

TRIBAL

Release Notes

K2

Version: v2.2.3.0

Prepared for: User

Prepared by: Tribal

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Prelims

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Support

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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
July	2022	2.2.3	K2, Portal, Mobile	2.2.1, 2.2.2, 2.2.3
April	2022	2.2.2	K2, Portal, Mobile	2.2.0, 2.2.1, 2.2.2
January	2022	2.2.1	K2, Portal, Mobile	2.1.228, 2.2.0, 2.2.1

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 Phone Solution
- Http configuration
- Android 9 Pie (API 28)

Browser Support

Google Chrome

We support Google's free web browser; Google Chrome. Its current stable version is 104.0.5112. This version is what we have tested the K2 Portal on, please ensure your browser(s) is up-to-date to avoid encountering any issues. For Window OS 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 only supports Internet Explorer 11 (IE11) via IE mode. This mode enables backward compatibility with IE11 and accordingly to Microsoft this support will last till 2029. Microsoft will provide notice one year before 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.

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

Mozilla Firefox

We also support the Firefox browser and recommend customers to use 103.0 or 103.0.1. It currently has a beta release of 104.0b1 which we have not tested the K2 Portal on, so we do not recommend using this version for now. 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
Windows Server 2016	2.2.2 - 30th April 2022	11th January 2022	OS
Windows Server 2019	TBC	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 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)	TBC
OS	Windows Server 2019 (Latest Service Pack)	2.1.226
OS	Windows Server 2022	TBC

Future Releases

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

Release number	Release Date
2.2.4	31st October 2022
2.2.5	31st January 2023
2.2.6	30th April 2023
2.2.7	31st July 2023

ID	Type	Module ▲	Header	Release Notes
137141	Enhancement	Acquisition	Acquisition \ Associated Items \ Event(s)	The 'Acquisition Events' have been enhanced so that an event can be deleted. Previously, even if events were created in error, they could not be removed.
124659	Defect	Asset	Asset \ Edit Asset Details	A bug has been resolved which caused the location path breadcrumb to be incomplete if the 'Asset' linked to the 'System' was under a different 'Business Unit' to the 'System'. Now, the breadcrumb for the location will display correctly.
172005	Defect	Attribute Manager	Tools \ Attribute Manager	A bug has been resolved which caused an error to occur when updating an 'Attribute' against an 'Order'. Now, an 'Attribute' can be updated without error.
190773	Defect	CAD	Functions \ CAD \ CAD Synchronise	A bug has been resolved that caused the 'CAD Synchronisation' process to fail on certain records due to a conversion error. This bug has now been resolved, and the CAD drawing will synchronise successfully.
172120	Enhancement	Component	Functions \ Component \ New Component	An enhancement has been made to 'Component' so when an 'Element' is selected that has 'Attributes' linked a new tab will appear called 'Element Details'. The attributes linked to the element will appear on this tab and once saved will also appear on the summary page. Only attributes linked to the element will appear on this tab, any attributes linked to the component will appear on the Editor. Once saved changes will be recorded in the 'Audit Trail'. For consistency, these changes have also been applied to 'Asset Type' attribute used on 'Asset'.
73497	Defect	Condition	Business Unit \ Toolbar \ Reports \ Priority 1-3 Condition Survey	A bug has been resolved with the 'Priority 1 - 3 Condition Survey' report which caused the 'Report Total' to appear on a separate page. Now, all information appears on the one page.

ID	Type	Module	Header	Release Notes
86415	Business Requirement	Core	Database \ Triggers	An enhancement has been made to the database triggers created by importing workflows. This does not impact any functionality, but the code has been changed so it will now be supported by Azure SQL databases.
70860	Enhancement	Core	Tools \ System Options \ System Options	The 'Enforce Strong Password' system option in K2 has been enhanced so that it is always enabled and cannot be turned off. In addition to this, the minimum password length has been updated to 8. This change has been implemented to enforce better security standards when using K2.
90235	Enhancement	Core	K2	An enhancement has been made which changes ALL database scripts to allow the K2 Database to run via Azure SQL. (This will entail a migration for any customer currently self-hosted or similar)
149395	Enhancement	Core	Building \ Associated Items \ Room(s)	The 'Room List' has been enhanced so that it now includes a horizontal scrollbar to allow users to view more information. Previously, there was no horizontal scrollbar which made it difficult to view all of the fields.
153819	Enhancement	Core	K2 Database	An enhancement has been made to the K2 database install scripts to remove the using statements atop each script. This change has been implemented to ensure K2 can be installed to an Azure SQL database.
171976	Enhancement	Core	Tools \ Admin \ User/Role Security \ Tasks \ New User	An enhancement has been made so that when creating a new 'User' for the first time, or updating an existing 'Users' password, new validation displays to inform the user whether or not the password entered has been previously compromised. This means for new users, and existing users, K2 will now only accept passwords that have not been leaked online. Please note: If K2 cannot make a connection to the API, then a warning will be displayed and allow the user to update to an insecure password in the K2 Smart Client. In the MVC Portal, an insecure password cannot be set and the user will need to wait for a successful connection to the API.

ID ▲	Type	Module	Header	Release Notes
172119	Enhancement	Core	K2	A security change has been made to the K2 and Tribal admin users. The passwords used for these users have been changed to be more secure. This will only affect newly installed instances of K2.

ID	Type	Module	Header	Release Notes
73276	Defect	Core	Service Request Maintenance \ Service Request Maintenance Editor	A bug has been resolved in which the 'Priority' dropdown on a 'Service Request' was not ordered by the 'Priority Number'. This has now been resolved so all priorities are correctly ordered.
73338	Defect	Core	Order \ Reports \ Order Report	An enhancement has been made to the Database Installer so that it will now recognize the North Ayrshire Council customer code. In addition to this, a bug has been resolved in which using special characters such as an ampersand, greater than and less than in the 'Description' box of the 'Order' did not render correctly. This bug has now been resolved, and the report will return the data correctly.
73422	Defect	Core	Site \ Site Editor	A bug has been resolved which meant that once the 'Global Analysis' had been added to a 'Site' it couldn't be removed. Now, the 'Global Analysis' can be removed if not required. This also applies to 'Building' and 'Unit'.
89449	Defect	Core	K2 \ Splash Screen \ Password Expiry	A bug has been resolved in which updating an expired password on the K2 splash screen now automatically logs the user in. Previously, K2 would not recognize the new password and K2 would have to be closed and re-opened for a user to login with the new credentials.
99153	Defect	Core	Maintenance Contract \ Tasks \ Link PPM Active Task	A bug has been resolved in which an error would occur when selecting 'Link PPM Active Task' against a 'Maintenance Contract' when the 'PPM Task' had a 'Description' that was 300 characters.

ID	Type	Module	Header	Release Notes
112636	Defect	Core	SQL Server Agent \ SQL Jobs	A bug has been resolved with certain SQL Jobs that contained two steps, in which if the first step failed it was not going to the second step. This has now been resolved for the following SQL Jobs: 'Build Cache', 'Generate Charges', 'Generate PPM Active Tasks' and 'Generate Service Request Portering'.
155227	Defect	Core	Site \ Site Editor	A bug has been resolved in which an error occurred on saving certain 'Site' records. This issue only affected certain customers and has now been resolved.
157992	Defect	Core	Business Unit \ Associated Items \ New Cost Centre	A bug has been resolved which caused an error to occur when adding a 'New Cost Centre' to a 'Business Unit' that was visible via an 'Occupancy' record. Now, the 'Cost Centre' can be added without error.
163620	Defect	Core	Tools \ Admin \ User/Role Security \ Security Overview	A bug has been resolved which caused the 'AuditTrailManager' permission to be missing if an environment hadn't been upgraded with K2 version 2.1.228. Now, when upgrading the permission will be available to be assigned to a permission role.
167532	Defect	Core	Site \ Site Editor	A bug has been resolved in which a timeout error occurred when making changes to certain 'Site' records in K2 that had a lot of related links. In order to resolve this, a new 'SQL Job' has been created called 'Update Location Search' that runs nightly. This will update the location search information with any changes made to records in K2. This previously used to be done on save, but has now been moved to increase performance.
174683	Defect	Core	View \ Panels \ Documents	A bug has been resolved which meant emails could not be dragged from Outlook directly into the 'Documents' panel in K2. Now, emails can be dragged and dropped directly from Outlook into K2.

ID ▼	Type	Module	Header	Release Notes
176954	Defect	Core	K2 Database	A bug has been resolved in which an encoding issue during the K2 database install would occur. This caused the special character to appear incorrectly in K2 as '?'. This has now been resolved, and the database scripts are encoded correctly.

ID	Type	Module ▲	Header	Release Notes
137140	Enhancement	Disposals	Disposal \ Associated Items \ Event(s)	The 'Disposal Events' have been enhanced so that an event can be deleted. Previously, even if events were created in error, they could not be removed.
73354	Defect	Finance	Order \ Order Editor \ Toolbar \ Order Report	The 'Order Report' for Devon and Somerset Fire and Rescue. To get these changes, please enter the client code during the database installation.
73491	Defect	Finance	Order \ Toolbar \ Order Report	A bug has been resolved with the 'Order Report' in which errors would occur when the value was greater than £9,999,999.
162041	Defect	Finance	Tools \ System Options \ Financial Options	A bug has been resolved with the 'Audit Percentage' financial option, in which entering a value of 0% and pressing 'OK' caused a validation message to occur, but did not show which field was creating the problem. Now, whenever a value of 0% is added it will automatically be changed to 1%.
163988	Defect	Finance	Order \ Order Editor	A bug has been resolved in which a user was unable to save an 'Order' against a 'Service Request Maintenance' when it had related 'Asbestos' records. As a result, the performance has been improved so that it will save the record without error.
177577	Defect	Finance	Invoice (Accounts Payable) \ Invoice (Accounts Payable) Editor	A bug has been resolved in which updating an 'Authorised' invoice caused the 'Authorised By' user to be updated by whoever made the last change, even if they had not changed the authorisation status. This has now been resolved, so the 'Authorised By' will not update unless a user manually unauthorises, saves, and authorises the invoice again.

ID	Type	Module	Header	Release Notes
178590	Defect	Finance	Project \ Associated Items \ Project Budget	A bug has been resolved which caused the submitting of a 'Project Budget' row to sometime error and get stuck in a 'Pending Authorisation' state. Now, if an error occurs while submitting a notification will be received and the status will revert to blank so the row can be submitted again. NOTE: The updated K2_Workflow_ProjectBudgetAuthorisation.ser will need to be imported for this change to taken affect.
181266	Defect	Finance	Budget \ Tasks \ New Budget Transfer Request	A bug has been resolved in which an error would occur when selecting 'New Budget Transfer Request' when K2 was installed to an Azure SQL database. Now, this error no longer occurs.

ID	Type	Module ▲	Header	Release Notes
73493	Defect	Interface	Luton Interface	A bug has been resolved for the Luton Interface Message 1, in which all 'Orders' were being resubmitted after a new 'Order' had been authorised. To get this latest change, please run the latest objects script against the database.
178689	Defect	Interface	LCC Oracle Interface	An enhancement has been made to the LCC Oracle Interface for exporting 'Orders'. Previously, running this interface could take up to a few hours to complete. Now, it will run significantly faster so it completes within a minute.
185192	Defect	Interface	LCC Oracle Interface	A bug has been resolved with the LCC Oracle Export interface in which 'Order Items' that exceeded 240 characters were not being processed correctly and caused a truncation error. Now, the files will export but will truncate to a maximum of 240 characters. Previously, the interface would instead error.
73321	Enhancement	Lease	Lease \ Associated Items \ Audit Trail	The 'Audit Trail' for the 'Lease' record has been enhanced so that it will now include all fields from a 'Lease Charge Schedule' task. Previously, these fields were not recorded to the 'Audit Trail'. Please note: The 'Gross Amount' field is calculated on the dialog, and is not included in the 'Audit Trail'.
179969	Enhancement	Lease	Site \ Associated Items \ Unit List(s)	An enhancement has been made to the 'Unit List(s)' associated item on locations linked to 'Units' where a 'Lease Start Date' and 'Lease End Date' will now display as columns. Previously, to view this information a user would need to open a 'Lease' record.

ID	Type	Module	Header	Release Notes
146001	Defect	Portal	LDAP Adapter	An enhancement has been made to the 'FM Helpdesk' role that will now add the 'ServiceRequestMaintenanceEdit' permission as part of the database install. This permission allows users to raise 'Service Requests' in the MVC Portal.
182945	Enhancement	Portal	MVC Portal	An enhancement has been made to the MVC Portal to better follow the accessibility best practices.
73463	Enhancement	Projects	Order \ Order Editor \ Add Cost Code \ Cost Code Dialog	The 'Cost Code' dialog in K2 has been enhanced so the 'OK' button is always enabled. In some cases, despite having all valid fields populated on a 'Cost Code' the 'OK' button was still disabled. This meant users had to manually update fields and reset them in order for the button to enable. Now, the 'OK' button is always enabled but will only prompt validation if the 'Cost Code' has not been fully populated.

ID	Type	Module	Header	Release Notes
73324	Enhancement	Reactive Maintenance	Maintenance Overview \ Grid \ Last Change	An enhancement has been made to the 'Maintenance Overview' and 'Service Request Maintenance Editor' in which the 'Last Change' date and 'Last Changed By' are now updated when changing the 'Job Status' to a state that has a related 'Service Request Status'. Previously, changing the 'Job Status' would not update these fields despite the 'Service Request' record being updated.
73458	Defect	Reactive Maintenance	Service Request Maintenance \ Job	A bug has been resolved which caused the 'Start Date' of a 'Service Request Maintenance Job' to update when the 'Job' was edited. Now, the 'Start Date' will no longer update when the job is edited.
77521	Defect	Reactive Maintenance	Asset \ Asset Editor	A bug has been resolved which caused the 'Owner' to display incorrectly on the editor as higher text sizes. Now, the 'Asset' editor will display the 'Owner' name correctly. Please note: This fix has also been made on the 'Component' editor, in addition to other screen resolution fixes.
77522	Defect	Reactive Maintenance	Service Request Maintenance \ Service Request Maintenance Editor	A bug has been resolved in which the 'Location' field on a 'Service Request Maintenance' was cut off when viewing the screen at lower resolutions and higher text sizes. This has now been resolved so the field is visible.