

Workshare Professional 7.0 FP2

Release Notes

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Introduction

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.

Workshare Professional is designed for the way that you work – within Microsoft Office. Workshare Professional integrates with your existing desktop productivity software Microsoft Word, Excel and PowerPoint and your email applications such as Microsoft Outlook or IBM Lotus Notes. In addition, many companies use Document Management Systems (DMSs) and/or Microsoft SharePoint to track and store key documents and Workshare Professional integrates out of the box with these.

Workshare Professional provides:

- Fast and accurate multi-party document review
- Elimination of version/master proliferation and confusion
- Fast and accurate document comparison including “one-to-many” comparison
- Policy-driven content risk management and PDF conversion
- Discovery and removal of hidden data and visible content leaks
- Ability for users to fix potential problems with manual redaction options
- Secure PDF conversion anywhere and on email send
- Extended and secured document control over email and portals
- Accurate conversion of PDF files to Microsoft Word files
- Ability to combine multiple files into a single PDF
- Ability to generate a Redline (comparison) document from Microsoft Outlook

The Workshare Professional suite of products includes:

Workshare Compare	The world's leading and fastest comparison tool especially critical for complex business documents in any language with difficult to compare changes like tables, complex formatting, numbering and styles.
Workshare Protect	Workshare's market leading and award winning client educates users as it enforces content security policy. Working both online and offline, the Workshare Protect client removes risky content, converts information to appropriate formats, and applies content rights. Workshare Professional also includes support for new Workshare server components that complement this advanced new Workshare Protect client.
Workshare Review	The fast, accurate and secure way to review and exchange business documents. Workshare Professional Review eliminates version/master proliferation and confusion when sharing documents across email, portals, and document repositories and provides full document lifecycle audit and visibility.

Workshare Professional Benefits and Features

Workshare Professional provides accurate and efficient review control, comparison, and security while automatically maintaining a single master document

- **Advanced PDF and document comparison**
Compare one document against multiple modified versions including Word to Word, PDF to PDF, and Word to text-based PDF.
- **Advanced and trusted accuracy**
Accurately compare complex documents (100+ pages) for changes in text, embedded excel tables and images.
- **Document redlining made simple**
Email redlines as tracked changes or save redlines as a PDF document.
- **Multiple comparison interfaces**
Utilize the standalone document comparison tool or work within Microsoft Word.
- **Alert and Compare**
Generate Redline documents from Microsoft Outlook
- **Manage and track document reviews**
Give authors, delegates and reviewers an easy means to assemble, review and verify document changes.
- **Single master tracking**
Ensure the correct version of a document is under review by colleagues, clients and partners regardless of where the document is stored.
- **One click PDF creation**
Create a PDF with one click when attaching a file to an email or from within Microsoft Office applications
- **Edit and collaborate on PDF documents**
Convert text-based PDF documents into Microsoft Word for editing
- **Combine PDF**
Combine multiple files into a single PDF.
- **Convert and compare image-based documents**
Convert and compare scanned documents, images and faxes when used with the Workshare OCR Server.
- **Remove sensitive information**
Ensure total cleanup and removal of all hidden electronic information with metadata removal and redaction tools in Microsoft Office and PDF documents.
- **One click email protection**
As an alternative to the Workshare Protect Email Security dialog, simply click a profile to apply security to emails and their attachments.
- **Classify documents**
Easily restrict access to sensitive business documents by setting document classifications.

- **Detect confidential information**

Utilize the Workshare Policy Designer to identify intellectual property or sensitive information such as financial data or passwords within email or Office documents.

- **Full PDF security**

Through policy rules your organization can enforce PDF creation with 128-bit encryption and restriction rules.

- **Device control and USB port protection**

Prevent sensitive data loss when used with the Workshare Device Protector.

- **Audit and reporting**

Track and report every document change made inside and outside of the organization.

What's New in Workshare Professional 7 FP2

Workshare Professional 7 FP2 is a product quality release with improvements as well as extending DMS Support so that Workshare Professional is now certified for use with Autonomy iManage 9.0.

System Requirements

The certified environments for Workshare Professional are as follows:

Minimum System Requirements	Intel Pentium 4 2.8GHz processor (XP) or Intel Pentium 4 3.2GHz processor (Vista/7) 1GB RAM (XP) or 1.5GB RAM (Vista/7) 1GB free disk space
Recommended System Requirements	Intel Core 2 DUO @ 2.2GHz AMD Athlon 64 X2 4400+ 2GB RAM 2GB free disk space

Operating System:

- Microsoft Windows XP SP3
- Microsoft Windows Vista SP2 (32 bit and 64 bit) - UAC disabled
- Microsoft Windows 7 (32 bit and 64 bit) – default UAC
- Microsoft Windows 7 SP1 (32 bit and 64 bit) – default UAC

Citrix:

The following Citrix environments are supported:

- Citrix Presentation Server 4.5
- Citrix XenDesktop 5
- Citrix XenDesktop 5.5 *

- Citrix XenApp 5
- Citrix XenApp 6
- Citrix XenApp 6.5 *

They are supported when running on the following:

- Microsoft Windows 2003 Server (32 and 64 bit)
- Microsoft Windows 2003 R2 Server (32 and 64 bit)
- Microsoft Windows 2008 Server (64 bit)
- Microsoft Windows 2008 R2 Server (64 bit)

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

Microsoft Office System:

- Microsoft Office 2010 (32-bit)
- Microsoft Office 2010 SP1 (32-bit)
- Microsoft Office 2007 SP3
- Microsoft Office 2003 SP3

Email System:

- Microsoft Outlook 2010 (32-bit)
- Microsoft Outlook 2010 SP1 (32-bit)
- Microsoft Outlook 2007 SP3
- Microsoft Outlook 2003 SP3
- IBM Lotus Notes 8.x

Other:

- Microsoft .NET Framework 4.0
- Windows Installer (x86), version 3.1.0.0

SharePoint:

- Microsoft Office SharePoint 2010
- Microsoft Office SharePoint Server 2007

DMS Integration:

Note: Check with your DMS vendor about which Windows operating system supports your DMS.

- **Autonomy iManage:**
 - FileSite / DeskSite Client 8.2 SP2 (Patch 2a)
 - FileSite / DeskSite Client 8.5 SP3 Update 4 *
 - FileSite / DeskSite Client 9.0 Update 1 *
- **Open Text:**

- Hummingbird DM 5.1.0.5, ODMA (SR6)
- Hummingbird DM 5.2.1 ODMA and COM (CU6)
- Hummingbird DM 6.0.5 ODMA and COM (CU4)
- eDOCS DM 5.3 COM only (Patch 2)
- eDOCS DM 5.3 COM only (Patch 4) *
- eDOCS DM 5.3.1 Update 1 COM only *

* **Requires Workshare Professional 7 FP2**

Note: *Worldox integration is supplied and supported by Worldox.*

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

Important Information

- **Send For Review** – If an error appears “Workshare Protect was unable to process this email” when Sending for Review a user is advised to restart Microsoft Outlook.
- **Secure PDFs** – Workshare Professional is unable to compare secure PDFs or convert secure PDFs to DOC format. Secure PDFs are PDF files with security settings configured.
- **Licensing** – If the product is licensed on subscription basis, one month before your subscription license expires, you can choose to receive a popup Expiry Notice on a daily basis. You can configure Workshare Professional so that the Expiry Notice is displayed/not displayed as required. For further information, refer to the Licensing Workshare Professional section in the Workshare Professional Installation Guide.
- **Policies Not Triggered** – When emailing password-protected .docx documents, default policies are not being triggered. This is due to the Microsoft Word Security Update KB969604.

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 <http://www.microsoft.com/downloads/details.aspx?FamilyID=889482FC-5F56-4A38-B838-DE776FD4138C&displaylang=en>.
- **Windows Vista:** For MSI installs the user must have administrative privileges for the Default Mail Client.
- **Internet Explorer:** You must ensure that your email application is set as the default mail program in Internet Explorer. In Internet Explorer, select **Internet Options** from the *Tools* menu. In the **Programs** tab, select your email program (Microsoft Outlook) from the **E-Mail** dropdown list. If this is not done, you will not be able to send a document for review.
- **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 7.

Installing Fix Pack 2

Workshare Professional 7 Fix Pack 2 (Build 10000.5700) must be installed on top of Workshare Professional 7 or Workshare Professional 7 FP1. If you have a version of Workshare Professional prior to version 7, you should first upgrade to Workshare Professional 7 (Build 10000.1900) before installing FP2.

Change Requests Addressed

The following Change Requests have been addressed in Workshare Professional 7 FP2 (Build 10000.5700). Please note that some of these issues were specific to customer environments. For more information, please contact Customer Support.

TFS ID	CR Number	Description
4464	CR00157641	Title bar incorrect when viewing PDF created from WorkSite document.
4941	CR00163369	Blocked/Error in action sending PDF files with Extended ANSI/Unicode characters in the file name.
5304	CR00165744	Large table shown as completely deleted/inserted.
5307	CR00165746	Table deletions are marked as insertions when compared.
5522	CR00166062	'Enable Attachment(s) Alert & Compare' option freezes MS Outlook when Westlaw documents are received.
6005	CR00166204	PDF fields are removed when cleaned via Protect.
5371	CR00166207	Word crashes on startup when using the no document switch (/n).
5374	CR00166274	Unable to open document error when converting to PDF.
5700	CR00167243	Document type set to DEFAULT when saving Redline.
5703	CR00167249	Legal Size is not automatically detected when sending redline as PDF.
5049	CR00167721	Saving to DM using Profile on Send saves attachments in original state and format.
5756	CR00167927	'The following error occurred while processing the email: An internal support function returned an error' is displayed when sending an email.
5789	CR00168047	Payne Metadata Assistant crashes when Workshare COM Add-in is enabled.
5820	CR00168134	Unhandled error attempting to save a file to the collaboration when using custom date field.
5821	CR00168194	Document type field blank when saving Redline to DM.
5606	CR00168258	Style aliases created when Act on Changes document saved - when using act on changes on client documents, style names are getting style aliases.
5883	CR00168788	TOC in table causes comparison to complete in text-only (failsafe) mode.
5981	CR00169599	Cyrillic characters incorrectly displayed in Comparison Summary of Redline created in standard mode.

TFS ID	CR Number	Description
6050	CR00169922	Outlook cannot be closed after changing phone settings.
6075		PDF document is not opened automatically though PDF is created using 'Create and View' button.
6177		Unhandled exceptions and errors are displayed while saving pdf and wwv files in folders for which write permission is denied (Office 2003 specific).
2842	CR00147574	Could not complete the operation error when creating Outlook Notes.
6188	CR00171076	PDF files sizes are increased when created using Workshare.
5889	CR00168482	Corrupt email message warning when send emails protected with RMS.

Important Known Issues

The following are known issues in the Workshare Professional 7 FP2 release - for more information, please contact Customer Support.

Compare

TFS ID	Details
2705	Editing Redline Documents - DeskSite 8.5 SP2/Windows 7/Office 2010 The Local Save and Local Open options are not available when editing Redline documents from Workshare Compare. This issue is still pending investigation – please contact Workshare Support for an update.
3800	Saving Redlines Default Format – applies to Office 2003 & DOCX format only When saving a Redline document to a DMS, a default format of .docx specified in the WorkshareConfiguration Manager is not remembered. The default format is always WDF.
4269	Unknown Action Displayed in Advanced Protect Dialog 'Unknown' action is displayed by an attachment in the Advanced Protect Email Security dialog when the Alert & Compare action is applied. Emails are cleaned and sent as expected and without further issue..
4336	Ready Redline Document Tracking Action is Triggered in Advanced Protect Dialog The Ready Redline policy is displayed and applied even if the Alert and Compare feature is disabled. Emails are cleaned and sent as expected and without further issue.
4373	Workshare Compare – Autonomy iManage When comparing documents from Autonomy iManage, the document paths displayed in the Modified Document dropdown list are incorrect - they point to a local temp directory instead of the WorkSite path.
4458	ABBYY OCR integration for Workshare Compare when comparing image-based PDFs ABBYY OCR server settings applied as an admin user are used when comparing image-based PDFs as an admin user but are not used when working as a normal user.

TFS ID	Details
2705	<p>MS Word Local Save and Local Open File Menu options missing after Edit Redline – applies to iManage DeskSite 8.5 SP2/Windows 7/Office 2010</p> <p>The Microsoft Word 2010 Local Save and Local Open options can disappear when selecting the Edit Redline option from Workshare Compare. It is possible to save the redline from Workshare Compare by selecting Save and choosing a Word redline save format. This issue is currently under investigation – please contact Workshare Support for an update.</p>
4473	<p>'Unable to perform request : The worddocInfo..' error occurs when comparing unsaved documents from inside MS Word</p> <p>Error is displayed when the 'Launch comparison in Workshare Compare' option is enabled and an unsaved document is selected to be compared from the Workshare Compare Versions option in MS Word.</p>
4603	<p>'The file you are opening is missing or corrupted' error when comparing embedded documents – applies to .doc and Fast comparison mode only</p> <p>An error message is displayed when comparing (using the right-click option) two DOC files where one file includes an embedded document.</p>
4618	<p>Rendering Set Option and Comparison Mode is not remembered from Home ribbon options</p> <p>When comparing multiple files, the comparison mode and Rendering sets information may not be properly updated for each comparison from the comparison mode and rendering set Home ribbon options.</p>
4721	<p>Comparison fails to run from Workshare Panel</p> <p>If the user has moved and docked the Workshare Panel and then performs a compare within Microsoft Word, the comparison is not produced. This issue doesn't occur if the 'Open in Compare' option is checked.</p>
4938	<p>Workshare Compare – Window Synchronization and Navigation</p> <p>When a modified document includes a change to the title, selecting this change in the Change Summary window may cause a loss of synchronization between the Source Documents and the Redline document.</p>
5055	<p>Upgrading to Workshare Compare</p> <p>After upgrading from Workshare Compare to Workshare Compare 7, 'Workshare Professional' is displayed in the Programs list in the Control Panel.</p>
5092	<p>Comparing - Long File Names</p> <p>After comparing documents with long file names (76 or more) and selecting to email the Redline document, the user cannot drag and drop the Redline document to another email.</p>
5093	<p>Only Print Pages with Changes</p> <p>If the Only print pages with changes option is selected when printing a Redline document, it is applied on subsequent print operations during the same session of Workshare Compare, for example, when sending the Redline document by email as a PDF file.</p>
5099	<p>Comparing – File Formats</p> <p>The Change Summary display may present changes slightly differently depending on whether DOC or DOCX files have been compared.</p>
5188	<p>Compare - Detecting Changes</p> <p>Data in a Word document that is changed to column format is not detected as moved from one place to another in the Redline document.</p>

TFS ID	Details
5222	Compare – Table Auto Numbering Table auto numbering changes are displayed in a Redline document as inserted/deleted rows rather than cell content changes.
5233	Convert to Track Change Document When converting a Redline to a Track Change document, an extra section break and page at the end of the document are displayed.
5270	ABBYY OCR Configuration ABBYY OCR server configuration is not included in Deployment Scripts saved via the Workshare Configuration Manager.
5480	'SolidPDFUseOCR' Registry option 'Workshare has detected an image-based PDF'..dialog appears when the 'SolidPDFUseOCR' Registry option is set to 1 when comparing image-based PDF documents. Documents still compare as expected.
5518	Email Attachment Format A user is able to send a Redline document as a PDF file when the Allow users to change email attachment format parameter is NOT selected and the Default email attachment format parameter is set to WDF .
5535	Saving Redline Document – Document Description – applies to local file system documents only When the Include document descriptions in the Redline file name parameter in the Workshare Configuration Manager (Integrations > General category) is disabled, it still displays document descriptions in the redline file name after comparing 2 local file system documents.
5536	Saving Redline Document – Document Location – applies to local file system documents only When the Include document locations in the Redline file name parameter in the Workshare Configuration Manager (Integrations > General category) is enabled it doesn't include the document location in the redline file name after comparing 2 for local file system documents.
5574	Comparing Password-Protected Documents When comparing password-protected documents, a user is prompted for passwords before the comparison is performed and visible instances of winwords are created and not closed even after entering a correct password.
5576	Rendering Set options on the Quick Access Toolbar After adding the choice of rendering sets to the Quick Access Toolbar in Workshare Compare and then closing Workshare Compare, the rendering sets are not retained in the Quick Access Toolbar when Workshare Compare is re-launched. Workaround is to select the Rendering Sets drop-down menu which will display all the configured Rendering Set options.
5579	Compare – PDF Options The Convert to PDF and Convert to PDF and Email options (Home ribbon, Actions group) are also available in the standalone Compare application.
5627	Convert to Track Change Document – Tables When converting a comparison to a Track Changes document, accepting/rejecting does not enable a user to shift cells, only to apply the cell contents.

TFS ID	Details
5676	Rendering Sets Rendering set options are not retained after applying rendering set changes and re-running a comparison. Selecting a saved rendering set and re-running a comparison works as expected.
5826	Comparing TIF Images The Redline may not display TIF images correctly when included in fields in headers.
5902	Edit Redline/Convert to Track Change Document Tooltip not displayed when hovering over _REF fields after editing a Redline or when using Convert to Track Change Document.
5983	Compare from Word – applies to Office 2007 only When comparing from within Word, an extra blank word document is opened.
6042	Saving WDF files to iManage WorkSite After saving a comparison as .WDF, leaving the comparison open and then attempting to resave the comparison as a new version in Worksite results in a 'Do you want to save document to disk?' message being displayed.
6044	Autonomy iManage - Open in Word An error is displayed when opening a PDF document into Word from an Autonomy iManage server which contains \ / : * ? " < > symbols in the file name.
6174	Paragraph alignment in redline view Fully justified numbered paragraphs may change to left-aligned in the Redline document. This only occurs in the comparison TER view in Workshare Compare. Saving the redline opening or editing the redline in MS Word displays paragraph alignment correctly.
6175	OCR – Comparison Mode The comparison mode may not be updated correctly after running an image-based PDF comparison, saving the comparison as a .wdf file and then re-running the comparison in a different mode.
6191	PDF Forms PDF form documents may result in incorrect rendering of certain document elements
6211	iManage Filesite Servers appear twice in Save dialog When saving a comparison to iManage Filesite, and clicking the 'Logged in Servers' combo box, the Interwoven server name is duplicated (listed twice)
6347	Compare – Convert to PDF The PDF dropdown is not disabled in the Workshare Compare window, even though the Convert to PDF option is disabled in the Workshare Configuration Manager.
6348	OpenText DMS A 'cannot save as new subversion for this document (0x801d000f)' message is displayed when saving a Redline document as a subversion for the second time to an OpenText DM server.
6567	Redline Statistics When the Display comments in redline option is enabled redline statistics may not be displayed if a word in the document is being hidden by a comment

Protect

TFS ID	Details
2016	Ink Annotations – Windows XP SP3/Office 2003 SP3 and 2007 SP2 When discovering content risk and cleaning open documents, ink annotations are also being cleaned, when selecting to clean comments. When discovering content risk in an Excel file. Comments are not discovered as risk elements when the document also contains Ink Annotations, however they are cleaned.
2036	Digital Signatures – Office 2007 An 'error in action' message is displayed when sending digitally signed Word documents externally.
2207	Converting to PDF - DeskSite client 8.0/8.2 connected to Worksite Server 8.5 A 'failed to relate' error message is displayed when right clicking a server document and converting to PDF and then selecting to save as a related document.
2587	Emailing Templates – Office 2007/2010 When the Display Send with Protect button configuration parameter is selected (Protection>Administration), the <i>Email Security</i> dialog is not displayed when sending Office 2007/2010 templates (dotx/potx/xltx) internally or externally.
3059	Password Protected Excel File The Document Risk Report fails to generate and a 'navigation to the webpage was canceled' error occurs when performing Content Risk on a password-protected Excel spreadsheet.
3418	Zip Action When a zip action is triggered, the attachments to an email are zipped individually instead of being zipped into a single zip file.
3630	Confidential Classification An Alert action is not triggered when sending a document classified as Confidential using any of the profiles on the Protect Profile' dialog
3858	EML Attachments The Workshare <i>Protect Profile</i> dialog or <i>Email Security</i> dialog is not displayed while sending EML attachments.
3860	Converting Very Large PPT/PPTX Documents to PDF It may take Workshare a long time to convert very large PPT and PPTX files to PDF
3941	Discovering Content Risk in XML Files When discovering content risk in an open XML document, the Content Risk page of the Workshare Panel is left blank and the Risk report that can be generated is also blank.
4053	Policy Designer When Workshare Protect is configured, via the Policy Designer, to zip files that are over a certain file size, sending multiple files of over and below the limit set will result in Workshare Protect zipping all of the attachments.
4391	Ink Annotations – PPTX An 'error in action' message is displayed when sending PPTX files with ink annotations to external users.

TFS ID	Details
4429	Policy Designer - Lotus Notes When a zip action is configured via the Policy Designer and multiple files are sent using Lotus Notes, the zip action is not applied to the files.
4452	Apply Password to Zip An 'error in action' message is displayed when clicking send on the Protect Profile dialog if the Apply password when creating zip files parameter is selected in the Workshare Configuration Manager (Protection > Compress as Zip category).
4471	PDF Security Settings When using Workshare to create a PDF and apply security settings, the PDF security settings are lost after sending the document to external users and opening it in certain PDF readers i.e. Adobe X
4543	Email Security dialog while discovering risk An 'error in action' message is displayed when emailing a large number of attachments, if the Email Security dialog while discovering risk parameter is selected in the Workshare Configuration Manager and Cancel is clicked during Dynamic Discovery.
4599	Workshare PDF Publisher - PowerPoint When printing a PowerPoint file to the Workshare PDF Publisher, the text - Microsoft PowerPoint - is added to the filename on the Save dialog.
4688	Clean Before PDF When right clicking and converting to PDF, the metadata elements under Cleaning Options- Advanced Options on the Workshare PDF Security Dialog are unchecked by default even though the Clean before PDF parameter is selected in the Workshare Configuration Manager (Protection > Convert to PDF category).
4876	Headers/Footers – Excel 2007 and 2010 When cleaning headers and footers from an Excel file, the first page headers/footers and even page headers/footers are not cleaned.
4879	Hyperlinks in Endnotes/Footnotes When discovering Content Risk, Hyperlinks present in Endnotes and Footnotes are not detected in DOC and RTF files only.
4908	Links - Windows 7 SP1/Office 2010 SP1 OLE Links in XLSX files are discovered twice in the Content Risk report.
4922	Smart Tags - Office 2010 only Smart tags are not cleaned from Word documents.
4997	Lotus Notes -Island Mode A Lotus Notes error 'invalid recipient detected' is displayed when selecting any contact present in the Local address book (or Personal address book) and clicking Send, whilst in Island mode.

TFS ID	Details
4998	<p>Redemption DLL</p> <p>Installing Workshare Professional 7 over Workshare Professional 5.2 SR3 FP3 removes the Registry keys pointing to Redemption.dll (version 4.8) which affects the ability to use the EMM toolbar or search for documents in the DMS.</p> <p><i>Note: Re-registering the Interwoven Redemption.dll (regsvr32.exe "C:\Program Files\Interwoven\WorkSite\Outlook\redemption.dll") restores the registry keys and EMM toolbar functionality.</i></p>
5067	<p>Delete White Text – DOC</p> <p>An “error in Action” message is displayed when clicking on the Protect Profile dialog and sending a DOC file that has a colored background and a Table of Contents with white text (if the Delete text with same color as background parameter is selected in the Workshare Configuration Manager (Protection>Remove Metadata).</p>
5280	<p>Lotus Notes Policy Settings</p> <p>Policy settings deployed via the Registry are not applied to the runtime policy files even after re-launching Lotus Notes multiple times.</p>
5284	<p>Hyperlinks - Word</p> <p>Hyperlinks are cleaned from Word documents when performing PDF Combine or Batch Clean even though the Exclude field codes with hyperlinks parameter is selected in the Workshare Configuration Manager.</p>
5408	<p>Skip Cleaning – XLS</p> <p>An 'error in Action' message is displayed when sending a password-protected XLS document to external recipients and choosing to 'Skip' cleaning.</p>
5494	<p>Convert to PDF – Create and View</p> <p>The Create and View button is always enabled on the Convert to PDF dialog even though the radio buttons for choosing a save location are not selected.</p>
5523	<p>Emailing PDFs - Outlook 2010</p> <p>The Workshare ribbon with the Compare Attachment with Workshare option is not available when a PDF document is opened and sent using the File > Attach to Email option.</p>
5541	<p>Cleaning Password-Protected Documents - Outlook 2010</p> <p>When email is created using either File > Save & Send > Send as Attachment or right-click > Send To > Mail Recipient and attachments include Office 2007 document + Office 2003 document + password-protected document (in that order), when the email is sent to external recipients, the password-protected document is not cleaned.</p>
5559	<p>Save After Clean - Excel</p> <p>After cleaning content risk from an XLS/XLSX file a user is not prompted to save the document when closing it, unless headers/footers were also selected and cleaned.</p>
5570	<p>PDF Anywhere</p> <p>When printing to the Workshare PDF Publisher and selecting Concatenate on a document with markups, Word becomes unresponsive.</p>

TFS ID	Details
5675	Workshare PDF Publisher The contents of the original PDF are not concatenated accurately after updating Amyuni Driver to version 450. Additionally, when using the PDF Combine feature the documents are not combined accurately and they are overwritten.
5706	Save as PDF A 'failed to run act on changes' message is displayed after saving a Redline document as a PDF and then selecting Edit Redline from the Review tab.
5708	Content Risk - PowerPoint When discovering Content Risk in a password-protected PowerPoint presentation, the Document Risk Report fails to generate and a Blank Content Risk Report is displayed.
5715	Different Error Messages Different error messages are shown when sending a document using Send for Review and using Send to email recipient.
5780	Convert to PDF 'There was an error opening this document. This file cannot be found.' message is displayed by Adobe Acrobat when clicking the Create and View button and saving the PDF to the server the very first time a user converts to PDF; subsequent tries do not result in the error. The PDF is created however and can be opened if you select and open it manually.
5897	Sending PDF When opening a PDF and clicking on File->Attach to email an email is generated correctly with the attached PDF. After attaching additional Office documents and clicking Send an 'unknown file type' icon is being displayed for PDF files in the <i>Advanced Email Security Options</i> dialog.
6049	Emailing XLSX Files A 'content discovery failed' message is displayed from the Protect client, when sending emails with xlsx attachments that have already passed through Workshare Protect Server.
6090	Content Risk - Excel Small text and white text in the header/footer of an Excel document are not displayed in the content risk report.
6095	Lightspeed Clean – Office 2010 After batch clean, an .XLS/.PPT document is opening in protected mode.
6096	Convert to PDF Users are still able to save locally when converting to PDF with Workshare with Local File Store disabled. If a user tries to save locally they receive the message "error HRESULT E_FAIL has been returned from a call to a COM component."
6101	Hyperlinks There are issues relating to the discovery of hyperlinks when performing content risk discovery. <ul style="list-style-type: none"> Hyperlinks are not discovered in Smart Art graphics in .ppt/.pptx documents. Hyperlinks are not discovered in Drawings in .doc documents. Inserted objects are displayed as Links twice in Excel sheets and cannot be removed from content risk. Hyperlinks for Images in .xls/.xlsx/.xlsm files are not being discovered in Content Risk.

TFS ID	Details
6102	Content Risk Small text/Track Change/Hidden Text and White Text. field codes are shown as two/three risk elements in the content risk report whereas they should be displayed as one risk element
6117	Lightspeed Clean – Office 2010 Ink annotations are not cleaned during batch cleaning for .pptx files when Lightspeed Clean is enabled.
6176	Content Risk Bitmap images and package objects are not detected in the content risk report.
6313	Send Without Processing The Send without processing option is displayed when right-clicking the Send button in the Workshare Protect Profile dialog even though 'Allow users to skip metadata removal' option is disabled in the Workshare Configuration Manager.
6410	Send and Protect - Office 2010 The Send and Protect button is still enabled when a user opens an attached .msg file from the Inbox or Sent Items folder. If the Send and Protect button is clicked observe that 'Error Sending Email' message is displayed.
6418	Convert to PDF Errors are displayed when clicking the Cancel button on the Printing dialog when converting a document to PDF or printing a document using the Workshare PDF publisher.
6424	Lotus Notes - Docx A .docx document becomes corrupted and a message 'the file all risk elements docx cannot be opened' is displayed at the recipient side, if a previously saved .wdf comparison is emailed from Workshare Compare along with the original and modified documents.
6514	Password-Protected Zip Files Password-protected zip files that contain unsupported file types i.e. txt files cannot be processed and sent as the password dialog reappears even after the password has been entered.
6515	Sending Emails The Advanced Email Security Options dialog is displayed, rather than the email being sent, after clicking the Skip button when sending a password-protected .doc or pdf file to an external recipient, using the Clean or Clean and PDF profiles.
6581	Policy Designer – Lotus Notes Documents are not zipped into a single zip file, but remain as normal documents, even though Group all files to a single archive option is selected.
6583	Policy Designer – Password Protection When combining multiple documents into a single zip and choosing to password protect each file individually, the password parameters of the first document are applied to the rest of the documents irrespective of individual password parameters applied to them.
6649	Password-Protected Document An 'error in action' message is displayed after clicking the Skip button on the Password Prompt dialog, when sending a password-protected .doc file with custom properties to an external recipient.

TFS ID	Details
6744	Delete Document Reviewers Using the clean metadata option Delete Document Reviewers enables the Remove Personal Information option in a Word document.
6779	Emailing with an Open Attachment When clicking Send on an outbound email with multiple attachments that has already has an attachment open the user is prompted with a standard Outlook warning 'The attachment is opened...' If the user clicks Yes on this dialog and then clicks Send on the Protect Profile dialog the Outlook warning appear again. Clicking No on the Outlook warning this second time results in an 'Operation aborted' message from Workshare Protect.

Review

TFS ID	Details
2024	Importing Responses - Lotus Notes The Intelligent Import dialog does not display when opening response attachments from the Attachment menu.
4303	Review Report Details about the reviewed document are overwritten in the Review report making it difficult to read.
4309	Applying Changes - Office 2010 When the Display location arrows when navigating changes (requires restart of Word) parameter (Review > Administration category) in the Workshare Configuration Manager is NOT selected) the alternate popup balloon is NOT displayed over the change in the original document.
4380	Apply Change Markers The Apply Change marker images are not displaying correctly in the Redline document.
4450	Combine PDF The right-click Combine files in Workshare option is not available for shared folders.
4496	PDF to Word Chinese characters are not rendered correctly in Word when a PDF is converted to Word.
5024	Intelligent Import Displayed Twice When you select Open Modified Copy in the <i>Modified Copy</i> dialog and click OK, the <i>Modified Copy</i> dialog is redisplayed. Clicking OK for the second time displays the modified document correctly.
5028	Opening Response – Lotus Notes When right-clicking a response document in Lotus Notes and selecting Open, the <i>Modified Copy</i> dialog is not displayed.
5282	Open in Word with Workshare Garbage text is displayed when opening a PDF with a Unicode file name using the Open in Word with Workshare option.
5436	PDF Combine – Password-Protected PowerPoint Files When combining password-protected PPT/PPTX files into a PDF using PDF Combine, the password prompt dialog is displayed behind the <i>Combine Files</i> dialog.

TFS ID	Details
5444	PDF Combine – Password-Protected Word Files When combining password-protected DOCX files into a PDF using PDF Combine, an error is displayed when a page range is selected.
5678	Manage Changes “The directory name is not valid...” error is displayed when the Open Original and Manage Changes option is selected in the <i>Modified Copy</i> dialog.
5693	Enable Send for Review Parameter When the Enable Send For Review parameter in the Workshare Configuration Manager (General > User Interface category) is disabled, it is still available as an option in the right click menu.
5744	Send for Review - Lotus Notes When a document is sent for review, the document name is appended to the original document in the review mail.
5776	Automatic Import – Password Protected .doc files The password prompt dialog is not displayed while opening a modified document from the <i>Modified Copy</i> dialog during automatic import.
6562	Reports After generating an Audit report or a History report, the Document report for field is shown as 'unknown' for unsaved documents.

SharePoint

TFS ID	Details
4010	SharePoint and the Workshare Configuration Assistant When SharePoint is set as the default document provider, a Workshare dialog asking for the paths to SharePoint sites is displayed when running the Workshare Configuration Assistant as a Normal user.
4331	SharePoint Profiling When Workshare Compare is integrated with SharePoint and you save a Redline document into a location that requires profiling, the profile dialog blue title band is drawn incorrectly.
4617	Send for Review and SharePoint – SharePoint/Office 2010 A “failed to import” error message is displayed when clicking on the Import Responses and Manage Changes option when importing responses from SharePoint after sending a document for review.
4984	Saving Redlines to SharePoint When saving a Redline document to SharePoint does not use the default format specified in the Workshare Configuration Manager is not used
5363	Classify – SharePoint A ‘Manage changes functionality is not supported for this document management system’ error is displayed when clicking Classify for SharePoint server documents.
5458	Link to SharePoint – Password-Protected Files An email is not generated when sending a password-protected Word document for review and linking it to SharePoint.

TFS ID	Details
5459	Send for Review – Link to SharePoint When sending a document for review and selecting to link the document to SharePoint, the left pane of the Workshare SharePoint Browser dialog that is displayed is empty.
5460	Send for Review – Link to SharePoint When sending a document for review and selecting to link the document to SharePoint, the querying to SharePoint progress bar is still displayed in the background even after the Workshare SharePoint Browser dialog is displayed.
5519	Convert to PDF – SharePoint The file name is not populated by default in the save dialog when converting server documents to PDF.
5521	SharePoint Unicode Documents When comparing Unicode documents that have been uploaded to the server, the filenames of Unicode documents are not shown correctly in the title of the Compare window.
5602	Saving Redline to SharePoint An 'unknown' error is displayed when saving a comparison and overwriting existing WWB/WDF/PDF files after enabling the Profile New Documents option.
5995	SharePoint Documents The Compare option is not available in the Workshare Panel after opening a previously linked SharePoint document, editing it and saving it back to SharePoint.
6057	SharePoint – Send for Review The email is not generated when a WDF/WWB file is attached as an additional document to the send for review document.
6058	SharePoint – Send for Review An extra document is created on the SharePoint server for additional documents that are attached from the Send Draft for Review page of the Workshare Panel.
6060	SharePoint – Compare The Compare option is not available on the Workshare Panel after uploading a Unicode Word document into the SharePoint server.
6085	SharePoint – Send for Review When editing the path in the navigation bar of the Link to SharePoint dialog and clicking Refresh, it is not possible to navigate to the specified location.
6088	SharePoint - Compare An extra version is created when saving comparisons to SharePoint or combining files from SharePoint.
6107	SharePoint A 'failed to import' error is displayed when selecting the Import response and manage changes option from the SharePoint dialog during automatic import.
6127	SharePoint – Send for Review Text is missing in cover page document after sending for review and linking document into SharePoint.

TFS ID	Details
6157	SharePoint – Compare from Word After running a comparison within Word, the SharePoint Manage Changes dialog is displayed when sending the comparison to an internal recipient.

Other

TFS ID	Details
3454	Licensing with Proxy Server It is not possible to license Workshare Professional using proxy server settings.
4315	Locking Configuration Options When locking configuration options as an admin user and applying them to the current user, the configuration options are still locked for other users of the machine.
4356	User Override Deselecting the Allow users to override option values parameter in Administrator Mode is not correctly disabling user abilities to modify parameters in User Mode.
4454	Workshare Compare Keyboard Shortcuts In Workshare Compare, the Ctrl + A shortcut is shown for both the right-click Select All option and the Save As option. In fact it is the shortcut for the Save As option.
4698	Installation The Workshare installation does not resume after rebooting during the install process when necessary.
4875	Workshare Configuration Manager - Deployment Icon In Administrator Mode, when clicking the padlock icon to unlock/lock a parameter the green arrow deployment icon is not being created.
5358	MS Excel When the Workshare Panel is toggled on, opening multiple Excel spreadsheets shows reduction in size and unexpected overlapping.
5488	Citrix Professional Enable User Workshare functionality is NOT restored in Excel documents after running the "CitrixProfessionalEnableUser" Registry key. Workshare functionality is restored in Word and PowerPoint documents.
5782	Uninstall Workshare is not uninstalled correctly when uninstalling using the /uninstall switch for the Workshare Configuration Assistant.
5830	Install Error An 'internal error 26352 – 2147024891' message is displayed when installing Workshare and pushing out the security certificate through the Domain Controller group policy.
6056	Professional.Options.Exporter.Launcher – Turkish Regional Settings After an administrator has configured Professional, a 'Professional.Options.Exporter.Launcher has stopped working' error is displayed when a normal user launches Outlook.

TFS ID	Details
6116	Workshare Configuration Manager - Compare The values set for the Number of Characters shown around... and Zoom(%) parameters are not retained as expected in the Workshare Configuration Manager.
6167	West Case Timeline A 'runtime error – 2147188160 (80048240)' message is displayed when sending PowerPoint files if West Case Timeline is installed.
6172	Workshare Configuration Manager – Content Risk Certain Content Risk metadata elements may be incorrectly available in the Workshare Configuration Manager.
6365	Workshare Configuration Manager - Print Print options locked in the Workshare Configuration Manager (Administrator Mode) are not disabled in the <i>Print</i> dialog.
6701	Workshare Configuration Manager - Protect Options in the Remove Metadata sub-category in the Workshare Configuration Manager (User Mode) can be enabled/disabled even though Allow Users to override options value is deselected in Administrator Mode.

Contact Info

For feedback on Workshare products, including ideas for new features and improvements, please contact us on: feedback@workshare.com.

For more information, please contact Workshare:

Email: sales@workshare.com

Workshare Ltd.
20 Fashion Street
London E1 6PX
UK

Workshare Inc.
208 Utah Street, Suite 350
San Francisco CA 94103
USA

Workshare Ltd.
Level 56, MLC Centre
19-29 Martin Place
Sydney 2000
Australia