

TRIBAL

Release Notes

K2

Version: v2.2.13.0

Prepared for: User

Prepared by: Tribal

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Prelims

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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
January	2025	2.2.13	K2, Portal, Mobile	2.2.11, 2.2.12, 2.2.13
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

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 134.0 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	13th October 2026	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	14th October 2031	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)	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
OS	Windows Server 2025	2.2.15

Future Releases

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

Release number	Release Date
2.2.14	30th April 2025
2.2.15	31st July 2025
2.2.16	31st October 2025
2.2.17	31st January 2026

ID	Type	Module	Header	Release Notes
512733	Defect	Admin	User \ User Editor	A bug has been resolved in which a new 'User' record could not be saved without a password. Previously, it would try and validate a blank password and fail. Now, the user can save a blank password. This means that when creating a user that only has an 'NTLogin', no password is required.
522647	Defect	Core	Panels \ Navigator	A bug has been resolved in which the 'Navigator' would not open correctly unless an unrelated permission had been assigned. This has now been resolved, and the 'Navigator' returns data, and related records can be opened successfully.
522893	Defect	Core	Search \ Order	A bug has been resolved in which an error would occur when trying to perform an 'Order' search with the cache enabled. This has now been resolved, and the 'Order' search will return regardless of whether the results are cached.
525346	Defect	Core	Building \ Building Editor \ Toolbar \ Archive	A bug has been resolved which caused the archive workflow for a 'Building' record to terminate. This has now been resolved, and a 'Building' can be archived successfully.

ID	Type	Module	Header	Release Notes
396610	Enhancement	Core	Search \ Advanced Search	An enhancement has been made to 'Advanced Search' so that all entered criteria will be saved once the 'Search' is executed. The last search results will be saved for the specific user, based on the search type.
406533	Enhancement	Core	Search \ Advanced Search	An enhancement has been made to the 'Advanced Search' to include a 'Reset' button. This appears next to the search, and can be used to quickly clear any columns/filters. If there is nothing to clear, the button is greyed out.
421383	Enhancement	Core	Search \ Advanced Search \ Documents	An enhancement has been made to the 'Document' search so that it now supports the 'Advanced Search' feature. The 'Advanced Search' allows for a user to define the search based on the 'Name', 'Target Path', 'Protection Level', 'Link Only', 'Type', 'Size' and 'Date Modified'. NOTE: The Advanced Search Documents does not support 'Archived Only', 'Include Archived' or 'Include Attributes'.

ID	Type	Module	Header	Release Notes
490784	Enhancement	Finance	Finance \ Authorisation Manager	An enhancement has been made to the 'Invoice Audit Manager' tab of 'Authorisation Manager'. When the system option 'Restrict Financial Authorisation' is set and Invoices are authorised, any that fail this validation will be highlighted in red to identify the affected rows. No changes will be saved until the affected rows are deselected and the validation passes. Please note: The validation applied to the Invoices (Accounts Payable and Credit Note) screen now applies from the bottom selection up, instead of starting from the first Invoice or Credit Note.
511649	Enhancement	Fire Risk	Health and Safety \ Fire Risk Survey \ Action Plan	An enhancement has been made to the 'Action Plan' by adding the 'Assigned To' dropdown, allowing an action plan to be assigned to an active user. A column called 'Assigned To' has been added to the 'Action Plans' grid to display this information.
518941	Enhancement	Fire Risk	Building \ Building Summary \ Action Plan	An enhancement has been made to the 'Action Plan' on the 'Building Summary' for generic, fire risk and legionella surveys. The 'Description' and 'Comments' fields have been increased to 4000 characters. Please note: This also applies to the 'Annotations' being added to the surveys.
526993	Defect	Leases	Lease \ Lease Editor	A bug has been resolved on the 'Lease Editor' that caused a blue bar to impair the screen that would worsen on each save when viewing the screen on 125% or 150% text size. This bug has now been resolved, and no bar will appear after save. Please note: As a result of this change, it is not recommended to view the 'Lease Editor' on 150% text size unless there are 'Attributes' on the editor, due to display issues.

ID	Type	Module	Header	Release Notes
519665	Defect	Portal	Login \ ESL	A bug has been resolved which caused the ESL login to fail unless the user had an unrelated permission assigned. Now, a user can login to ESL successfully without needing an unrelated permission assigned.
467949	Defect	Service Request	Service Request Maintenance \ Associated Items	A bug has been resolved in which related 'PPM Active Tasks' would not display in the 'Associated Items' of a 'Service Request Maintenance' when the active tasks were linked to an 'Asset'. This applies to the 'Service Option' called 'Related SRM/PPM Period'. Now, it will return related records correctly both for the 'Asset' and 'Location'.