

Workshare Professional 10

Release Summary

Release History

Workshare Professional 10 was released in December 2018 and launched in January 2019. This document outlines the new features as well as what issues were fixed in the 10 release and subsequent point releases.

- **Workshare Professional 10**
 - Build 10.0.3900.0
 - Release date: 18/12/18
 - Desktop app version included: 2.28.5011.0
- **Workshare Professional 10 (Revision 1)**
 - Build 10.0.3911.0
 - Release date: 17/01/19
 - Desktop app version included: 2.28.5011.0
- **Workshare Professional 10 (Revision 2)**
 - Build 10.0.4896.0
 - Release date: 15/02/19
 - Desktop app version included: 2.28.5011.0
- **Workshare Professional 10.1**
 - Build 10.1.4017.0
 - Release date: 27/03/19
 - Desktop app version included: 2.29.5189.0
- **Workshare Professional 10.1 (Revision 1)**
 - Build 10.1.4567.0
 - Release date: 16/05/19
 - Desktop app version included: 2.29.5189.0
- **Workshare Professional 10.2**
 - Build 10.2.5500.0
 - Release date: 28/06/19
 - Desktop app version included: 2.29.5189.0
- **Workshare Professional 10.2 (Revision 1)**
 - Build 10.2.5678.0
 - Release date: 16/08/19
 - Desktop app version included: 2.29.5189.0

What's new in each release

Workshare Professional 10

This is a 32-bit and 64-bit release that extends the comparison functionality to Excel and improves the integration in Outlook.

Note: *It was not made publicly available (online) but was available to managed customers.*

- **Excel comparison**

Compare any two spreadsheets and see exactly what's changed. See the differences between individual sheets or your entire workbook.

You can launch Workshare Compare for Excel and perform comparisons from your desktop, from right-click options or from an email. Spreadsheets stored in your DMS or CRM, locally or on your network can be compared.

- **Simpler access to comparison from Outlook**

New buttons and dropdown options right where you want them.

Compare two email attachments or even a snippet of text from the body of your email.

- **Improved PDF comparison**

Behind the scenes, it's better, faster and stronger so comparison of PDF files is more accurate and reliable.

- **Environments changes**

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

- **Workshare Configuration Manager**

The following parameter was added:

- **Delete custom XML parts (Word)** (Protection > Interactive Protect and Protection > Remove Metadata)

The following parameters were removed because the automatic change notification (ACN) feature has been removed:

- **Attachment(s) Alert & Compare category name** (Comparison > Administration)
- **Enable Attachment(s) Alert & Compare** (Comparison > Administration)

Workshare Professional 10 (Revision 1)

This release fixed a few issues and was used for the marketing launch of Workshare Professional 10.

Workshare Professional 10 (Revision 2)

This release included certification for Microsoft Office 2019.

Workshare Professional 10.1

The Professional 10.1 release included the following:

- **Send multiple redlines**
When multiple redlines are open in Compare, they can all be attached to a single email.
- **Launch new comparison in open Compare**
When launching a new comparison with one already open in Workshare Compare, the new comparison will be displayed in a new tab in the same instance of Workshare Compare.
- **Support for iManage elastic cloud (multi-tenant cloud)**
Workshare Professional integrates with an iManage Work 10 multi-tenant server infrastructure. This is when Work 10 is hosted, maintained and owned entirely by iManage. This infrastructure is able to securely handle multiple customers.
- **Enhanced Excel chart comparisons**
The comparison of charts in Compare for Excel is even better.
- **Environments changes**
 - Added support for iManage Work 10 elastic cloud
- **Workshare Configuration Manager**
The following parameters were added:
 - **Launch new comparison in running instance** (Comparison > Administration)
 - **Default Server** (Integrations > iManage)
 - **Use Work 10 integration for all registered servers** (Work 10 only) (Integrations > iManage)

For some of the parameters in the Integrations > iManage category, “Legacy only” has been added to the name to clarify that the parameters apply to pre-Work 10 environments only.

Workshare Professional 10.1 (Revision 1)

The Professional 10.1 (Revision 1) release included the following:

- Added a Compare button to the Workshare ribbon in Microsoft Excel. This brings consistency across Microsoft Office applications with Workshare comparison now available from with Word, PowerPoint and Excel. so users can access compare from within Excel.
- Wider availability of Selective Compare - it is now available from the Workshare ribbon in Microsoft Excel and PowerPoint as well as Word and Outlook.
- Improved table comparison (enabled by default) that creates more readable results in the vast majority of cases.
- New rendering set option: **Use classic table comparison** (Comparison Options) so users can revert to the old method of table comparison.
- Access iManage versions from the recent files list when comparing.
- Workshare Configuration Manager: A new option - **Enable version dropdown in selection dialog (iManage only)** - in the Integrations > General category to enable the iManage versions functionality.

Workshare Professional 10.2

The Professional 10.2 release included the following:

- Added Save As PDF functionality into Compare for PowerPoint. This brings Compare for PowerPoint in line with our other comparison products. Users can save a comparison as a PDF file or a WCPF (Workshare Compare for PowerPoint) file in the DMS or CRM, locally or on their network.
- Kofax Power PDF: Workshare Professional 10.2 supports Power PDF and users can compare and clean PDF files created in Power PDF.
- Added support for OpenText eDOCS DM 16.5.
- Export comparison in Compare for Excel. The exported comparison is much easier to read and bug fixes have made the export process much smoother. There's also a handy checkbox so the comparison immediately opens once the export is complete.
- Workshare Configuration Manager: The following parameters were added:
 - **Compare for PowerPoint – Default report layout** (Comparison > Administration)
Determines the default report layout when saving a PowerPoint comparison as a PDF. Also, when creating a comparison report after comparing presentations, this determines the default report layout selected. Options are: Full comparison report (default), Change summary only or Slide view only.

- **Compare for PowerPoint – Include unchanged slides** (Comparison > Administration)
If this option is selected, all slides are included when saving a PowerPoint comparison as a PDF. Also, when creating a comparison report after comparing presentations, the Include unchanged slides checkbox will be selected by default.
- **Compare for PowerPoint – Default save format** (Integrations > General)
Determines the default format for the comparison when saving a comparison or creating a comparison report in Workshare Compare for PowerPoint. Options are: WCFP (default) or PDF.

Workshare Professional 10.2 (Revision 1)

The Professional 10.2 (Revision 1) release included the following:

- Onboarding in Compare for Excel: The first time a user runs a comparison in Compare for Excel, they will be shown a useful onboarding wizard to explain how to view changes and navigate in the comparison.
- Comparison improvements in Compare for Excel.
- Assorted bug fixes.

Change Requests Fixed

Workshare Professional 10

The following are fixed customer change requests that have been validated for the Workshare 10 release:

CR#	Ref	Description
	PRO-1864	Page numbers in footer are not shown in redline document
	PRO-1697	Error 'Interactive Protect could not be started' is displayed while creating a new email when upgrade performed from Compare standalone to Professional
01153132	PRO-1617	Error message: "An error has occurred when attempting to save the Redline document" when saving the redline generated from Selective Compare
01151734	PRO-1568	Interactive Protect panel hangs with 'Discovering' message when adding attachments using Outlook 365
01150846	PRO-1564	Attachments are still cleaned after unchecking 'Select metadata to remove' options on Interactive Protect panel

CR#	Ref	Description
01149167	PRO-1563	Data in checkboxes removed when document is cleaned with Lightspeed Clean
01148594	PRO-1518	Saving a comparison as a Word document with track changes can take a long time to process when specific documents have been compared
	PRO-1515	'iManage Work10 login' dialog is shown when user clicks on 'Create PDF' button when performing 'Combine files in Workshare' action on legacy server document after clicking on 'Add Files' button
01148122	PRO-1511	When comparing specific documents, the list numbering font is changed to Calibri
01148530	PRO-1485	Error message 'We can't complete this because we can't contact the server right now. Please try again later' displayed when sending emails
01145280	PRO-1406	Comparison failed when documents containing comments and 'Display comments in redline' rendering option is enabled
01143410	PRO-1350	Warning message "Workshare 9 was unable to retrieve the original/Modified source document." when comparing PDF documents from an email
01141386	PRO-1306	Documents with Unicode characters displayed in redline incorrectly and when saving as PDF
01141196	PRO-1299	Comparing PowerPoint documents shows distorted or enlarged images/logos as a background
01139131	PRO-1174	Redline shows incorrect changes in paragraph indentation and alignment
01134033	PRO-1009	A 'content discovery failed' error is displayed when cleaning Excel sheets containing Russian Cyrillic characters
	PRO-987	A repair of Professional is forced when one of the default rendering sets are deleted using the Workshare Configuration Manager
01073292	PRO-891	Request to change the name from "InterwovenSite" to "iManage" in Compare document selection screen
01086760	PRO-883	Unable to apply changes when saving specific comparison as Track Change document
01084380	PRO-875	Unable to apply changes when saving specific comparison as Track Change document

CR#	Ref	Description
01069051	PRO-871	Unable to open or save a specific redline in Word with Track Changes
01087177	PRO-852	Unable to apply changes when saving or opening specific comparison as track change document
01074067	PRO-851	Stamp signatures in PDF documents are removed when deleting markups using Batch Clean
01097073	PRO-811	Open in Word with Track Changes option causes Microsoft error
01097277	PRO-810	Comparing tables with list numbering adds extra numbering to the list using Fast mode
01126464	PRO-700	A copy of a discarded 'forward' or 'reply' draft email is added to the 'Deleted Folder' in Outlook
01117316	PRO-558	Comparing certain documents in Standard mode causing Compare to crash
01116873	PRO-555	Compare does not come to focus when starting comparison from Opentext Explorer
	PRO-255	Unable to use Content Risk on a password-protected document in Read Only mode without entering the password
01105573	PRO-236	Footer not shown when setting 'Header position from top' to 0
01104565	PRO-225	Protect is converting the contents of specific PDF/A files to white text
01056554	PRO-211	Error: "Microsoft Word - We're sorry. We can't open V1.doc-V2.docx because we found a problem with its contents" when opening/saving redline in Word with track changes
	PRO-99	The Link option is displayed in the attachments bar even after deleting all attachments from an email written in plain text format
45581		When sending an email to a distribution list and applying the Secure File Transfer or Clean & Secure File Transfer policy (Protect Profile dialog), the email is processed and sent without showing the information dialog about the recipients within the distribution list
45745		ACN is not triggered when Outlook is configured in online mode

Workshare Professional 10 GA (Revision 1)

The following are fixed customer change requests that have been validated for the Workshare 10 GA (Revision 1) release:

CR#	Ref	Description
CR01160584	PRO-2007	iManage integration: Unable to start a comparison from the browser to Compare desktop
CR01160265	PRO-1922	Unable to view exported Excel comparison file
	PRO-1921	Compare for Excel binaries were not signed
CR01159811	PRO-1910	Compare for Excel shortcut not created in Start menu
	PRO-1897	When searching for "Interwoven" text in Help page, Interwoven Integration topic was shown in results
	PRO-1893	Help links are not navigating to respective Workshare Help pages
CR01159377	PRO-1874	Floating 'Change Summary' panel is black when comparing specific documents
	PRO-1748	Compare for Excel: Warning message is not displayed when the user browses/drops and drops a file in one input field and copy/paste the path of the same file in the other input field

Workshare Professional 10 GA (Revision 2)

The following are fixed customer change requests that have been validated for the Workshare 10 GA (Revision 2) release:

CR#	Ref	Description
01161286	PRO-2146	Apply Accepted Changes Button fails to load changes document in Microsoft Word
	PRO-2087	"This setup requires <32/64> bit Microsoft Office 2013 SP1 or later" warning message is not displayed when installing (x86) MSI builds in (x64) Office environment and vice versa.
	PRO-1840	"This setup requires <32/64> bit Microsoft Office 2013 SP1 or later" warning message is not displayed when installing Compare for PowerPoint or Compare for Excel MSIs.
	PRO-1390	'There was a problem with the installation: The application requires .NET 4.6.2 framework installer' error message is displayed when trying to install Professional build.

Workshare Professional 10.1

The following are fixed customer change requests that have been validated for the Workshare 10.1 release:

CR#	Ref	Description
CR01163003	PRO-2585	'This setup requires 32-bit Microsoft Office 2013 SP1 or later' when installing the software on Office 2013 Click to run
CR01161972	PRO-2302	The file cannot be found' error message appears when manually changing the version number in the comparison path selected from any Document Management System
CR01160972	PRO-2147	Comparison displayed as Text only redline when comparing documents using Standard mode and unable to compare them in Fast mode
CR01160973	PRO-2085	Compare for Excel does not display the version number when comparing from OpenText
CR01160584	PRO-2007	iManage integration - Unable to start a comparison from the browser to Compare desktop
CR01160503	PRO-1960	Boxes appear around text when comparing certain documents in Fast mode
CR01160265	PRO-1922	Unable to view specific exported Excel comparison file
CR01159942	PRO-1911	Original file not found' warning message appears if a previous document is selected from the drop-down list in the compare window & the file no longer exists and upon selecting a new file.
CR01159377	PRO-1874	Floating 'Change Summary' panel is black when comparing documents
CR01156949	PRO-1830	Korean auto-numbering characters appear as numbers in the comparison
CR01158511	PRO-1818	Comparison mode is blank if the file name contains a "-" & if "Display document description as well as document ID" option is enabled
CR00733773	PRO-1817	Ability to rename or delete Group Default profile name
CR01156525	PRO-1693	Chinese characters incorrectly displayed within the comparison when system locale is set to Chinese (Traditional, Hong Kong SAR)
CR01153620	PRO-1660	Numbering list and paragraphs not displayed when comparing specific docs in Fast Mode
CR01153693	PRO-1630	Date and recipient name are incorrectly displayed in the comparison when using letter template created from Forte

CR#	Ref	Description
		application
CR01152897	PRO-1618	The preparation failed for this comparison error displayed when comparing checked-out documents from NetDocuments
CR01150842	PRO-1546	Comments are missing when saving specific redline as Word document with Track Changes
CR01137284	PRO-1131	Unable to detect metadata for XLSX documents with check-boxes
CR01135979	PRO-1090	Unable to detect metadata for DOCX documents when containing drop-down lists
CR01079049	PRO-900	"Combine files in Workshare" does not process more than sixteen items
CR01065350	PRO-816	Unable to access Help feature from Content Risk window
CR01065781	PRO-799	Temporary file path shows instead of actual path for the modified document when comparing from NetDocuments
CR01125792	PRO-683	Unable to save redline as .DOC or .DOCX when comparing certain documents
CR01117856	PRO-566	Header is missing in the comparison when comparing specific documents
CR01100155	PRO-167	Unable to save specific comparison as Word document with Track Changes

Workshare Professional 10.1 (Revision 1)

The following are fixed customer change requests that have been validated for the Workshare 10.1 (Revision 1) release:

CR#	Ref	Description
	PRO-1143	Rows are displayed as inserted and deleted in the redline when data of all cell of a row is changed in modified document
	PRO-1144	Cells are rendered as merged in the redline when data of a cell in a row is deleted
	PRO-1170	Inserted blank columns of the source documents are displayed as merged in the redline.

CR#	Ref	Description
CR01164186	PRO-2789	Comments and Track Changes are not being removed when both 'Delete text smaller than 5pt (Word)' and 'Delete white text on white background (Word)' options are enabled in WCM using convert to PDF
CR01165465	PRO-2924	Workshare fails to uninstall on Windows 10, version 1809, build 17763.107
	PRO-2927	Connect to server' server list is not displayed on Open/Save dialog when three 10.1 or 10.2 servers are registered in WCM
CR01166236	PRO-3063	Quotation marks are shifted slightly to the right and overlaps the character slightly when saving or printing to PDF
	PRO-3120	Selective compare and Workshare batch clean are not responding when FIPS Algorithm is enabled in GPO
	PRO-3145	Compare for PPT is not launching when FIPS Algorithm is enabled in GPO
	PRO-3318	Workshare compare crashes when comparing the data from Selective Compare for the second instance of Compare
	PRO-3323	Please log into Workshare Desktop Agent' message is displayed while performing Link actions from outlook even though user is logged into Workshare Desktop
CR01157226	PRO-1762	Error message 0x80004005 displayed and unable to save comparison document using iManage Work 10
CR01161767	PRO-2269, PRO-2477	Error: The comparison couldn't be performed. Try running a comparison with other files when comparing specific Excel files
	PRO-2652	Failed to save Redline' error message is displayed when saving the comparison.
CR01164585	PRO-2862	Manage box being displayed behind Workshare desktop app
CR01165089	PRO-2963	Word Workshare ribbon Content Risk button fails when FIPS Algorithm is enabled in GPO
	PRO-3079	Error message '(0x80004005)' is displayed when saving redline for second instance
	PRO-2951	iManage Open file dialog is failing to retrieve document under certain conditions
	PRO-2995	Microsoft Excel is not displayed under supported addins section on the install dialog

Workshare Professional 10.2

The following are fixed customer change requests that have been validated for the Workshare 10.2 release:

CR	Ref	Description
-	PRO-3481	Some images are shown with a black border in Compare
-	PRO-3475	Compare for Excel - Exported file has the wrong background colour
CR01168003	PRO-3407	Email security dialog box appears a second time after selecting ndMail filing location
	PRO-3393	Some deletions are incorrectly formatted when comparing specific documents
	PRO-3389	Title logo and grey background missing in saved PDF after comparing specific documents
	PRO-3382	Deleted cells in tables have yellow borders when comparing and saving certain Word documents
	PRO-3381	Image is shown as inserted though it has moved when comparing certain documents
	PRO-3372	Certain shapes are stretched in Compare view when comparing Word documents
	PRO-3327	Incorrect behavior is observed upon performing 'Convert to PDF' action on password protected files when FIPS option is enabled.
	PRO-3325	Incorrect behavior is observed upon performing 'Combine files in Workshare' action on password protected files when FIPS option is enabled.
	PRO-3324	Incorrect behavior is observed upon comparing password protected files in Workshare Compare when FIPS option is enabled.
	PRO-3321	Incorrect behavior is observed upon clicking on the password protected files in 'Clean files' section and 'Apply' button in IP pane when FIPS option is enabled.
	PRO-3318	Workshare compare crashes when comparing the data from Selective Compare for the second instance of Compare
	PRO-3253	The comparison couldn't be performed error dialog is displayed when comparing Excel files which contain a empty text box.

CR	Ref	Description
	PRO-3239	iManage test connection fails in WCM (Admin Mode) in some circumstances
	PRO-3238	Error message "Document profile is invalid" when save comparison document using iManage Work 10
	PRO-3145	Compare for PPT is not launching when FIPS Algorithm is enabled in GPO.
	PRO-3120	Selective compare and Workshare batch clean are not responding when FIPS Algorithm is enabled in GPO.
	PRO-3112	Text in overlaid objects is not always rendered in the correct font or size in Compare for Excel
	PRO-3110	Certain documents with rotated objects cannot be compared in Compare for Excel
CR01166398	PRO-3090	Document header containing textbox is slightly cutoff in Compare view and when saving comparison as PDF
CR01166298	PRO-3089	"The comparison couldn't be performed" error occurs when comparing specific Excel Spreadsheets
CR01165945	PRO-3062	Compare for Excel - Unexpected results when exporting Excel comparison using 'Indirect highlights' option
CR01165948	PRO-3029	Upgrading from 9.5.x to 10.x does not honour File Share & Sync module state
	PRO-2995	Microsoft Excel is not displayed under supported addin's section on the install dialog.
	PRO-2954	Comparison is not brought into focus, when user performs a new comparison from "Workshare Compare" shortcut icon after minimizing currently open comparison
	PRO-2908	Workshare Compare' shortcut is created while performing Upgrades from Protect Standalone(10.0 Rev 2) to Protect Standalone(10.1) upgrade in MSI QR mode
CR01164585	PRO-2862	iManage box being displayed behind Workshare desktop app
	PRO-2801	Export option check boxes do not result in the correct output in the exported file
	PRO-2784	'Compare' button is not enabled when files are selected through drag and drop action in Workshare

CR	Ref	Description
		Compare for PowerPoint
CR01164105	PRO-2772	This app is preventing shutdown' message appears when shutting down machine with Compare for PowerPoint window open
CR01164174	PRO-2770	When Workshare Ribbon Add-In for Microsoft Office Outlook and Outlook Option "Show add-in user interface errors" are enabled, opening an email produces an error
CR01163844	PRO-2769	Compare Crashes with exception "0xc0000374" when comparing certain documents with comments, tables and two languages
CR01163711	PRO-2656	Embedded objects are not cleaned in documents when lightspeed clean option is enabled
CR01162870	PRO-2557	Compare crashes when closing from the Taskbar on a machine with two monitors
CR01162638	PRO-2462	Documents attached from Solcase disappearing when compressing through Interactive Protect
CR01162561	PRO-2460	Compare crashes when printing redline to any PDF printer in specific environment
CR01162340	PRO-2365	Comparing certain PDF documents crashes Compare or produce overlapping tables in redline
	PRO-1835	Continues progress bar is displayed while sending the email with attachments through Desktop profiles if Outlook is in closed state.
	PRO-1805	Sound annotation metadata inserted through comment option is not removed from the PDF when 'Exclude markup - Movie and Sound annotations(PDF)' option is disabled
CR01149191	PRO-1510	Multi paragraph footnote causing numbering list display incorrectly in Compare view
CR01137713	PRO-1146	Headers and footers are missing when comparing specific original Word document against scanned PDF version
CR01130757	PRO-918	Chinese comments are not displayed in TER view
CR01073920	PRO-870	Compare via Workshare (for Excel) is grayed out in DeskSite
CR01066935	PRO-829	Converting redline to pdf results is missing several pages

CR	Ref	Description
CR01129790	PRO-782	OpenText save dialog box appears in the background when saving redline to OpenText
CR01125849	PRO-690	Error: 80040154 Class not registered (Exception from HRESULT: 0x80040154(REGDB_E_CLASSNOTREG)) when sending documents to Compare from NetDocuments on Citrix
CR01040402	PRO-195	Printer not activated error code -30' error when creating PDF reports with Protect disabled
CR01069080	PRO-164	Draft email attachments being processed when reporting separate email as junk

Workshare Professional 10.2 (Revision 1)

The following are fixed customer change requests that have been validated for the Workshare 10.2 (Revision 1) release:

Ref	CR	Description
PRO-2134	01161107	Comparison printed incorrectly from TER view when comparing documents with Unicode characters
PRO-3063	01166236	Quotation marks are shifted slightly to the right and overlap the character slightly when saving or printing to PDF
PRO-3318		Workshare Compare crashes when comparing from Selective Compare for the second instance of Compare
PRO-3405	01167611	The Option "Allow Redline to be versioned to Modified/Original documents" does not work when saving to iManage Work 10
PRO-3570		Compare for PowerPoint application crashes when performing 'Print' action after selecting any of the printer options
PRO-3698		Compare for PowerPoint application process does not terminate after shut down
PRO-3754		Compare for Excel is not launching when FIPS Algorithm is enabled in GPO
PRO-3805	01171971	Changes to document not being detected in Compare when using certain workflow
PRO-4010		'Overwrite existing file' message dialog is displayed on trying to save a PPT redline to DMS with an existing filename in .PDF format.

Ref	CR	Description
PRO-2774	01164185	Error message: 'The comparison couldn't be performed' when comparing specific Excel documents
PRO-2775	01164232	Error message: 'The comparison couldn't be performed...Try running a comparison with other files' occurs when comparing specific Excel documents
PRO-3034	01165736	Word document saved in .doc format and using Number List formatting results in incorrect changes being display in TER
PRO-3254	01167763	Compare for Excel produces error "The comparison couldn't be performed" when comparing certain spreadsheets
PRO-3476	01168878	Comparison of certain Excel spreadsheets fails with message of "The comparison couldn't be performed"
PRO-3543	01169502	Ability to save comparison as Related file when integrated to iManage Work 10
PRO-3699		Saved PowerPoint Comparison name is not populated with name provided when saving PPT comparison in PDF format
PRO-3708	01170207	Bullets do not show correctly when compared with Fast Mode
PRO-3733		Opentext eDocs DM : Object has been deleted' message is displayed when comparison is performed from 'Selective Compare'
PRO-3759	01170952	Error: Workshare 10.0 was unable to retrieve the Original/Modified source document when selecting documents from a particular iManage database
PRO-3767		Excel comparison automatically launched incorrectly has a temp file name
PRO-3791	01171854	Numbering is incorrectly detected as inserted/deleted, and only the deleted numbering shows in TER view when comparing specific documents
PRO-3792	01171784	iManage Dialog Box Appears behind Desktop App when Uploading a File through the Desktop App
PRO-3801		Track change document name is appended with .pdf after saving as a PDF
PRO-3982	01173788	Blank email created in 'Drafts' folder when Interactive Protect is enabled
PRO-1350/ PRO-3957	01143410	"Workshare 9 was unable to retrieve the original/Modified source document." when comparing PDF documents from an email

Ref	CR	Description
PRO-2811	01164461	Compare for Excel fails when comparing the attached XLSX files
PRO-3732	01170777	Comparing specific documents causes incorrect/misleading results in TER view and when saving comparison