Workshare Professional 10

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

Workshare Professional 10 is a 32-bit and 64-bit release that extends the comparison functionality to Excel and improves the integration in Outlook.

Excel comparison

Compare any two spreadsheets and see exactly what's changed. See the differences between individual sheets or your entire workbook.
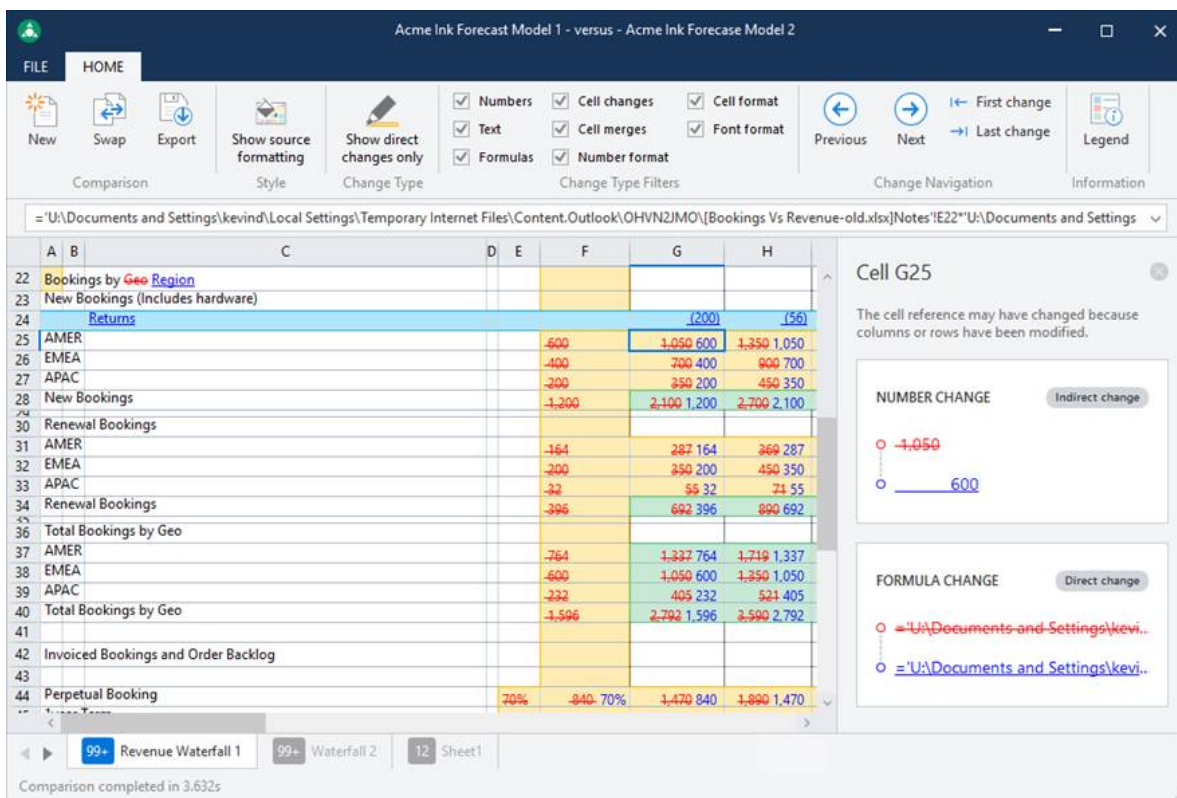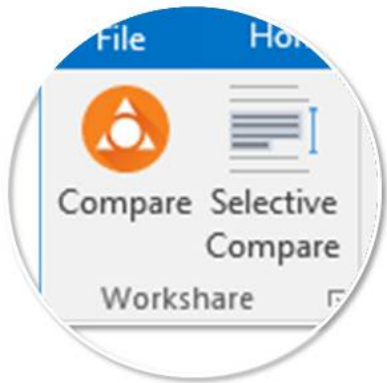

You can launch Workshare Compare for Excel and perform comparisons from your desktop, from right-click options or from an email. Spreadsheets stored in your DMS or CRM, locally or on your network can be compared.
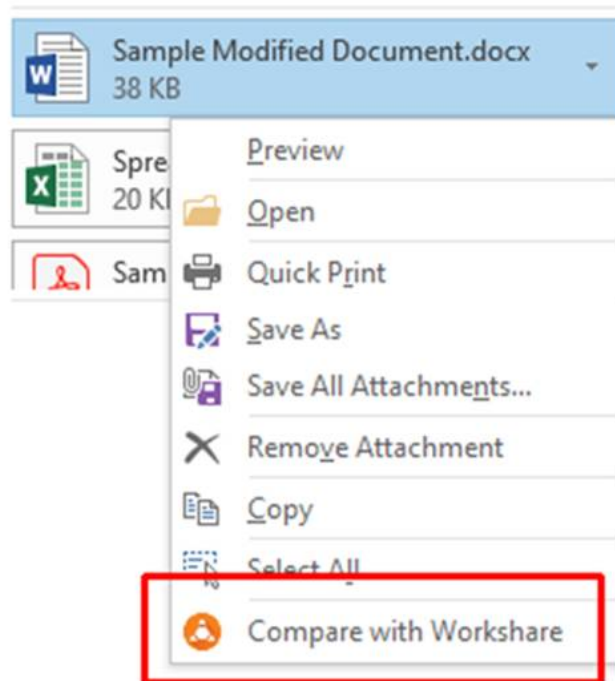
Simpler access to comparison from Outlook

New buttons and dropdown options right where you want them.

Workshare ribbon in Outlook   Right-click attachment

Compare two email attachments or even a snippet of text from the body of your email.

Improved PDF comparison

Behind the scenes, it's better, faster and stronger so comparison of PDF files is more accurate and reliable.

Environments changes

- Added support for Microsoft Office 2019
- Added support for Microsoft Office 365 (desktop)
- Added support for eDOCS DM 16.3
- Dropped support for Microsoft Office 2010

Workshare Configuration Manager

The following parameter was added:

- **Delete custom XML parts (Word)** (Protection > Interactive Protect and Protection > Remove Metadata)

The following parameters were removed because the automatic change notification (ACN) feature has been removed:

- **Attachment(s) Alert & Compare category name** (Comparison > Administration)
- **Enable Attachment(s) Alert & Compare** (Comparison > Administration)

System Requirements

The recommended system requirements for Workshare Professional 10 are:

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

Workshare 10 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 10 (32-bit version)

Workshare 10 (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) (32 bit)
- 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) (32 bit)
- 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 an iManage Work 10 server, it must be installed on-premise or in an iManage private cloud. If it's 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 10 (64-bit version)

Workshare 10 (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 an iManage Work 10 server, it must be installed on-premise or in an iManage private cloud. If it's a Work 10.2 server, it must include iManage Work Web Server 10.2.0.91.*

- **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
01161286	PRO-2146	Apply Accepted Changes Button fails to load changes document in Microsoft Word
	PRO-2087	"This setup requires <32/64> bit Microsoft Office 2013 SP1 or later" warning message is not displayed when installing (x86) MSI builds in (x64) Office environment and vice versa.
CR01160584	PRO-2007	iManage integration: Unable to start a comparison from the browser to Compare desktop
CR01160265	PRO-1922	Unable to view exported Excel comparison file
	PRO-1921	Compare for Excel binaries were not signed
CR01159811	PRO-1910	Compare for Excel shortcut not created in Start menu
	PRO-1897	When searching for "Interwoven" text in Help page, Interwoven Integration topic was shown in results
	PRO-1893	Help links are not navigating to respective Workshare Help pages
CR01159377	PRO-1874	Floating 'Change Summary' panel is black when comparing specific documents
	PRO-1864	Page numbers in footer are not shown in redline document
	PRO-1840	"This setup requires <32/64> bit Microsoft Office 2013 SP1 or later" warning message is not displayed when installing Compare for PowerPoint or Compare for Excel MSIs.

CR#	Ref	Description
	PRO-1748	Compare for Excel: Warning message is not displayed when the user browses/drags and drops a file in one input field and copy/paste the path of the same file in the other input field
	PRO-1697	Error 'Interactive Protect could not be started' is displayed while creating a new email when upgrade performed from Compare standalone to Professional
01153132	PRO-1617	Error message: "An error has occurred when attempting to save the Redline document" when saving the redline generated from Selective Compare
01151734	PRO-1568	Interactive Protect panel hangs with 'Discovering' message when adding attachments using Outlook 365
01150846	PRO-1564	Attachments are still cleaned after unchecking 'Select metadata to remove' options on Interactive Protect panel
01149167	PRO-1563	Data in checkboxes removed when document is cleaned with Lightspeed Clean
01148594	PRO-1518	Saving a comparison as a Word document with track changes can take a long time to process when specific documents have been compared
	PRO-1515	'iManage Work10 login' dialog is shown when user clicks on 'Create PDF' button when performing 'Combine files in Workshare' action on legacy server document after clicking on 'Add Files' button
01148122	PRO-1511	When comparing specific documents, the list numbering font is changed to Calibri
01148530	PRO-1485	Error message 'We can't complete this because we can't contact the server right now. Please try again later' displayed when sending emails
01145280	PRO-1406	Comparison failed when documents containing comments and 'Display comments in redline' rendering option is enabled
	PRO-1390	'There was a problem with the installation: The application requires .NET 4.6.2 framework installer' error message is displayed when trying to install Professional build.
01143410	PRO-1350	Warning message "Workshare 9 was unable to retrieve the original/Modified source document." when comparing PDF documents from an email
01141386	PRO-1306	Documents with Unicode characters displayed in redline incorrectly and when saving as PDF

CR#	Ref	Description
01141196	PRO-1299	Comparing PowerPoint documents shows distorted or enlarged images/logos as a background
01139131	PRO-1174	Redline shows incorrect changes in paragraph indentation and alignment
01134033	PRO-1009	A 'content discovery failed' error is displayed when cleaning Excel sheets containing Russian Cyrillic characters
	PRO-987	A repair of Professional is forced when one of the default rendering sets are deleted using the Workshare Configuration Manager
01073292	PRO-891	Request to change the name from "InterwovenSite" to "iManage" in Compare document selection screen
01086760	PRO-883	Unable to apply changes when saving specific comparison as Track Change document
01084380	PRO-875	Unable to apply changes when saving specific comparison as Track Change document
01069051	PRO-871	Unable to open or save a specific redline in Word with Track Changes
01087177	PRO-852	Unable to apply changes when saving or opening specific comparison as track change document
01074067	PRO-851	Stamp signatures in PDF documents are removed when deleting markups using Batch Clean
01097073	PRO-811	Open in Word with Track Changes option causes Microsoft error
01097277	PRO-810	Comparing tables with list numbering adds extra numbering to the list using Fast mode
01126464	PRO-700	A copy of a discarded 'forward' or 'reply' draft email is added to the 'Deleted Folder' in Outlook
01117316	PRO-558	Comparing certain documents in Standard mode causing Compare to crash
01116873	PRO-555	Compare does not come to focus when starting comparison from Opentext Explorer
	PRO-255	Unable to use Content Risk on a password-protected document in Read Only mode without entering the password
01105573	PRO-236	Footer not shown when setting 'Header position from top' to 0

CR#	Ref	Description
01104565	PRO-225	Protect is converting the contents of specific PDF/A files to white text
01056554	PRO-211	Error: "Microsoft Word - We're sorry. We can't open V1.doc-V2.docx because we found a problem with its contents" when opening/saving redline in Word with track changes
	PRO-99	The Link option is displayed in the attachments bar even after deleting all attachments from an email written in plain text format
45581		When sending an email to a distribution list and applying the Secure File Transfer or Clean & Secure File Transfer policy (Protect Profile dialog), the email is processed and sent without showing the information dialog about the recipients within the distribution list
45745		ACN is not triggered when Outlook is configured in online mode

Known Issues

The following are known issues in the Workshare Professional 10 release - for more information, please contact Customer Support.

Ref	Description
PRO-2302	Compare for Excel: When selecting files to compare from a DMS and manually changing the version number in the document path (in the **Original** or **Modified** fields), 'The file cannot be found' error message is displayed.
PRO-2085	Compare for Excel and OpenText: When selecting a version for comparison, the version number is not displayed in the **Original** or **Modified** fields.
PRO-1774	Compare for Excel: When dragging an unsupported file type into the **Original** field, an error message is displayed below the field. If another unsupported file type is then dragged into the **Modified** field, an error message is displayed below the **Modified** field. However, the error below the **Original** field disappears even though the file in the **Original** field is still unsupported.
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.

Ref	Description
PRO-1749	Compare for Excel and NetDocuments: Recently compared spreadsheets are not displayed in the input fields drop down after comparing NetDocuments spreadsheets.
PRO-1695	Compare for Excel and NetDocuments: When comparing spreadsheets from NetDocuments, the date and time shown in the **Original** and **Modified** fields in the selection dialog does not match the date and time shown for the files in NetDocuments.
PRO-1624	Compare for Excel: The keyboard tab key may not work consistently when using it to move through actions in the selection dialog.
PRO-1597	Compare for Excel: When using keyboard keys to select spreadsheets for comparison in the selection dialog, removing a selection may not work as expected.
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.
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.

Ref	Description
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.
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:

support@workshare.com
EMEA: +44 207 539 1400
US: +1 415 590 7705

For sales enquiries, contact the Workshare Sales team:

sales@workshare.com
EMEA: +44 207 426 0000
US: +1 415 590 7700
APAC: +61 2 8220 8090