# Sage CRM 2025 R2
# Release Notes

**Updated:** 25 November 2025

# Contents

# Overview

This document provides information about the new features and enhancements implemented, issues addressed, and issues known to exist (if any) in the Sage CRM 2025 R2 release. It is intended for Sage OpCos, Sage CRM partners, and Sage CRM customers.

While this document refers to Sage CRM, regional products may use different brand names.

Depending on the region you are in, you can obtain license keys for Sage CRM 2025 R2 to install specific product modules such as **Sales**, **Marketing**, and **Service** (or combinations of these modules). For more information on the availability of modules and the configurations available in your region, please contact your local Sage office.

# Release date and files included

| Release date | eWare.dll version |
|---|---|
| November 2025 | 20.25.0.1 |

# Documentation and help

For more information about the software with which Sage CRM 2025 R2 can work and integrate, see the *2025 R2 Hardware and Software Requirements* posted on the **Sage CRM Help Center**.

For online *User Help*, online *System Administrator Help*, and all PDF documentation for this release, go to the **Sage CRM Help Center**.

> **Note:** Translated help and guides have been discontinued. Only English documentation is now supplied with Sage CRM.

# Installing and upgrading

> **Note:** Install only one Sage CRM instance per server. Sage doesn't support configurations where two or more Sage CRM instances are installed on the same server.

- **Installation prerequisites**
- **Upgrade path**
- **Post-installation/upgrade tasks**
- **Supported themes**

## Installation prerequisites

Before installing or upgrading Sage CRM, make sure that:

- Your environment meets the *Sage CRM 2025 R2 Hardware and Software Requirements* published on the **Sage CRM Help Center**.

- You have *Microsoft OLE DB Driver for SQL Server* installed on the SQL Server that will be hosting the Sage CRM database.

  **Download Microsoft OLE DB Driver for SQL Server**

  You need to install driver version 18 or later. If you don't have this driver installed, the Sage CRM Setup cannot connect to the SQL Server.

> **Note:** If you make Sage CRM available outside your corporate network, consult your Sage business partner about protecting your data, enable Secure Socket Layer (SSL) and make sure that users connect to Sage CRM via a Virtual Private Network (VPN).

# Upgrade path

You can use the Sage CRM 2025 R2 installation package to upgrade from versions 2025 R1, 2024 R2, 2024 R1, 2023 R2, 2023 R1, 2022 R2, 2022 R1.

To upgrade from an earlier version of Sage CRM, please first upgrade to one of the versions listed here.

Consider the following:

- Computer telephony integration (CTI) has been removed from Sage CRM and is no longer supported. If you have CTI installed in a previous version of Sage CRM, upgrading to 2025 R2 completely removes CTI.

- The **File extension restrictions** blocklist was discontinued in Sage CRM 2023 R1. If you are upgrading from a pre-2023 R1 version, the Sage CRM Setup does not transfer the file name extensions from **File extension restrictions** to Sage CRM 2025 R2. You need to transfer these restrictions manually.

# Post-installation/upgrade tasks

- Sage CRM Setup cannot upgrade Microsoft SQL Server Express installed with a previous Sage CRM version. As a result, you may end up with Sage CRM using an unsupported Microsoft SQL Server Express version. If necessary, manually upgrade Microsoft SQL Server Express after upgrading Sage CRM.

  For supported Microsoft SQL Server Express versions, see *Sage CRM 2025 R2 Hardware and Software Requirements* published on the **Sage CRM Help Center**.

- Sage CRM 2025 R2 makes changes to the automatically added Mailchimp merge tags. If you have Mailchimp Integration enabled, after upgrading Sage CRM you may need to perform some manual actions. For details, see **Changes to Mailchimp merge tags**.

- Make sure that user passwords in Sage CRM are not blank. We test Sage CRM features in an environment where every user has a nonblank password assigned. If you have blank user passwords in your environment, Sage CRM features may behave unpredictably.

- Log on to Sage CRM as a system administrator at least once before upgrading to the next version. This is required to update the Sage CRM database correctly.

- Clear the Web browser cache on each user's computer to ensure the Interactive Dashboard works correctly

- Re-enter the Sage CRM system administrator password after you have upgraded Sage CRM that is integrated with another system. This is required to hash and securely store the password.

  a. Log on to Sage CRM as a system administrator.

  b. Go to 🔲 | **Administration | Integration | Integration List** and click the integration for which you want to re-enter the password.

  c. Select **Disable** and then select **Continue**.

  d. Select **Change**.

  e. In the **CRM Password** text box, re-enter the password.

  f. Select **Save**.

  g. Select **Enable**.

> **Note:** You must re-enter the Sage CRM system administrator password using the steps above whenever you modify your integration.

# Supported themes

The only supported Sage CRM theme is Contemporary.

We recommend that after installing or upgrading Sage CRM system administrators make sure that the Contemporary theme is set as the default theme.

For details, see *Changing the default theme* in the *Sage CRM System Administrator Help* published on the **Sage CRM Help Center**.

# New features and enhancements

Sage CRM 2025 R2 provides the following new features and enhancements:

- **Modernization of Exchange Online Integration: Synchronizing Tasks and Contacts**

- **Sage CRM Labs**

# Modernization of Exchange Online Integration: Synchronizing Tasks and Contacts

**Issue IDs:** CRMS-1959, CRMS-1962, CRMS-1709

Sage CRM 2025 R1 updated the integration between Sage CRM and Exchange Online to enable the synchronization of appointments.

Sage CRM 2025 R2 completes that modernization by enabling the synchronization of tasks and contacts.

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**Note:**
It is essential that you follow all the steps below after installation to enable or re-enable Exchange Online Integration

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### Configuring OAuth 2.0 and Exchange Online (Office 365)

**Before you begin**

To obtain OAuth 2.0 client ID and secret to access a mailbox in the Outlook web app, complete these additional steps first.

1. Sign in to the **Outlook web app.**

   Use the account that owns the mailbox for which you are configuring OAuth 2.0. The account must have administrator privileges in Outlook.

2. In Outlook settings, go to **POP and IMAP** and make sure that **Let devices and apps use POP** is set to **Yes**.

3. If necessary, save your changes.

**Step 1: Obtain OAuth 2.0 client ID and secret**

1. Sign in to the **Microsoft Entra admin center** as an administrator.

2. Go to **App registrations**.

3. Register a new application:

   a. Select **New registration.**

   b. Enter a descriptive name for the application.

   c. Under **Supported account types**, select **Accounts in any organizational directory (Any Microsoft Entra ID tenant - Multitenant)**

      Sage CRM does not support other options under **Supported account types.**

   d. Under **Redirect URI (optional)**, select **Public client/native (mobile & desktop)** and enter the following URI(s):

      ```
      https://{server name}/{install name}/custompages/oauth/callback.html
      ```

      If your Sage CRM server is accessible on the internet, also add:

      ```
      https://{server FQDN}/{install name}/custompages/oauth/callback.html
      ```

      In these URIs:
      *{install name}* is the name of your Sage CRM installation. It must be all lowercase.
      *{server name}* is the name of the Sage CRM server. It must be all lowercase.
      *{server FQDN}* is the fully qualified domain name of the Sage CRM server. It must be all lowercase.

   e. Select **Register**

   f. Copy the application (client) ID and store it in a file

4. Obtain a secret for your application:

   a. Go to **Certificates & secrets**

   b. Click **New client secret**, type a description and select an expiry option

   c. Click **Add**

   d. In the **Value** column, copy the client secret value and store it in a file:

Certificates (0)    **Client secrets (1)**    Federated credentials (0)

A secret string that the application uses to prove its identity when requesting a token. Also can be referred to as application password.

╋ New client secret

| Description | Expires | Value ⓘ | Secret ID |
|---|---|---|---|
| Sage CRM client secret | 11/8/2023 | ████████████████ ▢ | 8c99d458-9b39-4e9d-a5ba-68a4670f6c7c ▢ 🗑 |

5. Grant the following **Microsoft API permissions**:

   Type: **Application**

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

   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

6. Grant the following **Office 365 Exchange Online permissions**:

   Type: **Delegated**

   EAS.AccessAsUser.All
   email
   EWS.AccessAsUser.All
   Tasks.Read
   Tasks.Read.Shared
   Tasks.ReadWrite
   Tasks.ReadWrite.Shared

## Step 2: Create a connection from Sage CRM to Exchange Online

> **Note:** If you have Microsoft Office 365 credentials cached on the Sage CRM server, you may encounter errors while completing the below steps. To avoid errors, we recommend that you either complete these steps in an incognito tab of your web browser or clear your web browser's cache.

1. Log on to Sage CRM as a System Administrator

2. Go to **<My profile> | Administration | System | System Behavior** and click **Change**

3. Select **Yes** for **Use Exchange Integration** is set to **Yes**

4. Click **Save**

5. Go to **<My profile> | Administration | Email and Documents | OAuth 2.0 Settings for Importing Contacts and Emails** and click **Change**

6. Enter the **OAuth 2.0 client ID** and **Client secret value** you obtained in Step 1

7. Click **Save**

8. Go to **<My profile> | Administration | Email and Documents | Exchange Integration | Connection Management** and click **New**

9. Complete the **Exchange Connection Settings**:

   - For **Exchange type**, select **Exchange Online (Office 365)**

   - For **Exchange Web Service URL**, enter the following:

```
https://outlook.office365.com/EWS/Exchange.asmx
```

- For **Application (client) ID**, enter the **OAuth 2.0 client ID** you obtained in Step 1
- For **CRM user name**, enter a Sage CRM user with system administrator rights

10. Click **Save**

11. Click **Continue**

**Step 3: Enable user mailboxes for synchronization**

1. Log on to Sage CRM as a System Administrator

2. Go to **<My profile> | Administration | Email and Documents | Exchange Integration | Connection Management** and select the **User Mailbox Management** tab. A list of Sage CRM users is displayed

3. Click **Change**

   *This button is displayed only if the synchronization process is disabled*

4. 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*

5. Click **Save**

6. Click **Continue**

**Step 4: Enable Exchange synchronization**

1. Log on to Sage CRM as a System Administrator

2. Go to **<My profile> | Administration | Email and Documents | Exchange Integration | Synchronization Management** and click **Change**

3. Select **Yes** for **Sync Appointments**

4. Click **Save**

5. Click **Enable**. The synchronization status changes in **In Progress**

**Step 5: 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

# Sage CRM Labs

Sage CRM Labs are designed to accelerate innovation with experimental features such as QuickCal, Webhooks, and Quote Templates. These plug-and-play components are installed with Sage CRM 2025 R2 and utilize Sage CRM SDKs and metadata.

For more information, please see **Sage CRM Labs** on the Sage Community Hub

**Quote Templates**

The **Quote Templates** Sage CRM Labs component allows users to save frequently used quotes as templates and quickly create new quotes from those templates in the context of an opportunity. This feature is aimed at sales teams who create similar quotes repeatedly and want a faster, more consistent way to build quotes.

In functional terms, the component creates templates from existing quotes, uses templates to create new quotes, and allows management of quote templates.

When the Quote Templates component is installed, the following changes are made to the Sage CRM user interface:

- A **Save as Template** button is added to the **Quote Summary** screen

  When clicked, this opens **SaveAsTemplate.asp**, which prompts the user for a **Template Name**. After a quote template is saved, a list of all quote templates that have been created in Sage CRM is displayed. Clicking on any template opens **QuoteTemplatesEdit.asp** which allows the user to **Change** the **Template Name** or **Delete** the template.

- A **New Quote from Template** button is added to the **Quotes** tab for **Opportunity**

  When clicked, this opens **NewQuoteFromTemplate.asp**, which displays a list of available **Quote Templates** and allows the user to select a template to create a new quote with all the quote items from the selected template. The new quote can then be edited and saved as normal.

To remove the **Quote Templates** Sage CRM Labs component

1. Go to **<My profile> | Administration | Customization| Component Manager**
2. Locate the **Quote Templates** component in the list
3. Run the component again and choose **Uninstall**. This will:
   a. Remove the custom buttons added by the component
   b. Remove the associated ASP pages from the Sage CRM interface
   c. Remove any custom menu or tab entries added specifically for the Quote Templates feature

**Webhooks**

The **Webhooks** Sage CRM Labs component adds the ability to automatically send outbound HTTP requests (webhooks) to external systems when specific Sage CRM events occur, such as when a company is updated or a case is created. This enables real-time integration between Sage CRM and third-party platforms like ERP systems, marketing tools, or messaging services.

The component allows the System Administrator to:

- Define **Webhook Target Systems**, including optional authentication (Basic Auth or API Key)
- Define **Webhook Event Targets**, which specify:
  - The **event type** (e.g. `company.update`)
  - The **endpoint URL** that should receive the webhook
- Automatically trigger webhooks from Table Level Scripts using the provided helper functions

When the Webhooks component is installed, **<My profile> | Administration | Advanced Customization | Webhook Configuration** screen is added to the Sage CRM user interface

The Webhooks feature uses a shared script file for helper functions. To enable this, you must create a new registry key manually, and then restart or reset IIS:

```
Path:
Computer\HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\eWare\Config\YourCRMInstance
Name:
ScriptCommonFunctions
Type:
String
Value:
Labs25Webhooks\webhookcommon.js
```

This tells Sage CRM to load the helper functions automatically for use in Table Level Scripts. The `webhookcommon.js` file contains reusable functions to simplify the use of webhooks in your scripts:

| | |
|---|---|
| `log(message)` | Simple logger |
| `Base64Encode(str)` `Base64Decode(str)` | Base64 helpers |
| `customStringify(obj)` | JSON-safe stringifier |
| `getBasicAuthHeader(username, password)` | Builds Basic Auth header |
| `getBasicAPIKeyAuthHeader(key)` | Builds API Key header |
| `sendWebhookRequest(endpoint, authHeader, payload)` | Sends HTTP POST; returns status and response |

See **Implement Webhooks** on the Sage Community Hub for an example of a Table Level Script.

To remove the **Webhooks** Sage CRM Labs component

1. Go to **<My profile> | Administration | Customization | Component Manager**

    a. Locate the **Webhooks** component in the list

    b. Run the component again and choose **Uninstall**. This will remove the **Webhook Configuration** screens from the Sage CRM interface.

2. Manually remove the registry key from the Sage CRM instance registry path:

    ScriptCommonFunctions = Labs25Webhooks\webhookcommon.js

    This will fully disable the Webhooks feature and return the system to its previous state.

# Addressed issues

The following customer issues are addressed in this release

| Issue ID | Area | Description | Status |
|---|---|---|---|
| CRMS-2165 | Cases | A user without System Administrator rights was unable to open the Case List when **Show Cases Pipeline** was set to **Yes** | Fixed |
| CRMS-1871 CRMS-2111 | Database | After Sage CRM had been upgraded from an old version (e.g. 7.2) SQL errors occurred when users attempted to<br><br>INSERT INTO UserSettings<br><br>and<br><br>INSERT INTO Library | The UserSettings error is fixed in 2025 R2<br><br>The Library error is addressed by running a script available on the **Sage Community Hub** |
| CRMS-2080 CRMS-2099 | Documentation | The instructions for **Getting OAuth 2.0 client ID and secret for Entra ID** contained an error | Fixed |
| 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 |
| CRMS-2135 | Exchange integration | All day appointments and appointments spanning multiple days did not synchronize from Exchange Online to Sage CRM when the time zone was not UTC+00:00 | Fixed |
| CRMS-1888 | Mail merge | When a user merged a quote into a .pdf or .docx file, and then merged the same quote again, the .pdf or .docx file was overwritten.<br><br>As a result, it wasn't possible to retain a history of .pdf or .docx files | Fixed<br><br>Sage CRM now appends an index to the name of each .pdf or .docx file generated for |

| | | generated for the same quote. This issue occurred only when the  **| Administration | Data Management | Products | Use quote format for merge document name** option was set to **Yes** | the same quote |
|---|---|---|---|
| CRMS-2000 CRMS-2098 CRMS-2138 | Mail merge | When IIS auto login was enabled, Mail merge failed | Fixed |
| CRMS-1903 | Quotes, Orders | When a user selected **Quick Template** for a quote, it was not possible to print the quote | Fixed |
| CRMS-2021 | Security management | It was possible to insert an executable script via the API | Fixed |
| CRMS-2146 | Security management | It was possible to inject an executable script using an Interactive Dashboard gadget template | Fixed |
| CRMS-2130 CRMS-2155 | Workflow | It was not possible to modify and save changes to a standard or custom entity workflow | Fixed |

# Deprecated features

**Classic Dashboards**. This is a legacy feature that had been retained for customers upgrading from older versions of Sage CRM. The feature is now deprecated. It is no longer being enhanced or maintained, and may pose potential security vulnerabilities if left active. It will be removed in Sage CRM 2026 R1.

If you are currently using the Classic Dashboard, you should review and replicate key dashboards using the modern Dashboard feature. For details see **Advisory: Classic Dashboards to be deprecated in Sage CRM 2025 R2** on the Sage Community Hub.

# Known issues and limitations

The following issues and limitations are known to exist in Sage CRM 2025 R2 at the time of release.

| Issue ID | Area | Description |
|---|---|---|
| CRMS-450, CRMS-595 | Email | When you right-click a highlighted misspelled word in the built-in email editor, the shortcut menu that opens does not provide a list of suggestions to correct the word. This issue occurs in the Google Chrome, Microsoft Edge, and Mozilla Firefox web browsers and is caused by a third-party component called CKEditor.<br><br>WORKAROUND 1<br><br>Hold down Ctrl and right-click the misspelled word to display a list of suggestions.<br><br>WORKAROUND 2<br><br>Install and use a spellchecker extension for your web browser such as **LanguageTool**. |
| CRMS-714 | Email | When you use the built-in email editor to insert an inline image into the email body by selecting **Paste** in a shortcut menu, a message appears stating that your web browser does not support this functionality and that you should use the Ctrl+V keys instead. But pressing the Ctrl+V keys also fails to insert the image.<br><br>WORKAROUND<br><br>Below the email editor box, browse for and select a local image file. Select **Upload inline image**. |

| Issue ID | Area | Description |
|---|---|---|
| N/A | RESTful API | When using the RESTful API, you may observe the following issues. |

Issue 1: Even though your request sent to the RESTful API uses the HTTPS protocol, the URLs of records returned by the API use HTTP.

Issue 2: The base URL of the records returned by the API may be different from the one you used in your request. For example, the base URL in your request may contain the fully qualified domain name (FQDN) of the Sage CRM server but the base URL of the returned records has the local server name instead.

REASON

Issue 1: This is by design. The RESTful API always uses HTTP in the URLs of returned records.

Issue 2: To form the URLs of returned records, the RESTful API uses the server name stored the `Parm_Value` column of the `Custom_SysParams` database table. However, this column can store several names for your Sage CRM server, for example, its local name and FQDN separated by a semicolon:

```
myserver;myservername.mydomain.com
```

The RESTful API always uses the first server name stored in this column.

WORKAROUND FOR ISSUE 2

Change the order of the server names stored in the `Parm_Value` column of the Sage CRM database, so that the FQDN of your server comes first.

1. See the server names stored in the `Parm_Value` column:

   ```
   SELECT Parm_Value from Custom_SysParams where Parm_
   Name='ServerNames'
   ```

2. Back up the Sage CRM database.

3. Run a SQL query to change the order of the server names, for example:

   ```
   UPDATE Custom_SysParams SET Parm_Value =
   'myservername.mydomain.com;myserver' WHERE Parm_Name
   = 'ServerNames'
   ```

| Issue ID | Area | Description |
|---|---|---|
| CRMS-1630 | RESTful API | RESTful API performance may be slow because of the below issue. |

Any API call sent to
`http://{server name or IP}/sdata/{installName}j/`
`sagecrm2/-/{resource}`
is redirected by IIS to
`http://localhost:{port number}/{installName}j/`
`sagecrm2/-/{resource}`.

As a result, the response from the RESTful API contains a JSESSIONID cookie with the incorrect path:
`Path=/{installName}j` instead of `Path=/sdata/{installName}j`

Because of the incorrect path, the browser does not register the cookie. This causes Sage CRM to create a new session with a new JSESSIONID cookie.

WORKAROUND

Create an outbound rewrite rule in IIS to change the cookie path in responses from `Path=/{installName}j` to `Path=/sdata/`
`{installName}j`.

Example:

```
<outboundRules>
  ...
  <rule name="Change Set-Cookie crmj HTTP" enabled="true">
    <match serverVariable="RESPONSE_Set-Cookie"
    pattern="^JSESSIONID=([^;]+); Path=\/crmj;" />
    <action type="Rewrite" value="JSESSIONID={R:1};
    Path=/sdata/crmj; HttpOnly;" />
    <conditions>
      <add input="{SERVER_PORT_SECURE}" pattern="0" />
    </conditions>
  </rule>
  ...
</outboundRules>
```

This example uses `crm` as the install name.

For more information, see **Creating Outbound Rules for URL Rewrite Module** in the Microsoft documentation.

| Issue ID | Area | Description |
|---|---|---|
| CRMS-430 | RESTful API, SData | In Postman, when you use wildcard characters (%) in a GET request to return specific records, you receive unexpected results. |
| | | For example, the following request returns all companies instead of just the companies whose name contains *Gate*: |
| | | `GET  http://SageCrmServer/sdata/crmj/sagecrm2/-/ Company?where=comp_name like '%Gate%'` |
| | | This issue is caused by the way Postman processes certain characters. In the past, Postman provided a setting named **Use next generation URL processing**. By disabling this setting, you could make the wildcard characters work. However, this setting has been discontinued in the recent Postman releases. |
| | | WORKAROUND 1 |
| | | Use URL encoding (%25) to encode the wildcard characters (%) in your request, for example: |
| | | `GET  http://SageCrmServer/sdata/crmj/sagecrm2/-/ Company?where=comp_name like '%25Gate%25'` |
| | | WORKAROUND 2 |
| | | Use an alternative client to test the RESTful API, such as SoapUI or ReadyAPI. |
| N/A | Tags | When you select the cross icon (**x**) on a tag to remove it from a record, in some browsers the tag name may disappear from the list before you confirm its removal in the dialog that opens. |
| | | WORKAROUND |
| | | Ignore this behavior. A tag is not removed until you confirm its removal. |
| CRMS-151 | User interface | When the **Details** field of an entity contains a long value (255+ characters) without spaces, line breaks, or dashes, the value isn't wrapped to fit in the field. For example, this issue occurs in the **Lead_detail** field. This limitation is by design and will not be fixed. |
| | | WORKAROUND |
| | | You can fit a long value in the field by displaying only the first 255 characters of the value. To do so, put the **Details** field in a List block. This doesn't change the actual value stored in the SQL Server database. |

# Open-source components

Sage CRM 2025 R2 installs the following open-source components:

| Component | Legal information |
| --- | --- |
| Apache FOP 2.9 | © 2024 The Apache Software Foundation<br><br>Apache License, Version 2.0<br>**https://www.apache.org/licenses/LICENSE-2.0**<br><br>Source code: **https://github.com/apache/xmlgraphics-fop/releases/tag/2_9** |
| Apache Solr 8.11.4 | © 2025 The Apache Software Foundation<br><br>Apache License, Version 2.0<br>**https://www.apache.org/licenses/LICENSE-2.0**.<br><br>Source code: **https://archive.apache.org/dist/lucene/solr/8.11.4/** |
| Apache Tomcat 9.0 | © 2025 The Apache Software Foundation<br><br>Apache License, Version 2.0<br>**https://www.apache.org/licenses/LICENSE-2.0**.<br><br>Source code: **https://tomcat.apache.org/download-90.cgi** |
| Eclipse Temurin Java Runtime Environment 8 based upon OpenJDK | © Eclipse Foundation<br><br>GNU General Public License, version 2<br>**https://www.gnu.org/licenses/old-licenses/gpl-2.0.en.html**<br><br>Source code: **https://adoptium.net/en-GB/temurin/releases/?os=windows&arch=x86&package=jre&version=8** |