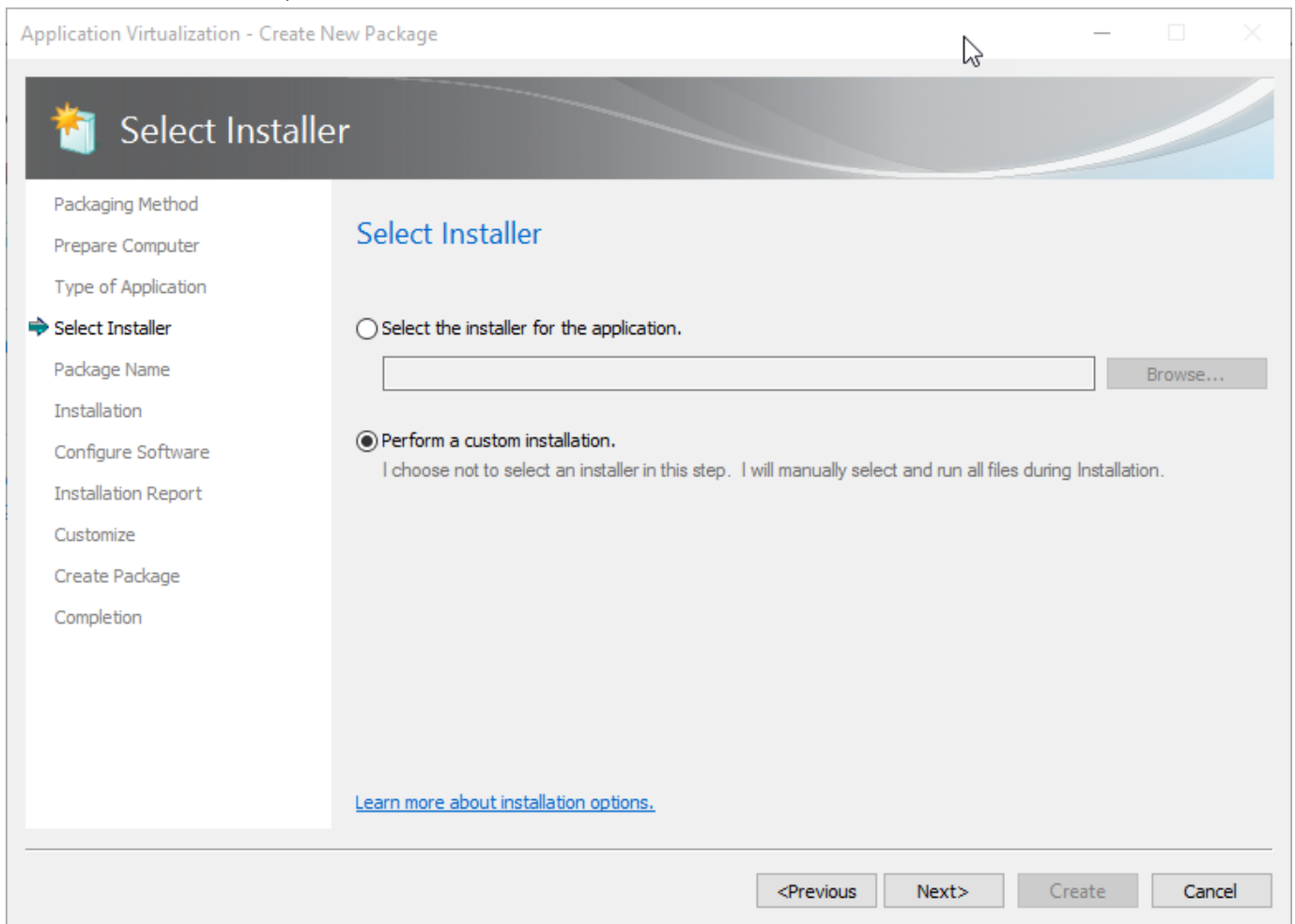
5. Confirm that no issues were detected and click the **Next** button.



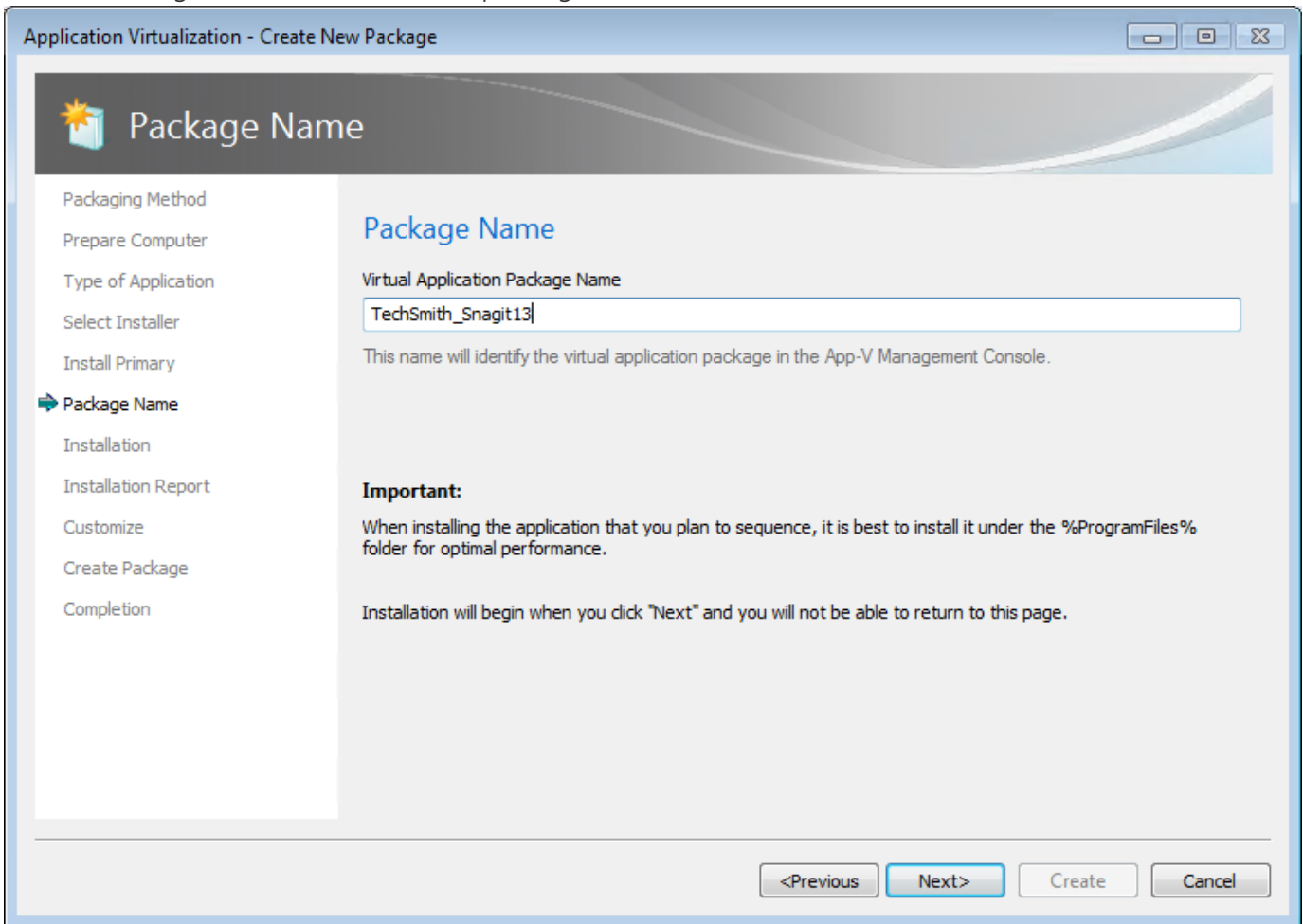
6. On the Type of Application screen, click the **Next** button.



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

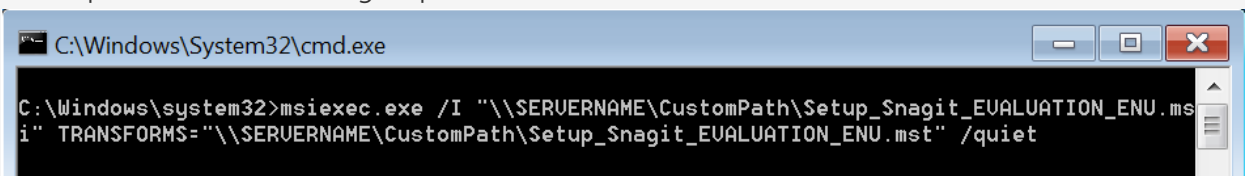


8. On the Package Name screen, enter a package name and the PVAD folder. Click the **Next** button.

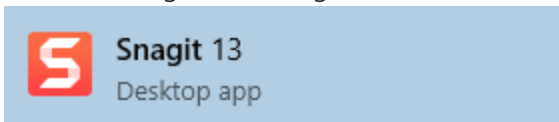


9. Right-click the batch file created by the TechSmith Deployment Tool and select **Run as Administrator** to install Snagit.

Note: If installing the 32-bit version of Snagit onto a 64-bit version of Windows, use the related 32-bit paths in the following steps.

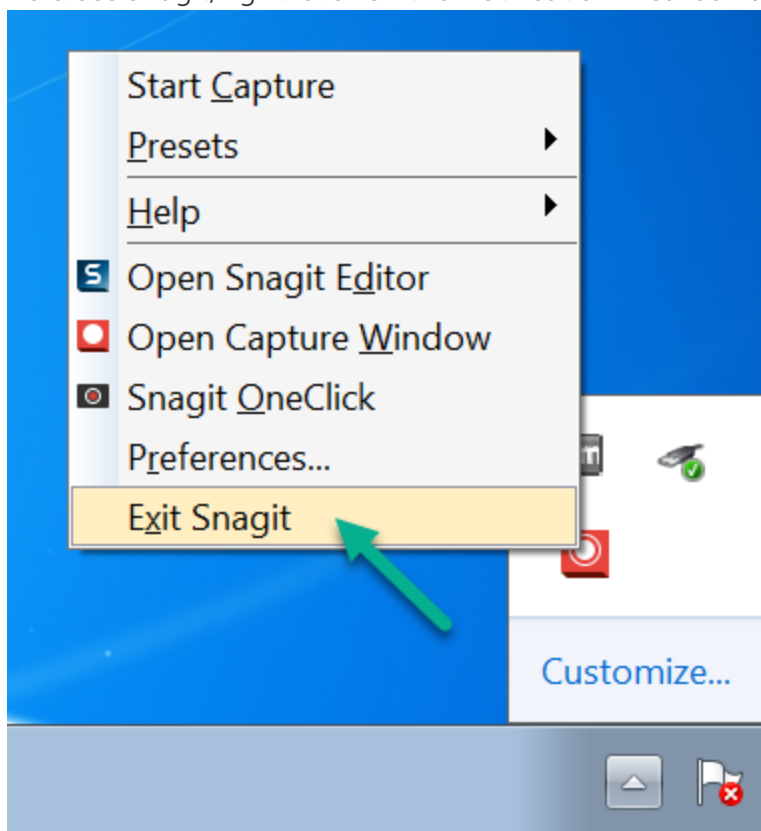


10. Launch Snagit (not Snagit Editor) from the Start menu.



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. Skip this step if Snagit outputs are included in the MST. If no outputs were selected in the MST, create this folder after installation:
%COMMONPROGRAMFILES(x86)%\TechSmith Shared\Snagit\Accessories
14. Remove the TechSmith Relay Uploader Service, open a command prompt (Run Administrator) and browse to the following directory:
%COMMONPROGRAMFILES(x86)%\TechSmith Shared\Uploader\

Run the following batch file:

```
UnInstallAndRemoveUploader.cmd
```

Browse to the following folder:

```
%COMMONPROGRAMFILES(x86)%\TechSmith Shared\
```

```
rd /s Uploader
```

15. Cleanup operations:
- 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\13\ /v DataStoreDriveType /f
```

- Remove folders Thumbnails and TrackerbirdFiles folders and 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 13\
- 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\13 /v AutoSaveImageTextCaptures /t  
REG_DWORD /d 0  
reg add HKCU\Software\TechSmith\Snagit\13 /v AutoSaveVideoCaptures /t REG_  
DWORD /d 0
```

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

- Remove DefaultSNAGShown

```
reg delete HKCU\Software\TechSmith\Snagit\13\ /v DefaultSNAGShown /f
```

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

16. 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-
```

17. 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

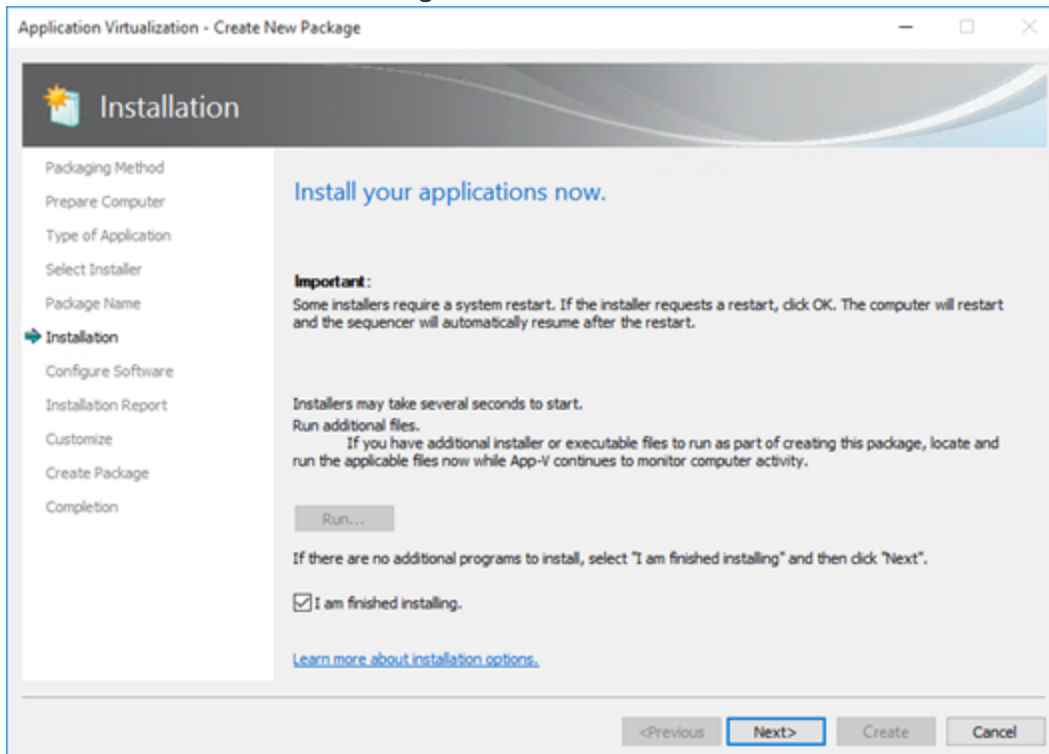
C:\Windows\Microsoft.NET\Framework\v4.0.30319\ngen.exe executequeueditems

```

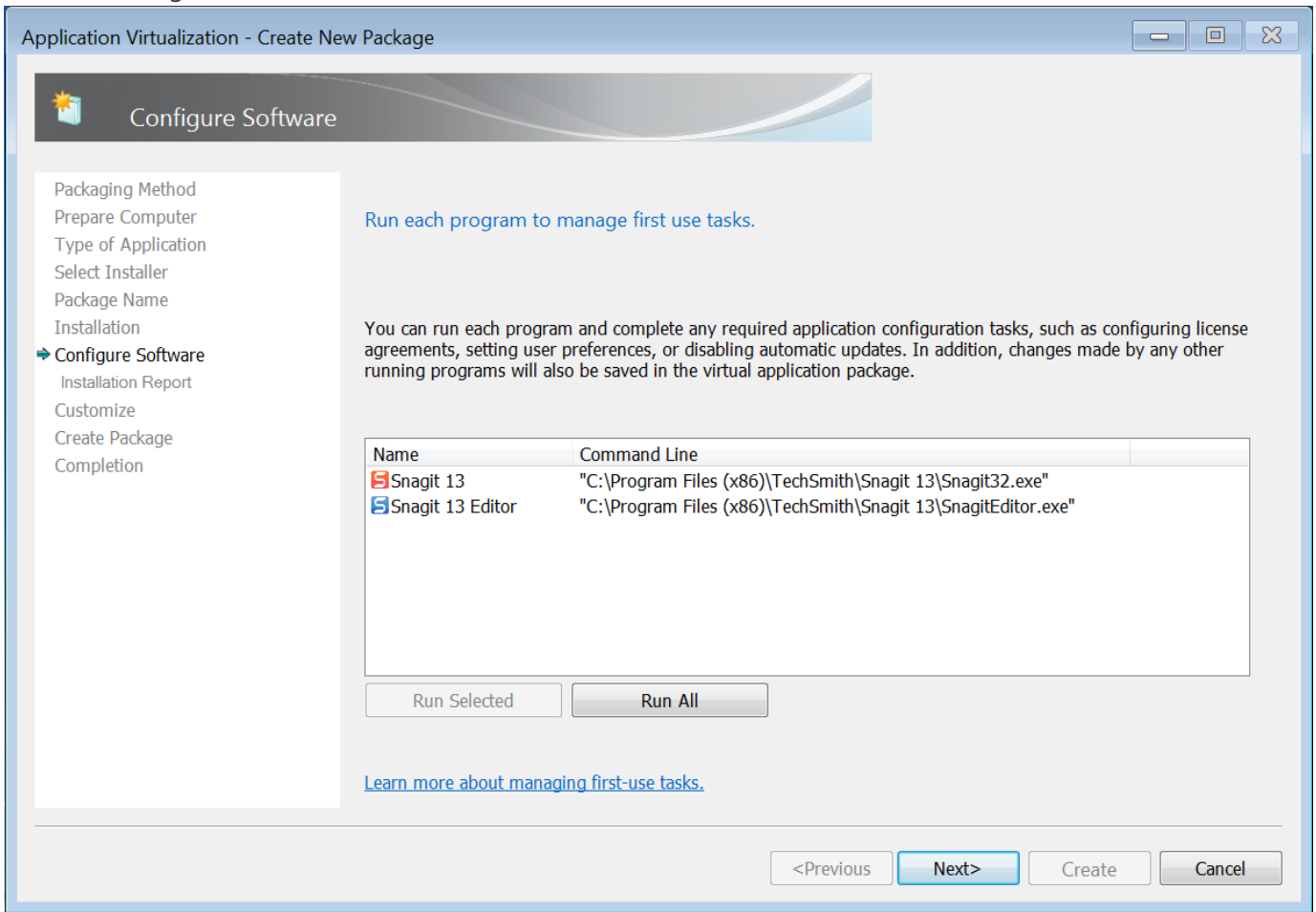
- The cmd file to run it is shown below. If you are not using the default or suggested location for installed outputs, run the PowerShell script in the accessories folder.

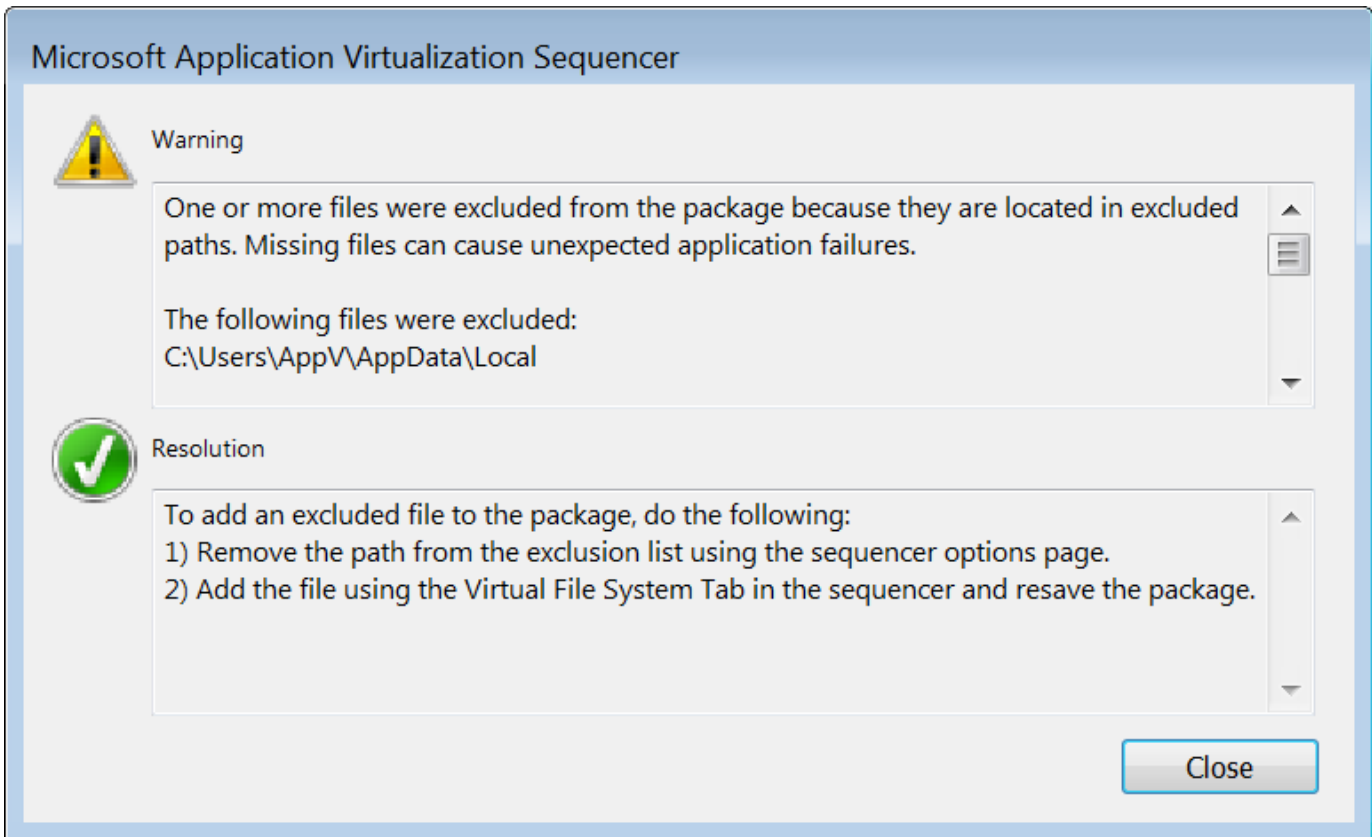
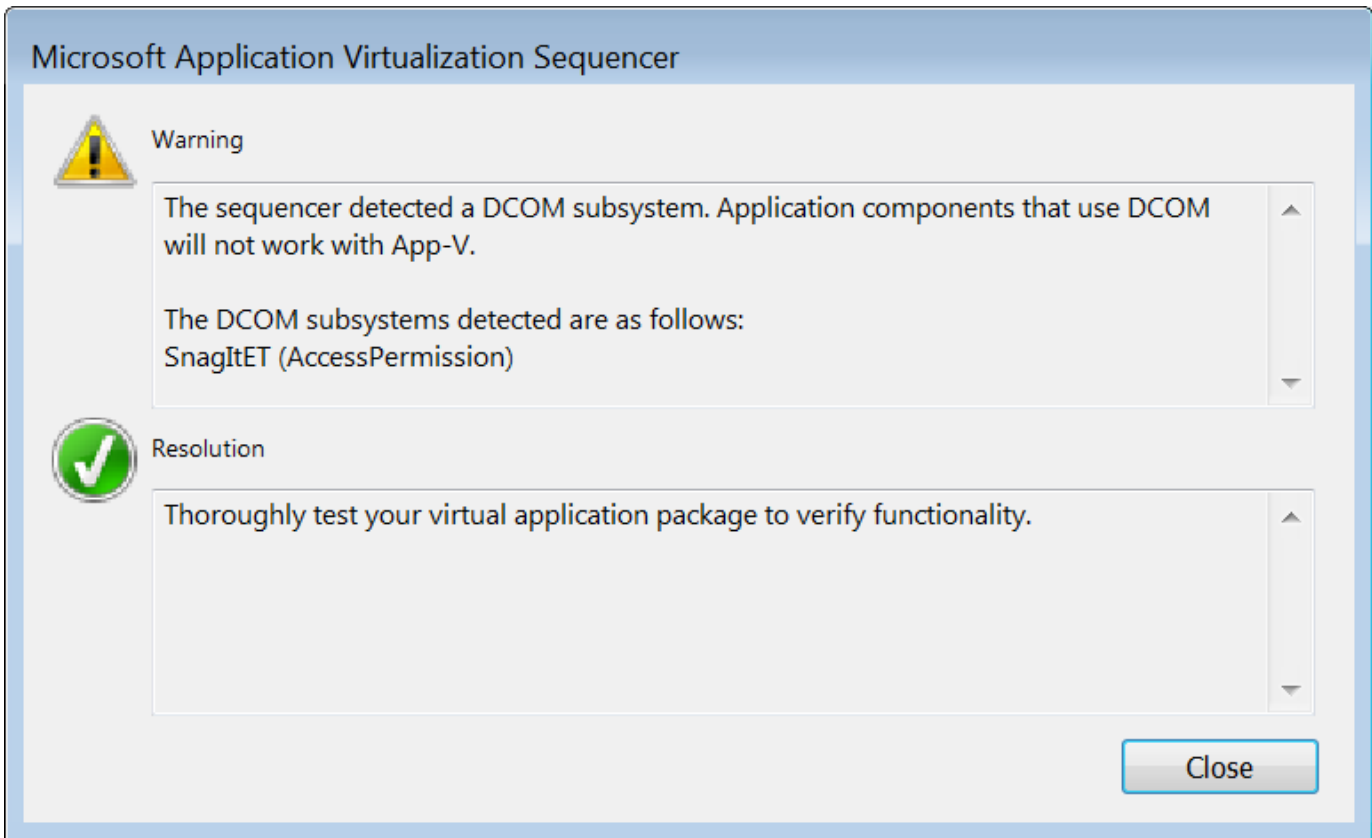
```
powershell.exe -File C:%HOMEPATH%\Desktop\Current\PostInstallRunNGEN_
Folder.ps1 "C:\Program Files\TechSmith\Snagit 13"
powershell.exe -File C:%HOMEPATH%\Desktop\Current\PostInstallRunNGEN_
Folder.ps1 "C:\Program Files\Common Files\TechSmith Shared"
```

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



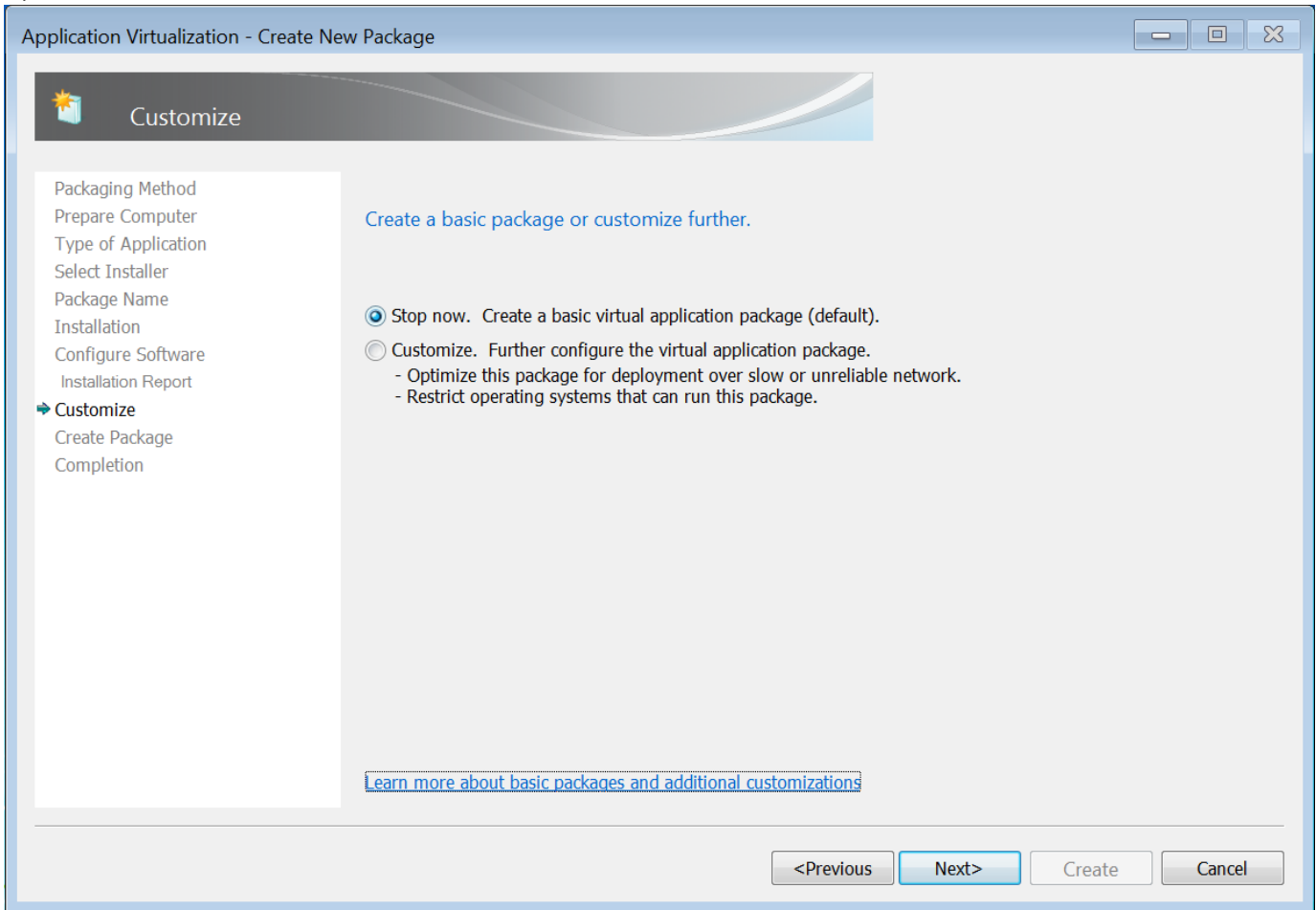
19. On the Configure Software screen, click the **Next** button.





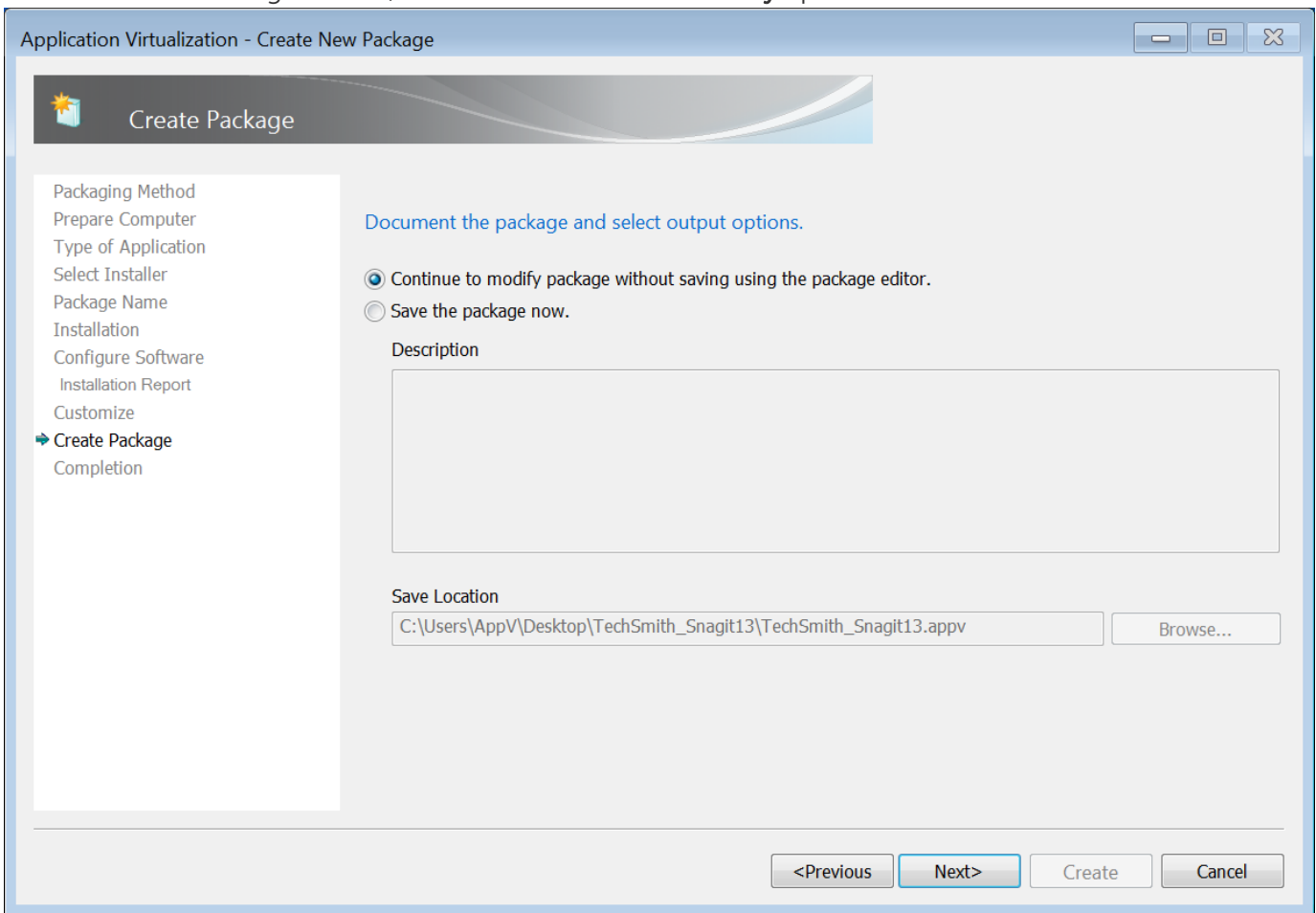
21. On the Installation Report screen, click the **Next** button.

22. 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.



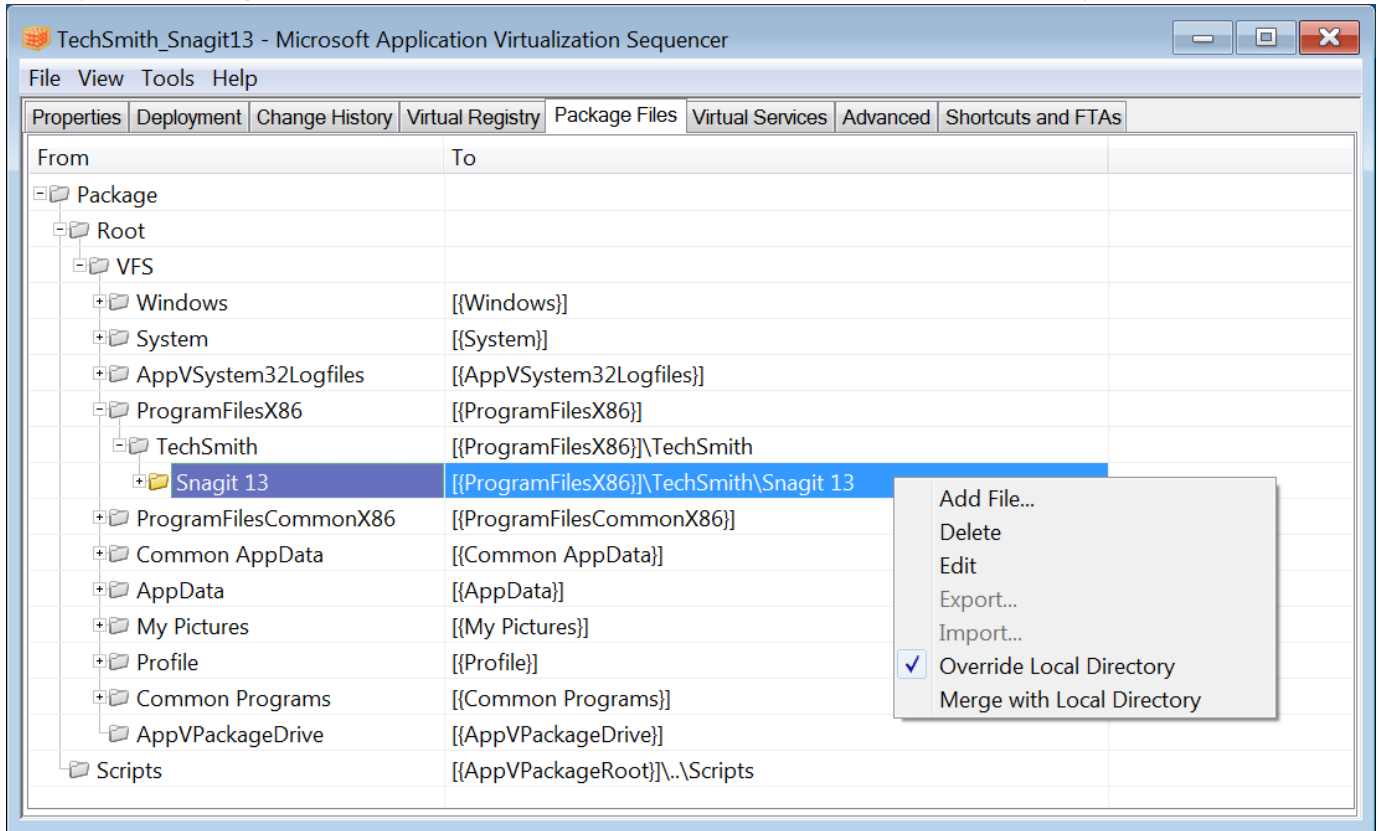
23. On the Customize screen, click the **Next** button.

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

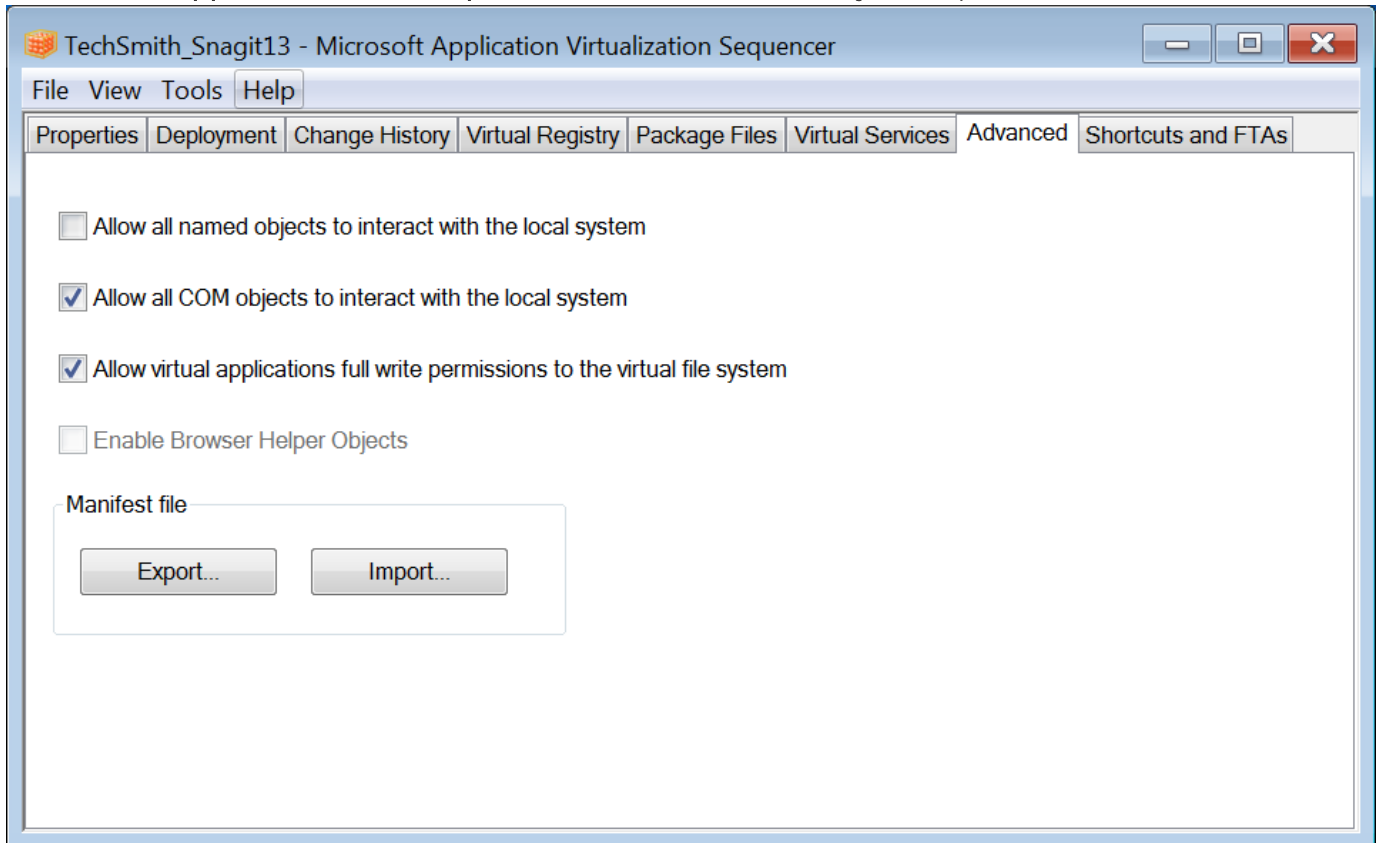


25. Click the **Close** button to exit the sequence editor.

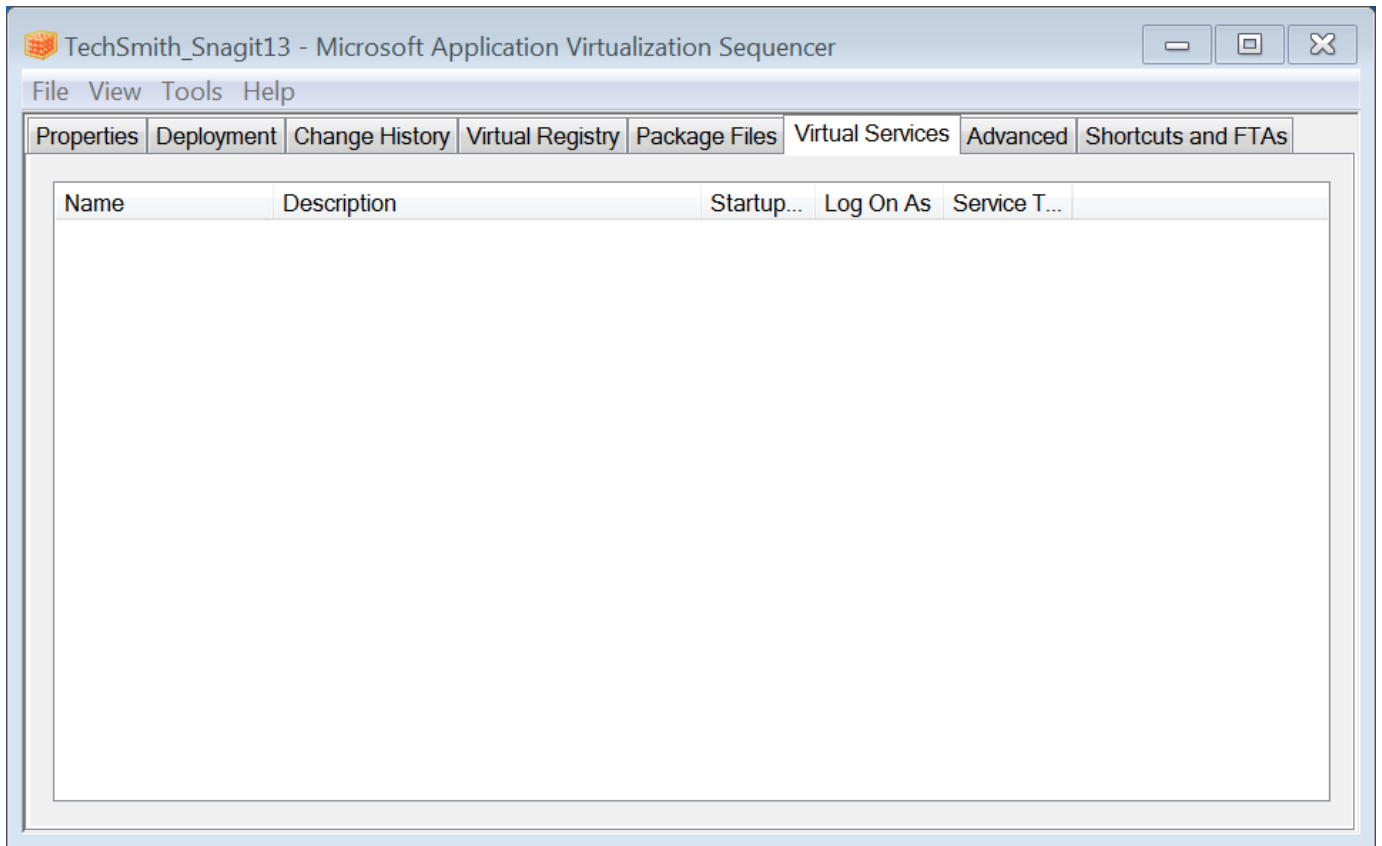
changed, the **Snagit 13 application** folder should be set to **Override Local Directory**.



27. 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.

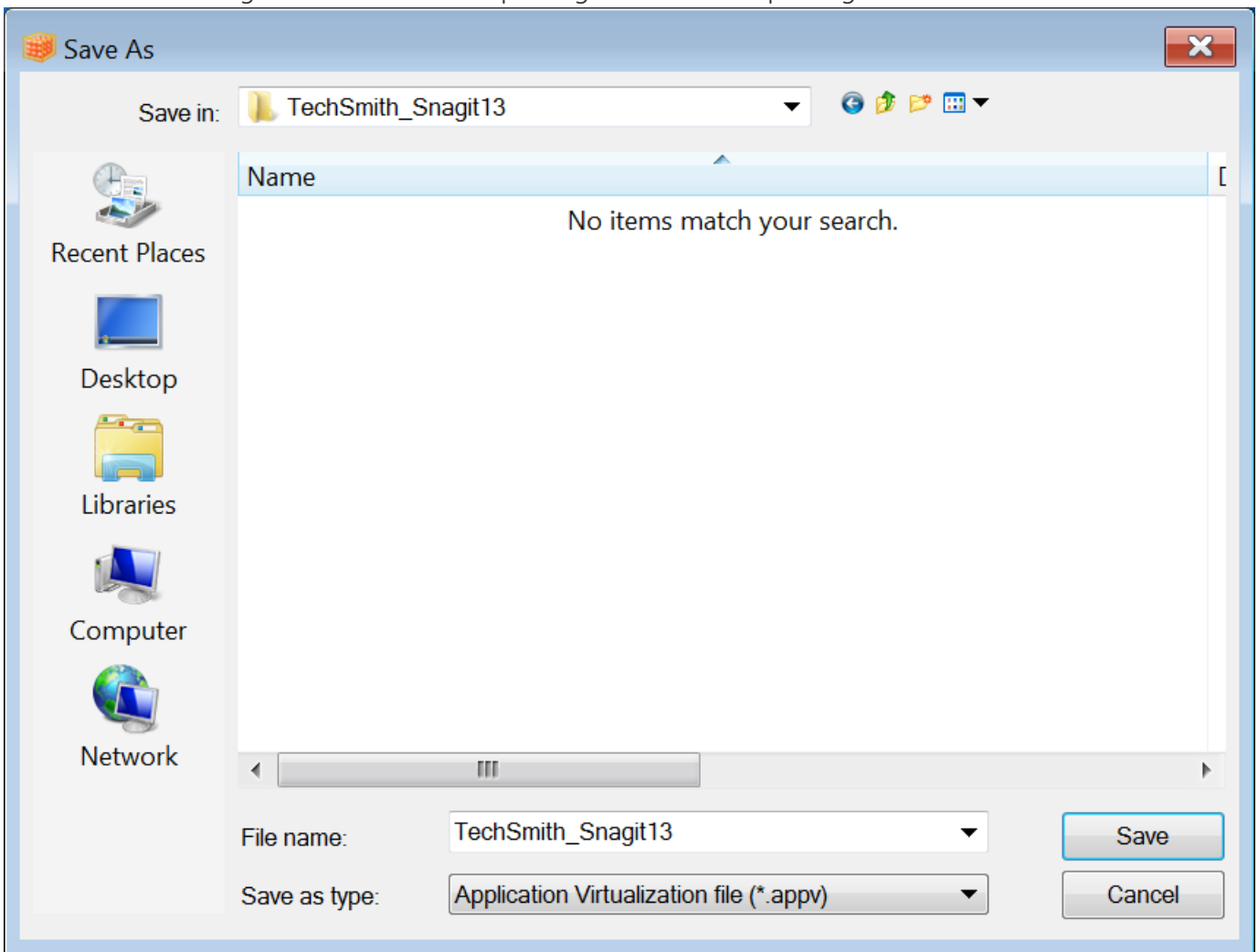


28. On the Virtual Services tab, you can verify the TechSmith Uploader Service is configured the way you specified earlier in the application sequencing. Most configurations will not have any services listed on this tab.



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

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

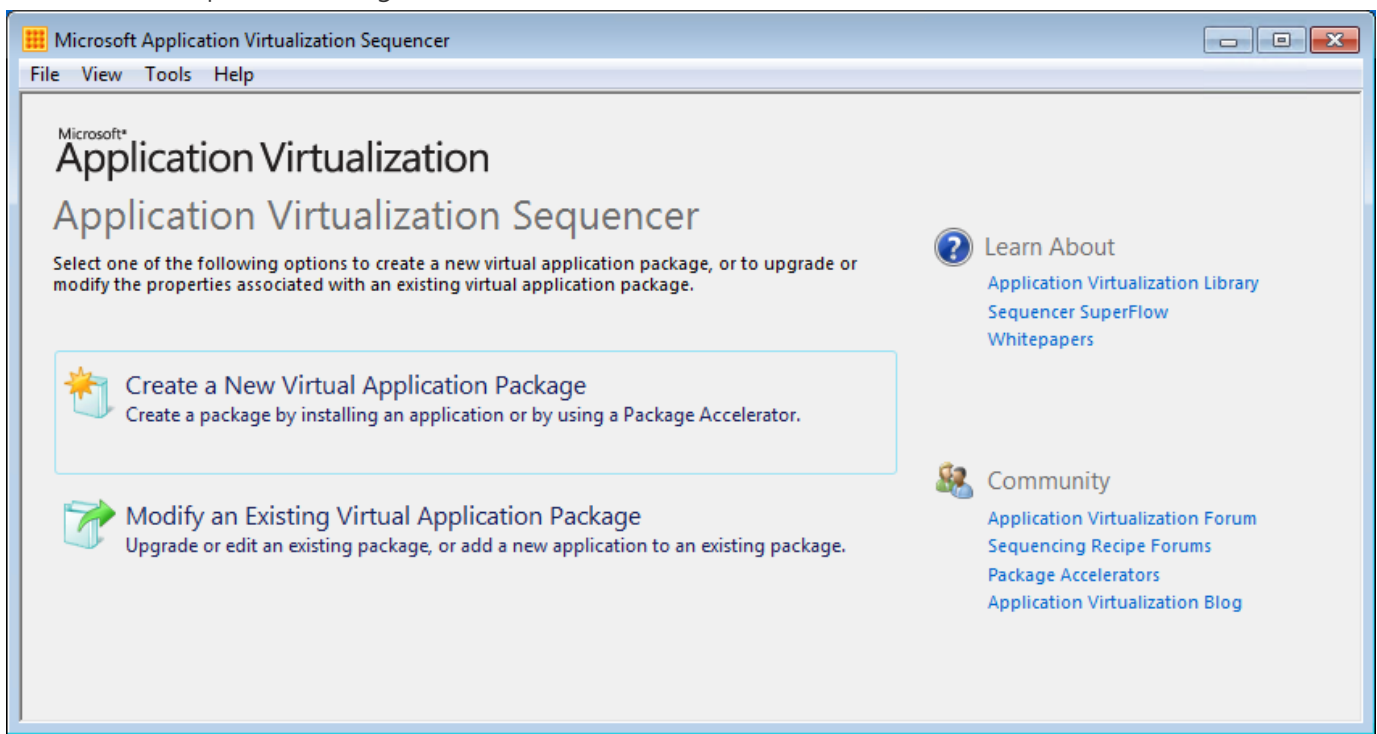


Sequencing Output Accessories

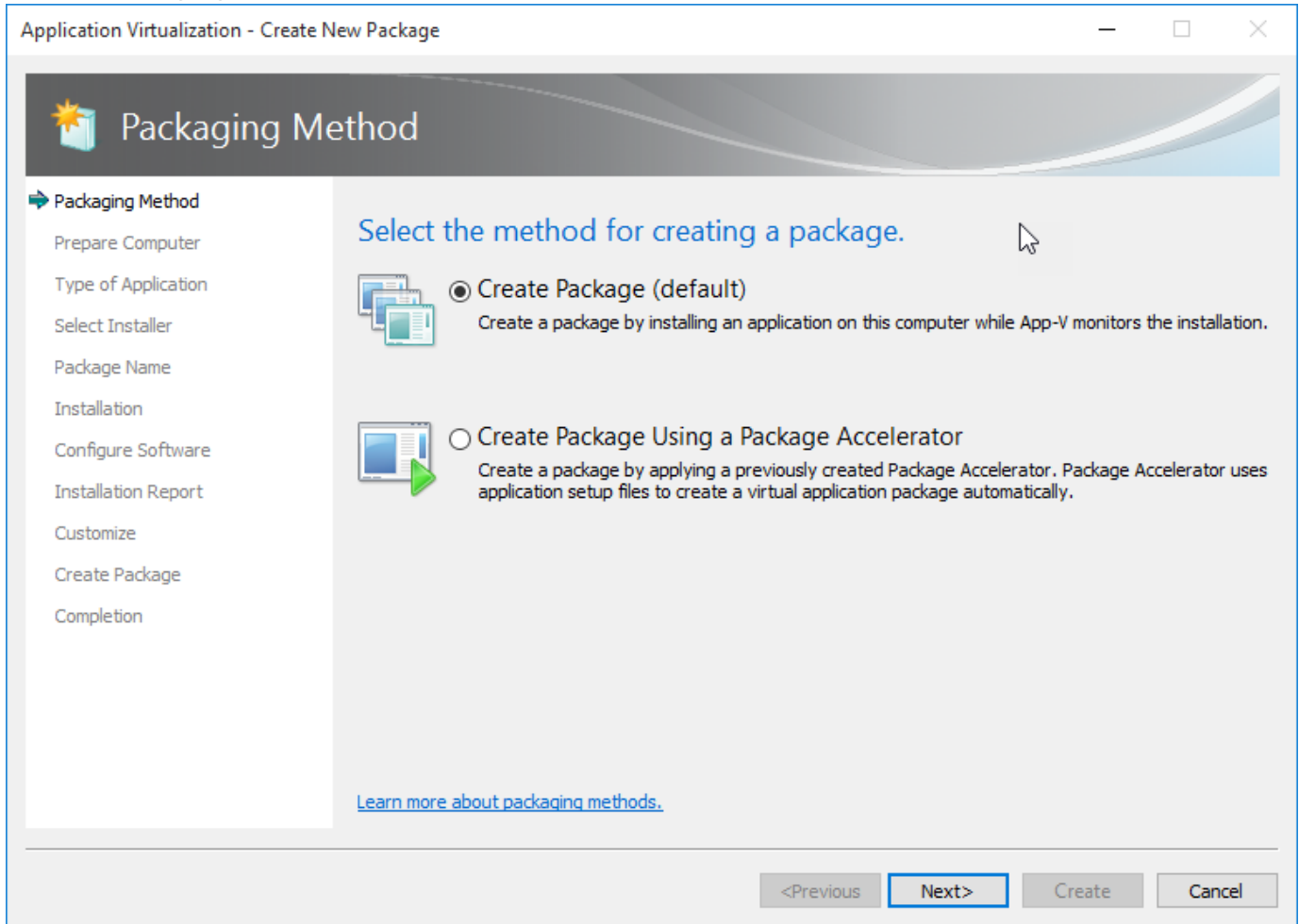
Snagit's native outputs include Microsoft Word, Excel, PowerPoint and the Camtasia output. To see a full list of the default outputs, see [Default Outputs](#).

If you are planning to use the TechSmith Relay output, please contact [TechSmith Technical Support](#) for implementation assistance.

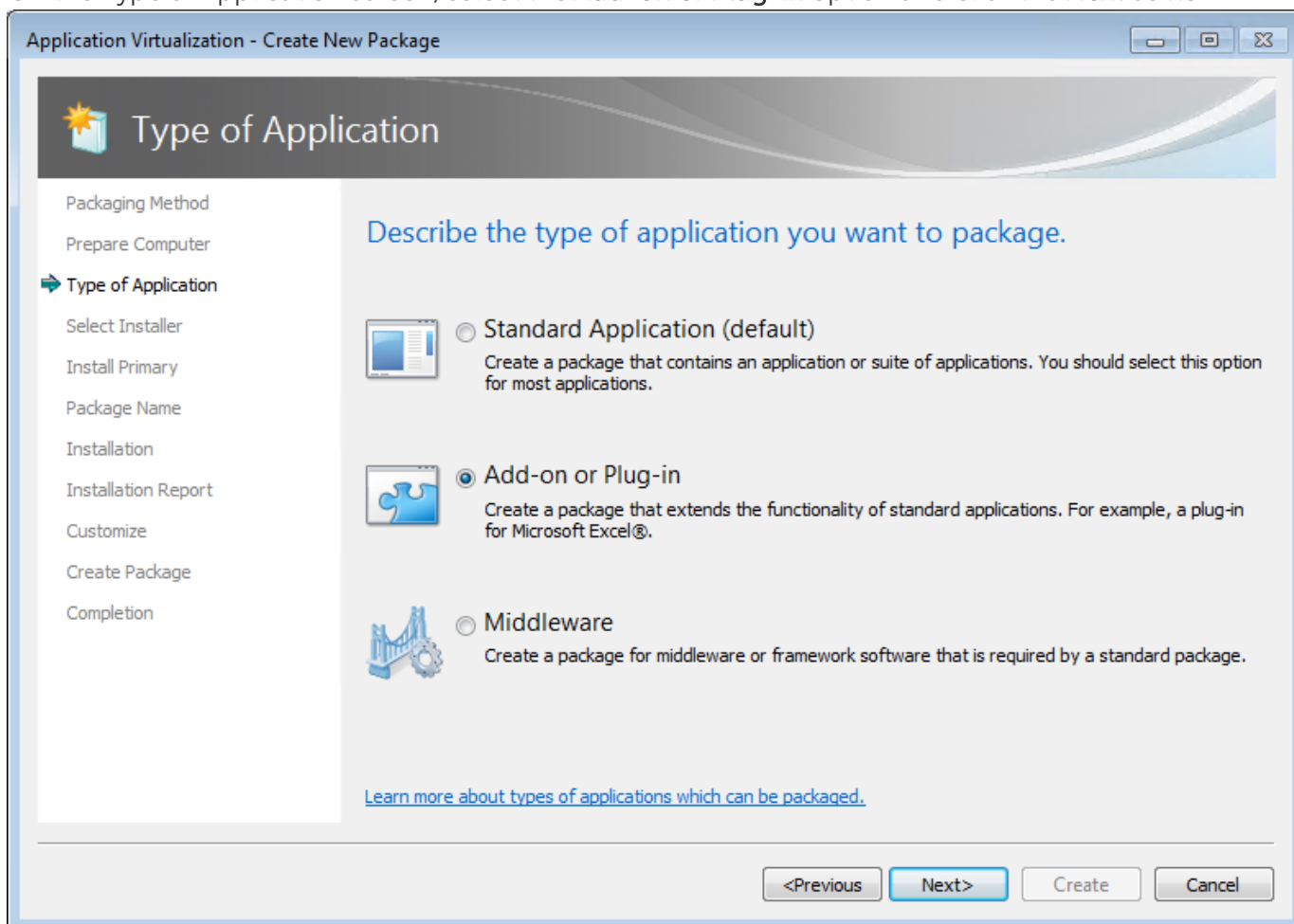
1. Open the existing App-V package onto the sequencing computer you plan to use with the Snagit Output Accessory App-V Plugins.
2. Restart the sequencing computer.
3. Verify the output installation path. We recommend using a custom output folder path. Verify the following registry value is configured:
HKLM\SOFTWARE Wow6432Node\TechSmith\Snagit\13\AccessoryInstallPath. Example:
%CommonProgramFiles(x86)%\TechSmith Shared\Snagit\Accessories
4. Download the desired outputs from the [Snagit Windows Outputs webpage](#).
5. Copy the output to the computer. Snagit outputs have a .snagacc file extension. For example, the Evernote Output is EvernoteOutput.snagacc.
6. Launch the Sequencer (using the edited Shortcut).



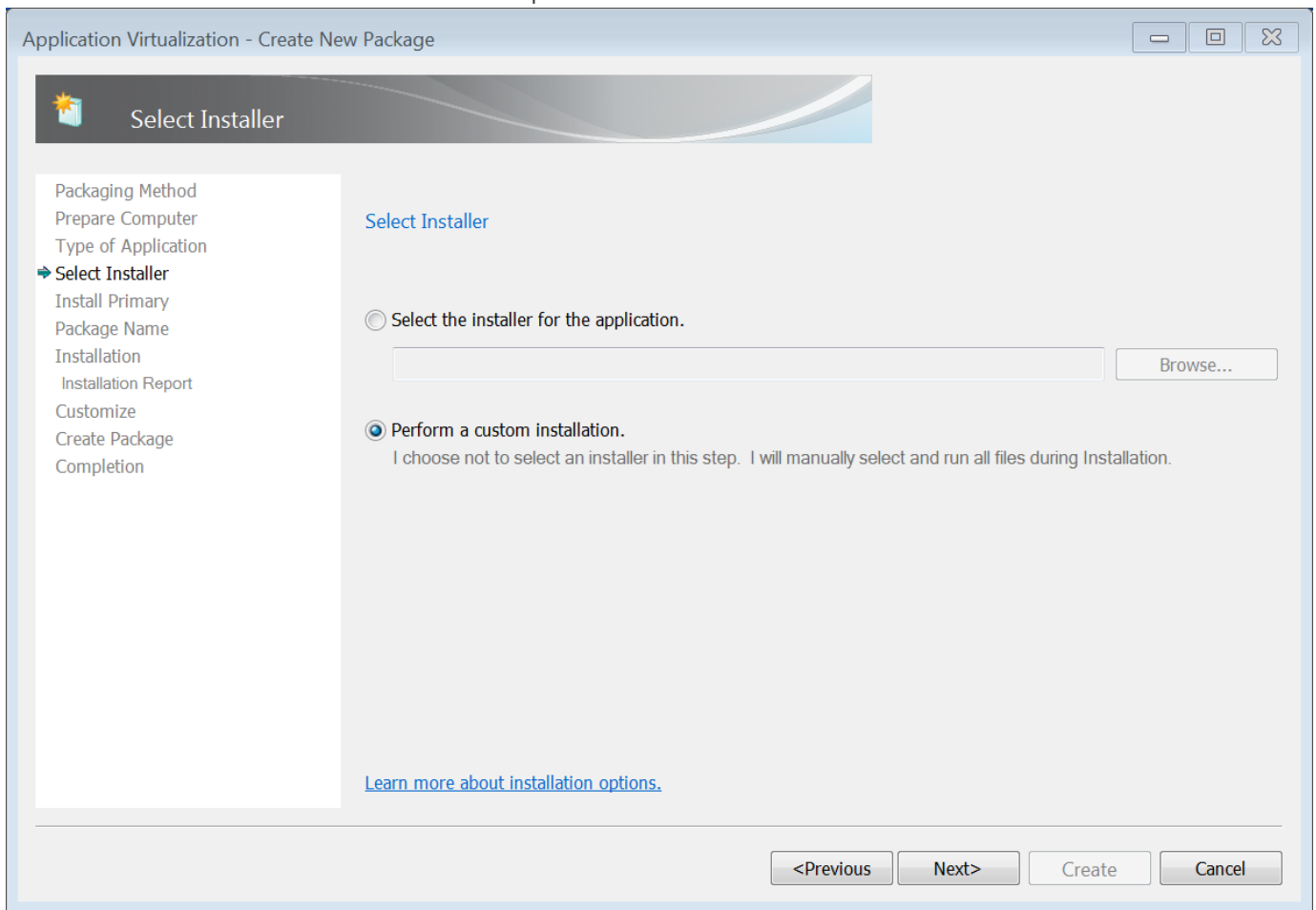
7. A UAC prompt to allow the program to run appears. Click **OK**.
8. On the Packaging Method screen, click the **Next** button.



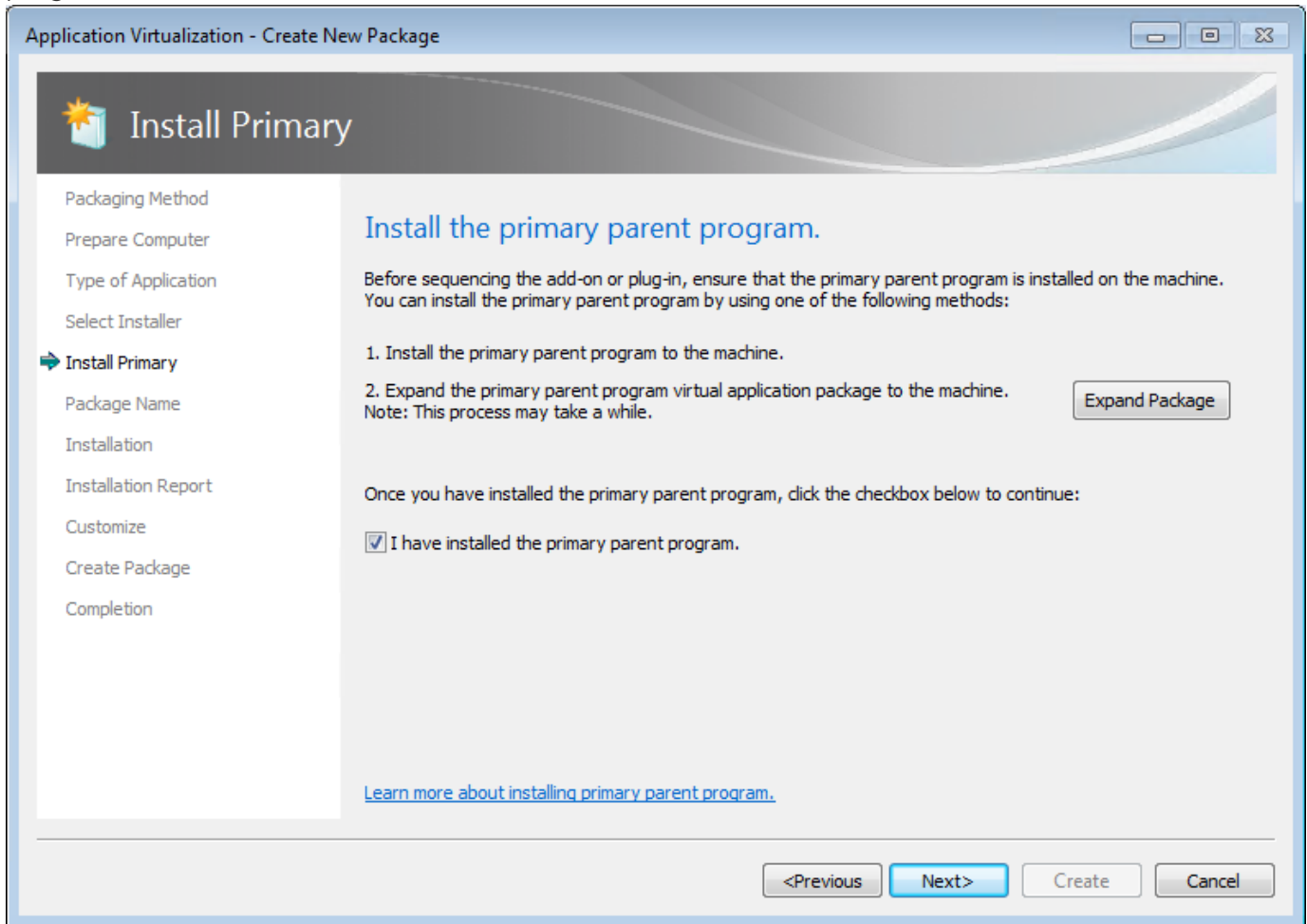
9. On the Type of Application screen, select the **Add-on or Plug-in** option and click the **Next** button.



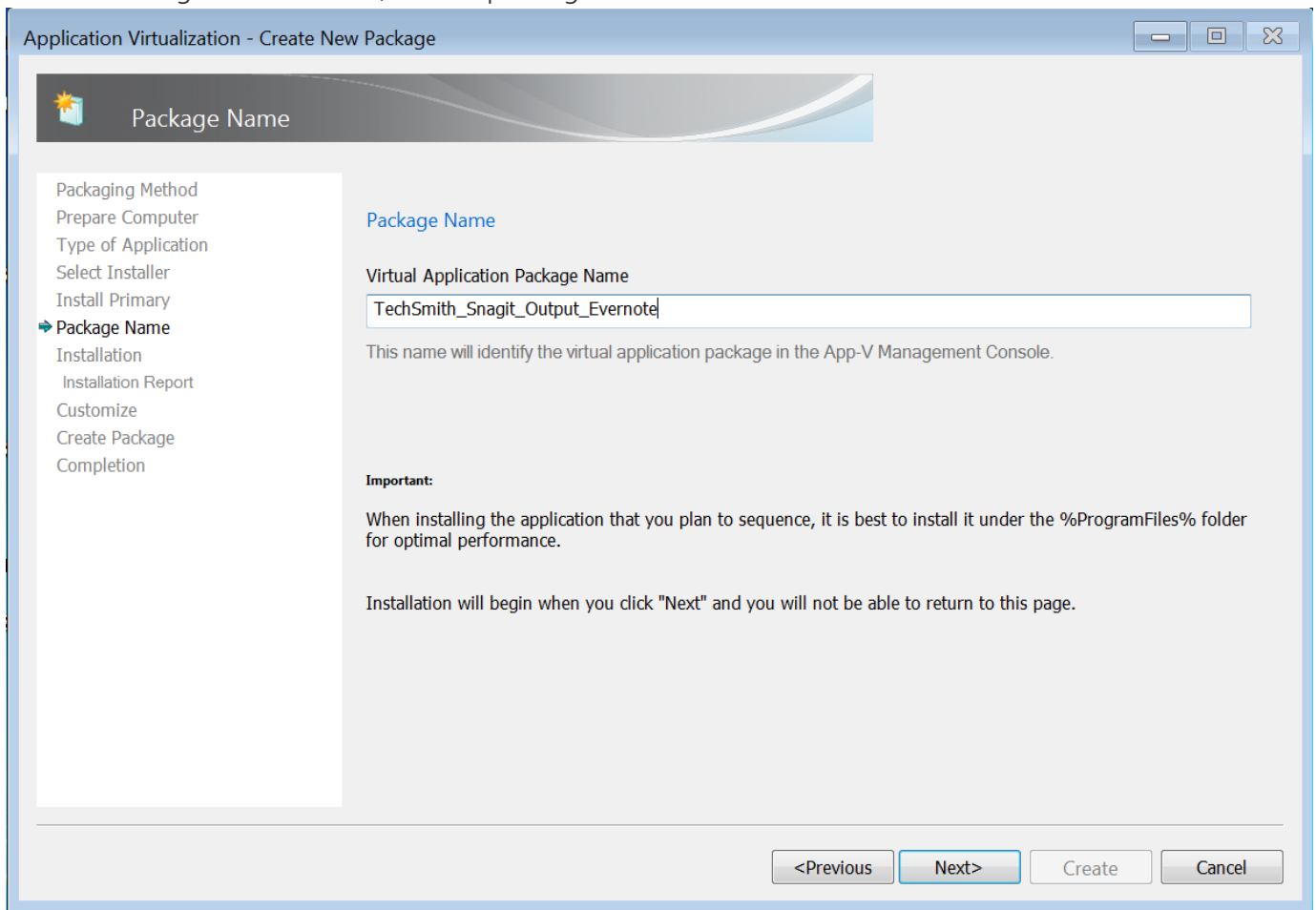
10. Select the **Perform a custom installation** option and click the **Next** button.



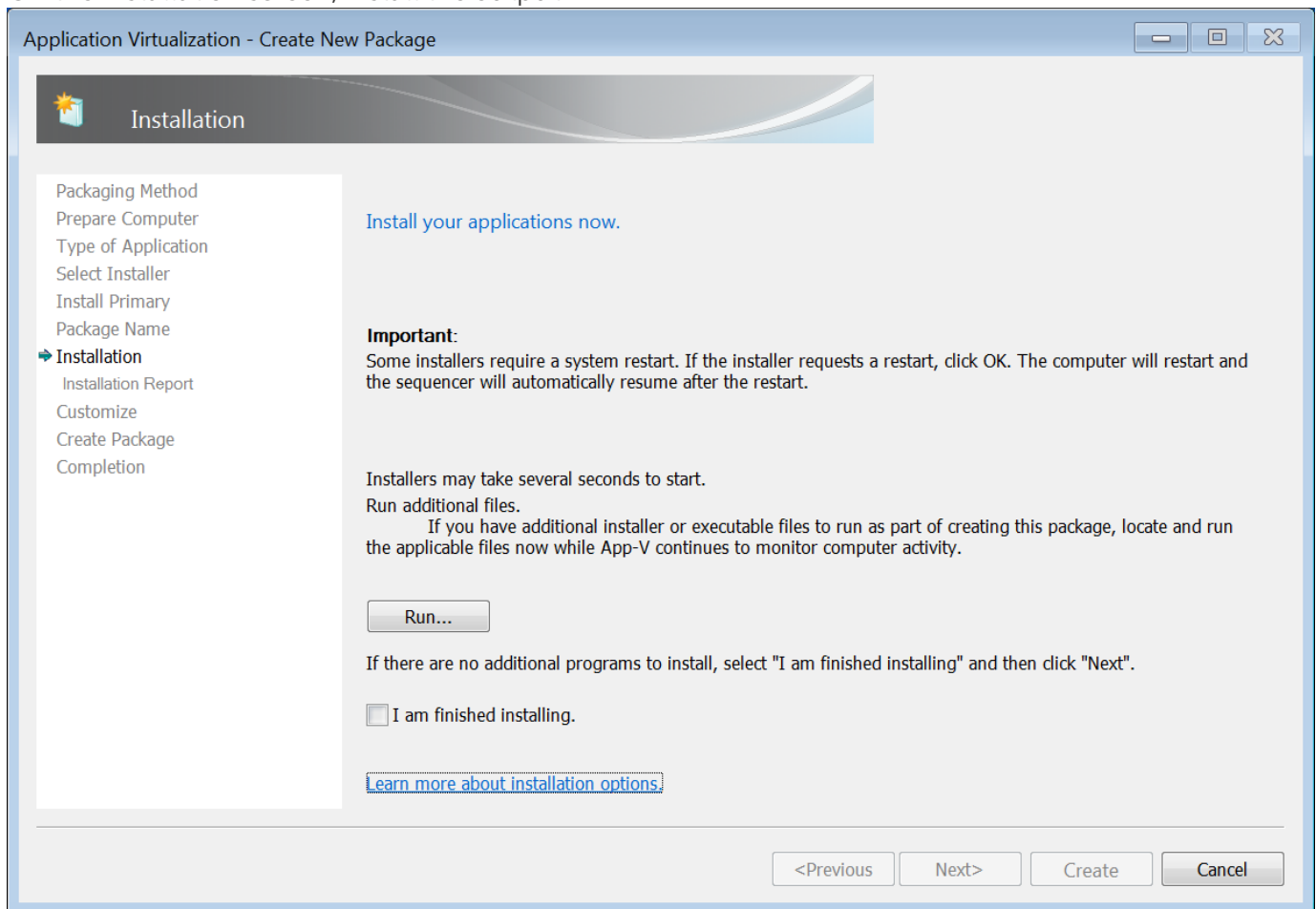
11. On the Install Primary screen, if not already completed, click the **Expand Package** button for the parent program. Click the **Next** button.



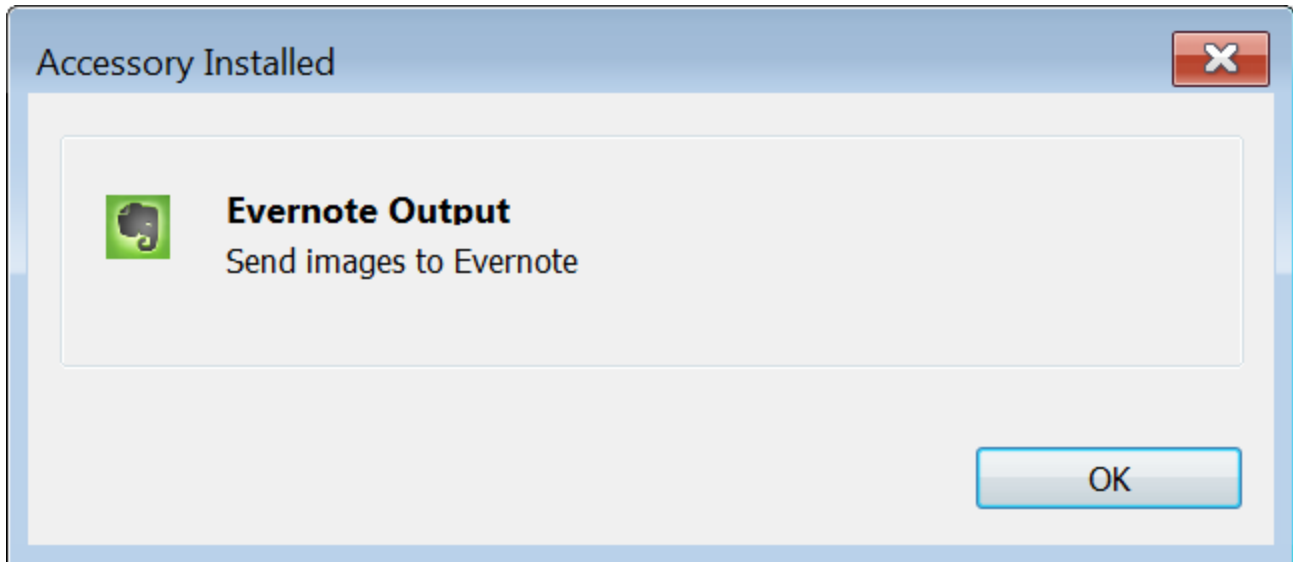
12. On the Package Name screen, enter a package name and click the **Next** button.



13. On the Installation screen, install the output.

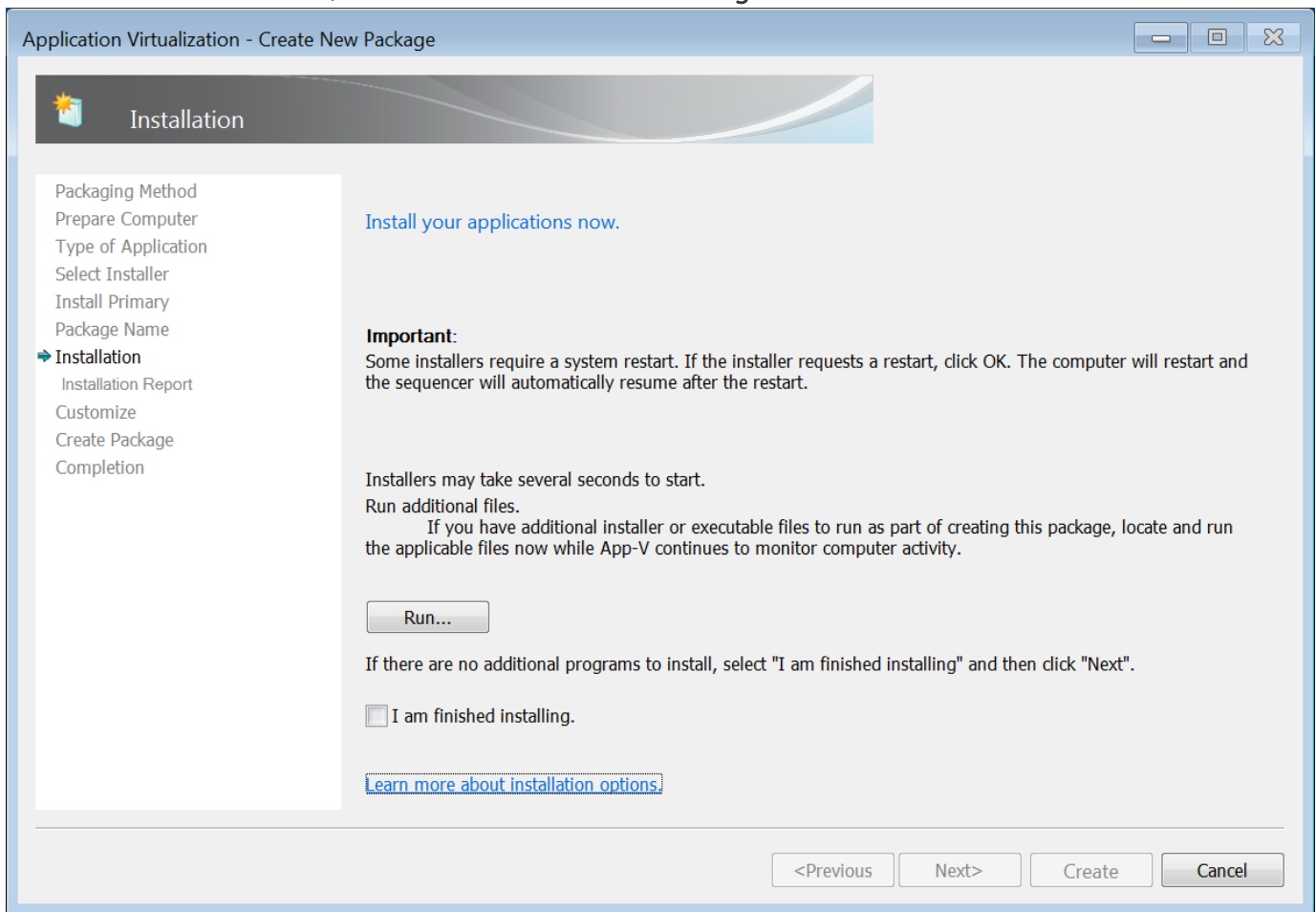


- Open a Command Prompt with **Run As Administrator**.
- Browse to the location of the Snagit output. Type the name of the output in the Command windows and then press Enter.
- When successfully installed, you should see a message similar to the following:

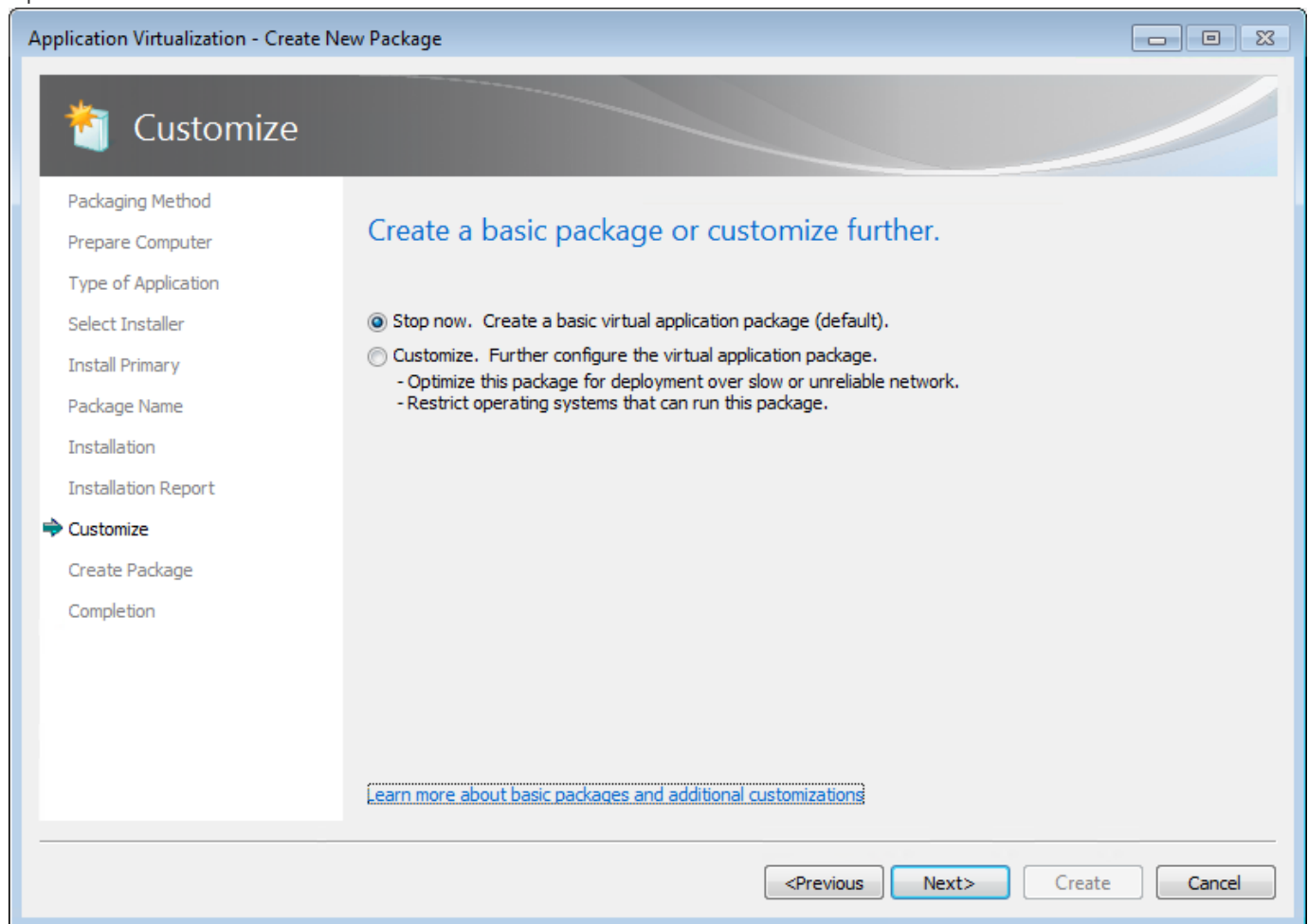


- Click **OK**.
14. If you are using a [default Snagit output](#) such as Microsoft Word, Excel, Powerpoint, or the Camtasia output, skip to step 15. Optional for Snagit .NET outputs:
- Run the PowerShell script `PostInstallRunNGEN_Folder.ps1`, listed in step 15 of the Primary Program instructions against the individual Output folder.
 - For example, Evernote output: `%CommonProgramFiles(x86)%\TechSmith Shared\Snagit\Accessories\{8D6B8CA8-FAD5-4D38-AF31-00DA7371F805}`

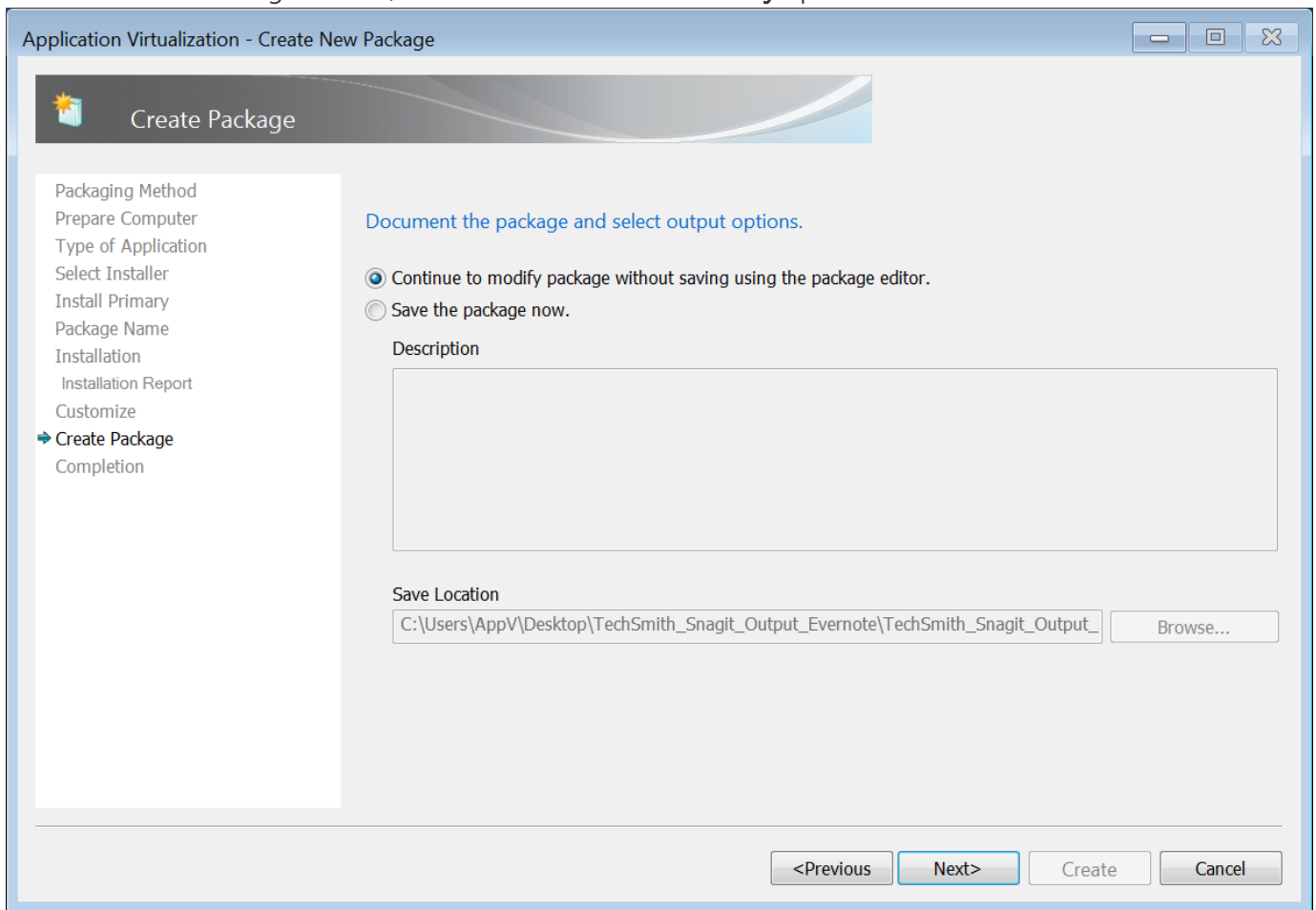
15. On the Installation screen, select the **I am finished installing** checkbox and click the **Next** button.

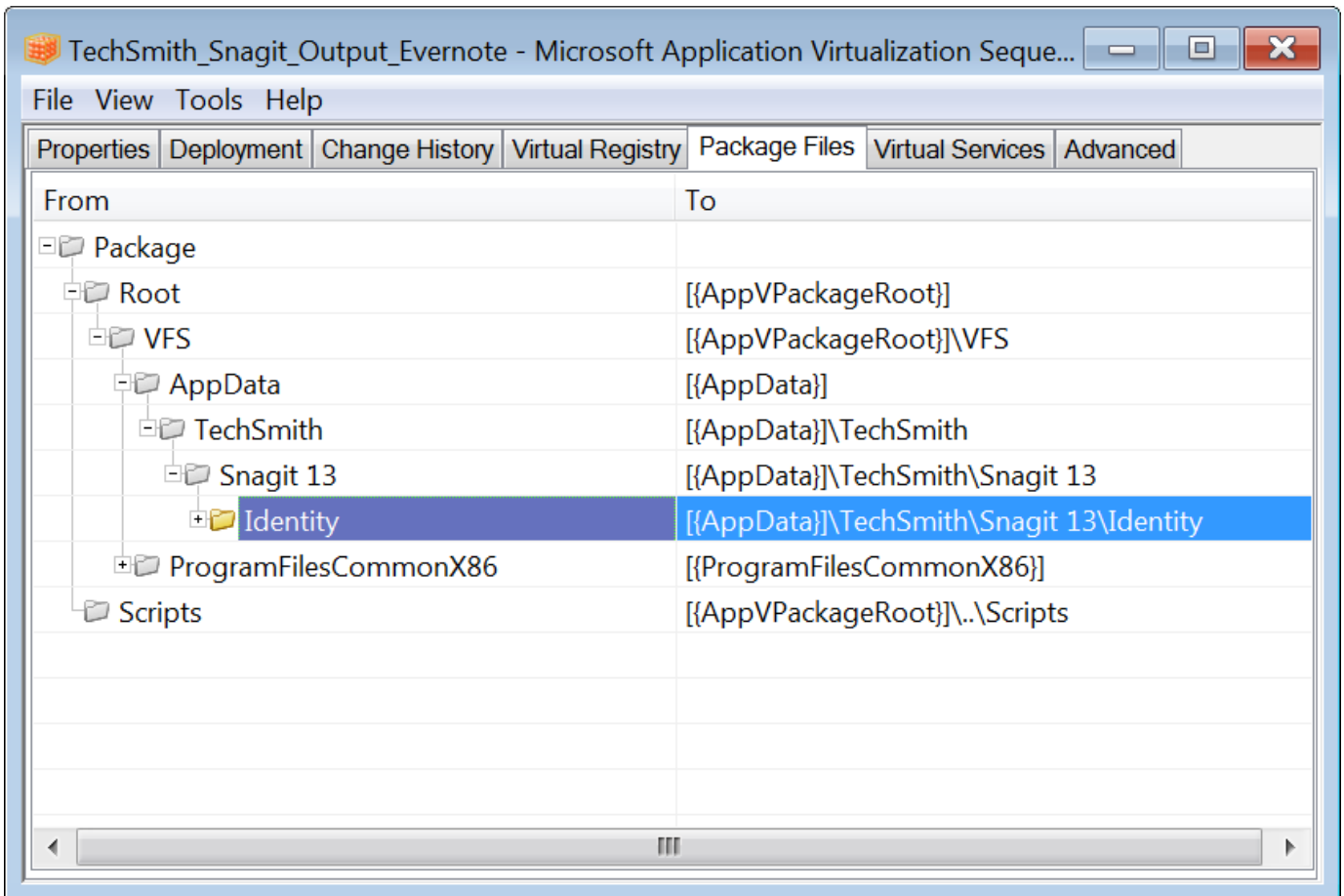


option and click the **Next** button.

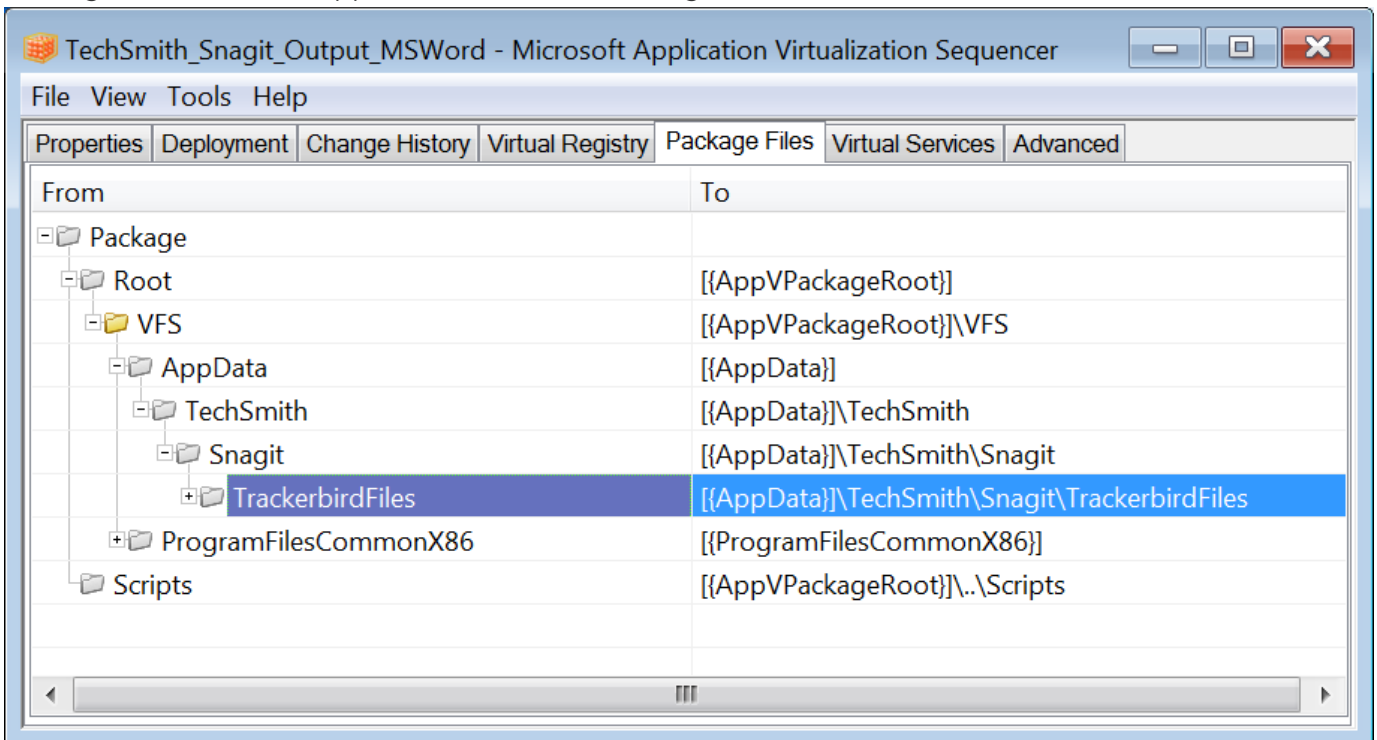


18. On the Create Package screen, select the **Continue to modify** option and click the **Next** button.

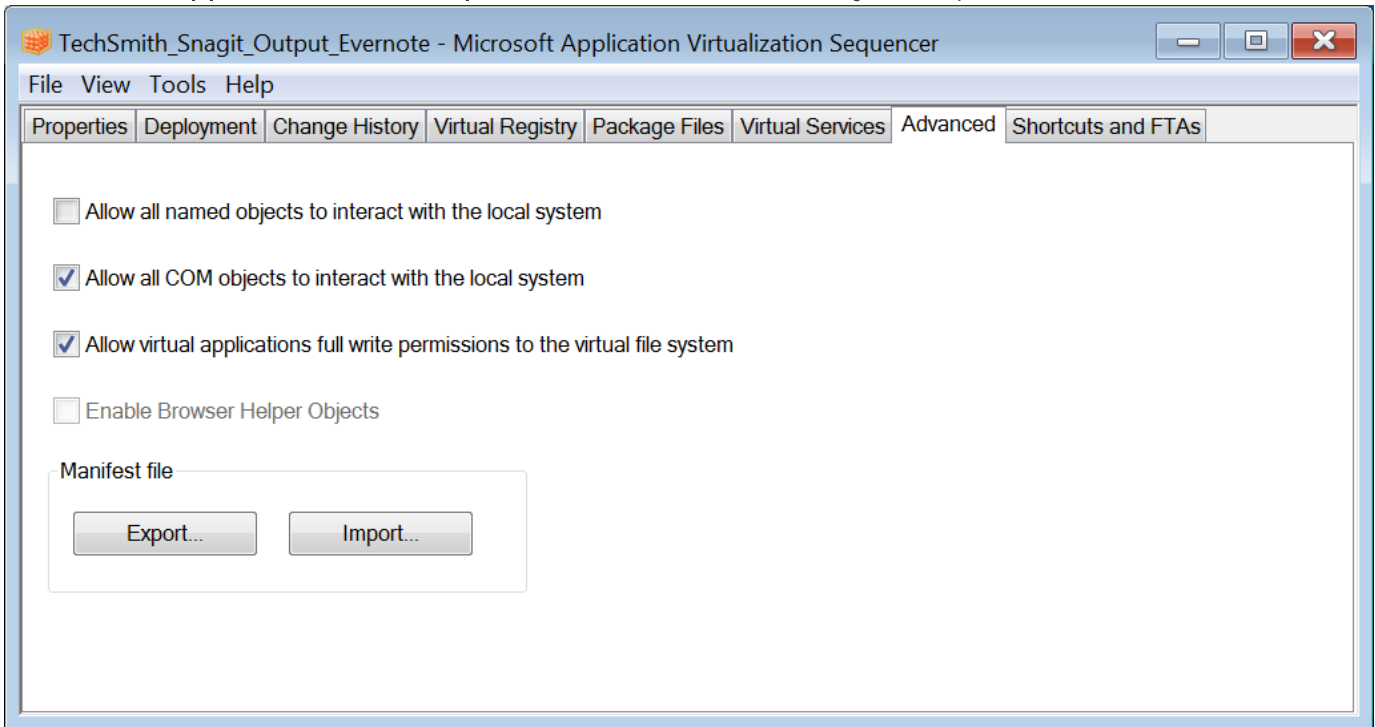




On the Package Files tab, if a Trackerbirdfiles folder exists, delete the TrackerbirdFiles folder under Package > Root > VFS > AppData > TechSmith > Snagit.



22. 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.



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

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