Server Upgrade Checklist

Your Server configuration is unique and upgrading it is a project that requires planning and preparatory work to be successful. This checklist ensures you consider all tasks that might be needed for your upgrade and directs you to Help and Knowledge Base articles for detailed step-by-step procedures.

If you would like help preparing or executing your upgrade, please speak with your Account Executive for options.

| PLAN	PREP WORK	UPGRADE	TEST	TROUBLESHOOT
• Determine target version • Identify critical workflows for validation	• Pre-upgrade check workflow (critical) • Backup MongoDB • Backup key files Advanced • Evaluate Connectors • Save Python and R environments	• Upgrade in Test environment • Upgrade live environment Advanced • Upgrade Connectors • Restore Python and R environments	• Review upgrade logs • Access Server UI pages • Publish from Designer • Validate critical workflows	• Common issues and resolutions • Rollback • Customer Support

Server Upgrade Overview

Testing your upgrade process prior to upgrading your Production server is the **best way to ensure your Server upgrade process will run smoothly in your production environment**.

Ideally, start with a same-version Sandbox/Dev/Test Server and upgrade it, see Alteryx Server Sandbox Environment (KB). If you have a multi-node environment, testing is still effective on a single machine that runs Controller+Server UI+Worker. Similarly, if you have User-Managed MongoDB, restoring a database backup to the test machine's embedded Mongo can help validate the upgrade. Contact your Account Executive for information on a Sandbox license.

At a bare minimum, you should install the target version of Designer on a user's machine to test critical workflows in the new version. Install Two Versions of Designer on the Same Machine

Ideal process:
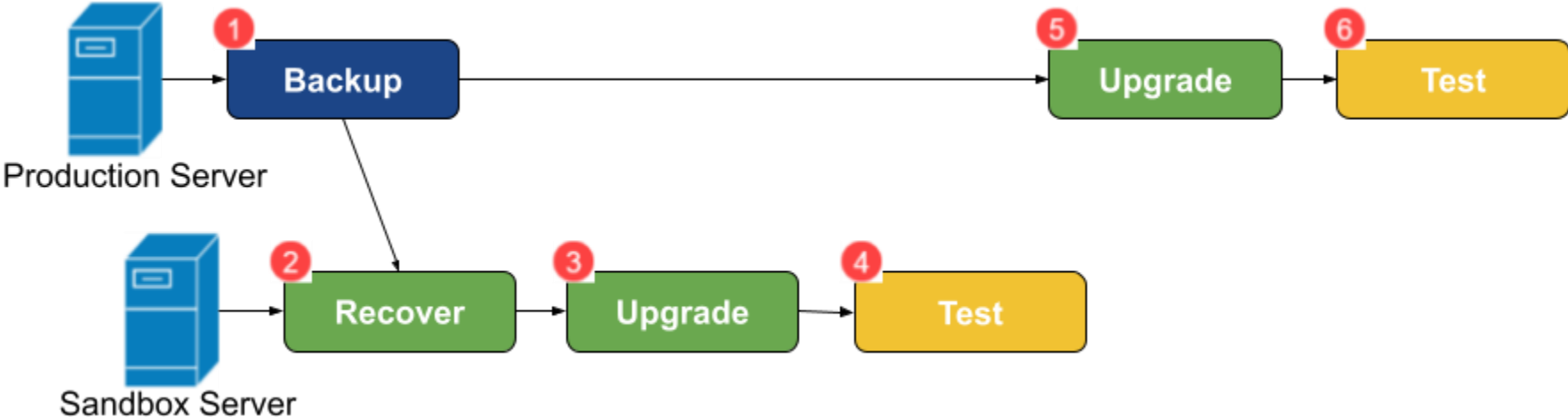
Server Upgrade Process

PLAN

Questions / Steps	Considerations / Links
☐ Choose your target version	Version-to-Version Guide - specific items you should be aware of when upgrading Alteryx Version Support Policy
☐ Know your current version for rollback	Either: • Private Studio in a browser > select your name in upper right > **My Profile** > **Version** • Run Designer on Server, **Help** > **About**
☐ Confirm sufficient free space Upgrade will fail for lack of space	If you use **Embedded MongoDB** and the Version-to-Version Guide(?) indicates the MongoDB Version will upgrade, confirm sufficient free space: MongoDB in Server Upgrades - Best Practices

☐ Identify validation workflows	Identify workflows to validate the upgrade. These are
	
	  - Critical workflows that must run on the Server
	  - Workflows that
	    - Input/output to a network UNC location
	    - Input/output to a database
	    - Use Connector Tools
	    - Use Location or Business Insights Datasets
	    - Use Python Tool
	    - Use R Tool

☐ Plan how to manage scheduled workflow during your upgrade	By default, schedules that should have run while the Server was being upgraded will pick up as soon as the Server and nodes restart. You can suspend all schedules and determine what should run on an individual basis (described in the **UPGRADE** section).

Advanced issues that might not apply to your upgrade

☐ Do workflows use Connector Tools?	Connectors are installed independently and must be compatible with your new Server version. You can determine the Connectors and versions installed by their folder names under
	
	      `%ProgramData%\Alteryx\Tools`
	
	Review each Connector to ensure compatibility with your new Server version to determine Server+Connector version compatibility:
	
	    Designer compatibility data connectors
	    Alteryx Marketplace
	    Community Gallery (see **Technology Partner** section)
	
	If the Python version is upgraded as part of your Server upgrade, all Python-based connectors must be reinstalled. The YXI file takes the current Python version into account during the installation process (so the same YXI file will perform a different installation when run in versions of Designer/Server that use a different Python version). View the Python versions used by Server versions in Alteryx Embedded Python.

☐ Do workflows use the Python Tool?	Python Tool Environment - Server Upgrade(?)
☐ Is your organization required to maintain vendor support from Mongo?	MongoDB Support Policy Lifecycles MongoDB Schema Reference
☐ Is your Mongo User-Managed?	MongoDB in Server Upgrades - Best Practices
☐ Are you changing Mongo between Embedded and User-Managed?	Don't perform a Server Upgrade and Mongo migration together, these are separate projects Migrate between Embedded and User-Managed Mongo (1004893)

☐ Are you moving from on-prem to cloud?	Don't perform a Server Upgrade and cloud migration together, these are separate projects
	    Azure (KB) and Azure white paper
	    Amazon AWS (gated white paper) and Alteryx Server on AWS pdf

☐ Do you use the Connect product?	Upgrade Connect to the same version as Server, see: Connect and Loaders.

PREP WORK

Questions / Steps	Considerations / Links
Confirm your Server is ready to upgrade	
☐ Run pre-upgrade checks ⚠️ **Skipping this step is the cause of most server upgrade failures.**	[Alteryx Server: Pre-Upgrade Checks](#) (KB)
☐ Run CryptoMigration Prep Tool if upgrading to or through 22.3	[Crypto Migration Prep Tool](#)
Stop Server and backup MongoDB and other critical information	
☐ Stop Server	<u>Order</u>: **Workers** (<u>wait</u> for jobs to finish) … **Server UI** … **Controller** … [user-managed Mongo]

☐ Backup Mongo database ⚠️ A server snapshot is not sufficient as it can restore a corrupt MongoDB if the Service was running when the snapshot was taken.	Perform a MongoDB backup from the command line (adjust for your folder structure) `C:\Program Files\Alteryx\bin\AlteryxService.exe emongodump=C:\BKP_DIR` [Mongo DB Backups](#)
☐ Backup RuntimeSettings.xml, Controller Token, and Service Log On user	1. Run **Alteryx System Settings > Controller > General > Controller Token > View** and copy the Token to a safe location. 2. Make a backup copy of `C:\ProgramData\Alteryx\RuntimeSettings.xml` 3. Note the **Services App > Alteryx Service > Properties > Log On** settings
☐ Optionally backup other settings	[Critical Server Files and Settings to Backup](#)
☐ Optionally perform a snapshot backup	Stop the **Alteryx Service** prior to the snapshot. If rollback is needed, you can try using the snapshot, with the Mongo backup above being your failsafe.

UPGRADE

Questions / Steps	Considerations / Links

If moving to a new Server or testing the upgrade on a Test Server

☐ Perform a Server Host Recovery to new or test Server	[Server Host Recovery](#)
☐ Test <u>before</u> upgrading **Don't skip this step.**	Follow the **TEST** section below to ensure the migration was successful <u>before</u> upgrading to make troubleshooting easier.

If upgrading in-place (on the same machine)

☐ Do you want to suspend Schedules after the upgrade?	If you do not want Schedules to run when the Service starts: Run **Alteryx System Settings** on each **Worker**, deselect **Worker > General > Run unassigned jobs**, and give the **Worker** a unique **Job tag**. Alternatively, contact Customer Support for assistance in deleting all Schedules.
☐ Stop Server	<u>Order</u>: **Workers** (<u>wait</u> for jobs to finish) … **Server UI** … **Controller** … [user-managed Mongo]
☐ Upgrade	- Download new version from https://downloads.alteryx.com/. - Right-click and run the installer **As Administrator.** - Choose the same **installation path** as your old version. - Choose **Migrate Mongo Database** if the option is presented. **Tip:** Save the installer in case you need to roll back to this version after a future upgrade.

☐ Did you have a **Service Log On User** in the **PREP WORK** section?	Reset **Service Log On User** after upgrade: Windows Services app > right-click AlteryxService > Properties > Log On **Tip**: In the future consider using the **Alteryx System Settings > Worker > Run As** user instead as it is not lost during an upgrade.
☐ Perform version-specific tasks	[Version-to-Version Guide](?)(?)
Advanced issues that may not apply to your upgrade	
☐ Do you have a multi-node environment?	All nodes must be upgraded to the same version. [Restart order]: [user-managed Mongo] … **Controller** … **Server UI** … **Workers**
☐ Do workflows use Connector Tools?	If Connectors need to be upgraded to remain compatible with the new Server version, install upgraded versions of Connectors and delete incompatible Connector folders. When a Connector version is removed from the Server, existing workflows using that version will stop running with the error message "Error: Unable to resolve plugin Python 'XXXXX\main.py' (Tool Id: X)". Users need to: 1. Install a version of the Connector that matches what's available on the Server. 2. Delete the old version (simply delete the old version's folder under `C:\Users\USER_NAME\AppData\Roaming\Alteryx\Tools`. 3. Open the workflow, edit the Connector, and re-authenticate it. Alternatively: Delete the Connector and re-add it. 4. Test the workflow is functioning with the new version (some versions change the Tool's UI). 5. Republish the workflow to the Server. 6. Verify the workflow runs on the Server as expected.

TEST	
Questions / Steps	Considerations / Links

☐ If upgrading, review MongoDB Schema Migration File	Confirm the schema migrated to the version expected for your new Server version
	
	`%ProgramData%\Alteryx\Gallery\Logs\alteryx-migration.csv`
	
	[Mongo DB Schema Reference](#)
	
	Look for a line near the end with a number matching the expected schema
	
	`INFO,1,migrationLogger,MoveNext,Migration 31 Completed.,`
	
	See **TROUBLESHOOT** section if the migration didn't complete to the expected level.

☐ Basic Server Testing	Is the **Alteryx Service** running? Can you: ● Access the Server URL? ● Move around Admin pages and view Users, Collections, etc.? ● Publish a workflow from Designer to the Server? ● Run the workflow? ● If your configuration allows, save and run a workflow specifying your credentials.
☐ Test validation workflows	Test the validation workflows identified in the **PLAN** section. Confirm these don't output data to production locations or databases if this would produce duplicate records or cause other data integrity issues for your organization.

TROUBLESHOOT

Issues	Troubleshooting
Mongo Schema Migration didn't complete or has an error	The most common reason for this is that the **Pre-Upgrade Checks** workflow wasn't run or the issues found weren't corrected. How to Run Pre-Upgrade Checks When Gallery Won't Start (KB). [CSEs Internal KB]
UNC network locations Error in workflow accessing UNC location	Ensure the **Run As User** or **Service Log On User** are properly set and have rights to access the network location.
ODBC / DSNs Error accessing a database using DSN	Compare the ODBC driver versions and ODBC System DSNs from your old machine. Look for version or spelling differences. Download supported drivers https://downloads.alteryx.com/
In-DB Connection Error accessing an In-DB connection	Copy file from original Server: `C:\ProgramData\Alteryx\Engine\SystemConnections.xml`
Connector Tool errors	See: Connectors Troubleshooting (1009560)
Rollback	If you need to rollback, see How To Downgrade Alteryx Server (796943).

Customer Support assistance	Customer Support can assist if you experienced an error in the upgrade process and are unable to resolve it with the common troubleshooting articles above. Your Account Executive can provide options if you would like assistance planning or executing an upgrade.
	Case prioritization
	Criteria 1 Sev 1 - Production Server is Completely down Sev 2 - Sandbox/Dev Server is down or Production Server isn't fully functional
	Criteria 2 Paid Support Tier
	Alteryx-Support-Guidelines (1130) Support Policy and Guidelines

| What to provide to Customer Support? | To ensure Customer Support can start troubleshooting immediately, please include in your support request:

1. Is this your Dev/Sandbox or Production environment?
2. Is the Server down completely?
3. Version upgrading from and to
4. Is this a multi-node environment?
5. Description and screenshot of the error you're receiving.
6. The following files, adjusting the location based on your installation:

    Server UI Node
    `C:\ProgramData\Alteryx\Gallery\Logs\alteryx-migration.csv`
    `C:\ProgramData\Alteryx\Gallery\Logs` **(past 48 hours)**

    All Nodes
    `C:\ProgramData\Alteryx\RuntimeSettings.xml`
    `C:\ProgramData\Alteryx\Service` **(past 48 hours)**

7. When upgrading to or through 22.3, provide CryptoMigration logs (AlteryxServiceMigrator_#.log)

    Server UI Node in one or both locations
    `C:\ProgramData\Alteryx\Service\AlteryxServiceMigrator_#.log`
                        ^^ Prep Tool logs here
    Alteryx System Settings > Controller > General > Logging folder
                        ^^ Upgrade logs here |