TRIBAL

Release Notes

K2

Version: v2.2.9.0
Prepared for: User
Prepared by: Tribal
Document Sensitivity Level: Protected

February 2024

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

Support

Telephone:

APAC Schools: 1300 301 931 (+61 3 8580 0181) Rest: 1800 620 497 (+61 3 8580 0100)

EMEA +44 114 3080 080

Facsimile: 0844 811 5023

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
January	2024	2.2.9	K2, Portal, Mobile	2.2.7, 2.2.8, 2.2.9
October	2023	2.2.8	K2, Portal, Mobile	2.2.6, 2.2.7, 2.2.8
August	2023	2.2.7	K2, Portal, Mobile	2.2.5, 2.2.6, 2.2.7

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 121. 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 122 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	TBC	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 to make us aware.

Support Started

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

Future Releases

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

Release number	Release Date
2.2.10	30th April 2024
2.2.11	31st July 2024
2.2.12	31st October 2024
2.2.13	31st January 2025

ID	Type	Module	Header	Release Notes
308873	Defect	Attribute Manager	Tools \ Attribute Manager	A bug has been resolved in the 'Attribute Manager' in which deleting an item from a 'List' or 'Sublist' attribute did not show validation if the 'Attribute' was in use. Now, validation will display and prevent users from removing these records. Please note: Even though validation did not previously display, closing and re-opening the 'Attribute' would cause the list item to reappear if it was in use.
356790	Enhancement	Attribute Manager	Tools \ Attribute Manager	The 'System Option' called 'Default Audit Trail Count' has now been enhanced to include the 'Attribute Manager'. Now, the 'Audit Trail' entries in the 'Attribute Manager' will be restricted based on the amount specified in the option. We have also made a performance improvement with the opening of 'Attributes' in 'Attribute Manager'

ID	Type	Module	Header	Release Notes
339141	Defect	Core	Agency \ Toolbar \ Required Actions	A bug has been resolved in which the 'Required Actions' bar caused display issues and incorrectly cut into the editor and associated items on an 'Agency', 'Project' and 'Maintenance Contract' record. This issue has now been resolved so that on all supported text sizes, the 'Required Actions' will no longer cut into the related screens.
356764	Defect	Core	Buildings \ Tasks \ New Restriction and Warning	A bug has been resolved which caused an error to be displayed when a 'Restriction and Warning' was created/edited or deleted against a 'Building' with several 'Service Request Maintenance' calls linked to it. Now, a 'Restriction and Warning' can be created/edited or deleted without error.

ID	Type	Module	Header	Release Notes
213844	Enhancement	Core	Login Screen	A series of enhancements have been made to improve the overall aesthetics to the K2 login screen. The thickness of the borders have been improved for the textboxes, the colours on highlight have been changed to improve accessibility and the reveal password icon now shows a line through it when the password is hidden.
293032	Enhancement	Core	Search \ Advanced Search	K2 has been enhanced to include an advanced search. This will display in the form of an additional search button alongside the existing search. When a record type is selected and the icon is greyed out, this means the advanced search has not yet been implemented. When the icon is enabled, it indicates the advanced search can now be used. The advanced search in K2 will open a new dialog, allowing further refinement on search results based on searchable fields. This will allow users to refine their criteria against different fields available for the selected record type to return up to a maximum of 100 records. If there are more than 100 records found, only the top 100 records will be returned and it is recommended to refine the search further to reduce the count. Please note: This has only been implemented for 'Site' records. Other record types will be added at a later date.
355931	Enhancement	Core	Building \ Building Editor	An enhancement has been made to the 'Building' editor to contain the new checkbox called 'Energy Performance Exempt'. When ticked, this location will be excluded when checking for energy performance certificates from a 'Unit' or 'Lease'. Additionally, you will not be able to create new certificates against the 'Building' as the 'Tasks' will be removed. Any existing certificates will persist.

ID	Type	Module	Header	Release Notes
372348	Enhancement	Core	Organisation \ Unit	An enhancement has been made to the MEES Compliance banners that are shown on 'Units' and 'Leases'. Archived Buildings will no longer be taken into account when calculating if the banner will appear.
380848	Enhancement	Core	Search	An enhancement has been made to the search grid for 'Sites' to return the field 'Area'. Please note: The 'Area' field can also be used in the newly implemented advanced search.
382014	Enhancement	Core	Organisation \ Unit \ Unit Editor	An enhancement has been made to the MEES Compliance warning in which it will now factor in 'Sub Blocks' correctly. Previously, if a 'Unit' was linked to a 'Sub Block' it would not check the related 'Building' for an energy performance certificate. Now, it will correctly return the warning based on the certificate against the 'Building'.

ID	Type	Module	Header	Release Notes
318910	Defect	Finance	Order \ Order Editor \ Cost Code \ Cost Code Dialog	A bug has been resolved in which the value of a 'Pre-Defined Value' cost code would not persist when opening a saved 'Cost Code'. In addition to this, there was also an issue where having a 'Pre-Defined Value' set as 'Default' would not be automatically selected on a new 'Cost Code'. Please note: When adding a new Cost Code to a Invoice (Accounts Payable) record, it will not select the default value for the 'Pre-Defined Value' type. Instead, it will duplicate the first row of the Cost Code.
371773	Defect	Finance	Portal \ Invoice Upload	A bug has been resolved which caused the 'VAT code' to be incorrect on the 'Invoice' created by the upload file. Now, the correct 'VAT code' will be selected. If there is more than one 'VAT code' for the same percentage then the first one will be selected from the reference data list.
372349	Defect	Finance	Finance \ Authorisation Manager \ Invoice Audit Manager	A bug has been resolved which caused the 'Batch' drop down to be blank on the 'Invoice Audit Manager' even when there was a related 'Invoice Upload' batch to be displayed for the selected 'Financial Year'. Now, the 'Batch' drop down will be populated with the relevant batches for the selected 'Financial Year'.
386673	Enhancement	Finance	Credit Note Editor	An enhancement has been made to the 'Credit Note' editor to ensure that it displays correctly when using K2's minimum screen resolution and text size of 125% or 150%.

ID	Type	Module	Header	Release Notes
297511	Enhancement	Mobile	K2 Mobile	The K2 Mobile has been enhanced so that it now supports up to Android version 13. Please note: K2 Mobile app supports Android versions 11 - 13
364894	Enhancement	Mobile	K2 Mobile	The K2 Mobile has been enhanced so that it will now save photos and mark ups outside of the app. Previously, the images were saved multiple times within and outside of the app. Now, this has been resolved and the image will only be saved once in the app and once outside of the app. This means that while storage within the app will increase, it will do so at a much slower rate.
313722	Defect	Portal	Dashboard \ Business Unit Details	A bug has been resolved in which a timeout could occur when trying to open a 'Business Unit' that had a significant number of 'Documents'. This issue has now been resolved and the 'Business Unit' details page will now load successfully.
377622	Enhancement	Portal	K2 Portal	The K2 Portal has been enhanced to include the Tribal logo in the top left corner by default. Previously, the logo was blank unless a custom logo had been added. Now, it will default to the Tribal logo.
374358	Enhancement	Projects	Contract \ Contract Editor	An enhancement has been made to the 'Description' field on a 'Contract' which is 'Authorised', or the user had 'View' permission. Now, the box remains scrollable and interactable when in 'View' permission or when 'Authorised'. Please note: Despite being able to scroll or copy from, the field cannot be updated when in 'View' or 'Authorised'.

ID	Type	Module	Header	Release Notes
305067	Enhancement	Report Model	Job \ Toolbar \ Job Details report	The database installer has been enhanced to include the latest Leicestershire County Council 'Job Detail' and 'Detailed Condition Survey' reports. To get these changes, please enter the client code during the database installation.
305068	Enhancement	Report Model	Order \ Report \ Order Details	The Database installer has been enhanced to include Leicestershire County Council 'Order Details' report when entering the appropriate client code during installation. Previously, this latest version of this report was not deployed.
383897	Enhancement	Service Requests	Service Request Maintenance \ Associated Item Panel	An enhancement has been made to the 'System Option' called 'Related PPM Period'. This option has been renamed to 'Related PPM / SRM Period' and will default to 4 if not already set. The option will now restrict the period of weeks in the past in which a duplicate 'Service Request Maintenance' will be displayed when a new request is created for the same 'Location' and 'Fault'.
340493	Enhancement	Valuation	Valuation \ Associated Items \ Valuation Item	The 'Industrial Insurance' valuation calculation has now been updated so that it will calculate using squared meters instead of squared feet. This change has been implemented to provide more accurate calculations.