

Installation for Mac

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Introduction

This Technical Note will briefly explain how to install ACD/Labs desktop software on a Mac computer using a virtual machine (VM). ACD/Labs does not test its software on Mac computers, but many customers are able to run our software using Windows VMs.

Hardware Requirements

The Mac computer must be 64-bit Intel-based machine. New M1 Mac computers do not currently run Windows 10 or ACD/Labs desktop software.

Software Requirements

The user must purchase a license for a Windows operating system (OS). Windows 10 is recommended for ACD/Labs desktop products. The user must also download and install a virtualization software. The virtualization software manages the virtual machine (VM). Lastly, the user must have an installer for the ACD/Labs software that they wish to use.

Visualization Software Options

There are a few options for managing a Windows virtual machine on a Mac, including:

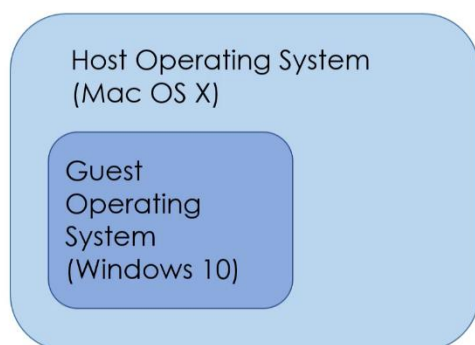
- Boot Camp Assistant
- Parallels
- Virtual Box
- VMWare Fusion
- Hyper-V

Virtual Box will be explained in this guide, since it is free software. Boot Camp Assistant is also a good choice, as it is free and comes preinstalled on most Mac computers.

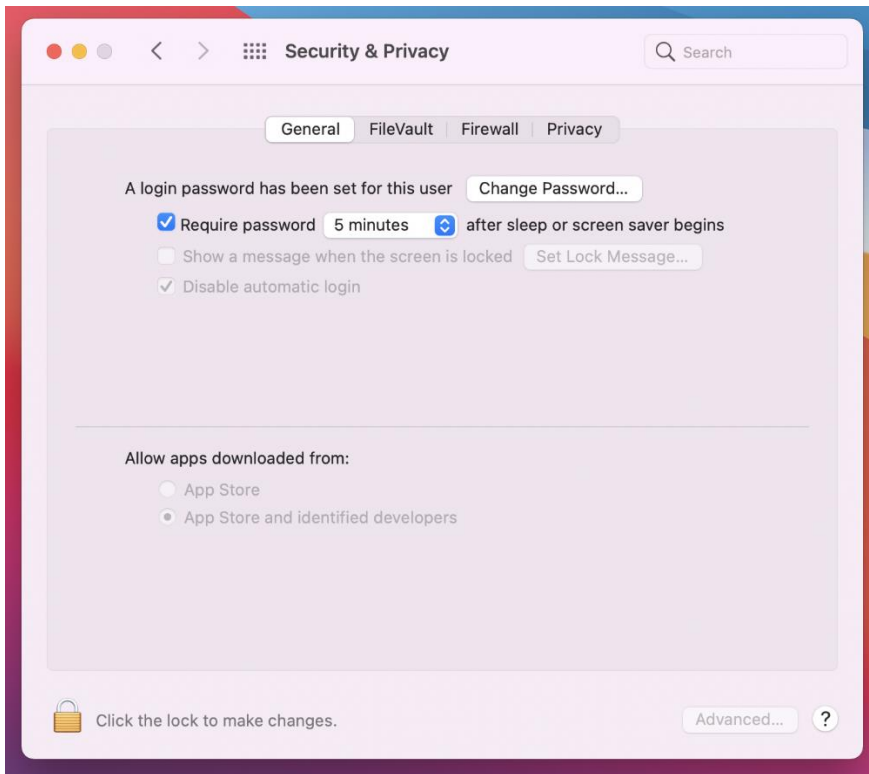
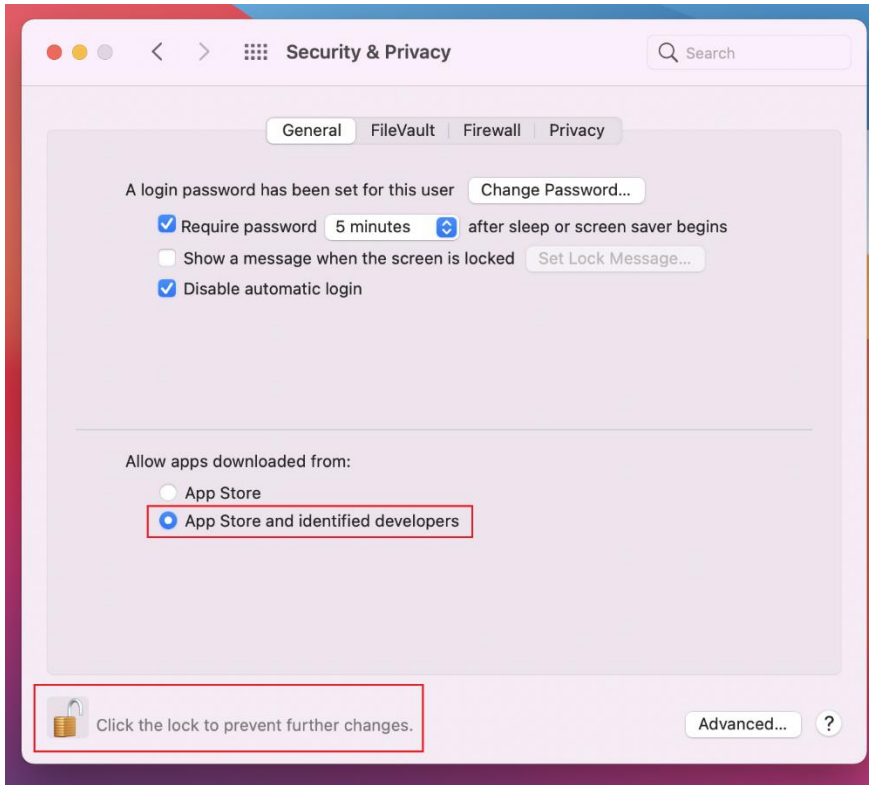
Install the Virtualization Software

This part of the guide will explain how to install Virtual Box on a Mac computer. Some steps will be relevant for other virtualization software options as well.

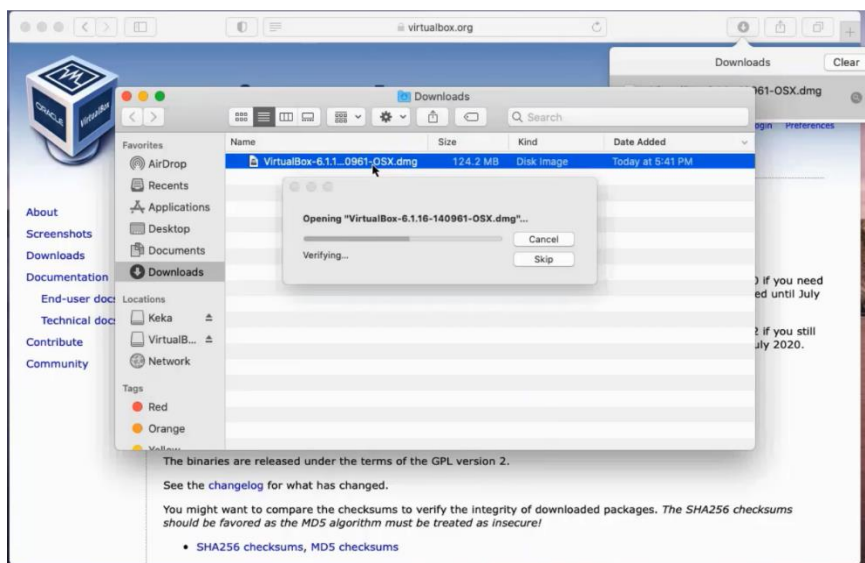
1. Go to virtualbox.org and download the installer for 64-bit Mac Host. The host refers to the computer that is running the virtualization software. The guest operating system will be Windows 10.



2. You may need to permit Oracle to install software onto the machine. Go to Settings -> Security and Privacy -> General tab. Click the lock button to enable changes (you will need an administrative account). Select the radio button "App Store and identified developers". Click the lock button again and close the window.



3. Double-click the installer to start the installation.



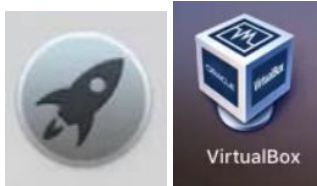
4. Follow the prompts to install the software.



Configure the Windows Virtual Machine

Once Virtual Box (or other software) is installed, the virtual machine should be configured to match the system requirements. Please review the ACD/Labs installation guide or the ACD/Labs website ([Hardware & Software Requirements | ACD/Labs](#)) for more details.

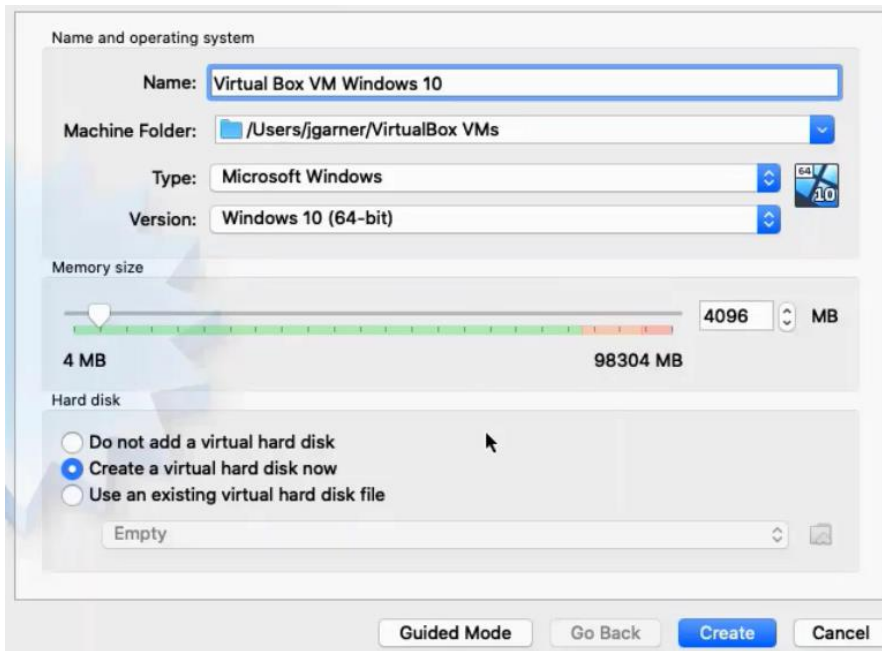
1. Select VirtualBox from Launchpad.



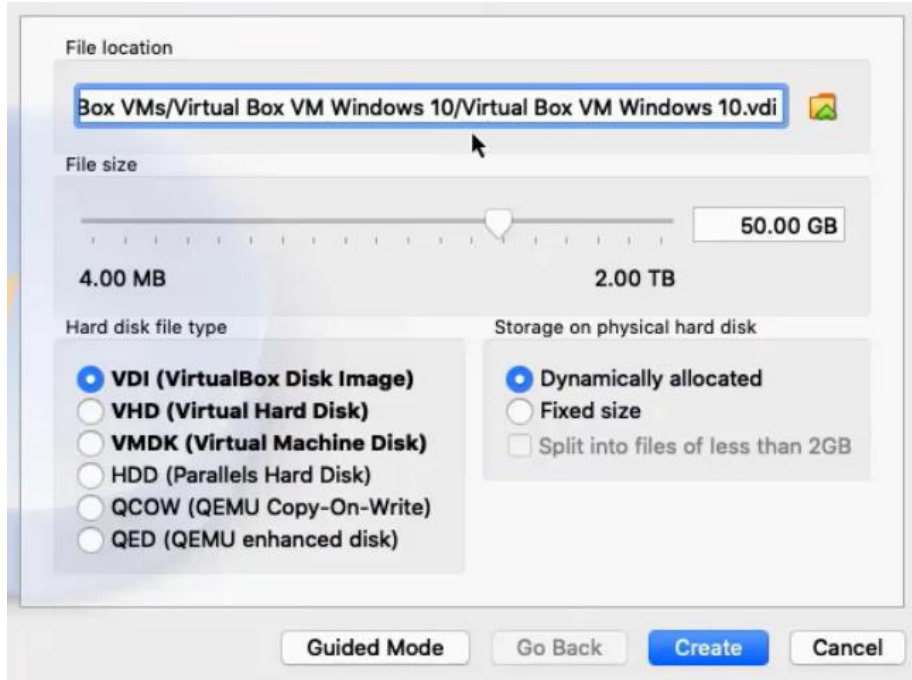
2. Click the New button.



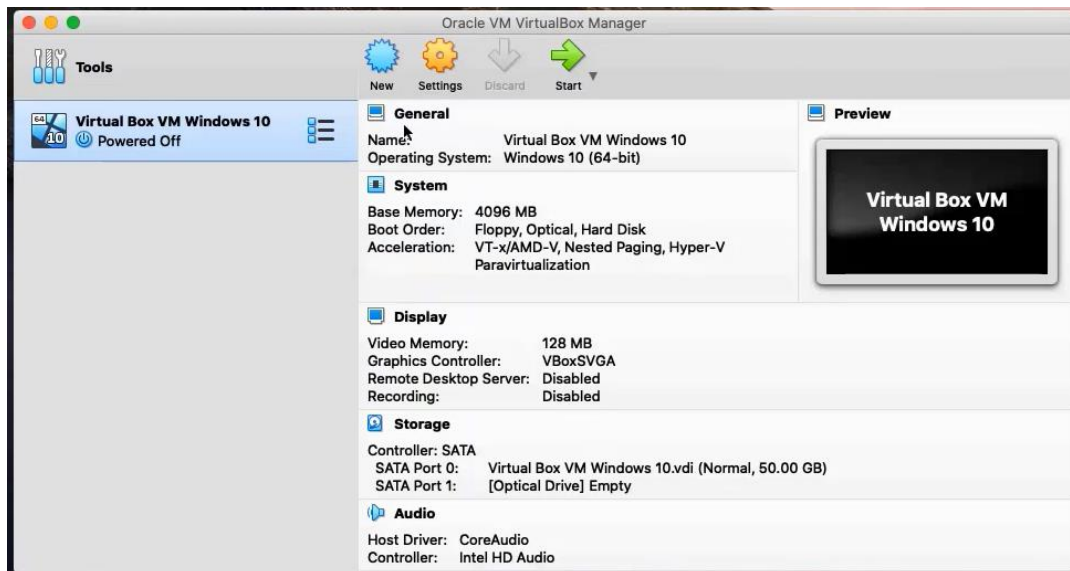
3. Add a name for the virtual machine, select the memory that will be allocated to the virtual machine, and (if no virtual hard disk file is available) select the option to create a virtual hard disk. Select 64-bit windows from the Version drop-down menu. If 64-bit Windows is not available, your computer may not support the installation of a 64-bit operating system.



4. Create the virtual hard disk. Make sure to assign enough space such that Windows 10 operating system and the ACD/Labs software can be successfully installed. Users running low on disk space may want to choose the Dynamically allocated option, which only takes up as much space as is required for the files.



5. The user can configure some settings for the virtual machine after its creation, such as network adapters.



Purchase and Download Windows

The user should visit Microsoft's website and purchase a license for Windows 10.

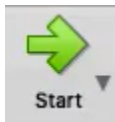
<https://www.microsoft.com/store/b/windows>

Next, the user will need installation media for the operating system. The easiest way to install Windows 10 is by downloading the Windows 10 64-bit iso file from Microsoft's website. Note: due to page redirects, Windows users will not be able to download the Windows 10 iso file from Microsoft's website.

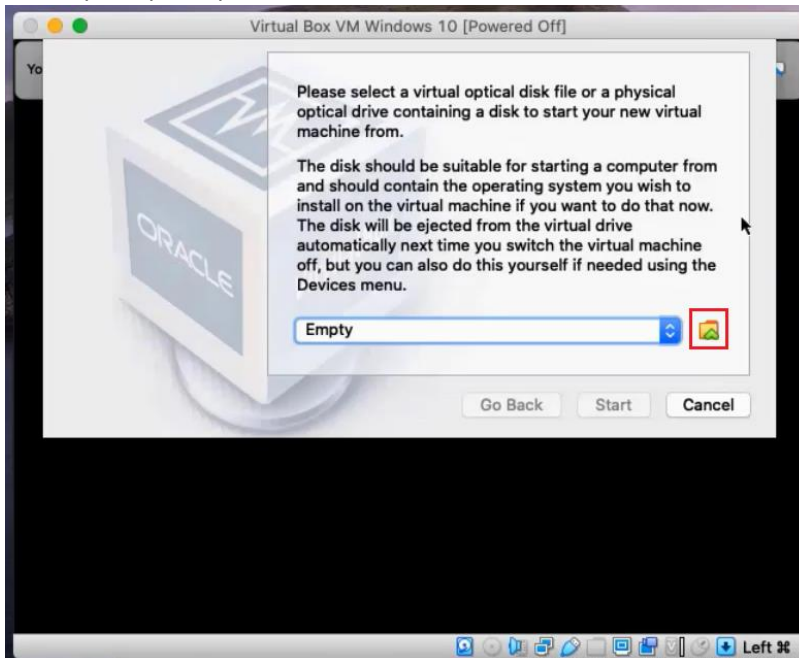
<https://www.microsoft.com/software-download/windows10>

Start the Virtual Machine and Install Windows

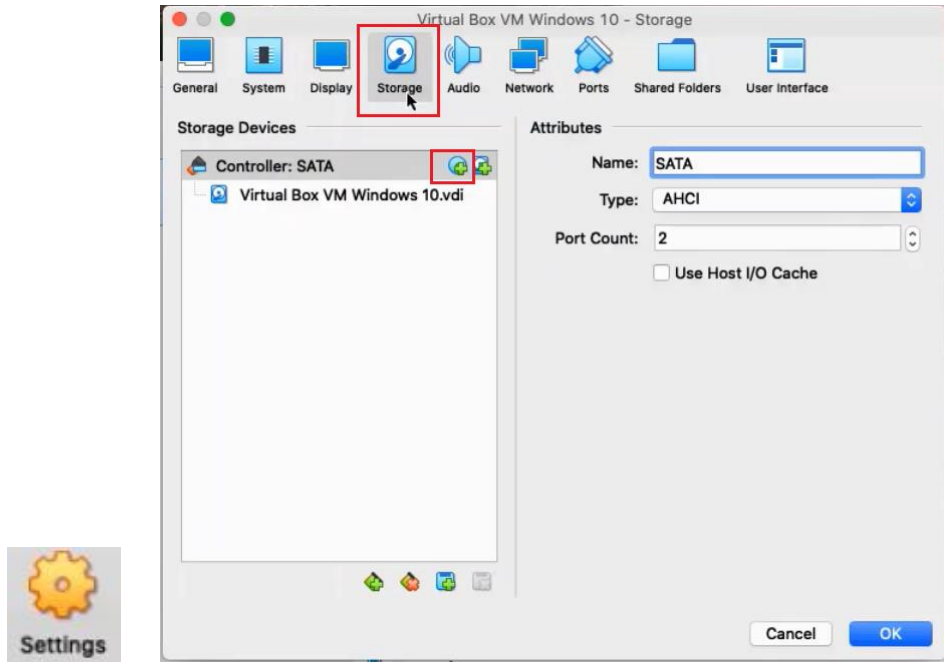
1. Click the Start button to start the machine.



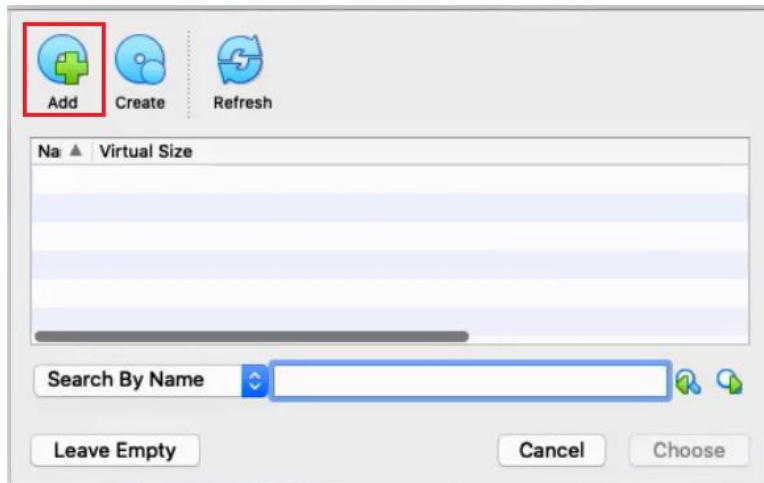
2. When prompted, provide the .iso file.

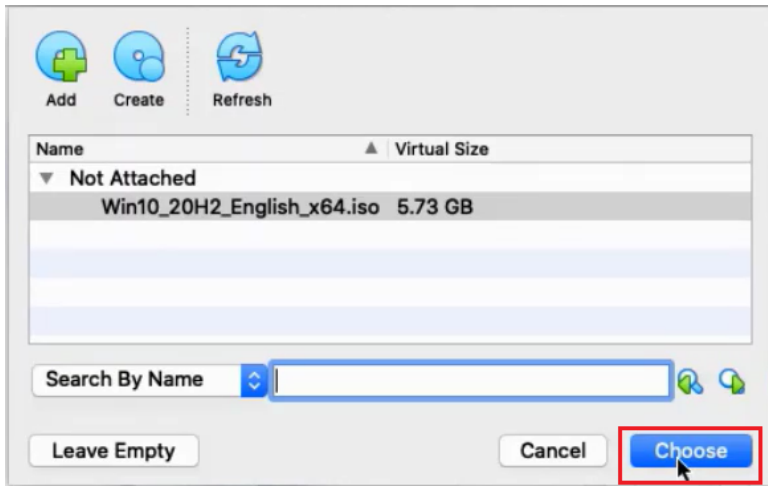
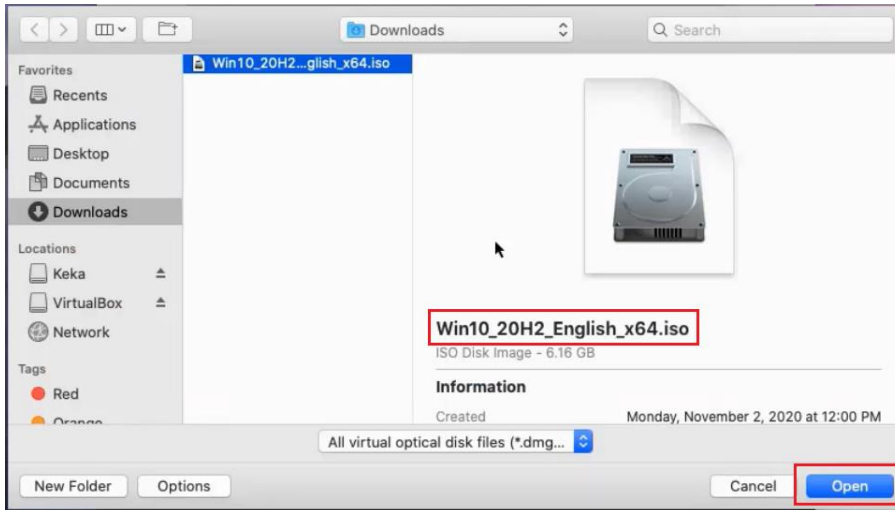


3. If you are not prompted to load an .iso file, please close the VM and click the settings icon. Click Storage, then click the add button.



4. In both cases, make sure to add the .iso file so that it can be used to install the Windows operating system.

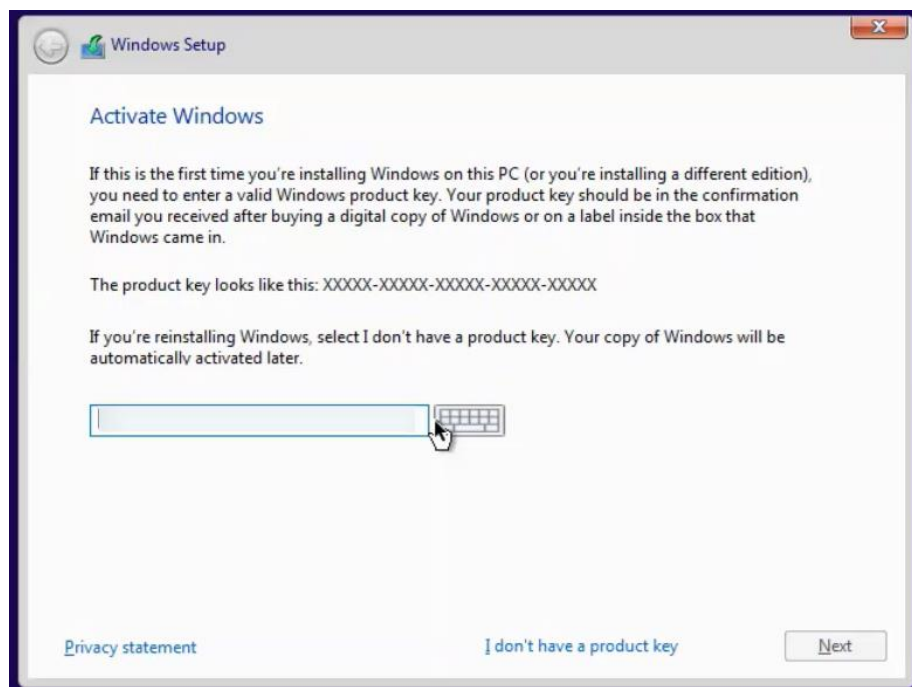




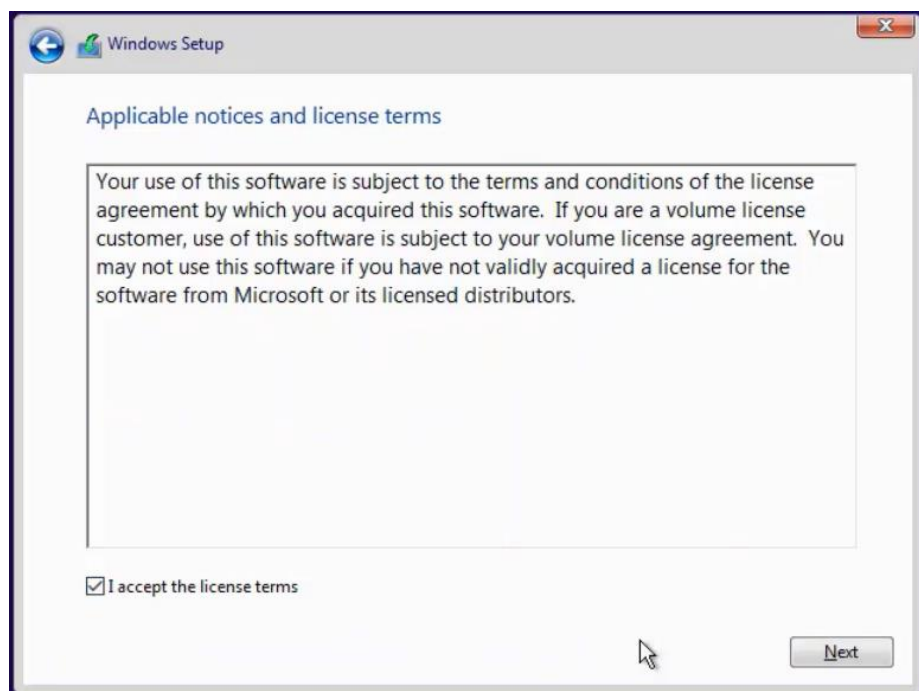
5. Follow the installation prompts to install Windows.



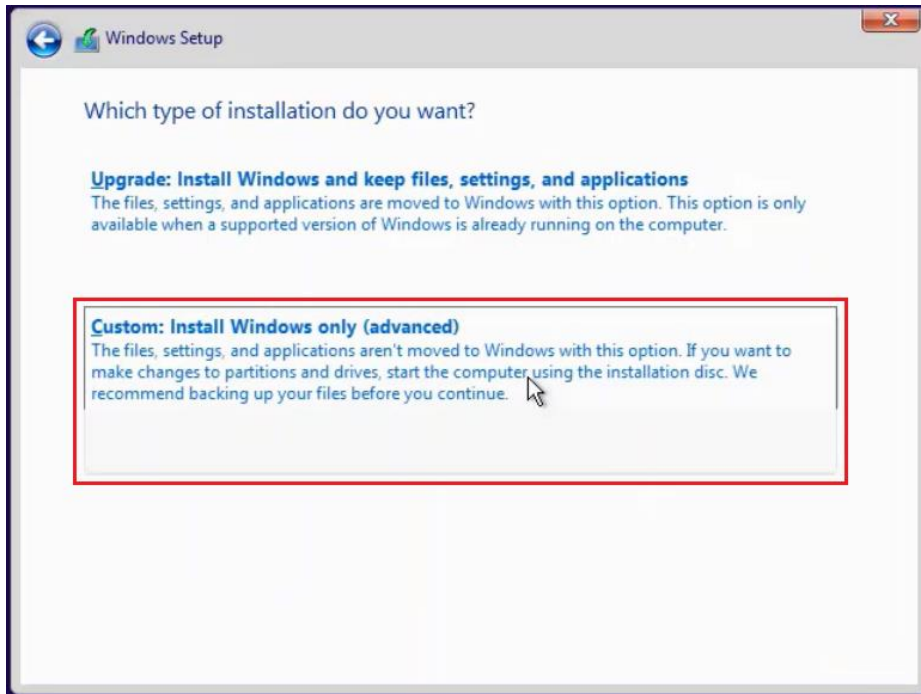
6. When prompted, enter your license keys to activate Windows.



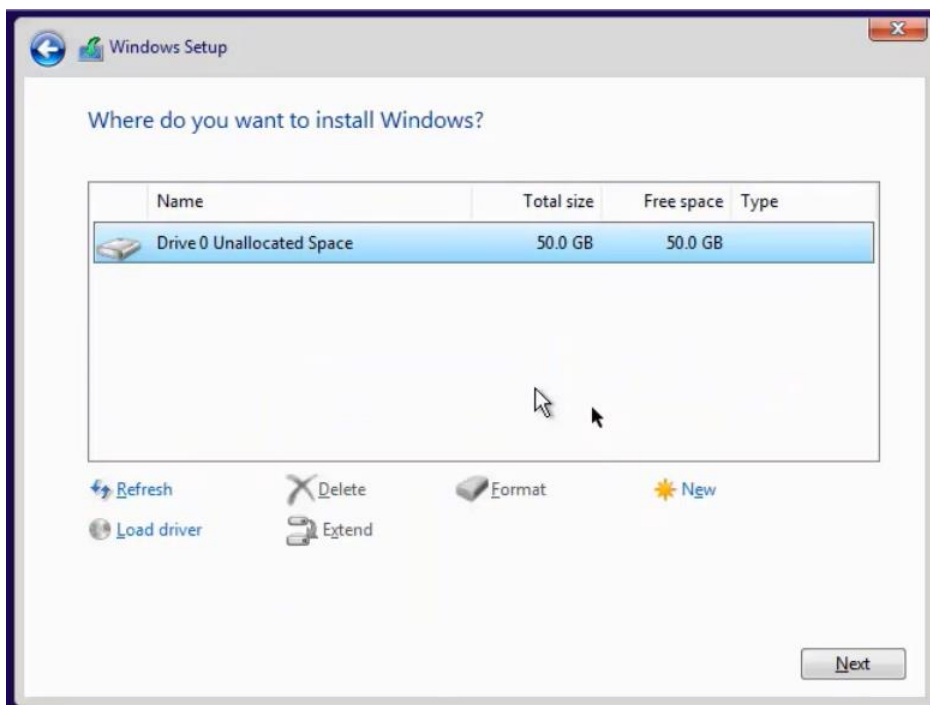
7. Read and accept the terms of the license agreement.



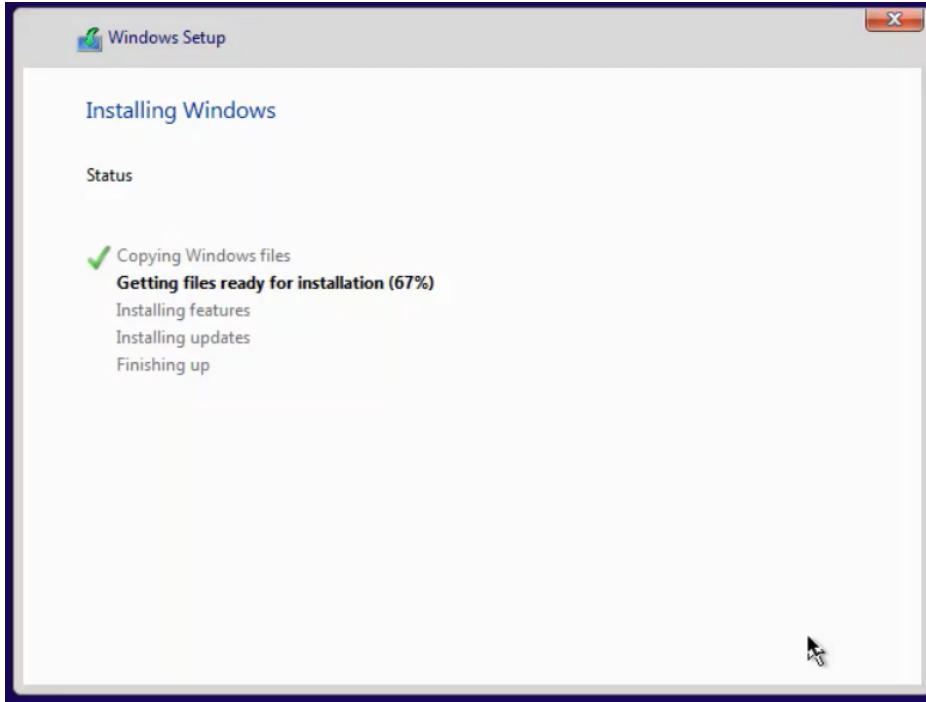
8. Make sure to select the Install Windows option.



9. Select the virtual hard disk that was created during the virtual machine configuration.



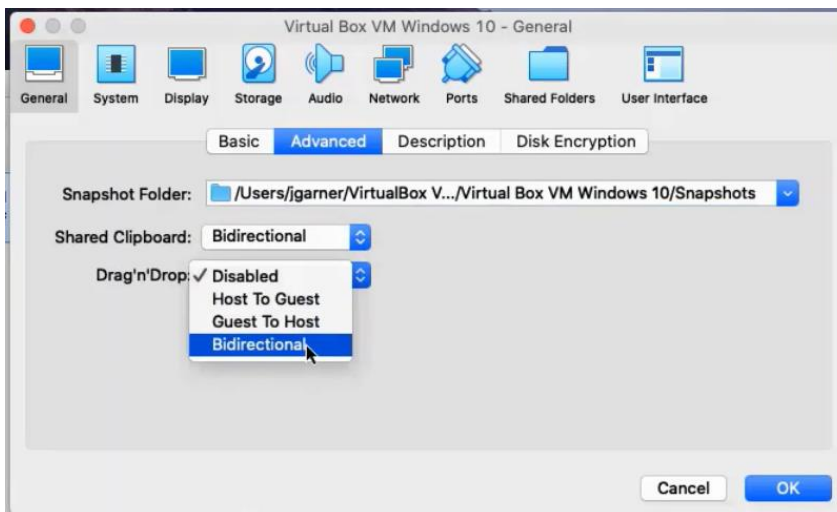
10. Wait for Windows to install. You will be prompted to create a Windows user account after the installation is complete.



Install Virtual Box Guest Additions (optional)

Virtual Box Guest Additions makes the virtual machine easier to use, including dynamic window resizing (so the virtual machine can become full screen).


1. While the virtual machine is off, the user is recommended to enable shared clipboard and drag-and-drop functionality from the virtual machine settings.

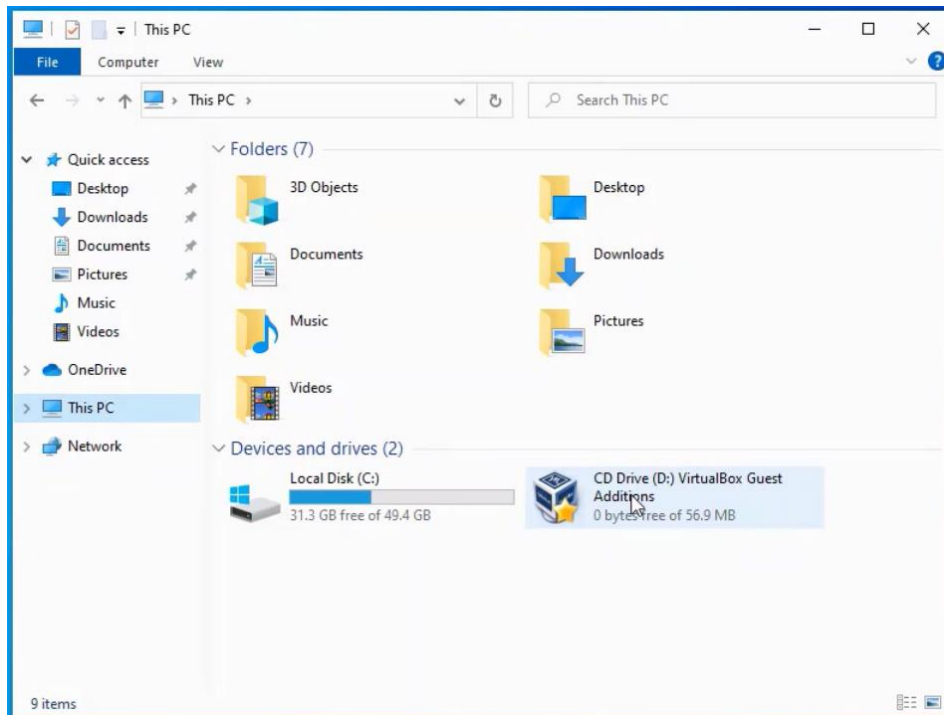


2. Start the Windows virtual machine from Virtual Box.

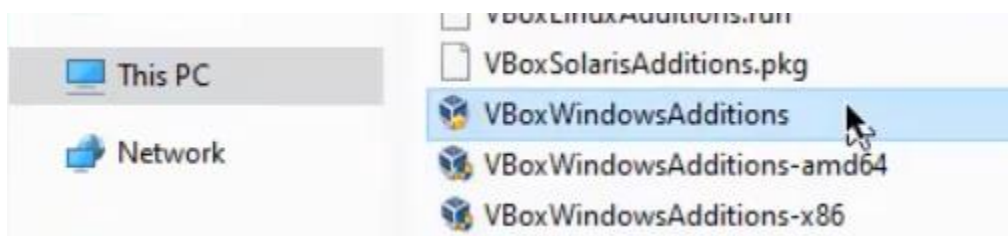
3. Go to Devices -> Insert Guest Additions CD image.



4. Inside the Windows virtual machine, click the yellow folder icon  (or search for File Explorer in the Start Menu).
5. Click This PC from the left-hand side and double-click the CD Drive where VirtualBox Guest Additions is located.



6. Double-click the VBoxWindowsAdditions executable file.

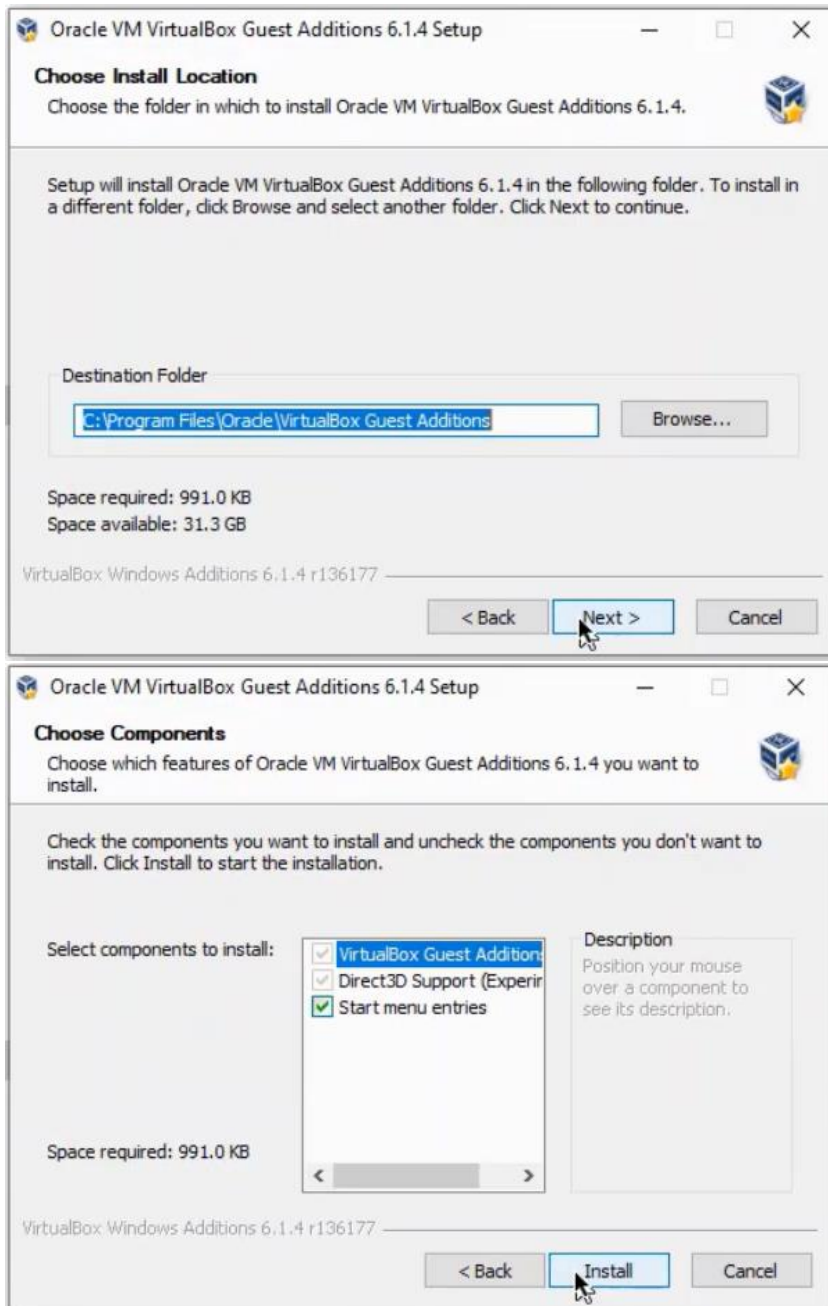


7. Click Yes to allow the changes. Depending on your settings, you may have to enter your password.

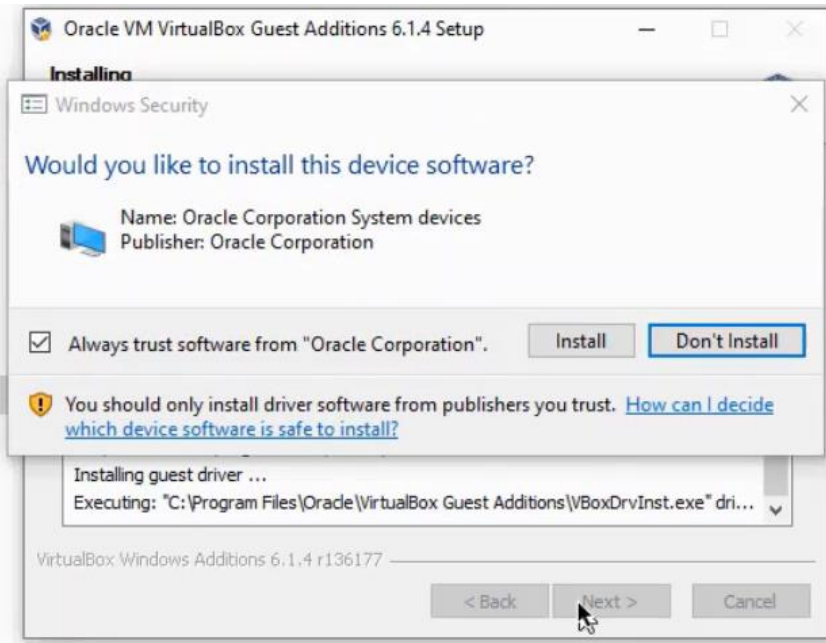


8. Follow the prompts to install the guest additions.





9. If prompted, allow Oracle to install software on the virtual machine.



10. Reboot the virtual machine to finish the installation.



Download and Install ACD/Labs Desktop Software

After the virtual machine is configured and Windows has been installed, please use a web browser (Microsoft Edge, Google Chrome, Firefox, etc.) inside the virtual machine to download your ACD/Labs installer. In most cases, the software is distributed via ZendTo by the ACD/Labs

Production department. Please consult our other guides for more details on installing ACD/Labs software.

Conclusion

This Technical Note has covered the basic steps for installing and configuring a Windows virtual machine on a Mac computer for the purpose of installing ACD/Labs Desktop software. The user can contact support or review other help material by making an account on the ACD/Labs customer portal:

<https://www.acdlabs.com/account>

You will need a license ID (5-digit number) that is under maintenance to create a customer portal account. Technical support is not provided to freeware users or those with expired maintenance.