

## 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](http://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.

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>

---

#### Contact Us

deployments@techsmith.com  
www.techsmith.com

Business Solutions and Volume or Site Pricing: [www.techsmith.com/business](http://www.techsmith.com/business)  
© TechSmith Corporation 2020

---

## What are the system requirements for Snagit?

### Windows:

- [Microsoft Windows 10](#), Windows 8.1, Windows Server 2016, or Windows Server 2012 R2
  - Windows N requires the Media Foundation Pack
- .NET 4.6 or later
- 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
- We recommend the 64-bit Snagit installation for better performance
- 64-bit Snagit installation required for Create Images from Templates feature

### Mac:

- macOS Big Sur (11), Catalina (10.15), or Mojave (10.14)

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 2-3 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](http://www.techsmith.com/tutorial)

## 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. 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 or those who prefer to add Snagit licenses incrementally, we offer cumulative volume discounts and simplified key management through our Maintenance Program.

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's activation solution in new and does require 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](mailto:deployments@techsmith.com)