Microsoft Word Services Integration

Agiloft offers a set of actions that use a Word API to improve document management. With these options enabled you can, for example, convert document formats or compare documents with the Track Changes feature. These actions include document comparison, OCR actions, and certain features of print templates.

For more information on the features that can be used with Microsoft Word Services integration, see:

- Document Comparison Action
- OCR Action
- Print Templates

This document details the initial setup required in order to use Microsoft Word Services.

On-Premise Customers

The Microsoft Word API on-premise setup will differ depending on whether the instance is Windows or Linux-based:

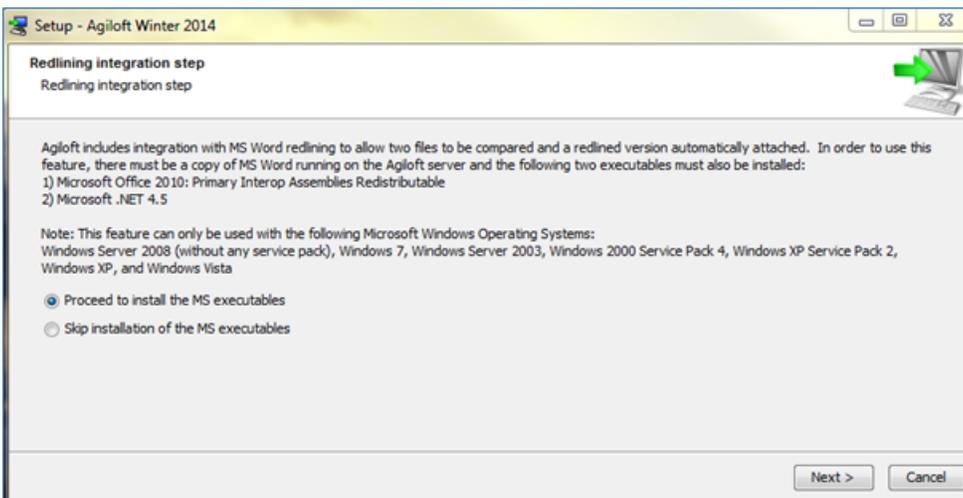- Using Windows Servers
- Using Linux Servers

Using Windows Servers

With MS Word installed on the same server running Agiloft, you can use the Word API for document comparison, OCR actions, and print template actions without any additional setup.

On-premise customers who run Agiloft on a Windows server will need the following software installed on the server:

- Microsoft Office 2010 or later. This must already be installed on the Windows server that hosts Agiloft software.
- Microsoft Office 2010: Primary Interop Assemblies Redistributable.
- Microsoft .NET Framework 4.5 or higher.
  For convenience, MS Office 2010: Primary Interop Assemblies Redistributable and MS .NET Framework 4.5 are included with the Agiloft installer. You may opt to install or skip these software add-ons during Agiloft installation. If you prefer, you can also download and install them from the Microsoft Download Center. For more information, see Initial Installation in Windows.


Additional steps are required if the Windows server was upgraded to MS Word 2010 or later from an earlier version.
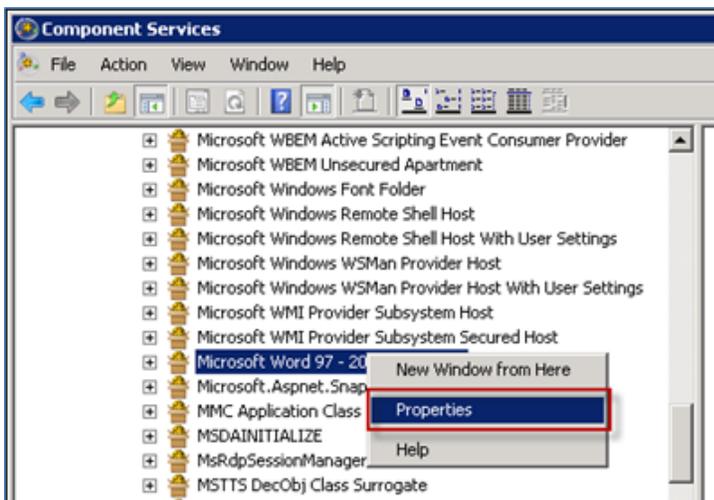
Enable Document Comparison

Additional steps are required to enable the redlining feature **only if** the Windows server previously had MS Office 1997-2003 installed, and was later upgraded to MS Office 2010 or higher. These steps can be done while Agiloft is running.

1. Log on to the Windows server as the Administrator user.
2. Click **Start > Run > dcomcnfg**.
3. Open the folder DCOM Config: **Select Component Services > Computers > My Computer > DCOM Config**.
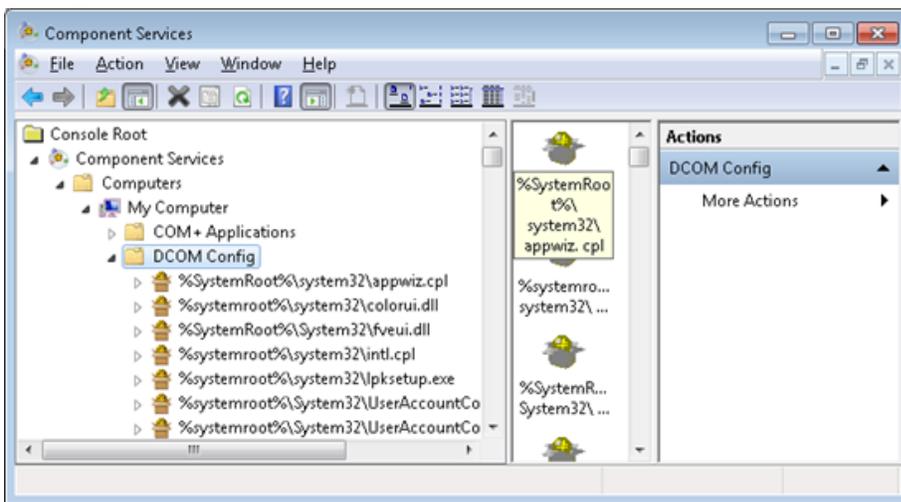
4. Scroll down the left pane to search for Microsoft Word 97 – 2003 OR Microsoft Word Document. This option is only available if MS Word 97 or 2003 was previously installed on the Windows server.

   Note: If you do not find the item Microsoft Word 97—2003 OR Microsoft Word Document you may skip the remaining steps.

5. Right-click and select Properties. Navigate to the Identity tab and select "The interactive user". Click Apply.


That's it. Document comparison is now enabled.

Using Linux Servers

On-premise customers running on a Linux server must set up their own Hosted Word Service by using a secondary KB installed on your own Windows server.

On-premise customers on release version 8.0 2015_01 or higher must set up the following configuration:

- Agiloft installed on your Linux server
- Agiloft installed on a separate Windows server. You can use Agiloft's free version for this purpose.
- The Windows server must have a licensed copy of MS Word installed.

If your primary KB is installed on a Linux server, then that server must communicate remotely with a Windows server running a secondary KB to access the Word API service. The MS Word Documents are transferred to the Windows server for processing in zipped, encrypted files and returned in the same way. The output document will be returned to the primary KB's server in the body of an HTTPS response.
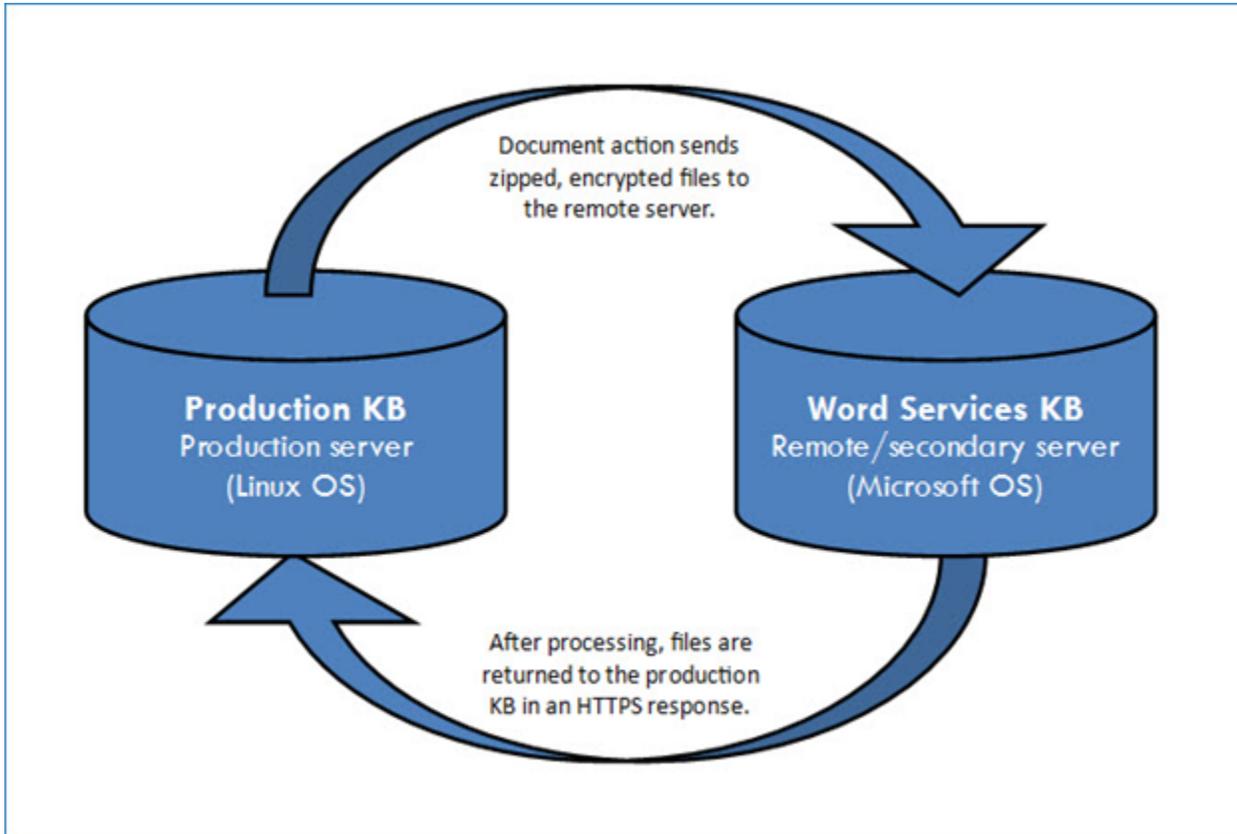
For HTTPS communication to succeed, the remote Windows server must have its SSL certificate installed with Apache Tomcat. A CA certificate from a certifying authority such as VeriSign is normally necessary. Alternatively, a self-signed certificate can be used - see Step 4 in the Hosted Customers section. If the SSL handshake does not yield a trusted certificate of the remote endpoint, the Agiloft server will refuse connection.

Configuration Steps on a Linux Server

1. Install Agiloft on a workstation or server with a Microsoft OS. Follow the instructions above for Using Windows Servers. Note the KB name and server details.
2. Be sure to install an SSL certificate, or check the box to skip certificate validation when connecting to the service from your Production KB.
3. In your production KB, follow the steps for Hosted Customers to connect to the Word Services API.
4. Enter the server and KB details for your secondary server running a Microsoft OS.

To connect to the secondary Windows server with Agiloft installed, follow the instructions below for Hosted Customers.

Hosted Customers

Hosted customers may connect to an Agiloft-provided Word API. On-premise customers must configure their own servers to enable the production KB to connect to a server with MS Word installed, then follow the instructions for hosted customers to complete the setup.   Agiloft's hosted customers access Hosted Word Services through a remote Windows server maintained by Agiloft. To enable the connection, you must first contact customer support or your sales representative to receive a user name and password or hyperlink to grant access to the service.

Deploy Word Services in the Knowledgebase

Once you have added all the necessary Microsoft applications as an on-premise customer, or obtained access to the service as a hosted customer, perform the following steps in your knowledgebase:

1. Navigate to **Setup > Integration** and click **Deploy** under Hosted MS Word Services. A confirmation dialog appears.
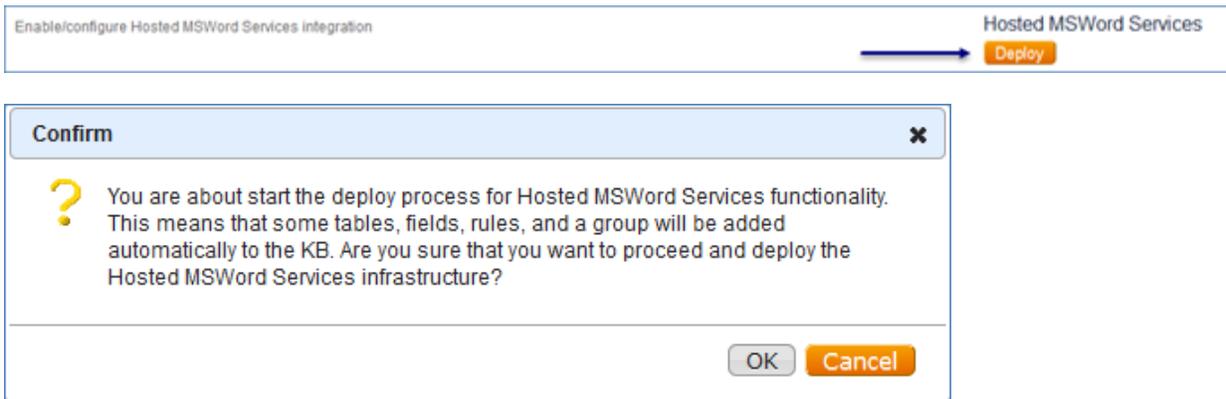
2. Click OK to confirm and open the Hosted MS Word Services Configuration tab.

3. Choose how to connect to the remote server in the Select Configuration Type drop-down. You can provide server and KB details manually, or use an encrypted hotlink which will connect you automatically.

a. Provide Server and KB details to connect with remote Agiloft server:

On-premise Linux servers: Enter the server and KB details for the free knowledgebase set up on your Windows server.

b. Or, select Provide an Autologin Hotlink URL to connect with remote Agiloft server:

4. If selected, the Ignore certificate validation warnings for HTTPS communication checkbox will override any certificate warnings when performing a Document Comparison action.
5. Click Save to finish. Hosted Word Services are now enabled on your KB.