Alteryx Designer Install & Troubleshooting Guide

Version 2.0 – February 2024

This Designer Install & Troubleshooting Guide is provided to assist participating SparkED educators and students with navigating Alteryx Designer licensing questions including:

- Requesting a Designer license
- Downloading the Designer software
- Installing the Designer software
- Troubleshooting Designer licensing questions

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1   License Request

1.1 Where do I obtain the Designer license for teaching and learning only?

Students: Go to https://www.alteryx.com/sparked/students, click on "Start Learning" and complete the "Verify Student Eligibility" form.
Educators: Go to https://www.alteryx.com/sparked/educators, click on "Start Teaching" and complete the "Verify Educator Eligibility" form.
- **Note:** An institution email (typically ending in .edu or regional equivalent) is required.
- Per the Alteryx End-User License Agreement (EULA), the Designer license granted via SparkED is a non-commercial license and cannot be used for any for-profit business activities.

1.2 How do I find out if I was approved to receive a Designer license?

Once you are approved, you will receive your license key via email from sparked@alteryx.com. You can locate this email by searching for that email address or the subject line "**Congratulations on your Alteryx Education License**" in your Inbox or junk/spam folder.

1.3 How do I find my Designer license Key?

After filling out the application for a Student Education Designer license, you should receive an email from verify@sheerid.com confirming your status. Please search for this in your Inbox, as well as your junk/spam folder if you cannot locate it.

2   License Download

2.1 What are the system requirements for installing Designer?

You must first install Designer. System Requirements (alteryx.com) for Installation are:

Designer Version 2023.2 and Newer

⚠ **Warning**
As of Designer version 2023.2, Alteryx no longer supports Windows Server 2012 as it has reached the end of support by Microsoft. Go to https://learn.microsoft.com/en-us/lifecycle/announcements/windows-server-2012-r2-end-of-support to learn more.
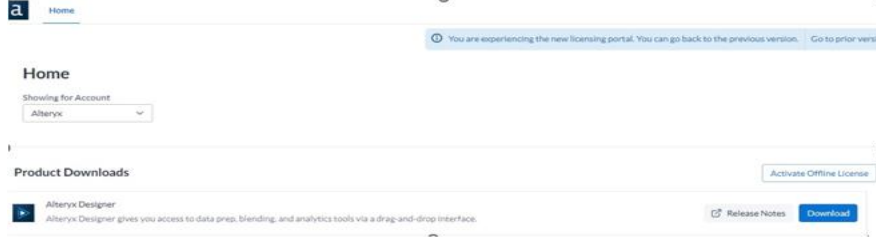
Required Minimums for Alteryx Designer

Machine Requirements	Minimum: 64-bit	High Performance: 64-bit
OS Requirements	Minimum: Microsoft Windows 10 (64-bit)	Minimum: Microsoft Windows 10 (64-bit)
	Windows 11 is now supported.	Windows 11 is now supported.
Chip/CPU*	4 Core Minimum	4 Core Minimum
Processor	2.5 GHz or Faster	2.5 GHz or Faster
RAM	8 GB	16 GB
Disk Size	500 GB–1 TB	500 GB–1 TB

*Please note that ARM chips are not currently supported.

Once Designer is installed activate the license key by opening Designer and selecting, **Options >Manage Licenses > Activate New License**. From here, you will need to enter your license key and select **Activate**. Happy Solving!
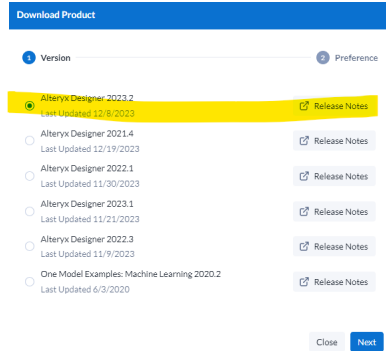
2.2 Where do I download the Designer software?

You must download Designer from the Alteryx Licensing Portal at **my.alteryx.com/licensing.**
To access the Designer download, you will first need to create an account in the portal. When creating the account, you will be prompted to enter the license key provided to you by the SparkED education program. Entering the key at this stage will not actually activate the license, but it will associate your account with the SparkED license group and provide access to the download. Once the account has been created and you have logged in you will see Product Downloads on the web page that loads.

2.3 What are the steps to download Designer?

Select the download button for Designer, the following pop up appears and select "Alteryx Designer 2023.2" and "Next".

Download the Non-Admin version of Designer if you are not an administrator on your machine. Note: Admin version saves files and information at the machine level which means it will save across all users on the machine. Non-Admin version saves files and information at the user level.

2.4 What are the steps to download Designer and the Predictive Tool Suite?
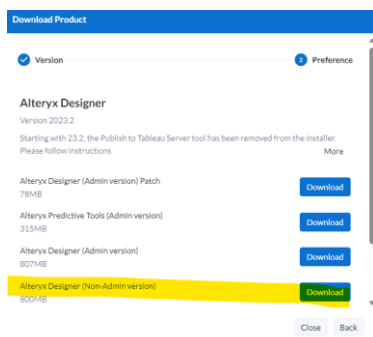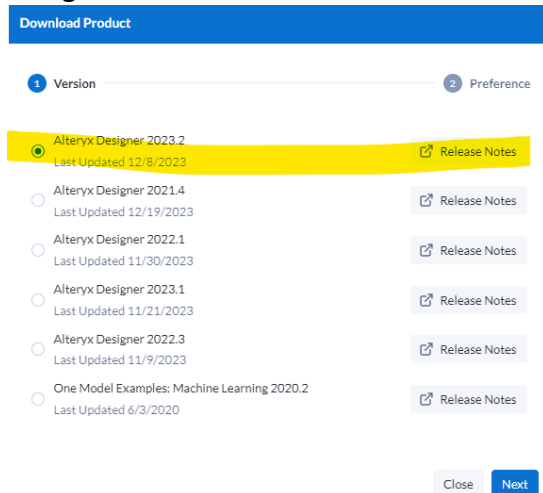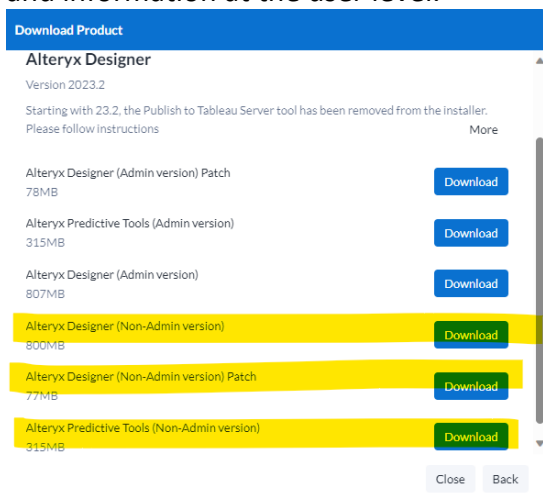
Select the download button for Designer, the following pop up appears and select "Alteryx Designer 2023.2" and "Next".

Download the Non-Admin version of Designer and the Predictive Tools if you are not an administrator on your machine. Note: Admin version saves files and information at the machine level which means it will save across all users on the machine. Non-Admin version saves files and information at the user level.

All versions of Designer and Predictive Tools much be the same in version number and admin or non-admin for your installation to go smoothly. The Predictive Tools install that you select must match the admin level (Admin vs. Non-admin) and version (2023.2, 2021.4, etc.) of your current Designer install. You must install Designer first before downloading and installing the Predictive Tools.

3   License: Macs

3.1 I have a Mac – How would I Install Designer?

As Alteryx runs on Windows, there are two ways to install Alteryx on a Mac:
1. Use [Boot Camp.](#)
    a. Works best on Intel Macs running Windows 10. For M1 and M2 Macs you will need a virtual machine product.
2. Use a virtual machine product (emulates Windows within macOS), like [VMware Fusion](#), [VirtualBox](#) (open source), or [Parallels](#), among others.
    a. Works best on Intel/M1/M2 Macs.
    b. If installing on an M1 or M2 Mac, we recommend you install Designer 2022.1, not Designer 2023.2.

Note that any of the above solutions require a Windows license. Read [this article](#) to see the pros and cons of the different approaches, as well as detailed installation instructions.

Additionally, check with the virtualization software vendor as many, like Alteryx, offer free or discounted software licenses for students and educators.

4   License: Troubleshooting?

4.1 Why did I receive a *"Verification Limit Exceed"* message when I submitted the Designer license request form?

SparkED Education Program

Verification Limit Exceeded

We're glad you're enthusiastic, but it looks like you've already redeemed or attempted to redeem this offer.

Verification services powered by SheerID

Need Help?

If you received a *"Verification Limit Exceeded"* message when you completed the Designer Eligibility form, it is because you already have an active Designer license key.

Alteryx Designer licenses are issued for 1 year and you are only able to request a new Designer license by completing the form again within 30 days of your current license expiration date.

4.2 What to do if no downloads appear under the "Product Downloads"?

While logged into my.alteryx.com/licensing, please hover over your email and select 'profile'. Once the profile screen appears, please update your address and save. Then log out and the available downloads should be visible upon logging back in.

4.3 What to do if I can't find my Designer license key that was sent to me in an email?

If you are having issues with locating your Designer license key, please search "Alteryx Designer" in your inbox or check your spam. If your license key has expired, please visit our Alteryx SparkED page to apply for a new one.

4.4 How can I find my Designer license key, the Designer version installed and when it expires?

- To find your version of Designer, open Designer > go to Help > About.
- To find your Designer license key, open Designer > go to Options > Manager Licenses.
- To find out when your current license expires, open Designer and go to Options > Manage Licenses.

4.5 Does Alteryx force users to upgrade Designer?

Alteryx does not force users to upgrade their version of Designer, but we do officially stop supporting a version after 18 months from its release date. The older versions of Designer can still be used though and there's nothing that would get turned off on a really old version.

4.6 How do I reset/revoke my Designer license key to reset it to be installed on a new or updated computer?

To use your current Designer license, you will need to revoke your current Designer license key by following the steps below which will reset the key and enable it to be reinstalled on an updated or new laptop.

1. Log in to the Alteryx Licensing & Downloads portal at: us1.alteryxcloud.com/license-portal/ .
2. Select the Licenses tab.
3. Select the "Showing for Account" dropdown and select the appropriate Account / Order Group.
4. Select the corresponding product name of the license key you wish to revoke the activation(s).
5. Select the user(s) you wish to revoke the activation from by clicking on the small boxes on the left of the corresponding User Name / Email.
6. Once the selection is complete, click on revoke the button.

5 Licensing Resources

The Ins and Outs of Alteryx Licensing - Alteryx Community	Provides an overview of all things Alteryx licensing. This includes our prerequisites for installing and licensing Alteryx, an overview of different ways to activate, links to helpful guides and how to best administrate your keys once activated.
Licensing Portal Walkthrough Video	Provides an overview of the portal which enables you to access, manage, and scale the use of licensed Alteryx products.