Nitro PDF Pro (for Windows) Installation Guide

ENTERPRISE VERSION

Updated: September 2024
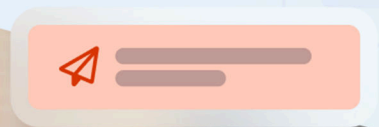
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1   Introduction

This guide outlines the best practices and requirements for deploying Nitro PDF Pro for Windows. These settings can be customized to fit the specific needs and preferences of individual customers.

To meet the diverse license management and deployment needs of various organizations, Nitro PDF Pro offers multiple installation options. **This Installation Guide is specific to the Enterprise licensing model.** This guide provides detailed information on installation options and how to handle scenarios such as advanced integrations or installations in non-standard environments.

This document is intended for System/Application Administrators to guide the deployment and configuration of Nitro PDF Pro in an enterprise environment.

If further assistance is needed, please see for additional support resources.

2   System Requirements

- **Operating System (Desktops):** Windows 11 (64bit) and Windows 10 (64bit) version 1809 or later
- **Servers:** Microsoft Windows Server 2016 (64bit) and 2019 (64bit)
- **Processor:** 1.5 GHz or faster
- **RAM:** 1GB
- **Available Hard Disk Space:** 4.5GB
- **Display Screen Resolution:** 1024x768
- **Microsoft Office Integrated Features:** MS Office 2013 (32bit or 64bit), MS Office 2016 (32bit or 64bit), Microsoft Office 2019 (32bit or 64bit)
- **Video Hardware Acceleration:** Optional
- **iManage:** To support iManage integration:
    - **server:** iManage 10.2 and newer (cloud or on-premises)
    - **client:** iManage Work Desktop for Windows 10.5 and newer

Please check the Technical Requirements page for the latest Nitro PDF Pro system requirement updates.

3   Installing Nitro PDF Pro 14 (for Windows) – Enterprise Version

Nitro offers different licensing methods for its software. This guide is specifically for the Enterprise version of Nitro PDF Pro which is installed using a MSI (Microsoft Installer) deployment package and activated using a license (.lic) file with a 32-character alphanumeric name.

Before you install the Enterprise version of Nitro PDF Pro, make sure your organization is using the Enterprise licensing model and has received a Nitro PDF Pro 14 license file. **You cannot activate the Enterprise version of Nitro PDF Pro without a license file.**

If you are unsure which licensing model your organization uses, please contact Nitro Support.

3.1   Nitro PDF Pro 14 (for Windows) Installers (Enterprise)

Nitro PDF Pro 14 can be installed on individual computers or deployed to multiple computers without any user interaction using a software deployment application or Group Policy.

MSI packages are widely used for software installation on Windows operating systems. The Nitro PDF Pro MSI deployment package is specifically designed for enterprise environments, where applications are deployed across the entire organization. To accommodate a large user base and comply with common security policies, some front-end options have been disabled.

The latest Enterprise version of Nitro PDF Pro 14 (for Windows) can be downloaded at:
https://www.gonitro.com/installers/enterprise/v14/msi/download.

3.1.1   Default Settings

The following features are enabled in Nitro PDF Pro 14 (for Windows) by default:

- Nitro PDF Pro desktop shortcut
- Microsoft Office (Word, Excel, PowerPoint, Outlook) add-in
- Nitro PDF Pro printer driver (required for creating documents)
- Integration with Nitro Sign (eSigning)
- Crash reporting and hang detection
- Integrations with supported Document Management Systems (DMS), including Box, Dropbox, OneDrive, and SharePoint Online.
- Nitro Knowledge Assistant

3.2   Installation Methods

To install Nitro PDF Pro 14, you have multiple options to choose from depending on your preferred method and technical expertise. Below are the three ways to install the software:

1. **Manual /Basic Installation:** Run the MSI file and follow the installation wizard prompts.
2. **Command-Line:** Use the command-line or a script to run the msiexec command.
3. **Software Package:** Deploy via a software package like Microsoft System Center Configuration Manager (SCCM) or Intune.

We recommend installing Nitro PDF Pro 14 using the default settings. However, it is possible to customize these settings by creating a custom MST file using the Nitro Deployment Utility or an MSI-editing tool like Orca. For more details on creating an MST file, please refer to Section 3.3 of this guide.

This guide also includes information on installing Nitro PDF Pro in other environments, such as Virtual Desktop Infrastructure (VDI) or Hosted Desktops, deploying via Microsoft App-V, and installing OCR language package add-ons.

3.2.1 Manual / Basic Installation (Default Settings)

Nitro PDF Pro 14 can be installed on a Windows-based computer that meets the prerequisites by simply starting the MSI installation file with a double click. This method is typically recommended when installing on individual workstations.

1. **Download** the Nitro PDF Pro 14 installer.

2. **Close all Microsoft Office applications** (Word, Excel, PowerPoint, Outlook).

3. **Run** the downloaded package with elevated privileges. (Run as an Administrator if your user account does not have installation rights.)

4. **Follow the prompts** presented by the installer.

5. Select the **installation location**. The default (recommended) location is `C:\Program Files\Nitro\PDF Pro\14\`.

6. Leave the box checked to install the **Microsoft Office add-ins** for Word, Excel, PowerPoint, and Outlook.

7. Select the desired **application language** from the drop-down. English is the default language, but Nitro PDF Pro is also available in German, French, Spanish, Dutch, and Italian. (The application language can also be changed post-installation. See Section 6.1 for details.)

8. Click **Install** to begin the installation process.

9. Please wait for the installation of Nitro PDF Pro to complete, then click **Finish**.
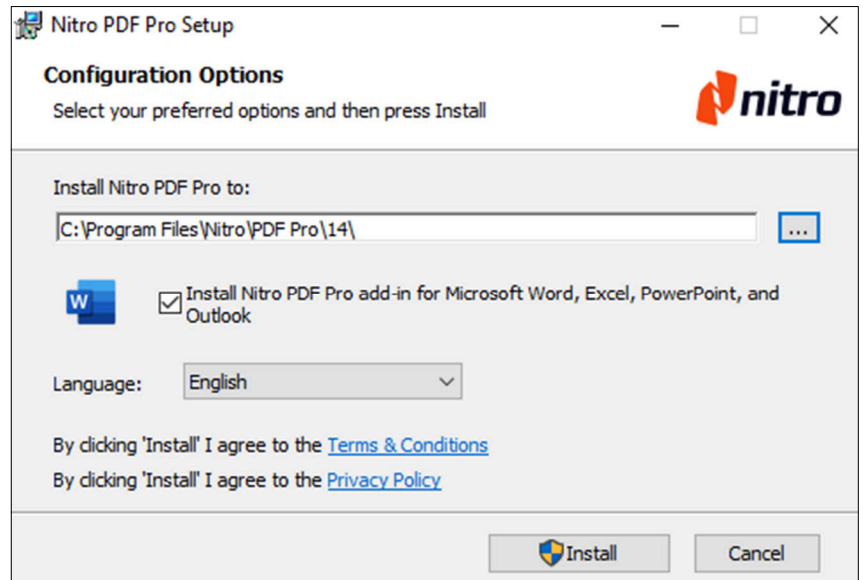
3.2.1.1 Activating Nitro PDF Pro (Manual / Individual Workstations)

Nitro PDF Pro is activated using a license (.lic) file. This is a straightforward process designed to ensure you can access and utilize the full capabilities of Nitro PDF Pro. This method provides a seamless and secure way to activate Nitro PDF Pro.

Follow the steps below to activate Nitro PDF Pro and get started.

1. After Nitro PDF Pro 14 is installed, go to the Help tab, and click on the **Activate** button.

2. You will be presented with a pop-up window prompting for License Information.

3. Enter the user's **first name** and **last name**.

4. Click **Upload License** to upload the Nitro PDF Pro 14 license file (.lic).

5. Check the box to accept the **Terms of Service**.

6. Click **OK**.
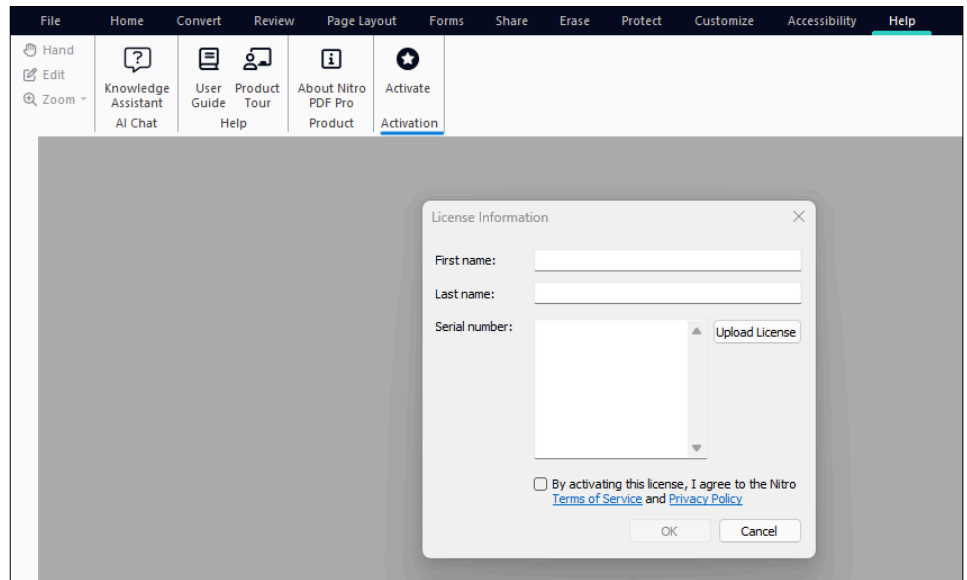
Note: If you don't see an Activate button on the Help tab or are asked to enter an 18-digit serial number instead of uploading a license (.lic) file, it means the Enterprise version of Nitro PDF Pro is not installed.

Please ensure you have installed the version of Nitro PDF Pro that corresponds with your license type.

If you're unsure which licensing model applies to you, please contact Nitro Support.

3.2.2 Installing on Multiple Workstations Using Command-Line (Default Settings)

Nitro PDF Pro 14 can be deployed on one or more workstations (without any user interaction) using a command-line script. Using the command-line script, Nitro PDF Pro can be installed and activated at the same time.

The steps to install Nitro PDF Pro with the default settings using the command-line prompt are detailed below:

1. **Download** the Nitro PDF Pro 14 installer (MSI package).

2. **Copy the full serial number**. To obtain the full serial number (typically between 400-500 characters), open the Enterprise license file (.lic) in Notepad and copy the full string.

3. **Deploy** the Nitro PDF Pro package by executing the following command-line script:
   ```
   msiexec /i "Path-to-Installation-File" /qn NPSERIAL={Insert-Full-
   Serial-Number-here}
   ```

   Example:
   ```
   msiexec /i "C:\Users\jsmith\FolderName\nitro_pro14_x64.msi" /qn
   NPSERIAL=eyJQYXlsb2FkIjp7IkN1c3RvbWVyTmFtZSI6IkdIRCBTZXJ2aWNlcyIs
   IlByb2R1Y3ROYW1lIjoiIiwiTGljZW5zZVV1aWQiOiI5NGVjMWE3My1kMzJjLTRmZ
   mUtYWQ5Zi1kMzMyM2ZkMmEwYjEifSwiU2lnbmF0dXJlIjoiQVRrcm16R1lNaU1NdU
   0zdU9QcW5sQ3p5c2J1bkE4QmRqYXgwSE9EY0RCZ3JBBSUJSamlnK2dPT09RRENQRzR
   UKzd4ZWZmUWlNWklKa3VwTXBKCjBueW5rSEFSG1sYWUwNWdoWm4yZmZrSCtsVHB3
   M0tp+panc4dmU1NlQySU5DNGp4WDA2TTU2d2FYUjlIcUhWZHErL0ZkSDQyWEhw
   UjN0e16R1lNaU1NdU0zdU9Qc
   ```

- **"msiexec"** is the Windows Installer command-line utility.
- **"/i"** specifies that you want to install the package.
- `"C:\Users\jsmith\FolderName\nitro_pro14_x64.msi"` is the path to the MSI installer file.
- **"/qn"** specifies a quiet installation with no user interface.
- **NPSERIAL** is the MSI Property for the Nitro PDF Pro serial number.

More information about command-line options can be found at https://learn.microsoft.com/en-us/windows/win32/msi/command-line-options.

3.2.2.1 Activating Nitro PDF Pro after Installation Using Command-Line

Nitro PDF Pro can be activated separately from installation using a command-line script. To activate Nitro PDF Pro after installation (or to reactivate Nitro PDF Pro with a new license file), use the following syntax:

```
"C:\Program Files\Nitro\PDF Pro\14\ActivateSN.exe" -s <FULL SERIAL NUMBER>
```

For more details, see Section 5.4.

3.2.3 Installing on Multiple Workstations Using a Software Package (Default Settings)

Nitro PDF Pro 14 can be deployed on one or more workstations (without any user interaction) using a software deployment solution such as SCCM or Intune. Deploying software via SCCM or Intune provides a robust and efficient method for managing installations across your organization.

System Center Configuration Manager (SCCM) offers comprehensive tools for deploying, updating, and maintaining software on a large scale, ensuring consistency and compliance across all devices. SCCM automates deployment processes, reducing the need for manual intervention.

Intune, part of Microsoft Endpoint Manager, enables cloud-based management, allowing you to deploy software to users and devices wherever they are, enhancing flexibility and support for remote work scenarios. Intune integrates with other Microsoft services for comprehensive device and application management.

Leveraging SCCM or Intune can help to efficiently deploy Nitro PDF Pro 14 to multiple workstations, ensuring a seamless and consistent user experience. Both tools streamline the deployment process, reduce manual intervention, and provide detailed reporting and analytics to monitor the success of your software rollouts.

For more detailed information on using SCCM and Intune, you can refer to the following resources:

- Deploy Applications with Configuration Manager
- System Center Dudes Guide

3.3 Customizing Nitro PDF Pro Installation Settings

The default Nitro PDF Pro installation settings can be modified either by using the **command-line prompt** or by creating an **MST (Transform File).** Either method can be used to customize Nitro PDF Pro's settings to better fit your organization's specific needs. Command-line is typically used for simple adjustments (one or two small changes), while the MST file tends to be used for more extensive modifications to the default installation settings.

Note: Nitro recommends keeping the default settings unless there is a specific reason to modify them.

3.3.1 Customizing Nitro PDF Pro: Creating an MST using the Nitro Deployment Utility

The easiest way to create an MST is with a tool called the **Nitro Deployment Utility**. The Nitro Deployment Utility is a user-friendly, MSI customization tool that allows you to modify the default installation settings to comply with your organization's security policies and IT standards.

By creating a MST file, your custom configurations are applied to your Nitro PDF Pro deployment.

The Deployment Utility is version-specific and can be downloaded from the **Enterprise installer** page.
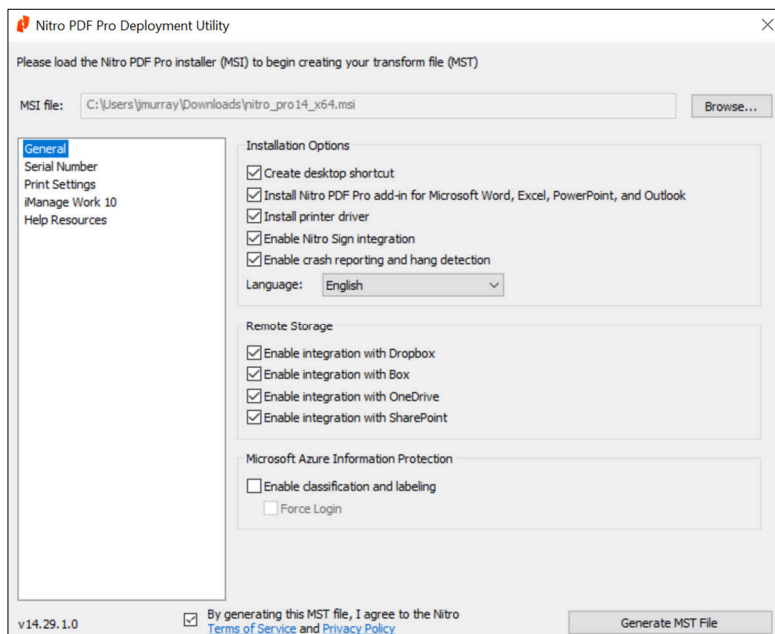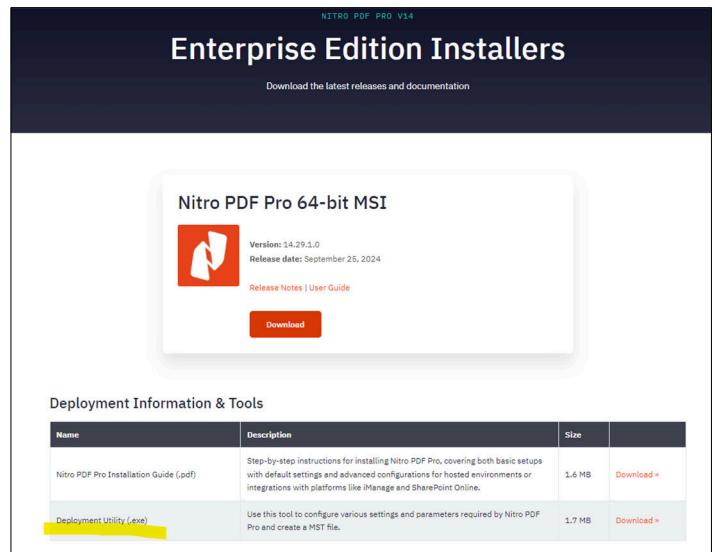
To use the Nitro Deployment Utility, open the EXE file. Upload the Nitro PDF Pro installer (MSI) into the Deployment Utility by clicking **Browse** and selecting the Nitro PDF Pro MSI file.

The installation settings can be changed by checking or unchecking the boxes for the various installation options.

Once all desired settings have been selected, click the box to agree to the **Terms of Service**, then click **Generate MST File**. An MST file will be created and saved to the same location as

3.3.1.1 General Settings

The following screenshots display the default installation settings for Nitro PDF Pro.

The following tables detail the customizations available through the Deployment Utility.

To enable or disable settings, simply check or uncheck the boxes displayed in the Deployment Utility.

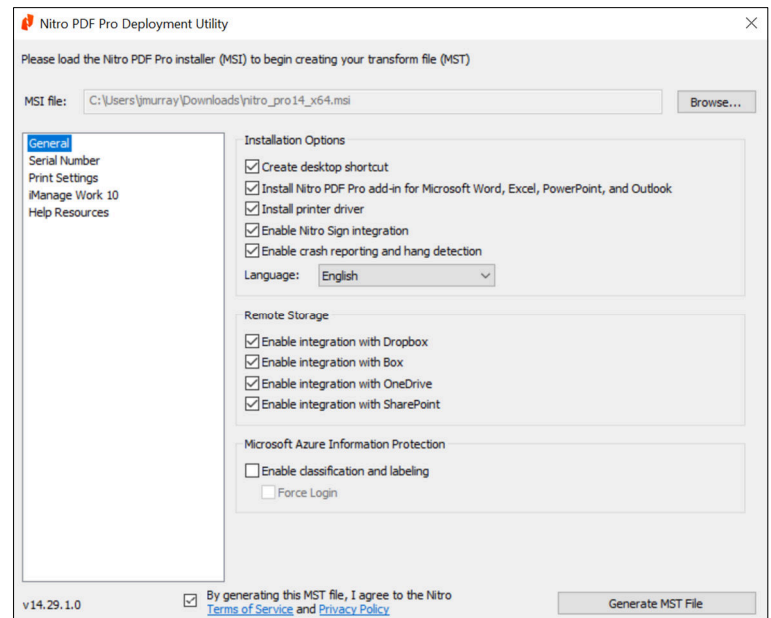For settings that can be modified via the command-line (CMD) prompt, the corresponding MSI Property is detailed. For details on modifying default settings using command-line, see Section 3.3.3.

"General" Tab of Deployment Utility

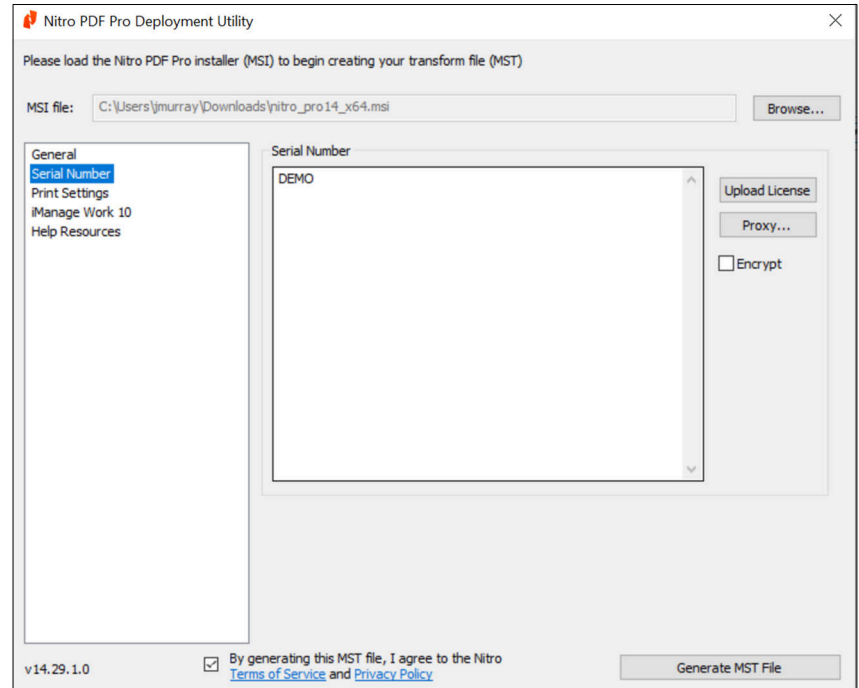| Setting	Description	MSI Property
Create desktop shortcut	Leaving this box checked will result in a Nitro PDF Pro desktop icon/shortcut being added to the users' desktops.	DT_SHORTCUT (Enabled = 1 / Disabled = 0)
Install toolbars for MS Word, Excel, Outlook & PowerPoint	Leaving this box checked will install the Nitro PDF Pro plugin directly to the Office toolbar/ribbon, allowing PDFs to be easily created/converted directly from within MS Office applications.	OFFICEADDINS (Enabled = 1 / Disabled = 0)
Install printer driver	Leaving this box checked will install the Nitro PDF Creator which allows users to create PDF files.	INSTALL_PRINTER_DRIVER (Enabled = 1 / Disabled = 0)
Enable Nitro Sign integration	Checking this box will enable Nitro Sign to be accessed directly from Nitro PDF Pro. Unchecking this box will disable the Nitro Sign integration from within Nitro PDF Pro.	CLOUDENABLE (Enabled = 1 / Disabled = 0)
Enable crash reporting and hang detection	Checking this box enables reporting when Nitro PDF Pro crashes or has stopped responding. The user will be prompted to send a crash/bug report if Nitro PDF Pro crashes or hangs.	BUGSPLAT_SENDREPORT_ENABLED (Enabled = 1 / Disabled = 0)
Language	The default application language is English, but the default can be changed to German, French, Spanish, Italian, or Dutch.	APPLICATION_LANGUAGE (de-DE; en-US; es-ES; fr-FR; it-IT; nl-NL)
Enable integration with Dropbox	Leaving this box checked will enable users to access PDF documents directly from Dropbox.	DROPBOXDISABLED (Enabled = #0 / Disabled = #1)
Enable integration with Box	Leaving this box checked will enable users to access PDF documents directly from Box.	BOXDISABLED (Enabled = #0 / Disabled = #1)
Enable integration with OneDrive	Leaving this box checked will enable users to access PDF documents directly from OneDrive.	ONEDRIVEDISABLED (Enabled = #0 / Disabled = #1)
Enable integration with SharePoint	Leaving this box checked will enable users to access PDF documents directly from SharePoint Online.	SHAREPOINTDISABLED (Enabled = #0 / Disabled = #1)
Enable classification and labeling	Checking this box will enable classification and labeling in Microsoft Purview Information Protection. See Section 6.6 for more details.	MSAZUREIPLABELINGENABLED (Enabled = #1 / Disabled = #0)
Force Login	Checking this box forces a user to log in to their Microsoft 365 account when launching Nitro PDF Pro. The user must be logged in to M365 to enable the Microsoft Purview integration.	MSAZUREFORCELOGIN (Enabled = 1 / Disabled = 0)

3.3.1.2 Serial Number (Activation)

Nitro PDF Pro 14 is activated via a license (.lic) file. The license file can be easily uploaded and applied across multiple devices, simplifying the process of distributing and managing software within an organization.

This activation method ensures that all users have unrestricted access to the software, enhancing productivity and reducing administrative overhead.

To import the license file, from the Serial Number tab of the Deployment Utility, click **Upload License** and upload the Nitro PDF Pro 14 license file.

If you do not have a Nitro PDF Pro 14 license file, please contact Nitro Support.

"Serial Number" Tab of Deployment Utility

Setting	Description	MSI Property
Upload License	Click "Upload License" to upload your Nitro PDF Pro license (.lic) file.	NPSERIAL
Proxy...	Not applicable for Enterprise installations	PROXYSERVER, PROXYUSER, PROXYPASS
Encrypt	By default, the Nitro PDF Pro 14 license file is unencrypted. If you are ONLY deploying on desktops/laptops, you should consider encrypting the license file. Encryption protects the license file from unauthorized access, ensuring that sensitive information, such as product keys or licensing terms, remains confidential. The license file must be unencrypted when deploying on virtual machines or a master image.	NPSERIALENCRYPTED (Encrypt = #1 / Unencrypt = #0)

3.3.1.3   Print Settings

Configuring print settings when creating an MST file is a crucial step to ensure that Nitro's printing functionalities are tailored to meet your organization's specific needs.

Follow the steps below to customize your print settings.
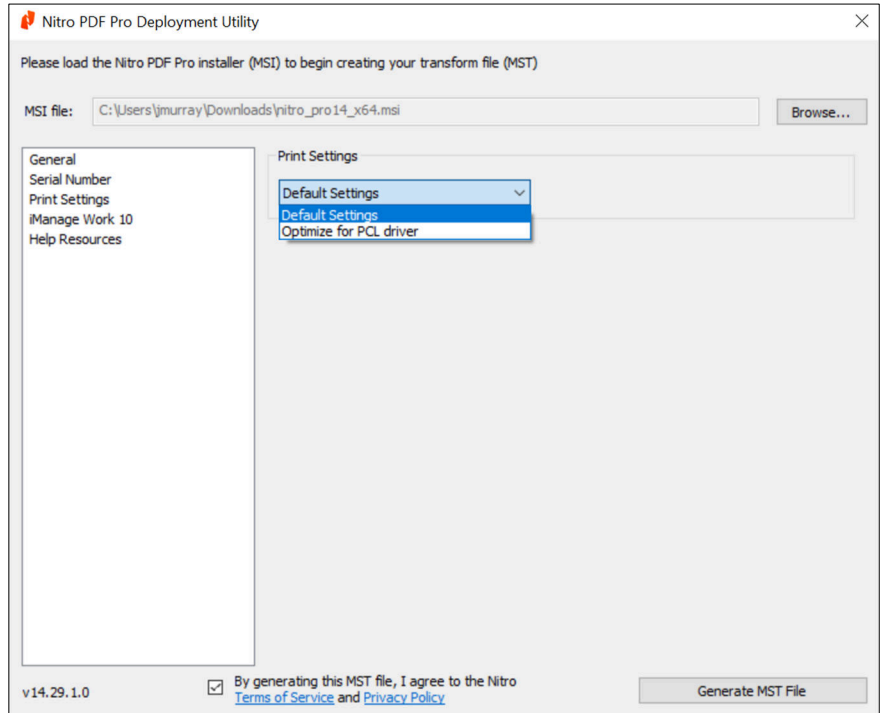
"Print Settings" Tab of Deployment Utility

Setting	Description	MSI Property
Default Settings	In most cases, we recommend selecting "Default Settings" from the Print Settings dropdown.	N/A
Optimize for PCL driver	If you experience issues when printing large image/graphic files to specific printers (typically Xerox brand PCL pull print drivers), selecting "Optimize for PCL Driver" is expected to resolve these specific printing issues. This setting can also be changed post-deployment for individual users via the registry key settings.	N/A

Alternate Method: Print Settings can also be modified by updating a Windows (DWORD) Registry Key.

1. Navigate to the following Windows Registry location:
   `Computer\HKEY_LOCAL_MACHINE\SOFTWARE\Nitro\PDF Pro\14\settings`

   - To optimize for PCL print drivers: Change the value of "PrintBandSize" to 1013760 (decimal) and the value of "PrintBandCountForIgnore" to 65535 (decimal).

   - For default print settings: Change the value of "PrintBandSize" to 8388608 (decimal) and the value of "PrintBandCountForIgnore" to 8 (decimal).

2. Restart Nitro PDF Pro.

> **Please Note:** Any modifications to the Windows Registry should only be performed by an IT Admin. It is always recommended to create a backup of the Windows Registry before making any changes.

3.3.1.4   iManage Work 10

iManage Work 10 is a document and email management system designed to help professionals manage their work more efficiently. It provides a robust platform for storing, organizing, and accessing documents and emails within a secure and user-friendly interface.

Nitro PDF Pro supports an integration with iManage Work 10. By integrating Nitro PDF Pro with iManage ensures that all PDF files are automatically saved and indexed in a secure, centralized location, making it easy for users to find and retrieve documents.
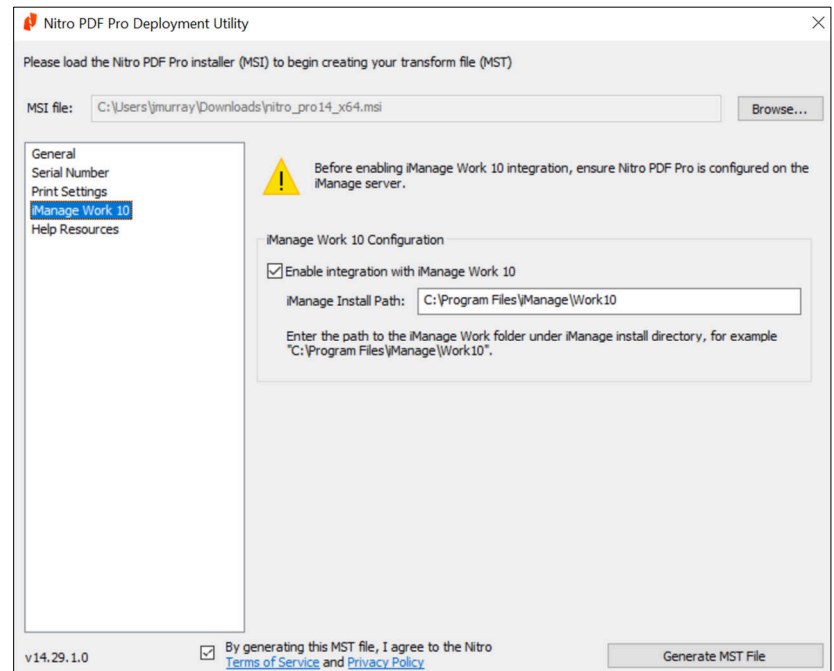
Follow the instructions below to enable the iManage 10 integration. Please see Section 6.5 for more details.

"iManage Work 10" Tab of Deployment Utility

Setting	Description	MSI Property
Enable integration with iManage Work 10	Check the box to enable the integration with iManage Work 10.	IMANAGEENABLED (Enabled = 1 / Disabled = 0)
iManage Install Path	Under the iManage Install Path, enter the path to the iManage Work folder under the iManage installation directory. The typical path is C:\Program Files\iManage\Work10\. This folder must contain the iManage DLLs. If the iManage Install Path is incorrect, the integration between Nitro PDF Pro and iManage will fail, causing issues where web-client documents may remain checked out until manually checked in.	IMANAGEINSTALLPATH

3.3.1.5 Help Resources

Nitro Knowledge Assistant is a chat-based tool designed to provide comprehensive answers to questions about Nitro products and services. Nitro Knowledge Assistant is designed to provide immediate product-specific assistance to users. Instead of searching through documentation or forums, users can ask questions directly in the chat interface. Nitro Knowledge Assistant can support users in multiple languages.

The Knowledge Assistant tool is built using only data from Nitro's knowledge base of support documentation and does not use customer data to train large language models.

The Nitro Knowledge Assistant tool is included in Nitro PDF Pro v14.19.1.29 or later.
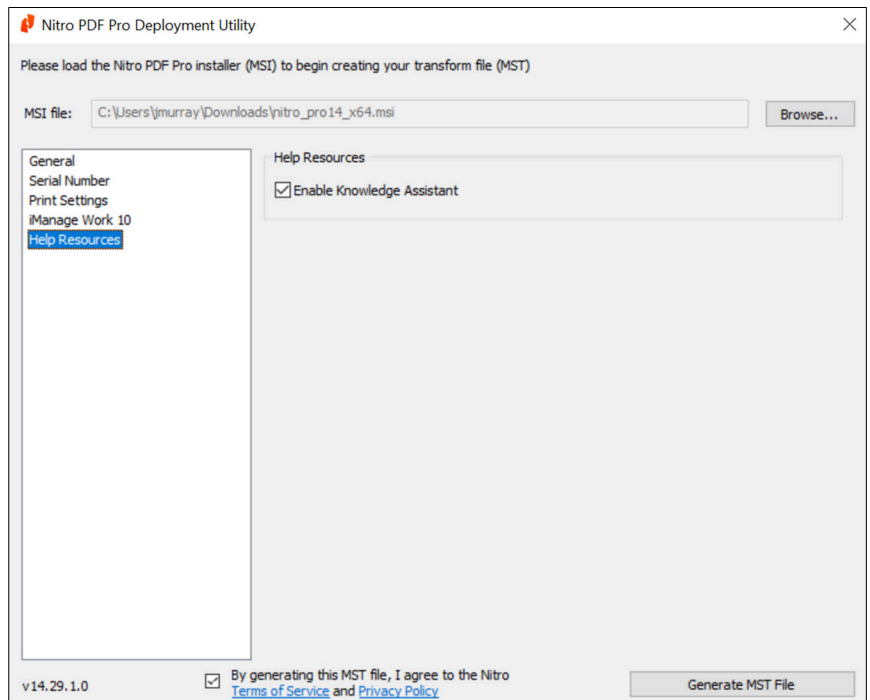
Follow the instructions below to enable or disable the Nitro Knowledge Assistant.

"Help Resources" Tab of Deployment Utility

Setting	Description	MSI Property
Enable Knowledge Assistant	Nitro Knowledge Assistant is enabled by default. By leaving the checkbox selected, the Knowledge Assistant tool will be visible under the Help ribbon in Nitro PDF Pro. To disable Knowledge Assistant, uncheck the box.	N/A

Alternate Method: Nitro Knowledge Assistant can also be disabled by updating a Windows Registry Key.

1. Navigate to the following Windows Registry location:
   `Computer\HKEY_LOCAL_MACHINE\SOFTWARE\Nitro\PDF Pro\14\settings\doc_intelligence`

2. Change the registry key 'enabled' to /b 0.

Please Note: Any modifications to the Windows Registry should only be performed by an IT Admin. It is always recommended to create a backup of the Windows Registry before making any changes.

3.3.2 Customizing Nitro PDF Pro: Creating an MST using Orca

If you would like to modify the default installation settings, creating an MST file enables you to customize Nitro PDF Pro's settings to better fit your organization's specific needs.

Orca is an MSI database editor provided as part of the Microsoft Windows SDK. For more information visit: https://learn.microsoft.com/en-us/windows/win32/msi/orca-exe.

Orca lets you edit the installation files (MSI) for Nitro PDF Pro to create a Transform File (MST) that fine-tunes the installation process.
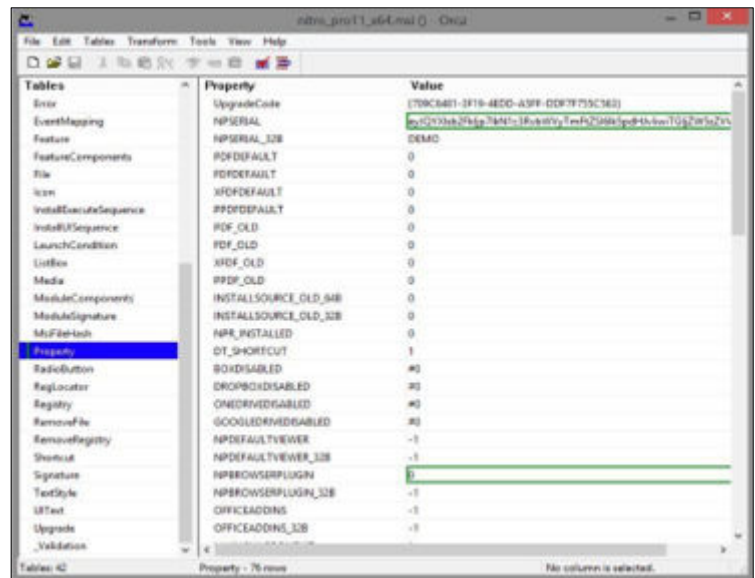
3.3.3 Customizing Nitro PDF Pro: Using Command Line

As an alternative to using the Nitro Deployment Utility to modify the Nitro PDF Pro installation defaults, some settings can be customized using command-line parameters.

The basic command-line syntax to install Nitro PDF Pro is:

```
msiexec /i "location of MSI file" /<options> Property=Value
```

Below are various examples of using command-line to modify specific installation settings.

Example #1: Disable Microsoft Office add-ins

```
msiexec /i "C:\Users\jsmith\Downloads\ nitro_pro14_x64.msi" /qn
OFFICEADDINS=0
```

This syntax installs Nitro PDF Pro from the Downloads folder of the user "jsmith". The option "/qn" specifies a quiet installation with no user interaction. "OFFICEADDINS=0" installs Nitro PDF Pro without the Microsoft Office add-ins for Word, Excel, PowerPoint, and Outlook.

Example #2: Disabling the Nitro Sign Integration

```
msiexec /i "C:\Users\jsmith\Downloads\ nitro_pro14_x64.msi" /qn
CLOUDENABLE=0
```

This syntax installs Nitro PDF Pro from the Downloads folder of the user "jsmith". The option "/qn" specifies a quiet installation with no user interaction. "CLOUDENABLE=0" installs Nitro PDF Pro without the Nitro Sign integration. By disabling the integration, Nitro Sign will not be accessible from directly within Nitro PDF Pro, and all Nitro Sign related features will not be visible in the Nitro PDF Pro ribbon.

3.4 Deploying an MST (Transform File) Using Command-Line

After creating an MST (Transform File), the MST can be deployed via the command-line.

```
msiexec /i "C:\Users\jsmith\FolderName\ nitro_pro14_x64.msi"
TRANSFORMS=" C:\Users\jsmith\FolderName\ nitro_pro14_x64.mst" /qn
```

- **"msiexec"** is the Windows Installer command-line utility.
- **"/i"** specifies that you want to install the package.
- `"C:\Users\jsmith\FolderName\nitro_pro14_x64.msi"` is the path to the MSI installer file.
- `TRANSFORMS="C:\Users\jsmith\FolderName\nitro_pro14_x64.mst"` applies the MST file (modified configuration settings) during the installation
- **"/qn"** specifies a quiet installation with no user interface.

After running the command, Nitro PDF Pro 14 should install silently. Check the installation by navigating to the installed location or verifying through the Control Panel under "**Programs and Features**". If the installation fails, ensure the paths to the MSI and MSI files are correct, and check the log file for errors.

A log file can be generated by modifying the command, as follows:

```
msiexec /i "C:\Users\jsmith\FolderName\nitro_pro14_x64.msi"
TRANSFORMS="C:\Users\jsmith\FolderName\nitro_pro14_x64.mst" /qn
/L*V "C:\Users\jsmith\FolderName\install.log"
```

This command will create a detailed log file (install.log) in the specified directory, which can help diagnose any issues that arise during the installation process.

3.5 Deploying in Virtual and Hosted Environments

3.5.1 Virtual Desktop Infrastructures (VDI)

Nitro PDF Pro is fully supported for deployment on VDI infrastructures, such as Citrix XenDesktop or VMWare Horizon. Installation can be performed similarly to any other MSI-based application in your environment.

Where a "master image" is being used to deploy to multiple identical hosts, the license file must be unencrypted. The Nitro PDF Pro 14 license file is unencrypted by default. See Section 3.3.1.2 for more information about license file encryption.

3.5.2 Hosted Desktop / Hosted Application

Nitro PDF Pro is fully supported for deployment on hosted desktop or hosted application environments, such as Citrix XenApp or Microsoft Remote Desktop Services. Installation can be performed similarly to any other MSI-based application in your environment, with the following considerations:

1. If an Enterprise license is used, access to Nitro PDF Pro must be controlled by using an Active Directory GPO, AppLocker, or the published application settings in the Citrix admin console. Failure to do so may result in accidental overuse of the license.

2. Installation should be completed using **InstallApplication** on Terminal Server, found under the Control Panel. See the Microsoft best practices article for more details.

If you choose to install the Nitro PDF Pro add-ins for Microsoft Office, please note that the add-ins will be installed for all users. However, the load behavior of the add-ins can be controlled on a per-user or per-group basis using Active Directory GPOs. See Section 6.3 for more details.

3.5.3 Deploying Nitro PDF Pro Using Microsoft App-V

Nitro PDF Pro can be deployed using **Microsoft App-V**; however, the following considerations must be followed:

1. **License Key Encryption:** When creating the App-V package, ensure the license key encryption is disabled. The Nitro PDF Pro 14 license file is unencrypted by default. Additional information on license encryption can be found in Section 3.3.1.2.

2. **Office Add-ins:** Nitro PDF Pro add-ins for Microsoft Office are not supported in an App-V streaming deployment. The Nitro PDF Pro Office add-ins must be disabled.

3. **Nitro PDF Creator (Printer):** The Nitro PDF Creator cannot be included in the App-V package, but is essential for creating PDF files and converting other file formats to PDF, so it must be installed separately on each target device.

Note: The Nitro PDF Creator is version-specific and must match the version of the Nitro PDF Pro application. Contact Nitro Support to get the standalone installation file for the Nitro PDF Creator.

3.5.3.1   Sequencing Nitro PDF Pro in App-V

By following these steps, you can successfully deploy Nitro PDF Pro and the Nitro PDF Creator using Microsoft App-V, ensuring all necessary components are installed correctly

1. **Start Sequencing:**
   - Launch the App-V Sequencing Wizard and select File > New Package.
   - For detailed instructions, visit the Microsoft TechNet article.

2. **Install Nitro PDF Pro:**
   - Open the Command Prompt as an Administrator.
   - Install Nitro PDF Pro using the transform (MST) file with the following command:
     ```
     msiexec /i "C:\path_to\nitro_pro14_x64.msi.msi"
     TRANSFORMS="C:\path_to\ nitro_pro14_x64.mst"
     ```
   - **(Optional Step)** On the Launch Application page, start Nitro PDF Pro and click **Launch**.

3. **Complete Sequencing:**
   - On the Sequence Package page, click **Finish**.

3.5.3.2   Installing the Nitro PDF Creator on Target Devices

1. **Choose Installation Folder:**
   - Install Nitro PDF Creator in any folder other than "Program Files" or "Program Files(x86)"

2. **Specify Installation Path:**
   - Use the "`INSTALLLOCATION`" property to specify the folder path.

3. **Open Command Prompt:**
   - Run Command Prompt as an Administrator.

4. **Run Installation Command:**
   - Execute the following command: `msiexec /i Nitro_Creator_x64.msi INSTALLLOCATION="c:\Nitro\Creator"`.
   - Restart the computer the complete the installation.

3.5.4   Citrix Provisioning Services / Machine Creation Services

Nitro PDF Pro is fully supported on devices with streamed operating systems using Citrix PVS or Machine Creation Services (MCS).

For a successful deployment, the license file must be unencrypted. The Nitro PDF Pro 14 license file is unencrypted by default. See Section 3.3.1.2 for more information about license file encryption.

If in addition to PVS/MCS, other technologies such as XenApp or App-V are used to provide access to Nitro PDF Pro for users, please refer to the relevant sections of this guide for additional requirements.
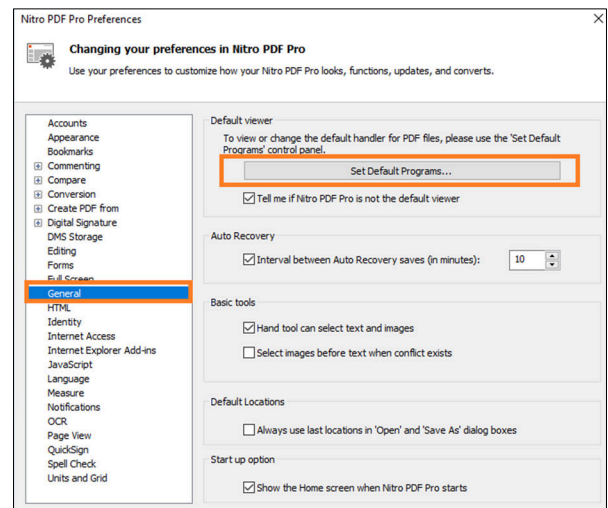
4　Setting Nitro PDF Pro as the Default PDF Application

Due to changes made by Microsoft, Nitro PDF Pro cannot be set as the default PDF viewer automatically during installation. A few additional steps are required to make Nitro PDF Pro the default PDF application.

4.1　Setting Nitro PDF Pro as the Default: On Individual Workstations

Option 1: Change the Default PDF Application from Preferences

1. Open Nitro PDF Pro and go to **Preferences**.

2. Select **General** from the left-hand column.

3. Click **Set Default Programs** and follow the prompts to set Nitro PDF Pro as the default PDF viewer.

Option 2: Change the Default PDF Application Using "Open with" in File Explorer

1. After Nitro PDF Pro is installed on the workstation, from File Explorer right-click on any PDF file, and from the context menu, select **Open With**.

2. Select **Choose another app** to open the prompt window with a list of PDF applications.

3. Select **Nitro PDF Pro** from the list and click **Always use this app to open .pdf files**.

4. The above steps can be repeated to set Nitro PDF Pro 14 as the default application for FDF, XFDF, and PPDF files.

Option 3: Change the Default PDF Application through Settings

1. Click on the **Start** menu. Go to Settings > Apps > Default apps.

2. Select **Set defaults by app.**

3. Select Nitro PDF Pro and click **Manage**.

4. Select Nitro PDF Pro as the **default app** for PDF, FDF, XFDF, and PPDF files.
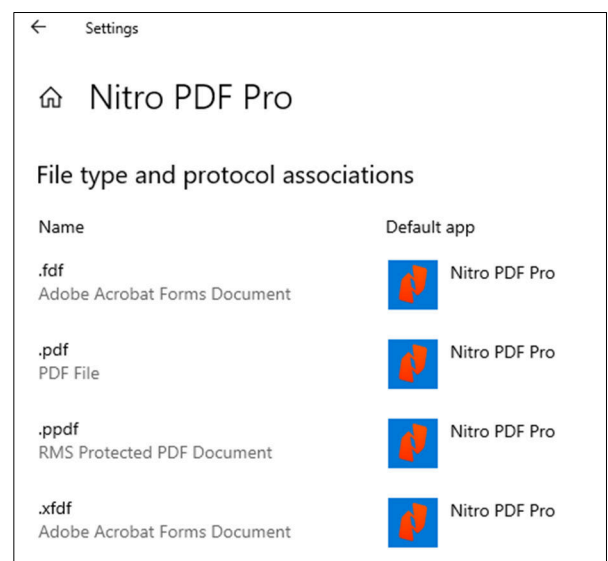
4.2   Setting Nitro PDF Pro as the Default: On Multiple Workstations

Setting the default application for multiple workstations can significantly streamline your IT management process, ensuring consistency and efficiency across your organization. By creating an XML file and deploying it using Group Policy Objects (GPO), you can easily configure the default application settings for all users. This approach not only simplifies the deployment process but also ensures that all workstations are configured uniformly, reducing the potential for user error, and improving overall productivity.

Follow the steps outlined in this section to create the necessary XML file and deploy it using GPO, ensuring a seamless and consistent setup across your entire network.

Step 1: Creating the Default Application Associations XML File

1. On a computer that has Nitro PDF Pro 14 installed, go to the Start menu, and select Settings > Apps > Default apps.

2. Select **Nitro PDF Pro as the default** for file types, PDF, FDF, XFDF, and PPDF.

3. Execute the following command:
   ```
   Dism.exe /online /export-defaultappassociations:<path and
   filename>
   ```

   Example: `Dism.exe /online /export-defaultappassociations:C:\AppAssocations.xml`

4. The default application associations will be exported in **XML form**. The resulting XML file will contain all default application associations of the client machine.

5. **Open the XML file** in a text editor (e.g., Notepad) and remove all the <Association Identifier=" entries not referring to NitroPDF. Do not remove any other lines.
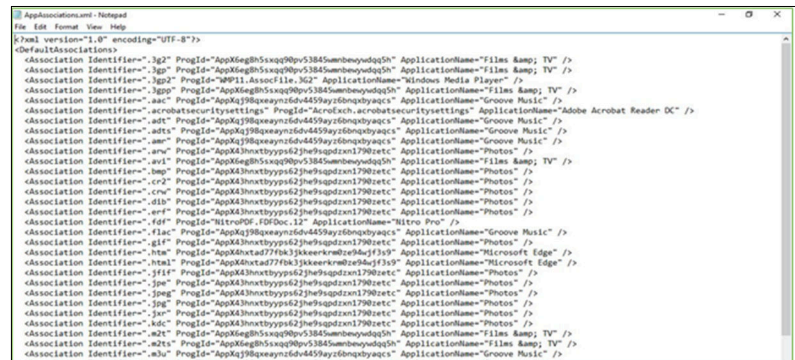
   The resulting file should look as below.

> **Note:** As an alternative to Steps 2 -5, the following XML file can be downloaded and used to set Nitro PDF Pro as the default application for PDF, FDF, XFDF, and PPDF files: https://downloads.gonitro.com/professional_14.24.1.0/app-assoc-nitro-xml/app-assoc-nitro-14.xml.

The XML file needs to be accessible from all client machines that require the settings to be changed. The easiest and most reliable option would be to copy the file to the same location for all clients, e.g., `C:\AppAssociations.xml`.

The file could also reside on a mapped network drive that all clients have access to, e.g., `P:\AppAssociations.xml.` In this case, ensure that:

- All clients use the same drive letter for this location.
- The drive is mapped before the policy setting is applied.

> **Note:** If the policy setting is not able to access the file in the specified location, the change of default application association will fail without any error messages.

Step 2: Applying the GPO Setting

Applying the GPO setting will configure a policy to force client computers to use a specific file for their application defaults. The policy setting only contains the path to the file, which needs to be made available to all applicable client machines.

The file type association will be applied every time the policy applies. If a user manually changes this setting, or another application changes it, it will be reset with the next policy refresh (e.g., reboot).

1. Open the **Group Policy Management console**, create a new policy, or select an existing one. Right-click and select **Edit**.
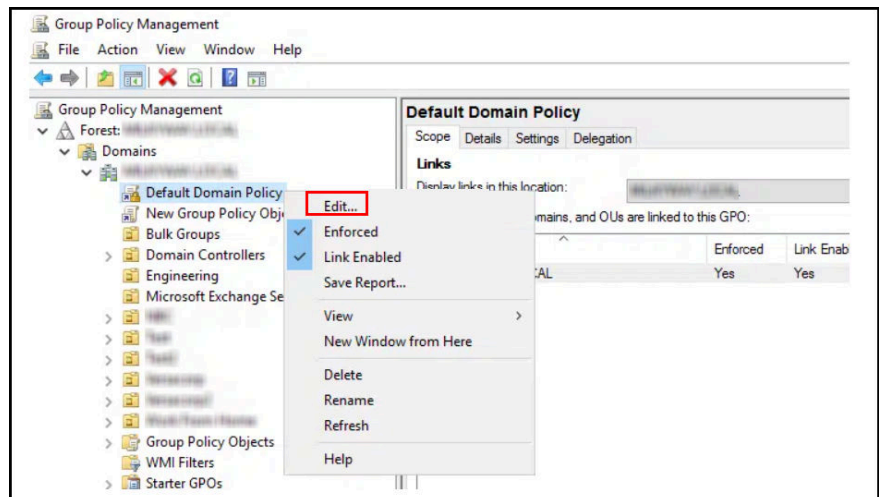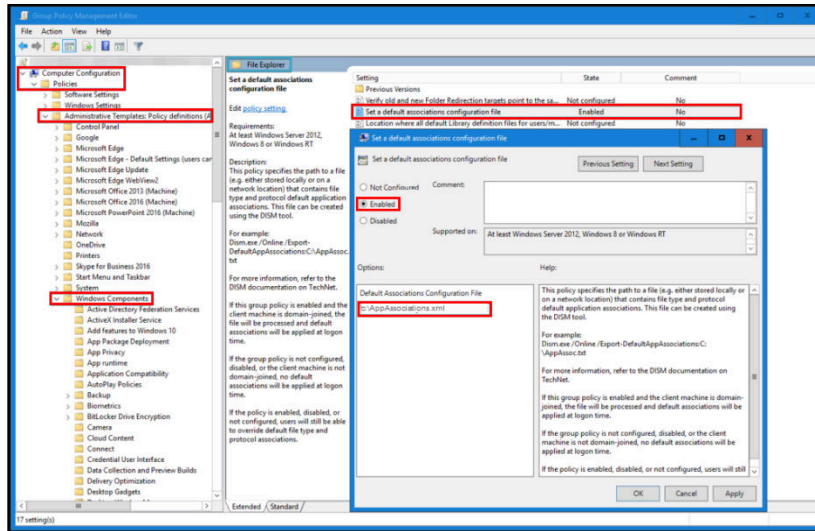
2. Locate the setting **Set a default associations configuration file** in Computer Configuration > Administrative Templates > Windows Components > File Explorer.

   Double-click on it to open the configuration window.

3. Set the policy to **Enabled** and specify a valid path to the created XML file.

   Example:
   `C:\AppAssociations.xml`

Note: The XML file needs to be accessible from all client machines that require the settings to be changed. If you configure the file location to be used as "C:\", ensure the XML file exists on all client computers in that location. If you use a mapped network drive instead, ensure all clients have access to it. The mapping must occur before the policy is applied, or the GPO will fail without any error messages.

5 Updating Nitro PDF Pro

Nitro releases a minor update (e.g., Nitro PDF Pro 14.1 to Nitro PDF Pro 14.2) approximately every three to six weeks. The Enterprise version of Nitro PDF Pro for Windows does not automatically check for updates, each new update of Nitro PDF Pro requires a new installation.

The latest Enterprise version of Nitro PDF Pro 14 (for Windows) can be downloaded at:
https://www.gonitro.com/installers/enterprise/v14/msi/download.

To obtain installers for earlier versions of Nitro Pro, please contact Nitro Support.

5.1 Minor Updates

Nitro PDF Pro can be updated to the latest version by performing an on-the-top installation. Using the standard Nitro PDF Pro installer (MSI) will install Nitro PDF Pro with the default settings, as described in Section 3.1.1. If your current Nitro PDF Pro installation has custom settings, you will need to recreate these settings when installing the upgrade. See Section 3.3 for details about creating a custom transform (MST) file to modify the default installation settings.

The same Enterprise license file can be used to activate all minor versions of Nitro PDF Pro 14 throughout the subscription period. However, each major version (v13, v12, v11) of Nitro PDF Pro requires a separate license file. To obtain a license file for earlier versions of Nitro PDF Pro (v13 or earlier), please contact Nitro Support.

5.2 Major Updates

When upgrading to Nitro PDF Pro 14, any version of Nitro PDF Pro 11, 12, or 13 will be automatically uninstalled during the upgrade process.

When installing or upgrading to Nitro PDF Pro 14 for the first time, the installation may require a restart of Windows when the installation is complete. The restart is required due to an update to the Microsoft runtime files. This only needs to be done once, and future updates to subsequent versions of Nitro PDF Pro 14 will not require this Windows restart.

To prevent an automatic restart after the installation a **NORESTART switch** can be used via the MSIEXEC command-line.

Using the Default MSI:
```
msiexec /i "path-to-msi-file" /qn /norestart
```

Using the MST (Transform File):
```
msiexec /i "path-to-msi-file" TRANSFORMS="path-to-mst file" /qn /norestart
```

5.3   Retaining Configuration Settings during Version Updates

When updating Nitro PDF Pro, the following user data and settings are retained for both major and minor version updates. No action is needed to retain the following user settings.

- QuickSign Profiles
- Custom Stamps
- Digital IDs
- Digital Signatures
- Certificates
- Security Profiles
- Scanner Profiles

5.4   Reactivating Nitro PDF Pro with a New License File

Enterprise license files expire at the end of the subscription period and <u>cannot</u> be extended. Upon subscription renewal, a new license file will be provided that is valid for the new subscription period.

To ensure uninterrupted service for all users, Nitro PDF Pro must be reactivated using the new license. Nitro PDF Pro can be reactivated with a new license without having to repackage or reinstall. Deploy the following reactivation script to reactivate Nitro PDF Pro without reinstalling.

```
"C:\Program Files\Nitro\PDF Pro\14\ActivateSN.exe" -s <FULL SERIAL NUMBER>
```

If Nitro PDF Pro has been deployed on a virtualized environment or master image, add "-e false" to the syntax to ensure the license file is unencrypted:

```
"C:\Program Files\Nitro\PDF Pro\14\ActivateSN.exe" -e false -s <FULL SERIAL NUMBER>
```

To obtain the full serial number (typically between 400-500 characters), open the new Enterprise license (.lic) file in Notepad and copy the full string.

<u>Example:</u>
"C:\Program Files\Nitro\PDF Pro\14\ActivateSN.exe" -e false -s
eyJQYXlsb2FkIjp7IkN1c3RvbWVyTmFtZSI6IkdIRCBTZXJ2aWNlcyIsIlByb2R1Y3ROY
W1lIjoiIiwiTGljZW5zZVV1aWQiOiI5NGVjMWE3My1kMzJjLTRmZmUtYWQ5Zi1kMzMyM2
ZkMmEwYjEifSwiU2lnbmF0dXJlIjoiQVRrcm16R1lNaU1NdU0zdU9QcW5sQ3p5c2J1bkE
4QmRqYXgwSE9EY0RCZ3JBSUJSamlnK2dPT09RRENQRzRUKzd4ZWZmUWlNWklKa3VwTXBK
cjBueW5rSEFDSGs1YWUwNWdoWm4yZmZrSCtsVHB3M0tppanc4dmU1NlQySU5DNGp4WDA2T
TU2d2FYUjlIcUhWZHErL0ZkSDQyWEhw UjN0e16R1lNaU1NdU0zdU9Qc

6 Special Configurations

6.1 Multilingual Installer: Selecting Application Language

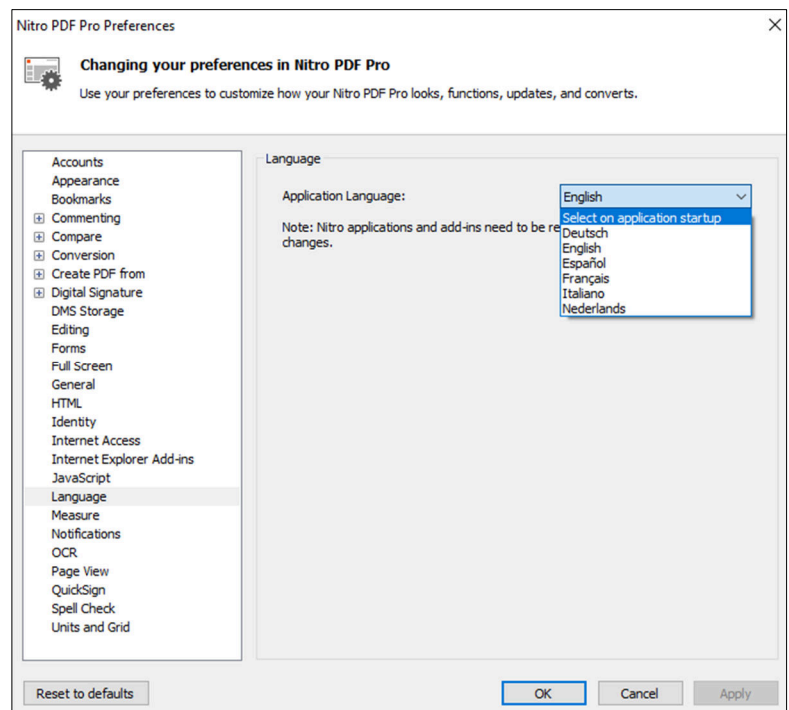Nitro PDF Pro 14 is available in six languages:

- English
- German
- French
- Spanish
- Italian
- Dutch

The application language can be changed at the time of deployment or changed by the user at any time after installation.

6.1.1 Setting the Application Language on Individual Workstations

Nitro PDF Pro delegates the choice of the application language to an end-user. Unless the application language is specified at the time of deployment, the user is prompted to select a preferred language at the first launch of Nitro PDF Pro. Users can also change the application language at any time after first use by going to Nitro PDF Pro Preferences.

1. Go to File > **Preferences**.

2. Select **Language** from the left-hand column.

3. Select the desired **Application Language** from the drop-down menu.

4. Click **Apply** and **OK**.

5. **Restart** Nitro PDF Pro to apply the changes to the application language.

6.1.2 Setting the Application Language during Installation

Nitro PDF Pro is available as a multilingual installer, making it simpler for administrators to customize the language of the application interface.

Administrators can now deploy Nitro PDF Pro with a single installer – localized installers are not required. The language of the deployed application can be defined during the installation process, or the choice can be delegated to the end-user.

The default option is "Select on application startup". This option allows each end user individually to select a language of Nitro PDF Pro after installation on the first run of Nitro PDF Pro.

Installing Nitro PDF Pro using the standard installer (MSI) or via command-line will install Nitro PDF Pro with the option "Select on application startup" by default. This means the user will be prompted to select language at the first run of Nitro PDF Pro.

If an administrator prefers to specify the language of Nitro PDF Pro, they can install via command-line using an additional parameter '`APPLICATION_LANGUAGE`' with one of the following values:

- **English:** `APPLICATION_LANGUAGE=en-US`
- **German:** `APPLICATION_LANGUAGE=de-DE`
- **French:** `APPLICATION_LANGUAGE=fr-FR`
- **Spanish:** `APPLICATION_LANGUAGE=es-ES`
- **Italian:** `APPLICATION_LANGUAGE=it-IT`
- **Dutch:** `APPLICATION_LANGUAGE=nl-NL`

> **Example:**
> ```
> msiexec /i "C:\path_to\nitro_pro14.x64.msi" NPSERIAL=<FULL SERIAL>
> APPLICATION_LANGUAGE=de-DE
> ```
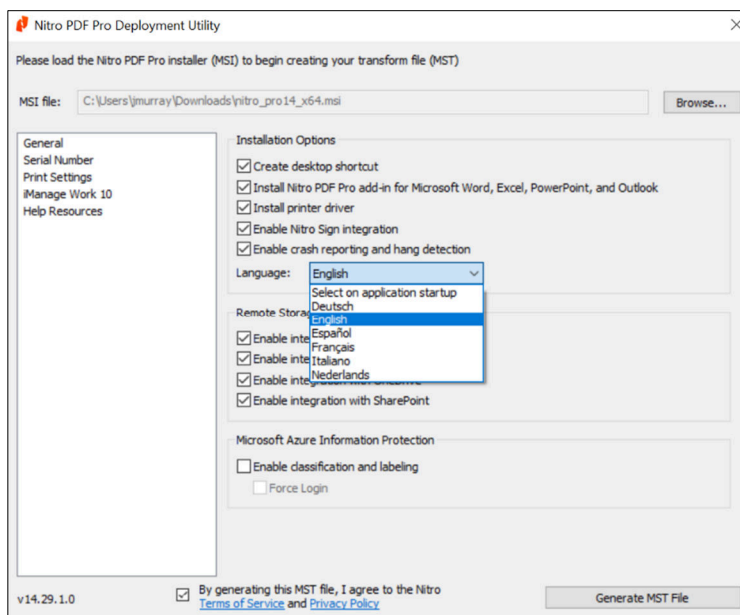

If the language is defined incorrectly using command-line, Nitro PDF Pro will be installed with the English interface.

The application language can also be selected when creating a Transform (MST) file to customize installation settings.

See Section 3.3.1.1 for more details about customizing the application language when creating an MST.

6.2   Additional OCR Language Packages

There are multiple OCR language packages built-in to Nitro PDF Pro:

- Brazilian
- Danish
- Dutch
- English
- Finnish
- French
- German
- Italian
- Norwegian
- Portuguese
- Spanish
- Swedish

No action is needed to install these OCR languages. They are available in each build of Nitro PDF Pro 14.
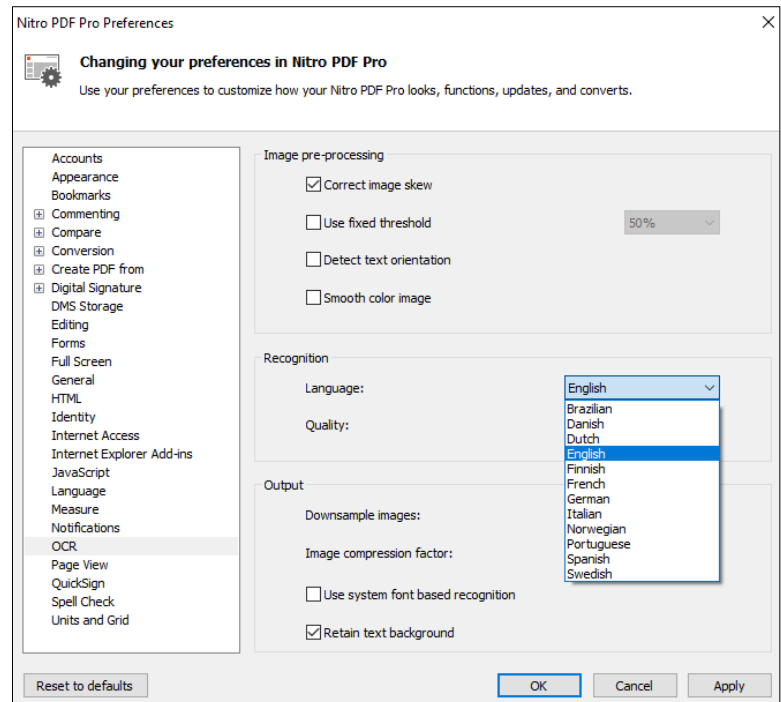
The following OCR language packages can be installed in addition to the standard, built-in OCR languages:

- Simplified Chinese
- Traditional Chinese
- Japanese
- Russian
- Ukrainian

Each additional OCR language package should be installed on top of the existing Nitro PDF Pro installation. OCR language packages are version specific. Please ensure the OCR language package version corresponds with the installed version of Nitro PDF Pro.

To install:

1. Download the OCR installer that corresponds with the Nitro PDF Pro version: https://www.gonitro.com/installers/enterprise/v14/msi/download.

2. From File Explorer, right-click on the downloaded OCR installer file (.EXE) and choose **Run as Administrator**.

3. After installing, the user can select the OCR language recognition by going to File > Preferences > OCR, then select the desired OCR language from the dropdown under **Language**.

The OCR installer (.EXE) can be deployed to multiple users using a software deployment solution like SCCM or Intune.

6.3   Ensuring Nitro PDF Pro Outlook Add-ins Remain Enabled

In Office 2013 and later versions, programs automatically disable add-ins that perform slowly. To keep the Nitro PDF Pro add-ins enabled, you can adjust the settings using the registry or Group Policy. By following these steps, Nitro PDF Pro add-ins will remain enabled and functional in Outlook.

Step 1: Ensure Nitro PDF Pro Add-ins Load at Startup

To make sure the Nitro PDF Pro Outlook add-in always loads when you start Outlook, follow these steps:

1. Open the Windows Registry Editor.

2. Add the following registry key:
    `HKEY_CURRENT_USER\SOFTWARE\Microsoft\Office\Outlook\Addins\NitroPDFProfessional.MSOfficeAddin14`.

3. Change the value of `LoadBehavior` to '3'.

    <u>Example Command for Office 365</u>:
    `REG ADD HKCU\SOFTWARE\Microsoft\Office\Outlook\Addins\NitroPDFProfessional.MSOfficeAddin14 /v "LoadBehavior" /t REG_DWORD /d 3 /f`
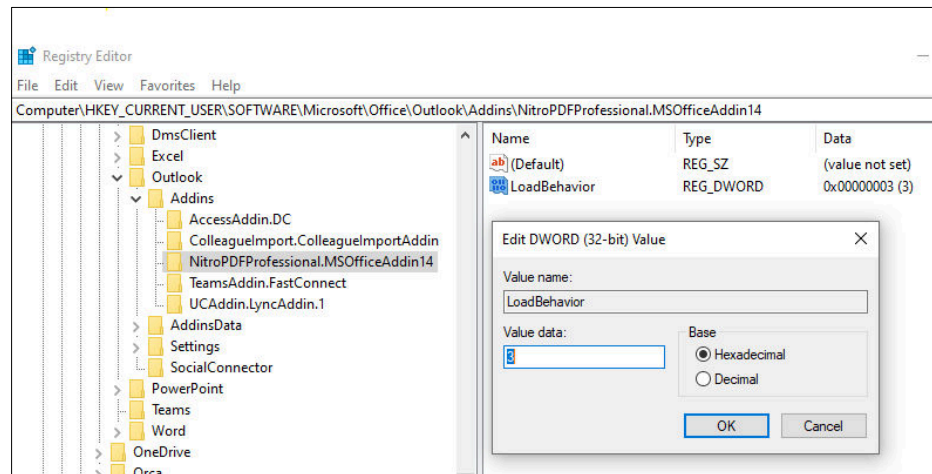
Step 2: Disable Resiliency Check for Nitro PDF Pro Add-ins.

To prevent Outlook from disabling the Nitro PDF Pro add-in, follow these steps to disable the Office Resiliency check for the Nitro PDF Pro Outlook add-in.

1. Open the Windows Registry Editor.

2. Add the following registry key:
    `HKEY_CURRENT_USER\Software\Microsoft\Office\X.0\Outlook\Resiliency\DoNotDisableAddinList`.

    Note: Replace `X.0` with your version of Office (e.g., 16.0 for Office 2016/2019/365, 15.0 for Office 2013).

3. Add a new DWORD value named `NitroPDFProfessional.MSOfficeAddin14` and set its value to '1'.

<u>**Example Command for Office 365**</u>:
```
REG ADD
HKCU\SOFTWARE\Microsoft\Office\16.0\Outlook\Resiliency\DoNotDisableAd
dinList /v "NitroPDFProfessional.MSOfficeAddin14" /t REG_DWORD /d
00000001 /f
```
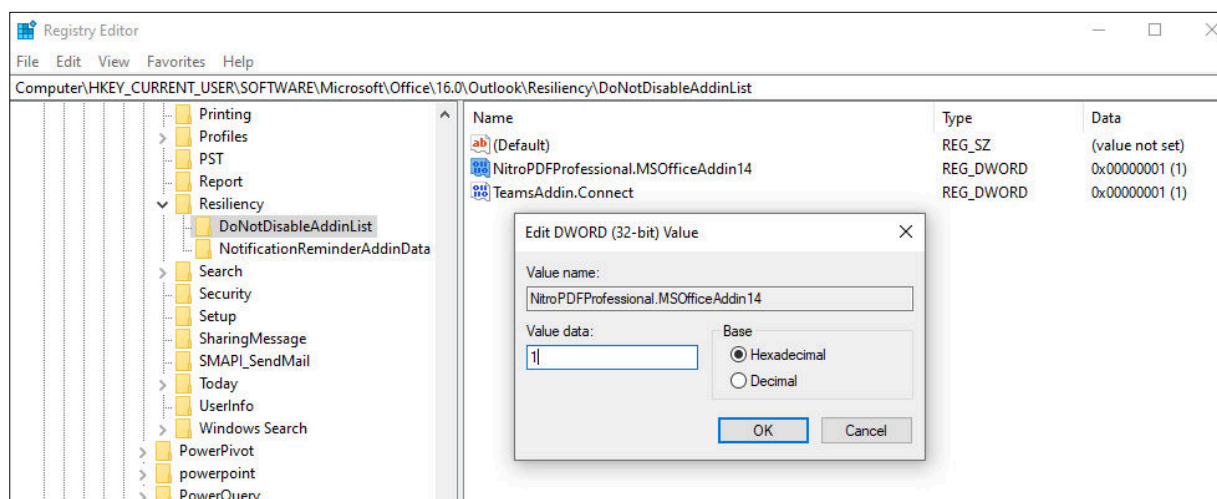

4. If an add-ins group policy is enforced in an environment, the following registry setting is enabled:

```
Registry Path:
HKEY_CURRENT_USER\Software\Policies\Microsoft\Office\16.0\Outlook\Res
iliency\AddinList
Value Name: policyon
Value Type: REG_DWORD
Value: 1
```

5. The following registry key will also be required to allow you to specify the list of managed add-ins that are always enabled, always disabled (blocked), or configurable by the user.

```
Registry Path:
HKEY_CURRENT_USER\Software\Policies\Microsoft\Office\16.0\Outlook\Res
iliency\AddinList
Value Name: NitroPDFProfessional.MSOfficeAddin14
Value Type: REG_SZ
Value: 1
```

For more details, please refer the following <u>Microsoft article</u> on keeping add-ins enabled.

6.4   SharePoint Online Extension

The Nitro PDF Pro **SharePoint Online extension** is an easy-to-use tool that lets users open a SharePoint Online document in the Nitro PDF Pro desktop application from within the web browser. With the Nitro PDF Pro SharePoint online extension, users can work with SharePoint Online documents without having to manually download, edit, and upload them. Users can now edit SharePoint documents in just a few clicks.

> **Preconditions:**
> - The Nitro PDF Pro SharePoint online extension only works with SharePoint Online sites with Modern View. **Classic view is not supported.**
> - To deploy the SharePoint Online extension, Admin permissions are required.

6.4.1 SharePoint Online Extension Deployment

The Nitro PDF Pro SharePoint online extension is not available on Microsoft Marketplace as each package requires to work with a compatible Nitro PDF Pro version.
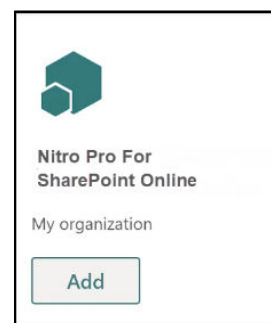
1. **Download** the SharePoint Online extension package (SPPKG) from
   https://www.gonitro.com/installers/enterprise/v14/msi/download.*

2. Please refer to the <u>instructions</u> from Microsoft on adding Custom Apps. Use the App Catalog to make custom business apps available for your SharePoint environment.

3. During the deployment, the Nitro PDF Pro SharePoint Online extension provides an option to deploy the package **tenant-wide or per site**. If the package is deployed tenant-wide, it will be automatically available for use on all sites and sub-sites of the current SharePoint tenant.
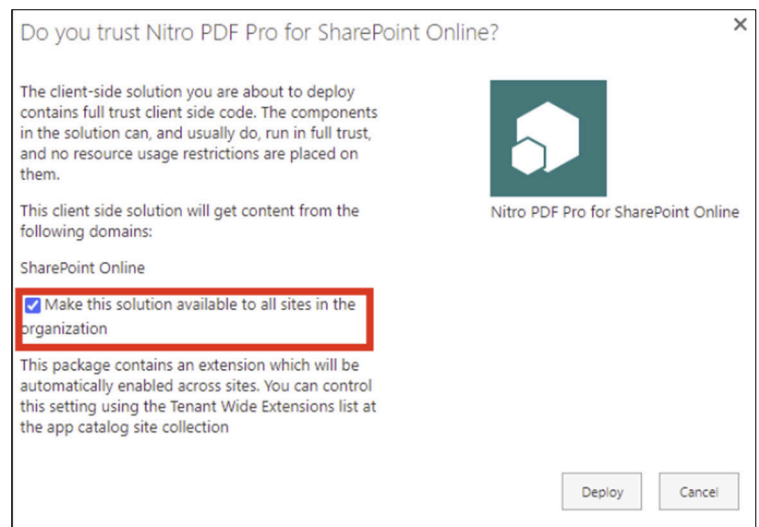

Alternatively, the package can be enabled manually on specific sites.

To enable manually:

1. Open SharePoint site settings and select **Add an app**.

2. From the left-hand menu, select **From my organization**.

3. Search for the **Nitro Pro For SharePoint Online** application and click **Add**.

If the SharePoint extension is deployed correctly, the **Open in Nitro** option will appear on the command bar and in the document context menu.
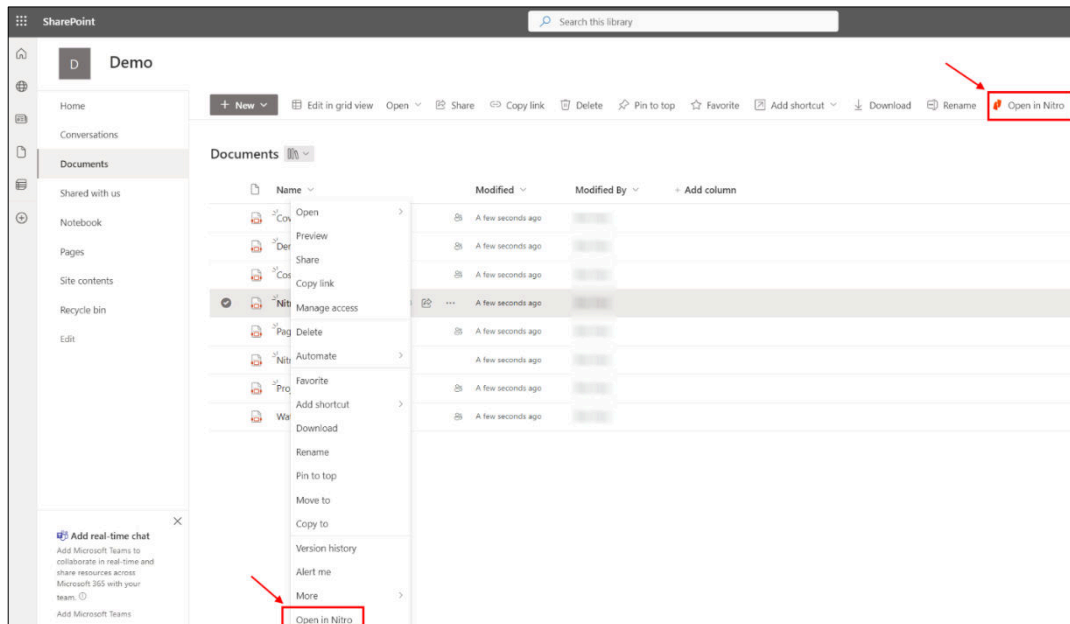
> *IMPORTANT: The current version of the SharePoint Online extension (v1.16.0.x) only supports Nitro PDF Pro v14.3 and later. To get a SharePoint Online extension package that is compatible with earlier versions of Nitro PDF Pro (before v14.3), please contact Nitro Support.

6.4.2 User Consent & Permission Requirements

The first time a user opens a document using the SharePoint Online extension, they may be prompted to accept consent. It is recommended that an admin log in to SharePoint Online from Nitro PDF Pro and accept the consent on behalf of the organization.

To open and save a document in SharePoint Online, Nitro PDF Pro requires additional access to the SharePoint Online server. However, the extension itself does not need any extra permissions to access the document. As a client-side extension, it operates with the logged-in user's permissions and can only access files the user has permission to view.

The following table lists the different permissions required by Nitro PDF Pro. These permissions ensure that Nitro PDF Pro can fully interact with SharePoint Online and other necessary services while maintaining user security and data integrity.

Nitro PDF Pro Permissions Overview Table

Permissions	Description	Needed for feature
Type: Delegated		
user_impersonation	Allows creating and accessing protected content on behalf of the user. Requested by MIP SDK when reading policy and labels.	• Azure Information Protection
UnifiedPolicy.User.Read	Allows reading all unified policies a user has access to. Requested by MIP SDK to protect a document	• Azure Information Protection
User.Read	Allows signing in and reading the user's profile. Generally required for sign-in, as specified in Microsoft documentation.	• SharePoint Online • OneDrive • Azure Information Protection
Files.ReadWrite	Provides full access to the user's files.	• OneDrive • SharePoint Online
Sites.Manage.All	Allows creating, editing, and delegating items and lists in site collections. Needed to upload files to SharePoint.	• SharePoint Online
Offline_access	Maintain access to data the user has given access to. Provides access to refresh tokens, required according to Microsoft documentation.	• OneDrive • SharePoint Online
Type: Application		
Content.DelegatedWriter	Allows creating protected content on behalf of a user. Requested by MIP SDK to protect a document.	• Azure Information Protection

6.4.3 Managing OAUTH Access Tokens

To use the SharePoint Online extension, Nitro PDF Pro manages your access tokens securely. Here's how it works:

- **Where the Token in Stored:** The access token is stored in: `C:\Users\<user>\AppData\Roaming\Nitro\PDF Pro\14\ms_graph_token_cache.msal`.

- **Security:** The token is encrypted using the Microsoft.Identity.Client library, which ensures your data is safe.

- **Encryption Method:** Nitro PDF Pro using Windows Data Protection API (DPAPI) to encrypt the token, which means it uses your Windows login credentials for encryption.

- **Login Information:** The only user information Nitro PDF Pro stores is your login email. This is saved in the registry at: `HKEY_CURRENT_USER\Software\Nitro\PDF Pro\14\Settings\MicrosoftAccount\email`.

- **Additional Handling:** All other access details are managed by the AIP SDK, which integrates the MSI and MSIPC folder, and the Microsoft.Identity.Client library.

By following these methods, Nitro PDF Pro ensures that your access tokens and login information are securely handled and protected.

More information about Microsoft Identity platform and authentication can be found here: https://docs.microsoft.com/en-us/azure/active-directory/develop/v2-oauth2-auth-code-flow.

6.5   iManage 10 - Integration

Nitro PDF Pro supports an integration with iManage 10. Integrating Nitro PDF Pro with iManage ensures that all PDF files are automatically saved and indexed in a secure, centralized location, making it easy for users to find and retrieve documents.

The Nitro PDF Pro iManage 10 integration provides a seamless workflow for the end-users to Open and Save documents from iManage repositories.

Once the iManage integration is enabled, Nitro PDF Pro will display an additional iManage tab with the available features as below:
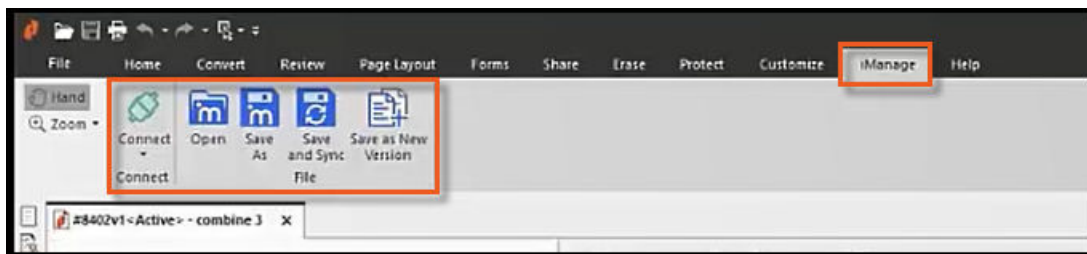
6.5.1 Server-Side Configuration

Step 1: Add Nitro PDF Pro to the allowed apps on the iManage Server

In iManage Control Center (IMCC), add Nitro Pro to the list of allowed applications using the methods below:

- If you use an account on cloudimanage.com, select and add Nitro Pro from the Application List.
- If you use another iManage 10.2+ server (cloud or on-premises), add Nitro Pro manually with a predefined Client ID as follows:

Client ID / API Key	0127f653-a333-483f-b6b4-fb452b5959a7
Client Secret / API Secret	<autogenerated>
Redirect URL	http://localhost/
Application Type	Native

Note: If you have more than one iManage server, this step must be done on each iManage server.

More information on IMCC and applications can be found here.

Step 2: Register NitroPDF as an integrated application

1. Download **imWorkOptions.xml** file from IMCC. If there is no such file, the template can be downloaded from iManage Help Center or created manually.

2. In **imWorkOptions.xml**, add the section that marks NitroPDF as an integrated application:

```
<ws_options>
     <ws_option name="integration">
          <key name="IntegratedProcesses" value="NitroPDF"/>
     </ws_option>
</ws_options>
```

> **IMPORTANT:**
> - Ensure that "`<ws_options>`" does not contain attribute "`applyToAll`". If this attribute exists, please remove it.
> - The value of "`IntegratedProcesses`" must be exactly "`NitroPDF`" as it corresponds to the name of Nitro PDF Pro process on a client.

3. **Upload** the result document back to the IMCC.

4. To update the configuration on a client side, it is required to **reconnect to the iManage server**.

For more information see the [iManage Work Desktop for Windows Customization Guide](#).

Step 3: Enable refresh token for Nitro PDF Pro on iManage server

1. Download the **iManage_enable_refresh_token** script from:
   https://www.gonitro.com/installers/enterprise/v14/msi/download.

2. Unpack the .zip file and follow the instructions from "**readme.txt**".

> **Note:** If you have more than one iManage server, this step must be done on <u>each</u> iManage server.

6.5.2   Client-Side Configuration

The **Nitro PDF Pro iManage integration must be enabled** when deploying Nitro PDF Pro on user workstations. Enabling the iManage integration will require an MST to be created using the Nitro Deployment Utility. See Section 3.3.1.4 for more details.
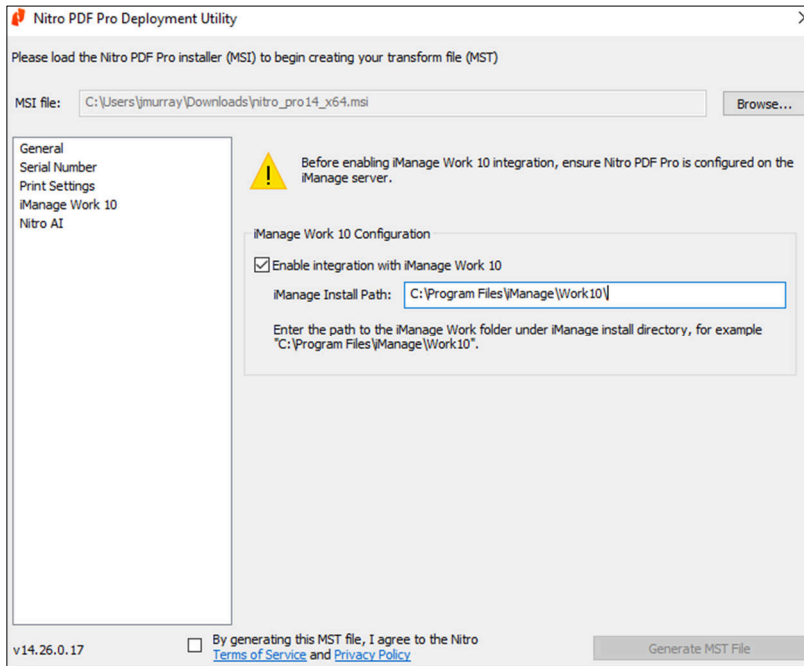
1. Ensure that iManage Work Desktop for Windows 10.5 or newer (also known as iManage Agent) is running and connected to the iManage server. **This is a required component.**

2. Generate an MST file with the iManage integration enabled. See Section 3.3.1 for details about creating an MST file using the Nitro Deployment Utility.

3. Install Nitro PDF Pro with the created MST file.

4. Set Nitro PDF Pro as the default PDF viewer.

IMPORTANT: To ensure Nitro PDF Pro can find the necessary iManage DLLs, the path must be set to the iManage Work folder. If the iManage Install Path is incorrect when creating the MST, the integration between Nitro PDF Pro and iManage will fail, causing issues where web-client documents may remain checked out until manually checked in.

6.6 Microsoft Purview (Azure IP) Integration

Microsoft Purview, also referred to as Azure Information Protection (AIP), MS AIP, or Azure IP, is a solution that helps companies increase document security for sensitive information by applying labels. Nitro PDF Pro can be integrated with Microsoft Purview to ensure that all PDF documents created and opened with Nitro PDF Pro respect the labels and permissions set by the author.

6.6.1 Enable Microsoft Purview (Azure IP) Integration

To enable the Microsoft Purview integration with Nitro PDF Pro, you need to update a registry key to enable classification and labeling. Once Nitro PDF Pro is installed and activated on workstations, follow these steps:

1. Open the Windows Registry Editor. (Nitro PDF Pro must be closed.)

2. Navigate to: `HKEY_LOCAL_MACHINE\SOFTWARE\Nitro\PDF Pro\14\settings\`.

3. Add or change the value of the following key:
   `"MSAzureLabelingEnabled"=dword:00000001`

The following steps are required to add Nitro Pro to the Azure tenancy to allow the Azure Administrator to grant Admin consent for this application.

1. **Launch** Nitro PDF Pro on a reference workstation.

2. Wait for the Single Sign-on (SSO) dialogue to appear, then log in as the **Azure Administrator**.

   NOTE: If the Windows user account does not have an associated email, Nitro PDF Pro will prompt to enter an email before showing the SSO dialogue.

3. After logging in, Nitro PDF Pro will display a prompt to **accept User Consent**. (Ensure the account being used has Admin level privileges.) Accept the consent on behalf of your organization.

4. Nitro PDF Pro is now successfully logged in to Azure.
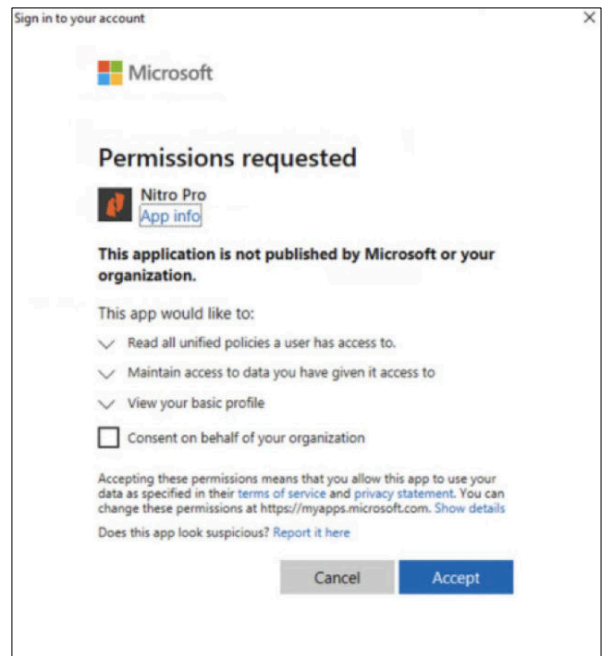
6.6.2 Grant Admin Consent

To grant Admin consent in Azure, follow these steps:

1. Sign in to the Azure portal as a Global Administrator, Application Administrator, or Cloud Application Administrator.

2. Go to **Manage Azure Active Directory**, then **Enterprise applications** on the left-hand panel.

3. Click on **Nitro PDF Pro** from the list of applications.

4. From the left-hand panel, click **Properties**.

5. Ensure that the Application ID is `a98220f5-06d3-4bc5-9520-c7454eb24460`.

6. Ensure that **Enabled for users to sign in?** is set to **Yes**.

7. On the left-hand panel, select **Permissions**.

8. Click **Grant Admin consent** for <your_tenant_name>.

9. Log in as the Azure Administrator. (You may be prompted to log in twice.)

10. After successful login, the consent dialogue will appear. Click **Accept** to add Admin consent for Nitro PDF Pro.
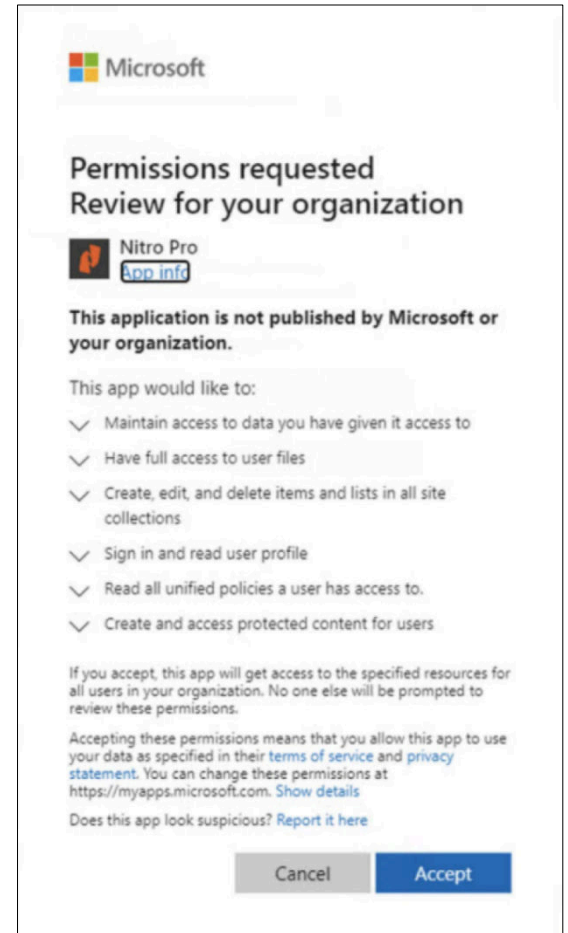
6.6.3 Supported Features

- **Access to AIP-protected documents:** Users can work with AIP-protected PDF documents in Nitro Pro, depending on the document permissions.

- **Notification for documents classified with Sensitivity label:** When a user opens a classified document or applies a Sensitivity label, Nitro PDF Pro shows a notification with the label name, indicating that the document is classified and will be tracked.

- **Access to labels:** Nitro PDF Pro displays labels associated with the current user's policy, as defined by the Azure admin.

- **Classify a PDF document:** Users can apply a Sensitivity label to an unprotected PDF document. If the label includes protection, the document will be encrypted.

- **Protect a PDF document:** Users can apply custom protection to a document by using a label with specific permissions and recipients.

- **Automatically apply Sensitivity labels:** Nitro PDF Pro follows policy rules published to the user, such as providing justification for removing or downgrading classification, applying default labels to new or existing unprotected documents, and requesting a label application before saving an unprotected document.

7   Contacting Nitro Support

If you encounter any issues or have questions, **our support team is available 24-hours a day, 365 days a year**. Our team of technical support engineers provide round-the-clock deployment and activation assistance.

To contact Nitro Support:

1. Go to https://www.gonitro.com/support/ticket.

2. Enter your **name** and **work email address**.

3. **Describe the issue** you are experiencing. For deployment issues, please detail your deployment method and any anti-virus software used that could be interfering with installation.

4. Select your **Nitro PDF Pro version** (PDF Pro 14, PDF Pro 13, PDF Pro 12 or earlier)

5. Select your **operating system** from the dropdown.

6. Please **include a screenshot** of the issue or error message, if applicable.

You will receive an automated email with your support case reference number and a Nitro Support Engineer will respond promptly by email.

For general support related to product usage and functionality, Nitro has a full suite of self-help resources, including videos, user guides, knowledge base articles, and community forum.

*   **User Guide:** Get step-by-step instructions for using Nitro PDF Pro with our comprehensive Nitro PDF Pro User Guide.
*   **Video Library:** Choose from a collection of short videos to learn how to use core features in Nitro PDF Pro.
*   **Knowledge Base:** Get on-demand answers to your product-related questions across hundreds of knowledge base articles.
*   **Nitro Knowledge Assistant:** Use our chat tool for an improved search experience and quick and accurate results across our extensive knowledge base.