WORKSHARE COMPARE 9
Release Notes

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What is Workshare Compare

Workshare Compare 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 Compare is a desktop application that automates managing changes to business documents.

Key features of Workshare Compare include:

- Comparison of Word, PowerPoint and PDF files, including image-based PDF files

- Ability to accept/reject in a comparison and then create new documents

- Advanced comparison features for Word and PDF files including one-to-many comparisons, version comparisons, and access from within Word and PowerPoint

- Conversion from PDF to DOC format for local files and from within the DMS/CRM

- 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

- 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 Compare can be installed without Microsoft Office integration. In this case, the comparison functionality is only available from the Workshare Compare application.*

What's New in Workshare Compare 9

Workshare Compare 9 includes the following new features:

Office 64-bit support

This release includes a full 64-bit version of Workshare Compare 9. This is a 64-bit application that includes the full feature set of Workshare Compare. Previously, we had a standalone version of Workshare Compare that worked in a 64-bit Office environment. It had a limited feature set. Full system requirements are provided on page 18.

Install

Workshare Compare 9 installs more smoothly with less user interaction required and installs fewer add-ins. For example, in Outlook, there is only one add-in and in Word, there are only two add-ins.

There is also rebranding and new messaging on the installation screens.
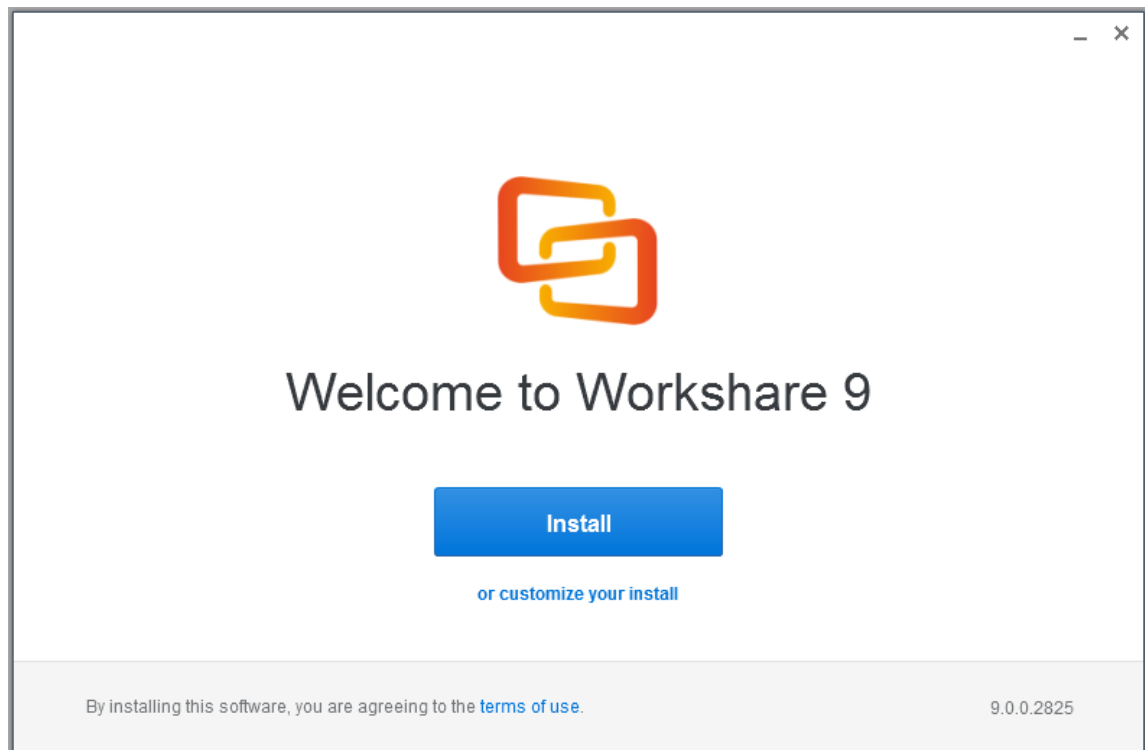
PowerPoint comparison

You can now compare two PowerPoint presentations and review the differences between them. You can see whether entire slides have been moved or deleted as well as what changes have been made to text and objects within each slide. PowerPoint Compare is available from the desktop, from within an open presentation and by right-clicking a closed presentation both locally and in your DMS.
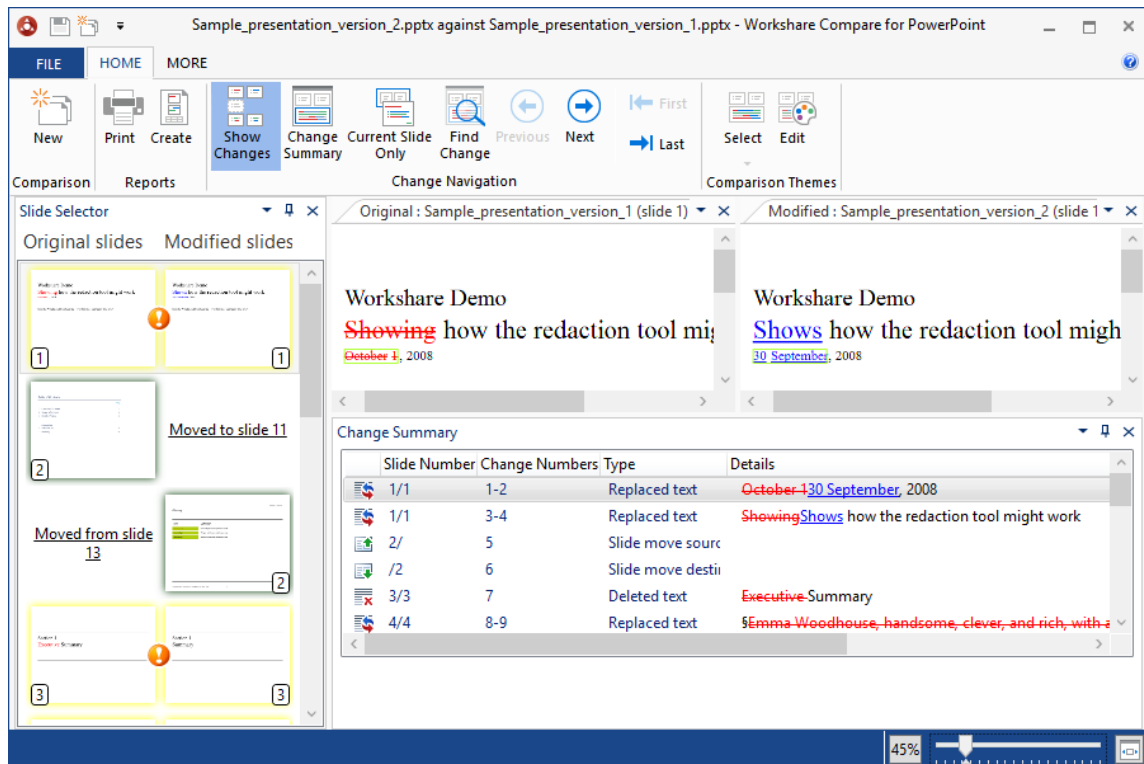
UI modernization

The Workshare Compare for PowerPoint user interface has been modernized to make comparing documents an easier and more satisfying experience. The ribbon has changed – the icons are more relevant and reflective of their function and the options have been rearranged options so that what is most wanted and used is easier to get.

Apply changes in Compare

Compare 9 includes the ability to accept and reject changes and create a new document. This brand new functionality places Compare at the center of the review and comparison document lifecycle. You can easily understand the changes made to a document and you can focus on the changes that you care about using categories, and now you can create a new version of the document that includes all the changes you accepted and excludes all the changes you rejected.

You can accept and reject from all views in the Change Summary and then save into a new document or save the comparison (redline, original and modified) with your accept/reject selections as a Workshare Deltafile (WDF).
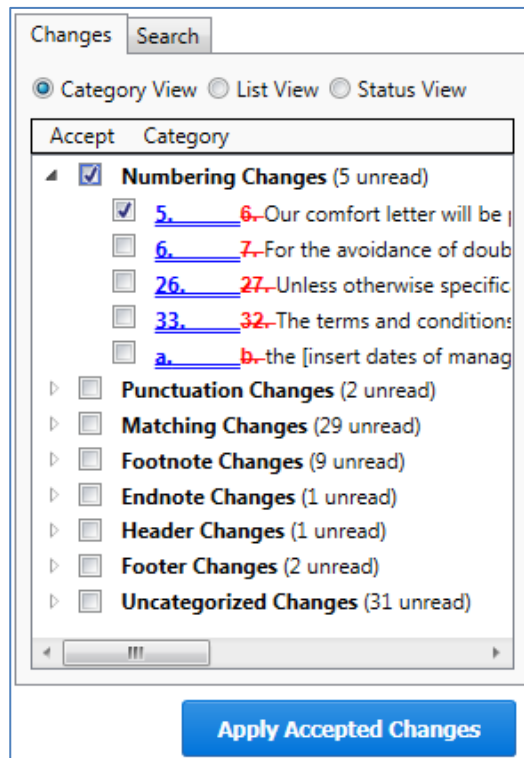
Compare UI modernization

The Workshare Compare 9 user interface has been modernized to make comparing documents an easier and more satisfying experience. The ribbon has changed – the icons are more relevant and reflective of their function and the options have been rearranged options so that what is most wanted and used is easier to get.
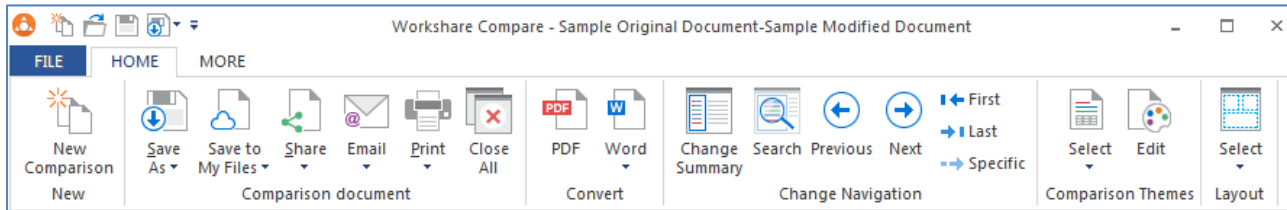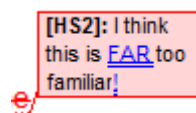

Category view

Grouping changes into categories in Compare saves time when reviewing redlines so you can focus on important changes. Categories are not new but the ability to accept/reject an entire category of changes in one go is new and this introduces a fast and efficient review process.

When redlines are extremely long, there can be so many changes that it takes too much time to review them. Some of these changes you may not care about - a lawyer may not be interested in a font change (although a documentation manager would); some of these changes you definitely want to accept without any need for review. For example, the **Spelling Corrections** category includes spelling correction changes and you may be happy to bulk accept such changes. The **Word Variations** category includes changes where a word has been varied grammatically but not in meaning, such as fix changed to fixed or fixing, and again you may be happy to accept all of this type of change. The **Matching Changes** category includes changes that are the same like a name change from Client 1 to Client 2 in 200 different places and you can quickly accept them all in one go.

Comparison of comments

We have always compared comments – as long as the **Display comments in Redline** parameter is selected in the Rendering set (**Comparison Options**). This parameter is off in the default rendering sets.

We have improved the way we show changes in comments. Prior to Update 5, comments were pulled into the body of the document and compared there. Now, they are maintained as comments so it is very easy to see that changes have been made to a comment.

Also, there is a new category in Category View called **Comment Changes** that groups all changes to comments together.

You cannot apply changes to comments. A user can still select the checkbox next to a comment change but when clicking **Apply Accepted Changes**, the changes will not actually be accepted.

Track change output

The Compare 9 ability to convert redlines to documents with track changes is greatly enhanced. Compare no longer uses Word for the conversion and redlines no longer include Workshare styles so the whole process is now faster and more accurate. Using this process, the changes are converted to track changes and you can implement the changes using Word's track changes functionality.

The convert to track change functionality is available from many places:

Convert the open redline to a track change document - In the **Home** tab, click **Word** and then **Open in Word with Track Changes** or right-click in the redline and select **Convert to Track Changes**.
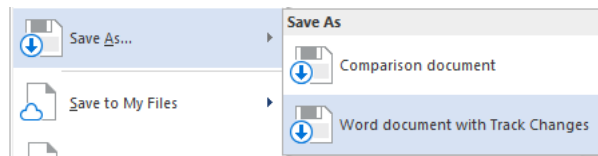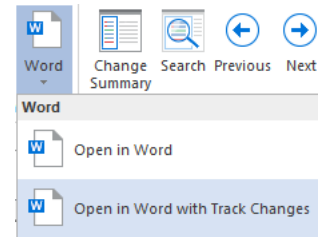
Save the redline as a track change document – click **Save As** and then **Word document with Track Changes**.

Save the redline to Workshare Connect as a track change document - click **Save to My Files** and then **As Word document with Track Changes**.
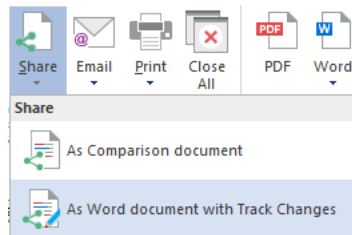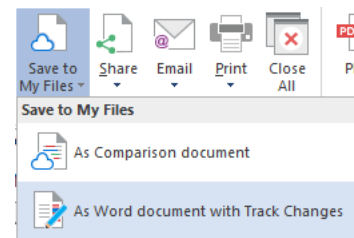
Share the redline on Workshare Connect as a track change document - click **Share** and then **As Word document with Track Changes**.

Email the redline as a track change document - click **Email** and then **Attach as Word document with Track Changes**.
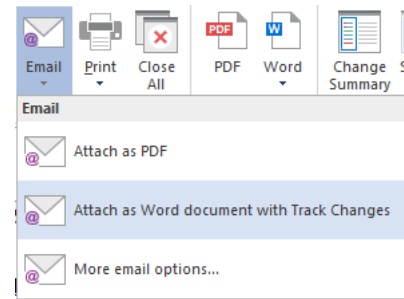
Comparing from NetDocuments

When using Send to Application in NetDocuments, the Compare document selection dialog will now be displayed by default. This means users can further define their comparisons. For example, they can switch the original and modified documents or they can add further documents to compare. They can also change the rendering set applied and use the Fast comparison mode.

This is controlled by the **Display document selection dialog when using Send to Application** parameter in the WCM (**Integrations**>**NetDocuments**).

Emailing changes only

There is a new option in Workshare Compare that enables users to send only the pages with changes when sending redline documents by email. The option is called **Attach as PDF (only pages with changes)** and is found under the **Email** option in the **Home** tab or File menu. This is useful when comparing lengthy documents and changes only appear on a few pages. Using this new option, only the changed pages in the redline are converted to PDF and a new email window is opened with the PDF attached.

Compare footnote changes

Users have always been able to compare footnotes and endnotes using the **Compare Footnotes** parameter in the rendering set. Now there are 2 parameters relating to footnotes/endnotes. The new parameter (added to **Comparison Options**) is called **Detect Footnote/Endnote Numbering Changes**. This way users can still detect changes to footnotes/endnotes but they can choose NOT to detect changes to footnote/endnote numbering.

Saving and sharing redlines to Workshare online

With Connect installed, you can save redlines to Workshare online so they will be accessible to you online at all times and you can share redlines to groups in Workshare online so you can collaborate on them with others.
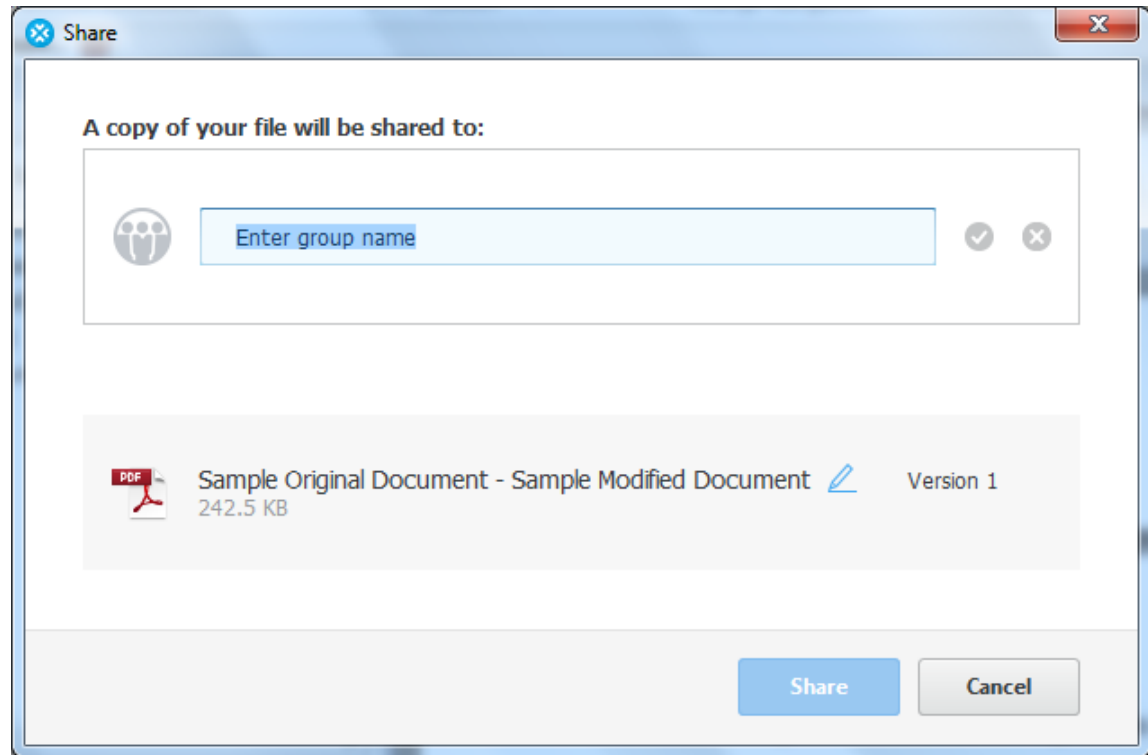
You can save the redline as a Workshare Compare DeltaFile (WDF), which contains all three documents (original, modified and redline) as well as your 'Accept' and 'Flag' selections. You can also save just the redline as a DOC/DOCX, RTF, HTM, TXT or PDF file or you can save the redline as a track change document. The redline is saved to **My Files** (inside **Folders** in Workshare online).

You can share the redline as a PDF file or you can share the redline as a track change document. The redline is shared to a group in Workshare online and a link to the redline is sent to group members by email.

Save/share to Workshare online from Microsoft Office

With the Connect element installed, you can save your Office documents to Workshare online so they will be accessible to you online at all times and you can share your files to groups in Workshare online so you can collaborate on them with others.

You can save and share Word, Excel and PowerPoint files in their native format or converting them to PDF as you save or share. The file is shared to a group in Workshare and a link to the file is sent to group members by email.
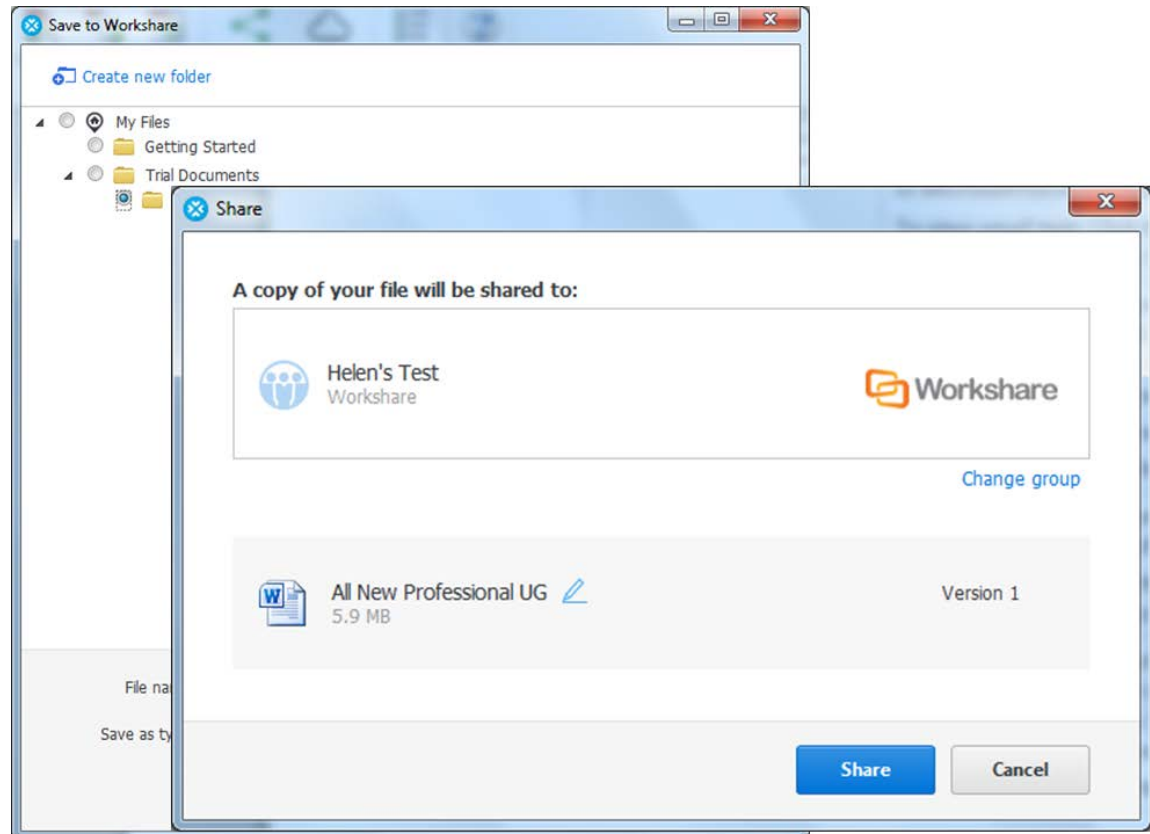
Workshare desktop app

The installation of the Connect element includes an updated desktop app - the application that syncs content between Workshare online and your desktop. This means that even when offline, you can access and review your Workshare content. You can also add updated files or new files and as soon as you are online again, they will be synced.

If your Compare installation is integrated with a DMS, the desktop app benefits from this integration too. This means, for example, when adding files to the desktop app, the default open location will be the DMS. This can be switched off in Preferences in the desktop app.

The desktop app is launched after installation of Compare and you sign in to Workshare once to retrieve license information and begin synchronization. A welcome page is displayed in desktop app.

The interface of the desktop app is very similar to that seen when accessing my.workshare.com through a browser.

Workshare online inside Office

With the Connect element installed, you can display the Workshare Connect panel inside Office which provides a window into your shared documents in Workshare online. When you have shared a document into a collaborative workspace in Workshare online and you open the document locally, the Workshare Connect panel provides a view of what is happening with your collaboration. You can see the other reviewers (who you shared the document with) and whether they are online at the moment. You can also see how many comments have been made on the document and whether any new versions have been added to it. With a single click you can open the document in the Workshare web app and join in the collaboration by viewing comments and making your own comments.
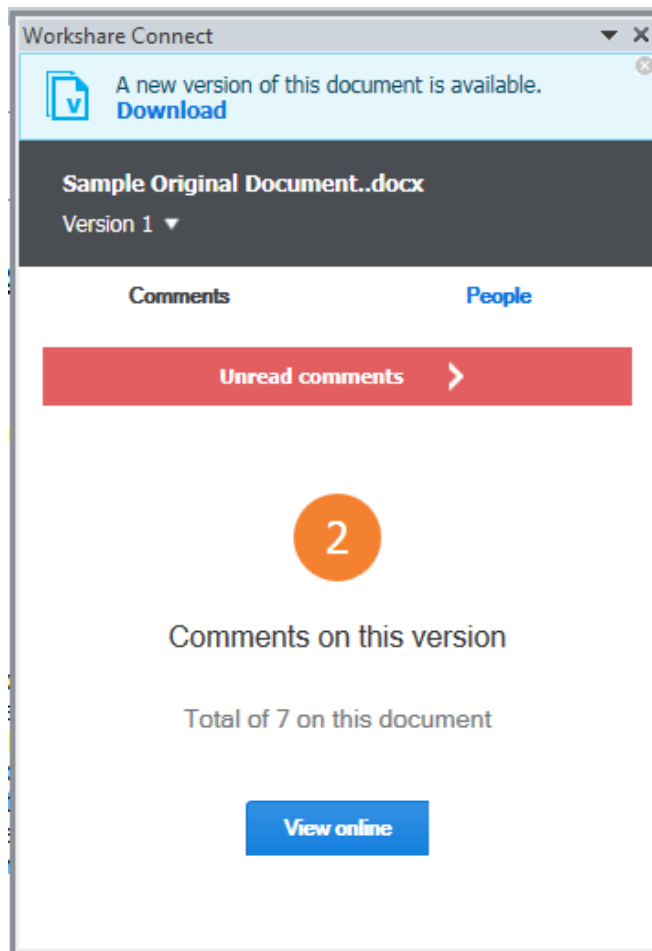
When another reviewer adds a new version of the document, you are notified in the Workshare Connect panel. With a single click, that new version is opened in Word. Now the Workshare Connect panel will ask if you'd like to see what's different between this new version and the previous version. With a single click, both versions are compared in Workshare Compare.

NetDocuments integration

The NetDocuments integration now includes the ability to convert documents to PDF from within NetDocuments using the send to application functionality.

Click-to-run certification

Workshare 9 is now certified with Microsoft's click-to-run. Click-to-run is a Microsoft streaming and virtualization technology that is used to install and update Office products.

Licensing Change
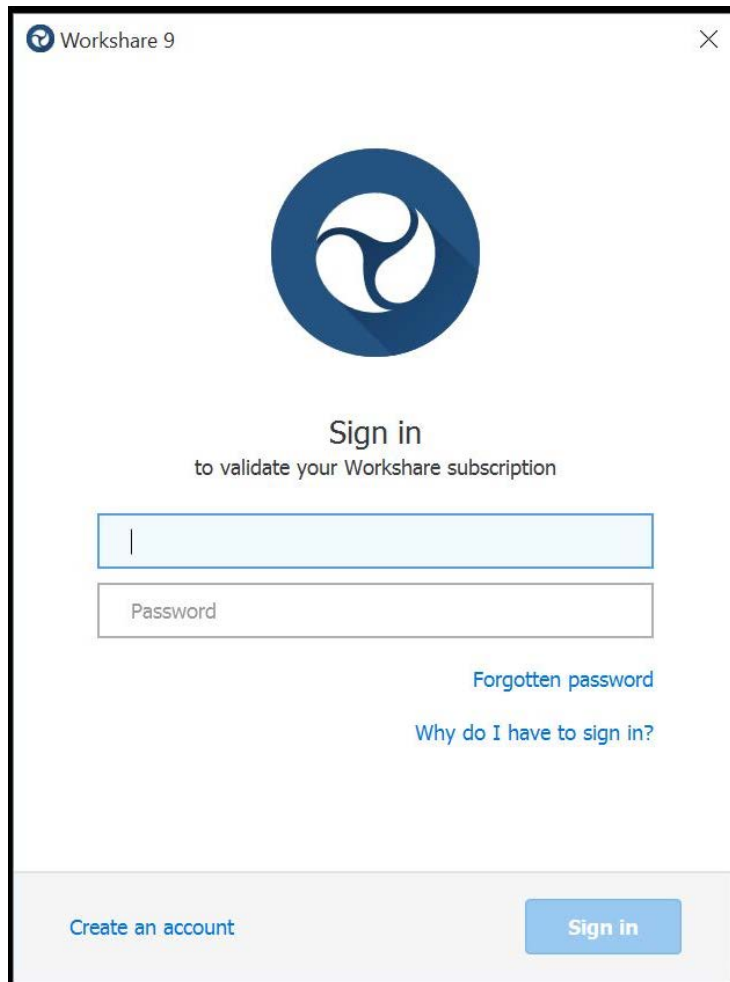
Licensing of Workshare is done via my.workshare.com. When purchasing a Workshare product, you are required to create a Workshare account. A license entitlement is created and assigned to the account, waiting to be used. After installation, you are prompted to log in to your Workshare account in order to retrieve your license entitlements. This can be in either of the following ways:

- When File Share & Sync (the Connect element) is included in the installation, the Workshare desktop app is launched after install and you will see the following:
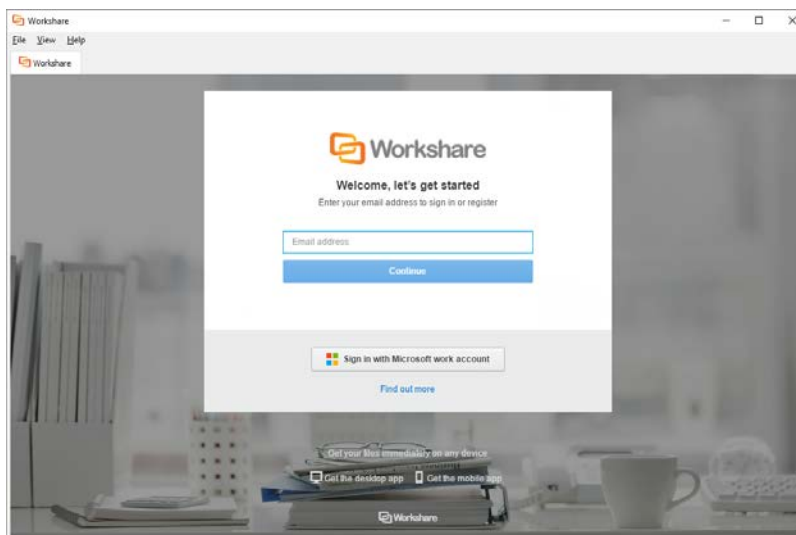
If you do not log in at this point, then…..

- The first time you access Workshare functionality, for example, by clicking any option in the Workshare tab, you will see the following:

Enter your Workshare credentials (email address and password) and click **Sign in**. Your license entitlements are retrieved and you have access to all Workshare functionality. This is the only time a user is required to log in to Workshare.

Options removed

Some options that were previously available in Compare have been removed because the functionality is now available in a better and more accessible way. You will no longer see:

- Vertical Workshare panel in Office
- Comparing within Word

System Requirements

The system requirements for Workshare Compare 9 are as follows:

Minimum System Requirements	Intel Pentium 4 3.2GHz processor 1.5GB RAM 1GB free disk space
Recommended System Requirements	Intel Core 2 DUO @ 2.2GHz AMD Athlon 64 X2 4400+ 2GB RAM 2GB free disk space

Certified environments for Workshare Compare 9 (32-bit version)

Workshare Compare 9 (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 Compare 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 (64 bit)
  - Citrix XenApp 7.5
  - Citrix XenDesktop 7.5
- With Microsoft Windows Server 2008 R2 SP1 (64 bit)
  - Citrix XenApp 6.5
  - Citrix XenDesktop 6.5
  - Citrix XenDesktop 5.6

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

Microsoft Office System:

- Microsoft Office 2016 (32 bit) – including click-to-run
- Microsoft Office 2013 SP1 (32 bit) + Japanese – including click-to-run
- Microsoft Office 2013 (32 bit) + Japanese
- Microsoft Office 2010 SP2 (32 bit) + Chinese Simplified & French
- Microsoft Office 2007 SP3 (32 bit)

Email System:

- Microsoft Outlook 2016 (32 bit)
- Microsoft Outlook 2013 SP1 (32 bit) + Japanese
- Microsoft Outlook 2013 (32 bit) + Japanese
- Microsoft Outlook 2010 SP2 (32 bit) + Chinese Simplified & French
- Microsoft Outlook 2007 SP3 (32 bit)
- IBM Lotus Notes 9.0.1
- IBM Lotus Notes 9.0

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**

  > *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:**
  - FileSite 9.3.1
  - FileSite 9.3
  - FileSite 9.2
  - FileSite 9.0 Update 6
  - FileSite 9.0 Update 5 (+ EMM)
  - FileSite 8.5 SP3 Update 5/6
  - DeskSite 9.3.1
  - DeskSite 9.3
  - DeskSite 9.2
  - DeskSite 9.0 Update 6
  - DeskSite 9.0 Update 5
  - DeskSite 8.5 SP3 Update 5/6
- **OpenText:**
  - eDOCS DM 10
  - eDOCS DM 5.3.1 COM only (Patch 5)
  - eDOCS DM 5.3 COM only (Patch 5 Rollup 4 & 5)
- **Worldox:**
  - GX3
  - GX4

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

Certified environments for Workshare Compare 9 (64-bit version)

Workshare Compare 9 (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 Compare 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 2016 (64 bit) – including click-to-run

Email System:

- Microsoft Outlook 2016 (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**

  > **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:**
  - □ FileSite 9.3.1 (64 bit)
  - □ FileSite 9.3 (64 bit)
  - □ DeskSite 9.3.1 (64 bit)
  - □ DeskSite 9.3 (64 bit)

- **OpenText:**
  - □ eDOCS DM 10 (64 bit)

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

Important Information

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

Important installation information

- Workshare Compare installs program files to a sub-folder within the Workshare folder named **Modules**.

- **Install:** A user is unable to install Workshare Compare if Microsoft Windows Installer 3.1 is not installed. This can be downloaded from the following location http://www.microsoft.com/downloads/details.aspx?FamilyID=889482FC-5F56-4A38-B838-DE776FD4138C&displaylang=en.

- **Windows 7:** When UAC is set to **Default**, running the Workshare Compare install displays the UAC prompt. You must approve the prompt and Workshare Compare will be installed. Running the Workshare Compare 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 Compare, we strongly recommend that you first uninstall them before installing Workshare Compare 9.

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 #	FB #	Description
00431065	19552	Local Open or Save dialog box does not appear in Excel
01049923	37955	Comparing a document with multiple versions from DeskSite does not auto-populate the correct versions
01068093	41816	Sending redline from Compare creates 'A program is trying to access email address information
01069681	41926	Unable to save docs with long file-names into NetDocs when include document descriptions is enabled
01072933	42372	Page layout changes from legal to letter and is missing paragraphs when saving fast mode redline to PDF
01072975	42399	Linked signature images are stripped and sent as attachments when sending email with ACN and IP enabled
01073730	42950	Wrong attachment sent when same document name is in use

CR #	FB #	Description
01077148	43136	0 KB document created when saving redline after comparing long file-names documents from Netdocuments
01070304	42009	Unable to compare documents containing comments into 7a
01072685	42813	Workshare Compare for PowerPoint incorrectly being treated as suspicious by certain applications
01066299	41355	Applocker blocking certain Workshare DLLs
01049903	37953	Comments are missing when saving redline as Word document with Track Changes
01081726	43873	Comparing documents with multi-level numbering list displays incorrectly in TER view
01058370	39770	'Do you want to save changes to this message?' dialog pops up when closing Outlook
01060865	40291	Print preview showing SFTLinkPermission XML code
01060396	40182	'OK' button not responding when changing document name in Modified Document field
00135815		Document comparison failure
00141308	21453	Request to change wording of 'Hidden track change'
00142455	21442	Request to remove 'workshare default' from list of rendering sets in Word
00160489	20804	Ability to hide/disable/password-protect Administrator Mode accessible from Workshare Configuration Manager (User Mode)
00161391	21451	Removal of "Email Address " option from the WCM
00161392	21451	Removal of "Email User Name " option from the WCM
00170258		Request for 'Advanced Options' to Reflect Options Set through Configuration Manager
00175397		Request for SharePoint Connector to Support SharePoint Server Farms
00181923		Request for Compatibility with Windows Server 2012 (and with R2)
00184524	14312	Request to rename Save dialog to OpenText instead of Hummingbird
00375365	18636	Workshare Word Addin preventing word documents from switching

CR #	FB #	Description
00385592	21593	Request the ability to select 'Profile Attribute' when saving redline to Netdocuments
00388156	18873	Save button is grayed-out when selecting workspace under cabinet folders (NetDocuments)
00402480	19008	Error: Your previous login attempt failed in Netdocuments
00411910	19296	Error SolidConvertor PDF COM has stopped working.
00436120	20617	TER view display list numbering with incorrect format
00436336	20514	Request To Move ComparisonDockManagerStatePane Registry Keys To The Custom Workshare Hive
00440597	19815	Disabling 'allow users to override option' prevents other settings to function
00440965	19953	Redline incorrectly rendered resulting in missing text and text running off the page
00455495	20203	Comparing Track Change Documents results an Incorrect Redline
00460632	20258	Alternate class name default to 'COMPARE' when saving PDF to DMS
00469704	21593	Ability to attach/relate saved comparison to document saved within NetDocuments
00481282	20515	Autonomy iManage integration cannot be locked from editing in WCM
00485191	20606	Company logo in footnotes within letterhead is incorrectly displayed in TER
00486440	20657	'Use AutoProfiling for Autonomy iManage' option causes attach/relate to modified documents to be saved in incorrect location of matter centric
00486524	20662	Equitrac is prompting when converting redline to PDF
00494765	20859/2 4112	Legal Size Is Not Automatically Detected When Sending Redline As PDF, Changes To Letter
00496124	20894	List numberings are misplaced in TER view
00496127	20929	Unable to display 'large dot symbol' in TER view
00496133	20895	List numbering appears as insertions and deletions
00497408	20879	Text with no changes showing as insertions/deletions
00497412	20896	Versions Drop-down Missing When Comparing In Word 2013

CR #	FB #	Description
00505102	20940	Page Margins Not Honoured When Redline Is Set To Letter Size And Saved As PDF
00506556	21044	Text in tables is incorrectly rendered
00513086	21100	Pages Numbers in the Footer Are Incorrectly Displayed In TER
00513228	21150	Error: The operation required the document to be locked (0x8012000a) when saving redline to SharePoint via windows explore
00513252	21147	Excel hangs when 'Workshare Ribbon Addin for Office' addin is enabled
00554110	21538	Images are Incorrectly rendered after running a comparison
00558187	21593	Slow response when accessing Netdocuments from the compare documents window
00610763	21694	Unable to email redline in DOCX format when comparing from FileSite
00610765	21696	Dashes in bulleted lists incorrectly changed to semi-colons in redline
00619090	21833	Comparison hangs with progress bar when comparing large documents with a lot of images
00619110	21593	Ability to display 'Recently Opened' documents from Netdocuments
00627440	21891	Images with changes are not display with the coloured dotted lines when saved as PDF through Workshare
00627505	21922	Documents with multiple section pages are incorrectly printed when using Only print pages option
00628860	21925	Error after comparing documents: The document may contain text content that will be lost upon conversion the chosen encoding.
00638381	21963	Preparation failed for this comparison
00642461	21984	Sending comparison as docx or doc results in footnotes being converted to endnotes
00642462	21983	Greek characters are incorrectly displayed in TER view
00643864	22001	Standmode comparison show extra preceding apostrophe in the redline
00657181	22082	Error occurred while saving this file, please try again

CR #	FB #	Description
00659982	22713	Error: The document C:\NRPortbl\<server name>\<username>\<document name> failed to check in. The changes will be saved locally. Please check in the document locally
00660000	22134	AutoProfiling error: Unknown error 0x80040157
00662998	22182	Ability to remove or supress OCR warning message when comparing scanned pdf's
00667271	22293	Text boxes are incorrectly formatted in the redline when using fast mode
00668623	22296	Redline size incorrectly changes from legal size to letter size when printing
00670025	22757	Text is missing or moved down in numbering list
00682594	22485	Documents created with Japanese characters are incorrectly saved when compared in fast mode
00732425	23157	Incorrect deletion shows up when using page breaks and section breaks in TER view
00756028	23470	Error : Unable to convert redline to word
00808596	24532	Missing numbering list when comparing word documents in fast mode
00818704	24711	Excel document with hidden sheet crashes when using print option
00823080	24807	Autoprofiling error: Error description unknown error 0x80040157
513225	21144	French characters are incorrectly OCR'd
173041	21325	Unable to compare encrypted PDFs
132446	21436	Ability to limit save as redline doc types
	22218	Compare for PowerPoint path is populated in original and modified fields, while clicking on 'swap' button
	22673	Headers & Footers are positioned to left side in comparison document when applied using 'Apply agreed changes' (actually, it was positional tabs not being written to the output)
	23060	Error is displayed in Workshare Compare for PowerPoint after opening checked out presentation created in iManage
777006	23827	Workshare Ribbon Addin for Office causes Excel shortcut key dialog boxes to be hidden

CR #	FB #	Description
823202	24922	Opening Word attachment with track changes takes 20-30 seconds to open
	25228	Workshare Compare keyboard shortcuts dialog is not updated to latest in DeltaView
	25379	Apply change update - Error message box improvement - show word at same time as failure message box
	25901	Object Reference..' error banner is displayed while performing Share operations in new mail window
837874	26035	Comparing track changes documents in fast mode with list numbering results in incorrect results
	26045	Update the Ribbon control bar to version 23.2, which is used in Compare(DeltaVw)
	26046	Compare for PowerPoint crashes after performing Save as action to save comparison result
818673	26048	Images are not displayed
	26268	User is unable to compare the documents having only 'modify' password in 'Standard' mode
	26310	Version is not added to the file in latest folder if we perform 'Save to My Files' after performing 'Save as' action
	26335	There was an error...' is displayed while performing 'Open in Word..' action on PDF document
	26340	"Please select compare.." error is displayed when we launch WCA/WCM after deleting all default rendering sets.
	26403	User is navigated to Group instead of file preview when we click on 'Link to file' link on Share dialog
	26478	WCM options are not reflected to latest build after upgrade
	26509	Different behavior is displayed while clicking on Share from ribbon and Connect pane for unsaved document
863057	26537	Installation error when old version of Microsoft Visual C++ 2012 Redistributable package is installed
	26640	Comparison of password protected .doc and a rtf document fails in FAST mode
	26946	[Mixpanel] Update user-agent in http header with installed product and version
665797	27094	OpenText eDocs DM10 support
	27325	Default ACN panel to open

CR #	FB #	Description
963995	27366	Request to sign all Workshare dlls
967394	27533	Unable to apply changes when saving comparison as track change document
889856	26982	New Terminal Server Registry keys for Professional 9
912598	27328	Right-click menus integration missing from DeskSite and FileSite 9.0 update 6
855625	27329	Request to display 'Comparison in progress' prompt
964856	27397	Add "Why do I have to sign in?" link to Sign in dialog
920183	27115	Turning off Connect panel not remembered
947115	27512	Please select Compare or Protect Module' when installing Workshare.Professional.msi
	27371	Enhance licensing
00946922	27286	'Workshare.Woldox.Connector.exe has stopped working' when comparing documents
00967379	27507	Object reference not set to an instance of an object when clicking forward
00968276	27602	Unsaved changes are not detected in the redline
	28097	Workshare 9 msp build failure
	28380	Update the reminder/expired pages to allow the user to refresh the license without having to click on Purchase Now
00946984	27331	Comparing documents show extra pages in the redline
00986086	27558	'Only print pages with changes' option prints all the pages where footnotes have changed instead of a single page
	27568	"Error saving.." is displayed when cancelling share dialog from Workshare Compare when loading is in progress.
	27629	Profile setting changes are not reflected in Workshare Configuration Manager after loading wso file
00976102	27712	Spal.dll error is displayed on launching Outlook
00976274	27911	Warning message the following changes will not be applied to your document
	28014	Workshare options are displayed twice in PowerPoint, when we run Workshare Configuration Assistant after running Citrix terminal registry keys
00665920	22295	TER view shows text overlapping

CR #	FB #	Description
00989431	27008	Create new NetDocuments SendToApplication
00966052	27505	'Apply Accepted Changes' button missing when screen display is set to 125%or 150%
00958369	27349	Zero byte file created when running PowerPoint comparison from command line
00967383	27531	Error "Compare for PowerPoint has encountered a problem" when double-clicking any text under change summary
00874281	27607	List numbering appears underlined in TER view
00980358	27921	Workshare Configuration Manager shows incorrect Connect subscription type
00996034	28761	Comparison hangs with progress bar when documents contain macros
00121861	21440	Ability to compare marks/values of checkboxes within a document
00125114	19852	Ability to utilize Outlook default font when emailing from Compare and Word
00170823	7528	Fully justified numbered paragraphs change when comparing certain documents
00177830	22448	"Prompt to save redline on close" option does not prompt to save unless "Allow document to be saved as new document" option is enabled
00439186	19679	Open in Word with Workshare' option cannot show all pages
00454181	20257	Table deconstructed when running a comparison
00454188	20256	Table falls off the page when running a comparison
00735206	23202	List numbering incorrectly rendered in TER view
00799046	29794	Saved changes are not compared against the previous version
00926073	27246	Sync icon missing from WorkSite group in Outlook ribbon after installing Pro
00958128	28371	Best Authority plugin does not function correctly when Workshare add-in is enabled
00969734	27679	Adjusting Quick Access Toolbar commands not remembered within Word
00969761	27704	HKCU settings are not applied when changing options in WCM (Admin Mode)

CR #	FB #	Description
00971484	27804	Ability to enter proxy server details in the Configuration Manager
00981878	27934	User is unable to connect to SharePoint 2013 via HTTPS url through WCM.
00996262	28738	Black boxes appear in TER view & text "falls off" the page
01000802	29045	Custom macros not being saved to normal.dotm
01006636	29445	Outlook hangs when Workshare Ribbon Add-In for Microsoft Office is enabled
01011177	29739	"Help" article "Launching Workshare Compare from MS Word" is out of date
01013440	30121	Redline is displayed with black background when comparing documents created
01014630	30315	Unable to preserve changes to normal.dotm
01999887	29084	Workshare temp files/folders are not being removed automatically from %temp%
	28950	WCM hangs when clicking on 'Login' button after changing 'Use server' option
	29162	Typo in text beside to 'Workshare Professional' option on 'Send To Application' dialog.
	29113	Include latest released version of Connect for Desktop
	29727	Share to Groups email HTML redesign
	29741	Improvements to Accept/Reject functionality
01014191	30157	Extra blank pages are created when comparing certain documents
01006654	29475	The rendering view shows boxes around each line of text
01013475	30125	Workshare Compare unable to select a document from configured document provider
01014759	30351	List numbering renders incorrectly in TER view
01016425	30735	Password required dialog options are incorrectly displayed on Japanese version of Windows 7
01018668	31096	OK and Cancel buttons in Password required dialog are not visible when display is set to 125%
00778603	23887	Active setup registry keys are not created at first login
01001716	29121	"There was a problem with the installation - Fatal error during installation" when Connect is already installed

CR #	FB #	Description
01013361	30088	Workshare repair window appears upon launching Workshare Configuration Manager for the first time
	30837	Upgrade.Bundle.exe does not update version number in Programs & Features
01017144	30813	Sign in window pops up when inserting a 'Text from File' in Word
00989357	30911	Please login to a server is displayed when using Offsite
00682433	19867	Default redline save format selected in Workshare Configuration Manager is not applied when saving comparison to Worldox
00523915	21274	Search not responding after clicking load defaults to default in Workshare Configuration Manager
00166684	22454	Changes to speaker notes in moved slides not detected
00811694	24569	Alignment changes in tables when opening redline in Word
00829479	25338	Grammatical error after applying patch from CR 00724148
01011210	29738	PDF documents produce overlapping text in redline
01011276	29758	Redline shows the same em-dash symbols (unicode 0x2014) as inserted and deleted
01012049	29814	Highlighted text changes from yellow to dark grey on comparison when using Fast mode
	29996	Workshare didn`t detect any changes' banner is displayed for all emails which containing documents with WS Tracking ID
01013134	30006	Date and letterhead with text boxes are shifted toward the center
01015499	30533	Random changes in multi-level list numbering
01015810	30578	Numbering lists are missing in the redline when comparing in Fast mode
01016055	30703	Class name appears blank although Alternate class name is set to 'COMPARE'
01016053	30756	Ability to change default save location for Apply Accepted Changes document
01014520	30814	Redline opens in Word compatibility mode
01017455	30867	Failed to compare documents and return to file selection dialog
	31753	Skip button not displayed on the password dialog

CR #	FB #	Description
	31754	Skip button on Excel sheet password request dialog not working
01021837	31914	Numbering bullets are incorrectly displayed as squares after saving the redline to PDF
	30218	New UI of 'change summary' is not displayed in screenshot image when installing Compare standalone build
	31741	New Connect user password policy
	30835	License expired/unvalidated/missing error messages
01017395	30866	Request to be compatible with DeskSite/FileSite 9.2
	30926	Extend the Phone Home functionality to transparently update features
	30968	Update Help files and Quick Start Guides
	31737	Rename option display text
	31740	Update date: Copyright ©1998-2015 Workshare
01021897	31800	Request to show NetDocuments server location for Australia
	34109	Changes cannot be..' is displayed in the results when performing search using 'Search original document text'.
	32894	Office 2016 Support
	33986	License Notification Nags are not displayed when user has below 30 days of license
	31409	Unable to create PDF/A documents using 'Combine Files in Workshare' option.
	32395	Page number and Line number is shown as '0' for comments in Change summary pane while comparing certain documents.
	32555	Comments information is lost when the comparison is saved in .docx format
00815884	24700	Incorrect rendering of brackets that contain manual list numbering
00993603	28648	Sharepoint integration error: The document needs to be saved
	30234	Modified path also displayed in selection window, when comparing word document after performing Open in Word for PDF

CR #	FB #	Description
00181862	30698	Append document IDs to the redline file name not working correctly
01015365	30737	Reviewers are not preserved after opening redline in Word with track changes
00552708	30951	Comparing font type with 'Bold' in the font name produces Times New Roman text in redline
01019166	31290	Email as Word document with track Changes does not honour redline filename
00996226	31298	Missing Workshare icons on Filesite ribbon in Outlook
01020011	31385	Unable to copy redline file.
01020495	31513	Outlook default font changes when emailing from Compare
01020888	31643	An error has occurred when attempting to save the redline while running comparison through Command Line
01022446	32097	The following error occurred while processing the email :Member not found. (Exception from HRESULT: 0x80020003)
01023200	32431	Highlighted text losing highlight when saving comparison as PDF
01024051	32569	"The following changes will not be applied to your document" error when Applying Changes
01024419	32636	List numbering are incorrectly displayed in TER view when using Fast Mode comparison
01025665	32833	Comparison reverts to selection dialog box when comparing specific documents
01024418	32897	Quick Search Panel not showing in FileSite Open dialog box when browsing documents in Compare
	33036	An error occured..' dialog is displayed when uploading the documents into Workshare App from SharePoint
01026878	33349	Page layout in redline drifting between portrait and landscape
	33394	Unable to save documents containing # character to NetDocuments
01028397	33493	First page in redline shows as grayed out when comparing documents including pictures
	34000	Error dialog is displayed when user tries to share files to themselves.

CR #	FB #	Description
	34029	PPT Compare application crashes when user tries to create the comparison report.
	32571	Document needs to be saved' message is displayed when user tries to perform 'Combine files' option to document from SharePoint
01019161	31299	Remove temporary file attribute when creating PDFs
01029834	33780	Workshare.PdfCreator.exe, Workshare.Pdf.Combine.exe and WINWORD.exe processes do not terminate
01034301	34882	Pro9 Update 4 - Ability to allow redline to be versioned to the original/modified document in FileSite
01036003	35254	Professional 9 Update 5 - Request for compatibility with iManage 9.3
01012085	29815	List numbering missing after converting redline to track changes document
01029324	33783	Professional 8 PR1 - Workshare does not honor Filesite Open/Save dialog configurations
01030971	34143	Pro9 U4 - Search text near a change option in change summary show incorrect results
01032200	34340	Comparing documents with logo in header results in misplaced logo in middle of TER view
01033821	34723	Password required dialog for protected Excel documents displayed out of screen
01033881	34725	Error: 'Workshare Compare has stopped Working.' when comparing specific documents in Fast mode
01034539	34923	Compare hangs/does not terminate comparison when clicking cancel
01038660	35866	Pro9 MR5 - Footnotes changes are incorrectly displayed
01039357	35974	Content discovery failed when emailing redline with track changes
01043011	36837	Professional 8 PR1 - redline summary shows incorrect time stamp
01023253	32288	Open document should populate modified field in doc selector window
01041955	36486	Contents are removed from text Content Control boxes when locking options set
1027352	36925	Standard comparison mode displays Greek characters incorrectly in TER view

CR #	FB #	Description
1033283	34722	PDF documents take long time to compare
1040126	36160	TER view and the redline results are incorrectly aligned when comparing Word documents with pleading lines
1046952	37224	Email signature not populated when attaching comparison to email using Compare
1046985	37229	Fast mode comparison shows extra preceding apostrophe in the redline
1048126	37480	Tables in footer cut off in TER view with MacPac templates
1049794	37950	0 byte or empty file when comparing documents with long filename and saving redline as Word document with Track Changes to FileSite
1051564	38410	Warning message: "Same Document. The original and modified documents are the same! Do you want to continue?" when comparing two different Excel versions in FileSite
1054745	39042	Table borders disappear from redline summary when comparing documents in fast mode
1054371	38927	Incorrect formatting in Word after applying accepted changes
1054337	38929	Redline appears almost blank when saving or printing as PDF
1020495	31513	Outlook default font changes when emailing from Compare
1021951	31802	Turkish characters are incorrectly rendered in TER
1058414	39794	'Some files are in unsupported formats' message appears in Interactive Protect panel when emailing comparison documents
1026818	33057	Save As File Format is not been populated when saving a redline into Worldox GX3
1039572	36835	Ability to integrate with 'Click-to-Run' Office 2016
1048921	37703	Ability to send a PDF of changed pages only
1032094	34293	iManage servers instances are removed when disabling the option 'Allow users to override'
1037434	35579	Temp file path shows instead of actual path for the modified document when comparing from OpenText
1033911	34728	"Error! Missing test condition! Unexpected End of Formula" in footer in saved redline

Known Issues

The following are known issues in the Workshare Compare 9 release - for more information, please contact Customer Support.

ID	Details
01028440	Editing a rendering set on the fly does not prompt to save as a new set or overwrite the current rendering set.
01018577	Worldox document footer stamps are not updated when saving a comparison via Save As in Workshare Compare.
01018743	Font changes to Times New Roman in email body when sending documents to groups from Interactive Protect.
01012100	The account or company name is not displayed in File > Help > About in Workshare Compare.
42137	'Index was out of range. Must be non-negative and less than the size of the collection.' Error is displayed when comparing certain PowerPoint files.
41723	Password dialog displayed at inconsistent times in the comparison process depending on whether using Standard or Fast mode (64-bit version only).
41547	Incorrect theme is highlighted under 'Select' drop-down when comparison is done from command line.
41284	Files are not listed in recent comparison list when PowerPoint compare is performed with server documents.
40597	Local File Store dialog is displayed when browsing for files in the desktop app when DMS is set as default (64-bit version only).
40574	User is not automatically logged into Compare after logging into the desktop app first (64-bit version only).
40484	There is a spelling mistake in the 'Change Summary' button tooltip.

ID	Details
40469	Newly created theme does not appear in the 'Select' drop-down list in the Comparison Themes section.
40430	'Color is not resolved yet' error is displayed when at least one document contains Opulent design background.
40418	'Index was outside the bounds of the array' error is displayed while comparing specific documents.
37311	Excel spreadsheet hangs when sharing as an attachment through Outlook.
37230	Incorrect changes appear in redline when comparing certain documents.
35528	Unable to compare .docm files from NetDocuments.
35474	Activated users are still prompted to sign in to license Professional when using the feature "Save to My Files" in Word.
34665	Unable to apply changes to comments.
32336	Unable to customize the original groups in the Compare ribbon.
26902	The Apply accepted changes button is not enabled when the user accepts only changes under the suggested changes category. Issue observed in Windows 8.1(x64) Office 2013 SP1 SharePoint 2013 SP1.
26804	Dotx/docm/dotm/dot/html type documents are not displayed in NetDocuments Open window. Issue observed in Windows 7 SP1 Office 2010 SP2.
26796	Text is not displayed correctly when specific pdf documents are compared. Issue observed in Windows 7 SP1(x86) Office 2010 SP2 FileSite 8.5 Update 5.
26795	Table is not displayed correctly when comparison is saved as PDF document. Issue observed in Windows 7 SP1(x86) Office 2010 SP2 FileSite 8.5 Update 5.

ID	Details
26671	Error is displayed when click Apply agreed changes after comparing a .docm file as the original document. Issue observed in Windows 7 SP1(x86) Office 2010 SP2 FileSite 8.5 Update 5.
26585	License expiry dialog is displayed when logged in as SSO user through share action. Issue observed in Windows 8.1 Enterprise x64-G Office 2013 SP1 DeskSite 9 Update 5.
26584	Account name is not displayed in the WCM > My Products after re-launching WCM. Issue observed in Windows 7 SP1 Office 2010 SP2.
26353	Workshare options are not displayed correctly if display font size changed to 125% or 150%. Issue observed in Windows 7 SP1 Office 2010 SP2.
26309	Exception is displayed in the system tray when performing secure file transfer action on document containing '['(or ']')in the name. Issue observed in Windows 7 SP1 Office 2010 SP2.
26274	Incorrect license alert dialog is displayed when launching PPT Compare from the desktop shortcut and closing the login dialog. Issue observed in Windows 7 SP1(x64) Office 2010 SP2 FileSite 9 Update 5 + EMM.
26241	Save to My Files/Share and PDF are disabled for redline if the Allow redline to be saved… option is not selected. Issue observed in NetDocuments-Windows 8.1 Office 2010 SP2.
26237	File format is shown as PDF/A in Email Comparison window even if PDF documents are selected for comparison. Issue observed in NetDocuments-Windows 8.1 Office 2010 SP2.

ID	Details
26198	Incorrect license alert dialog is being displayed when launching Workshare Compare for PowerPoint application. Issue observed in Windows 8.1(x86) Office 2010 SP2(x86) NetDocuments.
26176	Save As Type is empty and disabled in OpenText DM5 Save As dialog, when saving comparison as version. Issue observed in Opentext DM 5.3.1 patch 5 Windows 8.1 Office 2013.
26107	Document is not auto saved to DM server after performing Share action. Issue observed in Windows 7SP1(x64) Office 2013 SP1 (x86) eDocs DM 5.3.1 Patch 5 (COM Only).
26084	Workshare Compare is launched when right-clicking on PPT/PPTX in Worldox and selecting Compare instead of Compare for PowerPoint. Issue observed in Worldox.
26024	The Workshare Connect icon is not shown in the Control Panel after upgrading in MSI mode. Issue observed in SharePoint 2013 SP1 Windows 8(x64) Office 2013.
25974	Unexpected message is displayed when clicking Apply agreed changes if user compares .rtf files and then opens saved WDF. Issues observed in SharePoint SP1 Windows 8(x64) Office 2013.
25915	Links in Excel files are not cleaned when user deselects Exclude field codes with hyperlinks in the WCM. Issue observed in OpenText DM 5.3.1 COM Suite Patch 5 - Windows 8.1(x64) Office 2013 Outlook.
25913	ADM files do not contain license information when generated in the WCM Admin Mode. Assuming that the license entry is generated, but empty then this is as expected. ADM files can't contain entries that are larger than 256 characters so we don't try.

ID	Details
25617	Error saving.. is displayed when sharing files to a group containing special characters in its name. Issue observed in Windows 7 SP1(x64) Office 2010 SP2 FileSite 9 Update 5 + EMM.
25084	File names with character # (hash tag) cannot be saved as attach/relate to original. Issue observed in NetDocuments Windows 7 SP1 Office 2010 SP2.
24926	Workshare warning dialog is not displayed when user clicks See changes link from PowerPoint in Protect standalone build. Issue observed in Windows 7 SP1 Office 2007 SP3.
23947	WCM options of removed features are still displayed in ADM file. Issue observed in AD Server: Windows Server 2008 Enterprise (X86) SP1; Client: Windows 7 SP1(x64) Office 2010 SP2.
22623	Bullets and numbering changes are not applied to comparison document through Apply agreed changes from Compare. Issue observed in Windows 8.1 X64 Office 2013 SP1 SharePoint 2013.
22054	'No valid launch method is found' error is displayed when launching a .WPF file from DM server. Issue observed in OpenText DM 5.3.1 patch 5 Windows 8.1 Office 2013.
39743	Unable to transfer content from Excel to Word using drag and drop.
39625	Custom fonts and macros not being saved to normal.dotm when Workshare add-in is enabled.
39624	Slide panes are empty and CPU usage is high after comparing certain PowerPoint documents.
39338	'Object reference not set to an instance of an object' error is displayed when comparing heavily formatted PowerPoint documents.

ID	Details
35911	Blank page sometimes displayed after redline statistics in the redline.
34883	Redline Summary columns and description run off page when file name + path are too long.

Contact Info

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