

T R I B A L

Release Notes

K2

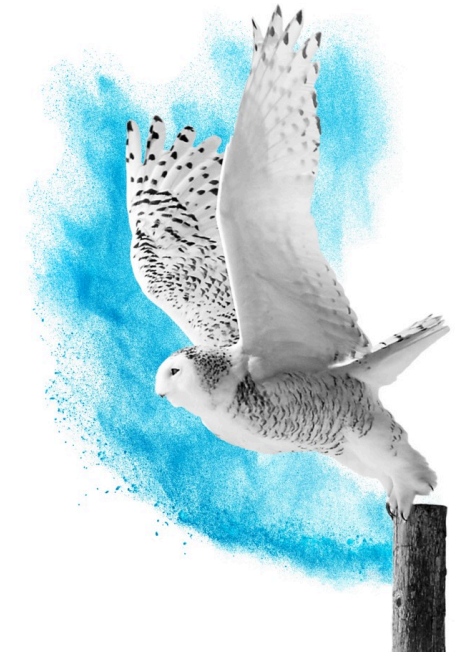
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Prelims

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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
April	2025	2.2.14	K2, Portal, Mobile	2.2.12, 2.2.13, 2.2.14
January	2024	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

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
- Xamarin.Forms Mobile Application
- Microsoft Silverlight

Browser Support

Google Chrome

We support Google's free web browser; Google Chrome. Its current stable version is 135. 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 137.0 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	2.2.16 - 31st January 2026	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
2.2.15	31st July 2025
2.2.16	31st October 2025
2.2.17	31st January 2026
2.2.18	30th April 2026

ID	Type	Module ▲	Header	Release Notes
537445	Defect	Core	Advanced Search \ Document	A bug has been resolved which meant the wrong filter criteria was being shown for 'Size (KB)'. Now, the correct filter criteria will appear if 'Size(KB)' is selected.
537557	Defect	Core	Advanced Search \ Document	A bug has been resolved with the 'Advanced Search' for 'Document', where we incorrectly had checkboxes for 'Include Attributes', 'Include Archived' and 'Archived Only' when these features had no functionality for the 'Document' search. Now, these checkboxes have been removed.
546731	Defect	Core	Basic Search \ Contact	A bug has been resolved which meant the 'Location' column on a 'Contact' search always showed 'Multiple Locations' even when the contact only had one linked. Now, when the 'Contact' is only linked to one location that location will be shown in the column correctly.
548097	Defect	Core	Contact \ Contact Editor \ Employee Details tab	A bug has been resolved which meant the 'Position' could not be updated to blank when a position is already selected. Now, 'Position' can be updated to blank and saves successfully.
548633	Defect	Core	Business Unit \ Associated Items \ Maintenance History	A bug has been resolved to remove the 'Last Update' column from 'Maintenance History' grid as the same information is displayed correctly in 'Last Changed By' column.

ID	Type ▲	Module	Header	Release Notes
502855	Enhancement	Core	Building \ Associated Items \ Audit Trail	The 'Audit Trail' against a 'Building' has been enhanced to include entries for 'Display Energy Certificate', Domestic Energy Performance Certificate', and 'Non-Domestic Energy Performance Certificate'. These fields will be captured from creation of a certificate or updating existing certificates. Please note: Historic energy certificates that were already created prior to this Release will not be included in the 'Audit Trail'.
532110	Enhancement	Core	Splash Screen	An enhancement has been made to the K2 splash screen to include an easter egg of a rubber duck appearing in different places. This is a reference to 'rubber ducking debugging', which is a term for debugging software, where a developer will explain the program line by line to a rubber duck. The act of explaining the problem step by step will often cause the solution to present itself. This easter egg has been implemented in K2 as a nod to a former developer on K2, who popularised this debugging method within the team but tragically passed away.

ID	Type	Module ▲	Header	Release Notes
505521	Defect	Fire Risk	Health and Safety \ Fire Risk Survey \ Significant Findings	A bug has been resolved which caused the 'Priority' dropdown on 'Annotations\Actions' for 'Findings' and 'Inspections' not to be populated. Now, the dropdown list will be populated correctly from 'Action Plan Priorities' Core reference data. Please note: This change also applies to 'Generic Audit Survey' and 'Legionella Survey'.
493088	Defect	Interface	English Heritage - Asset Import Interface	A truncation error has been resolved with the Asset Import interface for English Heritage. To get these changes, please execute the latest objects scripts against the database.
483982	Enhancement	Mobile	Contact \ Contact Editor	The 'Contact Editor' in K2 has been enhanced to move the 'PIN' and include a new 'Password' field for use with the K2 Mobile application. These fields are used for a 'Contact' flagged as 'Direct Labour' to log into the application. These fields have been moved to the 'Employee Details' tab. Note: 'MobileWorkflowPIN' permission controls whether the password can be generated. 'Full' or 'Edit' will allow for a new password to be generated. 'View' will allow the 'PIN' and Password to be shown and copied.

ID	Type	Module ▲	Header	Release Notes
493049	Defect	PPM	PPM Task \ PPM Task Editor	A bug has been resolved which prevented the 'PPM Active Task' generation from running when using the maximum length prefix for its related 'Maintenance Contract' after a number of requests had been generated in the system. This has now been resolved, and when generating a 'PPM Active Task' or related 'Jobs' when using a 'Task Prefix' against the 'Maintenance Contract', it will now remove the first backslash. This means a 'PPM Active Task' number will go from this: SK101/2025/20/2433, to: SK1012025/20/2433.
506984	Defect	PPM	PPM Task \ Associated Items \ PPM Active Task History	A bug has been resolved in which an ID was being used in the 'Last Update' field instead of the 'Username' in the 'PPM Active Task History'. This has now been resolved, and the 'Username' will populate the 'PPM Active Task' history correctly.
532260	Defect	Programme	Programme \ Associated Items \ Programme Plan	A bug has been resolved in which the 'Programme Plan Items' and 'Programme Checklist Items' dialogs would be truncated when viewed with the text size set at 125% and 150%. Now, the dialogs can be used fully regardless of the text size setting.

ID	Type	Module ▲	Header	Release Notes
508413	Defect	Service Requests	Order \ Associated Items \ Order Variation(s)	A bug has been resolved in which the 'Order Variation' grid against the 'Order' returned an ID rather than the 'User Name' in the 'Authorised By'. Please note: This is still an issue on the 'Order Summary'. Note: Only applies when authorising via 'Authorise' tick box .
523931	Defect	Service Requests	Service Request Maintenance \ Associated Items \ Related PPM Active Tasks	A bug has been resolved in which having related 'PPM Active Tasks' against a location of a 'Service Request Maintenance' caused an error to occur when the 'Description' was set at maximum characters. This has now been resolved, and the error no longer occurs. Please note: We have additionally updated other areas of K2 to resolve these errors, such as trying to open the 'PPM Planner' against an 'Asset', when the 'PPM Task' linked to the 'Asset' has a description of maximum characters.