



Frequently Asked Questions

Q1. What document file types or formats can I compare?.....	2
Q2. Can I compare PDF files created by scanners?.....	2
Q3. Can I compare a Word to PDF document?.....	2
Q4. What does the comparison look like?.....	2
Q5. What platforms do you support?.....	2
Q6. Can I use it in apps which I sell, or in business workflows or solutions?.....	2
Q7. Will it help me meet compliance or jurisdiction requirements?.....	2
Q8. Why can't I just use a text comparison tool or library?.....	2
Q9. Do you provide progress when comparing documents?.....	2
Q10. Can I compare documents in parallel?.....	2
Q11. Can you detect moves?.....	2
Q12. Can you compare tables in Word documents?.....	2
Q13. What options do I have with handling punctuation and case?.....	2
Q14. Do you handle headers and footers, footnotes and endnotes in Word documents?.....	2
Q15. Can you compare formatted lists, such as bulleted and numbered lists in Word documents?.....	3
Q16. What languages do you support?.....	3
Q17. Is the compareDocs Cloud API secure?.....	3
Q18. Are files uploaded to the compareDocs Cloud API stored anywhere on your servers?.....	3
Q19. Are files kept at rest encrypted in any way?.....	3



Q1. What document file types or formats can I compare?

You can compare any two Word (*.docx) or PDF (*.pdf) files.

Q2. Can I compare PDF files created by scanners?

Soon. A future release will include OCR (Optical Character Recognition) to support this.

Q3. Can I compare a Word to PDF document?

Yes.

Q4. What does the comparison look like?

Depending on your requirements, such as viewing, printing, and collaboration, you can choose between these two comparison report formats:

- Word document (*.docx) with interactive Track Changes and comments
- Word document (*.docx) with Redline formatting, great for printing

Q5. What platforms do you support?

You can run **compareDocs Cloud API** on any environment you can make RESTful API calls from.

Q6. Can I use it in apps which I sell, or in business workflows or solutions?

Yes, absolutely. We have created the **compareDocs Cloud API** to allow you to include our market-leading comparison technology in your apps. We acknowledge that there are unique apps and workflows that would benefit users. [Contact us](#) to learn more about how you could take advantage of **compareDocs Cloud API** and take your apps to the next level by increasing productivity, lowering operational costs and decreasing errors.

Q7. Will it help me meet compliance or jurisdiction requirements?

Yes, **compareDocs Cloud API** provides a higher accuracy of comparison compared to competing vendors and manual reviews.

Q8. Why can't I just use a text comparison tool or library?

A typical text comparison tool, app or library will compare text whole-line by whole-line and provide you with a side-by-side or merged view. They usually require the files compared to be strictly text format.

Word documents, on the other hand, are flowing documents with sentences, paragraphs, images and other more complicated concepts like automatic list numbers, headers/footers, footnotes, tables, images etc. **compareDocs Cloud API** understands Word documents natively and therefore specifically handles those more complicated Word concepts. Simple text comparison tools do not do this.

Q9. Do you provide progress when comparing documents?

Yes, **compareDocs Cloud API** provides progress information.

Q10. Can I compare documents in parallel?

Yes, **compareDocs Cloud API** allows you to run many comparisons in parallel at the same time.

Q11. Can you detect moves?

Soon. In a future release, you will be able to view moves in comparison reports.

Q12. Can you compare tables in Word documents?

Yes, **compareDocs Cloud API** intelligently handles both simple and complex table structures which may include nested tables, split or merged cells, inserted or deleted columns and rows, etc.

Q13. What options do I have with handling punctuation and case?

compareDocs Cloud API is yet to allow you to optionally ignore punctuation and/or case. Future releases will include this improvement. Currently, upper and lower case is detected as a difference, and punctuation changes are shown.

Q14. Do you handle headers and footers, footnotes and endnotes in Word documents?

Yes, **compareDocs Cloud API** intelligently detects changes in headers and footers, footnotes, and endnotes. We will ensure the comparison report presents the changes in the most readable format possible. If you choose to output the comparison report as a Word document with Track Changes, our mark-up will allow you to Accept or Reject these changes.



Q15. Can you compare formatted lists, such as bulleted and numbered lists in Word documents?

Yes, **compareDocs Cloud API** intelligently detects changes in all kinds of formatted lists, such as bulleted and numbered lists. We will ensure the comparison report presents the changes in the most readable format possible. If you choose to output the comparison report as a Word document with Track Changes, our mark-up will allow you to Accept or Reject these changes.

Q16. What languages do you support?

We support most languages, left to right and right to left (RTL), including:

- *Latin alphabet*
- *Chinese, Japanese and Korean (CJK)*
- *Greek*
- *Slavic languages using Cyrillic alphabet*
- *Arabic alphabet*

Q17. Is the compareDocs Cloud API secure?

compareDocs Cloud API is designed with multiple layers of protection, including secure data transfer, encryption, and application and user-level controls that are distributed across a highly scalable and secure infrastructure provided by Microsoft Azure. Read more about Microsoft Azure security at <https://www.microsoft.com/en-us/trustcenter/security/azure-security>

Our servers and infrastructure are regularly tested for security vulnerabilities and hardened to enhance security and protect against attacks.

Q18. Are files uploaded to the compareDocs Cloud API stored anywhere on your servers?

compareDocs Cloud files are not at rest; other than for a short period of time to support the DocsCorp Cloud applications and services we provide to you. Files at rest are automatically removed when no longer required, or when you ask us to delete them via a RESTful API call to our service.

compareDocs Cloud performs most operations on your files using volatile memory (e.g. Random-access memory, RAM) rather than non-volatile memory (e.g. flash, disk or attached storage); thus, further reducing the need for your files to be at rest.

DocsCorp employees and other DocsCorp Cloud users cannot see your files unless you have explicitly shared links to these files. Your files are protected by secure data transfer, encryption, and application and user-level controls. In the rare occurrence, like most online services, we have a small number of engineering and support personnel who may request access to your data on a one-time basis to support your experience using our service. Your explicit permission is required to grant access that is logged and audited. Under no other circumstance will access to your data be permitted.

Q19. Are files that are kept at rest encrypted in any way?

compareDocs Cloud files at rest are encrypted using user-specific 256-bit Advanced Encryption Standard (AES) which are in turn protected by a secure key management service (Azure Key Vault). This is designed to segregate/partition user data in a multi-tenant architecture and to ensure the privacy of your data between users of your tenancy and DocsCorp Cloud as a whole.

compareDocs Cloud uses Secure Sockets Layer (SSL)/Transport Layer Security (TLS) to protect data in transit between DocsCorp Cloud apps and our servers; it is designed to create a secure tunnel protected by 256-bit or higher Advanced Encryption Standard (AES) encryption.