Datasheet

What's new guide
Sage CRM 2020 R2

Bringing together every area of a business including sales, finance, marketing and customer service.

The focus for this release has been on ensuring compatibility with security led environmental changes. Sage CRM has built in support for TLS 1.2 onwards and supports OAuth 2.0 authentication with Exchange Online (Office 365). We have also extended technical & user features, including improvements to email marketing and changes to licensing for an improved developer experience.

TLS Security Improvements

The Transport Layer Security (TLS) protocol is used to encrypt communications between websites and end-users, as well as securing other transmission protocols, such as POP3S, IMAPS and SMTPS. Sage CRM uses TLS wherever web transactions are made, effecting email integration, REST and SOAP APIs, and more. Sage CRM 2020 R2 has removed any dependency on TLS 1.1, instead moving to version TLS 1.2.
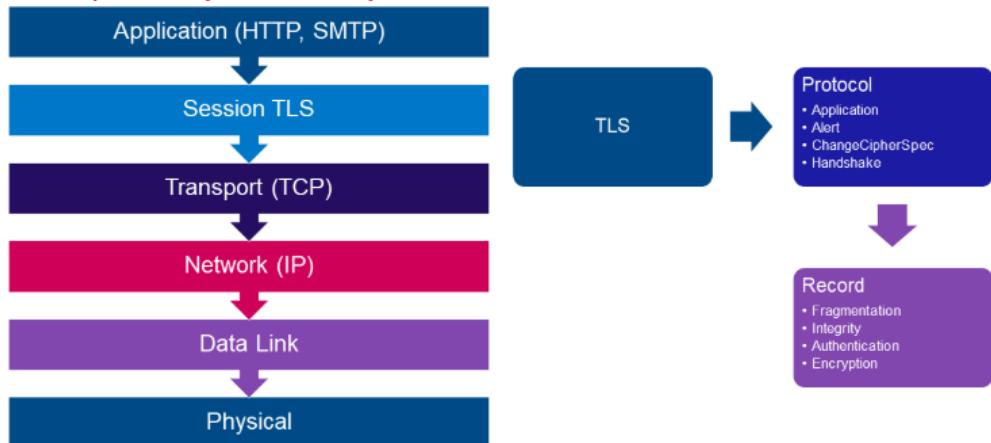
Explaining the usage of Transport Layer Security within Sage CRM

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The changes are necessary as the Internet Engineering Task Force (IETF) announced that it no longer recommends the use of older TLS versions. Sage has ensured that Sage CRM 2020 R2 is not dependent on TLS 1.1.

Sage has also released a series of patches to ensure that versions of Sage CRM that will be in support after September 2020 will be fully compliant with TLS 1.2.

Adoption of Modern Authentication (OAuth 2.0) for Exchange Online (Office 365)

Active Directory Authentication Library (ADAL) based sign-in is used for Office 365 apps, enabling sign-in features such as Multi-Factor Authentication (MFA). Adopting OAuth2 within Sage CRM is a step forward in use of credentials for authentication for API service users and supports the product's strategic vision for rich integration capability. Sage CRM offers support for OAuth2 in this & future releases, ensuing readiness for market enforcement in mid-2021.
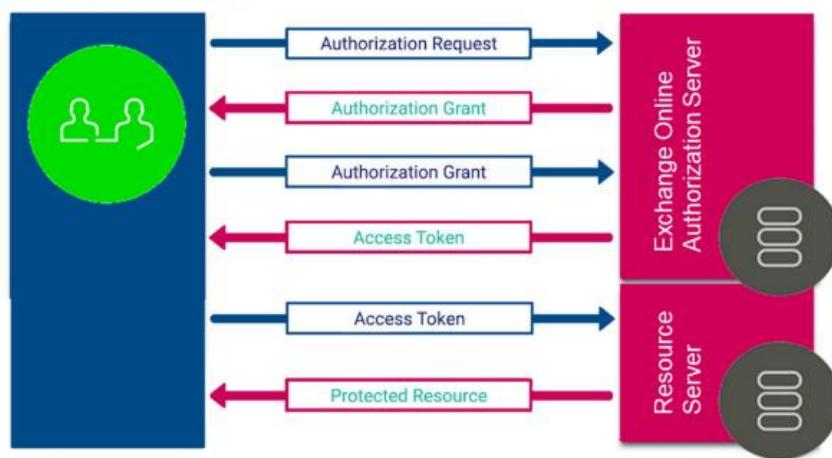

The approach to using OAuth2 within Sage CRM

Developer Licensing Improvements

One of Sage CRM's key strengths is the ease with which it can be extended - new tables, screens & more - that add user functionality and describe new business functions. While much customization can be done via configuration, where a behaviour requires programmatic coding, this can be done using a choice of different APIs. This release includes a new SDK that relaxes the constraint of needing a special license to leverage the APIs when coding new features.
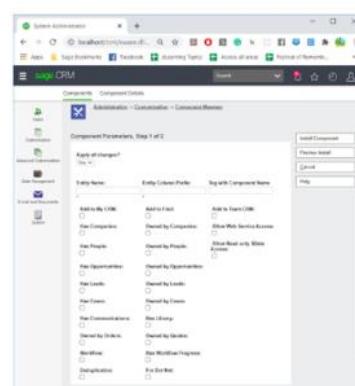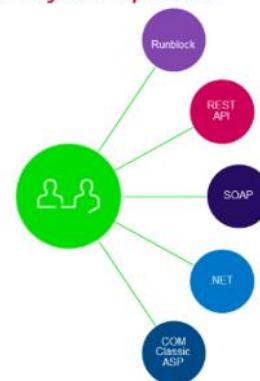
We continue our strategy of making the APIs core to Sage CRM

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Additional Sage CRM 2020 R2 Release Information

Improvements in unique email enforcement

The behaviour behind the automatic detection of duplicate emails has been fine tuned. When the 'Detect duplicate emails' option is enabled, duplication is prevented within the Company, Person, or Lead entities. Users will not be able to create two Person records with the same email address but instead will need to create a Person, a Lead, and a Company record with the same email address.

Other sources of information

The 2020 R2 release has, like all previous releases, additional information available on the Sage CRM community. In particular, the Help Center (**http://help.sagecrm.com**) offers latest release notes, guides, and the interactive online help. This is the first place to look for help around the features and supported environments for all supported versions of Sage CRM.

Upgrading to Sage CRM 2020 R2

You can use the Sage CRM 2020 R2 installation package to upgrade from versions 2020 R1, 2019 R1, 2019 R2, 2019 R1, 2018 R3, 2018 R2 and 2018 R1. To upgrade from an earlier version of Sage CRM, you must upgrade to one of the versions listed above first.

There are underline critical upgrades and enhancements in Sage CRM 2020 R2.

Please check with your Sage Business Partner regarding the compatibility and availability of this release for your integrated system.

Sage CRM 2020 R2 is ready to integrate.

The release notes are available now.

Click to download

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