

# 2022 R2.8 Patch ReadMe

**Updated:** 24 June 2025

This patch is applicable to Sage CRM 2022 R1, 2022 R2, and 2022 R2.7

## Addressed issues

Internal issue ID	External issue ID	Area	Description	Status
CRM-2960	CRMS-2102	Exchange integration	When Exchange synchronization was enabled, appointments dated in the past were not synchronized between Sage CRM and Exchange Online. If those appointments had been created in Sage CRM they were also deleted from Sage CRM	Fixed

**Note:** This patch is applicable to Sage CRM integrated with Exchange Online only. Integrations with on-premises Exchange Server are not affected by the deprecation of Application Impersonation.

## Steps to apply this patch

1. On your Sage CRM server, run the provided **SageCRM2022R2.8.exe** file.
2. Complete the Setup Wizard.

# Steps to complete after applying this patch

Create an OAuth 2.0 client ID and secret to access Exchange Online

- Follow the instructions on [Getting OAuth 2.0 client ID and secret for Entra ID](#) • Grant the following **Microsoft Graph API** permissions:

**Area****Type**

Application.Read.All  
Application.ReadWrite.All  
Application.ReadWrite.OwnedBy  
Calendars.Read  
Calendars.ReadBasic.All  
Calendars.ReadWrite  
Contacts.Read  
Contacts.ReadWrite

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Application

**Area****Type**

Delegated

Application.Read.All  
Application.ReadWrite.All  
Calendars.Read  
Calendars.Read.Shared  
Calendars.ReadBasic  
Calendars.ReadWrite  
Calendars.ReadWrite.Shared  
CallEvents.Read  
Contacts.Read  
Contacts.Read.Shared  
Contacts.ReadWrite  
Contacts.ReadWrite.Shared  
Directory.ReadWrite.All  
EWS.AccessAsUser.All  
IMAP.AccessAsUser.All  
Mail.ReadBasic  
Mail.ReadBasic.Shared  
Mail.Read  
Mail.Read.Shared  
MailboxFolder.Read  
MailboxFolder.ReadWrite  
MailboxItem.ImportExport  
MailboxItem.Read  
MailboxSettings.Read  
MailboxSettings.ReadWrite  
offline\_access  
OnPremDirectorySynchronization.ReadWrite.All  
openid  
Organization.Read.All  
People.Read  
People.Read.All POP.AccessAsUser.All  
profile  
SMTP.Send  
Synchronization.Read.All  
SynchronizationData-User.Upload  
Tasks.Read  
Tasks.Read.Shared  
Tasks.ReadWrite  
Tasks.ReadWrite.Shared  
User.Read  
User.Read.All

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- Grant the following **Office 365 Exchange Online** permissions:

Area	Type
EAS.AccessAsUser.All	Delegated
email	
EWS.AccessAsUser.All	
Tasks.Read	
Tasks.Read.Shared	
Tasks.ReadWrite	
Tasks.ReadWrite.Shared	

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## Create a connection from Sage CRM to Exchange

1. Login to Sage CRM as a System Administrator
2. Go to **<My Profile> | Administration | System | System Behavior**
3. Click **Change**
4. Select **Yes** for **Use Exchange Integration**
5. Click **Save**
6. Go to **<My Profile> | Administration | Email and Documents | OAuth 2.0 Settings for Importing Contacts and Emails**
7. Click **Change**
8. Enter the **OAuth 2.0 client ID** and **Client secret value** you obtained in *Getting OAuth 2.0 client ID and secret for Entra ID*
9. Click **Save**
10. Go to **<My Profile> | Administration | Email and Documents | Exchange Integration | Connection Management**
11. Click **New**

12. Complete the **Exchange Connection Settings**:
  - a. For **Exchange type**, select **Exchange Online (Office 365)**
  - b. For **Exchange Web Service URL**, enter `https://outlook.office365.com/EWS/Exchange.asmx`
  - c. For **Application (client) ID**, enter the **OAuth 2.0 client ID** you obtained in *Getting OAuth 2.0 client ID and secret for Entra ID*
  - d. For **CRM user name**, enter a Sage CRM user with system administrator rights
13. Click **Save**
14. Click **Continue**

## Enable user mailboxes for synchronization

1. On **<My Profile> | Administration | Email and Documents | Exchange Integration | Connection Management**, select the **User Mailbox Management** tab. A list of Sage CRM users is displayed
2. Click **Change**  
*This button is displayed only if the synchronization process is disabled.*
3. Select the **Synchronize** checkbox beside the user mailboxes that you want to synchronize with Exchange  
*We strongly recommend that you enable all Sage CRM users for Exchange synchronization to ensure a seamless integration.*
4. Click **Save**
5. Click **Continue**

## Enable Exchange synchronization

1. Go to **<My Profile> | Administration | Email and Documents | Exchange Integration | Synchronization Management**
2. Click **Change**
3. Select **Yes** for **Sync Appointments**

4. Click **Save**
5. Click **Enable**. The synchronization status changes to **In Progress**

## Instruct Sage CRM users to connect to their Exchange Online accounts

Every Sage CRM user must do the following:

1. Log out of their Microsoft Exchange account
2. Clear the browser cache completely
3. Login to Sage CRM
4. Go to **<My Profile> | Preferences**
5. Select **Connect to Email Account** or **Switch Email Account**
6. Enter the email account details when prompted and validate if required
7. Click **Continue**
8. Select the **Contacts** tab to confirm the connection
9. Select **Import Contacts** and select the contact(s) you want to import into Sage CRM

**Warning:** Editing appointments that were synchronized prior to the upgrade may lead to unexpected results.