

Workshare Professional 10.2

Release Notes

Table of Contents

What is Workshare Professional	3
What's New in Workshare Professional 10.2	4
Added Save As PDF functionality into Compare for PowerPoint.....	4
Kofax Power PDF	4
Latest DMS support.....	4
Export comparison in Compare for Excel	5
Workshare Configuration Manager	5
System Requirements	6
Certified Environments for Workshare Professional 10.2 (32-bit version)	6
Certified Environments for Workshare Professional 10.2 (64-bit version)	8
Important Information.....	10
Important installation information	10
Change Requests Fixed	10
Known Issues	13
Contact Info	16

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

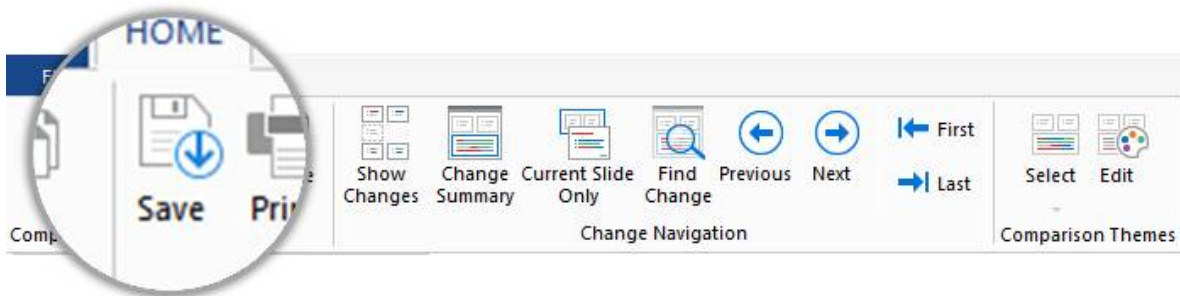
Note: Workshare Professional can be installed without Microsoft Office integration. In this case, the comparison functionality is only available from the Workshare comparison applications and the metadata removal functionality is only available when sending emails.

What's New in Workshare Professional 10.2

The Professional 10.2 release includes the following:

Added Save As PDF functionality into Compare for PowerPoint

This brings Compare for PowerPoint in line with our other comparison products. Users can save a comparison as a PDF file or a WCPF (Workshare Compare for PowerPoint) file in the DMS or CRM, locally or on their network.



Kofax Power PDF

Workshare Professional 10.2 supports Power PDF and users can compare and clean PDF files created in Power PDF.

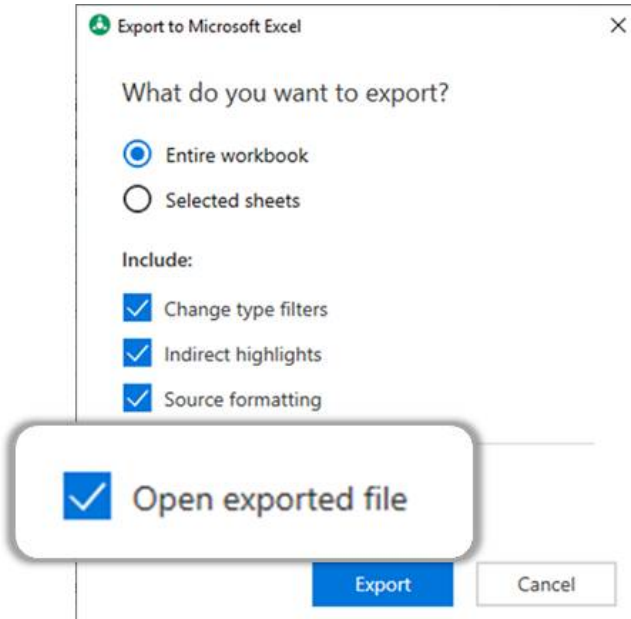
Note: Power PDF is a PDF editing tool.

Latest DMS support

This release includes support for OpenText eDOCS DM 16.5.

Export comparison in Compare for Excel

The exported comparison is much easier to read and bug fixes have made the export process much smoother.



There's also a handy checkbox so the comparison immediately opens once the export is complete.

Workshare Configuration Manager

The following parameters were added:

- Compare for PowerPoint – Default report layout** (Comparison > Administration)
 Determines the default report layout when saving a PowerPoint comparison as a PDF. Also, when creating a comparison report after comparing presentations, this determines the default report layout selected. Options are: **Full comparison report** (default), **Change summary only** or **Slide view only**.
- Compare for PowerPoint – Include unchanged slides** (Comparison > Administration)
 If this option is selected, all slides are included when saving a PowerPoint comparison as a PDF. Also, when creating a comparison report after comparing presentations, the **Include unchanged slides** checkbox will be selected by default.
- Compare for PowerPoint – Default save format** (Integrations > General)
 Determines the default format for the comparison when saving a comparison or creating a comparison report in Workshare Compare for PowerPoint. Options are: **WCFF** (default) or **PDF**.

System Requirements

The recommended system requirements for Workshare Professional 10.2 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 (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 (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-3481	-	Some images are shown with a black border in Compare
PRO-3475	-	Compare for Excel - Exported file has the wrong background colour
PRO-3407	CR01168003	Email security dialog box appears a second time after selecting ndMail filing location
PRO-3393		Some deletions are incorrectly formatted when comparing specific documents
PRO-3389		Title logo and grey background missing in saved PDF after comparing specific documents
PRO-3382		Deleted cells in tables have yellow borders when comparing and saving certain Word documents

Ref	CR	Description
PRO-3381		Image is shown as inserted though it has moved when comparing certain documents
PRO-3372		Certain shapes are stretched in Compare view when comparing Word documents
PRO-3327		Incorrect behavior is observed upon performing 'Convert to PDF' action on password protected files when FIPS option is enabled.
PRO-3325		Incorrect behavior is observed upon performing 'Combine files in Workshare' action on password protected files when FIPS option is enabled.
PRO-3324		Incorrect behavior is observed upon comparing password protected files in Workshare Compare when FIPS option is enabled.
PRO-3321		Incorrect behavior is observed upon clicking on the password protected files in 'Clean files' section and 'Apply' button in IP pane when FIPS option is enabled.
PRO-3318		Workshare compare crashes when comparing the data from Selective Compare for the second instance of Compare
PRO-3253		The comparison couldn't be performed error dialog is displayed when comparing Excel files which contain a empty text box.
PRO-3239		iManage test connection fails in WCM (Admin Mode) in some circumstances
PRO-3238		Error message "Document profile is invalid" when save comparison document using iManage Work 10
PRO-3145		Compare for PPT is not launching when FIPS Algorithm is enabled in GPO.
PRO-3120		Selective compare and Workshare batch clean are not responding when FIPS Algorithm is enabled in GPO.
PRO-3112		Text in overlaid objects is not always rendered in the correct font or size in Compare for Excel
PRO-3110		Certain documents with rotated objects cannot be compared in Compare for Excel
PRO-3090	CR01166398	Document header containing textbox is slightly cutoff in Compare view and when saving comparison as PDF
PRO-3089	CR01166298	"The comparison couldn't be performed" error occurs when comparing specific Excel Spreadsheets

Ref	CR	Description
PRO-3062	CR01165945	Compare for Excel - Unexpected results when exporting Excel comparison using 'Indirect highlights' option
PRO-3029	CR01165948	Upgrading from 9.5.x to 10.x does not honour File Share & Sync module state
PRO-2995		Microsoft Excel is not displayed under supported addin's section on the install dialog.
PRO-2954		Comparison is not brought into focus, when user performs a new comparison from "Workshare Compare" shortcut icon after minimizing currently open comparison
PRO-2908		Workshare Compare' shortcut is created while performing Upgrades from Protect Standalone(10.0 Rev 2) to Protect Standalone(10.1) upgrade in MSI QR mode
PRO-2862	CR01164585	iManage box being displayed behind Workshare desktop app
PRO-2801		Export option check boxes do not result in the correct output in the exported file
PRO-2784		'Compare' button is not enabled when files are selected through drag and drop action in Workshare Compare for PowerPoint
PRO-2772	CR01164105	This app is preventing shutdown' message appears when shutting down machine with Compare for PowerPoint window open
PRO-2770	CR01164174	When Workshare Ribbon Add-In for Microsoft Office Outlook and Outlook Option "Show add-in user interface errors" are enabled, opening an email produces an error
PRO-2769	CR01163844	Compare Crashes with exception "0xc0000374" when comparing certain documents with comments, tables and two languages
PRO-2656	CR01163711	Embedded objects are not cleaned in documents when lightspeed clean option is enabled
PRO-2557	CR01162870	Compare crashes when closing from the Taskbar on a machine with two monitors
PRO-2462	CR01162638	Documents attached from Solcase disappearing when compressing through Interactive Protect
PRO-2460	CR01162561	Compare crashes when printing redline to any PDF printer in specific environment
PRO-2365	CR01162340	Comparing certain PDF documents crashes Compare or produce overlapping tables in redline

Ref	CR	Description
PRO-1835		Continues progress bar is displayed while sending the email with attachments through Desktop profiles if Outlook is in closed state.
PRO-1805		Sound annotation metadata inserted through comment option is not removed from the PDF when 'Exclude markup - Movie and Sound annotations(PDF)' option is disabled
PRO-1510	CR01149191	Multi paragraph footnote causing numbering list display incorrectly in Compare view
PRO-1146	CR01137713	Headers and footers are missing when comparing specific original Word document against scanned PDF version
PRO-918	CR01130757	Chinese comments are not displayed in TER view
PRO-870	CR01073920	Compare via Workshare (for Excel) is grayed out in DeskSite
PRO-829	CR01066935	Converting redline to pdf results is missing several pages
PRO-782	CR01129790	OpenText save dialog box appears in the background when saving redline to OpenText
PRO-690	CR01125849	Error: 80040154 Class not registered (Exception from HRESULT: 0x80040154(REGDB_E_CLASSNOTREG)) when sending documents to Compare from NetDocuments on Citrix
PRO-195	CR01040402	Printer not activated error code -30' error when creating PDF reports with Protect disabled
PRO-164	CR01069080	Draft email attachments being processed when reporting separate email as junk

Known Issues

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

Ref	Description
PRO-3754	Compare for Excel is not launching when FIPS Algorithm is enabled in GPO.
PRO-3753 01170892	Unable to select certain cells after running Excel comparison.
PRO-3733	The error "Opentext eDocs DM: Object has been deleted" message may be displayed when a comparison is performed from using Selective Compare.

Ref	Description
PRO-3708 01170207	Bullets may not show correctly when comparing .doc files in fast mode.
PRO-3698	After closing Compare for PowerPoint, the application process may still be running and visible in Task Manager.
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-3405 01167611	iManage Work 10: The redline may not be saved as a version of the original or modified document but instead it is saved as a new document.
PRO-3137 01166593	When cleaning metadata from a PowerPoint attachment with the lightspeed clean option enabled, the slide animation sequence may be removed.
PRO-3034 01165736	When comparing a Word document saved in .doc format and using Number List formatting, the comparison may not show the numbering correctly.
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.
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.

Ref	Description
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.
40430	When comparing presentations and at least one has the Opulent design theme applied, a 'Color is not resolved yet' error is displayed.

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

Contact Info

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

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

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