



# Oracle CRM On Demand



**Product Release Notes  
Release 52**

**March 2026**



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# Document Versioning

Date	Version	Change Reference
March 27, 2026	20260327	Document Published

# 1 Overview

The Oracle CRM On Demand Release 52 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 52.

## 2 Known Issues

This issue is a carry over from previous releases:

1. 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**

This issue affects the CRM Desktop configuration assistant (new users or Windows 11 upgrade users):

2. A recent Windows 11 OS patch blocks the launch of the CRM Desktop configuration assistant, which prevents users from using the configuration application on Windows 11 (if not already configured).

### **Bug 38408995 - UNABLE TO LAUNCH CRM DESKTOP CONFIGURATION ASSISTANT IN WINDOWS 11**

A workaround has been documented by the third-party provider. Please see KM article ID #KB872875 (UNABLE TO LAUNCH CRM DESKTOP CONFIGURATION ASSISTANT IN WINDOWS 11).

## 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 52.

BUG NUMBER	PRODUCT AREA	DESCRIPTION OF BEHAVIOR PRIOR TO FIX
38884527	UI	Certain UNICODE characters (those that encode as a UTF-16 surrogate pair) do not render correctly, and in rare cases can cause an unexpected condition error.
37697967	Outlook Email Integration	Rich text editor was failing to load in OEI client.
38354520	Scheduled Events	Schedule event copy fails when record types have been renamed.
38655338	Workflow	Expressions containing unquoted string literals were not being flagged as invalid during syntax checks in expression builder.
38999865	Workflow	Workflow Send Email action with email body containing old field format (e.g. [<XMLTag>]) cannot be edited in the rich text editor.

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