

Workshare Compare 9.5

Release Notes

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What is Workshare Compare

Workshare Compare 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 Compare is a desktop application that automates managing changes to business documents.

Key features of Workshare Compare include:

- Comparison of Word, PowerPoint 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 for Word and PDF files including one-to-many comparisons, version comparisons, and access from within Word and PowerPoint files
- Change notifications in Outlook to alert users to changes in received attachments
- Conversion from PDF to DOC format for local files and from within the DMS/CRM
- 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
- 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 Compare can be installed without Microsoft Office integration. In this case, the comparison functionality is only available from the Workshare Compare application.*

What's New in Workshare Compare 9.5

Workshare Compare 9.5 is a 32-bit and 64-bit release that focuses on improving performance. It includes the following new features:

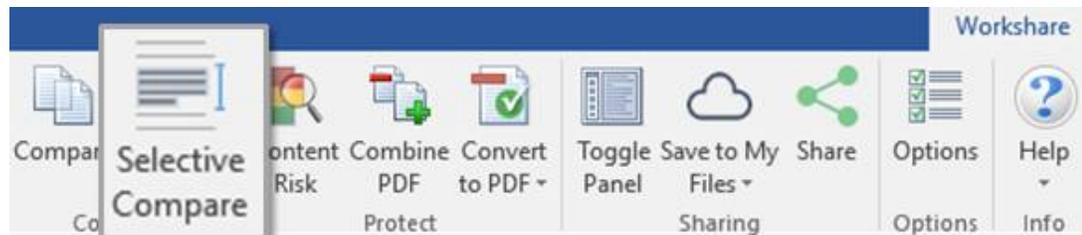
Workshare Compare 9.5.4

This is a maintenance release which fixes a number of issues. See *Change Requests Fixed* for more details.

Workshare Compare 9.5.3

- **Selective Compare:**

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



- **Comparing presentations:**

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

- **Installation**

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

Workshare Compare 9.5.2

- **Environments:**
 - Added support for OpenText DM 16.2
 - Restored support for IBM Notes 9.0.1 FP7, FP8 and FP9

Note: *Interactive Protect and the replace email attachment with link features of Workshare are not supported in a Notes environment.*

Workshare Compare 9.5.1

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

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

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

Workshare Compare 9.5 GA

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

- **Includes updated rendering sets:**

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

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

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

- **Provides faster synchronization time:**

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

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

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

- **Improves licensing:**

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

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

- **Environments:**

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

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

- **Installation:**

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

System Requirements

The recommended system requirements for Workshare Compare 9.5 are:

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

Workshare 9.5 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 9.5 (32-bit version)

Workshare 9.5 (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 2016 (32 bit) – including click-to-run
- Microsoft Office 2013 SP1 (32 bit) + Japanese – including click-to-run
- Microsoft Office 2010 SP2 (32 bit) + Chinese Simplified & French

Email System:

- Microsoft Outlook 2016 (32 bit)
- Microsoft Outlook 2013 SP1 (32 bit) + Japanese
- Microsoft Outlook 2010 SP2 (32 bit) + Chinese Simplified & French
- 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 an iManage Work 10 server, it must be installed on-premise or in an iManage private cloud. If it's a Work 10.2 server, it must include iManage Work Web Server 10.2.0.91.

- **OpenText:**

- eDOCS DM 16.2
- 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 9.5 (64-bit version)

Workshare 9.5 (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 2016 (64 bit) – including click-to-run

Email System:

- Microsoft Outlook 2016 (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 an iManage Work 10 server, it must be installed on-premise or in an iManage private cloud. If it's a Work 10.2 server, it must include iManage Work Web Server 10.2.0.91.

- **OpenText:**

- eDOCS DM 16.2
- eDOCS DM 10 (64 bit)

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

Important Information

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

OpenText DMS – When you have the Workshare 9.5 integration with OpenText installed in a Windows 7 environment, you may experience issues such as the inability to browse for files from eDOCS or eDOCS crashing.

Note: Workshare is aware of an issue where OpenText eDOCS DM becomes unusable (for example, it is not possible to browse for files from eDOCS or eDOCS is crashing) when Workshare 9.5 is installed and the screen resolution of your Windows display settings is higher than 100%. Investigations have shown that this issue only occurs in Windows 7 operating systems when you have added WDF as a file type in the OpenText Application Management console. Workshare and OpenText are working together to understand the root cause of the issue and provide a solution. For further information, see [this article](#) in the Workshare knowledge base.

Important installation information

- Workshare Compare installs program files to a sub-folder within the Workshare folder named **Modules**.
- **Install:** A user is unable to install Workshare Compare 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 Compare install displays the UAC prompt. You must approve the prompt and Workshare Compare will be installed. Running the Workshare Compare 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 Compare, we strongly recommend that you first uninstall them before installing Workshare Compare 9.5.

Change Requests Fixed

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

Workshare Compare 9.5.4

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

CR#	Ref	Description
PRO-110	CR01099571	Floating 'Change Summary' panel causing Compare to crash
PRO-591	CR01120269	Right- click menu is severely lagged when Workshare is integrated with OpenText.

CR#	Ref	Description
PRO-619	CR01120337	Compare for PowerPoint 2.2.4130.0: PowerPoint Comparison Report shows side-by-side instead of horizontal when printing to PDF
PRO-622	CR01121326	Comparison failed when documents containing comments and 'Display comments in redline' rendering option is enabled
PRO-655		Footer is incorrectly rendered in the redline when specific documents are compared.
PRO-702	CR01126699	Error: "The following changes will not be applied to your document" when accepting comments changes in change summary pane
PRO-739	CR01127177	Original document does not get attached to Outlook when emailing original and modified documents that have the same document name
PRO-760	CR01129657	Workshare was unable to create a reply. Ensure that your default mail program in internet explorer is set correctly
PRO-786	CR01130122	Outlook warning message "Want to save your changes?" when closing email and Workshare add-in is being enabled
PRO-790	CR01087251	Table cells in TER not readjusting to accommodate the additional text created during a comparison.
PRO-802	CR01065327	Paragraph styles change to 'Normal' when cleaning reviewers in track change documents
PRO-834	CR00175543	Change Bars are not retained when converting to PDF from Compare ribbon
PRO-864	CR01086046	Redline displayed with text highlighted in black background
PRO-865	CR01085092	Incorrect/Misleading Bullet point insertions and deletions
PRO-869	CR01076568	Member not found' error displayed when forwarding emails containing linked images in the signature
PRO-880	CR01084799	Incorrect rendering of List numbering containing square brackets
PRO-941	CR01131807	Workshare crashes when comparing certain documents
PRO-952	CR01132182	Attachments are not been populated when emailing redline within compare
PRO-985	CR01133118	Return to 'document selection screen' when comparing from the desktop shortcut
PRO-987		Deleting default rendering set(s) forces a repair of Compare when relaunching the WCM.

CR#	Ref	Description
PRO-989		Selective Compare - Full text is not being displayed in Original/Modified boxes when the text is copied from different sources.
PRO-998		Unable to perform workshare actions from FileSite right click context menu when FileSite is configured with 2 worksite servers using SAML & Normal method.
PRO-1065		New comparison crashes when user dragged Change Summary pane towards upward dock position in the previous Compare window.
PRO-1070		Crash is shown when printing the comparison report on PowerPoint comparison window.
PRO-1083		Selective Compare Focus is not shifted to selected application when Selective Compare window is in maximized state.
PRO-1084		Selective Compare window is not popped up from minimized state when user clicked on Selective Compare button.
PRO-1087		Selective Compare Text in the original or modified boxes is not maximized when user maximize the Selective Compare window.
PRO-1107	CR01136284	Copying text from Internet Explorer to "Selective Compare" window in Word shows as very small font size and text cut off
PRO-1136	CR01137311 (Spike)	Error message: Namespace is undefined when connecting to iManage Work 10 using Microsoft Azure single sign on
PRO-1138	CR01137511	Print options are limited to 'Comparison only' when switching layout to 'Comparison only'
PRO-1147	CR01137765	Unable to convert redline and save it into iManage Work 10
PRO-1154	CR01137915	Documents formatting is changing in TER view after performing other actions
PRO-1162	CR01138618	Uninstalling Workshare makes the iManage icons in Word and Outlook disappear
PRO-1259		Unable to perform Workshare actions from Filesite right click context menu when Filesite is configured with worksite servers using SAML/Normal method.
PRO-1275	CR01140073	"Unexpected Error. Illegal characters in path" when forwarding an email containing an .MSG attachment with quotation mark " in the subject field

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

Workshare Compare 9.5.3

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

CR #	Ref	Description
01110207	PRO-383	OpenText explorer stops working and is failing to browse to DM documents via Compare when screen display is set to either 125% or 150%.
01110921	PRO-398	Workshare Configuration Manager crashes when launching in Administrator mode.
01121371	PRO-616	“Test connection failed. Failed to connect to the server” is displayed when connecting to iManage Work 10 using a SAML AD authentication method.
01129671	PRO-761	Error: “Document profile is invalid. Document type for this format is not available on iManage server” is displayed when attempting to save a .doc file to iManage.
01100041	PRO-126	Warning message: “A program is trying to access email address information stored in Outlook.”
01098438	PRO-231	Error: “No valid launch method is found” is displayed when launching the .wpx file from DM server.
01111205	PRO-409	Ability to allow PowerPoint comparison reports to be saved as an attachment to the original presentation in OpenText DM.
01113679	PRO-477	“Cache distribution lists” and “Cache distribution lists refresh rate (days)” options are no longer available within the Workshare Configuration Manager.
01120122	PRO-588	“The program can't start because Workshare.Messaging.dll is missing from your computer” is displayed when launching Compare for PowerPoint.
01120268	PRO-590	Document ID is displayed instead of Document Description when selecting documents from OpenText.
01121390	PRO-623	Document ID is displayed instead of Document Description when selecting documents from iManage FileSite.
01083253	PRO-663	Workshare add-in in Excel causes a warning in Excel when using the Query function.
01124544	PRO-675	Carbon Black software is flagging Workshare.Professional.msi contains malware during installation.

CR #	Ref	Description
01129273	PRO-759	Error: "Use of the Workshare Clean API requires Workshare Protect Module License" is displayed when converting to PDF with "cleaning options" enabled.
01129780	PRO-767	Pro9 Update 7a – GDI leak occurs when using the iManage ribbon in Outlook.
01094095	PRO-91	Closing Word or Excel is taking 20-30 seconds when Workshare add-in is enabled.
01049562	PRO-201	Request to modify default comment in Save dialog to OpenText
01077212	PRO-307	Open PDF in Word results in a blank document.
	PRO-628	Registry key not set when installing with Desktop Shortcut turned off.
01041969	PRO-458	Change file extension for PowerPoint Comparisons from *.wpf to *.wcfp to avoid conflict with Word Perfect

Workshare Compare 9.5.2

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

CR #	FB #	Description
01105098		Request to disable the 'Change status information will not be saved' warning that is displayed by default.
01100757		Zero byte file created when emailing redline as PDF.
01056318		'Object reference not set to an instance of an object' error when comparing heavily formatted PPT file.
01094624		'Workshare DeltaView Mail Handler has stopped working' error when emailing redline.
01097848		Software hangs when printing redline to PDF.
01105951		Compare crashes when comparing certain documents with tables and graphs.
01073195	42485	When comparing particular presentations, 'Index was out of range. Must be non-negative and less than the size of the collection.' error is displayed.
	45657	The Workshare Getting Started Guide doesn't launch after re-running the Workshare Configuration Assistant.

Workshare Compare 9.5.1

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

CR #	FB #	Description
1037006	42894	Original Presentation and Modified Presentation fields are not cleared automatically when launching Workshare Compare for PowerPoint.
1073195	42485	'Index was out of range' error is displayed when comparing certain PowerPoint presentations.

Workshare Compare 9.5 GA

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

CR #	FB #	Description
01034312	34883	Redline Summary columns and description run off page when file name + path are too long
01042992	37082	Multiple instances of Word remain running when saving redline as PDF
01048471	37535	Enabling Show moved deletions option in Rendering Set Manager causing crashes
01049903	37953	Comments are missing when saving redline as Word document with Track Changes
01049923	37955	Comparing a document with multiple versions from DeskSite does not auto-populate the correct versions
01051283	38311	Unable to share documents with long filenames
01051797	38471	Sharing an iManage Word doc in Word causes the file to be named with DocID instead of the doc name
01053173	38704	'Workshare Compare has stopped working' when comparing certain Word documents
01056470	39500	Comments are showing as deleted and inserted incorrectly in TER view
01057775	39625	Custom fonts and macros not being saved to normal.dotm when Workshare add-in is enabled
01057792	39626	Failed to compare in fast mode certain Word documents and returns to comparison selection menu
	40484	There is a spelling mistake in the 'Change Summary' button tooltip.

CR #	FB #	Description
01063789	40861	Convert track change document to PDF automatically accepts changes
01065160	41054	Standard mode comparison takes longer when 'Cache Word' option is enabled in WCM.
01065167	41043	DOCVARIABLE fields not flattened when converting redline to PDF from ribbon
01069681	41926	Unable to save docs with long file-names into NetDocuments when include document descriptions is enabled
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
	42915	Compare without OCR' option is not available while comparing pdf documents from NetDocuments
01075270	42945	Fast comparison mode not available when using TLS 1.1 and/or TLS 1.2 connection to NetDocuments
01083512	44356	Unable to re-share documents that was shared once in a Group on Connect.
01083513	44106	Blank page inserted and table overruns in TER view when comparing PDF documents with tables

Known Issues

The following are known issues in the Workshare Compare 9.5 release - for more information, please contact Customer Support.

Ref	Description
PRO-1350 1143410	A warning message - "Workshare 9 was unable to retrieve the original/modified source document." may be displayed when comparing PDF documents from an email.
PRO-1406 01145280	The comparison may fail when comparing specific documents containing comments and the Display comments in redline rendering option is enabled.
PRO-1511 01148122	When comparing specific documents, the list numbering font is changed to Calibri.
PRO-1518 01148594	Saving a comparison as a Word document with track changes can take a long time to process when specific documents have been compared.

Ref	Description
PRO-987	A repair of Compare is forced when one of the default rendering sets are deleted using the Workshare Configuration Manager.
PRO-555/ 01116873	When starting comparisons from OpenText Explorer, Compare does not display as the application in focus.
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.
01028440	Editing a rendering set on the fly does not prompt to save as a new set or overwrite the current rendering set.
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.

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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