

# TRIBAL

## Release Notes

K2

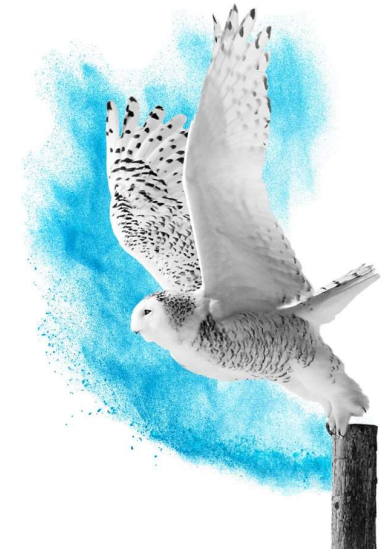
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**Prepared by:** Tribal

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## Prelims

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### Support

#### Telephone:

EMEA +44 (0) 845 873 0153

#### Web page:

<https://tribalgroup.my.site.com/customers/s/>

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   | 2026 | 2.3.3         | K2, Portal, Mobile | 2.3.1, 2.3.2, 2.3.3  |
| 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 |

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 10 Operating System and lower.
- Windows Phone Solution
- HTTP Configuration
- Safari (Web Browser)
- Firefox (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 147. 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.

## 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 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) | 2.3.6 - 31st January 2027    | 28th February 2025                | Database |
| SQL Server 2022 (Latest Service Pack) | TBC                          | 11th January 2028                 | Database |
| SQL Server 2025 (Latest Service Pack) | TBC                          | 6th January 2031                  | Database |
| Windows 10                            | 2.3.2 - 31st January 2026    | 14th October 2025                 | OS       |
| Windows 11                            | TBC                          | 13th October 2026                 | 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       |
| Windows Server 2025                   | TBC                          | 10th October 2029                 | 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](mailto: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)     | 2.3.2                    |
| 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) | 2.3.2                    |

## Future Releases

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

| Release number | Release Date      |
|----------------|-------------------|
| 2.3.4          | 31st July 2026    |
| 2.3.5          | 31st October 2026 |
| 2.3.6          | 31st January 2027 |
| 2.3.7          | 30th April 2027   |

| ID     | Type        | Module<br>▲       | Header   | Release Notes   |
|--------|-------------|-------------------|--|---|
| 639406 | Enhancement | Admin             | Functions \ Core \ Reference Data \ Core \ Gender              | An enhancement has been made to 'Gender' core reference data to allow more inputs to be created. By default, the available genders will be Female, Male, Non-Binary and Prefer not to say but more can be added as required. Female and Male genders cannot be removed. These will then be available for selection on the 'Contact Editor'. The 'Contact Manager' has also been enhanced to allow 'Gender' data to be merged. |
| 680357 | Enhancement | Admin             | Tools \ System Options \ System Options                        | An enhancement has been made to password security for the 'Minimum Password Length' so the default length of a password is now 14 characters. This does not affect existing passwords but will affect password changes and the creation of new passwords for a user. Please note: If this system option is already set to 14 or higher, it will not be changed as part of an upgrade.   |
| 693311 | Enhancement | Admin             | Tools \ Audit Log  | An enhancement has been made to the 'Audit Log' report to show when a budget is linked or unlinked from a user.   |
| 699897 | Defect      | Admin             | Tools \ Workflow Manager                                       | A bug has been resolved which caused several workflows to terminate unexpectedly due to a session issue, which is required for certain workflows called from K2. Now, this error will no longer occur and workflows run successfully.   |
| 709609 | Enhancement | Admin             | Tools \ User/Role Security                                     | An enhancement has been made to remove unnecessary hover text on 'Security Overview' for the User and Role hyperlinks. Now, the hover text will not be displayed.   |
| 708843 | Defect      | Attribute Manager | Tools \ Attribute Manager \ Attribute Definition \ Audit Trail | A bug has been resolved that caused an error to occur on specific environments when writing to the 'Audit Trail'. This has now been resolved, and the 'Audit Trail' entries are generated correctly.  |

| ID     | Type        | Module<br>▲ | Header   | Release Notes   |
|--------|-------------|-------------|--|---|
| 701006 | Defect      | Condition   | Condition Record \<br>Asset/Component/Tree \<br>Asset Selector | The 'Asset Selector' in K2 has been enhanced to increase the height for the filter fields and to allow it to be resized, allowing for more records to be seen in the list and to allow easier selection of filters such as 'Common Name', 'Scientific Name', 'Element', 'Asset Type', 'Asset Model' and 'Asset Category'. |
| 659691 | Enhancement | Core        | 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.   |
| 670012 | Defect      | Core        | View \<br>Panel \<br>Navigator \<br>Navigator Configuration    | A bug has been resolved which meant a 'Building' node could only be added once in a template configuration, as multiple nodes of 'Building' would disappear after save. Now, a 'Building' node can be added in multiple places when creating a navigator template.  |
| 696456 | Enhancement | Core        | Search (Basic) \<br>Document                                   | An enhancement has been made to the column names on the 'Document' search results grid to ensure consistency between basic and advanced search column names.  |
| 697465 | Enhancement | Core        | View \<br>Panels \<br>Documents \<br>Add Documents             | An enhancement has been made to the file type detection used when adding a document in the 'Document' panel. Now, new file extensions will be categorised correctly and 'Email' has been added as a document file type. Examples of new file extensions - .docx, .xlsx, .pptx, mp4, .mp3 and .msg.                        |
| 706635 | Enhancement | Core        | K2 Help  | An enhancement has been made for accessing 'K2 Online Help' via the help icons on various pages within K2 Client. Now, regardless of which version of K2 is being used it will open the current version of the help page in a browser.  |

| ID     | Type        | Module     | Header  | Release Notes   |
|--------|-------------|------------|---|---|
| 686122 | Enhancement | Finance    | Finance \ Accounts Payable \ Order (reference data) \ Custom Email Text | An enhancement has been made to the 'Custom Email Text' for 'Order' to include three new fields: 'Order Priority Number', 'Order Priority Description' and 'Service Request Description'. In addition to this, the 'Issued Date' now includes both date and time.                 |
| 693228 | Defect      | Interfaces | Services \ Transport \ Taxi Interface                                   | A bug has been resolved which caused the 'Taxi Interface' to error and no longer allow the users to login when launched from K2. Now, these issues have been resolved and the interface can be used successfully. Note: The user will need to login with a username and password. |
| 706776 | Enhancement | Interfaces | K2 SAP Interface  | As part of our ongoing commitment to ensure K2 is secure, K2 SAP Interface has been upgraded to use .NET Framework 4.8.   |
| 710126 | Enhancement | Interfaces | NCC Creditors Interface   | As part of our ongoing commitment to ensure K2 is secure, the NCC Creditors Interface has been upgraded to use .NET Framework 4.8.  |

| ID     | Type        | Module<br>▲ | Header                           | Release Notes  |
|--------|-------------|-------------|----------------------------------|--|
| 526993 | Defect      | Leases      | Lease \ Lease Editor             | A bug has been resolved on the 'Lease Editor' that caused the user to be unable to scroll to the bottom of the screen when using 150% text size. This bug has now been resolved, and the screen will now scroll correctly to the bottom.   |
| 689221 | Defect      | Leases      | Lease \ Lease Editor             | A bug has been resolved in which the 'Contracted out of Section 24-28 Landlord and Tenant Act 1954' field was incorrectly greyed out when creating a 'Lease', despite not interacting with the 'Tenancy' dropdown. This tick box can now be used as required when creating new leases. |
| 706775 | Defect      | Leases      | Lease \ Lease Events \ Schedule  | A bug has been resolved which caused a 'Lease Event Schedule' to error when editing the event and saving when there was no 'Event Subtype' against the 'Type'. Now, a 'Lease Event Schedule' can be edited and saved without error, regardless of 'Event Subtype'.                     |
| 682905 | Enhancement | Mobile      | K2 Mobile                        | An enhancement has been made to K2 Mobile so that when there is an unexpected authentication issue while using the app, the users session will be closed and they will be taken back to the PIN entry screen.  |
| 716627 | Defect      | Mobile      | K2 Mobile \ Dashboard \ Settings | A bug has been resolved in which enabling the 'Automatic Sign In' on K2 Mobile application caused the app to crash, rather than allowing the user to login without having to re-enter their PIN. This has now been resolved, and the option allows for automatic login.                |
| 654088 | Enhancement | N/A         | K2 Database                      | As part of our ongoing commitment to ensure K2 is secure, we have resolved an issue with the use of deprecated data types in our database. There have been no functionality changes with this.   |

| ID     | Type        | Module<br>▲          | Header                               | Release Notes  |
|--------|-------------|----------------------|--------------------------------------|--|
| 714611 | Defect      | Operational Services | Maintenance \ Job Allocation Manager | A bug has been resolved in which the status of a 'Job' was not being updated against the operative assignments in the 'Job Allocation Manager'. Now, the Job status will correctly update when the action is carried out on the K2 Mobile.   |
| 702864 | Enhancement | Portal               | K2 Reports                           | An enhancement has been made to remove the deployment of unnecessary/unused reports during installation. Now, only necessary reports will be deployed to the report server. Please note: Customers will need to manually remove the following reports:<br>WebConditionDetail_MVC, WebConditionSummary_MVC, WebDeedReport, WebLeaseReport, WebPPMPlanner, WebSufficiencySummary, WebValuationReport from the report server. |
| 718048 | Defect      | Portal               | Dashboard \ New Service Request      | The fix for the 'Allow Business Unit as Maintenance Location' option has been further enhanced to support different Service Request customisations.  |
| 685344 | Enhancement | Projects             | Project \ Project Summary            | An enhancement has been made to the 'Project Forecast' chart on the 'Project Summary'. The 'Actual' values will now accurately capture any financial data recorded against the project.  |

| ID     | Type        | Module<br>▲      | Header   | Release Notes   |
|--------|-------------|------------------|--|---|
| 308875 | Enhancement | Service Requests | Sub Block \ Associated Items Panel \ Maintenance Overview        | An enhancement has been made to include the 'Maintenance Overview' associated item for a 'Sub Block' when the record has linked 'Service Request Maintenance' records. This allows for quick access to view all maintenance requests raised against the location.   |
| 669252 | Defect      | Service Requests | Service Request Maintenance \ Service Request Maintenance Editor | A bug has been resolved with the 'Caller Source', where previously it was ordered by when the reference data was added. Now, it is ordered alphabetically to improve the ease of use.   |
| 650970 | Enhancement | Trees            | Tree \ Tasks Panel \ New Condition Record                        | The 'Condition Records' functionality for a 'Tree' has been reinstated, allowing for new records to be created as required. This also includes all features from the 'Tasks' and 'Associated Items' panel. 'Lifecycle costing' is not currently supported on 'Condition Records' from a 'Tree', and is greyed out. Please Note: We have also resolved a bug where the 'Condition' associated item on an Order was greyed out unless the 'System Admin' role was assigned. |
| 668129 | Enhancement | Trees            | Tree \ Tasks Panel \ New Service Request Maintenance             | The 'New Service Request' functionality for a 'Tree' has been reinstated, allowing for new requests to be created as required, linked directly to the 'Tree'. This also means service requests linked to a 'Tree' will return in the relevant 'Maintenance History' and 'Maintenance Overview' screens.   |

| ID     | Type        | Module<br>▲ | Header   | Release Notes   |
|--------|-------------|-------------|--|---|
| 690238 | Enhancement | Trees       | Business Unit \<br>Associated Items \<br>Tree(s)         | The 'Business Unit' record has been enhanced to show all child 'Tree' records in the 'Tree(s)' associated item, when child 'Site' and 'Zones' have trees against them. This will roll up all 'Tree' records, and automatically filters out archived records.  |
| 690541 | Enhancement | Trees       | Site \ Tasks \ New Tree                                  | An enhancement has been made to the 'New Tree' task so that the location will automatically prepopulate when creating a 'Tree' directly from a 'Site' or 'Zone'.  |
| 700705 | Defect      | Trees       | Site \ Associated Item<br>Panel \ Tree List              | A bug has been resolved which meant columns appearing on the 'Tree List' against a 'Site' or 'Zone' were named inconsistently to similar columns in the rest of K2. Now, column names are consistent with the 'Tree List' against a 'Business Unit'. The full location path is also displayed correct in the 'Location' column. |
| 703198 | Enhancement | Trees       | Tree \ Tree Editor                                       | The auto numbering feature has been reinstated for the 'Tree' record. To allow for auto numbering, access the 'System Options' and set 'Tree Auto Unique Number' to 'True'. Please note: The 'Asset Component Tree Auto Unique Number' has been renamed to just 'Asset Component Auto Unique Number'.                           |
| 714652 | Enhancement | Trees       | Tree \ Associated Item<br>Panel \ Maintenance<br>History | The 'Maintenance History' has been reinstated against a 'Tree' which shows information from 'Service Request Maintenance' records raised against the record. If there are no related maintenance requests, then it will not display in the associated items panel.  |