K2
Release Notes

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Should you wish to comment on the clarity or content of this document, please call the helpdesk.

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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.

Contents

What's New in 2.3.5 4
- Security and Compliance 4
- Admin 4
- Asbestos 5
- Core 5
- Financial 7
- Fire Risk 7
- Interface 7
- Key 7
- Lease 8
- Portal 8
- PPM 9
- Project 9
- Service Request 9
- Service Request Key 10
- Tree Management 10
- Void Management 10

Rolling Product De-Support 11

Advanced Technical De-Support 12

Browser Support 13

Potential Actions Required on Upgrade

- **Login - Add Multi-Factor Authentication (MFA):** A valid SMTP Address and Port Number must be entered into the installers when prompted. These are now mandatory fields due to MFA.
- **SAP Interface:** to apply these changes, please run the latest objects script against the database.
- **Portal › Dashboard › New Service Request:** By default, all **Faults** are set as **Use within Portal** if already being used within Service Request Maintenance. You will have to manually review the list in the Smart Client and take out ones that you do not wish to be selected.

What's New in 2.3.5

This release includes **6** new features, **12** enhancements (including security and compliance work) and **20** bug fixes.

Security and Compliance

As part of our ongoing commitment to ensuring K2 is secure, the following improvements have been made. This includes code packages being updated to newer versions and unused packages being removed.

- **Mobile:** Unused direct dependencies have been removed from the Mobile services. PBI 785609
- **All K2 products:** K2's installers, interfaces and utilities are now signed with a Tribal certificate, which helps prevent security software from blocking or flagging them as untrusted when installed or run. PBI 738075
- **Smart Client:** Strengthened protection has been added against XML External Entity Injection (XXE) attacks, following a penetration test finding. PBI 718047
- **Portal:** Unused direct dependencies have been removed from the Portal. PBI 781024
- **Workflow Manager:** A critical vulnerability finding (CVE-2018-1285) has been addressed, with code packages updated and unused packages removed. PBI 780920

Admin

NEW FEATURE

Login - Add Multi-Factor Authentication (MFA) PBI 794484

Multi-factor authentication has been added to the Smart Client login, requiring users to verify their identity with a code sent to their email address in addition to their username and password. A **Remember Me** period can be configured in the system options to limit how often users are asked to verify, by default this is set to 30 days.

The **User List** has been improved to include three new columns related to MFA details for the user so administrators can view each user's MFA status without opening the **User Editor**.

An email address can be used for more than one account.

If a user's MFA email address is edited, then they will be forced to reverify the next time they log into K2.

> **Note:** If you do not enter a domain email account, a message stating 'Unable to process your verification request at this time. Please try again later.' will be displayed.

Admin (continued)

ENHANCEMENT

Contact › Contact Summary

PBI 748649

An enhancement has been made to the **Contact Summary**. It now shows more information, including contact details, employment details, and notes, so you don’t need to open the full record to see them. Private details, such as ID numbers and passwords, are still kept hidden. You can also now refresh the **Summary** manually to see the latest changes.

BUG FIX

Tools › Admin › Audit Log (Report)

PBI 748402

A bug has been resolved in which the **Failed Login Attempt** and **Enable User** event options on the **Audit Log** report returned no results, even when matching events had occurred. The report now correctly returns results for these event types.

> **Note: Failed Login** attempts now display the correct **Product Type** in the **Product** column.

Asbestos

BUG FIX

Asbestos Component › Associated Items › Sample(s)

PBI 788437

A bug has been resolved where the Samples grid, on an **Asbestos Component**, did not display usernames properly, and let users edit date fields that didn't actually save. Now, usernames will display correctly and the date fields are read only.

Core

NEW FEATURE

Assistance › Feedback

PBI 772241

A **Feedback** option has been added to the Assistance menu in the Smart Client, allowing users to submit ideas for enhancing K2 without leaving the application. It opens a new tab with the feedback form, along with a banner explaining that it is for enhancement requests only and directing users to their own support contact for bugs and issues. If the form can’t be loaded, users can open it in their default browser instead.

> **Note:** A user will also be able to view and share feedback for existing ideas.

Core (continued)

ENHANCEMENTS

Functions › Reference Data › Core

PBI 782631

An enhancement has been made to all **Reference Data** screens in K2. You can now scroll through the list of reference types using the mouse wheel or a visible scrollbar, in addition to the existing up/down arrow buttons, making it much quicker to find items in longer lists.

Updated Infragistics to v25.2

PBI 698489

An enhancement has been made to update the visual components used across the Smart Client, keeping the application's screens and controls modern and running smoothly.

> **Note:** This upgrade should resolve the **red cross** issue that occurred on some grids.

BUG FIXES

Business Unit › Reports

PBI 763200

A bug has been resolved where the **Priority 1-3 Condition Survey** report returned a sub report error. This has now been resolved, and both the report and sub report load.

Database Installer

PBI 759704

A bug has been resolved where the K2 Database Installer failed to import workflow definitions when the **Do you require the workflow definitions to be imported?** option was ticked when .NET 3.0, and 3.5 was not installed. Workflow definitions can now be imported without error during the install process.

Search › Condition Survey

PBI 777576

A bug has been resolved where **Condition Surveys** in a **Pending Archive** state were only returned in the search results when **Include Archived** was ticked. As **Pending Archive** are still classed as **Live** records they will be returned in both search results.

Site › Document Panel

PBI 721484

A bug has been resolved where the **Documents** panel could take 35+ seconds to load for certain **Site** records in **Document View**. The **Documents** panel now populates within a reasonable time.

> **Note:** This change has been implements for all record types.

Unit › Unit Location Item List

PBI 743450

A bug has been resolved in which, when editing an existing **Unit Location**, the **% Area** field would sometimes appear greyed out. While the **Allocated Area** field could still be edited, changing it did not correctly recalculate and update the corresponding **% Area** value, despite the change being saved. This meant the two fields could fall out of sync with each other and with the location's **Total Area**. This has now been fixed, so editing either field correctly recalculates and updates the other, keeping **% Area** and **Allocated Area** consistent without needing to close and reopen the **Unit Location**.

Financial

BUG FIX

Order › Order Editor › Cost Code

PBI 743123

A bug has been resolved where valid **Cost Centres** were sometimes missing from the **Cost Code Editor** dropdown when raising or editing an Order, when **Cost Centre Part Two** was not enabled.

Fire Risk

ENHANCEMENT

Building › Summary › Action Plan

PBI 782602

An enhancement has been made to the **Action Plans** grid in a building's summary. The **Recommended By** and **Recommended Date** columns have been relabelled to **Recorded By** and **Recorded Date**, and **Description** and **Comment** columns have been added so that entries are easier to tell apart. A field chooser has also been added, allowing users to show, hide and reorder columns, with their choices saved for each user.

Interface

BUG FIX

SAP Interface

PBI 750455

A bug has been resolved where exporting lease charges to SAP was taking a long time to complete. The performance has now been improved so it completes within a reasonable amount of time.

Key

NEW FEATURE

Key › Tasks › Issuing Key

PBI 707691

The **Issue Key** task has been improved by fixing the user search in the **Assigned To** dropdown, which previously returned no valid results. Searching for a user, or entering **%** to list all users, now returns matching users so a key can be assigned to a user, and the **Re-issue Key** and **Return Key** tasks work for keys assigned this way.

Lease

ENHANCEMENTS

Lease › Lease Summary

PBI 725861

An enhancement has been made to the **Lease** summary screen so that the **Tenancy** value is now displayed, matching what's set on the **Lease** editor. The label can also be renamed via the **K2 Administrator Utility**, and does not show when no **Tenancy** value is set.

Lease › Lease Summary

PBI 790022

An enhancement has been made to the Lease Summary screen. Two new collapsible sections, **Lease Party(s)** and **Responsibility(s)** have been added. This means lease parties and responsibilities can now be viewed without navigating to the separate **Lease Parties List** and **Lease Responsibilities List** tabs.

BUG FIXES

Lease › Lease Editor

PBI 741699

A bug has been resolved where entering a date into the **Lease End Date** field that was both extremely distant (e.g., year 3924) and beyond the system's supported term caused an unclear error upon saving. This has been fixed so that dates exceeding the supported ~1501-year term now display a clear validation message, guiding users on what to correct, while dates within the supported range continue to save as expected.

Search › Lease › Lease Summary

PBI 725137

A bug has been resolved where the **Tenancy** column in the **Lease** search results grid was blank, even when a **Lease** had a **Tenancy** value recorded against it.

Portal

NEW FEATURE

Dashboard › New Service Request

PBI 764893

A **Use within Portal** option has been added to the **Use Element within...** tab of a Maintenance element (fault) in the Element List, allowing customers to limit which faults appear when users raise a Service Request in the Portal. It appears below **Use within Service Request Maintenance list** and can only be ticked when that option is ticked. Existing elements already used in the Service Request Maintenance list are ticked automatically on upgrade, so the Portal fault list is unchanged until you edit it. The Smart Client fault list is not affected.

> **Note:** These changes have been made to the **Service Request Element List** reference data in the Smart Client.

ENHANCEMENT

Dashboard › Search

PBI 759962

An enhancement has been made to the K2 Portal dashboard's **Search** panel so that it now caches the last search type used (Business Unit, Building, Site, or Project). This allows for faster searching, by not forcing the user to constantly change the search in the dropdown as it remembers the last search type.

PPM

NEW FEATURE

Maintenance › PPM › PPM Planner

PBI 779046

The PPM Planner has been improved by adding a **National Standard Code** column to the grid, showing the code from the PPM Task's instruction set, which can be shown, hidden or resized via the Field Chooser. A **National Standard Code** filter has also been added to the **Build PPM Planner** popup, above **Impact**, allowing users to narrow the tasks displayed by entering all or part of a code (not case-sensitive). The PPM Planner columns can also now be sorted, making it easier to find and manage tasks.

Project

BUG FIXES

Business Unit › Associated Items › Maintenance History

PBI 778892

A bug has been resolved where the **Project Contracts** tab on the **Maintenance History** screen would time out for **Business Units** with large volumes of data.

Project › Financial Information

PBI 745669

A bug has been resolved where unauthorising an **Order** on a **Project** caused the **Net Amount Paid** shown in the **Financial Information** grid to incorrectly drop to zero, even though the amount had genuinely been paid.

Project › Project Budget

PBI 788804

A bug has been resolved where submitting a **Project Budget** for authorisation could time out and terminate the workflow when the budget had a high volume of associated orders and commitments.

Service Request

NEW FEATURE

Advanced Search › Service Request Maintenance

PBI 757228

An **Advanced Search** has been added for **Service Request Maintenance**, allowing users to search by **Reference Number**, **Fault Path**, **Logged Date**, **Caller Name**, **Maintenance Location**, **Assigned To**, **Status**, **Subject**, **Priority**, **Description**, **Response Time** and **Resolve Time**. Users can switch to it from the search chooser next to the basic search, and the criteria entered in the basic search are carried across.

> **Note:** The **Include Archive** and **Archive only** options will be released at a later time.

Service Request (continued)

BUG FIXES

Service Request Maintenance Editor › Asset/Component/Tree

PBI 386672

A bug has been resolved where the filter options on the **Asset Selector** popup overlapped and were difficult to select when the screen was set to 150% zoom level.

Services › Service Request Maintenance

PBI 779302

A bug has been resolved where the **The resolve time must be after the response time** validation warning on a Service Request (Maintenance) would incorrectly display even when the auto-calculated Resolve time was already valid.

Service Request Key

BUG FIXES

Business Continuity › Key Request Manager

PBI 730369

A bug has been resolved where the **Key Request Manager** screen's title was incorrectly displayed as **Key Requests Manager** instead of **Key Request Manager**, and where certain toolbar controls, such as the **Update Status** button and **Custom Filters** label, became hidden or truncated at higher zoom levels.

Service Request › New Service Request › Key

PBI 731480

A bug has been resolved in which selecting a location when adding a **Key** to a **Service Request Key** triggered an error, even though the Key would still save correctly.

Tree Management

BUG FIX

Search › Order or Jobs

PBI 700717

A bug has been resolved in which **Orders** and **Jobs** raised against a **Condition Record** linked to a **Tree** were not appearing in basic search results. Now, the search returns the records.

Void Management

BUG FIX

Unit › Void Editor

PBI 710999

A bug has been resolved where generating a **Void Event** from a **Void** with an active user assigned left the **Assigned To** user blank on the event, and sometimes caused a data error when assigning a user manually.

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.

Month	Year	Major Release	Product	Supported Version
October	2026	2.3.5	Desktop, Portal, Mobile	2.3.3, 2.3.4 & 2.3.5
July	2026	2.3.4	Desktop, Portal, Mobile	2.3.2, 2.3.3 & 2.3.4
April	2026	2.3.3	Desktop, Portal, Mobile	2.3.1, 2.3.2 & 2.3.3

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 reason for de-supporting products is to allow us to focus our development efforts on best practices, and the latest technological solutions. Also, it ensures 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

Advanced Technical De-Support

MS End of Mainstream Support Date	Platform	De-Supported Versions	Last Supported Version of K2
13th July 2021	Database	SQL Server 2016 (Latest Service Pack)	2.2.2 - 30th March 2022
11th October 2022	Database	SQL Server 2017 (Latest Service Pack)	2.2.4 - 31st October 2022
28th February 2025	Database	SQL Server 2019 (Latest Service Pack)	2.3.6 - 31st January 2027
11th January 2028	Database	SQL Server 2022 (Latest Service Pack)	TBC
6th January 2031	Database	SQL Server 2025 (Latest Service Pack)	TBC
14th October 2025	OS	Windows 10	2.3.2 - 31st January 2026
13th October 2026	OS	Windows 11 Home/Pro (24H2)	TBC
10th November 2026	OS	Windows 11 Enterprise/Education (24H2)	TBC
12th October 2027	OS	Windows 11 Home/Pro (25H2)	TBC
11th January 2022	OS	Windows Server 2016	2.2.2 - 30th April 2022
09th January 2024	OS	Windows Server 2019	2.2.9 - 31st January 2024
13th October 2026	OS	Windows Server 2022	TBC
13th November 2029	OS	Windows Server 2025	TBC

Support Started

Supported Versions	Platform	First Version to Support
SQL Server 2019 (Latest Service Pack)	Database	2.1.224
SQL Server 2022 (Latest Service Pack)	Database	2.2.8
SQL Server 2025 (Latest Service Pack)	Database	2.3.2
Windows Server 2019 (Latest Service Pack)	OS	2.1.226
Windows Server 2022 (Latest Service Pack)	OS	2.2.8
Windows Server 2025 (Latest Service Pack)	OS	2.3.2
Android version 13	Mobile	2.2.9
Android version 16	Mobile	2.3.0

Future Releases

Release number	Release Date
2.3.6*	31st January 2027
2.3.7*	30th April 2027
2.3.8*	31st July 2027
2.3.9*	31st October 2027

* Subject to change.

Browser Support

Google Chrome

We support Google's free web browser; Google Chrome. Its current stable version is 157. 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 11 to use this browser (Older versions are supported but we do not support these for K2 Portal).

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.