

Workshare Protect 10.4

Release Notes

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What is Workshare Protect

Workshare Protect helps companies eliminate the risk of accidentally sharing sensitive data, without interrupting established workflows.

Key features of Workshare Protect include:

- Advanced, interactive metadata cleaning and PDF creation for attachments in Outlook and open documents
- Comprehensive content risk protection enabling the discovery and removal of hidden sensitive data as well as visible sensitive data
- Centralized policy design and enforcement administrator tools

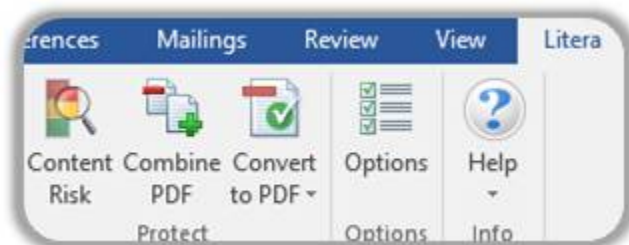
Note: Workshare Protect can be installed without Microsoft Office integration. In this case, the metadata removal functionality is only available when sending emails.

What's New in Workshare Protect 10.4

The Protect 10.4 release includes the following:

- **Toolbar options on Litera tab**

All the Workshare options, previously located on a Workshare tab in Microsoft Office applications, can now be found on a Litera tab.



Note: Toolbar options are now implemented using XML files which gives administrators more freedom when customizing ribbons.

- **Online functionality removed from Protect standalone installation**

The Connect module has been removed from the Protect standalone install.

- **Assorted bug fixes**

Workshare Configuration Manager

The following parameter was removed:

- **Add Workshare Compare group to the Litera Desktop ribbon in Microsoft Office** (General > User Interface)

System Requirements

The recommended system requirements for Workshare Protect 10.4 are:

- Intel Core i3 @ 2.5GHz
- AMD Athlon 64 X4
- 4GB RAM

Workshare Protect 10.4 has a 32-bit version for 32-bit Microsoft Office environments and a 64-bit version for 64-bit Office environments.

Certified Environments for Workshare Protect 10.4 (32-bit version)

Workshare Protect 10.4 (32-bit version) has been tested and certified in a number of environments. If your environment is not included in the following list, it may still be a compatible environment. Contact Workshare Customer Support (support@workshare.com) for any help.

For details of which environments previous versions of Workshare Professional/Compare/Protect were certified against, refer to previous versions of release notes on the knowledge base.

Note: Unless otherwise stated, all environments are the English version with the en-us language set.

Operating System:

- Microsoft Windows 10 (32 bit and 64 bit)
- Microsoft Windows 8.1 (32 bit and 64 bit) + Japanese
- Microsoft Windows 7 SP1 (32 bit and 64 bit) + Chinese Simplified & French

Citrix:

- With Microsoft Windows Server 2012 R2 or 2016 (64 bit)
 - Citrix XenApp 7.5
 - Citrix XenDesktop 7.5

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

Microsoft Office System:

- Microsoft Office 365 (desktop)
- Microsoft Office 2019 (32 bit) – including click-to-run
- Microsoft Office 2016 (32 bit) – including click-to-run
- Microsoft Office 2013 SP1 (32 bit) + Japanese – including click-to-run

Email System:

- Microsoft Outlook 365 (desktop)
- Microsoft Outlook 2019 (32 bit)
- Microsoft Outlook 2016 (32 bit)
- Microsoft Outlook 2013 SP1 (32 bit) + Japanese
- 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.

Browsers:

- Microsoft Edge, latest version
- Microsoft Internet Explorer 11
- Google Chrome, latest version
- Mozilla Firefox, latest version

Microsoft SharePoint:

- Microsoft SharePoint 2013 SP1

DMS Integration:

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

- **NetDocuments**

ndOffice must be installed to use the Workshare NetDocuments integration.

Note: If you want Workshare to be available when using the NetDocuments **Send to application** functionality, Microsoft Internet Explorer must be installed (although it does not have to be the default browser).

- **iManage clients:**
 - FileSite/DeskSite 9.0 Update 6 and above
 - Work 10 Desktop for Windows 10.0 and above
 - Work 10 web client (You will need to [install Workshare iManage Integration Server](#) in order to launch comparisons from the iManage browser interface.)

Note: If you use a Work 10.2 server, it must include iManage Work Web Server 10.2.0.91 (which can be requested from iManage with reference CSAR-2673).

- **OpenText:**
 - eDOCS DM 16.5
 - eDOCS DM 10
 - eDOCS DM 5.3.1 COM only (Patch 6)
- **Worldox:**
 - GX4

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

Certified Environments for Workshare Protect 10.4 (64-bit version)

Workshare Protect 10.4 (64-bit version) has been tested and certified in a number of environments. If your environment is not included in the following list, it may still be a compatible environment. Contact Workshare Customer Support (support@workshare.com) for any help.

For details of which environments previous versions of Workshare Professional/Compare/Protect were certified against, refer to previous versions of release notes on the knowledge base.

Note: Unless otherwise stated, all environments are the English version with the en-us language set.

Operating System:

- Microsoft Windows 10 (64 bit)

Citrix:

- With Microsoft Windows Server 2012 R2 (64 bit)
 - Citrix XenApp 7.5
 - Citrix XenDesktop 7.5

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

Microsoft Office System:

- Microsoft Office 365 (desktop) (64 bit)
- Microsoft Office 2019 (64 bit)
- Microsoft Office 2016 (64 bit)
- Microsoft Office 2013 SP1 (64 bit)

Email System:

- Microsoft Outlook 365 (desktop) (64 bit)
- Microsoft Outlook 2019 (64 bit)
- Microsoft Outlook 2016 (64 bit)
- Microsoft Outlook 2013 SP1 (64 bit)

Browsers:

- Microsoft Edge, latest version
- Microsoft Internet Explorer 11
- Google Chrome, latest version
- Mozilla Firefox, latest version

DMS Integration:

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

- **NetDocuments**

ndOffice must be installed to use the Workshare NetDocuments integration.

Note: If you want Workshare to be available when using the NetDocuments **Send to application** functionality, Microsoft Internet Explorer must be installed (although it does not have to be the default browser).

- **iManage clients:**

- FileSite/DeskSite 9.3 (64 bit) and above
- Work 10 Desktop for Windows 10.0 (64 bit) and above
- Work 10 web client (You will need to [install Workshare iManage Integration Server](#) in order to launch comparisons from the iManage browser interface.)

Note: If you use a Work 10.2 server, it must include iManage Work Web Server 10.2.0.91 (which can be requested from iManage with reference CSAR-2673).

- **OpenText:**

- eDOCS DM 16.5
- eDOCS DM 10

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

Important Information

Secure PDFs – Workshare Protect is unable to compare secure PDFs or convert secure PDFs to Word format. Secure PDFs are PDF files with security settings configured.

POP/IMAP – Workshare Protect does not support Outlook when it is configured with a POP or IMAP account.

Important installation information

- Workshare Protect installs program files to a sub-folder within the Workshare folder named Modules.
- **Install:** A user is unable to install Workshare Protect if Microsoft Windows Installer 3.1 is not installed. This can be downloaded from the following location <https://www.microsoft.com/en-us/download/details.aspx?id=25>.
- **Windows 7:** When UAC is set to Default, running the Workshare Protect install displays the UAC prompt. You must approve the prompt and Workshare Protect will be installed. Running the Workshare Protect MSI silently will fail when UAC is set to Default because the user is not given the opportunity to approve the UAC prompt. Therefore for silent installs, disable UAC.

If you have installed any Alpha or Beta builds of Workshare Protect, we strongly recommend that you first uninstall them before installing Workshare Protect 10.

Change Requests Fixed

The following are fixed customer change requests that have been validated for this release - for more information, please contact Customer Support.

Ref	CR	Description
PRO-815	01062255	Combine PDF not picking up changes made after saving open document to iManage
PRO-2342	01161036	Replies to comments in Word are detached when lightspeed clean option is enabled
PRO-2861	01162284	Error message when converting Word document to PDF: Unable to convert to PDF: The object invoked has disconnected from its clients. (Exception from HRESULT: 0x80010108 (RPC_E_DISCONNECTED))
CMP-62	01163333	Links in Excel documents are detected again even after removal

Ref	CR	Description
PRO-2771	01164177	Actioning a message found using Outlook Advance find produces an error with Workshare Ribbon Add-in Enabled
PRO-3982	01173788	Blank email created in 'Drafts' folder when Interactive Protect is enabled
PRO-4049	01173819	.NET Framework error occurs when launching Outlook if Workshare is not licensed
PRO-4255	01175163	Word document when processed with lightspeed clean is corrupted
PRO-4369		404 Error when connecting to or browsing for files in cloudmanage.com
CMP-113		Remove Connect from Protect only
CMP-254		Incorrect text 'NetDocuemnts' is displayed instead of 'NetDocuments' on Protect MSI installer dialog.

Known Issues

The following are known issues in the Workshare Protect 10.3 release - for more information, please contact Customer Support.

Ref	Description
CMP-411	The Send to > Workshare Batch Clean right-click option is not available after installing using Active Directory.
PRO-3137 01166593	When cleaning metadata from a PowerPoint attachment with the lightspeed clean option enabled, the slide animation sequence may be removed.
PRO-528	IBM Notes 9.0.1 FP7 only. Attachments are duplicated in sent items when the email is processed through desktop profiles or all mail profiles. This is an issue with IBM Notes .
PRO-527	IBM Notes only. Attachments are not automatically compressed to a zip file when the limit specified in the WCM is reached.
PRO-525	The positioning of signature components in RTF format emails can be incorrect after processing with Protect.
01018743	The font in the email body changes to Times New Roman when sending attachments to groups in Interactive Protect.
40574	A user is not automatically logged into Protect after logging into the desktop app first (64-bit version only).
40597	The local file store dialog is displayed when browsing for files from the desktop app when a DMS is set as the default (64-bit version only).

Ref	Description
41284	In Compare for PowerPoint, comparisons of DMS files are not listed in the recent comparison list (File > Open > Recent).
45583	When a machine is restarted before the convert to link process has completed, files which are not synced are moved to a conflict state in the desktop app.

Contact Info

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

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For details of Workshare patents, see www.workshare.com/patents

Revisions

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Revised for Workshare Protect 10.1 Revision 1: 16/5/19

Revised for Workshare Protect 10.2: 28/6/19

Revised for Workshare Protect 10.2 Revision 1: 19/8/19

Revised for Workshare Protect 10.3: 2/10/19

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