

# TRIBAL

## Release Notes

K2

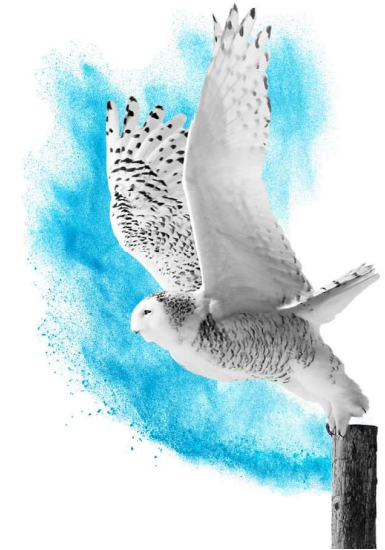
**Version:** v2.2.12.0

**Prepared for:** User

**Prepared by:** Tribal

**Document Sensitivity Level:** Protected

October 2024



© Tribal 2024

Unless otherwise stated, Tribal owns the copyright in this document including the content, page layout, graphical images, logos, photographs and trademarks. With the exception of permitted fair dealing under the Copyright, Designs and Patents Act 1998, no part of this document may be reproduced or transmitted in any form or by any means or stored in any electronic retrieval system without prior written permission of Tribal.

## Prelims

### Disclaimer

All reasonable effort has been made to ensure this documentation is complete and accurate at the time of distribution. Information in this documentation is subject to change without notice.

Subject to any applicable limitations, Tribal and its employees shall not be liable nor responsible to any person or entity with respect to loss or damage arising from the information contained in this documentation.

### Trademarks

Windows is a trademark of the Microsoft Corporation. All other product names and services identified throughout this documentation are trademarks or registered trademarks of their respective companies.

### Copyright

© 2024 Tribal

Tribal software is protected by international copyright laws.

The Tribal logo is an international trademark.

No part of this documentation shall be reproduced, stored in a retrieval system or transmitted in any form, electronic, mechanical, photocopying, recording or otherwise, for any purpose without written permission of Tribal. Where permission is given, the Tribal trademark is to be retained on all such copies.

The software described in this document is furnished under a license agreement and may be used or copied only in accordance with the terms of the license agreement. It is against European and International law to copy the software on any other medium except as specifically allowed in the license agreement.

### Support

#### Telephone:

EMEA +44 (0) 845 873 0153

#### Web page:

<https://tribalcommunities.force.com>

Should you wish to comment on the clarity or content of this document, please call the helpdesk.

### Illustrations

Any Screenshots in this guide are intended as a representation of what you may see on screen. Because of the ability to customise the terminology and display settings used in the application, there may be some difference between what is shown in the guide and what you see on your screen.

## Statement of De-support

### Rolling Product De-Support

Tribal operates a rolling de-support programme for major versions of K2. We also offer specific version support to run alongside the de-support programme to ensure that if customers are running older major versions of products, then they are running a supported version.

The following table details which versions will be supported after each major release. It is important to ensure that you have upgraded to at least these versions before the dates specified.

Month	Year	Major Release	Product	Supported Version
October	2024	2.2.12	K2, Portal, Mobile	2.2.10, 2.2.11, 2.2.12
July	2024	2.2.11	K2, Portal, Mobile	2.2.9, 2.2.10, 2.2.11
April	2024	2.2.10	K2, Portal, Mobile	2.2.8, 2.2.9, 2.2.10

It is very important for us to ensure that all customers are using up to date versions. Hopefully, you will agree that this procedure helps ensure that each user is getting the most out of the software in terms of functionality and when engaging with the support team.

Tribal no longer supports the following products/configuration(s). The reasons for de-supporting products are to allow us to focus our development efforts on best practices, latest technological solutions and ensure our products are being run on secure and supported platforms from other software providers.

- ASP.Net Portal
- Windows 7 Operating System
- Windows Phone Solution
- HTTP Configuration
- Safari (Web Browser)
- Android 10 Quince Tart (API 29) and lower
- Microsoft Silverlight

## Browser Support

### Google Chrome

We support Google's free web browser; Google Chrome. Its current stable version is 132. This version is used to test the K2 MVC Portal, please ensure your browser(s) is up-to-date to avoid any issues. For Windows users, you will need to be on Windows 10 or later to use this browser (Older versions are supported but we do not support these for K2).

### Microsoft Edge

Microsoft recommends using Microsoft Edge as your default browser and supports Internet Explorer 11 (IE11) via IE mode. This mode enables backward compatibility with IE11 and according to Microsoft this support will last till 2029.

Please go [here](#) for a list of Microsoft Edge supported operating systems.

Additionally, Microsoft will provide notice one year prior to retiring IE mode, and K2 will monitor this update and inform our customers accordingly. However, we do not recommend using this mode because our quality assurance testing has not been conducted using this setting.

### Mozilla Firefox

We also support the Firefox browser and recommend customers to use 131.0 or higher. As always, the K2 Development team will monitor de-supported and stable versions to update the product, whilst informing our customers what software they can/should be using.

Platform	Supported Versions
Browser	Firefox
Browser	Google Chrome
Browser	Microsoft Edge

## Advanced Technical De-Support

In-line with Tribal's policy of falling in-line with Microsoft's support of operating systems and platforms, we would like to make all customers aware of the next technical de-supports in line with Microsoft's policies.

All customers should ensure that they migrate away from these platforms in advance of the Tribal de-support which will be the closest Tribal release date before the Microsoft de-support.

Tribal cannot offer support of its products on platforms that are not supported by Microsoft.

De-Supported Versions	Last Supported Version of K2	MS End of Mainstream Support Date	Platform
SQL Server 2012 (Latest Service Pack)	2.1.226 - 31st December 2020	11th July 2017	Database
SQL Server 2014 (Latest Service Pack)	2.1.226 - 31st December 2020	09th July 2019	Database
SQL Server 2016 (Latest Service Pack)	2.2.2 - 30th April 2022	13th July 2021	Database
SQL Server 2017 (Latest Service Pack)	2.2.4 - 30th November 2022	10th November 2022	Database
SQL Server 2019 (Latest Service Pack)	TBC	14th January 2025	Database
SQL Server 2022 (Latest Service Pack)	TBC	11th January 2028	Database
Windows 10	TBC	14th October 2025	OS
Windows 11	TBC	12th October 2027	OS
Windows 8.1	2.1.228 - 28th June 2021	1st September 2018	OS
Windows Server 2016	2.2.2 - 30th April 2022	11th January 2022	OS
Windows Server 2019	2.2.9 - 31st January 2024	09th January 2024	OS
Windows Server 2022	TBC	13th October 2026	OS

Our policy is that we end the support for MS products based on the Mainstream Support End date, if you are paying for extended support with MS you need to contact [warren.reynolds@tribalgroup.com](mailto:warren.reynolds@tribalgroup.com) to make us aware.

## Support Started

Platform	Supported Versions	First Version to Support
Database	SQL Server 2019 (Latest Service Pack)	2.1.224
Database	SQL Server 2022 (Latest Service Pack)	2.2.8
Mobile App	Android version 13	2.2.9
OS	Windows Server 2019 (Latest Service Pack)	2.1.226
OS	Windows Server 2022	2.2.8

## Future Releases

The release dates for the next four releases are as follows: -

Release number	Release Date
2.2.13	31st January 2025
2.2.14	30th April 2025
2.2.15	31st July 2025
2.2.16	31st October 2025

ID	Type	Module	Header	Release Notes
319213	Defect	Core	Business Unit \ Associated Items \ Maintenance History	A bug has been resolved in which the 'Maintenance History' could time out trying to load the related records. This performance has now been improved, so that the 'Maintenance History' loads more efficiently. In addition to this, we have also resolved a bug in which if the 'Fault' of a 'Service Request Maintenance' was at maximum characters, it would cause an error to occur. Now, it returns the description correctly.
441867	Defect	Core	Functions \ Core \ Reference Data \ Cost Centre (reference data)	A bug has been resolved in which the 'Cost Centre' reference data wrongly needed access to the 'Core' reference data permission to be able to access the screen. Now, the permissions apply correctly.
475808	Defect	Core	Functions \ Contact Manager	A bug has been resolved which caused the 'Position' to be lost when merging 'Contacts' in 'Contact Manager'. Now, 'Position' will be retained when merging.

ID	Type ▲	Module	Header	Release Notes
409308	Enhancement	Core	Business Unit \ Reports \ Generic Survey	An enhancement has been made to the 'Generic Survey' report against a 'Business Unit' when a 'DDA Survey' has been created with the name 'DDA'. Previously, when trying to open the 'Generic Survey' report and there were related 'DDA' records an exception happened. Now, the sub report within will return data.
421383	Enhancement	Core	Basic Search \ Documents	An enhancement has been made to the search to include 'Documents'. This search does not support 'Include Archived' or 'Include Attributes' because these can not be actioned against documents. Using the search will return all documents linked to records a user has access to view, based on relevant 'Business Units', 'Roles', 'Modules', and 'Document Access Level'. When opening a 'Document' from the search results, rather than the 'Document' opening it will open the related record. To view the 'Document', please open the 'Document Panel' and select it from the list. When a 'Document' is uploaded as 'Link Only', the file size will be set as 0. Please note: The page size for the 'Document' search should not be changed in the database and should be left at a page size of 100.
433272	Enhancement	Core	Workflow Manager \ Cleardown Workflow	The company address and phone number has been updated in 'K2 enhanced notification cleardown.ser'. NOTE: The new ser file will need to be imported to get this change.
463352	Enhancement	Core	User \ Tasks \ Link business units	The 'Link business units' associated item against a user has been enhanced to include a new 'Search' tab. Within this tab, all of the lowest level 'Business Unit' records are returned in a flat list and can be searched. This change has been made to make it easier to find and assign a 'Business Unit' to a user when the person assigning may not be familiar with the structure, or is just looking to link one particular 'Business Unit' without the need of having to expand the tree.



ID	Type	Module ▲	Header	Release Notes
473002	Enhancement	Core	Business Unit \ Associated Items \ Audit Trail	The 'New Performance Record' task against a 'Business Unit' has been enhanced so that updates made to any existing 'Performance Records' will now be captured in the 'Audit Trail'. While initial creation and the date field will still not be captured, any updates made to the grid will log to the 'Audit Trail'. Each 'Performance Item' row will be captured with its own separate entry.
484722	Enhancement	Core	K2	A number of changes have been made to the K2 services to improve the security of the product.

ID	Type	Module	Header	Release Notes ▲
478706	Defect	Interface	Service Review Hub Integration Interface	A bug has been resolved in which 'Invoices (Accounts Payable)' were being incorrectly generated against 'Order Variations' for the Service Review interface. To get these latest changes, please run the objects script against the database.
492924	Defect	Interface	ABC WRN Hub Integration interface	A bug has been resolved in which the ABC WRN Interface did not correctly validate the 'Fault Description' against a 'Service Request Maintenance'. To get these changes, please run the latest objects script against the database.
481647	Defect	Finance	Portal \ Invoice Upload	A bug has been resolved which cause the upload to fail for certain agencies and not upload the pdfs or send an email. Now, invoices and pdfs will upload successfully and any validation fails will be reported in the email sent.
196934	Defect	Interface	IBS Interface	A bug has been resolved with the IBS Interface which incorrectly caused 'Orders' to be exported that were not authorised. To get this change, please ensure the latest objects script has been executed against the database.
468320	Defect	Interface	Integra Interface	A bug has been resolved with the Integra Interface for East Renfrewshire in which 'Order' files were not being created correctly. To get this latest change, please run the latest objects script against the database.
377639	Enhancement	Interface	CAD Attribute Lister	The CAD Attribute Lister has been enhanced so that the 64bit.zip file is automatically extracted. This reduces an additional step when using the lister and allows for a user to just load and preview the drawings.

ID	Type	Module	Header	Release Notes
431841	Enhancement	Mobile	K2 Mobile Application	An enhancement has been made to 'Push Notification' received on the mobile application when a job or jobs are assigned to the direct labourer. Now, a notification will be received on a mobile device when a job or jobs are assigned without the need for the workflow. NOTE: Please remove the 'Xamarin Mobile Push Notification to Android Device.ser' as this is no longer required.
483953	Enhancement	Mobile	K2 Mobile	An enhancement has been made to better secure the database used for the K2 Mobile application. This change has been implemented to prevent users from updating values in the app's database on the device.
198213	Enhancement	N/A	K2	To ensure optimal performance and security, K2 has ended support for SQL Server 2016 and 2017, following Microsoft's end-of-life policy. We expect our customers to use SQL Server 2019 or 2022, please contact us for any support you may require.
419460	Defect	Trees	K2 \ Search \ Tree	A bug has been resolved which caused additional columns that should not have been shown in the 'Tree' search grid when 'Attributes' were included. Now, the correct columns for a 'Tree' search will appear in the grid.