



Deployment Guide

Nitro Pro 12

June 12, 2018

1.	<u>INTRODUCTION</u>	2
2.	<u>INSTALLATION PREREQUISITES</u>	3
2.1.	SYSTEM REQUIREMENTS	3
2.2.	INSTALLATION FILES (BUSINESS VERSUS ENTERPRISE LICENSING)	3
2.3.	ENTERPRISE DEPLOYMENT UTILITY	4
2.4.	DMS PLUGIN INSTALLER	4
3.	<u>INSTALLATION</u>	6
3.1.	LICENSE ACTIVATION	6
3.2.	STANDARD DEPLOYMENT ON PC/LAPTOP	9
3.3.	MICROSOFT SCCM AND OTHER DEPLOYMENT SOLUTIONS	10
3.4.	VIRTUAL DESKTOP INFRASTRUCTURES (VDI)	10
3.5.	HOSTED DESKTOP / HOSTED APPLICATION	111
3.6.	MICROSOFT APP-V	111
3.7.	CITRIX PROVISIONING SERVICES / MACHINE CREATION SERVICES	144
4.	<u>CUSTOMISING MSI PROPERTIES</u>	155
4.1.	CUSTOMISABLE MSI PROPERTIES	155
4.2.	COMMAND PROMPT INSTALLATIONS	166
4.3.	ENTERPRISE DEPLOYMENT UTILITY	177
4.4.	ORCA	244
5.	<u>INTEGRATION WITH DOCUMENT MANAGEMENT SYSTEMS</u>	266
5.1.	WORKSITE	ERROR! BOOKMARK NOT DEFINED.6
6.	<u>UPDATING NITRO PRO</u>	31
6.1.	MINOR / MAJOR RELEASE	31
6.2.	PRESERVING CONFIGURATION SETTINGS	31
7.	<u>SPECIAL CONFIGURATIONS</u>	32
7.1.	SETTING NITRO PRO AS DEFAULT PDF APPLICATION IN WINDOWS 8.1 AND 10	32
7.2.	SETTING DEFAULT APPLICATIONS USING POWERSHELL SCRIPT	35
7.3.	CONFIGURATION OPTIONS FOR NITRO IE ADD-ON	36
7.4.	CONFIGURATION OPTIONS FOR NITRO MS OFFICE PLUGINS	39
7.5.	MICROSOFT RIGHTS MANAGEMENT SERVICES (RMS) AND AZURE INFORMATION PROTECTION (AIP)	41
8.	<u>CONTACTING SUPPORT</u>	41

1. Introduction

The Nitro MSI deployment package is designed for enterprise environments where applications are deployed business-wide. To better suit a large user base, and to better conform with typical internal security policies and user rights, some front-end options have been disabled.

The following guide explains best practices and requirements in relation to various deployment methods. These settings can be applied in a number of different ways to suit individual customers' requirements and preferences.

Please note that Nitro Pro is also available as an executable (.exe) installer. This file is provided for single-user retail customers, and is not covered by the instructions below. All methods described in this document apply only to the MSI (.msi) deployment package.

If you require any further assistance, please refer to the Nitro Knowledge Base or Support Forum, or contact Nitro Customer Support ([see Section 8](#)).

2. Installation prerequisites

2.1. System requirements

Desktops: Windows 10, 8, and 7 (64 bit)

Servers: Microsoft Windows Server 2008 R2, 2012, 2012 R2 (64 bit), 2016

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), Microsoft Office 2016 (32bit or 64bit)

Video hardware acceleration (optional)

2.2. Installation Files (Business vs Enterprise Licensing)

Nitro Pro uses two different licensing methods—Business and Enterprise—which correlate with the type of license purchased.

Please ensure you are using the correct MSI package based on your license.

Both MSI packages contain the same version of Nitro Pro and provide the same features, but the licensing system differs based on your license type. The two types of licensing methods are difficult to distinguish before being installed, so if you are unsure, please refer to the descriptions below and re-download the correct package using the links provided.

Business license

A Business license is a numeric code (18 digits), for example:

234600-012345-543210

It requires the MSI deployment package provided by the Business Downloads web page:

<https://www.gonitro.com/enterprise-installers/v12/vlp/msi/download>

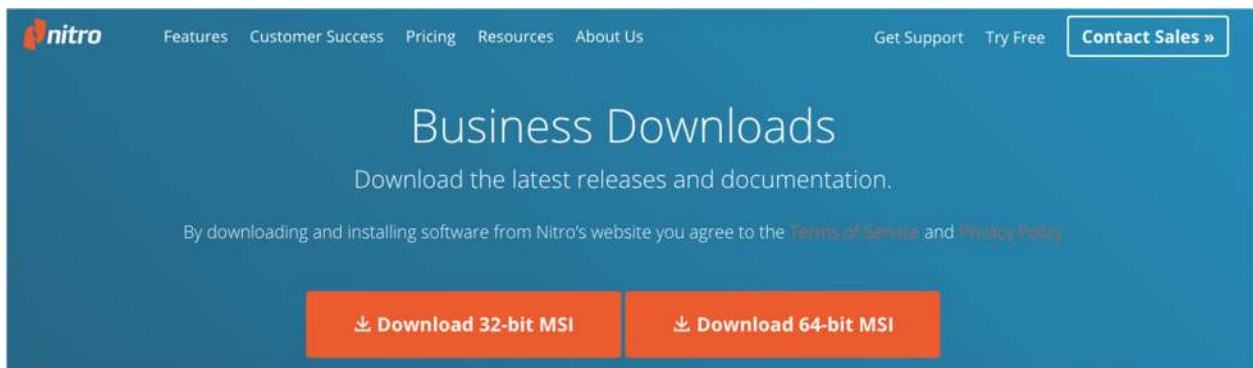


Figure 1

Enterprise license

An Enterprise license consists of a license file (.lic) with a 32-digit alphanumeric name, for example:

```
1b2c3d4e-a1b2-c3d4-e5f6-z1y2x3w4v5u6.lic
```

This string is referred to as the “UUID”. The actual license code is contained within the file and consists of an alphanumeric string of several hundred characters.

The Enterprise license requires the MSI deployment package provided by the Enterprise Downloads web page: <https://www.gonitro.com/enterprise-installers/v12/enterprise/msi/download>



Figure 2

PLEASE NOTE: Using the wrong license/deployment package combination will result in a failed activation of Nitro Pro, and the application will need to be reinstalled using the correct deployment package.

2.3. Enterprise Deployment Utility

The Enterprise Deployment Utility is a visual configuration tool that makes it easy to create an MST file that applies your custom configurations to your Nitro Pro deployment. It provides one of the methods of customizing MSI properties described in Section 4.

The utility is provided as a 32-bit or 64-bit executable file (.exe), which will allow customization for both the Business and Enterprise deployment packages. The latest version of the utility is available via the Business and Enterprise Downloads web pages linked above in Section 2.2.

2.4. DMS Plugin installer

Nitro Pro integrates with various document management systems (DMS), enabling opening, editing and saving documents to DMS locations.

Nitro Pro has two types of integrations when configuring DMS: native integration with SharePoint 365 and iManage WorkSite, and integration via DMS connector plugin. The DMS connector plugin must be used when connecting to DMS systems via OmTools configuration.

If connecting via OmTools, you must have a DMS plugin installer, which is available for download on the Enterprise and Business Downloads pages linked to in Section 2.2 (Fig. 3).

Description	Size	
Nitro Deployment Guide (.pdf)	625kB	Download »
Enterprise Deployment utility (.exe)	2.8MB	Download »
Nitro DMS Plug-in Installer (.msi)	7.30MB	Download »
64-bit Pro Installer when using DMS Integration (.msi)	180.9MB	Download »

Figure 3

Procedure:

- 1) Install Nitro Pro
- 2) Install the Nitro DMS Connector
- 3) A new folder will be created on your desktop with shortcuts for each step
- 4) Configure access for your DMS as required and exit the configuration tool
- 5) Optional: Add additional configuration parameters to the XML files as described in Section 3
- 6) Test to ensure that the DMS can be correctly accessed via Nitro (under the File > Open menu)
- 7) Create the installer for deployment with the new configuration
- 8) You will now have three files for deployment: *nitro_dms2_x86.msi*, *nitro_pdf_dms2_x86.mst* and *nitro_pdf_dms2_x86.cab* that can now be copied to a network share for deployment

3. Installation

Nitro Pro can be installed using one of two methods:

- 1) Starting the MSI file and completing the installation wizard
- 2) Using the command line or a script to run the msiexec command

Deploying via a software package, e.g. Microsoft System Center Configuration Manager (SCCM), usually utilises one of the above methods.

NOTE: Certain deployment methods have special requirements. Please refer to the following sections in this chapter for more information. Failure to fulfill the requirements detailed may result in a non-working deployment of Nitro Pro.

3.1. License activation

Nitro Pro can be activated using one of three methods:

- During deployment by providing an MST file that contains the license
- After installation through the Nitro Pro user interface
- After installation using the ActivateSN.exe tool, either scripted or via command prompt (Enterprise license only)

During deployment using an MST file

There are a number of ways to adjust MSI properties during the installation, see [Chapter 4: Customising MSI Properties](#) for more information.

EXAMPLE: using the Enterprise Deployment Utility to create an MST file containing the license

- 1) Open the Enterprise Deployment Utility (Nitro_EnterpriseDeployment.exe) Fig. 4
- 2) Click "Browse" and open the Nitro Pro .msi file

- 3) Switch to the “Serial Number” section and add your Business or Enterprise license

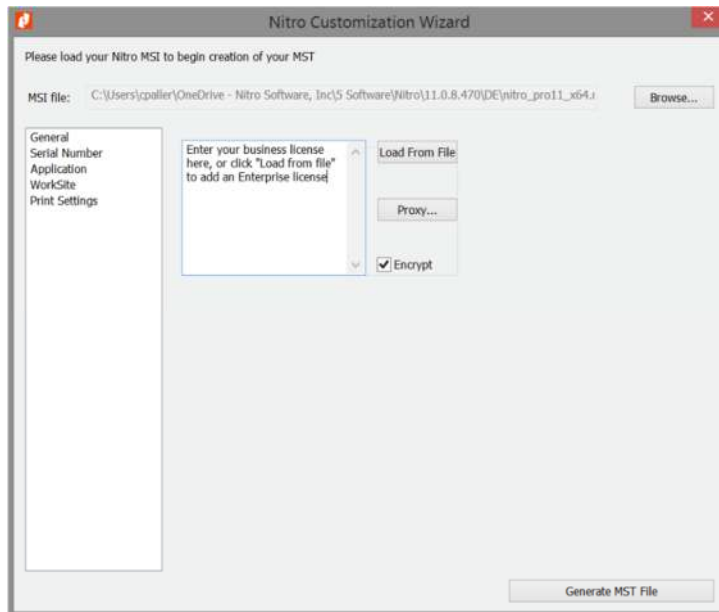


Figure 4

- 4) Click “Generate MST File”. The file will be saved in the same locations as the MSI file opened in step 1.
- 5) Nitro Pro can now be installed by using the MSI and the MST file, e.g. by running the following command in CMD window:

```
Msixexec -i <path to MSI file> TRANSFORMS=<path to MST file>
```

After Installation, using the Nitro Pro User Interface

Once Nitro Pro is installed, go to the Help tab, and click on the “Activate” button. You will be presented with a popup window prompting for license information.

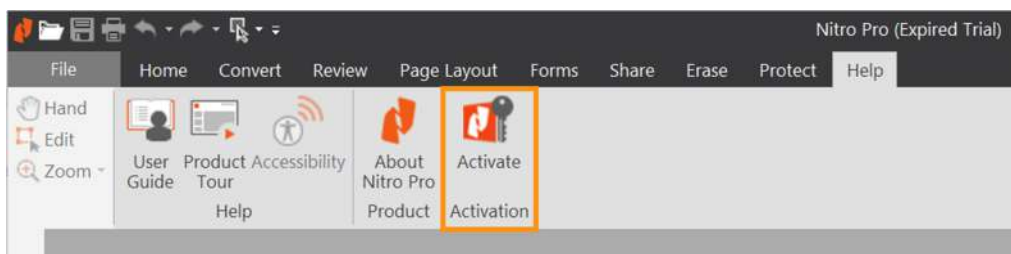


Figure 5

If the window asks for first name, last name, and a serial number, it expects an Enterprise license to be entered. If you have a Business license, you need to reinstall Nitro Pro using the correct installation file (see [Chapter 2.2: Business vs Enterprise Licensing](#)).

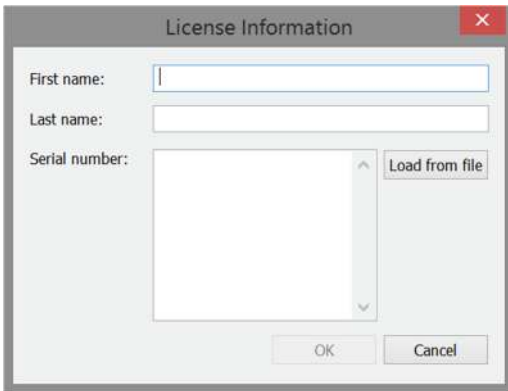


Figure 6

If the window asks for a serial number only, it expects a Business license to be entered (again, reinstall if this is the wrong type of license for you).

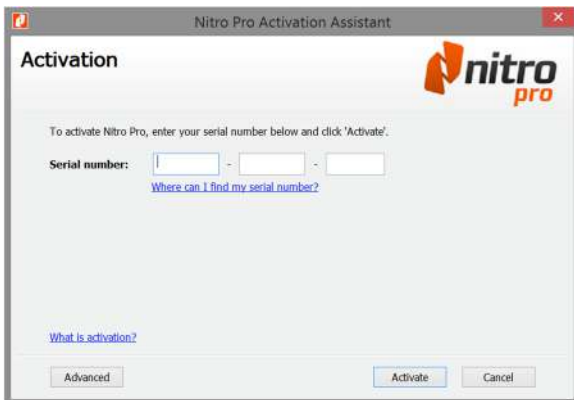


Figure 7

After activation, the “Activate” button disappears from the user interface. You can click on “About Nitro Pro” to deactivate, if necessary.

After installation, using the ActivateSN.exe Tool

This tool is installed with Nitro Pro in the same install location (usually C:\Program Files\...), but only for Enterprise licenses. It can be called via a script or a command line, using the following syntax:

```
"C:\Program Files\Nitro\Pro 11\ActivateSN.exe" -s <INSERT-SERIAL-NUMBER-HERE>
```

It is also possible to disable encryption of the license, which is required by certain deployment methods as described in the following sections. Example:

```
"C:\Program Files\Nitro\Pro 11\ActivateSN.exe" -e false -s <INSERT-SERIAL-NUMBER-HERE>
```

3.2. Standard deployment on PC/Laptop

Nitro Pro can be installed on a Windows-based computer that meets the prerequisites by simply starting the MSI installation file with a double-click. Using that method, some customisations are possible, see below.

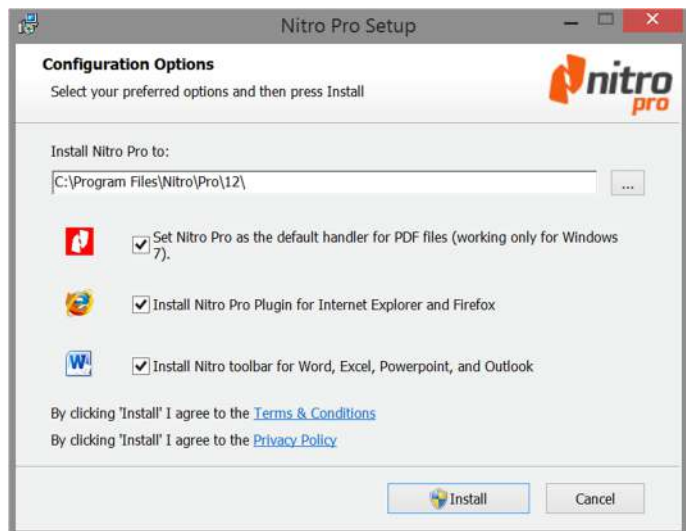


Figure 8

Set Nitro Pro as the default handler for PDF files

When checked, the installation process will set Nitro Pro as your default PDF application. When unchecked, it will leave the application that is currently set as the default PDF application on your computer.

NOTE: Due to a change in the behaviour of Windows 8 and later, this option is not possible for those operating systems. The default application has to be set manually after installation, or automatically following one of the methods described in [Chapter 7](#).

Install Nitro Pro Plugin for Internet Explorer and Firefox

When checked this will install the Nitro Pro add-in that allows the opening of PDF files from webpages within the Internet browser. It will also set the Nitro add-in as default, meaning that if other PDF add-ins have been installed previously, they will no longer be used to open PDF files in the browser. If you prefer to use your existing add-ins, leave this box unchecked.

Install Nitro toolbar for Word, Excel, PowerPoint, and Outlook

When checked, this will install and activate the Nitro Pro MS Office plugin, which adds the Nitro Pro ribbon to the user interface of the listed applications. It will not deactivate or overwrite any other Office add-ins you may be using.

NOTE: If you require any additional customisation of the installation procedure or application settings, please refer to [Chapter 4: Customising MSI Properties](#).

3.3. Microsoft SCCM and other Deployment Solutions

If you use Microsoft SCCM (or a similar solution) to deploy MSI-based application packages, you can use it to deploy Nitro Pro like any other application in your environment. Command line switches, or an MST (transform) file, can be used to customise the installation. Please see [Chapter 4: Customising MSI Properties](#) for more information.

3.4. Virtual Desktop Infrastructures (VDI)

Nitro 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, with the following considerations:

- 1) All deployments to virtual machines (i.e. where Nitro Pro is installed and running on virtual hardware and/or virtualised operating systems) require an Enterprise license. Please refer to Chapter 2.2: Enterprise vs Business Licensing.
- 2) Where a “master image” is being used to deploy to multiple identical hosts, encryption of the license key needs to be disabled when installing Nitro Pro on the master image. This can be done using the methods described in Chapter 4: Customising MSI Properties.

Example: use the Enterprise Deployment Utility to create an MST file with the following settings:

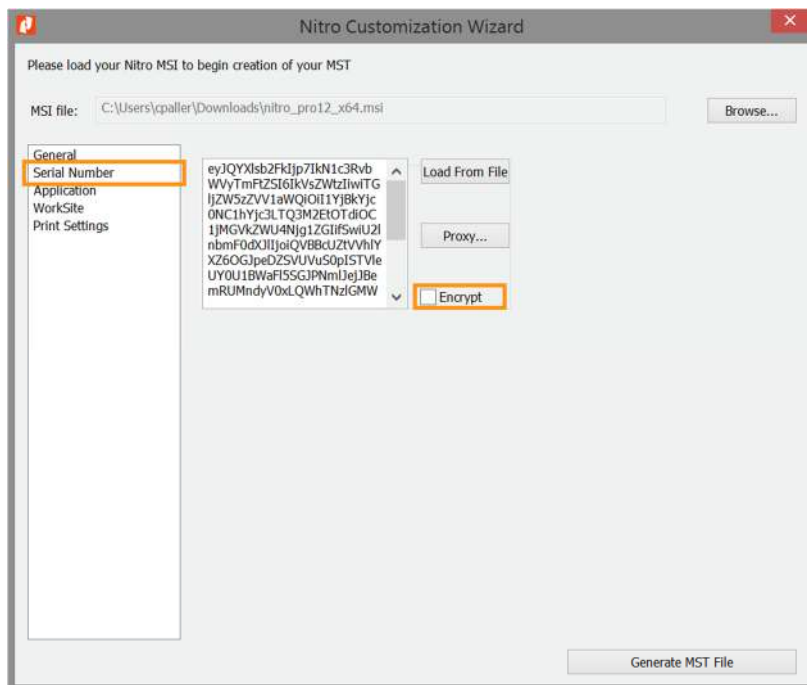


Figure 9

NOTE: The license is encrypted by default. If the license key in use needs to be replaced after installation, the method using the `ActivateSN.exe` as described in Chapter 3.1: License Activation needs to be followed. Using the Nitro Pro UI to change the license key will encrypt it.

3.5. Hosted Desktop / Hosted Application

Nitro 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) All deployments to virtual machines (i.e. where Nitro Pro is installed and running on virtual hardware and/or virtualised operating systems) require an **Enterprise license**. Please refer to [Chapter 2.2: Enterprise vs Business Licensing](#).
- 2) If an **Enterprise license** is used, access to Nitro Pro must be controlled by e.g. 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.
- 3) For **Business licensing**, a “server license” is required, which has two constraints: number of activations (A) and number of users per server (B). Number of activations limits the number of servers on which Nitro Pro can be installed. Number of users limits the number of simultaneous instances of Nitro Pro that can be run on a single server. Once (B) has been reached, any subsequent users connecting to the same server will not be able to launch Nitro Pro. If Nitro Pro is registered as the default PDF viewer for that user, this may lead to issues unless you provide an alternative. The product of (A) x (B) equals the total number of licenses purchased, which must be at or below the total number of Nitro users in the environment.

NOTE FOR ALL POINTS ABOVE: Nitro does not offer concurrent user licensing at this time. The number of licenses purchased must equal or exceed the total number of Nitro users in the environment, even if the number of concurrent users at any given time is lower than that.

- 4) Installation should be completed using **Install Application on Terminal Server**, found under the Control Panel. See the Microsoft best practices article: [http://technet.microsoft.com/en-us/library/cc742815\(WS.10\).aspx](http://technet.microsoft.com/en-us/library/cc742815(WS.10).aspx)
- 5) If you choose to install the Nitro Pro add-ins for Microsoft Office or Internet Explorer, please note that the add-ins will be installed for all users. However, the load behaviour of the add-ins can be controlled on a per user or per group basis using AD GPOs – see [Chapter 7: Special Configurations](#).

3.6. Microsoft App-V

Nitro Pro can be deployed using App-V; however, there are a number of considerations. Please ensure you understand the points below in order to achieve a successful outcome.

- 1) Deployment via App-V requires an Enterprise License. Please refer to [Chapter 2.2: Enterprise vs Business Licensing](#).
- 2) Encryption of the license key needs to be disabled when sequencing the App-V package. This can be done using the methods described in [Chapter 4: Customising MSI Properties](#) (see example below).
- 3) It is recommended to use Nitro Pro 11.0.6 or later, and App-V versions 5.1 or later.

- 4) The Nitro Pro add-ins for Microsoft Office and Internet Explorer are not supported in an application streaming deployment.
- 5) The Nitro PDF Creator (printer) cannot be streamed via App-V and must be excluded from the App-V package. However, this tool is necessary for creating PDF files and converting other file formats to PDF, and it must be installed separately on all target devices, as per instructions below. Please contact Nitro Support to obtain the standalone printer installation file.

Example: Creating an MST file using the Enterprise Deployment Utility

- 1) Open the Enterprise Deployment Utility (Nitro_EnterpriseDeployment.exe)
- 2) Click “Browse” and open the Nitro Pro .msi file
- 3) On the “General” tab, disable the following settings:
 - a. Install toolbars for Microsoft Word, Excel, Powerpoint
 - b. Install printer driver

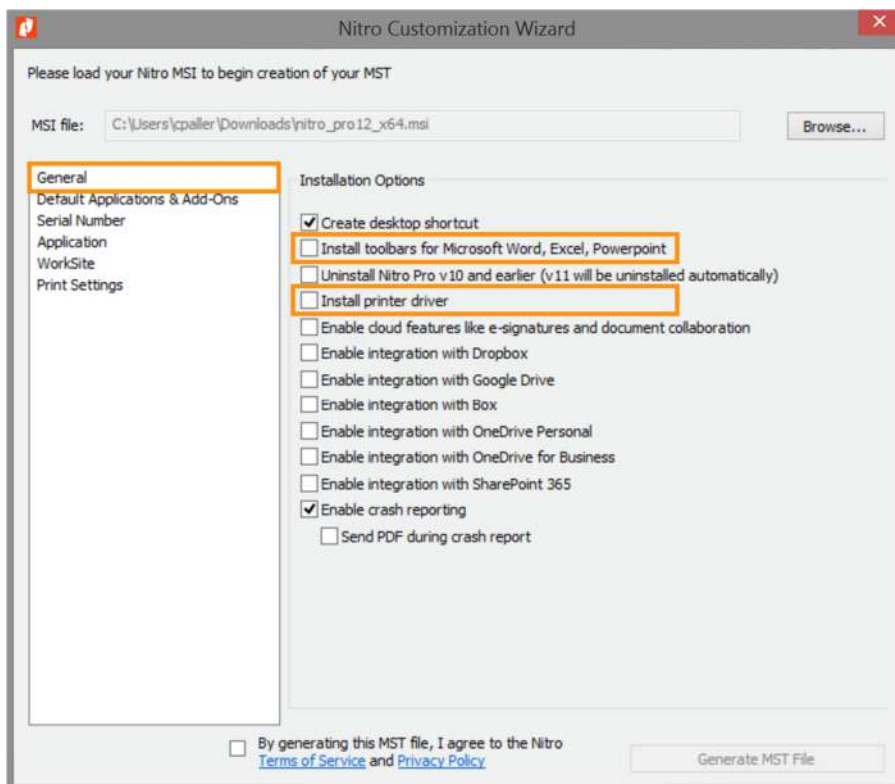


Figure 10

- 4) On the “Default Applications & Add-Ons” tab, disable the following setting:
 - a. Install Nitro Pro SharePoint and PDF Viewer IE add-ons

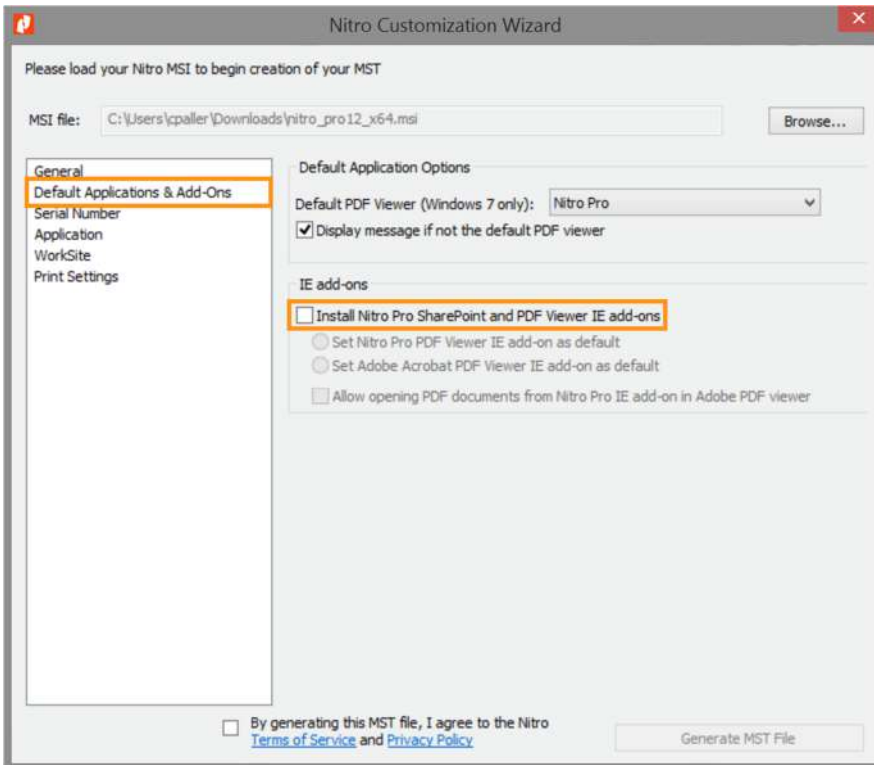


Figure 11

5) On the “Serial Number” tab

- a. Click “Load From File” and import your Enterprise license from the .lic file
- b. Uncheck the “Encrypt” setting

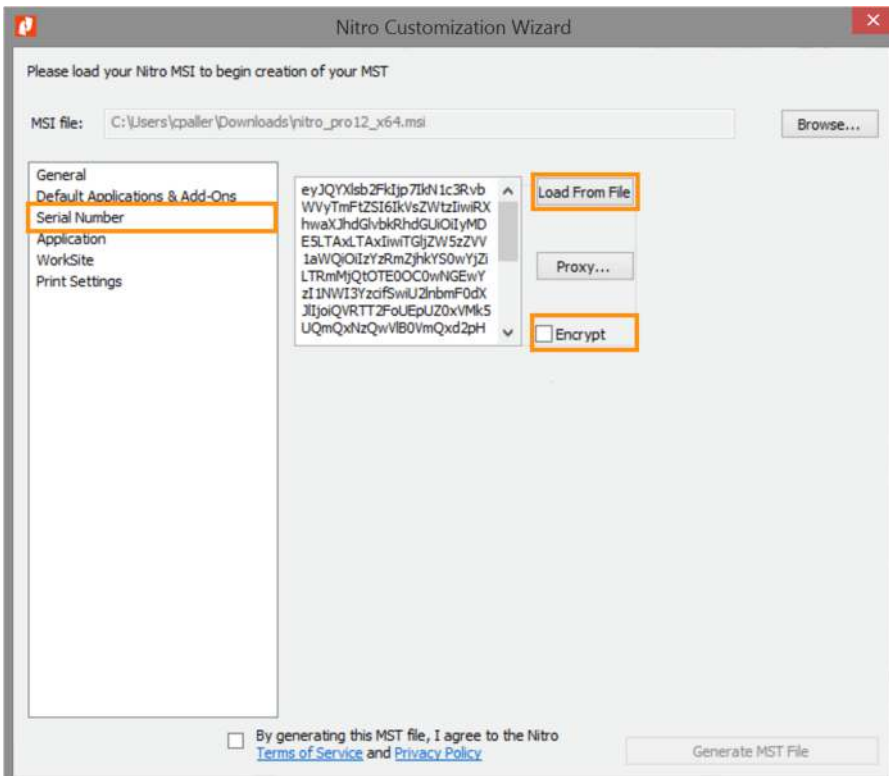


Figure 12

- 6) Tick the box to agree to Terms of Service and click "Generate MST File. The file will be saved in the same location as the MSI file opened at step 2.

Sequencing Nitro Pro in App-V

- 1) Start the Sequencing Wizard, select File / New Package. For more information please refer to <https://technet.microsoft.com/en-us/library/cc817128.aspx>
- 2) Install Nitro Pro with the transform file (MST file)
 - a. Open command prompt as administrator and start the installation using the msiexec command
Example:

```
msiexec /i "C:\nitro_XXXX.msi" TRANSFORMS="C:\nitro_XXXX.mst"
```

- 3) On the Launch Application page, start the application and click Launch (this step is optional)
- 4) On the Sequence Package page, click Finish

Install the standalone driver on the target device master image

- 5) Install the Creator to any folder except "Program Files" or "Program Files (x86)"
- 6) Use the "INSTALLLOCATION" PROPERTY to specify the folder path:
- 7) Open command prompt as an Administrator
- 8) Run the following command:

```
msiexec /i Nitro_Creator_x64.msi INSTALLLOCATION="c:\Nitro\Creator"
```

- 9) Reboot

3.7.Citrix Provisioning Services / Machine Creation Services

Nitro Pro is fully supported on devices with streamed operating systems using Citrix PVS or MCS. The following considerations must be met for successful deployment:

- 1) All deployments to streamed operating systems require an Enterprise license. Please refer to [Chapter 2.2: Enterprise vs Business Licensing](#).
- 2) Encryption of the license key needs to be disabled when deploying Nitro Pro. This can be done using the methods described in [Chapter 4: Customising MSI Properties](#)
- 3) If, in addition to PVS/MCS, other technologies such as e.g. XenApp or App-V are used to provide access to Nitro Pro for users, please refer to the relevant sections of this guide for additional requirements.

4. Customising MSI Properties

Many properties of the MSI deployment package can be customised by using a command prompt, or by creating an MST file to be used by the installation process. The table below is a partial list of customisable properties, followed by specific examples using the available methods of customisation. If you require additional customisation, please contact Nitro Support.

NOTE: The Enterprise Deployment Utility is the most convenient and recommended method of adjusting MSI properties. A command prompt can be used to adjust many but not all of these settings, and is commonly used if only one or two simple settings need to be changed.

ORCA can be used to make very extensive changes to the installation process, but not all of the possible options are documented in this guide. It is highly recommended that only experienced admins use this tool.

4.1. Customisable MSI properties

Property	Description
NPSERIAL	Enter your Enterprise or Business license number
PROXYSERVER	Business licenses require Internet access to activate Nitro Pro. If you are using a proxy server, please specify the required information in the format 'server:port' (example: 169.0.0.11:8080)
PROXYUSER	Username for Internet access via a proxy server
PROXYPASS	Password for Internet access via proxy server
DT_SHORTCUT	Create a desktop shortcut for Nitro Pro (Yes=1/No=0)
OFFICEADDINS	Install Nitro Pro add-ins for MS Office (Yes=1/No=0)
NP_PDF	Default PDF file association (e.g. NitroPDF.Document.10, AcroExch.Document)
NP_FDF	Default FDF file association (e.g. NitroPDF.FDFDoc.10, AcroExch.FDFDoc)
MAXCPUCOREUTILIZATION	Maximum number of CPU cores to be used by Nitro Pro 0 = automatically allocate number of cores to be used (default) 1 = 1 core (recommended for Citrix and Terminal Server deployments) 2 = 2 cores 3 = 3 cores 4 = 4 cores
CLOUDENABLE	Enable Nitro Pro to connect to Nitro Cloud (adds relevant buttons to the UI)
DROPBOXDISABLED	Configure connection to Dropbox storage from within Nitro Pro (Disabled=1/Enabled=0)
ONEDRIVEDISABLED	Configure connection to OneDrive storage from within Nitro Pro (Disabled=1/Enabled=0)
GOOGLEDRIVEDISABLED	Configure connection to Google Drive storage from within Nitro Pro (Disabled=1/Enabled=0)
NPBROWSERPLUGIN	Install Nitro Pro Internet browser add-in (Yes=1/No=0)

Table 1

4.2.Command Prompt Installations

Msiexec.exe is a Windows program that interprets and installs application packages. It can be used via the command prompt (CMD) or a script. More information and a full list of options are available at [https://msdn.microsoft.com/en-us/library/windows/desktop/aa367988\(v=vs.85\).aspx](https://msdn.microsoft.com/en-us/library/windows/desktop/aa367988(v=vs.85).aspx). The utility can be used to simply install Nitro Pro, but also to customise many of the parameters documented in this chapter.

The basic syntax of the command to install an application is:

```
msiexec /i InstallationFile /<options> Property=Value
```

Example: Use command line installation to customise the “OFFICEADDINS” property

```
Msiexec /i C:\users\JDoe\Downloads\nitro_pro_x64.msi /qn OFFICEADDINS=0
```

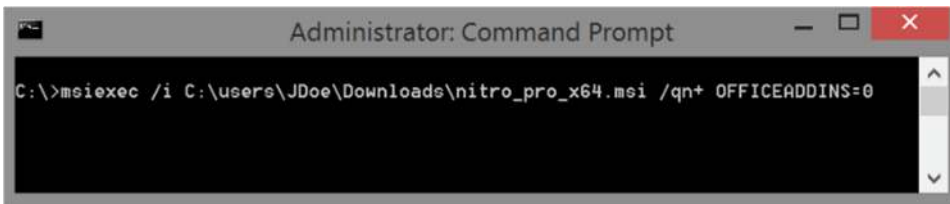


Figure 13

This installs Nitro Pro from the Downloads folder of the user JDoe

- The option “/qn+” suppresses all user interface messages, with the exception of a confirmation pop-up at the end (this option requires running the command prompt as an administrator)
- The property “OFFICEADDONS=0” installs Nitro Pro without its MS Office add-ons:

The only UI seen during the installation process is:

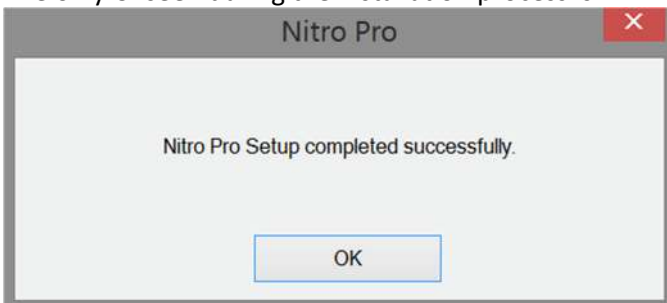


Figure 14

Alternatively, a Transform File (.mst) can be created using the methods described in the following sections. This file can contain various properties that will be used by the installation process when using the following command:

```
Msiexec /i C:\users\JDoe\Downloads\nitro_pro_x64.msi  
TRANSFORMS=C:\users\JDoe\Downloads\myMSTfile.mst
```

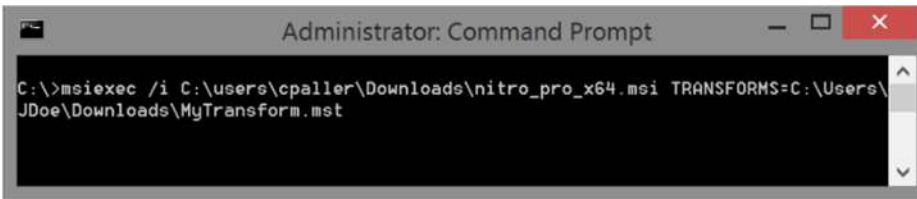


Figure 15

4.3. Enterprise Deployment Utility

The Enterprise Deployment Utility is a visual configuration tool that makes it easy to create an MST file that applies your custom configurations to your Nitro Pro deployment. It provides one of the methods for customizing MSI properties.

The following screenshots show the default settings used by the Nitro Pro installation, and the tables explain the customisations possible using the Enterprise Deployment Utility.

NOTE: Nitro recommends any setting checked by default to be left as-is, unless otherwise noted.

“General” settings

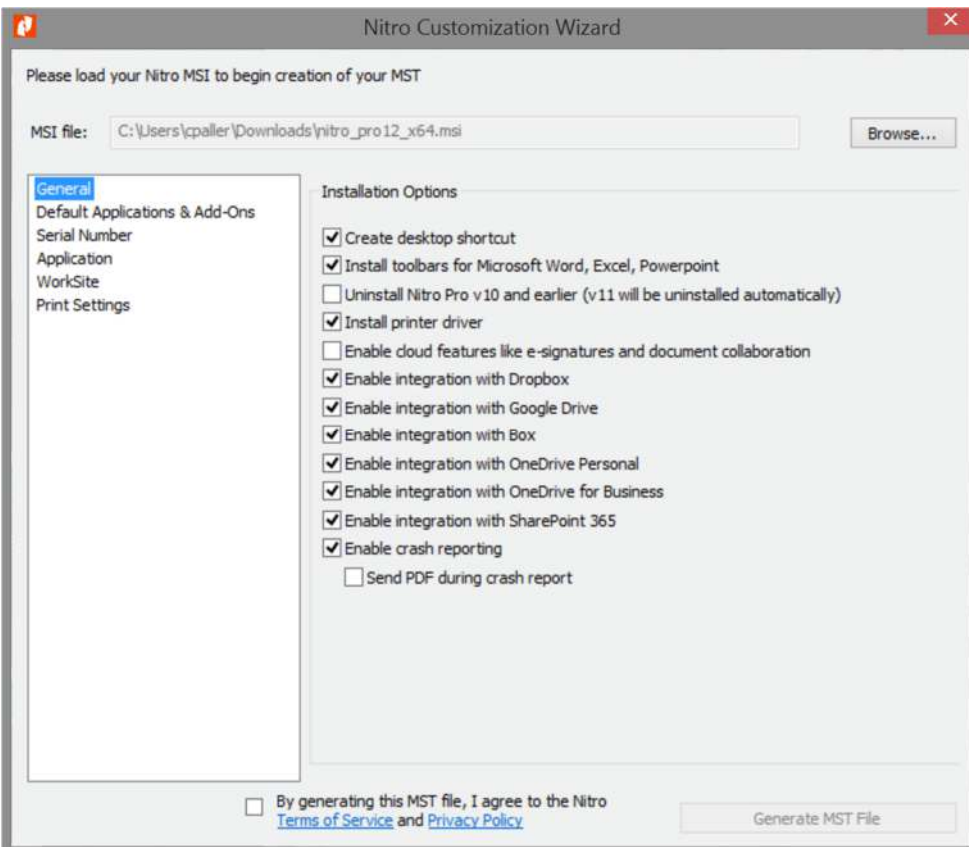


Figure 16

Setting	MSI Property	Description	
Create desktop shortcut	DT_SHORTCUT	Leaving this box checked will result in a Nitro Pro desktop icon/shortcut being added to the users' desktops.	
Install toolbars for Microsoft Word, Excel, PowerPoint	OFFICEADDINS	Leaving this box checked will install the Nitro Pro plugin directly to the Office toolbar/ribbon, allowing PDFs to be easily created/converted directly from Office applications, including Word, Excel, and PowerPoint.	
Uninstall Nitro Pro v10 and earlier (v11 will be uninstalled automatically)	NITRO10_UNINSTALL	Checking this box will uninstall previous major versions (Nitro Pro 10.x.x and Nitro Pro 11.x.x) when installing Nitro Pro 12.	
Install printer driver	INSTALL_PRINTER_DRIVER	Installation without the printer driver is required for App-V deployments. For all other deployments, unchecking this setting will prevent users from being able to create PDF files.	
Enable cloud features like eSignatures and document collaboration	CLOUDENABLE	Checking this box will enable Nitro Cloud to be accessed directly from Nitro Pro. Unchecking this box will suppress all direct links to Nitro Cloud and its functionality.	
Enable integration with Dropbox	DROPBOXDISABLED	Leaving this box checked will enable users to access PDF documents directly from Dropbox.	
Enable integration with Google Drive	GOOGLEDRIVEDISABLED	Leaving this box checked will enable users to access PDF documents directly from Google Drive.	
Enable integration with Box	BOXDISABLED	Leaving this box checked will enable users to access PDF documents directly from Box.	
Enable integration with OneDrive Personal	ONEDRIVEDISABLED	Leaving this box checked will enable users to access PDF documents directly from OneDrive Personal accounts.	
Enable integration with OneDrive for Business	ONEDRIVEBUSINESSDISABLED	Leaving this box checked will enable users to access PDF documents directly from OneDrive for Business accounts.	
Enable integration with SharePoint 365	SHAREPOINT365DISABLED	Leaving this box checked will enable users to access PDF documents directly from SharePoint 365.	
Enable crash reporting	(Registry) kBugsplatEnableCrashReporting	Leaving this box checked will provide users with the option to submit a Bugsplat crash report should Nitro Pro terminate after encountering an issue. The Crash Reporter will send a	


		detailed report that will help Nitro's engineers to diagnose the issue.	
Send PDF during crash report	(Registry) kBugsplatSendPDFDuringCrashReport	Leaving this box checked will provide users with the option to submit a Bugsplat crash report should Nitro Pro terminate after encountering an issue. The Crash Reporter will send a detailed report that will enable Nitro's engineers to diagnose the issue.	

Table 2

“Default Applications & Add-Ons” settings

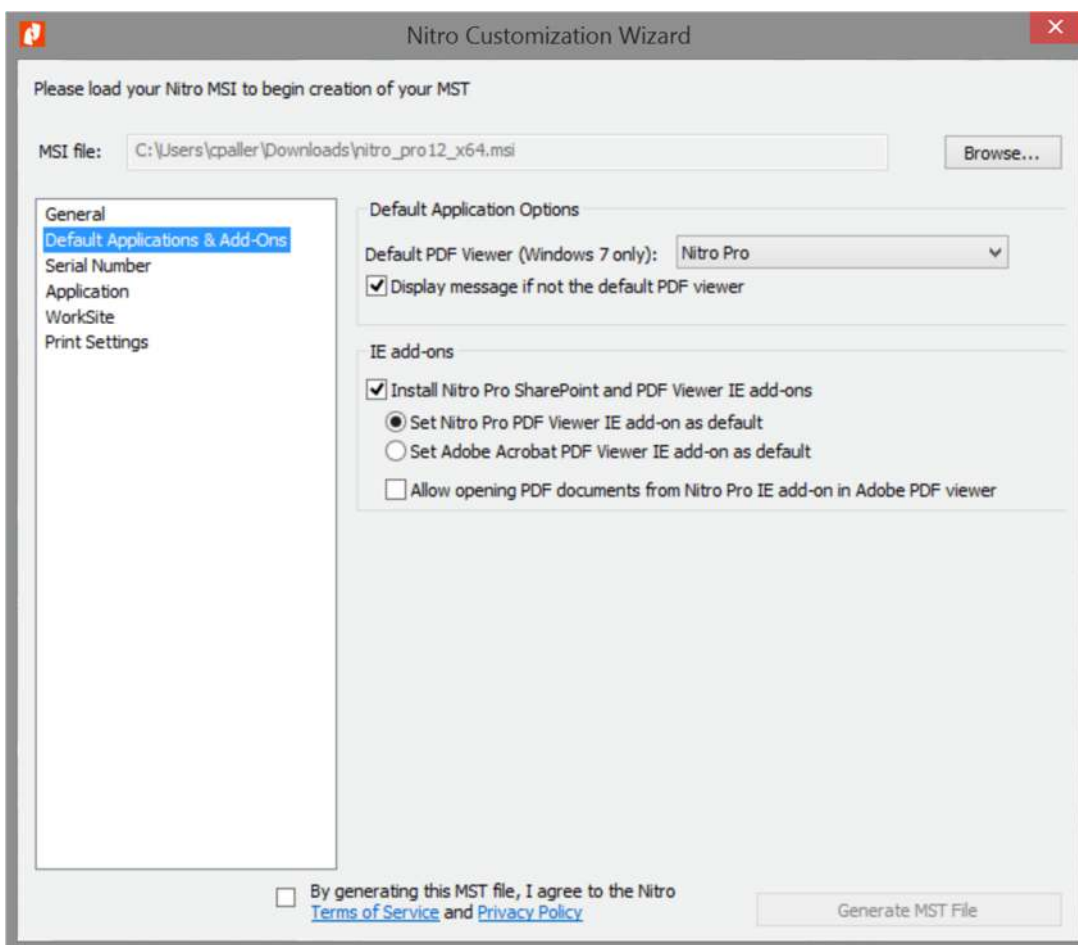


Figure 17

Setting	MSI Property	Description
Default PDF Viewer (Windows 7 only)	NP_PDF, NP_FDF	Set the default PDF application by selecting it from the dropdown. NOTE: Due to a change in the behaviour of Windows 8 and later, this is not possible for those operating systems. The default application must

		be set manually after installation, or automatically following one of the methods described in Chapter 7.	
Display message if not the default PDF viewer	(Registry) kPrefGeneralMsgIfNotDefaultPDFViewer	If this box is checked, users will receive a notification that Nitro Pro is not the default PDF viewer.	
Install Nitro Pro SharePoint and PDF Viewer IE add-ons	NPBROWSERPLUGIN	Checking this box will install the Nitro Pro Internet browser add-ons. The SharePoint IE add-on will allow opening files from SharePoint. The PDFViewer add-on will enable viewing of PDFs in the web browser.	
Set Nitro PDF Viewer IE add-on as default	SET_DEFAULT_MIME_GUID	PDF documents opened in Internet Explorer will use the Nitro Pro add-on.	
Set Adobe Acrobat PDF Viewer IE add-on as default	SET_DEFAULT_MIME_GUID	PDF documents opened in Internet Explorer will use the Adobe Acrobat add-on. NOTE: this setting will not verify whether the Adobe add-on is actually installed.	
Allow opening PDF documents from Nitro Pro IE add-on in Adobe PDF viewer	IE_ALLOW_ADOBE_BUTTON	Checking this box will enable a button to allow PDF documents opened in the Nitro Pro browser add-on to be opened in Adobe Acrobat. This option is recommended when you need to work with XFA documents.	

Table 3

“Serial Number” settings

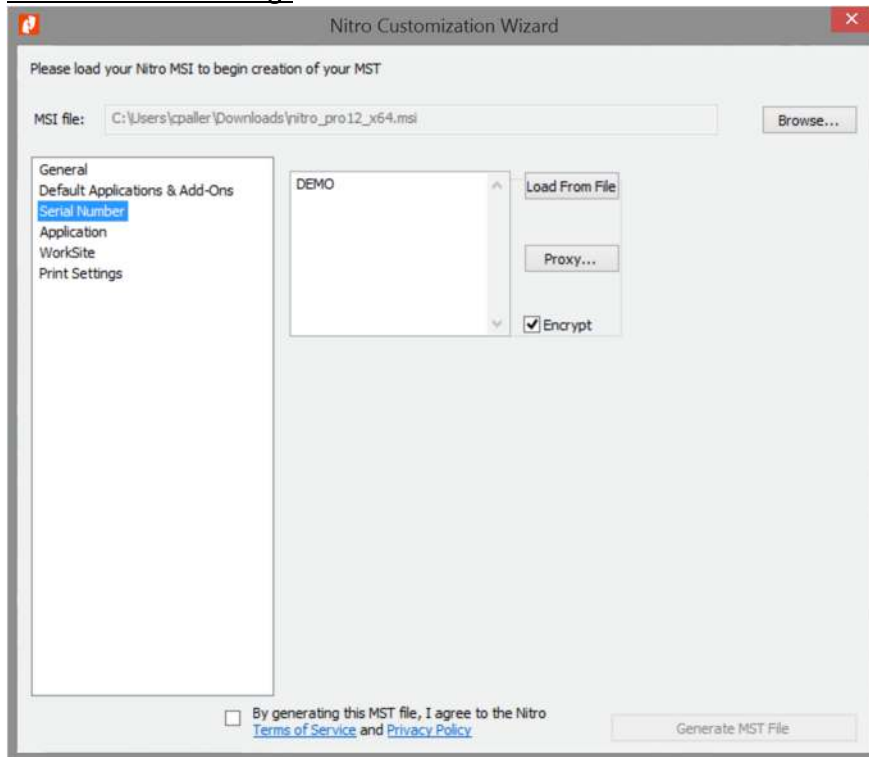


Figure 18

Setting	MSI Property	Description
Load From File / Textbox	NPSERIAL	Click “Load from File” to upload your Nitro Pro license file (.lic) if you are using an Enterprise license; paste your license code into the text field if you are using a Business license
Proxy...	PROXYSERVER, PROXYUSER, PROXYPASS	Business licenses require Internet access to activate Nitro Pro. If you are using a proxy server, please specify the required information in the format 'server:port' (example: 169.0.0.11:8080), as well as the required username and password
Encrypt	NPSERIALENCRYPTED	By default Nitro Pro encrypts the license code. Certain deployments require this setting to be disabled (see Chapter 3)

Table 4

“Application” settings

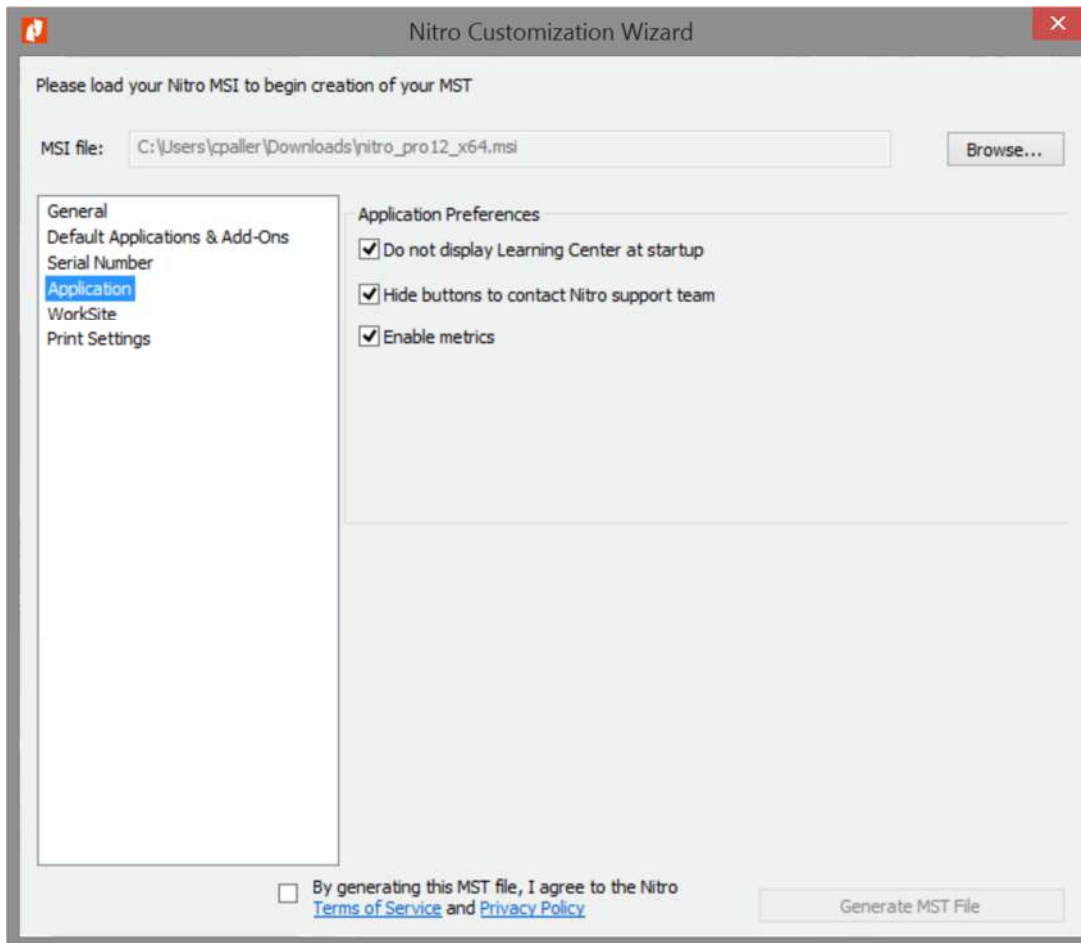


Figure 19

Setting	MSI Property	Description
Do not display Learning Center at startup	(Registry) kLCShowAtStartup	Checking this box will suppress the new user tutorial upon starting Nitro Pro.
Hide buttons to contact Nitro Support Team	NPCUSTOMIZE	Checking this box will disable users from accessing the Nitro Support Team from the Nitro Pro user interface, as well as other support tools.
Enable metrics	ANALYTICSDISABLED	Leaving this box checked will enable click tracking and aggregation of usage metrics. No personally-identifiable information is collected or passed to Nitro.

Table 5

“Print” settings

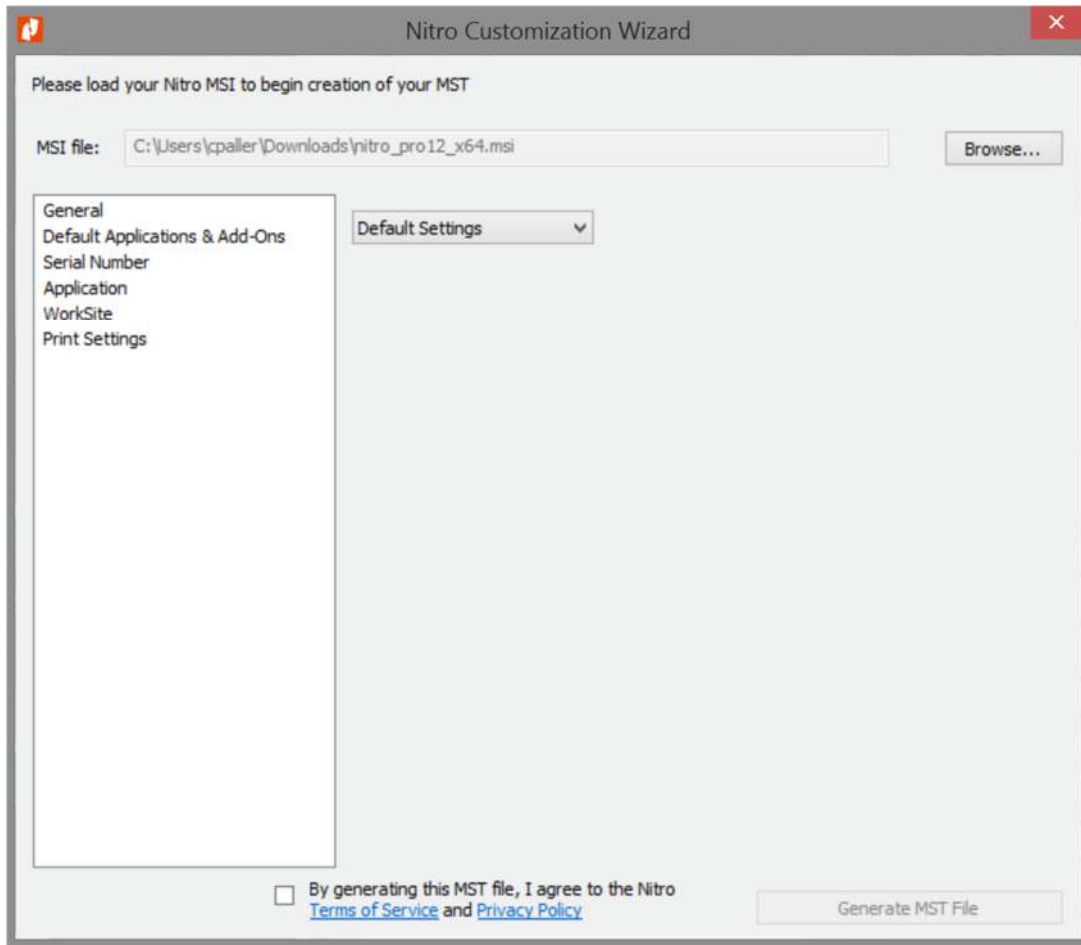


Figure 20



Setting	MSI Property	Description	
Default Settings		In most cases, we recommend selecting “Default” from the dropdown.	
Optimize for PCL driver	(Registry) PrintBandSize, PrintBandCountForIgnore	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.	

Table 6

4.4. ORCA

Orca is an MSI database editor provided as part of the Microsoft Windows SDK. For more information visit:

[https://msdn.microsoft.com/en-us/library/aa370557\(v=vs.85\).aspx](https://msdn.microsoft.com/en-us/library/aa370557(v=vs.85).aspx)

[https://msdn.microsoft.com/en-us/library/aa370834\(v=vs.85\).aspx](https://msdn.microsoft.com/en-us/library/aa370834(v=vs.85).aspx)

Orca enables you to create a Transform File (.mst) that can be used to customise an installation via a command line or with Group Policy Objects/Active Directory software deployment methods.

NOTE: ORCA can be used to make very extensive changes to the installation process, but not all of the possible options are documented in this guide. It is highly recommended that only experienced admins use this tool.

Example: Create an MST file that includes the license, does not install the Nitro Pro Internet Explorer add-in, and enables the integration with Nitro Cloud for eSignature and document collaboration.

- 1) Install Orca from the link above and start the program
- 2) Click on File > Open, and browse to the location of the **Nitro Pro installation MSI**
- 3) Click **Transform**, and then click **New Transform**
- 4) **Scroll** down the left column and select the **Property** table.
- 5) Find **NPSERIAL** in the right column, and double click on the entry **DEMO** to edit. Replace this with your license number.
- 6) Find NPBROWSERPLUGIN and change the value to 0
- 7) Find CLOUDENABLE and change the value to 1
- 8) Your changes will be highlighted in green

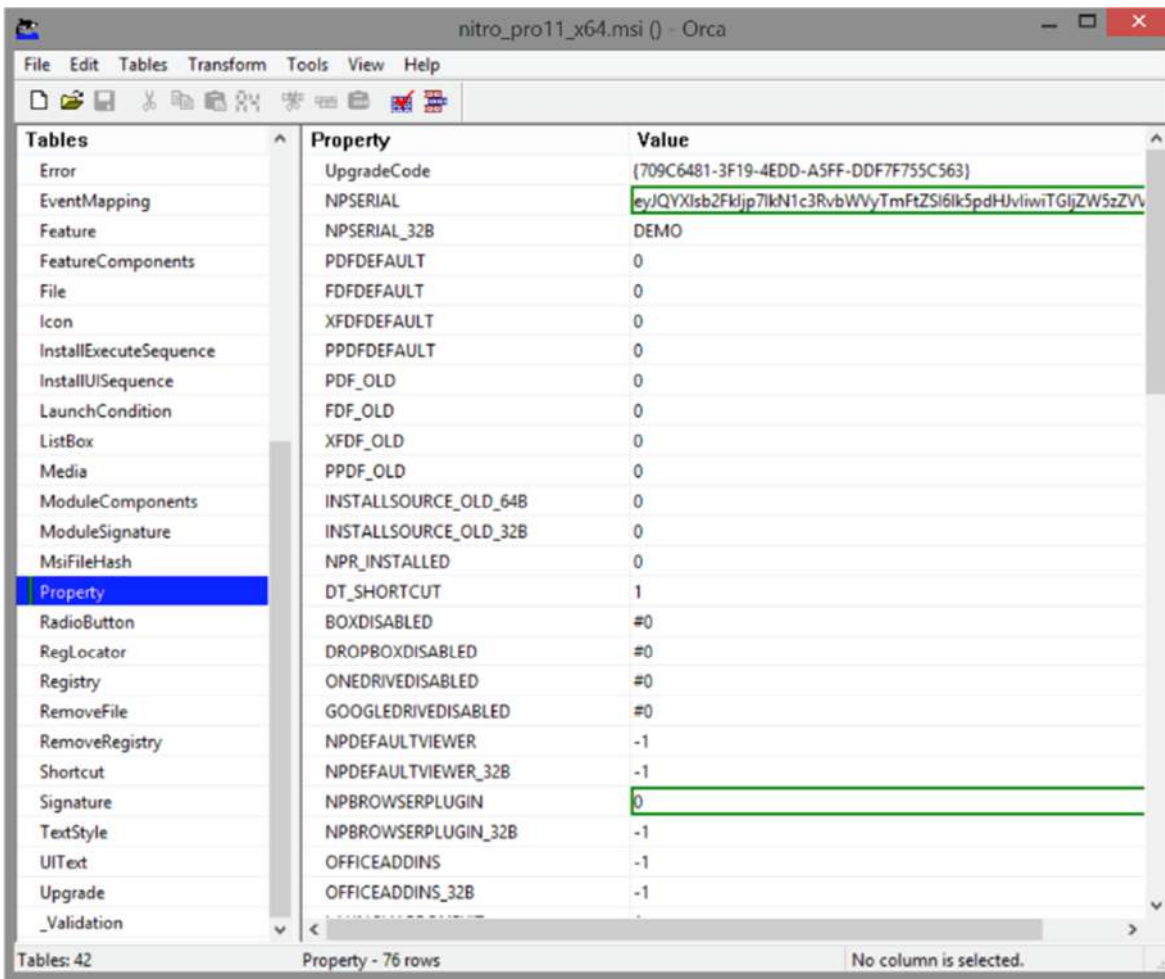


Figure 21

9) Click on Transform > Generate Transform to save the .mst file.

5. Integration with Document Management Systems (DMS)

5.1. WorkSite

Nitro Pro can connect to different document management systems (DMS) to enable opening from and saving to these systems from within Nitro Pro.

We have native integration (currently available only for iManage WorkSite™) or via our DMS Connector plugin (available for iManage WorkSite™, Microsoft SharePoint® and other common DMS repositories).

Native iManage WorkSite™ Integration

Nitro Pro includes native support to open files from, and save to, a WorkSite document management system. The Nitro Enterprise Deployment Utility **must** be used to configure Nitro Pro to connect with your enterprise WorkSite server if you wish to have native integration—otherwise you will need to use our DMS Connector plugin.

To Configure iManage WorkSite Connection

- 1) Download the wizard from http://install.nitropdf.com/pro11/en/DeploymentUtility11_en.exe
- 2) Run the wizard and click Browse to locate and open nitro_pro11_x86.msi (this filename will vary depending on the product purchased and selected installation architecture)
- 3) Customize the options in the General and Application groups accordingly (Refer to Figs. 1.0 and 1.3)
- 4) Click the WorkSite group (Fig 1.4), and then click Connect to WorkSite (a local WorkSite client must be installed to configure the WorkSite connector)
- 5) Enter the IP address of the WorkSite server, along with the corresponding login credentials
Alternatively, tick Trusted Login to use the current Windows account
- 6) Click OK
- 7) In the Nitro Enterprise Deployment Utility, configure the following options:
 - a. Enable Save operation to WorkSite DMS: enable saving to WorkSite repository
 - b. Default save location: choose if files are saved by default to WorkSite or local disk
 - c. Restrict saving to default save location only: prevent users from saving files anywhere other than the default save location (see Table 3 for example)
 - d. Enable Open operation to WorkSite DMS: enable opening of files from WorkSite repository
 - e. Default open location: choose if files are opened by default from WorkSite or local disk
 - f. Restrict saving to default save location only: prevent users from opening files from anywhere other than the default open location (see Table 3 for example)

8) Click Generate MST File to create an MST

NOTE: When settings c) and d) described in Step 7 above are disabled, users must hold the Shift key while clicking the Create, Convert, and Add Files buttons in Nitro's creation and conversion tools. An example is illustrated below in Table 3.0.




Command	Default Location	Shift Operator	Result
Save files	WorkSite	 + 	File saved to local disk
Open files	Local Disk	 + 	Files added from WorkSite

Table 7

WorkSite Configuration Scenarios

To help you determine the correct settings for the Enterprise Deployment Utility, the following examples and their respective settings cover the most common scenarios in typical WorkSite environments. A combination of both scenarios can be used to set different Open and Save configurations.

Scenario 1 - Allow users to open and save files locally and from WorkSite

Task	Location	Command	Enabled
Open file from local disk	File Menu	Open	TRUE
Open file from WorkSite	File Menu	Open from WorkSite	TRUE
Save file to local disk	File Menu	Save	TRUE
Save file to WorkSite	File Menu	Save to WorkSite	TRUE

The screenshot shows a configuration dialog box with the following settings:

- Enable Save operation to WorkSite DMS
 - Default save location: Local File System (dropdown menu)
 - Restrict to default save location only
- Enable Open operation to WorkSite DMS
 - Default open location: Local File System (dropdown menu)
 - Restrict to default open location only

Figure 22

Table 8

Scenario 2 - User can ONLY use WorkSite to open and save files

Task	Location	Command	Enabled
Open file from local disk	File Menu	Open	FALSE
Open file from WorkSite	File Menu	Open from WorkSite	TRUE
Save file to local disk	File Menu	Save	FALSE
Save file to WorkSite	File Menu	Save to WorkSite	TRUE

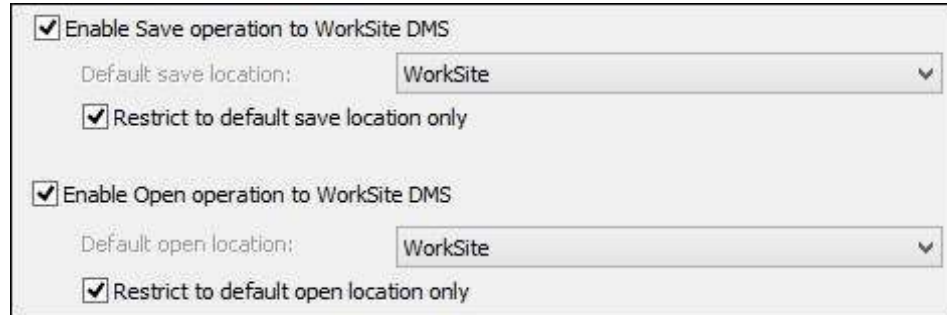


Figure 23

Table 9

Connecting to WorkSite™ and other DMS via the DMS Connector Plugin

Nitro Pro can also connect to WorkSite™, SharePoint® and other supported document management systems through an additional DMS plugin.

Note: Connecting to your DMS via the DMS Connector plug-in needs to be done after installation of Nitro Pro.

REQUIREMENTS:

- A test workstation environment, which should already have the required DMS client
- Software installed and configured for your organization
- Nitro DMS Connector installer - `nitro_dms2_x86.msi`

PROCEDURE:

- 1) Install Nitro Pro
- 2) Install Nitro DMS Connector
- 3) A new folder will be created on your desktop with shortcuts for each step
 - a. Configure access for your DMS as required and exit the configuration tool
 - b. Optional: Add additional configuration parameters the XML files as described in the next section
 - c. Test to ensure that the DMS can be correctly accessed via Nitro (under the File > Open menu)
 - d. Create the installer for deployment with the new configuration
- 4) You will now have three files for deployment: `nitro_dms2_x86.msi`, `nitro_pdf_dms2_x86.mst` and `nitro_pdf_dms2_x86.cab` that can now be copied to a network share for deployment.

Note: If you are generating this on an operating system earlier than Windows 7, or Windows 2008 R2, you will need to replace the MSI in the output folder with the original MSI used for installation.

Additional Configuration Options

In addition to the configuration options displayed via the configuration tool, additional configuration options can be found within `swiftwriter.xml`. These preferences have been added to enforce strict document management workflows present with some Enterprise systems. These should only be set in Nitro if your DMS workflows also restrict these options.

- *AllowSaveOverwrite*: true/false, show the “overwrite existing version” options when saving the document
- *AllowSaveNewVersion*: true/false, show the “save new version” button when saving the document
- *AllowSaveNewDocument*: true/false, show the “save new document” button when saving the document.

SharePoint® specific Configuration Information

When configuring on-premise SharePoint® servers, make sure that you have the domain specified for your user details; for example, “domain\username”.

When connecting to SharePoint® 365:

- You can only use the option “**Connect using this user**” for configuring the user login details
- “**Claims Based Authentication**” needs to be selected

In addition, there may be a scenario for SharePoint® 365 in which you need to install Nitro Pro onto a Terminal Server, so you'll need to allow the end-users to configure their own login details.

The DMS connector's configuration file is stored at: `C:\Program Files (x86)\Common Files\Omtool\OmDMSDB.xml`. If you go into this file, there should be a node called `<configuration>`

You then need to add this value into the node: `<prUserSpecific>true</prUserSpecific>`

Save this change, and then this will then save the `OmDMSDB.xml` configuration file into `c:\Users\%username%\AppData\Roaming\Omtool\DMS` for each user, where you can then configure the connection settings for each individual user once you've completed the installation.

6. Updating Nitro Pro

6.1. Minor / Major release

The MSI installer does not automatically check for updates, because in many environments the end user will not have permission to install software updates. For users who are deploying with the default preferences, no additional steps need to be taken. Nitro Pro can simply be delivered as an update via your chosen deployment tool.

If you have custom preferences embedded in a .cab file however, you will need to recreate the transform file first, then update using your chosen deployment tools.

To obtain the latest installation files, please contact your Nitro Customer Support Representative.

6.2. Preserving configuration settings

When upgrading Nitro Pro to a major release, such as Nitro Pro 11 to Nitro Pro 12, some settings will be migrated silently.

Data that will automatically be migrated:

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

Table 10

7. Special configurations

7.1. Setting a default PDF application using an Active Directory GPO

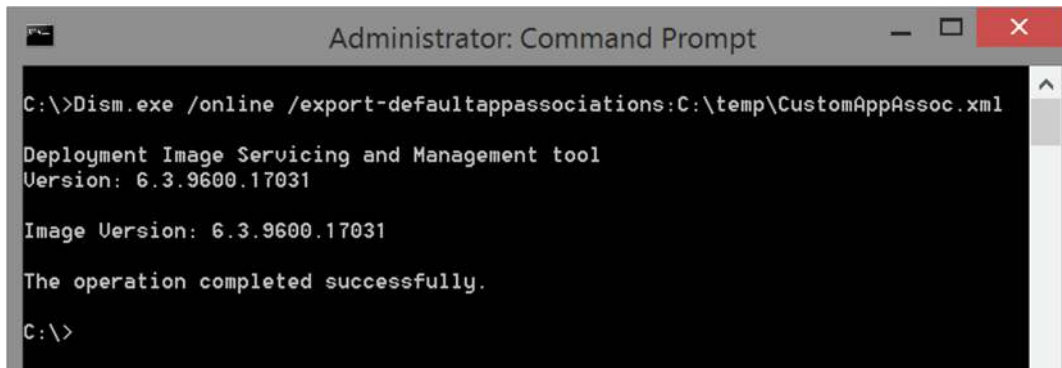
On Microsoft operating systems Windows 8.1 and later, an application can no longer be set as a default for certain file types during the installation procedure. Some applications use unsupported methods to accomplish this, but Nitro Pro adheres to the guidelines provided by Microsoft.

In order to allow an admin to control the default settings, the file type association can be pushed using a GPO as described in the following steps.

Creating an XML file that contains the default application associations

- 1) On a computer that has Nitro Pro installed and (manually) set to be the default PDF application, open an elevated command prompt and run the following command:

```
Dism.exe /online /export-  
defaultappassociations:C:\temp\CustomFileAssoc.xml
```



```
Administrator: Command Prompt  
C:\>Dism.exe /online /export-defaultappassociations:C:\temp\CustomAppAssoc.xml  
Deployment Image Servicing and Management tool  
Version: 6.3.9600.17031  
Image Version: 6.3.9600.17031  
The operation completed successfully.  
C:\>
```

Figure 24

- 2) OPTIONAL STEP: Open the XML file in Notepad or a similar editor, then use the “Find” function to find all entries relating to Nitro. Delete all other associations.

NOTE: Using the XML file without completing step 2 will overwrite other file type associations on the user’s computer as well, which may or may not be desired.

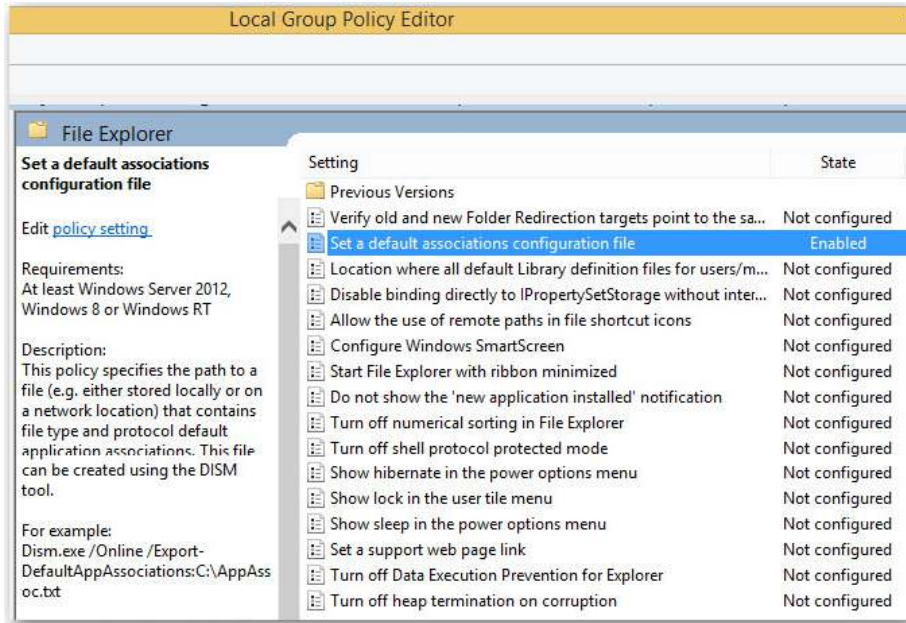


Figure 27

- 3) Enable the policy and configure it to use the XML file created in the previous section

NOTE: The path in the “Options” section of the policy is relative, i.e. if you configure the location of the file to be used as “C:\...” make sure 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, and that the mapping occurs before the policy applies, or it will fail.

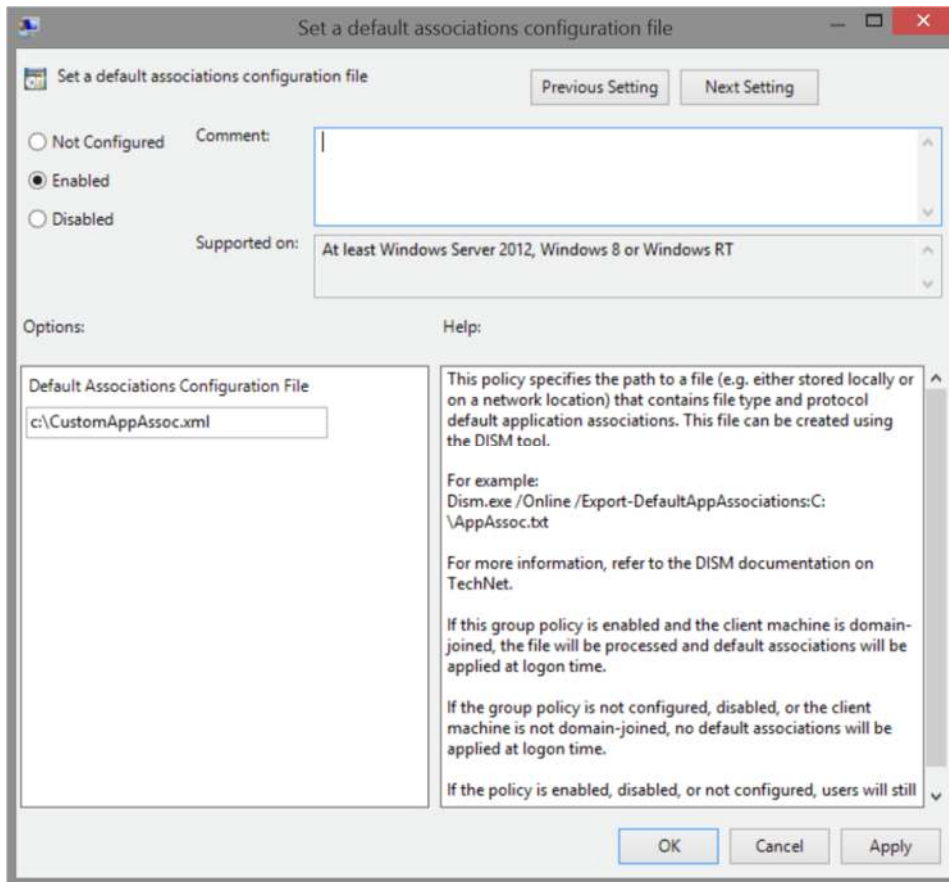


Figure 28

NOTE: 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).

7.2. Setting Default Applications using PowerShell Script

The following PowerShell script will enable you to set Nitro Pro as default application for viewing PDF files and choose default Internet Explorer add-ons for viewing PDF files in the browser. By running this script, Nitro Pro will be set as a default application at the local machine level (HKLM) for all users. You can also choose to set Nitro Pro or Acrobat Internet Explorer add-on as default, which will enable users to view PDF files in the chosen IE add-on.

http://install.nitropdf.com/professional_1200108/set-nitro-defaults/set-nitro-defaults.zip

Preconditions

- 1) Nitro Pro must be installed on user's machines

- 2) Adobe Acrobat (Reader or Pro) must be installed on user's machines if setting Acrobat IE add-on as default (this condition is not verified as part of the script)

Parameters

The script includes three possible command line parameters, which can be used in different sequence.

Command Line	Outcome	OS Version
-set_nitro_default_viewer	Sets Nitro Pro as system default PDF viewer	Windows 7 only
-set_nitro_ie_plugin	Sets Nitro Pro IE add-on as default for opening PDFs in browser	Windows 7, 8.1, and 10
-setacrobat_ie_plugin	Sets Acrobat IE add-on as default	Windows 7, 8.1, and 10

Example 1

```
powershell -noprofile -executionpolicy bypass -file ".\set-nitro-defaults.ps1" -set_nitro_default_viewer -set_nitro_ie_plugin
```

After script execution, Nitro Pro will be set as a default PDF viewer in system settings and Nitro Pro add-on will be set as default Internet Explorer add-on for PDF viewing in Internet browser.

Example 2

```
powershell -noprofile -executionpolicy bypass -file ".\set-nitro-defaults.ps1" -set_acrobat_ie_plugin
```

After script execution Acrobat add-on will be set as default Internet Explorer add-on for PDF viewing in Internet browser.

Example 3

```
powershell -noprofile -executionpolicy bypass -file ".\set-nitro-defaults.ps1" -set_nitro_default_viewer -set_acrobat_ie_plugin
```

After script execution Nitro Pro will be set as default PDF viewer in system settings and Acrobat add-on will be set as default Internet Explorer add-on for PDF viewing in Internet browser.

7.3. Setting Default Internet Explorer add-ons

If a user has multiple PDF add-ons installed for Internet Explorer (e.g. the Nitro IE add-on and also the Acrobat add-on), one of them will be set as the default and used by IE to open PDF files. Typically, the default is the last one installed. Internet Explorer does not offer a method in its user interface to change this default setting, only to enable/disable individual add-ons. If one is set to be the default but is

disabled, IE will not automatically use the other one, but typically fail to open PDFs at all.

It is possible to set the default by editing the following registry key:

HKEY_CURRENT_USER\Software\Classes\MIME\Database\Content Type\application/pdf

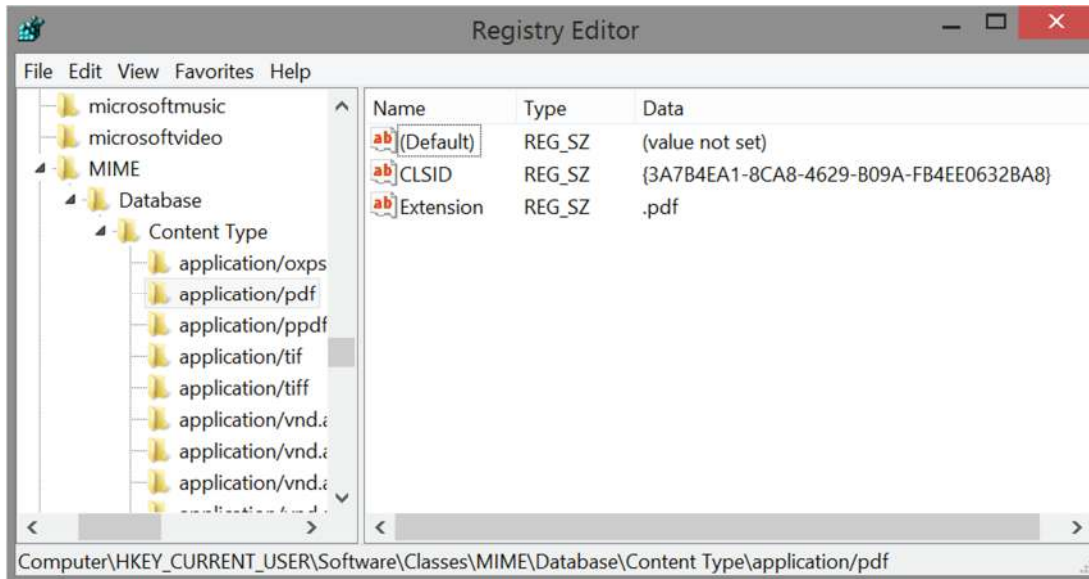


Figure 29

Set the value for “CLSID” to one of the following values:

- 1) Use the Nitro IE add-on as default:
{3A7B4EA1-8CA8-4629-B09A-FB4EE0632BA8}
- 2) Use the Adobe add-on as default:
{CA8A9780-280D-11CF-A24D-444553540000}

Using a Group Policy to deploy a registry setting

- 1) Create a new Active Directory GPO or edit an existing one
- 2) Go to the Settings tab. Right-click on User Configuration and select Edit
- 3) Expand Preferences > Windows Settings, right-click on “Registry” and select New > Registry Item

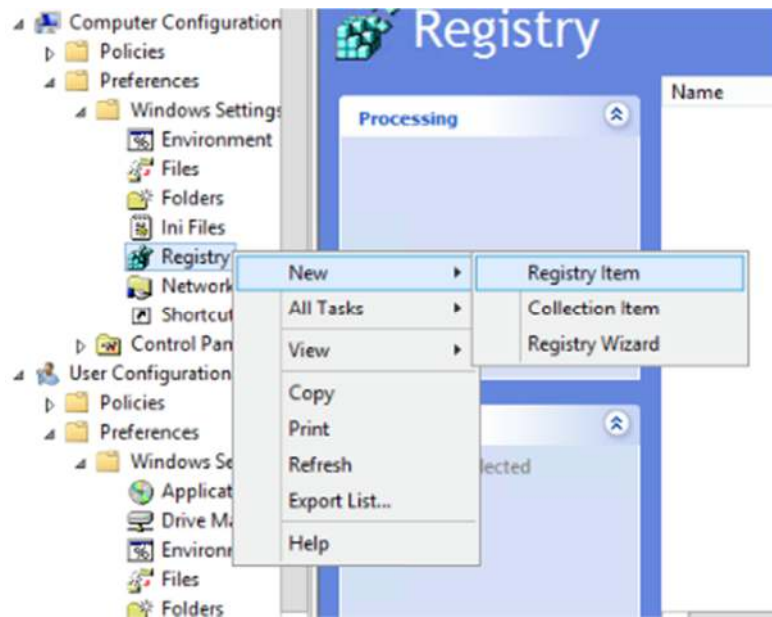


Figure 30

- 4) Select the action “Update”, then set the following options:
Hive: HKEY_CURRENT_USER
Key Path: Software\Classes\MIME\Database\Content Type\application/pdf
Value name: CLSID
Value type: REG_SZ
- 5) Enter the following information in the “Value data” field, according to your preference:
Nitro IE add-on as default: {3A7B4EA1-8CA8-4629-B09A-FB4EE0632BA8}
Adobe add-on as default: {CA8A9780-280D-11CF-A24D-444553540000}

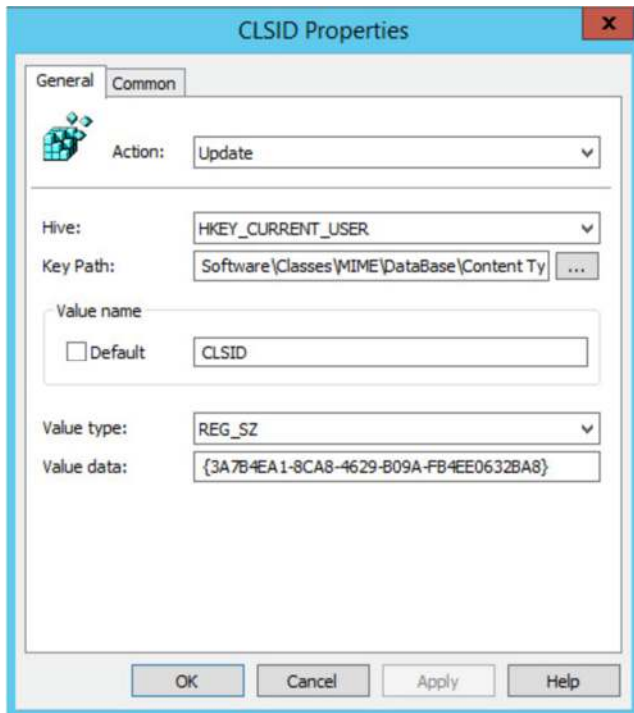


Figure 31

7.4. Preventing Nitro Pro Outlook add-ins from being disabled

Programs in Office 2013 and later versions provide add-in resiliency, meaning that apps will disable an add-in if it performs slowly for any reason. Add-ins can be enabled and/or protected from being auto-disabled by editing registry settings accordingly.

See also: <https://msdn.microsoft.com/en-us/vba/outlook-vba/articles/support-for-keeping-add-ins-enabled>

Ensure Nitro Pro add-ins are loaded at startup

To ensure the Nitro Pro add-in always loads at startup, you can alter the “Load Behavior” registry keys located under:

(64-bit Office HKCU)

```
HKEY_CURRENT_USER\Software\Microsoft\Office\Outlook\Addins\NitroPDFProfessional.MSOfficeAddinXX
```

(64-bit Office HKLM)

```
HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Office\Word\Addins\NitroPDFProfessional.MSOfficeAddinXX
```


NOTE: Replace “XX” in the registry keys above with your version of Nitro Pro, e.g. “12”. Nitro recommends setting the value to 3 to load them at startup.

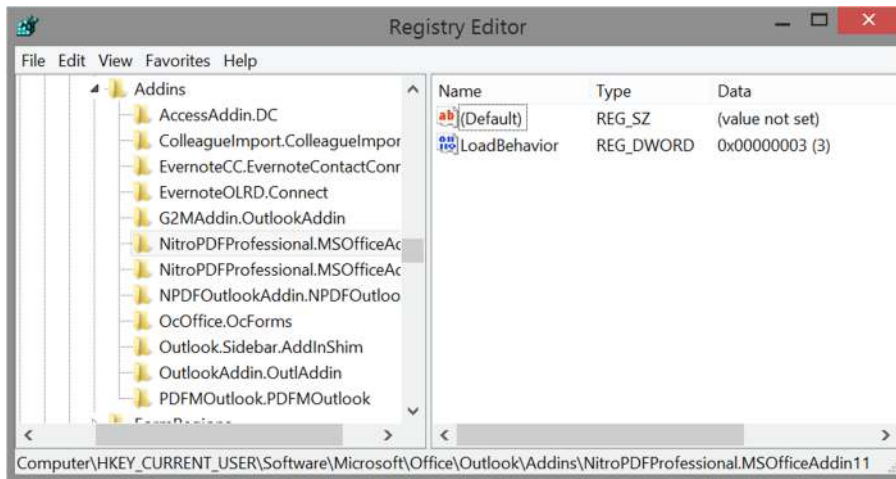


Figure 32

3 - Loaded - Load at startup

The application tries to load the VSTO Add-in when the application starts. This is the default value when you build or publish a VSTO Add-in in Visual Studio. If the application successfully loads the VSTO Add-in, the LoadBehavior value remains 3. If an error occurs when loading the VSTO Add-in, the LoadBehavior value changes to 2, and remains at 2 after the application closes.

Prevent Nitro Pro add-ins from being disabled automatically

To ensure that the Add-in never becomes disabled, Nitro recommends adding the ClassID **NitroPDFProfessional.MSOOfficeAddinXX** to the ‘DoNotDisableAddinList’:

NOTE: Replace “XX” in the value above with your version of Nitro Pro, e.g. “12”.

HKEY_CURRENT_USER\Software\Microsoft\Office\16.0\Outlook\Resiliency\DoNotDisableAddinList

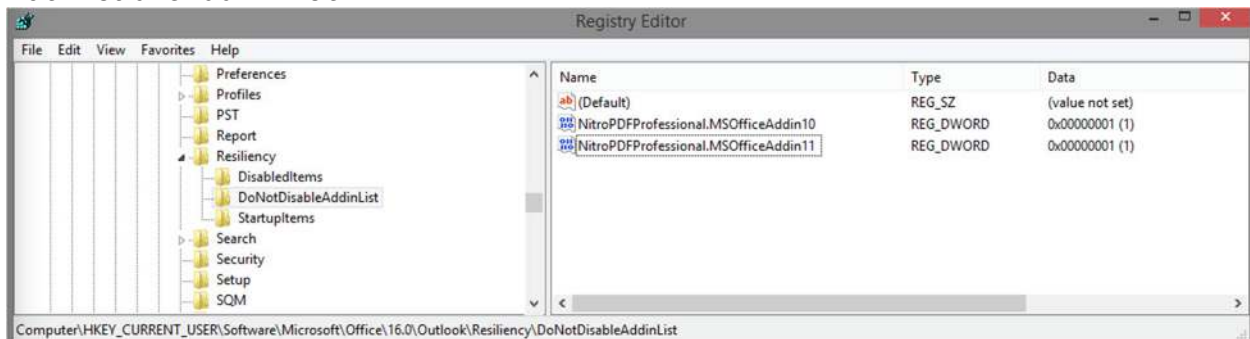


Figure 33

NOTE: The above registry keys can be deployed via Active Directory GPO. Please see [Chapter 7.3](#) for an overview of this method.

7.5. Rights Management Services (RMS) and Azure Information Protection (AIP)

To access PDF files that have been protected using Microsoft's Rights Management technology, the machines accessing the protected files will need to install Microsoft's [ActiveDirectoryRightsManagementService\(AD RMS\)Client2.1](#) and [MicrosoftOnlineServicesSign-InAssistant](#). Nitro Pro will then be able to decrypt RMS protected PDF files and grant RMS defined permissions to users.

8. Contacting Support

If you experience any issues, please contact our support team through our website: <http://www.gonitro.com/support>

To ensure a quicker response, please include as much information as possible, including:

- Company Name
- Your Nitro Account Executive
- Serial number(s)
- License type(s)
- Application version
- Operating System(s)
- Anti-virus software used
- Deployment methods

For Remote Desktop Services/XenApp deployments please also include the following in your support request:

- Server Operating System
- Application Delivery method (RDS, Streamed, Published App, Published Desktop, etc.)
- Size of farm
- Virtualization methods (if any)