The BarnOwl Upgrade Process

A step by step, self-help guide and demonstration on how to upgrade BarnOwl

28 August 2023

Presented by Jonathan Crisp and Christo de Bruyn

[Recording of the Spotlight can be found here](#).

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The BarnOwl Upgrade Process - Agenda

- Benefits of upgrading

- How do I know when a new version is available?

- Who is responsible for upgrading BarnOwl?

- How do I perform the upgrade?

- Step by step demonstration of the upgrade process

- Q&As

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Benefits of Upgrading

- New features such as:
  - Version 11.1 offers our clients a fresh, modern and simplified web-based user interface utilising the latest web-based technology
  - V11.1 Standard Power BI and SSRS reporting off the BarnOwl native database (included at no additional cost on request)
  - V11.2 BarnOwl Web voting (RCSAs, Surveys, Questionnaires) (October 2023)
  - V11.2 Key Indicator enhancements (October 2023)
  - V11.3 BarnOwl Web reporting (end 2023)
  - V11.4 Internet facing Votes, Surveys & Questionnaires (Q1 2024)

- Patches / Bug fixes

- Performance enhancements

- Technology enhancements (keeping up to date with the latest platform/s)

- Ongoing BarnOwl support (major version -1) (i.e version 9 support expired 19th September 2019 with the release of version 10.0.0)

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How do I know when a new version is available?

- Emailer to our clients

- BarnOwl website
  - https://barnowl.co.za/barnowl-knowledge-base/
  - https://barnowl.co.za/wp-content/uploads/2023/05/Whats-New-in-BarnOwl-v11-1.pdf
  - https://barnowl.co.za/knowledge-centre/integrated-grc-newsletter/barnowl-newsletter-september-2023/

- BarnOwl Spotlight / User Group sessions
  - https://barnowl.co.za/knowledge-base-featured-main/spotlight-barnowls-new-state-of-the-art-web-based-application-v11/
  - https://barnowl.co.za/spotlight/barnowl-spotlight-session-power-bi-and-ssrs-standard-report-packs/
  - https://barnowl.co.za/training/

https://barnowl.co.za/barnowl-knowledge-base/

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17 August 2023

Did You Know? Version 11 offers our clients a fresh, modern and simplified web application...

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Introduction and Agenda Thank you very much to everyone who joined the Spotlight session on...

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4 July 2023

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What is the benefit of an Upgrade? BarnOwl is constantly striving to enhance and improve...

Tip of the Month: Compliance Checklists Informing your Compliance Risk Ratings

17 April 2023

Did You Know? That with BarnOwl it is possible to send out automated compliance checklist/s...

https://barnowl.co.za/barnowl-knowledge-base/
Technical Resources

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What's New in BarnOwl

11 May 2023

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BarnOwl Minimum System Requirements

12 May 2023

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BarnOwl Installation Details and Technical Checklist

15 May 2023

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Tip of the Month: Frequently Asked Questions about Upgrading BarnOwl

24 May 2023

What is the benefit of an Upgrade? BarnOwl is constantly striving to enhance and improve...

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Who is responsible for upgrading BarnOwl?

- The BarnOwl champion is responsible for planning and arranging with your IT to upgrade your version of BarnOwl.

- BarnOwl's upgrade process is a fully automated wizard-driven approach, enabling you together with your IT to schedule and perform your own upgrade in your own time including:
  - following your IT CAB (Change Advisory Board) approval process (where required),
  - change management / obtain a quote for additional BarnOwl training,
  - user acceptance testing (UAT),
  - and final roll-out to your production environment.
  - https://barnowl.co.za/knowledge-base/tip-of-the-month/frequently-asked-questions-about-upgrading-barnowl/

- What do I do if I am unable to Upgrade BarnOwl myself?
  - Obtain a quote from your BarnOwl account manager and / or from BarnOwl Support.
  - Upgrades performed by BarnOwl require remote access. If remote access cannot be provided, an additional onsite fee will be charged.
  - Complete the https://barnowl.co.za/barnowl-knowledge-base/ Technical Resources>BarnOwl installation details and technical checklist
  - Thereafter, we will schedule a BarnOwl technical resource. Please expect a lead time of approximately two weeks.
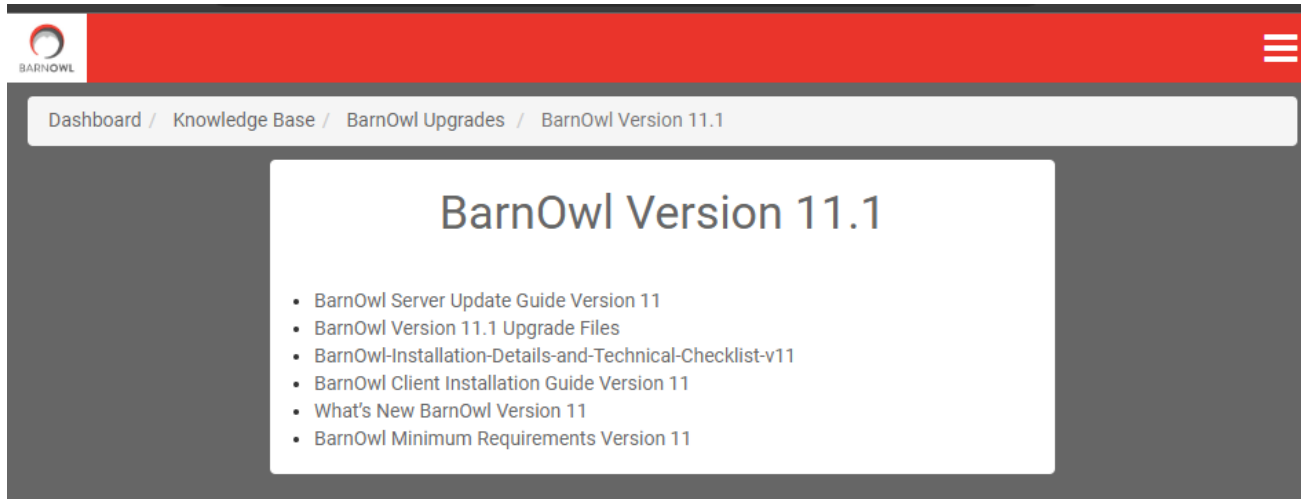
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How do I perform the upgrade?

- Step 1: Download the 'Whats New' document to view what changes have been made to this version. The What's new document includes links to the relevant topic in BarnOwl's online help

- Step 2a: Download BarnOwl's minimum System Requirements document and confirm with your IT, that your IT environment conforms to the technical requirements. For example .net framework 4.8 is required for version 11

- Step 2b: Complete the https://barnowl.co.za/barnowl-knowledge-base/ Technical Resources>BarnOwl installation details and technical checklist

- Step 3: Download the Guides from the 'Client Hub>Support Hub Login, Knowledge Base' or request a copy from BarnOwl Support.

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How do I perform the Upgrade (Continued)

- Step 4: Ask your IT to download the Upgrade files and follow the Update Guides: Client Hub>Support Hub Login, Knowledge Base:

- Make full **backups** of all the databases which will be upgraded. This includes Production and UAT/Training databases.
- Ideally a UAT environment should be upgraded, tested and signed off by the Client BarnOwl champion before the Production environment is upgraded.
- Warn your users that BarnOwl will not be available for the duration of the upgrade. It is important that users don't attempt to log in to BarnOwl while you are upgrading the version.

What do I do if I am unable to Upgrade BarnOwl myself?

If you are unable to upgrade yourself, you can request a quote from your account manager and / or from BarnOwl Support. A quotation will be sent to you for the Technical Resource's time. Upgrades performed by BarnOwl require remote access. If remote access cannot be provided, an additional onsite fee will be charged. Please note that we will only schedule a date for the upgrade, once you have sent through the signed quote and / or Purchase Order and once you (or your IT) has completed the 'BarnOwl installation details and technical checklist>Documents>BarnOwl Installation Details and Technical Checklist'. Thereafter, we will schedule a BarnOwl technical resource. Please expect a lead time of approximately two weeks.

Step by step demonstration of the upgrade process

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Conclusion

- Upgrades are communicated via emailer notification, the BarnOwl web site ([Client Hub](#)), [what's new](#), as well as spotlight / user group sessions (major releases)

- Benefits of Upgrading:
  - New features
  - Patches / Bug fixes
  - Performance enhancements
  - Technology enhancements (keeping up to date with the latest platform/s)
  - Ongoing BarnOwl support (major version -1) (i.e version 9 support expired 19th September 2019 with the release of version 10.0.0)

- BarnOwl's upgrade process is a fully automated wizard-driven approach, enabling you together with your IT to schedule and perform your own upgrade in your own time.

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Thank You

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https://barnowl.co.za/barnowl-knowledge-base/

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