Workshare 9.5

Release Summary

Release History

Workshare 9.5 was released in June 2017. This document outlines the new features as well as what issues were fixed in the 9.5 release and subsequent point releases.

- **Workshare 9.5 GA**
  - Build 9.5.787.0
  - Release date: 19/06/17
  - Full install only - no update file or patch for it
  - Desktop app version included: 2.21.4258.0

- **Workshare 9.5.1**
  - Build 9.5.787.202
  - Release date: 9/08/17
  - Full install only - no update file or patch for it
  - Desktop app version included: 2.17.3887.0

- **Workshare 9.5.2**
  - Build 9.5.787.333
  - Release date: 13/12/17
  - Full install only - no update file or patch for it
  - Desktop app version included: 2.16.3699.0

- **Workshare 9.5.3**
  - Build 9.5.787.3184
  - Release date: 5/4/18
  - Full install only - no update file or patch for it
  - Desktop app version included: 2.25.4644.0

- **Workshare 9.5.4**
  - Build 9.5.800.4210
  - Release date: 21/9/18
  - Full install only - no update file or patch for it
  - Desktop app version included: 2.26.4771.0

What's new in each release

Workshare 9.5 GA

This is a 32-bit and 64-bit release that focuses on improving performance. It includes the following new features:

- **Provides better and faster comparison:**

- Improved table comparisons to make the comparison easier to read, giving more focus to the text changes when the table structure has changed (cells being split and merged).
- Changes to the way some UI components, such as the progress bar and Change Summary window, are loaded during the comparison. This speeds up comparison time and Workshare is quicker than the competition for almost all sizes of documents.
- Improved OCR engine so better PDF comparison.

- **Includes updated rendering sets:**

  All of the Workshare rendering sets compare comments and images by default.

- **Improves Protect performance:**
  - Lightspeed clean is now the default setting. Lightspeed cleaning has been re-engineered. It is incredibly fast and very reliable. Workshare now removes metadata more quickly than any competitors - from 1.5 to 25 times faster depending on the size of the document.
  - The single Office add-in makes it quicker to load and doesn't slow Outlook. The performance enhancements delivered reduce the local memory consumption ensuring Workshare consumes fewer resources.

- **Enhances the performance of ACN (Automatic Change Notification):**

  Completely changed technology behind ACN so it's more robust and more reliable. The UI has also been updated so it is easier to use.

- **Provides faster synchronization time:**

  Improvements to both uploads and downloads by increasing the minimum number of sync threads from 1 to 4, improving the access to the database and not processing redundant activities. Now entire matters can be synced to replace USB/CD delivery.

  Also UI improvement to keep users informed in the desktop app of sync progress.

- **Aligns the 32-bit and 64-bit versions**

- **Improves licensing:**

  No more interruption for users when they are in a licensed state and no more purchase links for end-users. A less intrusive renewal message is displayed only after the license term expires. There is also differentiation in the messaging for trial and paid users.

Workshare 9.5 also includes the following changes in environment support, installation and configuration:

- **Environments:**
  - Dropped support for Office 2007
  - Added support for Windows Server 2016; dropped support for Windows Server 2008.

> ***Note****: This release does not support Notes environments.*

- **Installation:**
  - Reduction in MSIs and add-ins: Only one add-in in Outlook now and one less MSI to install.

- **Workshare Configuration Manager:**

  The following parameters were added:
  - **Report on content policy violations** (Protection > Administration)
  - **Exclude Referenced documents (Lightspeed Clean only)** (Protection > Exclude Metadata)
  - **Select 'Retain attachments in Sent Item' checkbox by default (Interactive Protect only)** (Protection > Sharing)

  The following parameters were removed:
  - **Delete ink annotations (Lightspeed Clean only)** (Protection > Interactive Protect and Protection > Remove Metadata)

    Ink annotations cannot be removed when using Lightspeed clean. If using regular cleaning, ink annotations are considered a type of comment and can be removed.
  - The **Email security dialog while discovering risk** option in the **When sending an email with attachments show** parameter (Protection > Administration)

    Discovery is now so fast, there is no need for this option.

Workshare 9.5.1

- **Environments:**
  - Added support for iManage Work 10

  This is just the first part of integration to iManage Work 10, mainly aimed at the users who are using it on their desktops in the office through the *Work 10 for Office* client, or still using earlier versions of *Filesite/Desksite* with the Work 10 server.

> ***Note****: This release does not support Notes environments.*
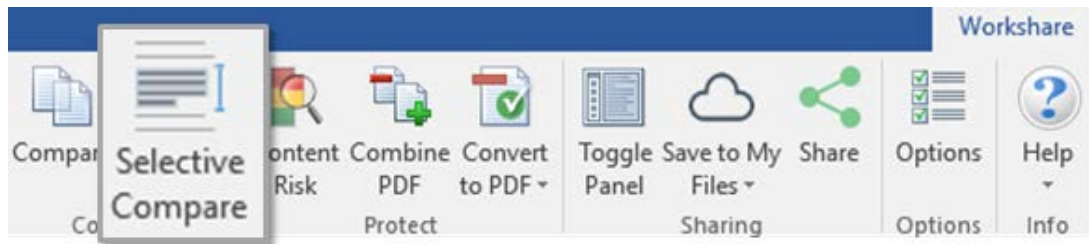
Workshare 9.5.2

- **Environments:**
  - Added support for OpenText DM 16.2
  - Restored support for 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.*

Workshare 9.5.3

- **Selective Compare:**

  The new Selective Compare feature, available from the Workshare tab in Microsoft Word, enables the user to copy snippets of text from anywhere and run a comparison in Workshare. This is much faster and more focused than comparing an entire document. Users can use Selective Compare to run a comparison on snippets of content pasted from emails, chats or files. Content can include text, tables, code and images and results are displayed in the familiar Compare environment.

- **Comparing presentations:**

  Comparisons of presentations are now saved as WCFP files. This file type can be opened in Workshare Compare for PowerPoint. This avoids any conflict with the WordPerfect .wpf extension.
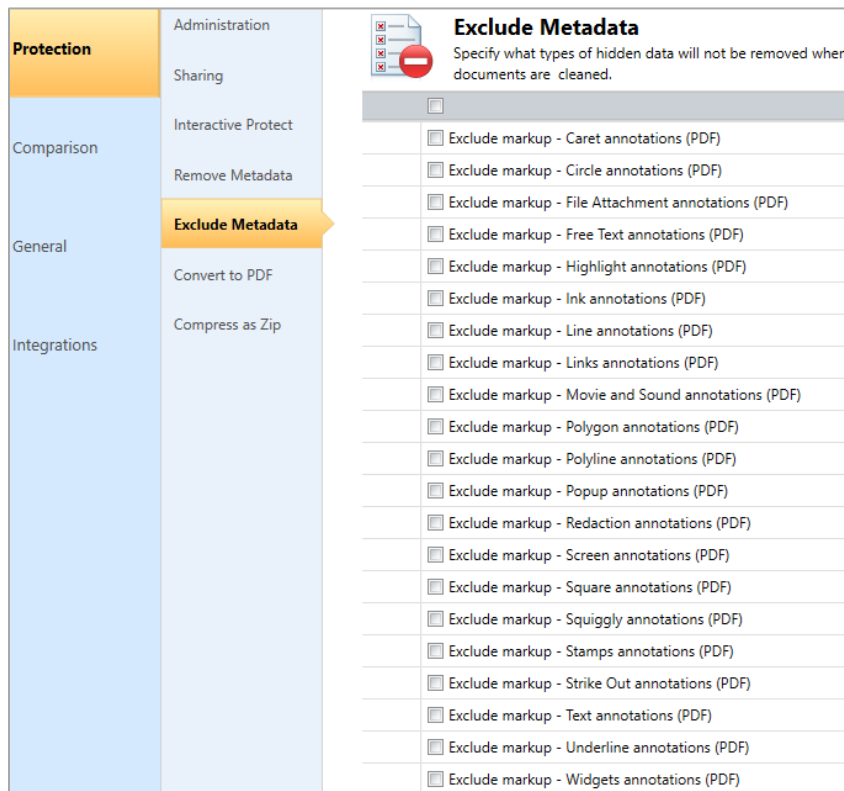
- **Installation**

  The NetDocuments ndOffice msi is no longer included in the Workshare installation bundle. Instead, it is a requirement that ndOffice must be installed in order to use the Workshare NetDocuments integration. This is to ensure the latest version of ndOffice is installed and brings the NetDocuments integration in line with our other integrations.

Workshare Professional 9.5.4

This is a maintenance release which fixes a number of issues. In addition it includes the following new exclusion parameters:

- **Exclude markup annotations:**

  When cleaning metadata from a PDF file, you have always been able to remove any markup in the file. (Markup is a tool used to make comments and annotations to PDF documents.) With 9.5.4, you can exclude specified types of annotations from the cleaning process. For example, Highlight annotations or Strike Out annotations or Caret annotations. These exclusions are configured in the Protection > Exclude Metadata category of the Workshare Configuration Manager.

Change Requests Fixed

Workshare 9.5 GA

The following are fixed customer change requests that have been validated for the Workshare 9.5 GA release:

CR #	FB #	Description
00431065	19552	Local Open or Save dialog box does not appear in Excel
01034312	34883	Redline Summary columns and description run off page when file name + path are too long
01036602	36362	Ability to configure Interactive Protect convert to PDF setting in WCM
01042992	37082	Multiple instances of Word remain running when saving redline as PDF
01047815	37364	RPC error when converting Office documents to PDF using Interactive Protect
01048471	37535	Enabling Show moved deletions option in Rendering Set Manager causing crashes
01049903	37953	Comments are missing when saving redline as Word document with Track Changes
01049923	37955	Comparing a document with multiple versions from DeskSite does not auto-populate the correct versions
01051283	38311	Unable to share documents with long filenames
01051614	38558	Clean before PDF option is not selected when using combine files in Workshare
01051797	38471	Sharing an iManage Word doc in Word causes the file to be named with DocID instead of the doc name
01053173	38704	'Workshare Compare has stopped working' when comparing certain Word documents
01054364	38915	Could not load file or assembly 'ChilkatDotNet4, Version=9.1.1.0' when sending emails with attachment
01056051	39305	Revision number, last Printed, total Editing time are not being removed when using content risk
01056470	39500	Comments are showing as deleted and inserted incorrectly in TER view
01057021	39457	Excel hangs when using Workshare Content Risk
01057775	39625	Custom fonts and macros not being saved to normal.dotm when Workshare addin is enabled

CR #	FB #	Description
01057792	39626	Failed to compare in fast mode certain Word documents and returns to comparison selection menu
01061739	40432	Convert to link does not work when including yourself
	40484	There is a spelling mistake in the 'Change Summary' button tooltip.
01062319	40593	Outlook crashes when trying to forward certain emails.
01062343	40600	Unable to clean documents created with TMS template.
01063259	40758	Unable to clean certain Word documents when 'Small text' metadata option is checked
01063789	40861	Convert track change document to PDF automatically accepts changes
01065160	41054	Standard mode comparison takes longer when 'Cache Word' option is enabled in WCM.
01065167	41043	DOCVARIABLE fields not flattened when converting redline to PDF from ribbon
01067665	41606	Hidden text is removed when sending documents internally.
01068870	41798	Notification bar for Interactive Protect is not displayed correctly in Outlook 2016
01069584	41958	Password dialog triggers when sending a password protected document internally
01069681	41926	Unable to save docs with long file-names into NetDocuments when include document descriptions is enabled
01070668	42066	Email signature is not populated when using send document from FileSite
01071390	42180	Legal-sized PDFs are created from letter-sized source documents
01072374	42251	Object reference not set to an instance of an object" when sending email with or without attachment to multiple distributions list
01072933	42372	Page layout changes from legal to letter and is missing paragraphs when saving fast mode redline to PDF
01072975	42399	Linked signature images are stripped and sent as attachments when sending email with ACN and IP enabled
01073165	42484	Unable to clean and send a password protected PPT/X docs when a dot (.) and name/number before file extension
01073553	42486	Protect flagging PDF signature as invalid when sending and cleaning PDF attachment

CR #	FB #	Description
01073730	42556	Interactive Protect panel does not automatically trigger when sending a Word document as an attachment
	42915	Compare without OCR' option is not available while comparing pdf documents from NetDocuments
01075270	42945	Fast comparison mode not available when using TLS 1.1 and/or TLS 1.2 connection to NetDocuments
01083512	44356	Unable to re-share documents that was shared once in a Group on Connect.
01083513	44106	Blank page inserted and table overruns in TER view when comparing PDF documents with tables

Workshare 9.5.1

The following are fixed customer change requests that have been validated for the Workshare 9.5.1 release:

CR #	FB #	Description
1037006	42894	**Original Presentation** and **Modified Presentation** fields are not cleared automatically when launching Workshare Compare for PowerPoint.
1093288	45592	Error appears after attempting to use the **Convert to link** option on a PDF over 250MB.
1074548	42722	Certain custom Block policies are triggered unexpectedly when sending emails with attachments to recipients with email addresses on the Outlook Auto-Complete list.
1073195	42485	'Index was out of range' error is displayed when comparing certain PowerPoint presentations.

Workshare 9.5.2

The following are fixed customer change requests that have been validated for the Workshare 9.5.2 release:

CR #	FB #	Description
01105299		Forwarding certain emails with PDF attachments causes Outlook to hang or crash.
01075183		'Interactive Protect could not be started for this message' error displayed on Send when Payne Metadata Assistant 5 add-in enabled.

CR #	FB #	Description
01109471		'Insufficient memory to continue the execution of the program' error when forwarding certain emails containing a .msg file.
01111190		'System.OutofMemoryException' error when forwarding certain emails with attachments from Sent Items folder.
01105098		Request to disable the 'Change status information will not be saved' warning that is displayed by default.
01100757		Zero byte file created when emailing redline as PDF.
01056318		'Object reference not set to an instance of an object'' error when comparing heavily formatted PPT file.
01052011		Missing parts of file name after converting documents containing dots in the file name to PDF.
01094624		'Workshare DeltaView Mail Handler has stopped working' error when emailing redline.
01094845		Completing a task completes all tasks and makes Outlook crash.
01093241		Custom policies are not triggered when using the 'Send and Protect' button.
01072628		White field codes in footer cannot be cleaned.
01051305		Letter-sized PDFs are created from A4-sized source documents.
01105223		'Insufficient memory to continue the execution of the program' error when sending an email containing a .msg file.
01097848		Software hangs when printing redline to PDF.
01105951		Compare crashes when comparing certain documents with tables and graphs.
01073195	42485	When comparing particular presentations, 'Index was out of range. Must be non-negative and less than the size of the collection.' error is displayed.
	45219	In Outlook (inline view), the **Link** option is still shown after converting an attachment to a link.
	45484	When performing zip and convert to link actions, the unzipped original document is also uploading to Workshare along with zip file.
	45657	The Workshare Getting Started Guide doesn't launch after re-running the Workshare Configuration Assistant.

CR #	FB #	Description
	45694	After converting attachments to links and then deleting those links from the body of the email, a 'Value cannot be null' error is displayed when sending the email.

Workshare 9.5.3

The following are fixed customer change requests that have been validated for the Workshare 9.5.3 release:

CR #	Ref	Description
01043533	PRO-87	Workshare temp files/folders are not being removed when using Advanced security dialog or desktop profiles.
01110207	PRO-383	OpenText explorer stops working and is failing to browse to DM documents via Compare when screen display is set to either 125% or 150%.
01110921	PRO-398	Workshare Configuration Manager crashes when launching in Administrator mode.
	PRO-524	Error displayed when converting additional attachments to link.
01121371	PRO-616	"Test connection failed. Failed to connect to the server" is displayed when connecting to iManage Work 10 using a SAML AD authentication method.
01129671	PRO-761	Error: "Document profile is invalid. Document type for this format is not available on iManage server" is displayed when attempting to save a .doc file to iManage.
01100041	PRO-126	Warning message: "A program is trying to access email address information stored in Outlook."
01098438	PRO-231	Error: "No valid launch method is found" is displayed when launching the .wpf file from DM server.
01111205	PRO-409	Ability to allow PowerPoint comparison reports to be saved as an attachment to the original presentation in OpenText DM.
01113092	PRO-470	Convert to PDF option in Microsoft Word generates incorrect modified and accessed time.
01113679	PRO-477	"Cache distribution lists" and "Cache distribution lists refresh rate (days)" options are no longer available within the Workshare Configuration Manager.
	PRO-529	Documents are opened with Temp file name when clicking the preview button in the "Workshare Protect - Convert to PDF" window.

CR #	Ref	Description
	PRO-531	Original document is also being uploaded to Workshare along with the .zip file when both link and zip actions are performed.
01116698	PRO-538	Interactive Protect cleaned attachments are being processed by Protect Server when "Skip processing on messages processed by Workshare Protect Client" is checked.
01117949	PRO-567	Saving A3 page comparison as PDF results in missing content.
01120122	PRO-588	"The program can't start because Workshare.Messaging.dll is missing from your computer" is displayed when launching Compare for PowerPoint.
01120268	PRO-590	Document ID is displayed instead of Document Description when selecting documents from OpenText.
01121390	PRO-623	Document ID is displayed instead of Document Description when selecting documents from iManage FileSite.
01083253	PRO-663	Workshare add-in in Excel causes a warning in Excel when using the Query function.
01124544	PRO-675	Carbon Black software is flagging Workshare.Professional.msi contains malware during installation.
01129786	PRO-766	Protect 9.5.2 – RPC error when converting Word documents to PDF using Interactive Protect.
01129780	PRO-767	Pro9 Update 7a – GDI leak occurs when using the iManage ribbon in Outlook.
01098336	PRO-39	Request to show "Unsupported Microsoft Office 6/95 file formats" error message when cleaning unsupported .doc Word documents using content risk.
01094095	PRO-91	Closing Word or Excel is taking 20-30 seconds when Workshare add-in is enabled.
01049562	PRO-201	Request to modify default comment in Save dialog to OpenText
01077212	PRO-307	Open PDF in Word results in a blank document.
	PRO-628	Registry key not set when installing with Desktop Shortcut turned off.
01125821	PRO-736	Convert to PDF option stays checked in Interactive Protect panel when deselecting it and clicking "Apply".
01041969	PRO-458	Change file extension for PowerPoint Comparisons from *.wpf to *.wcfp to avoid conflict with Word Perfect

Workshare Professional 9.5.4

The following are fixed customer change requests that have been validated for the Workshare 9.5.4 release:

CR#	Ref	Description
PRO-110	CR01099571	Floating 'Change Summary' panel causing Compare to crash
PRO-196	CR01043109	Scanned documents are corrupted after scrubbing the 'Property' metadata with Protect
PRO-225	CR01104565	Protect converting PDF/A file contents to white text
PRO-256		Risk elements count incorrectly displayed on Document Risk Report while performing Content Risk action for PowerPoint documents having modify password restriction.
PRO-260	CR01106474	6pt Japanese text appear as 'High Risk' elements in Content Risk Report
PRO-591	CR01120269	Right- click menu is severely lagged when Workshare is integrated with OpenText.
PRO-619	CR01120337	Compare for PowerPoint 2.2.4130.0: PowerPoint Comparison Report shows side-by-side instead of horizontal when printing to PDF
PRO-622	CR01121326	Comparison failed when documents containing comments and 'Display comments in redline' rendering option is enabled
PRO-655		Footer is incorrectly rendered in the redline when specific documents are compared.
PRO-702	CR01126699	Error: "The following changes will not be applied to your document" when accepting comments changes in change summary pane
PRO-735		Continuous spinning is displayed on IP pane when threshold limit is set in WCM.
PRO-739	CR01127177	Original document does not get attached to Outlook when emailing original and modified documents that have the same document name
PRO-760	CR01129657	Workshare was unable to create a reply. Ensure that your default mail program in internet explorer is set correctly
PRO-786	CR01130122	Outlook warning message "Want to save your changes?" when closing email and Workshare add-in is being enabled
PRO-790	CR01087251	Table cells in TER not readjusting to accommodate the additional text created during a comparison.

CR#	Ref	Description
PRO-802	CR01065327	Paragraph styles change to 'Normal' when cleaning reviewers in track change documents
PRO-824	CR01067400	HP scanned PDF's are becoming corrupted after cleaning with IP, Protect Profiles or batch clean.
PRO-834	CR00175543	Change Bars are not retained when converting to PDF from Compare ribbon
PRO-851	CR01074067	Stamp signatures in PDF documents being removed when deleting markups
PRO-864	CR01086046	Redline displayed with text highlighted in black background
PRO-865	CR01085092	Incorrect/Misleading Bullet point insertions and deletions
PRO-869	CR01076568	Member not found' error displayed when forwarding emails containing linked images in the signature
PRO-880	CR01084799	Incorrect rendering of List numbering containing square brackets
PRO-901	CR01074432	Word documents losing margins when cleaning fields
PRO-905	CR01072966	Scanned PDF version 1.3 document gets corrupted when cleaning
PRO-941	CR01131807	Workshare crashes when comparing certain documents
PRO-952	CR01132182	Attachments are not been populated when emailing redline within compare
PRO-98	CR01099133	Professional 9.5 64 bit: "WorksharePolicyDesigner-787.X64.exe" fails to install
PRO-985	CR01133118	Return to 'document selection screen' when comparing from the desktop shortcut
PRO-987		Deleting default rendering set(s) forces a repair of Professional when relaunching the WCM.
PRO-989		Selective Compare - Full text is not being displayed in Original/Modified boxes when the text is copied from different sources.
PRO-995	CR01133425	"The setting could not be created" error message displayed when converting documents to PDF
PRO-998		Unable to perform workshare actions from FileSite right click context menu when FileSite is configured with 2 worksite servers using SAML & Normal method.
PRO-1009	CR01134033	Error: Content discovery failed' when cleaning excel sheets containing Russian Cyrillic characters

CR#	Ref	Description
PRO-1065		New comparison crashes when user dragged Change Summary pane towards upward dock position in the previous Compare window.
PRO-1070		Crash is shown when printing the comparison report on PowerPoint comparison window.
PRO-1071	CR01135772	Workshare Word tab is missing after upgrading from Professional 9.5.1 to 9.5.2
PRO-1083		Selective Compare Focus is not shifted to selected application when Selective Compare window is in maximized state.
PRO-1084		Selective Compare Selective Compare window is not popped up from minimized state when user clicked on Selective Compare button.
PRO-1087		Selective Compare Text in the original or modified boxes is not maximized when user maximize the Selective Compare window.
PRO-1107	CR01136284	Copying text from Internet Explorer to "Selecting Compare" window in Word shows as very small font size and text cut off
PRO-1118	CR01134663	Attachments are not cleaned or converted to PDF when SimplyFile application is integrated with Outlook and Exchange cached mode is off
PRO-1136	CR01137311 (Spike)	Error message: Namespace is undefined when connecting to iManage Work 10 using Microsoft Azure single sign on
PRO-1137	CR01137341	Alert & Compare feature does not trigger in Outlook
PRO-1138	CR01137511	Print options are limited to 'Comparison only' when switching layout to 'Comparison only'
PRO-1141	CR01137545	Style Separators becoming regular paragraph marks and splitting paragraphs after cleaning
PRO-1147	CR01137765	Unable to convert redline and save it into iManage Work 10
PRO-1154	CR01137915	Documents formatting is changing in TER view after performing other actions
PRO-1162	CR01138618	Uninstalling Workshare makes the iManage icons in Word and Outlook disappear
PRO-1259		Unable to perform workshare actions from Filesite right click context menu when Filesite is configured with worksite servers using SAML/Normal method.

CR#	Ref	Description
PRO-1275	CR01140073	"Unexpected Error. Illegal characters in path" when forwarding an email containing an .MSG attachment with quotation mark " in the subject field
PRO-1296		Unable to Compare PowerPoint documents when FileSite is configured with worksite servers using SAML/Normal method.
PRO-1297	CR01141162	Error message: Invalid file. The file you have been trying to upload is invalid. Please try to uploading a valid ZIP file when uploading Workshare's Office Extension to iManage Work 10 server
PRO-1298	CR01141137	Incorrect version of OpenText displayed in the 'Save as' dialogue box
PRO-1351	CR01143443	Professional 9.5 64 bit: Attachments are not cleaned or converted to PDF when Egress application is integrated with Outlook and Exchange cached mode is off
PRO-1367	CR01143544	Microsoft Word documents are not converted to PDF
PRO-1376		OS Build' property is not displayed in Mixpanel events triggered related to Compare for PowerPoint and Selective Compare.
PRO-1377		No Permissions...' error dialog is shown while performing 'Share' or 'Save to My Files' operations on documents of size greater than 5MB with hybrid user accounts.
PRO-1428		Both Original and Converted pdf attachments are shown in Sent Items folder when PDF action performed using 'Send and Protect'.
PRO-1448		DMS save functionalities are not working when user configured with 'legacy' server in Outlook and WCM.
PRO-1458	CR01148702	Outlook attachments are not updated when Forwarding email with existing attachments in Online Mode
PRO-1462	CR01148703	Conflict with Workshare Ribbon Add-in and ndOffice with the DocumentClose event
PRO-1469		Do you want to open the document from disk' message is displayed when iManage is configured with Legacy server and server is disconnected in WCM.
PRO-1470		iManage work' login dialog is displayed when saving the converted pdf document to legacy server when both work10 and legacy servers are configured in both outlook and WCM.