



Oracle CRM On Demand

**Product Release Notes
Release 53**

September 2026



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1 Overview

The Oracle CRM On Demand Release 53 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 53.

2 Known Issues

The following issues are carried 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

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).

The following issues are new for this release:

1. CRM Desktop SSO Login May Display a Script Error.

When signing in to CRM Desktop using single sign-on (SSO), a script error may appear if the identity provider's login page uses modern JavaScript (ES6 or later).

Bug 39958002 - OEI - RICH TEXT EDITOR ORTL DOES NOT WORK FINE IN OEI CLIENT

To workaround, click Yes to dismiss the message and continue signing in. No other functionality is impacted.

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

There are no customer-facing issues that have been fixed in Oracle CRM On Demand Release 53.

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