

Workshare Compare 10

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

What's New in Workshare Compare 10

Workshare Compare 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.

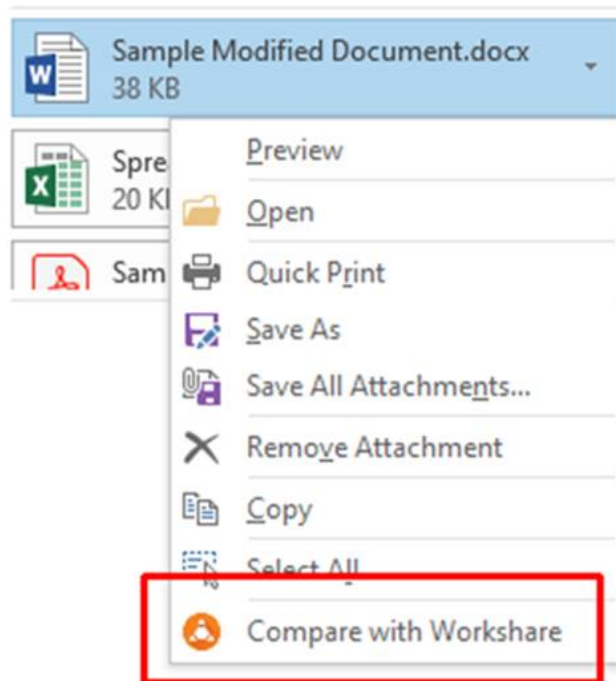
Simpler access to comparison from Outlook

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

Workshare Configuration Manager

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 Compare 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 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 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 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 2016 (32 bit)
- Microsoft Outlook 2013 SP1 (32 bit) + Japanese
- IBM Notes 9.0.1 FP7, FP8 and FP9

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.

- **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 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 365 (desktop) (64 bit)
- Microsoft Office 2016 (64 bit)
- Microsoft Office 2013 SP1 (64 bit)

Email System:

- Microsoft Outlook 365 (desktop) (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 Compare 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 Compare does not support Outlook when it is configured with a POP or IMAP account.

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 <https://www.microsoft.com/en-us/download/details.aspx?id=25>.
- **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 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
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

CR#	Ref	Description
	PRO-1864	Page numbers in footer are not shown in redline document
	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
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
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
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
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
	PRO-987	A repair of Compare 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

CR#	Ref	Description
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
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
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
01105573	PRO-236	Footer not shown when setting 'Header position from top' to 0
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
45745		ACN is not triggered when Outlook is configured in online mode

Known Issues

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

Ref	Description
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-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.

Ref	Description
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 Compare 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.

Contact Info

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

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Revisions

Published for Workshare 10.0: 18/12/18; minor revisions: 17/1/19

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