

Server Migrations to 2020.1.5 Stable Build Will Prevent User Login in Windows Authentication Environments

We are writing to inform you that we've identified a defect in Server version 2020.1.5 which prevents users from logging in to their server using WinAuth.

For this reason, we have pulled the installer executable from the Alteryx downloads portal and are expediting a fix as quickly as possible.

If you were planning to upgrade and already have the 2020.1.5 installer, please delete it and await further notification on the new build.

If you have already been affected by this defect, and have a backup of your Server mongo database, we can offer some manual steps to remediate the problem and get operations back up and running. Those steps are shown below.

If you have already installed the upgrade but **do not** have a backup available, please reach out to [Customer Support](#) for assistance.

We apologize for any inconvenience and we are here to help.

STEPS TO FIX MIGRATION ISSUE

The following shows a user how to fix the database migration defect that blocks users from WinAuth access.

REQUIREMENTS:

There must be a database backup **PRIOR** to the service starting on 2020.1.5. If the database migration was already begun, this procedure **WILL NOT** work. If you do not have a backup available, you'll need to reach out to Customer Support for assistance.

The following steps are specifically to fix a broken installation of Alteryx Server Version 2020.1.5. Then start and complete the installation for 2020.1.5.

NOTE: Some of these commands **ARE** case sensitive and should be applied exactly as they are written.

NOTE: There are references to <AlteryxDir> in the commands below. This will be the directory with AlteryxService.exe in it. This will be the installation directory that you have specified during your installation. The default location is C:\Program Files\Alteryx\bin.

1. Stop the AlteryxService.
2. Open an administrative command prompt and restore a backup of your database prior to the upgrade using the following command:

```
"<AlteryxDir>\AlteryxService.exe" emongorestore=<path to backup location>,<path to restore to>
```

(More information regarding backups can be found [here](#))

3. In the same administrative command prompt once the restore is completed, start the database independently with the following command:

```
"<AlteryxDir>\mongod.exe" --dbpath "Path\RestoredTo"
```

4. Open a second administrative command prompt instance and enter the following command to connect to the database: "**<AlteryxDir>\mongo.exe AlteryxGallery**"
5. When inside the mongo shell (after previous command) enter the following command to rename the *windowsIdentity*s collection to *windowsIdentity*:
'db.windowsIdentitys.renameCollection("windowsIdentity")'
6. Enter the following command to verify the rename was successful, it should be the last-named collection in the returned list: "**db.getCollectionNames()**"
7. Once verified, enter **<CTRL-C>** into the command prompt with the mongo shell, then enter **<CTRL-C>** into the first shell that was starting the mongo database instance.
8. Go through Alteryx System Settings and point the Data Folder in the Controller->Persistence page to the location where you backed up the database.
9. Finish the Alteryx System Settings, confirming that the rest of the settings match what you had previously, and this will automatically restart the Alteryx Service.
10. The Alteryx Server should successfully complete the migration and implement the correct and updated schema for all users. Users should now be able to login to the Server successfully.