

# 2025 R1.1 Patch ReadMe

**Updated:** 15 September 2025

This patch is applicable to Sage CRM 2025 R1

## Addressed issues

Internal issue ID	External issue ID	Area	Description	Status
CRM-2954 CRM-3020	CRMS-2000 CRMS-2098 CRMS-2138	Mail merge	When IIS auto login was enabled, Mail merge failed	Fixed
CRM-2973	CRMS-2127	Exchange integration	Appointments did not synchronize from Exchange Online to Sage CRM if the appointment organizer was not a Sage CRM User	Fixed
CRM-2983	CRMS-2130 CRMS-2155	Workflow	It was not possible to modify and save changes to a standard or custom entity workflow	Fixed

## Steps to apply this patch

1. On your Sage CRM server, run the provided SageCRM2025R1.1.exe file
2. Complete the Setup Wizard

# Enabling and configuring IIS auto login

Sage CRM automatic login uses the Windows Authentication feature in Web Server (IIS). When Web Server (IIS) authenticates a Sage CRM user, that user is looked up in the User table in the Sage CRM database.

User names and passwords in Sage CRM must correspond to their counterparts in Active Directory:

- If **Default domain for IIS login** is populated, the Sage CRM **User name** must be identical to the Windows **User name**
- If **Default domain for IIS login** is empty, the Sage CRM **User name** must be in the format **<servername>\<username>** where **<username>** is identical to the Windows **User name**
- The Sage CRM password must be identical to that user's Windows password

For more information about Active Directory, see [Active Directory Domain Services](https://docs.microsoft.com/en-us/active-directory/active-directory-domain-services) on [docs.microsoft.com](https://docs.microsoft.com).

Follow these steps to enable automatic login:

1. Join the Sage CRM server to the Active Directory domain where Sage CRM users reside
2. Create or edit a Windows user:
  - a. On the Sage CRM server, open **Computer Management** and select **Local Users and Groups**
  - b. If you are creating a new user,
    - right-click on **Users** and select **New User**
    - enter the **User name**, **Full name**, **Password**, and **Confirm password**, select **Password never expires** and click **Create**
  - c. Add the user to the IIS\_IUSRS group (Built-in group used by Internet Information Services.)
3. Enable IIS auto login in Sage CRM:
  - a. Log on to Sage CRM as a system administrator
  - b. Go to **<My Profile> | Administration | Users | User Configuration**
  - c. Click **Change**

- d. Set **Use IIS auto login** to **Yes**
  - e. *Either*
    - populate **Default domain for IIS login** with the NetBIOS name of the Active Directory domain where Sage CRM users reside*or*
    - leave the **Default domain for IIS login** field empty
  - f. Click **Save**
4. Create or edit a user in Sage CRM:
  - a. Log on to Sage CRM as a system administrator
  - b. If you are creating a new user, go to **<My Profile> | Administration | Users | New User**
  - c. Ensure that the Sage CRM **User name** is
    - identical to the Windows **User name** if the **Default domain for IIS login** is populated
    - in the format **<servername>\<username>** if the **Default domain for IIS login** is empty
  - d. Ensure that the Sage CRM password is identical to that user's Windows password
  - e. Click **Save**
3. Configure Web Server (IIS) on the Sage CRM server:
  - a. Open IIS Manager (inetmgr.exe)
  - b. In the console tree, expand the appropriate nodes to select the Sage CRM application. By default, it is **<ComputerName> | Sites | Default Web Site | CRM**
  - c. In the details pane, under **IIS**, double-click **Authentication**
  - d. Ensure that
    - **Anonymous Authentication** is enabled
    - **Windows Authentication** is enabled
  - e. Reset IIS by running the **iisreset** command at a command prompt