Oracle CRM On Demand

Product Release Notes
Release 50

March 2025

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Document Versioning

Date	Version	Change Reference
March 28, 2025	20250328	Document Published

1 Overview

The Oracle CRM On Demand Release 50 Product Release Notes outline the known issues, the customer impacts, and the changes to the Oracle CRM On Demand user interface and behavior. The Release Notes also list the defects and behaviors that have been fixed in this release.

To review the features included in this release, see *Oracle CRM On Demand Administrator Preview Guide* for Release 50.

2 Known Issues

Due to a known issue in the third-party rich text editor component, the font family detection capability is impacted. A previously saved HTML description, note or email body will show font family as "Default" when editing in the rich text editor. This affects only the detection of the font family - the HTML text is correctly saved and displayed based on the original font attributes. This will be addressed in a future release of the third-party rich text editor component.

Bug 37502276 - NOT ABLE TO DETECT THE FONT FAMILY IN ORTL RTE FOR NEW RECORDS

Due to legacy issues with the Outlook Email Integration (OEI) client users will be unable to use the rich text editor when creating new appointments or tasks in CRM On Demand if "Enable HTML Formatting" is enabled in the company's Profile page. This will be addressed in a future release of the OEI client.

Bug 37697967 - [R51 DF] SCRIPT ERROR POPS UP IN OEI CLIENT WHEN CREATING APPOINTMENTS OR TASKS

3 Customer Impact

There are no known changes that have an impact on current functionality.

4 Language Support

The following table outlines the supported languages for Oracle CRM On Demand and its related applications:

	Chinese Simplified	Chinese Traditional	Danish	Dutch	English-American	English-British	Finnish	French	German	Italian	Japanese	Korean	Norwegian	Polish	Portuguese	Portuguese – Brazilian	Russian	Spanish	Swedish	Thai	Turkish
Oracle CRM On Demand	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Oracle CRM On Demand Desktop	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Oracle CRM On Demand Connected Mobile Sales for iPhone and Android*	✓		✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓		✓	
Oracle Outlook Email Integration On Demand					✓																

Note: For information on supported languages for Oracle CRM On Demand Connected Mobile Sales, refer to Oracle CRM On Demand Connected Mobile Sales Product Release Notes.

5 Fixed Issues

The following defects have been fixed in Oracle CRM On Demand Release 50.

BUG NUMBER	PRODUCT AREA	DESCRIPTION OF BEHAVIOR PRIOR TO FIX
36931317	Service Requests	Loss of assignment requests on certain edge case scenarios such as component startup or restarts.
36967766	UI/Usability	Performance issues on manage lists page when large number of lists are accessible for logged in user.
37344313	Workflow	Error when configuring Workflow HTML format Email action.

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