Release Notes

K2

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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
January	2026	2.3.2	K2, Portal, Mobile	2.3.0, 2.3.1, 2.3.2
October	2025	2.3.1	K2, Portal, Mobile	2.2.14, 2.3.0, 2.3.1
July	2025	2.3.0	K2, Portal, Mobile	2.2.13, 2.2.14, 2.3.0

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 12 Snow Cone (API 32) 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 144. 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 147.0 or higher. Please note: Tribal Group will officially cease support for Firefox starting July 2026, coinciding with the K2 2.3.4 release. Until this period, the K2 Development Team will monitor de-supported and stable versions to ensure our software recommendations align with industry standards and security best practices.

Platform	Supported Versions ▼
Browser	Microsoft Edge
Browser	Google Chrome
Browser	Firefox

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)	2.1.228 - 28th June 2021	11th July 2017	Database
SQL Server 2014 (Latest Service Pack)	2.1.228 - 28th June 2021	09th July 2019	Database
SQL Server 2016 (Latest Service Pack)	2.2.2 - 30th March 2022	13th July 2021	Database
SQL Server 2017 (Latest Service Pack)	2.2.4 - 31st October 2022	10th November 2022	Database
SQL Server 2019 (Latest Service Pack)	TBC	28th February 2025	Database
SQL Server 2022 (Latest Service Pack)	TBC	11th January 2028	Database
Windows 10	2.3.2 - 31st January 2026	14th October 2025	OS
Windows 11	TBC	13th October 2026	OS
Windows 8.1	2.1.228 - 28th June 2021	10th January 2023	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
Database	SQL Server 2019 (Latest Service Pack)	2.1.224
Database	SQL Server 2022 (Latest Service Pack)	2.2.8
Database	SQL Server 2025 (Latest Service Pack)	2.3.3
Mobile App	Android version 13	2.2.9
Mobile App	Android version 16	2.3.0
OS	Windows Server 2019 (Latest Service Pack)	2.1.226
OS	Windows Server 2022 (Latest Service Pack)	2.2.8
OS	Windows Server 2025 (Latest Service Pack)	2.3.3

Future Releases

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

Release number	Release Date
2.3.3	30th April 2026
2.3.4	31st July 2026
2.3.5	31st October 2026
2.3.6	31st January 2027

ID	Type	Module	Header	Release Notes
663806	Defect	Acquisition	Acquisition \ Acquisition Editor \ Tasks \ New Event	A bug has been resolved which meant when the 'Event Type' was blank, it displayed as 'Asbestos' in the 'Events List' grid. Now, when a 'Event Type' is blank, it will display correctly in the grid. Please note: This also applies to 'Events' created against a 'Disposal'.
223807	Enhancement	Admin	K2	A new scheduled task has been created as part of the K2 database installation, to automate the cleanup of orphaned 'Audit Trail' records in the database. This helps reduce the clutter of unnecessary data.
639351	Enhancement	CAD	Functions \ CAD \ CAD Viewer	The CAD utility in K2 has been upgraded to enable the use of newer drawings for the 'CAD Viewer' and 'CAD Sync' processes. Note: Due to this upgrade the K2 Client deployment has increased in size to 300mb.

ID ▲	Type	Module	Header	Release Notes
606908	Defect	Core	Contact \ Contact Editor	A bug has been resolved in which the 'Location' was being cleared when a 'Contact' was archived either by the checkbox, or by a 'Contact Merge'. Now, the 'Locations' are preserved and will remain on the 'Contact' editor.
647718	Defect	Core	View \ Calendar \ Reminders	A bug has been resolved which caused buttons on the 'Reminder' dialog window to not be visible when using 125% or 150% display scale. Now, the dialog displays in full.
658374	Defect	Core	Reports \ Reports Viewer	A bug has been resolved which caused reports to load incorrectly, after previously viewing a 'Click Through Report'. This meant that if you opened a report, navigated to an embedded page, and then chose to open a new report - if it did not have a sub-report, it failed to load. Now, it resets correctly to the top level of the report.
659699	Defect	Core	View \ Panel \ Navigator	A bug has been resolved which caused a navigator template to be cleared on save when the lowest level of 'Business Unit' was used as a node in the 'Navigator Template'. Now, the lowest level of 'Business Unit' can be added as a node successfully and saved.
660669	Defect	Core	Unit \ Unit Editor	A change has been made so that the 'Occupancy Status' drop down on the 'Unit' editor will now be ordered alphabetically. Previously, this was not logically ordered.
664498	Defect	Core	Search \ Document	A bug has been resolved for 'Document' search which caused the 'Related Record' not to display correct information when the document was related to a 'Tree'. Now, 'Related Record' will display the correct information for the Tree.
665838	Defect	Core	Business Unit \ Business Unit Editor	A change has been made so that the 'Current Status' drop down on the 'Business Unit' editor will now be ordered alphabetically. Previously, this was not logically ordered.

ID	Type	Module ▲	Header	Release Notes
669193	Defect	Core	Business Unit \ Business Unit Editor	A change has been made so that the 'Governing Body' drop down on the 'Business Unit' editor will now be ordered alphabetically. Previously, this was not logically ordered.
669199	Defect	Core	Business Unit \ Business Unit Editor	A change has been made so that the 'Group' drop down on the 'Business Unit' editor will now be ordered alphabetically. Previously, this was not logically ordered.
669203	Defect	Core	Building \ Building Editor	A change has been made so that the 'Listed Building Type' drop down on the 'Building' editor will now be ordered alphabetically. Previously, this was not logically ordered.

ID	Type	Module	Header	Release Notes
641482	Enhancement	Core	View \ Panels \ Document Panel	An enhancement has been made to the 'Documents' panel 'Folder View' to stop the folders from collapsing after an action has been performed. This means it will be possible to add, edit or drag and drop documents without the list collapsing each time which significantly boosts the usability of the panel.
672240	Enhancement	Core	K2	As part of our ongoing commitment to ensure K2 is secure, we have resolved a number of vulnerabilities as identified by our applications security tool. This includes code packages being updated to newer versions and unused packages to be removed to ensure security of the system.

ID	Type	Module	Header	Release Notes
560677	Defect	Leases	Lease \ Lease Editor	A bug has been resolved in which the 'Next Rental Date' was not being calculated for a 'Custom' payment period. Now, the 'Next Rental Date' will accurately select the date based on the defined rental payment schedule.
669226	Defect	Leases	Lease \ Lease Editor	A change has been made so that the 'Tenancy' drop down on the 'Lease' editor will now be ordered alphabetically. Previously, this was not logically ordered.
653558	Enhancement	N/A	K2	An enhancement has been made to some database scripts used by K2 to allow for easier migrations to later versions of SQL. Please note: No functional changes have been made to these scripts.
647490	Defect	Portal	Dashboard \ New Service Request	A bug has been fixed which caused the K2 portal to ignore the 'Service Option' called 'Allow Business Unit as Maintenance Location', making it so that users could still create a 'Service Request Maintenance' against a 'Business Unit' when the option was off. Now, the option will be applied correctly so that a request cannot be raised against a Business Unit both in the 'New Service Request' task on the Dashboard, and on the 'Business Unit Details' page.
669553	Defect	Projects	Project \ Associated Items \ Financial Outcomes	A bug has been resolved which caused an error to occur on 'Financial Outcomes' for some projects. Now, 'Financial Outcomes' can be viewed on all projects without error.

ID	Type	Module	Header	Release Notes
146571	Defect	Service Requests	Services \ New Service Request \ Service Request Maintenance Editor	A bug has been resolved which caused the 'Trade' to reappear when it was edited to blank once the request was saved. Now, the 'Trade' will update to blank correctly. Please note: This also applies to all areas of the system where the 'Trade' was incorrectly retained, including the summary, 'Maintenance Overview' and 'Maintenance History'.
650719	Defect	Service Requests	Maintenance \ Operational Services \ Job Allocation	A bug has been resolved which caused an error if a 'Job' was dragged to white space instead of an operative. Now, the cursor will indicate if the 'Job' can be dragged to a valid user.
650967	Defect	Tree	Tree \ Task Panel	A bug has been resolved which caused the 'Task Panel' items for 'Tree' to appear on other task panels when a tree record was open. Now, the correct tasks will appear in the 'Task Panel' for the active tab.

ID	Type	Module ▲	Header	Release Notes
622933	Enhancement	Tree	Functions \ Tree Management \ New Tree \ Associated Items	An enhancement has been made to a 'Tree' record to reinstate the 'Audit Trail' in the 'Associated Items' panel. As with the rest of K2, this captures all fields on the editor. Please note: The 'Common Name' and 'Scientific Name' are logged to the 'Audit Trail' as 'Tree Species'. This shows as: Common Name (Scientific Name).
624281	Enhancement	Tree	Functions \ Tree Management \ New Tree \ Tasks \ New Notebook Entry	An enhancement has been made to allow for 'Notebook Entry' records to be created against a 'Tree'. The 'New Notebook Entry' appears in the 'Tasks' panel once a tree has been saved. Once an entry has been created, 'Notebook' will appear in the 'Associated Items' panel and will open the 'Notebook List'. Please note: Predefined notebook headers can be created in Core reference data under 'Notebook Header'.
668902	Enhancement	Tree	Search \ Tree	An enhancement has been made to 'Tree' search so that it now includes the columns for 'Common Name' and 'Scientific Name'.