

Workshare Professional 10.4

Release Notes

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What is Workshare Professional

Workshare Professional reimagines multi-party review and collaboration and ensures the safe and accurate exchange of information, enabling the collaborative evolution of high value business documents.

Workshare Professional is a desktop application that automates managing changes to business documents, protects against unauthorized content disclosure and delivers the world's most secure PDF creation, all in one integrated solution.

Key features of Workshare Professional include:

- Comparison of Word, PowerPoint, Excel and PDF files, including image-based PDF files
- Comparison of selected pieces of content, such as a single paragraph or clause
- Ability to accept/reject in a comparison and then create new documents
- Advanced comparison features including one-to-many comparisons (Word and PDF files), version comparisons, and access from within Office and Document Management Systems
- Access to comparison functionality from within Outlook as well as right-click access from within individual emails
- Conversion from PDF to DOC format for local files and from within the DMS/CRM
- Advanced, interactive metadata cleaning/PDF creation/secure file transfer for attachments in Outlook
- Comprehensive content risk protection enabling the discovery and removal of hidden sensitive data as well as visible sensitive data
- Options to save and share Office documents to Workshare online
- Access and visibility into online collaborative workspaces directly from Office
- Secure file sharing from all devices and browsers with metadata removal and end-to-end encryption
- Centralized policy design and enforcement administrator tools
- ECM/DMS and OCR integration with desktop comparison features
- Centralized user account management and control
- Complete access to Workshare online functionality to share and collaborate on documents, including setting folder access and permissions, positional commenting and reviewer communications with presence indicators
- Desktop sync app to synchronize your online content to your local desktop

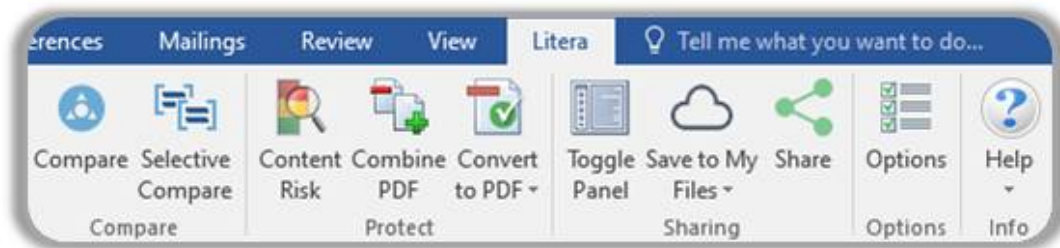
Note: Workshare Professional can be installed without Microsoft Office integration. In this case, the comparison functionality is only available from the Workshare comparison applications and the metadata removal functionality is only available when sending emails.

What's New in Workshare Professional 10.4

The Professional 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.

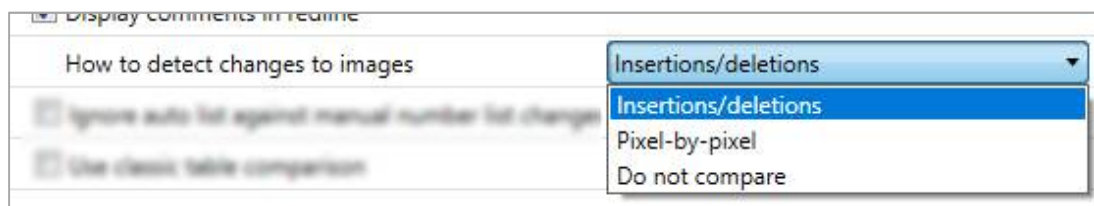
- **Kofax OmniPage for OCR**

Customers can select to use Kofax OmniPage to perform optical character recognition to change a scanned PDF from an image to text, and then convert it to RTF for comparison. This is enabled using a configuration option.

- **Improved detection of changes in images**

By default, Compare detects if an image has been inserted or deleted. Now, Compare can also detect changes to the image itself. This pixel-by-pixel comparison is enabled using an option in the Rendering Set Manager (Comparison Options). The parameter “Detect changes to images” has been changed to “How to detect changes to images” and this parameter has the following three options:

- **Insertions/deletions** (default) – as before
- **Pixel-by-pixel** – new
- **Do not compare**



- **Online functionality removed from Compare and Protect standalone installations**

The Connect module has been removed from the Protect and Compare standalone installs.

- **Assorted bug fixes**

Environment changes

- Added support for cloudmanage.com

This is also referred to as iManage multi-tenant cloud or iManage elastic cloud. Customers will need to register cloudmanage.com as their iManage server in the Workshare Configuration Manager and also install a Registry key.

Workshare Configuration Manager

The following parameter was added:

- **Use Kofax OmniPage to perform OCR and conversion** (Comparison > Administration)

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 Professional 10.4 are:

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

Workshare Professional 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 Professional 10.4 (32-bit version)

Workshare Professional 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 Professional 10.4 (64-bit version)

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

Important installation information

- Workshare Professional installs program files to a sub-folder within the Workshare folder named Modules.
- **Install:** A user is unable to install Workshare Professional if Microsoft Windows Installer 3.1 is not installed. This can be downloaded from the following location <https://www.microsoft.com/en-us/download/details.aspx?id=25>.

- **Windows 7:** When UAC is set to Default, running the Workshare Professional install displays the UAC prompt. You must approve the prompt and Workshare Professional will be installed. Running the Workshare Professional MSI silently will fail when UAC is set to Default because the user is not given the opportunity to approve the UAC prompt. Therefore for silent installs, disable UAC.

If you have installed any Alpha or Beta builds of Workshare Professional, we strongly recommend that you first uninstall them before installing Workshare Professional 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
PRO-2771	01164177	Actioning a message found using Outlook Advance find produces an error with Workshare Ribbon Add-in Enabled
PRO-2812	01164429	Compare for Excel appears to hang on a specific sheet in workbook
PRO-3528	01169160	Compare for Excel takes 45 minutes to compare a set of files
PRO-3709	01169986	Compare for Excel hangs when comparing attached spreadsheets
PRO-3753	01170892	After running Compare for Excel user is unable to browse cells in the TER view comparison
PRO-3814	01172085	Compare for Excel fails to complete in a timely manner
PRO-3825	01172216	Compare for Excel crashes/hangs when comparing attached files
PRO-3689	01172368	0 kb' file is generated when printing the redline with 'Nuance PDF' as default printer from the workshare Compare.

Ref	CR	Description
PRO-3950	01173441	Excel Comparison fails to export after a successful comparison is completed if spreadsheet contains a Large number of Rows and Special formatting
PRO-3952	01173470	"Printer not activated, error code -30" when printing comparison to PDF using the Workshare PDF Publisher printer
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-4250	01174274	Compare only populates the modified field with an Appdata file path when selecting the 'Save and Sync' option from the iManage tab in Word
PRO-4251	01174979	Compare for Excel comparison takes almost 10 minutes to complete
PRO-4255	01175163	Word document when processed with lightspeed clean is corrupted
PRO-4466	01176343	Documents using Simplified Chinese have Redlines incorrectly showing as all modified or deleted when using Compare for Excel
CMP-311	00317423	Incorrect path specified in Document Selection Screen when comparing iManage documents from Word
PRO-5174	01178546	Error: "Workshare 10.0 was unable to retrieve the Modified source document" when comparing an unsaved document from Word
PRO-4369		404 Error when connecting to or browsing for files in cloudimanager.com
CMP-70		Blank table cells in a row are shown as inserted and deleted rather than matched
CMP-71		Text is lost when reading nested tables from Doc file format
CMP-73		Missing text in nested table comparison output
CMP-74		Table shape is not preserved for unchanged/wholly deleted/wholly inserted tables
CMP-75		Inserted or deleted table columns are not identified correctly – different inserted or deleted cells in some rows
CMP-78		Table cells are shown as merged when no merging has occurred
CMP-80		Tables in the redline document are split into three or more

Ref	CR	Description
		sections which are placed incorrectly
CMP-83		Blank table rows are not paired with non--blank rows from the other document
CMP-84		Content change within cells is being shown as insert and delete of cells instead of a cell with deleted and inserted text
CMP-89		Diagonal borders and redline slope in wrong direction
CMP-90		Space between tables lost in red line output file
CMP-91		Incorrect comparison where there are complicated merged cells in both documents
CMP-112		Remove Connect from Compare only
CMP-113		Remove Connect from Protect only
CMP-254		Incorrect text 'NetDocuemnts' is displayed instead of 'NetDocuments' on Professional MSI installer dialog.

Known Issues

The following are known issues in the Workshare Professional 10.4 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.
CMP-98	There may be some formatting issues in the comparison after comparing documents with 'Use Kofax OmniPage for OCR and conversion' enabled in the rendering set.
PRO-3843 01171983	Document specific: Specific Word documents are taking 3-5 minutes to compare. (CMP-290)
PRO-3449 01168494	The error "System.Threading.ThreadAbortException" may be displayed when saving a redline as attach/relate to original/modified document in OpenText DM 16.5. (CMP-295)
PRO-3409 01168025	iManage integration: After an upgrade, the recent files list in Compare's Document Selection dialog retains the recent files compared prior to the upgrade. However, you are not able to compare those recent iManage files because the path is shown as "interwovenSite://..." rather than "iManage://..."
PRO-3137 01166593	When cleaning metadata from a PowerPoint attachment with the lightspeed clean option enabled, the slide animation sequence may be removed.

Ref	Description
PRO-2513	Errors can occur when using Selective Compare if Compare dialogs are open and the "Launch new comparison in running instance" configuration option is enabled.
PRO-1387	Compare for Excel: Changes may not be indicated correctly when comparing spreadsheets with a deleted/inserted column when the first row is empty.
PRO-1386	Compare for Excel: Merged cells are displayed as individual cells when the merged cell is not in full view on the comparison window.
PRO-1019	Compare for Excel: Focus is not completely applied to the last change in the comparison window if the user clicks the Last Change button for the first time.
PRO-837 01061816	After running a comparison in Workshare Compare, the right aligned text in the footer may move to become center-aligned. (CMP-25)
PRO-792 01088791	After running a comparison in Workshare Compare, some line numbering and table text and row cells maybe be missing.
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.
PRO-109 01099537	The error 'Failed to compare documents. Unable to convert documents.' is displayed when comparing specific scanned PDF documents.
PRO-22	The Reset Layout option is missing from the Quick Access Toolbar drop-down in Compare for PowerPoint.
01012100	The account or company name is not displayed in File > Help > About in Workshare Compare.
01018577	Worldox document footer stamps are not updated when saving a comparison via Save As in Workshare Compare.
01018743	The font in the email body changes to Times New Roman when sending attachments to groups in Interactive Protect.
01028440	Editing a rendering set on the fly does not prompt to save as a new set or overwrite the current rendering set.

Ref	Description
40418	When comparing particular presentations, 'Index was outside the bounds of the array' error is displayed.
40430	When comparing presentations and at least one has the Opulent design theme applied, a 'Color is not resolved yet' error is displayed.
40469	In Compare for PowerPoint, a newly created comparison theme does not appear in the Select dropdown in the Home ribbon (Comparison Themes group).
40574	A user is not automatically logged into Professional 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).
41284	In Compare for PowerPoint, comparisons of DMS files are not listed in the recent comparison list (File > Open > Recent).
41547	When a PowerPoint presentation is run from the command line, the incorrect comparison theme is highlighted under the Select dropdown in the Home ribbon.
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

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

Revisions

Published for Workshare Professional 10.0: 18/12/18; minor revisions: 17/1/19 & 15/2/19

Revised for Workshare Professional 10.1: 27/3/19

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

Revised for Workshare Professional 10.2: 28/6/19

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

Revised for Workshare Professional 10.3: 2/10/19

Revised for Workshare Professional 10.4: 09/12/19

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