Workshare Professional 9

Workshare Professional 9 was released in December 2014. Since then we have released several updates and this document explains what was new in each update and what issues were fixed.

Release history

- **Professional 9 Update 7b (MR7b)**
  - Build 9.0.0.7720
  - Release date: 23/03/17

- **Professional 9 64-bit version**
  - Build 9.0.0.8172
  - Release date: 30/11/16

- **Professional 9 Update 7a (MR7a)**
  - Build 9.0.0.7508
  - Release date: 31/10/16

- **Professional 9 Update 7 (MR7)**
  - Build 9.0.0.7117
  - Release date: 18/8/16

- **Professional 9 Update 6 (MR6)**
  - Build 9.0.0.6100
  - Release date: 20/4/16

- **Professional 9 Update 5 (MR5)**
  - Build 9.0.0.5005
  - Release date: 18/12/15

- **Professional 9 Update 4a (MR4a)**
  - Build 9.0.0.2929
  - Release date: 29/10/15

- **Professional 9 Update 4 (MR4)**
  - Build 9.0.0.2800
  - Release date: 11/9/15

- **Professional 9 Update 3 (MR3)**
  - Build 9.0.0.2600
  - Release date: 06/7/15

- **Professional 9 Update 2 (MR2)**
  - Build 9.0.0.2440
  - Release date: 21/4/15

- **Professional 9 Update 1 (MR1)**
  - Build 9.0.0.2330
  - Release date: 3/3/15

- **Professional 9 GA+1**
  - Build 9.0.0.2300
  - Release date: 15/01/2015

- **Professional 9 GA**
  - Build 9.0.0.2200
  - Release date: 3/12/2014

What's new in each release

Professional 9 Update 7b (MR7b)

This 32-bit only release resolves an issue related to the signing of DLLs and implements a fix to prevent some anti-virus solutions from incorrectly flagging the PowerPoint comparison installation as malware.

Additionally, it addresses key customer requests and important bug fixes – SEE NEXT SECTION.

Professional 9 64-bit version

This is the first 64-bit release of Workshare 9 which means Protect and DMS integrations (not DMSi) will be available for the first time for clients using 64-bit Office. It provides the same functionality as the 32-bit version (Update 7a) except:

- It has been certified against fewer environments. Refer to the complete list of system requirements in the release notes or installation guide.

Note: All future versions of 64-bit will come at the same time as the 32-bit version and contain the same changes and have the same version number - each release (including standalone Compare and Protect) will have 32-bit and 64-bit versions.

Professional 9 Update 7a (MR7a)

- **PowerPoint Compare facelift** - The Workshare Compare for PowerPoint user interface has been modernized to make comparing documents an easier and more satisfying experience. The ribbon has changed – the icons are more relevant and reflective of their function and the options have been rearranged so that what is most wanted and used is easier to get. The following functionality, which is not frequently used by our customers, has been removed:
  - Change the application color scheme
  - Comparison of slide masters
  - Navigation buttons for the Slide Selector area

▫ Show/hide options – use the close (**X**) buttons to close each area of the interface and **Reset Layout** (click arrow in quick access toolbar) to display all areas again

- Key customer requests and important bug fixes – SEE NEXT SECTION.

Professional 9 Update 7 (MR7)

- **Emailing changes only** - A new option in Workshare Compare to send only the pages with changes when sending redline documents by email. Using this new option, only the changed pages in the redline are converted to PDF.

- The **NetDocuments integration** now includes the ability to convert documents to PDF from within NetDocuments using the send to application functionality.

- Workshare 9 is now certified with Microsoft's **click-to-run**. Click-to-run is a Microsoft streaming and virtualization technology that is used to install and update Office products.

- Key customer requests and important bug fixes – SEE NEXT SECTION.

Professional 9 Update 6 (MR6)

- **Outlooki** – Many changes are not visible to the user – there is a new MSI in the install (Workshare.Outlook.msi) and the desktop app is now required for file sharing functionality. The .WSL file type has been removed (the file added when using the Attach as Link/Add Large Attachment functionality).

    For the user:
    ▫ A new **Manage permissions** option in the attachments bar after converting their attachments to a link so they can edit the permissions on the Workshare folder.
    ▫ A **Links** option in the attachments bar (if configured using the **Display Link on attachments bar** parameter in **Protection > Sharing**) so users can convert attachments to links in a single click.
    ▫ The ability to clean, convert to PDF and compress all attachments to a zip file even AFTER they have been added as links in the email.
    ▫ The ability to remove individual attachments even if they have already been converted to a link by deleting the relevant .xhtml file - the email body is updated automatically.
    ▫ The links in the email have changed. The user can still click the blue **View the file** button to get to the folder where files are stored and now users can also click the file name and open that file straight into the preview window in Workshare.
    ▫ The email is sent immediately – no need to wait for the uploads to complete.

    For the recipients of emails with links:
    ▫ They can go directly to the file preview in Workshare by clicking the file link in the email, or go to the folder by clicking Click here to view these files.

- □ They are informed if the files have not yet finished uploading and they can see the progress of the upload, both when accessing the file(s) and the folder.

- New desktop app (2.6) .

- Extended environment support to FileSite/DeskSite 9.3.

- Key customer requests and important bug fixes – SEE NEXT SECTION.

Professional 9 Update 5 (MR5)

- Office 2016 and Worldox GX4 support.

- Comparison of comments – Improved comparison of comments so that changes are shown within the comment itself rather than in the body of text. Also, there is a new category in Category View called Comment Changes that groups all changes to comments together.

- Two new parameters in Protection > Exclude Metadata so users can exclude annotation links and annotation widgets when PDF files are cleaned of markups.

- NetDocuments - When using Send to Application in NetDocuments, the Compare document selection dialog is now displayed by default so users can further define their comparisons. For example, switch the original and modified documents, add further documents to compare, change the rendering set applied and use Fast comparison mode. This is controlled by the following new parameter in the WCM (Integrations > NetDocuments).

- Send Redline email body parameter in WCM (Comparison > Administration) includes an {ATTACHMENTS} tag which means that the names of the attachments are included below the text when emailing Redlines. Users can now simply remove this tag if they do not want the attachment names to appear in the body of the email.

- Footnote comparison changes – Improved footnote comparison so users can still detect changes to footnotes/endnotes but they can choose NOT to detect changes to footnote/endnote numbering. This is achieved with a new parameter in rendering sets (added to **Comparison Options**) called **Detect Footnote/Endnote Numbering Changes**.

- Key customer requests and important bug fixes – SEE NEXT SECTION.

Professional 9 Update 4a (MR4a)

- Rebranding and new messaging on the installation screens.

- New desktop app.

- Unified sign in to desktop app after install which retrieves license and then displays welcome page.

- If the Professional/Compare/Protect installation is integrated with a DMS, the desktop app benefits from this integration too. This means, for example, when adding files to the desktop app, the default open location will be the DMS. This can be switched off in Preferences in the desktop app.
- Add Large Attachment button now called **Attach as Link** and it is displayed by default.
- Send files securely section of the Interactive Protect panel now called **Convert to link**.

Professional 9 Update 4 (MR4)

- 'Send files securely' replaces 'Share to groups' in the Interactive Protect panel. Using this option, recipients still receive a link to the file in Connect but the attachment is saved to the senders Sent folder in Connect rather than a group.
- Additional Interactive Protect configuration parameters. Using configuration options in the Interactive Protect category, admins can configure that the **Send files securely** option is automatically selected when attachments exceed a specified size limit. They can lock this parameter forcing the user to always send a link when sending large attachments.
- Improved license error handling.
- Windows 10 and FileSite/DeskSite 9.2 support.
- Key customer requests and important bug fixes – SEE NEXT SECTION.

Professional 9 Update 3 (MR3)

- The Workshare Compare panel (Automatic Change Notification) and Interactive Protect panel now display in the main Outlook window as well as the message window.
- Improved user experience for accept/reject changes in Workshare Compare.
- Improved reliability for Automatic Change Notification including working for internal email.

> *Note*: Automatic Change Notification is a feature of Professional only – it does not work with Protect or Compare alone.

- The installation includes the full set of default .policy files (so all can be modified in the Policy Designer).
- Professional includes the new "thin" desktop app.
- When emailing from Compare, Outlook's default font is used.
- Key customer requests and important bug fixes – SEE NEXT SECTION.

Professional 9 Update 2 (MR2)

- Improved licensing mechanism for Enterprise licensing – network license introduced.

- Refresh button included in Expiry notice.

- NetDocuments Send to application works correctly with Workshare Compare.

- Key customer requests and important bug fixes – SEE NEXT SECTION.

Professional 9 Update 1 (MR1)

- Extended environment support to OpenText eDocs DM10, FileSite/DeskSite 9.0 Update 6.

- Sign In dialog – added a link "Why do I have to sign in?" to the Sign In dialog to help users understand the sign-in enables licensing.

- Workshare Connect panel in Office – the open/closed state of this panel is now remembered.

- Automatic Change Notification – The Workshare Compare panel is now displayed by default when opening emails with attachments that are changed versions of documents sent previously.

- Citrix environments – The three reg keys provided to enable/disable certain users in Citrix environments and installed in the Modules folder, have been updated to be relevant for Professional 9. They are not yet included in the installation but are available from Customer Support.

- Key customer requests and important bug fixes – SEE NEXT SECTION.

Professional 9 GA+1

- Extended environment support (Windows 8.1, SharePoint 2013 SP1, language options in Windows and Office, Update 5 to DeskSite 8.5 and 9.0) .

- Key customer requests and important bug fixes – SEE NEXT SECTION.

Professional 9 GA

- Install

- PowerPoint Comparison

- Improved Alert & Compare (now called Automatic Change Notification)

- Apply Changes in Compare

- Compare UI Modernization

- Category View

- Track Change Output

- Saving and Sharing Redlines to Workshare Connect
- Interactive Protect Customization
- Interactive Protect – Automatic Apply
- Interactive Protect – Share to Groups
- Interactive Protect – PDF Individual Attachments
- Save/Share to Connect from Microsoft Office
- Connect inside Office
- Licensing Change
- Options Removed (Send for Review, Manage Changes, Vertical Workshare panel in Office, Redact, Comparing within Word, Displaying content risk inside the Workshare panel in Word, Classification. Reports)

Change Requests Fixed

Professional 9 Update 7b (MR7b)

The following are fixed customer change requests that have been validated for the release of Professional 9 Update 7b (MR7b):

CR #	FB #	Description
00431065	19552	Local Open or Save dialog box does not appear in Excel
01041861	36415	Request the ability to set as default 'Retain attachments in Sent Item' option
01049923	37955	Comparing a document with multiple versions from DeskSite does not auto-populate the correct versions
01050670	38252	Cannot Save Attachment' error displayed when forwarding emails containing linked images in the signature
01059200	39974	Unable to send zip folder with nested msgs with attachments when using desktop profile or advanced dialog
01063259	40758	Unable to clean certain Word documents when 'Small text' metadata option is checked
01065211	41047	Outlook crashes intermittently when emails are being sent with attachments externally
01067629	41605	Signature is lost when cleaning Word files using Interactive Protect.
01068870	41798	Notification bar for Interactive Protect is not displayed correctly in Outlook 2016

CR #	FB #	Description
01068093	41816	Sending redline from Compare creates 'A program is trying to access email address information
01069681	41926	Unable to save docs with long file-names into NetDocs when include document descriptions is enabled
01069584	41958	Password dialog triggers when sending a password protected document internally
01071356	42159	pcgREline Contents are removed from text Content Control boxes when 'Small Text' metadata is enabled
01072374	42251	Error when sending email with or without attachment to multiple distributions list
01072628	42370	White field codes in footer cannot be cleaned
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 pwd protected PPT/X docs when a dot (.) and name/number before file extension
01073165	42486	Protect flagging PDF signature as invalid when sending and cleaning PDF attachment
01073730	42556	Interactive Protect panel does not automatically trigger when sending a Word document as an attachment
01073730	42950	Wrong attachment sent when same document name is in use
01077148	43136	0 KB document created when saving redline after comparing long file-names documents from Netdocuments
01078338	43345	Interactive Protect removes contents from DOCX docs when sending as attachments through Worldox or LFS
01070304	42009	Unable to compare documents containing comments into 7a
01072685	42813	Workshare Compare for PowerPoint incorrectly being treated as suspicious by certain applications
01066299	41355	Applocker blocking certain Workshare DLLs
01079468	43516	Error when converting Excel documents to PDF using advanced PDF security and metadata options
01076208	43060	Error creating PDF when selecting pages to convert to PDF

CR #	FB #	Description
01049903	37953	Comments are missing when saving redline as Word document with Track Changes
01081726	43873	Comparing documents with multi-level numbering list displays incorrectly in TER view
01075838	43055	Convert to PDF, saving or emailing as PDF takes a long time to complete in certain environments
01034329	35033	Batch cleaning replicates page numbers in Word when cleaning field codes

Professional 9 64-bit version

There were no customer change requests fixed for the release of Professional 9 64-bit version.

Professional 9 Update 7a (MR7a)

The following are fixed customer change requests that have been validated for the release of Professional 9 Update 7a (MR7a):

CR#	FB#	Description
CR01061759	40460	'Remove metadata' option cannot be unchecked by default in Interactive Protect panel
CR01058370	39770	'Do you want to save changes to this message?' dialog pops up when closing Outlook
CR01060865	40291	Print preview showing SFTLinkPermission XML code
CR01054960	39073	Cleaning particular combination of Word, Excel or PPT files results in unexpected cleaning for document properties in Word files
CR01047815	37364	RPC error when converting Office documents to PDF using Interactive Protect
CR01060396	40182	'OK' button not responding when changing document name in Modified Document field
CR01061739	40432	404 error page or file not found when using convert to link and sending to your own address

Professional 9 Update 7 (MR7)

The following are fixed customer change requests that have been validated for the release of Professional 9 Update 7 (MR7):

CR#	FB#	Description

CR#	FB#	Description
1027352	36925	Standard comparison mode displays Greek characters incorrectly in TER view
1030354	34002	Document with +62 characters in file name is truncated on Workshare Protect progress bar
1033283	34722	PDF documents take long time to compare
1038512	35838	Unable to skip cleaning speaker notes in PowerPoint when using cleaning options from the Convert to PDF panel
1040126	36160	TER view and the redline results are incorrectly aligned when comparing Word documents with pleading lines
1046952	37224	Email signature not populated when attaching comparison to email using Compare
1046985	37229	Fast mode comparison shows extra preceding apostrophe in the redline
1048126	37480	Tables in footer cut off in TER view with MacPac templates
1049794	37950	0 byte or empty file when comparing documents with long filename and saving redline as Word document with Track Changes to FileSite
1051564	38410	Warning message: "Same Document. The original and modified documents are the same! Do you want to continue?" when comparing two different Excel versions in FileSite
1057021	39457	Excel hangs when using Workshare Content Risk
1054745	39042	Table borders disappear from redline summary when comparing documents in fast mode
1054960	39073	Cleaning particular combination of Word, Excel or PPT files results in unexpected cleaning for document properties in Word files
1054371	38927	Incorrect formatting in Word after applying accepted changes
1054337	38929	Redline appears almost blank when saving or printing as PDF
1043080	36649	Error: "Unexpected error. Value cannot be null. Parameter name: value" when using Interactive Protect
1020495	31513	Outlook default font changes when emailing from Compare
1021951	31802	Turkish characters are incorrectly rendered in TER

CR#	FB#	Description
1058414	39794	'Some files are in unsupported formats' message appears in Interactive Protect panel when emailing comparison documents
1026818	33057	Save As File Format is not been populated when saving a redline into Worldox GX3
1039572	36835	Ability to integrate with 'Click-to-Run' Office 2016
1048921	37703	Ability to send a PDF of changed pages only
1032094	34293	iManage servers instances are removed when disabling the option 'Allow users to override'
1037434	35579	Temp file path shows instead of actual path for the modified document when comparing from OpenText
1044539	36834	Attachment duplicated when using 'Recent Items' to attach a document
671392	37018	Attachments change order after cleaning using Interactive Protect
1033911	34728	"Error! Missing test condition! Unexpected End of Formula" in footer in saved redline

Professional 9 Update 6 (MR6)

The following are fixed customer change requests that have been validated for the release of Professional 9 Update 6 (MR6):

CR#	FB#	Description
CR01029834	33780	Workshare.PdfCreator.exe, Workshare.Pdf.Combine.exe and WINWORD.exe processes do not terminate
CR01034301	34882	Pro9 Update 4 - Ability to allow redline to be versioned to the original/modified document in FileSite
CR01036003	35254	Professional 9 Update 5 - Request for compatibility with iManage 9.3
CR01012085	29815	List numbering missing after converting redline to track changes document
CR01029324	33783	Professional 8 PR1 - Workshare does not honor Filesite Open/Save dialog configurations
CR01030077	33886	Pro 9 MR4 - Incorrect spelling for the word 'seperated' in Convert to PDF dialog box
CR01030289	34001	Pro9 U3 - Emails are not tagged on first attempt using ePredict for WorkSite when Interactive Protect is enabled

CR#	FB#	Description
CR01030971	34143	Pro9 U4 - Search text near a change option in change summary show incorrect results
CR01032200	34340	Comparing documents with logo in header results in misplaced logo in middle of TER view
CR01033821	34723	Password required dialog for protected Excel documents displayed out of screen
CR01033881	34725	Error: 'Workshare Compare has stopped Working.' when comparing specific documents in Fast mode
CR01033966	34727	Cleaning options under PDF security in Convert to PDF panel do not match with Content Risk settings in WCM
CR01034311	34881	Word document zoom level resized when converting to PDF within Word
CR01034539	34923	Compare hangs/does not terminate comparison when clicking cancel
CR01034821	35034	New changes of attached document are being removed by Interactive Protect
CR01038660	35866	Pro9 MR5 - Footnotes changes are incorrectly displayed
CR01039357	35974	Content discovery failed when emailing redline with track changes
CR01043011	36837	Professional 8 PR1 - Redline summary shows incorrect time stamp
CR01023253	32288	Open document should populate modified field in doc selector window
CR01041955	36486	Contents are removed from text Content Control boxes when locking options set

Professional 9 Update 5 (MR5)

The following are fixed customer change requests that have been validated for the release of Professional 9 Update 5 (MR5):

CR#	FB#	Description
	31629	Exclude annotation form fields/widgets (PDF)' option is not described in 'Help'
01026793	33140	PDF conversion and print queue pauses when converting Word document to PDF
	34109	Changes cannot be..' is displayed in the results when performing search using 'Search original document text'.

CR#	FB#	Description
	32894	Office 2016 Support
	33137	Convert to PDF button causes Microsoft Word to freeze up upon opening another document
	33986	License Notification Nags are not displayed when user has below 30 days of license
	31409	Unable to create PDF/A documents using 'Combine Files in Workshare' option.
	32395	Page number and Line number is shown as '0' for comments in Change summary pane while comparing certain documents.
	32555	Comments information is lost when the comparison is saved in .docx format
00815884	24700	Incorrect rendering of brackets that contain manual list numbering
00993603	28648	Sharepoint integration error: The document needs to be saved
	30234	Modified path also displayed in selection window,when comparing word document after performing Open in Word for PDF
01014754	30350	Unable to convert PPTX with gradient fill shapes to PDF
00181862	30698	Append document IDs to the Redline file name not working correctly
01015365	30737	Reviewers are not preserved after opening redline in Word with Track Changes
00552708	30951	Comparing font type with 'Bold' in the font name produces Times New Roman text in Redline
01018726	31140	E-mail messages are stuck in the Outbox in Outlook
01019166	31290	Email as Word document with track Changes does not honour redline filename
00996226	31298	Missing Workshare icons on Filesite ribbon in Outlook
01020011	31385	Unable to copy redline file.
01020495	31513	Outlook default font changes when emailing from Compare
01020714	31572	Spell checking skipped when using 'Send and Protect'
01020888	31643	An error has occurred when attempting to save the redline while running comparison through Command Line
	31793	Interactive Protect panel is not updated in expected way when valid password was entered to 'Password required'

CR#	FB#	Description
		dialog
01022466	32045	Converting a Word document to PDF via the Word ribbon causes the next document to be opened to not function
01022446	32097	The following error occurred while processing the email :Member not found. (Exception from HRESULT: 0x80020003)
01023200	32431	Highlighted text losing highlight when saving comparison as PDF
01024051	32569	"The following changes will not be applied to your document" error when Applying Changes
	32606	Update current instances of 'Autonomy' icon\text in Pro to New 'iManage' icon\text.
01024367	32616	Content risk remove fails in Excel when macros is checked
01024419	32636	List numbering are incorrectly displayed in TER view when using Fast Mode comparison
01025665	32833	Comparison reverts to selection dialog box when comparing specific documents
01024418	32897	Quick Search Panel not showing in FileSite Open dialog box when browsing documents in Compare
	33036	An error occured..' dialog is displayed when uploading the documents into Workshare App from SharePoint
	33186	Convert to Link option is enabled by default, if user removes .wsl document and then attaches normal document.
01027538	33252	Document reviewers are not being removed from DOCX files using Interactive Protect
01026878	33349	Page layout in redline drifting between portrait and landscape
	33394	Unable to save documents containing # character to NetDocuments
01028359	33442	Cannot save the attachment. The operation failed. An object cannot be found
01028397	33493	First page in Redline shows as grayed out when comparing documents including pictures
	33982	Only one attachment is detected for processing if unlicensed - other attachments are not listed in Interactive Protect pane
	34000	Error dialog is displayed when user tries to share files to themselves.

CR#	FB#	Description
	34029	PPT Compare application crashes when user tries to create the comparison report.
	32571	Document needs to be saved' message is displayed when user tries to perform 'Combine files' option to document from SharePoint
01019161	31299	Remove temporary file attribute when creating PDFs
01023002	32176	Treat .asd files like regular unsupported files instead of alerting to metadata

Professional 9 Update 4a (MR4a)

There were no customer change requests fixed for the release of Professional 9 Update 4a (MR4a).

Professional 9 Update 4 (MR4)

The following are fixed customer change requests that have been validated for the release of Professional 9 Update 4 (MR4):

CR#	FB#	Description
01013475	30125	Workshare Compare unable to select a document from configured document provider
01014759	30351	List numbering renders incorrectly in TER view
01016425	30735	Password required dialog options are incorrectly displayed on Japanese version of Windows 7
01018668	31096	OK and Cancel buttons in Password required dialog are not visible when display is set to 125%
00778603	23887	Active setup registry keys are not created at first login
01001716	29121	"There was a problem with the installation - Fatal error during installation" when Connect is already installed
01012127	29864	Unable to uninstall Professional 9 using the MSI
01012247	29879	Workshare Protect metadata removal policy error: The system cannot find the file specified during installation
01013361	30088	Workshare repair window appears upon launching Workshare Configuration Manager for the first time
01015067	30409	Launching any Workshare Help file triggers an MSIEXEC repair of Workshare Professional
	30465	Unknown publisher text is displayed on UAC dialog while installing Professional bundle

CR#	FB#	Description
	30837	Upgrade.Bundle.exe does not update version number in Programs & Features
	24500	Metadata related options are not disabled when 'Remove metadata' checkbox is unchecked
01017144	30813	Sign in window pops up when inserting a 'Text from File' in Word
01018854	31213	Interactive Protect hangs during discovery contents for Excel files
00989357	30911	Please login to a server is displayed when using Offsite
01004885	30571	Error "Cannot edit Range" when cleaning documents with small text
00682433	19867	Default redline save format selected in Workshare Configuration Manager is not applied when saving comparison to Worldox
00523915	21274	Search not responding after clicking load defaults to default in Workshare Configuration Manager
00166684	22454	Changes to speaker notes in moved slides not detected
00682812	22600	No progress bar displayed when clicking Send and Protect if 'Email security dialog while discovering risk' is set
00811694	24569	Alignment changes in tables when opening redline in Word
00829479	25338	Grammatical error after applying patch from CR 00724148
00836047	25935	File names from the zip file are incorrectly displayed in Interactive Protect panel
01011210	29738	PDF documents produce overlapping text in redline
01011276	29758	Redline shows the same em-dash symbols (unicode 0x2014) as inserted and deleted
01012049	29814	Highlighted text changes from yellow to dark grey on comparison when using Fast mode
	29996	Workshare didn`t detect any changes' banner is displayed for all emails which containing documents with WS Tracking ID
01013134	30006	Date and letterhead with text boxes are shifted toward the center
01014638	30316	Error in Action. The following error occurred while executing the Clean action for the file <name>
01014724	30349	Unable to delete document reviewers

CR#	FB#	Description
01015499	30533	Random changes in multi-level list numbering
01015810	30578	Numbering lists are missing in the redline when comparing in Fast mode
01016055	30703	Class name appears blank although Alternate class name is set to 'COMPARE'
	30738	Workshare didn't detect any changes' banner is displayed when opening the Automatic Change Notification triggered mail after forwarding it
01016053	30756	Ability to change default save location for Apply Accepted Changes document
01014520	30814	Redline opens in Word compatibility mode
01017455	30867	Failed to compare documents and return to file selection dialog
	31288	Password prompt is not displayed when sending protected document through Interactive Protect panel
	31337	BCC warning dialog is not displayed when sending document through Add Large Attachments from Interactive Protect panel
	31575	Error is displayed if user performs Secure File Transfer action for the second time and clicks 'Apply' while forwarding a mail
	31602	All sections in Interactive Protect panel are not displayed when document is attached after performing Secure File Transfer action in rich text format
	31612	File shared information is not updated in the mail body after performing Secure File Transfer action in rich text format
	31710	Automatic Change Notification is not triggered for the emails that are sent by unchecking "auto apply..." option with interactive Protect
	31425	Cleaning metadata process is cancelled for all files when cleaning for password protected file is cancelled
	31753	Skip button not displayed on the password dialog
	31754	Skip button on Excel sheet password request dialog not working
01021837	31914	Numbering bullets are incorrectly displayed as squares after saving the redline to PDF
	31327	State of "Get return receipt" option is changed if user unchecks "Recipients can invite others to this folder" option.

CR#	FB#	Description
00471003	20441	Get return receipt does not work if users are not logged in
	30218	New UI of 'change summary' is not displayed in screenshot image when installing Compare standalone build
	31933	Secure File Transfer and inline view related information is not updated in Help file
	31741	New Connect user password policy
	30835	License expired/unvalidated/missing error messages
01015369	30483	Ability to set 'Remove metadata' option unchecked by default in Interactive Protect panel
	30806	Enable Send Files Securely as the default
	30808	HTML update for Send Files Securely
	30809	Automatically enable Secure File Transfer checkbox when total attachments over X MB
01017395	30866	Request to be compatible with DeskSite/FileSite 9.2
	30926	Extend the Phone Home functionality to transparently update features
	30968	Update Help files and Quick Start Guides
	31737	Rename option display text
	31740	Update date: Copyright ©1998-2015 Workshare
01021897	31800	Request to show NetDocuments server location for Australia

Professional 9 Update 3 (MR3)

The following are fixed customer change requests that have been validated for the release of Professional 9 Update 3 (MR3):

CR#	FB#	Description
00121861	21440	Ability to compare marks/values of checkboxes within a document
00125114	19852	Ability to utilise Outlook default font when emailing from Compare and Word
00170823	7528	Fully justified numbered paragraphs change when comparing certain documents
00177830	22448	"Prompt to save redline on close" option does not prompt to save unless "Allow document to be saved as new document" option is enabled
00439186	19679	Open in Word with Workshare' option cannot show all

CR#	FB#	Description
		pages
00454181	20257	Table deconstructed when running a comparison
00454188	20256	Table falls off the page when running a comparison
00735206	23202	List numbering incorrectly rendered in TER view
00799046	29794	Saved changes are not compared against the previous version
00866083	26854	Interactive Protect not triggered using Outlook 2013 in window reply
00874094	26700	Protect .policy files are not created during installation
00876091	26879	Password required dialog box is displayed when cleaning non-password protected pdf
00889807	26976	Metadata detection does not trigger Interactive protect panel
00926073	27246	Sync icon missing from WorkSite group in Outlook ribbon after installing Pro
00958128	28371	Best Authority plugin does not function correctly when Workshare add-in is enabled
00958370	27348	Duplicate interactive panel appears when Egress switch add in is enabled
00969679	27678	Unchecking all metadata types in Interactive Protect panel cause skip cleaning the entire document
00969734	27679	Adjusting Quick Access Toolbar commands not remembered within Word
00969761	27704	HKCU settings are not applied when changing options in WCM (Admin Mode)
00971484	27804	Ability to enter proxy server details in the Configuration Manager
00975120	27869	Request for interactive protect panel to automatically expand and show the metadata removal choices
00981878	27934	User is unable to connect to SharePoint 2013 via HTTPS url through WCM.
00984388	28073	Retain attachments in Sent Item' option does not attach a copy of the attachment
00996219	28887	Ability to remove the added .pdf extension once using Convert to PDF and saving into FileSite
00996262	28738	Black boxes appear in TER view & text "falls off" the page

CR#	FB#	Description
01000802	29045	Custom macros not being saved to normal.dotm
01006636	29445	Outlook hangs when Workshare Ribbon Add-In for Microsoft Office is enabled
01011177	29739	"Help" article "Launching Workshare Compare from MS Word" is out of date
01013440	30121	Redline is displayed with black background when comparing documents created
01014630	30315	Unable to preserve changes to normal.dotm
01999887	29084	Workshare temp files/folders are not being removed automatically from %temp%
	28950	WCM hangs when clicking on 'Login' button after changing 'Use server' option
	29162	Typo in text beside to 'Workshare Professional' option on 'Send To Application' dialog.
	29113	Include latest released version of Connect for Desktop
	29138	ACN to work on internal emails even when no cleaning takes place
	29259	ACN for Reading Pane emails
	29727	Share to Groups email HTML redesign
	29741	Improvements to Accept/Reject functionality
01014191	30157	Extra blank pages are created when comparing certain documents
01006654	29475	The rendering view shows boxes around each line of text

Professional 9 Update 2 (MR2)

The following are fixed customer change requests that have been validated for the release of Professional 9 Update 2 (MR2):

CR#	FB#	Description
	27371	Enhance licensing
00946922	27286	'Workshare.Woldox.Connector.exe has stopped working' when comparing documents
00967379	27507	Object reference not set to an instance of an object when clicking forward
00968276	27602	Unsaved changes are not detected in the redline
00981861	27954	New attached files are not triggered in window reply

CR#	FB#	Description
	28097	Workshare 9 msp build failure
	28380	Update the reminder/expired pages to allow the user to refresh the license without having to click on Purchase Now
00805582	24424	Email signature is not populated when using send document menu from DeskSite
00946984	27331	Comparing documents show extra pages in the redline
00986086	27558	'Only print pages with changes' option prints all the pages where footnotes have changed instead of a single page
	27568	"Error saving.." is displayed when cancelling share dialog from Workshare Compare when loading is in progress.
	27629	Profile setting changes are not reflected in Workshare Configuration Manager after loading wso file
00976102	27712	Spal.dll error is displayed on launching Outlook
00976274	27911	Warning message the following changes will not be applied to your document
	28014	Workshare options are displayed twice in PowerPoint, when we run Workshare Configuration Assistant after running Citrix terminal registry keys
00665920	22295	TER view shows text overlapping
00989431	27008	Create new NetDocuments SendToApplication
00966052	27505	'Apply Accepted Changes' button missing when screen display is set to 125%or 150%
00958369	27349	Zero byte file created when running PowerPoint comparison from command line
00967383	27531	Error "Compare for PowerPoint has encountered a problem" when double-clicking any text under change summary
00874281	27607	List numbering appears underlined in TER view
00980358	27921	Workshare Configuration Manager shows incorrect Connect subscription type
00996034	28761	Comparison hangs with progress bar when documents contain macros

Professional 9 Update 1 (MR1)

The following are fixed customer change requests that have been validated for the release of Professional 9 Update 1 (MR1):

CR#	FB#	Description
	26946	[Mixpanel] Update user-agent in http header with installed product and version
665797	27094	OpenText eDocs DM10 support
	27325	Default ACN panel to open
963995	27366	Request to sign all Workshare dlls
967394	27533	Unable to apply changes when saving comparison as Track Change document
889856	26982	New Terminal Server Registry keys for Professional 9
876202	27326	An error occurred while executing the PDFclean clean action
912598	27328	Right-click menus integration missing from DeskSite and FileSite 9.0 update 6
855625	27329	Request to display 'Comparison in progress' prompt
964856	27397	Add "Why do I have to sign in?" link to Sign in dialog
920183	27115	Turning off Connect panel not remembered
947115	27512	Please select Compare or Protect Module' when installing Workshare.Professional.msi

Professional 9 GA+1

The following are fixed customer change requests that have been validated for the release of Professional 9 GA+1:

CR #	FB #	Description
	16358	PDF/A file is sent as PDF after cleaning metadata
	20735	Protect Files button is not enabled when we add encrypted zip file containing files in a folder
513225	21144	French characters are incorrectly OCR'd
173041	21325	Unable to compare encrypted PDFs
132446	21436	Ability to limit save as redline doc types
	22218	Compare for PowerPoint path is populated in original and modified fields, while clicking on 'swap' button
	22474	"Unable to clean" error is displayed while cleaning excel

CR #	FB #	Description
		document through content risk option in Workshare ribbon
	22673	Headers & Footers are positioned to left side in comparison document when applied using 'Apply agreed changes' (actually, it was positional tabs not being written to the output)
	23060	Error is displayed in Workshare Compare for PowerPoint after opening checked out presentation created in iManage
777006	23827	Workshare Ribbon Addin for Office causes Excel shortcut key dialog boxes to be hidden
	24073	Track changes are not cleaned in batch clean when Lightspeed clean is ON
	24222	User is unable to perform Workshare Combine/Convert to PDF actions on shared encrypted Excel document
	24641	Password prompt appears again, while converting encrypted Excel/PowerPoint document to PDF with pages option enable
823202	24922	Opening Word attachment with track changes takes 20-30 seconds to open
	25228	Workshare Compare keyboard shortcuts dialog is not updated to latest in DeltaView
	25379	Apply change update - Error message box improvement - show word at same time as failure message box
	25844	Document is corrupted while sharing encrypted documents through IP without applying Password on IP pane
	25901	Object Reference..' error banner is displayed while performing Share operations in new mail window
837874	26035	Comparing track changes documents in fast mode with list numbering results in incorrect results
	26045	Update the Ribbon control bar to version 23.2, which is used in Compare(DeltaVw)
	26046	Compare for PowerPoint crashes after performing Save as action to save comparison result
818673	26048	Images are not displayed
847353	26204	An error occurred while executing the clean action for the file.
	26268	User is unable to compare the documents having only 'modify' password in 'Standard' mode
	26310	Version is not added to the file in latest folder if we perform

CR #	FB #	Description
		'Save to My Files' after performing 'Save as' action
	26331	In Interactive Protect. post to groups not correctly rendered with large fonts
	26335	There was an error...' is displayed while performing 'Open in Word..' action on PDF document
	26340	"Please select compare.." error is displayed when we launch WCA/WCM after deleting all default rendering sets.
	26403	User is navigated to Group instead of file preview when we click on 'Link to file' link on Share dialog
	26478	WCM options are not reflected to latest build after upgrade
	26509	Different behavior is displayed while clicking on Share from ribbon and Connect pane for unsaved document
863057	26537	Installation error when old version of Microsoft Visual C++ 2012 Redistributable package is installed
	26640	Comparison of password protected .doc and a rtf document fails in FAST mode
874122	26718	Outlook crashes when using 'Close original message window when replying...'

Professional 9 GA

The following are fixed customer change requests that have been validated for the release of Professional 9 GA:

CR #	FB #	Description
00135815		Document comparison failure
00141308	21453	Request to change wording of 'Hidden track change'
00142455	21442	Request to remove 'workshare default' from list of rendering sets in Word
00148200	21360	Protect triggers when PAB contact name does not match Domino Directory
00160489	20804	Ability to hide/disable/password-protect Administrator Mode accessible from Workshare Configuration Manager (User Mode)
00161391	21451	Removal of "Email Address " option from the WCM
00161392	21451	Removal of "Email User Name " option from the WCM
00165075	21454	Request to honour 'Shared as' property when converting to PDF and saving as a related document

CR #	FB #	Description
00167135	12021	Asian/Wingdings characters entered in email body when pressing backspace
00170258		Request for 'Advanced Options' to Reflect Options Set through Configuration Manager
00175397		Request for SharePoint Connector to Support SharePoint Server Farms
00180823	11725	Convert file dialog box is displayed when using 'Convert to PDF' option in Workshare ribbon
00181923		Request for Compatibility with Windows Server 2012 (and with R2)
00182223	12905	Delay of 2 to 3 minutes when sending message with lots of embedded images
00184524	14312	Request to rename Save dialog to OpenText instead of Hummingbird
00184554	14295	Attachments appear to disappear from emails when using EMM
00239158	13272/11291	Incorrect formatting is displayed when PowerPoint documents are converted to pdf using 'Convert to PDF' option
00293932	18597	Error: An error occurred while executing the PDFClean action for the file
00316672	20560	Attachment duplicated when cleaning email with signature
00324286	22562	Unable to send DOCX document with a comma in the filename using Clean&PDF profile
00355918	17751	Request to integrate with IBM Notes 9 (Lotus Notes)
00370359	18227	Interactive Protect GUI Incorrectly Displayed When Text Size Is Set To 125%
00374333		Request ability to set 'Interactive Protect Panel behaviour' in the WCM
00374745	19796	Error message 'Contact your System Administrator ' Workshare has not been configured to send large files with current settings. Please either remove large file(s) or contact your System Administrator
00374827	18398	Ability to customize the email link text 'View these files using Workshare'
00374828		Ability to choose which file to convert to PDF

CR #	FB #	Description
00375365	18636	Workshare Word Addin preventing word documents from switching
00377937	18638	Batch clean' options are not visible when changing text size in Windows
00385592	21593	Request the ability to select 'Profile Attribute' when saving redline to Netdocuments
00388108	16240	Links & Images are broken if the advanced risk report is viewed in Google Chrome and Firefox
00388156	18873	Save button is grayed-out when selecting workspace under cabinet folders (NetDocuments)
00402480	19008	Error: Your previous login attempt failed in Netdocuments
00407608		Ability to remove Convert to PDF or Compress all to zip options
00411910	19296	Error SolidConvertor PDF COM has stopped working.
00436120	20617	TER view display list numbering with incorrect format
00436336	20514	Request To Move ComparisonDockManagerStatePane Registry Keys To The Custom Workshare Hive
00436493		Ability to convert to pdf and zip specific documents
00436591	19682	Unable to remove White text on other background colours
00436638	19684	White text on other background colours is removed when paragraph marks are inserted
00440597	19815	Disabling 'allow users to override option' prevents other settings to function
00440630	20265	Error Professional.Options.Exporter.Launcher.ex: has stopped working
00440913		Request For Dynamic Interactive Protect Apply / Apply Changes Button
00440965	19953	Redline incorrectly rendered resulting in missing text and text running off the page
00443521	19962	Ability to send Word documents with document protection and convert to PDF without prompt to enter password in interactive protect panel
00455495	20203	Comparing Track Change Documents results an Incorrect Redline

CR #	FB #	Description
00460632	20258	Alternate class name default to 'COMPARE' when saving PDF to DMS
00460634	20246	An error occurred while executing the clean action for the file <.pptx>
00467149	20415	Emails are cleaned when options "Apply Workshare Protect" for internal and external Email are unchecked
00467186	20400	Zip files triggers select folder dialog box
00469704	21593	Ability to attach/relate saved comparison to document saved within NetDocuments
00481282	20515	Autonomy iManage integration cannot be locked from editing in WCM
00482559	20516	Interactive protect takes long time to clean large files (14 MB)
00485191	20606	Company logo in footnotes within letterhead is incorrectly displayed in TER
00486440	20657	'Use AutoProfiling for Autonomy iManage' option causes attach/relate to modified documents to be saved in incorrect location of matter centric
00486524	20662	Equitrac is prompting when converting redline to PDF
00493349	20779	Unknown error 0x80131604 sending email after applying MS KB2863911 to Office 2013 SP0
00493363		Ability To Apply Interactive Protect Settings To 'Send' Button In Outlook
00494765	20859/24112	Legal Size Is Not Automatically Detected When Sending Redline As PDF, Changes To Letter
00496124	20894	List numberings are misplaced in TER view
00496127	20929	Unable to display 'large dot symbol' in TER view
00496133	20895	List numbering appears as insertions and deletions
00497408	20879	Text with no changes showing as insertions/deletions
00497412	20896	Versions Drop-down Missing When Comparing In Word 2013
00498673	22332	Always show panel not honoured when adding a second attachment
00505102	20940	Page Margins Not Honoured When Redline Is Set To Letter Size And Saved As PDF

CR #	FB #	Description
00505239	22911	Ability To Select Certain Attachment For PDF Conversion.
00506556	21044	Text in tables is incorrectly rendered
00511746	21792	Ability to Reconcile Outlook sent items with original attachment rather than SFT Link.
00513086	21100	Pages Numbers in the Footer Are Incorrectly Displayed In TER
00513139	21099	'Clean & PDF' profile causes workshare protect to hang
00513228	21150	Error: The operation required the document to be locked (0x8012000a) when saving redline to SharePoint via windows explore
00513229	22311	Ability to turn On/Off/Show alert to specific metadata found using Interactive Protect
00513252	21147	Excel hangs when 'Workshare Ribbon Addin for Office' addin is enabled
00514621	21166	Professional 8 Update 2- Adobe hangs when 'Workshare Outlook COM Addin' addin is enabled
00521205	21273	Content status built-in property is not removed from .xls files
00543116	21458	Send Link not triggers ZIP file when using custom policies
00554110	21538	Images are Incorrectly rendered after running a comparison
00558187	21593	Slow response when accessing Netdocuments from the compare documents window
00562245	21554	Shape colour changes to pattern when converting PPTX files to PDF
00597064	21575	Unable to clean password protected Excel workbooks
00610763	21694	Unable to email redline in DOCX format when comparing from FileSite
00610765	21696	Dashes in bulleted lists incorrectly changed to semi-colons in redline
00610789	21697	Error Microsoft Outlook has stopped working
00619059	21831	Unable to send emails to Gmail addresses - Error in IAddrBook.OpenEntry
00619090	21833	Comparison hangs with progress bar when comparing large documents with a lot of images

CR #	FB #	Description
00619110	21593	Ability to display 'Recently Opened' documents from Netdocuments
00627440	21891	Images with changes are not display with the coloured dotted lines when saved as PDF through Workshare
00627505	21922	Documents with multiple section pages are incorrectly printed when using Only print pages option
00628860	21925	Error after comparing documents: The document may contain text content that will be lost upon conversion the chosen encoding.
00638381	21963	Preparation failed for this comparison
00642461	21984	Sending comparison as docx or doc results in footnotes being converted to endnotes
00642462	21983	Greek characters are incorrectly displayed in TER view
00643864	22001	Standmode comparison show extra preceding apostrophe in the redline
00652004	22025	Workshare Professional Attachments(s) Alert & Compare Addin causes Illegal characters in path error
00657181	22082	Error occurred while saving this file, please try again
00659982	22713	Error: The document C:\NRPortbl\<server name>\<username>\<document name> failed to check in. The changes will be saved locally. Please check in the document locally
00660000	22134	AutoProfiling error: Unknown error 0x80040157
00660039	22135	Error returned from a call to a com object - Interactive Protect
00662956	22180	Workshare was unable to create a reply. Ensure that your default mail program in internet explorer is set correctly
00662998	22182	Ability to remove or supress OCR warning message when comparing scanned pdf's
00662999	22183	Request to have alert message if the user makes changes in interactive protect and does not click apply button
00663051		Request to integration between protect Server and professional so that items cleaned in protect Server are not prompted in interactive protect
00667271	22293	Text boxes are incorrectly formatted in the redline when using fast mode

CR #	FB #	Description
00668623	22296	Redline size incorrectly changes from legal size to letter size when printing
00670025	22757	Text is missing or moved down in numbering list
00682594	22485	Documents created with Japanese characters are incorrectly saved when compared in fast mode
00682762	22558	PDF conversion forced if PDF/A is set as default
00684325	22661	Unchecking PDF/A option from advanced dialog box unlock the PDF security settings in WCM
00685757	22683	Error this command line is not available when cleaning small text
00685759		Request for send button to process metadata based on the state of interactive panel without clicking apply
00724148	23042	Error illegal characters in path when sending a zip file with Japanese characters
00732304	23124	Opening word attachment from outlook takes 20-30 seconds to load
00732402	22311	Ability to remove ZIP feature from Interactive Protect panel
00732425	23157	Incorrect deletion shows up when using page breaks and section breaks in TER view
00733808	22930	Metadata discovery not available for these files: DOCX, PPTX, XLSX
00735264	23250	Cross-references are removed when sending Word document and converting to PDF
00746265	23338	Error 'This command is not available' when cleaning hidden text
00746297		Request to suppress interactive protect panel showing when inserting unsupported file types
00750458	23430	Error 'Range cannot be deleted' when cleaning hidden text
00755998	23471	Illegal characters in path error when converting Word documents to PDF
00756028	23470	Error : Unable to convert redline to word
00773954	23574	An error occurred while executing the PDFclean clean action for the file
00776945	23744	Grammatical Error : A footer were detected in your attachments

CR #	FB #	Description
00777003		Interactive panel remains after clicking apply
00777042	23825	Copy of emails remain in outbox folder when using send document from DeskSite
00777116	23918	Remove metadata option does not remain unchecked after clicking apply
00777117	23863	Grammatical errors displayed in the risk analysis pane
00778538	23878	Outlook hangs when sending certain pdf links
00778566	23941	Object reference error when sending email via 'Direct replies to' option
00780255	24024	Long delay emailing certain XLSX file(s)
00780404	24101	Client profiles policies are not honoured when 'Enable automatic generation of default profile' is disabled
00780440		An error occurred while executing the clean action for the file
00808596	24532	Missing numbering list when comparing word documents in fast mode
00818704	24711	Excel document with hidden sheet crashes when using print option
00823080	24807	Autoprofiling error: Error description unknown error 0x80040157