Sage CRM 2022 R1
Release Notes

Updated: February 2022

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 2022 R1 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 2022 R1 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.

When installing Sage CRM 2022 R1, you can optionally select to send anonymous Sage CRM usage statistics to Sage through Google Analytics. This information will allow Sage to improve the services and software we provide to our customers.

Release date and files included

Release date	Files included	Version
January 2022	eWare.dll	20.22.0.1
	Outlook plugin	20.22.0.1
	Document plugin	20.22.0.1

Documentation and help

To view context-sensitive help, click the **Help** button in Sage CRM 2022 R1.

For more information about the software with which Sage CRM 2022 R1 can work and integrate, see the *2022 R1 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.

New features and enhancements

Sage CRM 2022 R1 provides the following new features and enhancements:

- Store Sage CRM data in Azure SQL Database
- Search specific entity using RESTful API
- Mass delete communications
- Change default location of log files
- Update territory on all leads, cases, or opportunities in group
- No changes allowed to users sharing one email address
- Insert email signature into replies and forwards
- Resize table columns in email templates
- Automatically refresh calendar and calendar list
- Display version and license key information
- Support for new software

Store Sage CRM data in Azure SQL Database

The Sage CRM Setup provides a new option **Connect to a Microsoft Azure SQL solution**. When performing a new Sage CRM install, you can use this new option to connect to a Microsoft Azure SQL Database server, create a new database, and store Sage CRM data in it.

Sage CRM supports the following Azure SQL solutions and resource types:

Supported solution	Supported resource type
Microsoft Azure SQL Database	Database server

Before running the Sage CRM Setup, make sure that the target Azure SQL Database server exists.

To create a new Azure SQL Database server compatible with Sage CRM:

1. Go to https://portal.azure.com/#create/Microsoft.AzureSQL.
2. Under **SQL databases**, from the **Resource type** list, select **Database server**.
3. Select **Create** and follow the steps to create a new Azure SQL Database server.

   At the moment Sage CRM does not support any other Azure SQL solutions and resource types.

Consider the following limitations:

- You cannot use the Sage CRM Setup to select an existing database in Azure SQL. At the moment, the Setup can only create a new database on an existing Azure SQL Database server.
- Sage CRM Setup cannot migrate data from an existing on-premise Microsoft SQL Server database to Microsoft Azure SQL.

For more information about Microsoft Azure SQL Database, see What is Azure SQL Database?.

For a complete list of supported database software, see the *Sage CRM 2022 R1 Hardware and Software Requirements* published on the Sage CRM Help Center.

Search specific entity using RESTful API

In the RESTful API supplied with this release, a new optional `entity` parameter is available for the [Search entities using Quick Find]() endpoint. You can use the `entity` parameter to narrow down your Quick Find search to a single entity.

The `entity` parameter supports the same standard and custom entities as Quick Find, it can take one of the following values:

- `Company`
- `Person`
- `Opportunity`
- `Lead`
- `Communication`
- `Orders`
- `Quotes`
- `Cases`
- `Solutions`
- `Library`
- Custom entity name

The parameter values are case sensitive, enter them exactly as shown above. When specifying a custom entity name, enter it exactly as it appears in the Sage CRM user interface.

To see how the `entity` parameter works, you can use the [Sage CRM 2022 R1 Postman collection](). It contains a sample request showing how to search companies.

To use the request, import the collection and environment files into Postman, expand the **RESTful API endponts (formerly SData)** folder in the collection and use the **Search companies using Quick Find** request.

Example request

```
curl --request GET
http://127.0.0.1/sdata/crmj/sagecrm2/$service/quickFind/getResults?query=eurolandia&
SID=XXXXXXXXXXXXXXX&entity=Company
```

This request searches for companies (`entity=Company`) whose single-line text, email address, or URL field contains the word *eurolandia* (`query=eurolandia`). The `SID` parameter contains the session ID of the Sage CRM user who sends the request.

Mass delete communications

Feature ID: CRMS-696

To improve system performance, you can reduce the size of the Sage CRM database by mass deleting the communication records users no longer need.

When you do so, Sage CRM performs a hard delete on the communication records. This means the records get permanently deleted from the Sage CRM database and the only way to recover them is to restore the database from a backup.

1. Back up the Sage CRM database.

   This is required in case you want to restore the communication records you are about to delete.

2. Go to **| Administration | Data Management | Hard Delete Communications**.
3. In **Delete all communication records last updated before**, select a date.
4. Set the following options to **Yes**:
   - **I have backed up the Sage CRM database**.
   - **I understand that the deletion is permanent**.
5. Select **Delete**.
6. When prompted, confirm that you want to permanently delete the communication records.

> **Note:** If Sage CRM encounters an error while mass deleting communications, it rolls back the changes already made and leaves your system intact.

Change default location of log files

Feature ID: CRMS-633

The *System Administrator Help* has been updated to provide instructions on how to store Sage CRM log files in a different folder.

By default, Sage CRM stores its log files in **%ProgramFiles(x86)%\Sage\CRM\CRM\Logs**. System administrators can use the mklink tool provided by Microsoft to create a directory junction for this folder and any other folder where they want to store the log files.

> **Note:** These steps are applicable only if your Sage CRM server uses NTFS.

1. On your Sage CRM server, manually create a new folder for storing Sage CRM log files. For example:

   C:\new-logs-location

2. Stop IIS: at a comand prompt, run `iisreset /stop`.
3. Rename the current folder storing the log files, for example:

   C:\Program Files (x86)\Sage\CRM\CRM\Logs-backup

4. Open the Command Prompt window as administrator.
5. Create a directory junction for the original log files folder and the new folder, for example:

   ```
   mklink /J "C:\Program Files (x86)\Sage\CRM\CRM\Logs" C:\new-logs-location
   ```

6. Start IIS: at a command prompt, run `iisreset /start`.
7. Check the new log files location to make sure IIS has created the log files there. If so, delete the renamed log files folder (**C:\Program Files (x86)\Sage\CRM\CRM\Logs-backup**).

Update territory on all leads, cases, or opportunities in group

Feature ID: CRMS-370, CRMS-473

System administrators can update territory on groups containing leads, cases, or opportunities. To do so, open a group and select **Update Territory** under **Actions**.

No changes allowed to users sharing one email address

Feature ID: CRMS-717

Sage CRM extends the requirement for each user to have a unique email address to situations where a system administrator or info manager edits an existing user.

Now if a user being edited shares the same email address with another user, the system administrator or info manager cannot save their changes until they assign a unique email address to the user.

System administrators can still upgrade to Sage CRM 2022 R1 from an earlier Sage CRM version where several users share the same email address. Such users will keep sharing the same email address in 2022 R1 after upgrading. You can assign unique email addresses to such users whenever convenient for you.

> **Note:** We strongly recommend that each Sage CRM user in your environment has a unique email address assigned. By assigning unique email addresses, you can avoid potential problems. For example, where the wrong user receives an email message that is intended for a different user.

Insert email signature into replies and forwards

Feature ID: CRMS-726

When creating or editing an email signature, you can use a new check box **Use signature for replies and forwards**.

Select this check box to insert your email signature into new emails and when replying to or forwarding emails. When you clear this check box, your email signature is inserted into new emails only.

For more information on how to create or edit an email signature, see Managing your email signature in the *User Help*.

Resize table columns in email templates

When inserting or editing a table in an email template in **| Administration | Email and Documents | Email Templates**, system administrators can resize the width of the table columns.

To do so, hover over the border of the table column you want to resize. When the pointer becomes a double-headed arrow (+||+), click and drag the border to resize the column width.

Automatically refresh calendar and calendar list

Feature ID: CRMS-511

You can use a new option **Calendar refresh interval** in **| Administration | System | System Behavior** to set the automatic refresh rate in seconds for the **Calendar** and **Calendar List** tabs. To disable refresh, set this value to a blank value or **0**.

Display version and license key information

Sage CRM administrators can show or hide information about the installed Sage CRM version, license key, and version support end date. This information is displayed at the top of the screen in the **| Administration** area.

To show or hide the information, administrators can use a new field **Show version and license info** in **| Administration | Preferences**. By default, this field is set to **Yes**.

> **Note:** To retrieve and display information about currently supported versions, Sage CRM requires an Internet connection. If your Sage CRM server is not connected to the Internet, we recommend that you set **Show version and license info** to **No**.

Support for new software

- **Microsoft SQL Server 2019 Express**. This SQL Server version is now distributed in the Sage CRM installation package. You can install and use Microsoft SQL Server 2019 Express together with a new installation of Sage CRM. When you upgrade from a previous Sage CRM version that uses an older SQL Server Express version, Sage CRM Setup keeps the installed SQL Server Express version.
- **Microsoft Azure SQL Database**. When performing a new installation of Sage CRM, system administrators can connect to a Microsoft Azure SQL Database solution, so that the Sage CRM Setup creates a new database and stores Sage CRM data there. For details, see Store Sage CRM data in Azure SQL Database in this document.
- **Windows 11**. Users can access Sage CRM from client computers running Windows 11.

Discontinued features

- **Support for Microsoft Internet Explorer 11**. Sage CRM has stopped supporting Microsoft Internet Explorer 11 ahead of the browser's retirement by Microsoft on 15 June 2022.

  Together with Internet Explorer 11, the following Sage CRM features have been discontinued because they are not available in other browsers supported by Sage CRM:

  - Edit merged documents
  - Send emails using Outlook
- **Print the interactive dashboard** (feature ID: CRMS-425, CRMS-530). We have removed the **Print** command from the top right corner of the interactive dashboard. Your web browser may have a print feature that can print the dashboard.

Known issues and limitations

The following issues and limitations are known to exist in Sage CRM 2022 R1 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 Firebox web browsers and is caused by a third-party component called CKEditor. WORKAROUND 1 Hold down Ctrl and right-click the misspelled word to display a list of suggestions. WORKAROUND 2 Install and use a spellchecker extension for your web browser such as LanguageTool.
N/A	Lite and Classic Outlook plugins	You cannot use the Outlook plugin installer (.msi) files to deploy the plugins via Group Policy. This limitation is by design and will not be fixed. WORKAROUND Deploy the plugins manually.

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.

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
N/A	User interface	After upgrading Sage CRM, old themes such as Classic are available in the Sage CRM user interface. WORKAROUND We recommend that you use the Contemporary theme. No other themes are supported.
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.

Addressed issues

The following is a list of customer cases addressed in this release.

Issue ID	Area	Description	Status
CRMS-504	Cases	When a system administrator customized the **SLA Severity** field in **| Administration | Customization | Cases** to set **Default** to any value and then selected **Save**, an "UnexpectedEvent" error occurred.	This issue is fixed.
CRMS-628	Cases	When a user created a new case, the **Team** field was not populated with the default value defined for the Case entity. For example, this issue occurred when the default value of the **case_channelid** field was set to **Current User's Default Team**.	This issue is fixed.
CRMS-645	Cases	When a system administrator or info manager edited the **case_ primarypersonid** field and selected **Save**, an "ErrorSavingEntryDetails UnexpectedEvent" error occurred.	This issue is fixed.

Issue ID	Area	Description	Status
CRMS-693	• Cases • Companies • People • Email • Workflow	When a workflow rule was configured to automatically send emails, the emails were not added to the **Communications** tab for the related case record. For example, this issue occurred in the following scenario: • You had a workflow rule configured to send emails whenever a user created a new case. • The email was to be sent to the user who was assigned the case and the person (client) for whom the new case was raised. As a result, the email was added to the **Communications** tab for the user and person, but not the case because the related **comm_caseid** field value was set to `NULL` in the database.	This issue is fixed.
CRMS-582	• Classic Outlook plugin • Lite Outlook plugin	The Classic and Lite Outlook plugins did not file emails containing a signature with an image.	This issue is fixed.
CRMS-740	• Companies • People	Sage CRM failed to correctly wrap the values of multiline text fields. As a result, long values were not fully displayed in the user interface. For example, you could observe this issue on the **Communications** tab when the subject or details of a communication contained a long value.	This issue is fixed.
CRMS-703	Customization	The *User Help* did not mention the following behavior: When a user merged a source company that had associated custom entities, Sage CRM copied the custom entities over to the destination company.	The *User Help* updated.

Issue ID	Area	Description	Status
CRMS-760	Customization	A custom element was not displayed in the **Administration** area in the Sage CRM user interface if the **SQL** field in the element properties contained a SQL statement with an `EXISTS` clause. This issue occurred if a system administrator did the following: 1. Went to **| Administration | Advanced Customization | System Menus**. 2. Edited the **Admin** tab group contents to add a new custom element. 3. Populated the **SQL** field in the element properties with a statement containing an `EXISTS` clause, for example: `EXISTS(SELECT * from Custom_SysParams where parm_name='Escalation' and parm_Value='Y')` 4. Saved the changes. As a result, the new custom element wasn't displayed in the **Administration** area, but it was still present in the left-hand side panel.	This issue is fixed.

Issue ID	Area	Description	Status
CRMS-461	• Customization • Workflow	Sage CRM displayed wrong workflow actions when a user selected the **Action** icon ( ) in an interactive dashboard gadget of type List. This issue occurred when: • The interactive dashboard gadget was configured to display workflow anchor columns. • The related workflow rule was restricted to a specific team or had a custom JavaScript condition configured.	This issue is fixed.
CRMS-674	• Database • User interface	When a system administrator went to **| Administration | Advanced Customization | Tables and Databases**, selected the **Change** button ( ), and then selected **Save** without changing any values, the following error occurred: "Unable to connect to database."	This issue is fixed.
CRMS-673	• Database • User interface	When a system administrator added a new database connection in **| Administration | Advanced Customization | Tables and Databases**, the connection did not appear on the screen.	This issue is fixed.

Issue ID	Area	Description	Status
CRMS-436	Deduplication	Sage CRM behaved unexpectedly when a user created a new person and the person's name was identical to a name existing in the system: • With deduplication enabled, Sage CRM did not prompt the user to select the existing person. • With deduplication disabled, Sage CRM still prompted the user to select the existing person. This issue affected integrated systems only.	This issue is fixed.
CRMS-842	Documentation	The *Getting client ID and secret for Outlook web app* topic in the *Administrator Help* provided incorrect redirect URI. The redirect URI provided in the topic included uppercase letters. However, the URI must be all lowercase.	This issue is fixed. Documentation updated.
CRMS-724	Documentation	Documentation did not provide a list of supported Sage CRM themes.	This issue is fixed. Supported themes are now listed in the *Supported themes* section of this document.

Issue ID	Area	Description	Status
CRMS-739	Email	When a company had several associated persons sharing the same email address, each email message sent to that address caused Sage CRM to create a communication for each person regardless of the person status in Sage CRM. The expected behavior in this case is that a communication should be created only for the persons whose status is **Active** or blank.	This issue is fixed.
CRMS-540	Email	When a user created an email using a preconfigured template containing some merge fields in the subject, Sage CRM did not replace the merge fields with the actual values. This issue occurred when a user created a new email in the context of a custom entity record and the custom entity was configured as follows: • Has communications • Has library • Owned by companies, persons, and opportinities	This issue is fixed.
CRMS-481	Email	When a system administrator changed a password in **| Administration | Email and Documents | Advanced Email Management Server Options**, the Email Management service stopped working and following error was written to the Sage CRM log: "Invalid eWare username or password."	This issue is fixed.

Issue ID	Area	Description	Status
CRMS-452	Email	When a user sent an email to a company using an email template whose body contained the **#comp_name#** merge field, the field was not replaced with the actual company name. This issue occurred when the target company had no default person set.	This issue is fixed.
CRMS-615	• Mail merge • Quotes/orders	When a user selected **Merge to PDF** for a quote or order, the screen that opened contained Microsoft Word (.docx) templates.	This issue is fixed.
CRMS-527	Mailchimp	When a user selected the **Send to Mailchimp** button on a group, the values in the **comp_idcust** field were unexpectedly set to `NULL` in the `Company` table of the Sage CRM database. This issue affected only those groups whose **comp_idcust** field was populated.	This issue is fixed.

Issue ID	Area	Description	Status
CRMS-495	Reports	When a user ran a report, a SQL error occurred. Also an "Invalid column name addr_city" error was written to the Sage CRM log file. This happened when the report was configured as follows: **Report Contents** Company : Company Name Opportunity : Total Quote Value Opportunity : Details Opportunity : Close By Opportunity : Reason For Loss Opportunity : Assigned To **Search Criteria** Opportunity : Total Order Value Opportunity : Reason For Loss **Sort On** Opportunity : Total Order Value **Group By** Opportunity : Status Opportunity : Assigned To **Advanced Find** The report was set up to use the following query: **Address : City** Begins With <value> OR **Cases : SLA** = <value> AND **Cases : Opened By** = <value> AND **Cases : Product** = <value> AND **Cases : Person**	This issue is fixed.

Issue ID	Area	Description	Status
CRMS-630	RESTful API	When a user deleted a company address, the address was removed from the user interface but not from the Sage CRM database. As a result, an HTTP request sent to the RESTful API would return the deleted company address.	This issue is fixed.
CRMS-636	• Search • Quick find	When a system administrator used a SQL query to filter the records displayed in the drop-down list for an advanced search select field ( ), the drop-down list failed to open. For example, this issue occurred when a system administrator did the following: 1. In **| Administration | Customization | Communication**, selected **comm_opportunityid**. 2. Entered a statement in **Search SQL**. 3. Saved the changes.	This issue is fixed.

Issue ID	Area	Description	Status
CRMS-848 CRMS-849 CRMS-851	• Security management • Third-party components	Sage CRM used a third-party component Apache Log4j whose versions 2.0.0 - 2.14.1 contained vulnerabilities that allowed an attacker to execute malicious code. These vulnerabilities are logged in the NIST National Vulnerability Database under the following IDs: • CVE-2021-45046 • CVE-2021-45105 • CVE-2021-44228 • CVE-2021-44832 You also can find the detailed descriptions of these vulnerabilities on the Apache Log4j Security Vulnerabilities page.	This issue is fixed. Apache Log4j supplied with Sage CRM upgraded to version 2.17.1 where these vulnerabilities are fixed.
CRMS-698	• User interface • Interactive dashboard	When a user set a comma (,) as a decimal point and a dot (.) as a thousand separator in **| Preferences**, these changes were not applied to reports in the interactive dashboard. As a result, the reports used the incorrect separators: a dot (.) as a decimal point and a comma (,) as a thousand separator.	This issue is fixed.
CRMS-773	• Users • Groups	It was not possible to delete a group whose name contained an apostrophe (').	This issue is fixed.
CRMS-761	• Workflow • Email	The *System Administrator Help* incorrectly stated that when the Escalation Service was enabled and you wanted the name and email address of the current user to appear in the notification emails, you had to populate the **Notify Email name** and **Notify Email address** fields. In reality, to implement this scenario, you must leave these fields blank.	The *System Administrator Help* updated.

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

Before installing or upgrading Sage CRM, make sure that:

- Your environment meets the *Sage CRM 2022 R1 Hardware and Software Requirements* published on the Sage CRM Help Center.
- You have *Microsoft OLE DB Driver 18 for SQL Server* installed on the SQL Server that will be hosting the Sage CRM database.

  Download Microsoft OLE DB Driver 18 for SQL Server

  If you don't have this driver installed, the Sage CRM Setup cannot connect to the SQL Server.

Upgrade path

You can use the Sage CRM 2022 R1 installation package to upgrade from versions 2021 R2, 2021 R1, 2020 R2, 2020 R1, 2019 R2, and 2019 R1.

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

> **Note:** Computer telephony integration (CTI) has been removed from Sage CRM 2022 R1 and is no longer supported. If you have CTI installed in a previous Sage CRM version, upgrading to 2022 R1 completely removes CTI.

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 2022 R1 Hardware and Software Requirements* published on the Sage CRM Help Center.

- 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 2022 R1 System Administrator Help* published on the Sage CRM Help Center.