

Workshare Professional 10.3

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

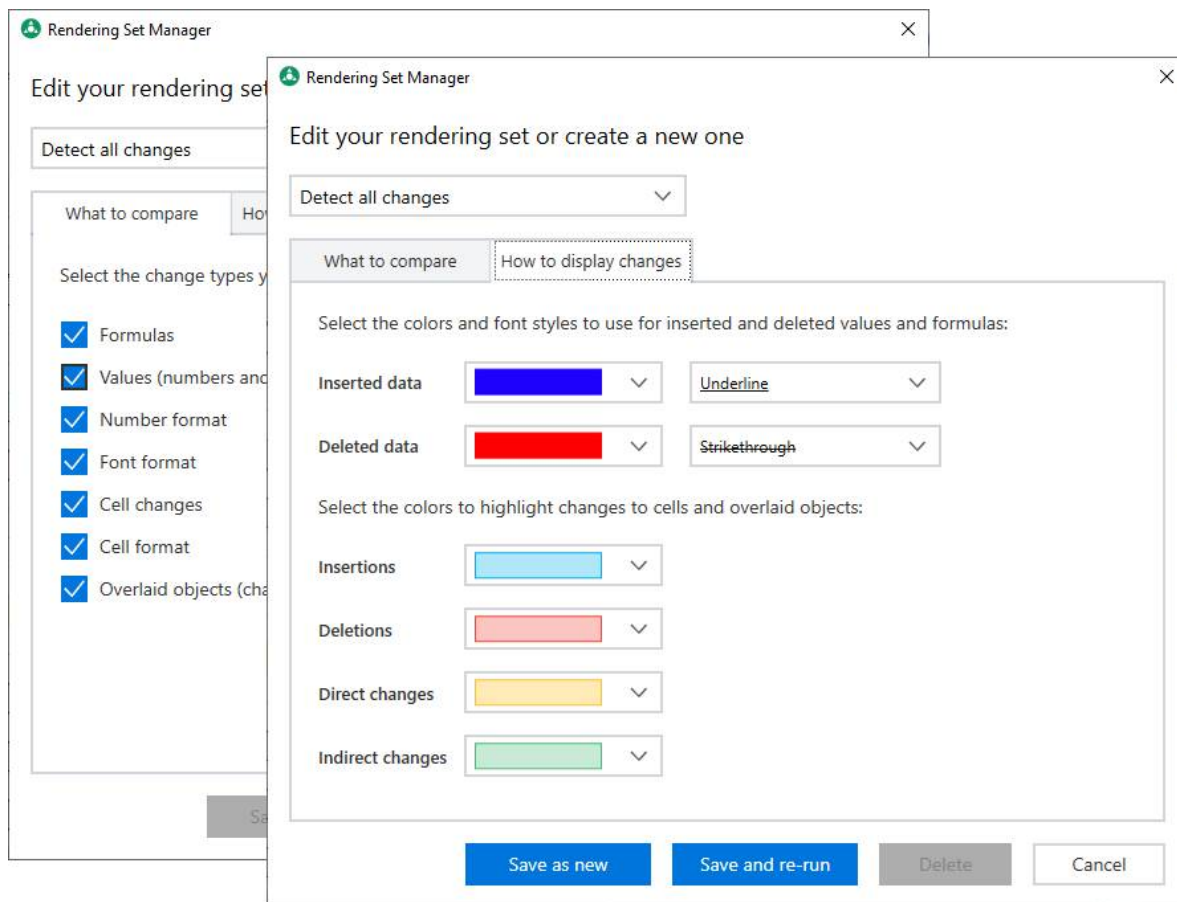
Note: Workshare Professional can be installed without Microsoft Office integration. In this case, the comparison functionality is only available from the Workshare comparison applications and the metadata removal functionality is only available when sending emails.

What's New in Workshare Professional 10.3

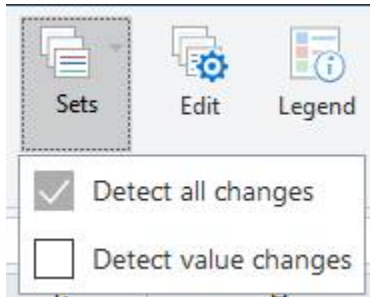
The Professional 10.3 release includes the following:

- **Rendering sets in Compare for Excel**

Rendering sets affect what changes are detected as well as how changes are displayed. Compare for Excel includes two default rendering sets or you may create your own.

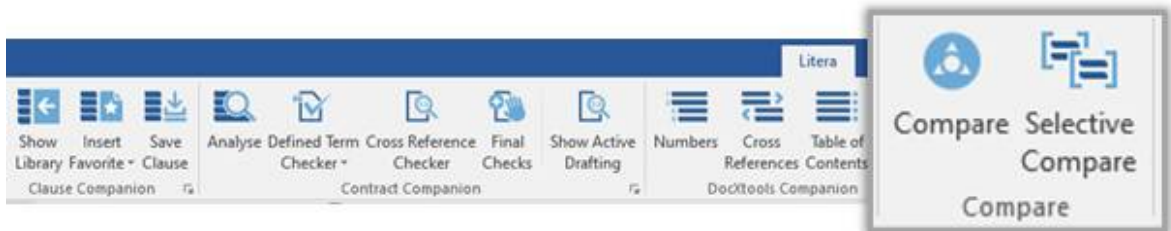


A rendering set is selected before running a comparison. A different rendering set can also be applied after the comparison has been run and new rendering sets created using options in the Compare for Excel ribbon.



- **Access to Workshare's comparison functionality from the Litera ribbon**

If configured, the **Compare** and **Selective Compare** options (Compare group) are added to the Litera ribbon in Microsoft Office (Word, Excel, PowerPoint and Outlook). Users can then launch Workshare's comparison functionality from the Litera toolbar.



This is configured using the **Add the Workshare Compare group to the Litera Desktop ribbon in Microsoft Office** parameter in the **General > User Interface** category in the Workshare Configuration Manager.

- **Assorted bug fixes**

System Requirements

The recommended system requirements for Workshare Professional 10.3 are:

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

Workshare Professional 10.3 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 10.3 (32-bit version)

Workshare Professional 10.3 (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 10.3 (64-bit version)

Workshare Professional 10.3 (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-3239	01167599	iManage test connection fails in WCM (Admin Mode)
PRO-3690		'Save as' dialog doesn't appear in focus when saving PowerPoint Comparison to the server from 'Create' button
PRO-3711	01040245	Compare for PPT - Workshare PDF Publisher is always listed as default in Print Comparison Report dialog
PRO-3751	01152714	Default print size changes to 'Legal' for documents that use a section break to switch to 'Landscape' layout
PRO-3765		Compare for Excel - changes made in the exported file are not reflected in the document and also the version is not updated when user relaunched the document from NetDocuments.
PRO-3787		WCM Admin option is show as modified at start, when no options have been modified
PRO-3790		Changes made in the exported file are not reflected to the document and also the version is not updated when user relaunched the document from iManage
PRO-3804	01171909	Workshare crashing when comparing certain Excel files
PRO-3863		Failed to run 'Convert to Track Changes' error dialog is displayed when switching modes of the comparison.
PRO-3918		File extension is appended to resultant redline (Word) document name when comparing supported documents.
PRO-3919		Help application is not launched when user clicks on 'Help' button from the Compare for Excel ribbon.

Ref	CR	Description
PRO-3949		Output Filename' dialog is displayed when user performs print action and then cancels the print action from the Print dialog for the second time.
PRO-4056	01173864	Compare does not retrieve the latest saved version of a document when comparing files from iManage Work 10 using the MRU list.
PRO-4119		Modified document view in TER is displayed distorted when saving/Printing as PDF and swapping the documents.
PRO-4165		Export' button is not functional on comparison window, when comparing certain Excel documents.
PRO-4181		When performing 'Attach/relate to Original (or) Modified' action, no document is displayed under Related documents tab.
PRO-4238		Error dialog, "the Comparison couldn't be performed' You could try re-saving..." is displayed, when comparing certain Excel files with deleted 'Overlaid Objects'.
PRO-4256	01175276	Documents remains checked-out when saving a comparison as attached/related to the Original/Modified document in Work 10 (.docx only)
PRO-4291		No documents is displayed under Related documents tab when performing Attach/Relate to the Original/Modified Presentation action from PowerPoint.
PRO-621	01120989	Selecting convert to PDF for the 'Save as related document' option titles the file with the Doc ID instead of file name.

Known Issues

The following are known issues in the Workshare Professional 10.3 release - for more information, please contact Customer Support.

Ref	Description
PRO-4466 01176343	Compare for Excel: Documents using Simplified Chinese have redlines incorrectly showing as all modified or deleted.
PRO-4250 01174274	Compare only populates the modified field with an Appdata file path when selecting the 'Save and Sync' option from the iManage tab in Word.
PRO-4049 01173819	A .NET framework error occurs when launching Outlook if Workshare Professional is not licensed.

Ref	Description
PRO-3843 01171983	Document specific: Specific Word documents are taking 3-5 minutes to compare.
PRO-3753 01170892	Unable to select certain cells after running Excel comparison.
PRO-3709 01169986	Document specific: Compare for Excel hangs when comparing specific spreadsheets.
PRO-3689 01172368	When Nuance PDF is the default printer, a 0kb file is generated when printing a redline from Workshare Compare.
PRO-3449 01168494	The error "System.Threading.ThreadAbortException" may be displayed when saving a redline as attach/relate to original/modified document in OpenText DM 16.5.
PRO-3409 01168025	iManage integration: After an upgrade, the recent files list in Compare's Document Selection dialog retains the recent files compared prior to the upgrade. However, you are not able to compare those recent iManage files because the path is shown as "interwovenSite://..." rather than "iManage://..."
PRO-3137 01166593	When cleaning metadata from a PowerPoint attachment with the lightspeed clean option enabled, the slide animation sequence may be removed.
PRO-2812 01164429	Document specific: Compare for Excel hangs when comparing a specific sheet in a workbook.
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.
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).

Ref	Description
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

Revisions

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