Workshare Professional 10.2

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 10.2

The Professional 10.2 Revision 1 release includes the following:

- **Onboarding in Compare for Excel**

  The first time a user runs a comparison in Compare for Excel, they will be shown a useful onboarding wizard to explain how to view changes and navigate in the comparison.
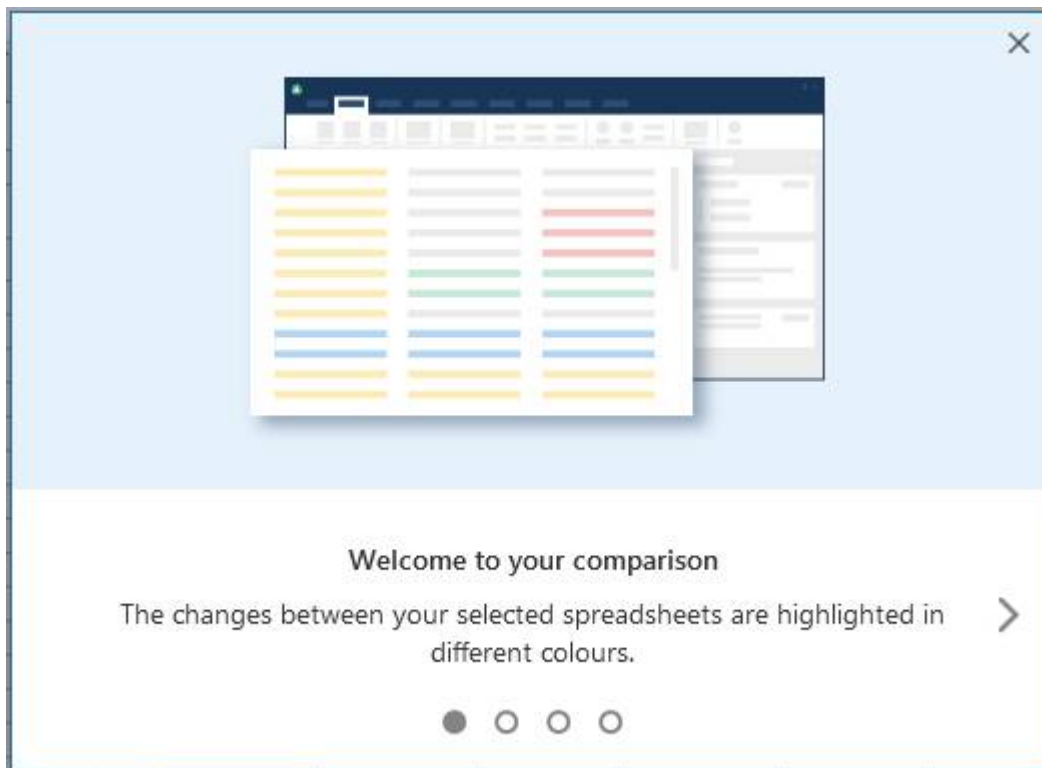
- Comparison improvements in Compare for Excel.
- Assorted bug fixes.

System Requirements

The recommended system requirements for Workshare Professional 10.2 Revision 1 are:

- Intel Core i3 @ 2.5GHz

- AMD Athlon 64 X4
- 4GB RAM

Workshare Professional 10.2 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 10.2 (32-bit version)

Workshare Professional 10.2 Revision 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 16.5
    - 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 10.2 (64-bit version)

Workshare Professional 10.2 Revision 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 16.5
  - 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.

Ref	CR	Description
PRO-2134	01161107	Comparison printed incorrectly from TER view when comparing documents with Unicode characters
PRO-3063	01166236	Quotation marks are shifted slightly to the right and overlap the character slightly when saving or printing to PDF
PRO-3318		Workshare Compare crashes when comparing from Selective Compare for the second instance of Compare
PRO-3405	01167611	The Option "Allow Redline to be versioned to Modified/Original documents" does not work when saving to iManage Work 10
PRO-3570		Compare for PowerPoint application crashes when performing 'Print' action after selecting any of the printer options
PRO-3698		Compare for PowerPoint application process does not terminate after shut down
PRO-3754		Compare for Excel is not launching when FIPS Algorithm is enabled in GPO
PRO-3805	01171971	Changes to document not being detected in Compare when using certain workflow

Ref	CR	Description
PRO-4010		'Overwrite existing file' message dialog is displayed on trying to save a PPT redline to DMS with an existing filename in .PDF format.
PRO-2774	01164185	Error message: 'The comparison couldn't be performed' when comparing specific Excel documents
PRO-2775	01164232	Error message: 'The comparison couldn't be performed...Try running a comparison with other files' occurs when comparing specific Excel documents
PRO-3034	01165736	Word document saved in .doc format and using Number List formatting results in incorrect changes being display in TER
PRO-3254	01167763	Compare for Excel produces error "The comparison couldn't be performed" when comparing certain spreadsheets
PRO-3476	01168878	Comparison of certain Excel spreadsheets fails with message of "The comparison couldn't be performed"
PRO-3543	01169502	Ability to save comparison as Related file when integrated to iManage Work 10
PRO-3699		Saved PowerPoint Comparison name is not populated with name provided when saving PPT comparison in PDF format
PRO-3708	01170207	Bullets do not show correctly when compared with Fast Mode
PRO-3733		Opentext eDocs DM : Object has been deleted' message is displayed when comparison is performed from 'Selective Compare'
PRO-3759	01170952	Error: Workshare 10.0 was unable to retrieve the Original/Modified source document when selecting documents from a particular iManage database
PRO-3767		Excel comparison automatically launched incorrectly has a temp file name
PRO-3791	01171854	Numbering is incorrectly detected as inserted/deleted, and only the deleted numbering shows in TER view when comparing specific documents
PRO-3792	01171784	iManage Dialog Box Appears behind Desktop App when Uploading a File through the Desktop App
PRO-3801		Track change document name is appended with .pdf after saving as a PDF
PRO-3982	01173788	Blank email created in 'Drafts' folder when Interactive Protect is enabled

Ref	CR	Description
PRO-1350/ PRO-3957	01143410	"Workshare 9 was unable to retrieve the original/Modified source document." when comparing PDF documents from an email
PRO-2811	01164461	Compare for Excel fails when comparing the attached XLSX files
PRO-3732	01170777	Comparing specific documents causes incorrect/misleading results in TER view and when saving comparison

Known Issues

The following are known issues in the Workshare Professional 10.2 Revision 1 release - for more information, please contact Customer Support.

Ref	Description
PRO-4049 01173819	A .NET framework error occurs when launching Outlook if Workshare Professional is not licensed.
PRO-3753 01170892	Unable to select certain cells after running Excel comparison.
PRO-3449 01168494	The error "System.Threading.ThreadAbortException" may be displayed when saving a redline as attach/relate to original/modified document in OpenText DM 16.5.
PRO-3409 01168025	iManage integration: After an upgrade, the recent files list in Compare's Document Selection dialog retains the recent files compared prior to the upgrade. However, you are not able to compare those recent iManage files because the path is shown as "interwovenSite://…" rather than "iManage://…".
PRO-3137 01166593	When cleaning metadata from a PowerPoint attachment with the lightspeed clean option enabled, the slide animation sequence may be removed.
PRO-2609 01163333	Links in Excel documents are detected again even after removal.
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.
PRO-2342 01161036	Replies to comments in Word are detached when the lightspeed clean option is enabled.
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.

Ref	Description
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.
PRO-837 01061816	After running a comparison in Workshare Compare, the right aligned text in the footer may move to become center-aligned.
PRO-815 01062255	Combine PDF is not picking up changes made to an open iManage document even after saving it. The workaround is to close the saved document and reopen it before using the Combine PDF functionality.
PRO-792 01088791	After running a comparison in Workshare Compare, some line numbering and table text and row cells maybe be missing.
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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