



Oracle CRM On Demand

**Product Release Notes
Release 51**

September 2025



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Document Versioning

Date	Version	Change Reference
September 26, 2025	20250926	Document Published

1 Overview

The Oracle CRM On Demand Release 51 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 51.

2 Known Issues

This issue is a carry over from the previous release:

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

These issues are pre-existing but were discovered during the current release development:

2. Correction to the software requirements as documented in the [Oracle Migration Tool On Demand Guide](#):
 - For non-Windows operating system - **Java 8** must be installed for both command line and GUI Migration Tool On Demand client.
 - For Windows-based operating systems, no need to have Java installed.

Bug 38328604 - MIGRATION TOOL NOT COMPATIBLE WITH HIGHER JAVA VERSIONS

3. Due to the dependency on Internet Explorer (IE) within the Outlook Email Integration (OEI) add-on notes cannot be created for appointments or tasks only; all other object records work as expected. In the previous release users could create appointments and tasks if 'Enable HTML Formatting' in Company Profile Page is disabled (this issue was first discovered in the previous release, and is the result of moving to ORTL rich-text editor for Notes).

Bug 38381027 - SCRIPT ERROR POPS UP IN OEI CLIENT WHEN CREATING APPOINTMENTS OR TASK

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

4. 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

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 51.

BUG NUMBER	PRODUCT AREA	DESCRIPTION OF BEHAVIOR PRIOR TO FIX
37740723	Import	Import requests could, in certain cases after database maintenance, fail with error.
37611741	Merge	Merge wizard does not proceed further on an error, nor is the error reported.
38240926	Single Sign-on	When two users are configured with the same email address, logon via SAML SSO fails even though one user is marked as disabled.

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