

Fact Sheet:

Top questions from IT Administrators.

Is there a deployment preparation tool that lets me configure REG settings and generate a transform file (MST)?

Yes. www.techsmith.com/enterprise-resources

As an Admin, is there a way to uninstall prior versions?

Yes, please see this support article: <https://bit.ly/2kYXgUA>

Are user accounts required?

No, once you license Snagit it can be installed offline. Accounts are only required for the free trial and for sending using any of our cloud services: Assets for Snagit, Screencast, and Knowmia.

What settings/options can I change as an IT Admin in Snagit?

- Install location
- Software key
- User accounts
- Anonymous usage reporting (note: Turning this off also prevents TechSmith from providing you with a license use count)
- Automatically detect virtual environments
- Customize Capture and Editor preferences
- Control which outputs are available (e.g. cloud sharing)
- Include custom capture presets
- Include custom tool style themes (for branding consistency)
- Customize Snagit Datapaths (<https://bit.ly/2sNr35W>)

Can I install Snagit in a Virtual Environment or on a server?

Yes. Starting with Snagit version 12.4.1 we support certain virtual and server environments for deployment. <https://support.techsmith.com/hc/en-us/articles/203731058-Snagit-Windows-Support-for-Virtual-Environments>

Snagit 2021 and later are Citrix certified: <https://citrixready.citrix.com/techsmith-corp/snagit.html>

Contact Us

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Business Solutions and Volume or Site Pricing: www.techsmith.com/business
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What are the system requirements for Snagit?

Windows:

- Microsoft Windows 11, [Microsoft Windows 10](#), Windows 8.1, or Windows Server 2016
 - Windows N requires the Media Foundation Pack
- .NET 4.7.2 or later
- 64-bit 2.4 GHz single core processor (dual core i5 required for video capture)
- 4 GB of RAM
- 1 GB of hard-disk space for program installation

Mac:

- macOS Monterey (12) or macOS Big Sur (11)

System requirements may change with each release. To ensure you have the latest requirements please visit <https://www.techsmith.com/snagit-system-requirements.html>

How often do you release updates?

Here's our version history: <https://support.techsmith.com/hc/en-us/articles/115006435067>. We release patches/minor updates around 10 times per year and are aiming for a major release (paid upgrade) annually.

Where can I point employees to if they need help/training?

TechSmith has a comprehensive library of written and video tutorials that ensure everyone can use Snagit. www.techsmith.com/tutorial

If you have an active maintenance subscription users can take advantage of our Snagit online Certification Course. It takes approximately 90 minutes to complete.

What languages is Snagit available in?

Snagit is currently available in English, German, French, Spanish, Portuguese, and Japanese.

Can we do multiple installs per seat/license?

Our Terms of Service allow you to install Snagit on two machines per user seat purchased. They cannot be used at the same time. Example: An employee could have a copy installed on a Mac laptop and a Windows desktop computer.

Does Snagit integrate with the other tools and platforms we use?

Snagit can be integrated with the Office suite, OneDrive for Business, Google Drive, Dropbox, Screencast, and more. Slack and Box integrations have been added in Snagit 2020. SharePoint is on the roadmap. We both share to and can now store the libraries on OneDrive, Google Drive, Box, and Dropbox as of Snagit 2022. Please get in touch if your desired integration is not listed here, to help us prioritize.

Can we buy a site license that covers all of our employees?

TechSmith offers a Site License Program for customers with 500 employees or more who don't want to manage individual keys and license counts.

For smaller customers with less than 500 employees, we also offer an SMB license that allows flat rate pricing and simple deployment.

Both programs also offer:

- Free upgrades to each annual, major version
- Extended support on legacy versions
- Dedicated phone queue and expedited handling across all support channels

Does Snagit require online activation?

Snagit 2021 requires online activation. If your organization has restrictions on users ability to connect to an online activation service, we have options – contact us for further information - deployments@techsmith.com