



Nitro PDF Pro (for Mac) Installation Guide

Nitro Licensing System

Updated: September 2024

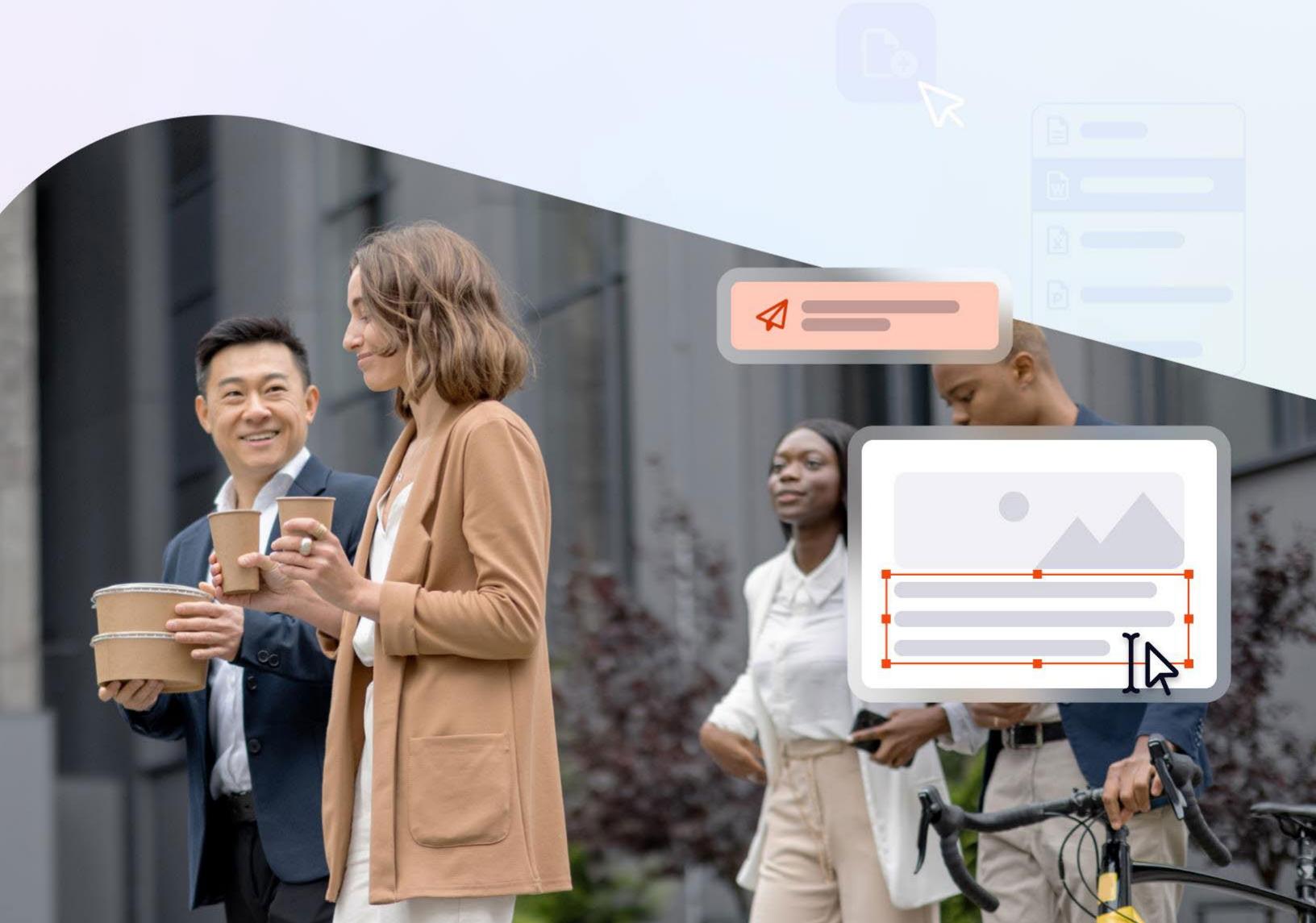


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1 Introduction

This Installation Guide outlines best practices for deploying and activating Nitro PDF Pro for Mac on individual workstations, as well as across enterprise environments using a Mobile Device Management (MDM) solution such as Jamf Pro or similar platforms.

Please note that the information in this guide applies specifically to Nitro PDF Pro for Mac v14.x and later, and is specific to the Nitro Licensing System (NLS) licensing model.

This Installation Guide is designed for System and Application Administrators to assist in the efficient deployment and configuration of Nitro PDF Pro for Mac in an enterprise environment.

2 System Requirements

- macOS 12 (Monterey) or later
- Processor: Intel 64-bit, Apple M1 or later
- RAM: 1GB
- Available hard disk space: up to 2GB
- Display screen resolution: at least 1280x800 for a 13.3" laptop

For a list of compatible devices, please refer to [Apple Support](#).

Please check the [Technical Requirements](#) page for the latest Nitro PDF Pro (for Mac) system requirement updates.

3 Installing Nitro PDF Pro 14 (for macOS)

The Nitro PDF Pro for Mac binary is provided as a DMG package and can be downloaded from the following link: <https://www.gonitro.com/installers/mac/v14/dmg/download>.

This package supports both individual installation on workstations and deployment across multiple devices without user interaction. The deployment process for Nitro PDF Pro for Mac may vary depending on the Mobile Device Management (MDM) platform your organization uses.

For administrators, Nitro PDF Pro for Mac can be deployed using Apple Business Manager (ABM) or Apple School Manager (ASM). Simply add the MDM configuration to the ASM or ABM web portal to streamline the process.

3.1 Installing on Individual Workstations

1. Download the [Nitro PDF Pro \(for Mac\) installer](#).
2. Double-click the downloaded .dmg file to mount the installation disk.
3. Once mounted, a new window will open displaying the Nitro PDF Pro application icon and a shortcut to your Applications folder.
4. Drag the Nitro PDF Pro application icon into the Applications folder to copy the software to your Mac's hard drive.
5. After the copy is complete, Nitro PDF Pro will be installed on your Mac.
6. Eject (unmount) the disk image by right-clicking it and selecting "Eject." You can then safely delete the .dmg file.
7. To begin using Nitro PDF Pro, open your Applications folder and launch the app.



3.2 Installing Using MDM Solutions

Nitro PDF Pro can be deployed with MDM solutions.

1. Download the [Nitro PDF Pro \(for Mac\) installer](#).
2. Upload the .dmg installer to your MDM (Mobile Device Management) solution.
3. In your MDM solution, create a new deployment profile for Nitro PDF Pro, ensuring it targets the appropriate devices or user groups.
4. Configure a script or policy within the MDM to copy the Nitro PDF Pro application from the .dmg to the Applications folder.
5. Add a script in the deployment profile to eject (unmount) the .dmg file once the installation is complete.
6. The MDM will confirm that Nitro PDF Pro has been successfully installed in the Applications folder.
7. Optional: Configure the MDM to remove the .dmg file from the target devices after installation to free up disk space.

Note: Nitro PDF Pro for Mac does not automatically set itself as the default application for PDFs. For instructions on how to set Nitro PDF Pro (for Mac) as the default PDF application, please refer to the [Default Settings & Configurations](#) section.

3.3 Apple Device Management

Organizations can streamline the deployment and management of Apple devices, as well as bulk app distribution, by utilizing [Apple Business Manager \(ABM\)](#) or [Apple School Manager \(ASM\)](#). These free services from Apple enable device supervision and automated Mobile Device Management (MDM) enrollments. When paired with an MDM solution, ABM and ASM simplify tasks such as account setup, policy application, app distribution, and setting restrictions.

While ABM and ASM can operate independently, their functionality is primarily limited to asset management. Apple designed these services to work in tandem with an MDM solution for optimal performance. Through Apple's ABM/ASM services, organizations can manage:

- Devices enrolled under ABM/ASM
- Device model and serial number
- Purchased App Store apps
- App assignments
- Purchased content (applications, books, internal/special apps)
- App distribution
- Billing and payments
- Apple ID management

All Apple devices, including those running macOS, iOS, and iPadOS, come with built-in support for Mobile Device Management (MDM). MDM solutions allow organizations to securely and wirelessly configure and manage devices that they own or oversee. For streamlined management, it is highly recommended to use an MDM solution in conjunction with ABM or ASM.

Administrators can integrate multiple MDM platforms with ABM or ASM by adding the MDM configuration to the respective web portal.

For more information, you can find an overview of MDM for Apple devices here: [Apple MDM Overview](#).

3.4 Deploying Apps to Managed macOS Devices

Administrators can use macOS Server or Apple Remote Desktop (ARD) to distribute Nitro PDF Pro to managed devices and users within an organization. For more details, explore the following resources:

- [macOS Server Guide](#)
- [Apple Remote Desktop](#)
- [Distributing Apps Using Profile Manager or OS X Server](#)

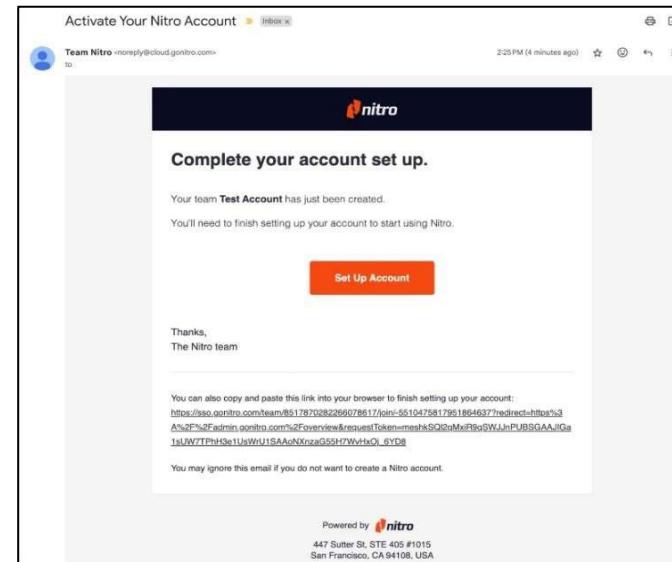
4 Activating Nitro PDF Pro (for Mac)

Each Nitro PDF Pro user must have their own individual account and license. To activate Nitro PDF Pro, the Nitro Admin assigns licenses to specific users by name.

4.1 Setting up the Nitro Team Account

The Nitro Admin must set up a Nitro Team Account for your organization before inviting users and assigning licenses.

1. Your designated Nitro Team Admin will receive an email with the subject “Activate Your Nitro Account”.
2. Upon receipt of the email, the Nitro Admin should click the **Set Up Account** link in the email.



3. The Nitro Admin will be prompted to verify their name and email and create a password.
4. Click **Get Started** to complete the Nitro Team Account creation process.

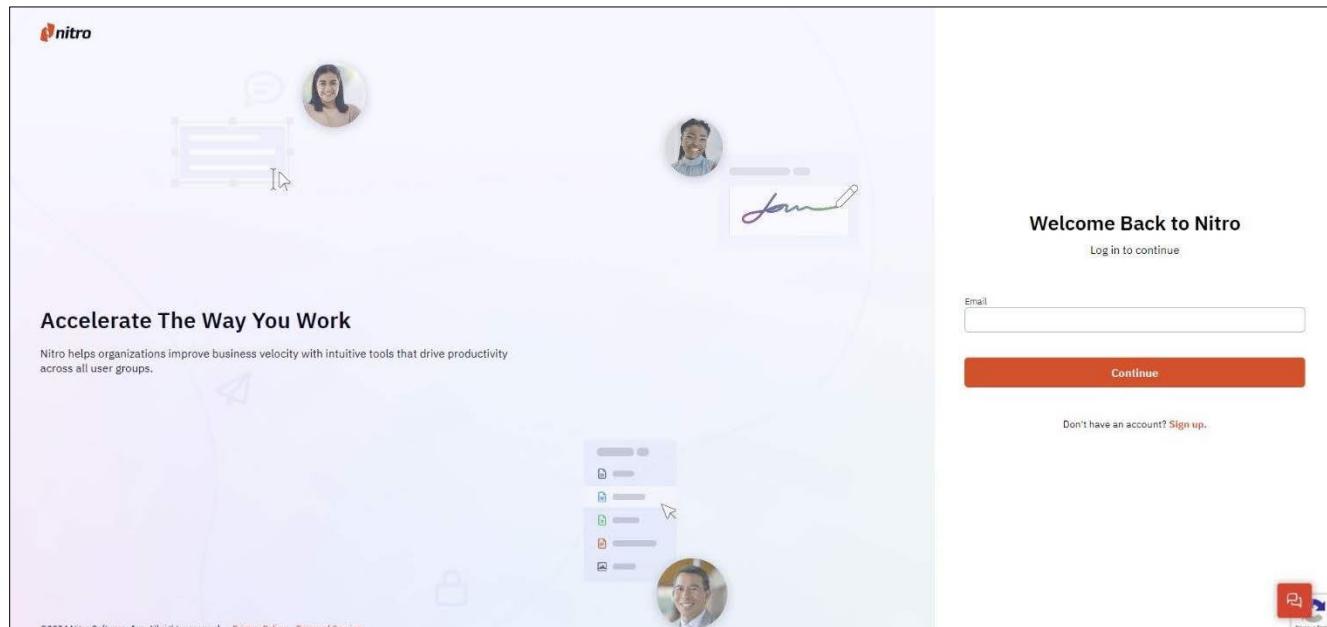
4.2 Inviting Users & Assigning Licenses

As a Nitro Administrator, you can invite users to join the Nitro Team Account and assign licenses. There are two options for inviting users and assigning licenses:

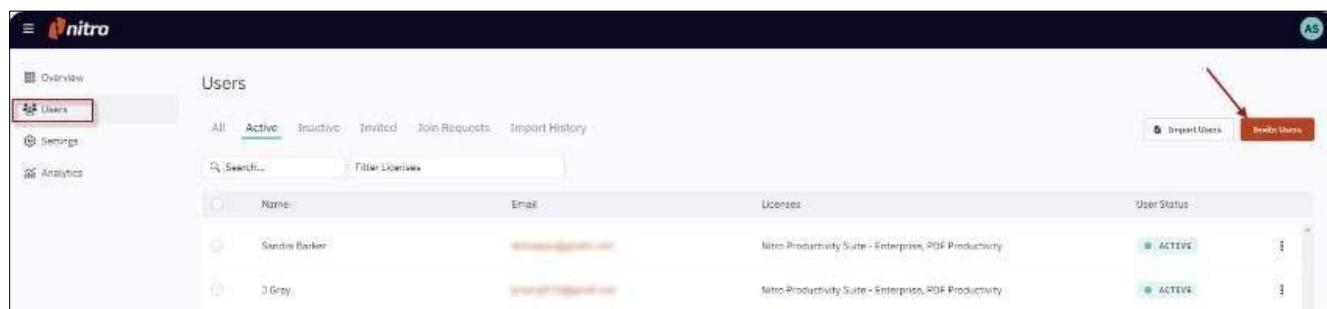
1. **Manual:** Invite individual users (one at a time) or invite multiple users at the same time by uploading a .CSV file.
2. **Single Sign-On (SSO):** Enable SSO to connect the Nitro Team Account to a SAML 2.0-based authentication system such as Azure AD.

4.2.1 Inviting Users & Assigning Licenses Manually

1. **Log in** to the Nitro Admin Portal at <https://admin.gonitro.com> with the admin credentials you created in the previous step. The Nitro Admin Portal is a centralized system for managing named-user licenses for all Nitro products.



2. Select **Users** from the left-hand menu, then select **Invite Users**.



3. Enter each user's first name, last name, and email address. If you would like to invite multiple users at the same time, you can click on Inviting multiple users? and upload a [CSV file](#) containing first name, last name, and email address of all users.
4. **Optional:** If you would like to assign Admin privileges to a user, select the appropriate Admin Role:
 - **Document Admin:** Ability to add Team documents and Team templates that can be accessed by all members of the Nitro Team.
 - **Global Admin:** Ability to assign licenses and invite, suspend, and delete users from the Team Account.
5. Under Nitro Licenses, check the box for the license that you would like to assign. This will typically be **Nitro Pro Business** or **Nitro Pro** depending on the Nitro subscription type.
6. Click **Send Invite** to trigger an email to the user, inviting them to activate their Nitro account.
7. Each invited user will receive an email asking them to activate their Nitro Account by verifying their name and email and creating a password.
8. Once the user activates their Nitro account, they will appear under the **Active** tab in the Admin Portal.

The screenshot shows the 'Invite User' dialog box. It has fields for First Name (Test), Last Name (Nitro), and Email (nitrotest.pts.1+6@gmail.com). Under 'Admin Roles', 'Document Admin' is checked. Under 'Nitro Licenses', 'Nitro Pro Business' is checked. A red box highlights the 'Nitro Pro Business' checkbox. At the bottom are 'Cancel' and 'Send Invite' buttons.

For more information on inviting users and assigning licenses, please see the following [video tutorial](#).

4.2.1.1 Accessing Nitro PDF

To use Nitro PDF Pro for the first time, users must supply their login credentials at the launch of the Nitro PDF Pro. Upon successful log in, Nitro PDF Pro will move out of Demo mode and users will have access to the full Nitro PDF Pro feature set.

If the user has activated Demo mode, they can manually login to their Nitro Account by clicking the Log In under the **Nitro PDF Pro > Account**. If the user continues with Demo mode, a Nitro watermark will be visible on any saved or printed documents.

For security reasons, users must launch Nitro PDF Pro (for Mac) with an active internet connection at least once every 30 days to maintain an active login. If more than 30 days have passed since the last connection, users will be prompted to re-authenticate when opening the application.

4.2.2 Managing Users & Licenses via Single Sign-On (SSO)

Single Sign-on (SSO) allows your users to access Nitro products by authenticating through your Identity Provider (IdP). Nitro support SSO with any SAML-2.0 compliant IdP.

4.2.2.1 Verifying a Domain

Your account must have a verified domain to set up and enable SSO. Verifying your domain lets us confirm that you own that domain and can help you manage access to your account.

Step 1: Add your domain

Your first domain will already be added for you and should appear in your list of domains. To add a new domain:

- Login to the [Nitro Admin Portal](#).
- Select **Settings** in the left navigation pane and navigate to the **Domains** tab.

The screenshot shows the Nitro Admin Portal's 'Domains' tab. The left sidebar includes 'Overview', 'Users', 'Settings' (which is selected), and 'Analytics'. The main content area has a 'Domains' section with a note about verifying domains. Below are three steps:

- Step 1**: Add the domain you would like to verify. When you add your domain, use the following format: `domain.com`
- Step 2**: Copy your code and create a **TXT record** in your **DNS host**.
 - ✓ Set the TXT name to @ (or skip it if it is not supported)
 - ✓ Paste your code as the TXT value. Your code will have the following format: `nitro-verification-code=1234abcd1234abcd1234abc=`
 - ✓ Set the TTL to 3600 or use the provided default.
- Step 3**: After the record has been created, click "Verify" from the Actions menu. If the check is successful, your domain will be marked "Verified".

Domain	Status
yopmail.com	ACTIVE

At the bottom left is a 'Need help?' link, and at the bottom right is a red 'Add domain' button.

Step 2: Create a TXT record in your DNS host

- Find your domain's code by selecting **View Code** from the Actions menu.
- Copy your code to the clipboard.
- Set record type to **TXT**
- Set the alias or host name to @ (or skip it if it is not supported)
- Paste your code as the TXT value. Your code will have the following format: `nitro-verification-code=1234abcd1234abcd1234abc=`
- Set the **TTL** to **3600** or use the provided default

Step 3: Verify your domain

After creating the TXT record, select **Verify** from the Actions menu for the domain you would like to verify. If the check is successful, your domain will be marked "Verified".

4.2.2.2 Setting up SAML SSO

1. Login to the [Nitro Admin Portal](#).
2. Select **Settings** in the left navigation pane and navigate to the Single Sign-On tab.
3. Click the Set up SAML SSO button.

4. Enter your IdP's **SignInURL** and upload the **x.509 Signing Certificate** from your IdP. The x.509 Signing Certificate should be base 64 encoded and in a .cer or .pem format.
5. When these have been submitted successfully, you will be provided with the **SAMLEntity ID** and **ACS URL**. Add these to your IdP.
6. Nitro requires the SAML assertion to contain **NameID**, **email**, **given_name**, **family_name** and **employeeNumber** of a user:
 - **NameID** must be set to **email address**.
 - **employeeNumber** can be any value that is unique for a user. E.g. for Okta: **user.id**. Note, if there is no obvious unique ID value, use **email address** instead.
 - Please note the UI for adding custom attributes will vary depending on the identity provider in use.
7. After completing the SAML SSO set up, check the box “**Enable Single Sign-On**” at the bottom of Single Sign-On tab. To disable SSO, uncheck this box. If SSO is disabled, users will need to log in with their Nitro Account email and password.

For additional information, please go to the [Nitro User Guide](#).

5 Default Settings and Configurations

5.1 Default Application

Administrators can set the default PDF application in Launch Services by modifying the relevant plist file. Specifically, a scripting adjustment is needed for the following file path:

```
/Users/username/Library/Preferences/com.apple.LaunchServices/com.apple.launchservices.secure.plist
```

For step-by-step guidance and examples, please refer to the following resources:

- [Setting Default Applications](#)
- [Setting Default "Open With" App](#)

5.2 System Default Settings

Most functions in Nitro PDF Pro rely on macOS default settings. To learn more about adjusting these settings, consult the macOS User Guide at [Apple Support](#).

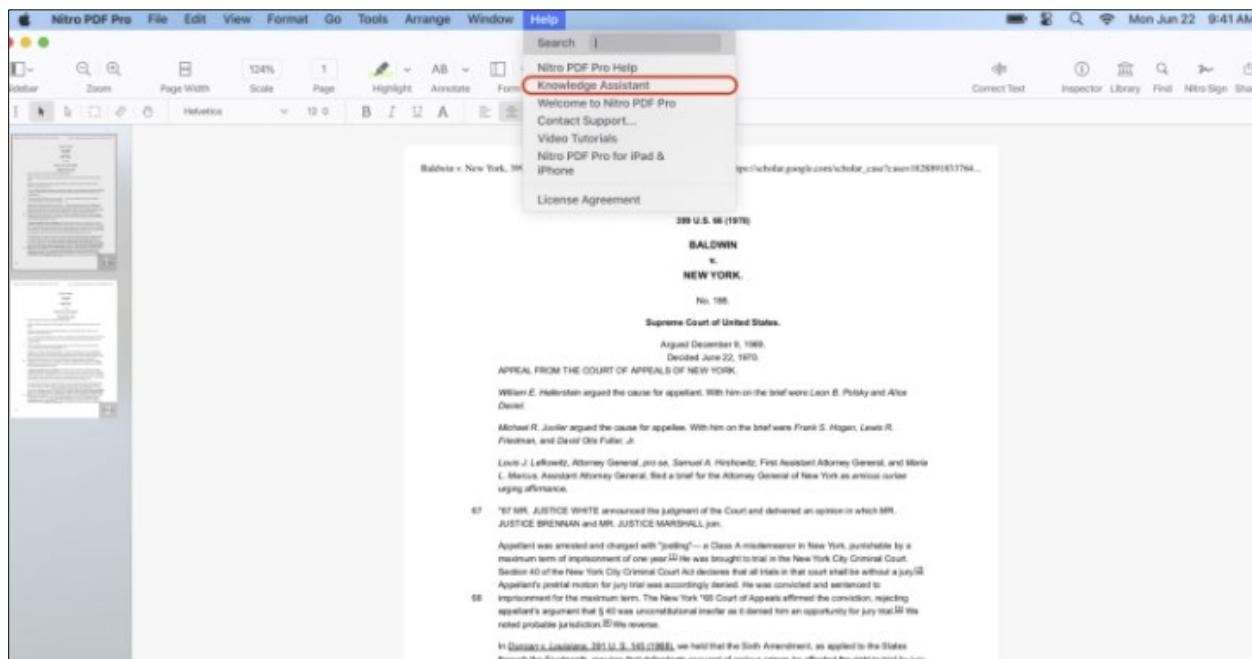
Below are key default settings that can be configured at the macOS level:

- **Default PDF Viewer:** The default application used to open PDF documents can be set in Finder by navigating to **File > Get Info** and selecting your preferred application.
- **Printing and Scanning:** To manage printers or scanners, go to **System Preferences > Printers & Scanners**. Ensure that your printer drivers are updated and compatible with macOS.
- **Localized Languages:** To change the app's language, navigate to **System Preferences > Language & Region**. Add or select your preferred language before launching Nitro PDF Pro.
- **Windows and Views:** Customize tab and window preferences in **System Preferences > General** by modifying the settings under "Prefer tabs...".
- **Saving and Versioning:** Autosave and version control settings can be managed in **System Preferences > General**. To disable autosave system-wide, uncheck "Ask to keep changes when closing documents." You can also turn off autosave for Nitro PDF Pro specifically via **Preferences > General**.

5.3 Disable Knowledge Assistant

Nitro Knowledge Assistant is a chat tool designed to help users swiftly find information about Nitro PDF Pro for Mac's features and functionality. Nitro Knowledge Assistant uses information from the Nitro PDF Pro for Mac User Guide and Knowledge Base to deliver accurate answers. This tool offers a streamlined alternative to the cumbersome process of searching through various online product and customer documentation sources. Integrated with Nitro PDF Pro for Mac's interface, Nitro Knowledge Assistant enables users to easily type questions into a simple chat window and receive synthesized responses, while actively working on PDF documents.

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.



Nitro Knowledge Assistant is enabled by default but can be disabled using a JSON key and value: `"disableKnowledgeAssistant" : true`.

For instructions to disable Nitro Knowledge Assistant, please refer to the following [Knowledge Base article](#).

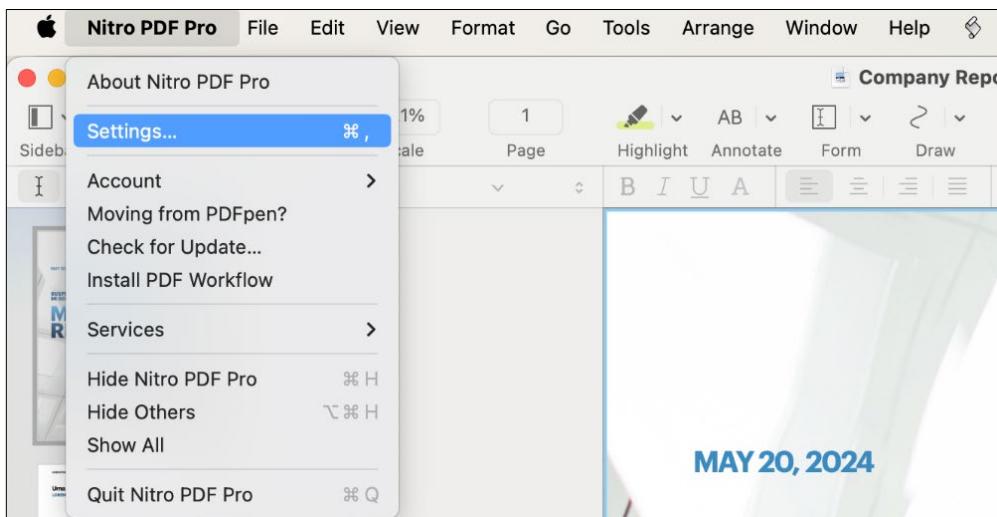
6 Updating Nitro PDF Pro for Mac

The latest Nitro PDF Pro for Mac installers, product updates, and release notes can be downloaded [here](#).

6.1 In-App updater

Nitro PDF Pro for Mac v14 includes an In-App Updater feature that notifies users when a newer version of Nitro PDF Pro is available for installation. There are two methods of notification:

1. **Automatic:** When opening Nitro PDF Pro, users will be notified at startup if a newer version is available.
2. **Manual:** Users can manually check whether a newer version of Nitro PDF Pro is available by going to **Nitro PDF Pro > Check for Update...**

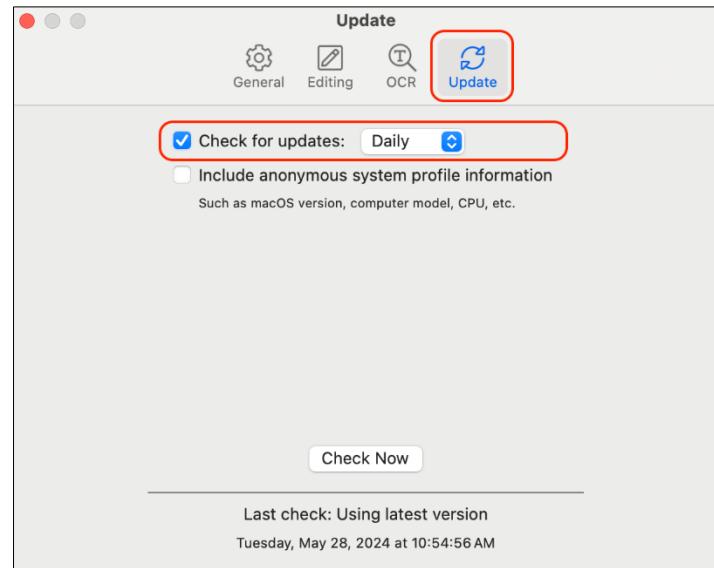


The Update tab provides options for customers to manage auto-update notifications and can be found under **Nitro PDF Pro > Settings**.

When the **Check for Updates** option is enabled, Nitro PDF Pro for Mac will check for updates upon launch. Customers can choose how frequently the app should check for updates: hourly, daily, weekly, or monthly.

If a newer version is available, users will be presented with an option to install the latest Nitro PDF Pro update.

To completely disable update notifications, uncheck the **Check for Update** option.



6.2 Disable Updates by Default for Enterprise Deployments

The In-App Updater is enabled by default in Nitro PDF Pro v14. The In-App Updater can be easily disabled prior to deployment by adding a “noupdates” file to the app bundle. Follow these steps:

1. Ensure that Nitro PDF Pro is installed in the Applications folder and is not currently running.
2. Run the following Terminal command to create an empty `noupdates` file in the Resources folder of the app bundle:

```
touch /Applications/Nitro\ PDF\ Pro.app/Contents/Resources/noupdates
```

3. Run the following Terminal command to remove the quarantine flag macOS may have imposed onto the app bundle. This step is important to prevent the system from reporting the application as corrupt:

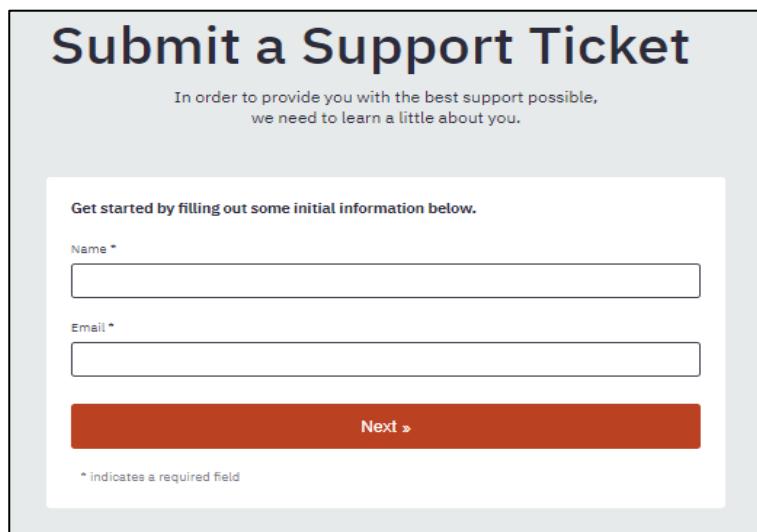
```
sudo xattr -r -d com.apple.quarantine /Applications/Nitro\ PDF\ Pro.app
```

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.



The screenshot shows a web form titled "Submit a Support Ticket". The title is in a large, bold, dark blue font. Below the title is a sub-instruction: "In order to provide you with the best support possible, we need to learn a little about you." The main form area has a light gray background and contains the following fields:

- A text input field labeled "Name *".
- A text input field labeled "Email *".
- A large, solid orange rectangular button labeled "Next »".

At the bottom of the form, a small note states: "* indicates a required field".

Submit a Support Ticket

In order to provide you with the best support possible, we need to learn a little about you.

Welcome!
Please fill out the remaining information below:

Subject:

Describe the issue you are having*
e.g.: I'm having trouble activating my Nitro PDF Pro.

Version*
 Nitro PDF Pro 14 for Windows
 Nitro PDF Pro 13 for Windows
 Nitro PDF Pro 12 or earlier

Operating System:

Add Attachment (must be under 25MB)
In order to protect information that is confidential, sensitive, personally identifying and/or personal and to comply with applicable laws and regulations, please remove all such information from attachments to this submission. By submitting this form, you represent and warrant that any documents attached do not contain any such information.

No file chosen.

* indicates a required field

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 for Mac [User Guide](#).
- **Video Library:** Choose from a collection of [short videos](#) to learn how to use core features in Nitro PDF Pro for Mac.
- **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.