

Workshare Professional 10.1

Release Notes

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What is Workshare Professional

Workshare Professional reimagines multi-party review and collaboration and ensures the safe and accurate exchange of information, enabling the collaborative evolution of high value business documents.

Workshare Professional is a desktop application that automates managing changes to business documents, protects against unauthorized content disclosure and delivers the world's most secure PDF creation, all in one integrated solution.

Key features of Workshare Professional include:

- Comparison of Word, PowerPoint, Excel and PDF files, including image-based PDF files
- Comparison of selected pieces of content, such as a single paragraph or clause
- Ability to accept/reject in a comparison and then create new documents
- Advanced comparison features including one-to-many comparisons (Word and PDF files), version comparisons, and access from within Office and Document Management Systems
- Access to comparison functionality from within Outlook as well as right-click access from within individual emails
- Conversion from PDF to DOC format for local files and from within the DMS/CRM
- Advanced, interactive metadata cleaning/PDF creation/secure file transfer for attachments in Outlook
- Comprehensive content risk protection enabling the discovery and removal of hidden sensitive data as well as visible sensitive data
- Options to save and share Office documents to Workshare online
- Access and visibility into online collaborative workspaces directly from Office
- Secure file sharing from all devices and browsers with metadata removal and end-to-end encryption
- Centralized policy design and enforcement administrator tools
- ECM/DMS and OCR integration with desktop comparison features
- Centralized user account management and control
- Complete access to Workshare online functionality to share and collaborate on documents, including setting folder access and permissions, positional commenting and reviewer communications with presence indicators
- Desktop sync app to synchronize your online content to your local desktop

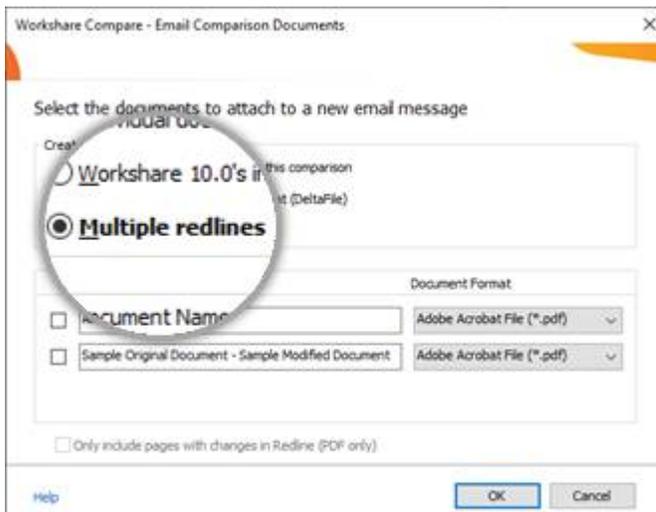
Note: Workshare Professional can be installed without Microsoft Office integration. In this case, the comparison functionality is only available from the Workshare comparison applications and the metadata removal functionality is only available when sending emails.

What's New in Workshare Professional 10.1

The Professional 10.1 release includes the following:

Send multiple redlines

When multiple redlines are open in Compare, they can all be attached to a single email.



Selecting this option lists all the redlines currently open (each in a different tab in the Workshare Compare window) and the user selects which to attach to the email.

Launch new comparison in open Compare

When launching a new comparison with one already open in Workshare Compare, the new comparison will be displayed in a new tab in the same instance of Workshare Compare.

This functionality is enabled using the new configuration option **Launch new comparison in running instance**.

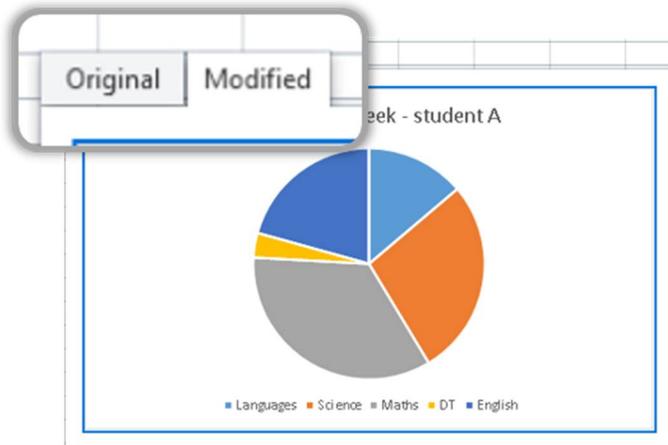
Support for iManage elastic cloud

Workshare Professional integrates with an iManage Work 10 multi-tenant server infrastructure (elastic cloud). This is when Work 10 is hosted, maintained and owned entirely by iManage. This infrastructure is able to securely handle multiple customers.

Enhanced Excel chart comparisons

The comparison of charts in Compare for Excel is even better.

One useful tool for users is that where changes have been made to an overlaid object, such as charts, shapes, images, etc., users can toggle between the original and modified object to quickly and clearly see what has changed.



Environment changes

- Added support for iManage Work 10 elastic cloud

Workshare Configuration Manager

The following parameters were added:

- **Launch new comparison in running instance** (Comparison > Administration)
- **Default Server** (Integrations > iManage)
- **Use Work 10 integration for all registered servers (Work 10 only)** (Integrations > iManage)

For some of the parameters in the Integrations > iManage category, "Legacy only" has been added to the name to clarify that the parameters apply to pre-Work 10 environments only.

System Requirements

The recommended system requirements for Workshare Professional 10.1 are:

- Intel Core i3 @ 2.5GHz
- AMD Athlon 64 X4
- 4GB RAM

Workshare Professional 10.1 has a 32-bit version for 32-bit Microsoft Office environments and a 64-bit version for 64-bit Office environments.

Certified Environments for Workshare Professional 10.1 (32-bit version)

Workshare Professional 10.1 (32-bit version) has been tested and certified in a number of environments. If your environment is not included in the following list, it may still be a compatible environment. Contact Workshare Customer Support (support@workshare.com) for any help.

For details of which environments previous versions of Workshare Professional/Compare/Protect were certified against, refer to previous versions of release notes on the knowledge base.

Note: Unless otherwise stated, all environments are the English version with the en-us language set.

Operating System:

- Microsoft Windows 10 (32 bit and 64 bit)
- Microsoft Windows 8.1 (32 bit and 64 bit) + Japanese
- Microsoft Windows 7 SP1 (32 bit and 64 bit) + Chinese Simplified & French

Citrix:

- With Microsoft Windows Server 2012 R2 or 2016 (64 bit)
 - Citrix XenApp 7.5
 - Citrix XenDesktop 7.5

Note: Check with your Citrix vendor about which Windows operating system supports your version of Citrix.

Microsoft Office System:

- Microsoft Office 365 (desktop)
- Microsoft Office 2019 (32 bit) – including click-to-run

- Microsoft Office 2016 (32 bit) – including click-to-run
- Microsoft Office 2013 SP1 (32 bit) + Japanese – including click-to-run

Email System:

- Microsoft Outlook 365 (desktop)
- Microsoft Outlook 2019 (32 bit)
- Microsoft Outlook 2016 (32 bit)
- Microsoft Outlook 2013 SP1 (32 bit) + Japanese
- IBM Notes 9.0.1 FP7, FP8 and FP9

Note: *Interactive Protect and the replace email attachment with link features of Workshare are not supported in a Notes environment.*

Browsers:

- Microsoft Edge, latest version
- Microsoft Internet Explorer 11
- Google Chrome, latest version
- Mozilla Firefox, latest version

Microsoft SharePoint:

- Microsoft SharePoint 2013 SP1

DMS Integration:

Note: *Check with your DMS vendor about which Windows operating system supports your DMS.*

- **NetDocuments**

ndOffice must be installed to use the Workshare NetDocuments integration.

Note: *If you want Workshare to be available when using the NetDocuments **Send to application** functionality, Microsoft Internet Explorer must be installed (although it does not have to be the default browser).*

- **iManage clients:**

- FileSite/DeskSite 9.0 Update 6 and above
- Work 10 Desktop for Windows 10.0 and above
- Work 10 web client (You will need to [install Workshare iManage Integration Server](#) in order to launch comparisons from the iManage browser interface.)

Note: If you use a Work 10.2 server, it must include iManage Work Web Server 10.2.0.91 (which can be requested from iManage with reference CSAR-2673).

- **OpenText:**
 - eDOCS DM 16.3
 - eDOCS DM 10
 - eDOCS DM 5.3.1 COM only (Patch 6)
- **Worldox:**
 - GX4

Workshare will endeavor to support future service packs of certified environments.

Certified Environments for Workshare Professional 10.1 (64-bit version)

Workshare Professional 10.1 (64-bit version) has been tested and certified in a number of environments. If your environment is not included in the following list, it may still be a compatible environment. Contact Workshare Customer Support (support@workshare.com) for any help.

For details of which environments previous versions of Workshare Professional/Compare/Protect were certified against, refer to previous versions of release notes on the knowledge base.

Note: Unless otherwise stated, all environments are the English version with the en-us language set.

Operating System:

- Microsoft Windows 10 (64 bit)

Citrix:

- With Microsoft Windows Server 2012 R2 (64 bit)
 - Citrix XenApp 7.5
 - Citrix XenDesktop 7.5

Note: Check with your Citrix vendor about which Windows operating system supports your version of Citrix.

Microsoft Office System:

- Microsoft Office 365 (desktop) (64 bit)
- Microsoft Office 2019 (64 bit)
- Microsoft Office 2016 (64 bit)

- Microsoft Office 2013 SP1 (64 bit)

Email System:

- Microsoft Outlook 365 (desktop) (64 bit)
- Microsoft Outlook 2019 (64 bit)
- Microsoft Outlook 2016 (64 bit)
- Microsoft Outlook 2013 SP1 (64 bit)

Browsers:

- Microsoft Edge, latest version
- Microsoft Internet Explorer 11
- Google Chrome, latest version
- Mozilla Firefox, latest version

DMS Integration:

Note: Check with your DMS vendor about which Windows operating system supports your DMS.

- **NetDocuments**

ndOffice must be installed to use the Workshare NetDocuments integration.

Note: If you want Workshare to be available when using the NetDocuments **Send to application** functionality, Microsoft Internet Explorer must be installed (although it does not have to be the default browser).

- **iManage clients:**

- FileSite/DeskSite 9.3 (64 bit) and above
- Work 10 Desktop for Windows 10.0 (64 bit) and above
- Work 10 web client (You will need to [install Workshare iManage Integration Server](#) in order to launch comparisons from the iManage browser interface.)

Note: If you use a Work 10.2 server, it must include iManage Work Web Server 10.2.0.91 (which can be requested from iManage with reference CSAR-2673).

- **OpenText:**

- eDOCS DM 16.3
- eDOCS DM 10

Workshare will endeavor to support future service packs of certified environments.

Important Information

Secure PDFs – Workshare Professional is unable to compare secure PDFs or convert secure PDFs to Word format. Secure PDFs are PDF files with security settings configured.

POP/IMAP – Workshare Professional does not support Outlook when it is configured with a POP or IMAP account.

Important installation information

- Workshare Professional installs program files to a sub-folder within the Workshare folder named Modules.
- **Install:** A user is unable to install Workshare Professional if Microsoft Windows Installer 3.1 is not installed. This can be downloaded from the following location <https://www.microsoft.com/en-us/download/details.aspx?id=25>.
- **Windows 7:** When UAC is set to Default, running the Workshare Professional install displays the UAC prompt. You must approve the prompt and Workshare Professional will be installed. Running the Workshare Professional MSI silently will fail when UAC is set to Default because the user is not given the opportunity to approve the UAC prompt. Therefore for silent installs, disable UAC.

If you have installed any Alpha or Beta builds of Workshare Professional, we strongly recommend that you first uninstall them before installing Workshare Professional 10.

Change Requests Fixed

The following are fixed customer change requests that have been validated for this release - for more information, please contact Customer Support.

CR#	Ref	Description
CR01163003	PRO-2585	'This setup requires 32-bit Microsoft Office 2013 SP1 or later' when installing the software on Office 2013 Click to run
CR01161972	PRO-2302	The file cannot be found' error message appears when manually changing the version number in the comparison path selected from any Document Management System
CR01160972	PRO-2147	Comparison displayed as Text only redline when comparing documents using Standard mode and unable to compare them in Fast mode
CR01160973	PRO-2085	Compare for Excel does not display the version number when comparing from OpenText

CR#	Ref	Description
CR01160584	PRO-2007	iManage integration - Unable to start a comparison from the browser to Compare desktop
CR01160503	PRO-1960	Boxes appear around text when comparing certain documents in Fast mode
CR01160265	PRO-1922	Unable to view specific exported Excel comparison file
CR01159942	PRO-1911	Original file not found' warning message appears if a previous document is selected from the drop-down list in the compare window & the file no longer exists and upon selecting a new file.
CR01159377	PRO-1874	Floating 'Change Summary' panel is black when comparing documents
CR01156949	PRO-1830	Korean auto-numbering characters appear as numbers in the comparison
CR01158511	PRO-1818	Comparison mode is blank if the file name contains a "-" & if "Display document description as well as document ID" option is enabled
CR00733773	PRO-1817	Ability to rename or delete Group Default profile name
CR01156525	PRO-1693	Chinese characters incorrectly displayed within the comparison when system locale is set to Chinese (Traditional, Hong Kong SAR)
CR01153620	PRO-1660	Numbering list and paragraphs not displayed when comparing specific docs in Fast Mode
CR01153693	PRO-1630	Date and recipient name are incorrectly displayed in the comparison when using letter template created from Forte application
CR01152897	PRO-1618	The preparation failed for this comparison error displayed when comparing checked-out documents from NetDocuments
CR01150842	PRO-1546	Comments are missing when saving specific redline as Word document with Track Changes
CR01137284	PRO-1131	Unable to detect metadata for XLSX documents with check-boxes
CR01135979	PRO-1090	Unable to detect metadata for DOCX documents when containing drop-down lists
CR01079049	PRO-900	"Combine files in Workshare" does not process more than sixteen items
CR01065350	PRO-816	Unable to access Help feature from Content Risk window

CR#	Ref	Description
CR01065781	PRO-799	Temporary file path shows instead of actual path for the modified document when comparing from NetDocuments
CR01125792	PRO-683	Unable to save redline as .DOC or .DOCX when comparing certain documents
CR01117856	PRO-566	Header is missing in the comparison when comparing specific documents
CR01100155	PRO-167	Unable to save specific comparison as Word document with Track Changes

Known Issues

The following are known issues in the Workshare Professional 10.1 release - for more information, please contact Customer Support.

Ref	Description
PRO-2513	Errors can occur when using Selective Compare if Compare dialogs are open and the "Launch new comparison in running instance" configuration option is enabled.
01157226	The error '0x80004005' is displayed and users are unable to save comparison documents when using iManage Work 10 with certain custom fields configured.
01163333	Links in Excel documents are detected again even after removal.
01164585	64-bit: The iManage dialog box is being displayed behind the Workshare desktop application window.
01130757	After running a comparison in Workshare Compare, some Chinese comments may not be displayed in the redline.
01085082	After running a comparison in Workshare Compare, certain financial tables may show incorrect insertions and deletions.
01129790	The OpenText save dialog appears in the background when saving redlines to OpenText.
01125849	The error '80040154 Class not registered (Exception from HRESULT: 0x80040154(REGDB_E_CLASSNOTREG))' is displayed when sending documents to Compare from NetDocuments on Citrix.
01157234 PRO-1763	iManage Work 10: When saving a comparison to iManage from Workshare Compare, the security for the document is set to Private by default.
PRO-1504	Compare for Excel: The empty cell is not highlighted as inserted/deleted along with the rest of the changed row/column on comparing documents having empty column and with inserted/deleted rows.

Ref	Description
PRO-1387	Compare for Excel: Changes may not be indicated correctly when comparing spreadsheets with a deleted/inserted column when the first row is empty.
PRO-1386	Compare for Excel: Merged cells are displayed as individual cells when the merged cell is not in full view on the comparison window.
PRO-1019	Compare for Excel: Focus is not completely applied to the last change in the comparison window if the user clicks the Last Change button for the first time.
01061816 PRO-837	After running a comparison in Workshare Compare, the right aligned text in the footer may move to become center-aligned.
01088791 PRO-792	After running a comparison in Workshare Compare, some line numbering and table text and row cells maybe be missing.
PRO-690 01125849	When sending documents for comparison from NetDocuments, the following error is displayed even though the documents are compared successfully: "80040154 Class not registered (Exception from HRESULT: 0x80040154(REGDB_E_CLASSNOTREG))".
PRO-528	IBM Notes 9.0.1 FP7 only. Attachments are duplicated in sent items when the email is processed through desktop profiles or all mail profiles. This is an issue with IBM Notes .
PRO-527	IBM Notes only. Attachments are not automatically compressed to a zip file when the limit specified in the WCM is reached.
PRO-525	The positioning of signature components in RTF format emails can be incorrect after processing with Protect.
PRO-109 01099537	The error 'Failed to compare documents. Unable to convert documents.' is displayed when comparing specific scanned PDF documents.
PRO-22	The Reset Layout option is missing from the Quick Access Toolbar drop-down in Compare for PowerPoint.
01012100	The account or company name is not displayed in File > Help > About in Workshare Compare.
01018577	Worldox document footer stamps are not updated when saving a comparison via Save As in Workshare Compare.
01018743	The font in the email body changes to Times New Roman when sending attachments to groups in Interactive Protect.
01028440	Editing a rendering set on the fly does not prompt to save as a new set or overwrite the current rendering set.
40418	When comparing particular presentations, 'Index was outside the bounds of the array' error is displayed.

Ref	Description
40430	When comparing presentations and at least one has the Opulent design theme applied, a 'Color is not resolved yet' error is displayed.
40469	In Compare for PowerPoint, a newly created comparison theme does not appear in the Select dropdown in the Home ribbon (Comparison Themes group).
40574	A user is not automatically logged into Professional after logging into the desktop app first (64-bit version only).
40597	The local file store dialog is displayed when browsing for files from the desktop app when a DMS is set as the default (64-bit version only).
41284	In Compare for PowerPoint, comparisons of DMS files are not listed in the recent comparison list (File > Open > Recent).
41547	When a PowerPoint presentation is run from the command line, the incorrect comparison theme is highlighted under the Select dropdown in the Home ribbon.
45583	When a machine is restarted before the convert to link process has completed, files which are not synced are moved to a conflict state in the desktop app.

Contact Info

For technical help and support on Workshare products, contact Workshare Customer Support:

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For details of Workshare patents, see www.workshare.com/patents

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