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## Upgrade to Nintex for SharePoint 2016

This guide contains the information about migrating between Nintex SharePoint versions.

[Nintex for SharePoint 2016 Upgrade guide \(PDF\)](#)

# Introduction

**Note:** Nintex Workflow only supports upgrades from the most recent version of Nintex Workflow for SharePoint. To upgrade from an older version you must first perform an intermediary update. Therefore Nintex Workflow 2016 only supports upgrades from Nintex Workflow 2013. To upgrade from Nintex Workflow 2010, you must first perform an intermediary upgrade to Nintex Workflow 2013.

The topics in this section describe the upgrade process from Nintex for SharePoint 2013 to Nintex for SharePoint 2016. With SharePoint 2016, "Database Attach" upgrades must be used rather than "In Place" upgrades. This guide outlines how to perform a "Database Attach" upgrade of Nintex Workflow.

Before upgrading to Nintex for SharePoint 2016, first upgrade to the latest versions of Nintex Workflow and Nintex Forms. Versions 2.5.0.0 and earlier are not currently supported for upgrading to Nintex for SharePoint 2016.

If you are upgrading Nintex Workflow and Nintex Forms, then follow this guide from beginning to end. If you are upgrading Nintex Forms only, see ["Upgrade Nintex Forms only" on page 10](#).

## Before you start

This topic provides instructions for completing upgrade prerequisites. Before upgrading to Nintex for SharePoint 2016, confirm your SharePoint state, note existing Nintex Live ID (if used), and prepare your SharePoint 2016 environment.

### Things to note before you start the upgrade process

- You need a minimum Support Entitlement of Software Assurance to receive the latest Nintex installers.
- Plan to update outside of business hours. The Nintex Installer will execute an IISReset and restart the SharePoint Timer Service.
- Nintex Installers are available under Product Releases in the [Nintex Customer Central site](#).

**Note:** Nintexonly offers International installers

- Reverting to a previous version of Nintex Workflow and Nintex Forms is not supported due to changes made to the schema in Nintex Databases.
- Custom CSS or JavaScript on Nintex Forms may change in behavior following a Nintex Forms update.

### Confirm your SharePoint state, ensure the following

- SharePoint 2016 is installed and configured.
- SharePoint 2013 content databases are not yet attached.
- The web application that will host the SharePoint 2013 content has been created.

### Note the existing Nintex Live ID

If Nintex Live is in use make a note of the Live ID before you start the upgrade process.

1. On the Central Administration Home page, select **Nintex Live Management**.
2. Click **Connection settings**.

3. Copy the existing value of the ID to a file for later use.  
Later in the upgrade process, this ID will be restored in the SharePoint 2016 environment. See ["Restore the external connection end point ID" on page 6](#).
4. Click **OK**.

#### Prepare your SharePoint 2016 environment for the upgrade process

In preparation for the upgrade to Nintex Workflow 2016, all services that host / inter operate with the SharePoint workflow engine must be stopped.

- Disable the workflow timer job (Workflow).
  - a. On the SharePoint Central Administration Home page, click **Monitoring**.
  - b. Under Timer Jobs, click **Review job definitions**.
  - c. On the Job Definitions page, click **Workflow**.
  - d. On the Edit Timer Job page, click **Disable**.
- Stop all services that host or inter operate with the SharePoint workflow engine.

## Perform the upgrade

This section contains the tasks needed to perform the upgrade.

## Install Nintex Workflow 2016

This topic provides instructions for installing Nintex Workflow 2016 as part of the upgrade process.

#### To install Nintex Workflow 2016 for the upgrade process

- Do the following tasks as described in the installation guide at <http://help.nintex.com/en-US/nintex2016/current/default.htm#cshid=installguide>.
  - Run the installer
  - Deploy the solutions, including enterprise features as needed
  - Import the license

## Disable the Nintex Workflow Scheduler job

This topic provides instructions for disabling the Nintex Workflow Scheduler job.

#### To disable the Nintex Workflow Scheduler job

1. On the Central Administration home page and click **Monitoring**.
2. In the **Timer Jobs** section, click **Review job definitions**.
3. In the **Job Definitions** page, click **Nintex Workflow Scheduler**.
4. In the **Edit Timer Job** page, click **Disable**.

# Attach SharePoint content databases

This topic provides instructions for attaching SharePoint content databases.

## To attach a SharePoint database

- Use the following Windows PowerShell command.

```
Mount-SPContentDatabase
```

Refer to Microsoft documentation for more information about this command: [Mount-SPContentDatabase](#).

# Set up the Nintex Workflow configuration database

When setting up the Nintex Workflow configuration database, you can either use a new configuration database or an existing configuration database.

## Use a new configuration database

This topic provides instructions for using a new configuration database.

### To use a new configuration database

1. On the Central Administration Home page, click **Nintex Administration**.
2. Under Licensing and setup, click **Database management**.
3. Under Nintex Workflow, under Configuration database, click **Create**.
4. On the Create configuration database page, enter the name of your database server and enter a database name.

**Note:** The default value for Database Server is the default SharePoint database server.

5. Click **OK**.
6. If the SharePoint 2013 environment used connector actions (formerly Nintex Live actions), then enable these actions for use in the SharePoint 2016 environment.

**Note:** Enabling these actions helps to ensure a smooth upgrade. If the actions used in the previous environment are not added, then error messages appear when the content databases are attached.

- a. On the Central Administration Home page, click **Nintex Administration**.
- b. Under Workflow environment, click **Action settings**.
- c. Under Connectors, to the left of the Group column, select the check box to enable all connector actions.  
Alternatively, you can select the check box for individual connector actions.
- d. Click **OK** to save changes.

# Use an existing configuration database

This topic provides instructions for using an existing configuration database.

## To use an existing configuration database

1. In the SharePoint 2013 environment, do the following.
  - a. Stop the Windows SharePoint Services Timer service.
    - i. Open the Services Microsoft Management Console (MMC) snap-in.

**Note:** For instructions on accessing the Services Microsoft Management Console (MMC) snap-in, see the Microsoft TechNet Library at <http://technet.microsoft.com/en-us/library/cc772408.aspx>.
    - ii. Right-click the Windows SharePoint Services Timer service and select **Stop**.
  - b. Backup the database using Microsoft SQL Server Management Studio.
  - c. Start the Windows SharePoint Services Timer service.
    - i. Open the Services Microsoft Management Console (MMC) snap-in.

**Note:** For instructions on accessing the Services Microsoft Management Console (MMC) snap-in, see the Microsoft TechNet Library at <http://technet.microsoft.com/en-us/library/cc772408.aspx>.
    - ii. Right-click the Windows SharePoint Services Timer service and select **Start**.

**Note:** This step is required only if you are doing a partial or demo migration.

2. In the SharePoint 2016 environment, do the following.
  - a. Migrate (or backup and restore) the prepared database to the SharePoint 2016 SQL instance.

**Note:** This step is not necessary if your SharePoint 2016 and SharePoint 2013 environments share the same SQL instance.

- b. Execute the “\_PrepareForNewEnvironment” stored procedure to delete existing references to content databases and NintexLive service requests.

These references are re-added as needed when existing content databases are reattached.

- i. In Microsoft SQL Server Management Studio, in **Object Explorer**, expand **Databases**.
      - ii. Expand the database, expand **Programmability**, and then expand **Stored Procedures**.
      - iii. Right-click stored procedure “\_PrepareForNewEnvironment” and select **Execute Stored Procedure**.
      - iv. In the Execute Procedure dialog box, click **OK**.

**Note:** For more information about executing stored procedures in Microsoft SQL Server Management Studio, see the following Microsoft article: [Execute a Stored Procedure](#).

- c. Configure Nintex Workflow to use the prepared database as its configuration database.
          - i. On the Central Administration Home page, click **Nintex Administration**.
          - ii. Under Licensing and setup, click **Database management**.
          - iii. Under Nintex Workflow, under Configuration database, click **Create**.
          - iv. On the Create configuration database page, enter the name of your database server and existing configuration database name.
          - v. Select the check box **Connect to an existing database**.
          - vi. Click **OK**.

## Enable actions for Nintex Workflow

This section provides instructions for enabling Nintex Workflow actions. Only the actions you enable are displayed in the Workflow designer.

### To enable Nintex Workflow actions

1. On the Central Administration Home page, click **Nintex Administration**.
2. Under Workflow environment, click **Action settings**.

By default, for new installations, no actions are selected.
3. Click the check box in the Core and Connectors heading rows to enable all actions.

Alternatively, to enable a subset of the available actions, select the check box for each desired action. Enabled actions become available in the Workflow designer.

4. Click **OK**.

The web.config file for each web application is updated to list enabled actions as safe controls.

## Restore the external connection end point ID

This section provides instructions for restoring the Nintex external connection end point ID (formerly Nintex Live ID) that was noted from the SharePoint 2013 environment before beginning the upgrade.

### To restore the Nintex external connection end point ID

1. On the Central Administration Home page, click **Nintex Administration** and then click **External connection settings** under **Licensing and setup**.
2. Select the check box **Override ID** and then update the existing value with the ID noted from the SharePoint 2013 environment.
3. Click **OK**.

## Attach the Nintex Workflow content databases

This section provides instructions for attaching the Nintex Workflow content databases, either to a new physical database (typical scenario) or the same physical database as the configuration database. You can add content databases gradually over time as SharePoint content databases are migrated.

The optimal mapping ratio for your environment depends on the number of SharePoint content databases in it. For guidance on mapping content databases, see [Design databases](#). For guidance on splitting existing content databases, see [Split databases](#).

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### **To attach a content database to a new physical database (typical scenario)**

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1. In the SharePoint 2013 environment, do the following.

a. Stop the Windows SharePoint Services Timer service.

i. Open the Services Microsoft Management Console (MMC) snap-in.

**Note:** For instructions on accessing the Services Microsoft Management Console (MMC) snap-in, see the Microsoft TechNet Library at <http://technet.microsoft.com/en-us/library/cc772408.aspx>.

ii. Right-click the Windows SharePoint Services Timer service and select **Stop**.

b. Detach the content database.

**Note:** The database must be detached before being backed up. The DetachDatabase operation stores data from the SharePoint 2013 environment that is not initially present in the content database, such as information on pending NintexLive service requests. When the AttachDatabase operation is run in the SharePoint 2016 environment, the data is extracted from the database into the environment. If these steps are not followed, then the workflows waiting on requests for connector actions (formerly NintexLive actions) never continue.

i. Log on to a web application server with access to the NWAdmin tool.

**Note:** For more information on the NWAdmin tool and its operations, see [NWAdmin Guide](#).

ii. At the command prompt, navigate to the directory for the NWAdmin tool. The typical directory is as follows.

C:\Program Files\Common Files\microsoft shared\Web Server Extensions\16\BIN\

iii. At the command prompt, run the DetachDatabase operation using parameters for your environment.

For example, in the following entry, replace <myservername> with the name of your server and <mydatabasename> with the name of your database.

```
NWAdmin.exe -o DetachDatabase -serverName <myservername> -databaseName <mydatabasename>
```

c. Backup the database using Microsoft SQL Server Management Studio.

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- 
- d. Start the Windows SharePoint Services Timer service.
    - i. Open the Services Microsoft Management Console (MMC) snap-in.

**Note:** For instructions on accessing the Services Microsoft Management Console (MMC) snap-in, see the Microsoft TechNet Library at <http://technet.microsoft.com/en-us/library/cc772408.aspx>.

- ii. Right-click the Windows SharePoint Services Timer service and select **Start**.

2. In the SharePoint 2016 environment, do the following.

- a. Ensure that the workflow job is stopped.  
For instructions, see ["Before you start" on page 1](#).
- b. Restore the backed up database to the SharePoint 2016 location using Microsoft SQL Server Management Studio.
- c. Attach the database.
  - i. Log on to a web application server with access to the NWAdmin tool.

**Note:** For more information on the NWAdmin tool and its operations, see [NWAdmin Guide](#).

- ii. In SharePoint 2016 Management Shell, run the AttachDatabase operation using parameters for your environment.  
For example, in the following entry, replace <myservername> with the name of your server and <mydatabasename> with the name of your database.  
`NWAdmin.exe -o AttachDatabase -serverName <myservername> -databaseName <mydatabaseName>`
- d. (Optional.) Update content database parameters using the NWAdmin operation UpdateContentDatabaseParameters.

**Note:** Content database parameters do not automatically migrate from Nintex Workflow 2013 to Nintex Workflow 2016.

For instructions on setting the content database to AlwaysOn, see [Set content databases to AlwaysOn](#).

---

#### **To attach a content database that is in the same physical database as the configuration database (uncommon scenario)**

1. In the SharePoint 2016 environment, log on to a web application server with access to the NWAdmin tool.

**Note:** For more information on the NWAdmin tool and its operations, see [NWAdmin Guide](#).

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2. In SharePoint 2016 Management Shell, run the AttachDatabase operation using parameters for your environment.

For example, in the following entry, replace <myservername> with the name of your server and <mydatabasename> with the name of your database.

```
NWAdmin.exe -o AttachDatabase -serverName <myservername> -databaseName <mydatabaseName>
```

---

## Activate web applications

Nintex for SharePoint 2016 requires activation of web applications that will use the product.

### To activate Nintex Workflow on web applications

1. On the Central Administration Home page, click **Nintex Administration** and then click **Web Application activation** under **Licensing and setup**.  
The default web application name is automatically selected.
2. To activate all web applications for Nintex Workflow, select the check box for **All content web applications** and then click **Activate**.
3. To activate a subset of web applications for Nintex Workflow, select each web application and then click **Activate**; repeat until all desired web applications have been activated.

### To activate Nintex Forms on a web application

1. On the SharePoint Central Administration Home page, click **Application Management**.
2. In the Web Applications section, click **Manage web applications**.
3. In the Name column, select the web application on which you want to activate Nintex Forms.  
For example, select SharePoint -80.
4. In the Web Applications ribbon, click **Manage Features**.  
The Manage Web Application Features dialog box appears.
5. In the Nintex Forms section, click **Activate**.  
After a short delay, the dialog box refreshes and the status is "Active."
6. Click **OK**.

## Map content databases

Map SharePoint content databases to Nintex Workflow content databases.

### To map the content databases

1. On the Central Administration Home page, click **Nintex Administration** and then click **Database management**.
2. Under Nintex Workflow and then under Content databases, click **Manage**.
3. For each SharePoint content database corresponding to a site collection that uses Nintex Workflow, select a Nintex Workflow content database under **Map to Workflow Content Database**.  
For more information about database mapping for Nintex Workflow, see [Design databases](#).
4. Click **OK**.

## Restart services

Restart all services that were stopped before installation of Nintex Workflow 2016.

### To restart services

1. In Central Administration, enable the workflow timer job.
2. In Central Administration, enable the Nintex Workflow Scheduler job.
3. In Server Manager, restart the SharePoint 2016 timer service.

Restarting this service ensures that any cached data pertaining to Nintex Workflow is purged.

## Upgrade web applications to claims authentication

Upgrade SharePoint web applications from classic authentication to claims authentication per Microsoft guidance.

### To upgrade a web application to claims authentication

- Use the following Windows PowerShell command.  
Convert-SPWebApplication  
Nintex Workflow data is updated during this authentication upgrade process.

**Note:** Workflows will generally continue to operate normally after switching to claims. However there are some cases where a workflow will need to be reconfigured and republished.

## Upgrade Nintex Forms only

This topic describes how to upgrade Nintex Forms only, from Nintex Forms 2013 to Nintex Forms 2016.

**Note:** If you are upgrading Nintex Workflow as well as Nintex Forms, upgrade both at the same time.

### To upgrade Nintex Forms only

1. If Nintex Live is in use, note the Live ID: On the Central Administration Home page, click **Nintex Live Management** and then click **Connection Settings**.  
This Live ID will need to be specified in the SharePoint 2016 environment.
2. (Optional.) Disable the following external forms services on the SharePoint 2013 environment.
  - Nintex Live Forms Manager
  - Nintex Live Forms Synchronisation

**Note:** This step applies when you plan to continue use of external forms with Nintex Forms 2016. These services must be disabled on your Nintex Forms 2013 environment before activating external forms on the new environment. Disabling the services prevents external forms from going to the previous environment. External forms were formerly known as Nintex Live forms.

3. Back up the following databases on your SharePoint 2013 environment using Microsoft SQL Server Management Studio.
  - SharePoint content databases  
Example: "WSS\_Content"
  - Nintex Forms databases  
Example: "NintexForms"
4. Install Nintex Forms 2016 by running the installer.  
For instructions on running the installer, installing optional features (such as Enterprise Edition), and importing the license, see the [installation guide](#).
5. On your SharePoint 2016 environment, restore the backed up databases using Microsoft SQL Server Management Studio.
  - a. Attach your SharePoint content database using the Mount-SPContentDatabase PowerShell command per Microsoft guidance.  
Example SharePoint content database: "WSS\_Content"
  - b. Restore the Nintex Forms databases.  
Example Nintex Forms database: "NintexForms"
    - i. On the Central Administration Home page, click **Nintex Administration** and then click **Database management** under **Licensing and setup**.
    - ii. Under **Nintex Forms**, under **Configuration database**, click **Manage** and then enter the restored Nintex Forms databases.
6. Restore the Live ID noted at the beginning of this procedure.  
For instructions, see ["Restore the external connection end point ID" on page 6](#).
7. Activate Nintex Forms on all required web applications.
  - a. On the Central Administration Home page, click **Application Management** and then click **Manage web applications**.
  - b. On the Web applications page, select the row corresponding to the web application.  
For example, select the row for "SharePoint - 80."
  - c. Click **Manage features**.
  - d. In the Manage Web Application Features dialog box, to the right of **Nintex Forms**, click **Activate** and then click **OK** to close the dialog box.
  - e. Repeat as needed for additional web applications.
8. (Optional.) Enable external mobile access.
  - a. On the Central Administration Home page, click **Nintex Administration** and then click **Remote mobile access** under **Forms environment**.
  - b. Select **Enabled** for **Enable External Mobile Access**.

## Troubleshooting: NFResources error

Symptom: The following error message occurs after the upgrade.

Sorry, something went wrong

The expression prefix "NFResources" was not recognized. Please correct the prefix or register the prefix in the <expressionbuilders> section of configuration.

Cause: The Nintex Forms feature is not activated on the relevant web application.

Resolution: Use instructions in the above procedure to activate the feature on relevant web applications.

## Troubleshoot

This section describes the most common issues you may face after performing an upgrade and steps you can follow to avoid or overcome them.

### Missing user defined actions

After the upgrade there maybe user defined actions that are missing.

#### Cause

If the Nintex configuration database is not set up as a part of the upgrade process then the Nintex user defined actions you have in the old SharePoint version will lose their reference to the Nintex configuration database.

#### Resolution

**During the upgrade:** To avoid this issue, ensure that you set up the configuration database as part of the upgrade process. For more information, ["Set up the Nintex Workflow configuration database" on page 3](#).

**After the upgrade:** If you fail to do this step when upgrading you must add the missing actions to the new SharePoint version after you upgrade.

### Workflows not shown in Inventory

After the upgrade you may notice that previously published workflows are not shown in the Workflow Inventory.

#### Cause

Your Nintex workflow databases may be out of date or you may have to republish your workflows.

#### Resolution

##### Method 1: Update your Nintex Workflow Databases

Follow this method if your Nintex workflow databases are not updated. Do one of the following to update the Nintex workflow databases:

##### Option 1:

1. Navigate to **Central Administration > Nintex Workflow Management** and then select **Database Management**.
2. Click the **Upgrade database** link next to Nintex Workflow.

##### Option 2:

- Run the following command:  
NWAdmin.exe -o UpgradeDatabases

##### Method 2: If the Nintex workflow databases are up to date do one of the following

If the Nintex workflow databases are up to date and the published workflows are still not shown in the inventory do the following:

##### Option 1: Run the following script in PowerShell

**Note:** With this method the Nintex Workflow Upgrade Job repopulates the dbo.workflows table with workflows that are found in NintexWorkflows hidden libraries throughout the SharePoint Farm.

```
#Adds SharePoint Powershell Snapin
Add-PSSnapin Microsoft.SharePoint.PowerShell -EA silentlycontinue
#Schedule Nintex Workflow Upgrade Job
[void][System.Reflection.Assembly]::LoadWithPartialName("Microsoft.SharePoint")
[void][System.Reflection.Assembly]::LoadWithPartialName("Nintex.Workflow")
[void][System.Reflection.Assembly]::LoadWithPartialName
("Nintex.Workflow.SupportConsole")
[void][System.Reflection.Assembly]::LoadWithPartialName
("Nintex.Workflow.Administration")
[Nintex.Workflow.Administration.UpgradeHelper]::ScheduleInsertWorkflowDatabase]
ob()
```

### Option 2: Republish your workflows

1. Open the Nintex Workflow Designer on the site, list, or library where the workflow should be located.
2. Click **Open**.
3. Locate the missing Workflow and click **Select**.
4. Publish the Workflow.
5. Verify if the Workflow is now displayed in the Workflow Inventory Page.

## Duplicate entries of workflows

After the upgrade the workflow inventory may display duplicate entries of workflows.

### Cause

After attaching a Nintex content database from another farm there maybe duplicate entries in the Workflow Inventory.

The Nintex Workflow Inventory page queries all of the Nintex content databases in the farm for any records that match the current Site ID. If there are several Nintex content databases with the same set of WorkflowData, then this will be shown as duplicates.

### Resolution

Do the following:

1. Retrieve the Site ID which has the duplicate workflows.
2. Run the following PowerShell Script from your Web Front End Server, and when prompted enter the Site ID.

```
#####
#####
# # # # Nintex Workflow Statistics Query # # #
```

```

#
# This script will use the Nintex Assemblies to query the Nintex databases for the
total number of rows in the workflows with a specific SiteID, in the Nintex Content
DB
# Prompts for the SiteID
#
#
# Please ensure you run this script as Administrative account that has rights to
each Nintex database
#
#####
#####
#Adding SharePoint Powershell Snapin
Add-PSSnapin Microsoft.SharePoint.PowerShell -EA silentlycontinue
# The Line below will suppress error messages, uncomment if you are seeing errors
but still receiving results.
#$ErrorAction = 'silentlycontinue'
# Loading SharePoint and Nintex Objects into the PS session
[void][System.Reflection.Assembly]::LoadWithPartialName
("Microsoft.SharePoint")
[void][System.Reflection.Assembly]::LoadWithPartialName("Nintex.Workflow")
[void][System.Reflection.Assembly]::LoadWithPartialName
("Nintex.Workflow.SupportConsole")
[void][System.Reflection.Assembly]::LoadWithPartialName
("Nintex.Workflow.Administration")
[void][System.Reflection.Assembly]::LoadWithPartialName
("Nintex.Forms.SharePoint.Administration")
# Grab Nintex Config database name
$CFGDB =
[Nintex.Workflow.Administration.ConfigurationDatabase]::OpenConfigDataBase
().Database
# Creating instance of .NET SQL client
$cmd = New-Object -TypeName System.Data.SqlClient.SqlCommand
$cmd.CommandType = [System.Data.CommandType]::Text
# Begin SQL Query
cls
$siteid = Read-host -prompt "Enter Site ID"
$cmd.CommandText = "SELECT
count(*) AS 'WFInstance' from workflows
where siteid ='$siteid';"

```



```

$indexes = @()
# Call to find all Nintex Content Databases in the Nintex Configuration Database,
then execute the above query against each.
foreach ($database in
[Nintex.Workflow.Administration.ConfigurationDatabase]::GetConfigurationDatabase().ContentDatabases)
{
$reader = $database.ExecuteReader($cmd)
# Creating a table
while($reader.Read())
{
$row = New-Object System.Object
#Adding Query results to table object
$row | Add-Member -MemberType NoteProperty -Name "Rows in Workflow progres
table " -Value $reader["WFInstance"]
$row | Add-Member -MemberType NoteProperty -Name "NTXDB" -Value
$database.SqlConnectionString.InitialCatalog
$indexes += $row
}
}
cls
#Print results on screen
$indexes | FT -autosize
Write-host "Total Nintex Content DataBases:" $indexes.Count

```

3. After you have identified the other Nintex content databases have data for the Site ID, use the following command to move the data from the incorrect Nintex content database to the correct one:

**Note:** Replace the <Site Collection GUID> and <Connection String> in the command with the relevant values.

```
NWAdmin.exe -o MoveData -SiteID <site collection GUID> [-SourceDatabase <connection string>] [-TargetDatabase <connection string>]
```

## Workflow history unavailability and task approval failure

After the upgrade the workflow history is unavailable and task approval fails with the following error message:  
"Cannot find a corresponding human workflow task id for this task"

### Cause

The SharePoint site is not mapped to the correct Nintex content database.

**Note:** This should only be done during the initial creation of the site collection.

## Resolution

Update the database mapping for Nintex content databases in Central Administration.

1. Navigate to **Central Administration > Nintex Workflow Management > Database Setup > Manage database mappings**.
2. Update the database mapping to reflect the required mapping.
3. Navigate to the Site Collections where mappings were updated.
4. Deactivate, and then reactivate the Nintex Workflow Site Collection features to run the database mapping update job.

## Workflows publish failure

After the upgrade process you might come across the following error when publishing a workflow.

"soap:ServerServer was unable to process request. ---> Column 'NintexWorkflowDescription' does not exist. It may have been deleted by another user."

## Cause

This error appears if the Nintex Workflow Description column is missing from the hidden Nintex Workflow Library.

## Resolution

1. To view the hidden Nintex Workflow Library, navigate to <https://siteCollectionURL/NintexWorkflows> in a web browser.
2. Open the Library settings and see what columns are available.
3. If the **Nintex Workflow Description** column is not listed add it as a new column with data type Single line of text.

**Note:** If any Nintex workflow has not been published on this site, the hidden library may be deleted. When a new workflow is published the Library will be re-created and will contain any missing columns.

## Failure to activate the Nintex Workflow Site Collection

After the upgrade process you might come across the following error when you try to activate the Nintex Workflow Site Collection in SharePoint:

"The field with Id {} defined in feature {} was found in the current site collection or in a sub site."

## Resolution

Use one of the following methods to resolve the issue:

## Method 1

1. Retract all of the Nintex Workflow solutions in the following order:
  - ninteworkflow2013enterprisefeaturesbackwardscompat.wsp (If applicable)
  - ninteworkflow2013enterprisefeatures.wsp (If applicable)
  - ninteworkflow2013backwardscompatibilityui.wsp (If applicable)
  - ninteworkflow2013.wsp
  - ninteworkflow2013core.wsp
2. Re-deploy them in the following order:
  - ninteworkflow2013core.wsp
  - ninteworkflow2013.wsp (both to content web apps, and Central Administration)
  - ninteworkflow2013backwardscompatibilityui.wsp (If applicable)
  - ninteworkflow2013enterprisefeatures.wsp (If applicable)
  - ninteworkflow2013enterprisefeaturesbackwardscompat.wsp (If applicable)

## Method 2

1. Export a copy all of the Site Collections sub sites using the Export-SPWeb command.
2. Delete the sub sites, and remove them from the Recycling Bin and Second Stage Recycling Bin.
3. Activate the Nintex Workflow Site Collection features (these will now activate without error).
4. Import the sub sites back under the Site Collection using the Import-SPWeb command.

## Method 3

- Run the following Powershell cmdlet in Sharepoint Management Shell:

**Note:** In the code given below replace <go.mysite.com/mysitecollection> with the actual URL of the Site Collection that you have the issue with.

```
Enable-SPFeature -identity "NintexWorkflow" -URL https://<go.mysite.com/mysitecollection>/ -force
```

## Missing content types

After the upgrade process you may find that some content types are not available. You can view the available content types by navigating to the following location:

- Site Actions > Site Settings > Site Content Types > Nintex Workflow at the site collection root.

The following content types should be listed and should always be inherited from the Site Collection root:

Nintex Workflow		
Nintex Biztalk Task	Workflow Task	SP2010 Root
Nintex Workflow Multi Outcome Task	Workflow Task	SP2010 Root
Nintex Workflow Multi Outcome Task using InfoPath	Nintex Workflow Multi Outcome Task	SP2010 Root
Nintex Workflow Multi Outcome Task using Nintex Forms	Nintex Workflow Multi Outcome Task	SP2010 Root
Nintex Workflow Task	Workflow Task	SP2010 Root
Nintex Workflow Task using InfoPath	Nintex Workflow Task	SP2010 Root
Nintex Workflow Task using Nintex Forms	Nintex Workflow Task	SP2010 Root
Workflow	Document	SP2010 Root
Workflow Snippet	Document	SP2010 Root
Workflow Template	Document	SP2010 Root

## Cause

This issue commonly occurs when subsites that do not have the Nintex Workflow Site collection feature enabled are imported in to a site collection. These errors happen especially when using **Metalogix** to migrate. If you used Metalogix to migrate, please contact **Metalogix support** for assistance.

## Resolution

The process below may resolve this issue in some cases; however, we strongly recommend you follow the process given in the ["Upgrade to Nintex for SharePoint 2016" on page 2](#) section of our documentation when doing an upgrade to avoid this issue.

1. Find the sites in the site collection that use content types. The root site of the site collection is the only site that should have the Content Types, all other sites inherit from the root.

---

### Run this script to identify Nintex Content Type usage

Run the following PowerShell script to locate all lists and sites in a farm that are utilizing Nintex Workflow Content Types.

**Note:** update the last line of the script with your Site Collections URL if you do not want to run this against all site collections in the farm.

**Warning:** This script is fairly resource intensive. It is recommended to run this script in a non-production environment to gauge its impact.

```
Add-PSSnapin Microsoft.SharePoint.PowerShell -ErrorAction SilentlyContinue
[void][System.Reflection.Assembly]::LoadWithPartialName
("Microsoft.SharePoint")
[void][System.Reflection.Assembly]::LoadWithPartialName
("Nintex.Workflow")
[void][System.Reflection.Assembly]::LoadWithPartialName
("Nintex.Workflow.Administration")
function Get-NintexContentTypeIDQuery{
"0x0108010064E42B14ADA442C78E98D686760A8493|0x010801005CC0A8
6910A24687A76ECAC954D3E3F3|006EBD0FA4731041D9804386A7FEA568D
C|000568DBB766D0491684897A230753AAF9|0x0108010079DBDE612F7B4
6928C6A2516BA2CAE37|0x0108010079DBDE612F7B46928C6A2516BA2CA
```

---

---

```
E3700E0B65C5281234030AA8CA4D8F8910E72|0x0108010079DBDE612F7B
46928C6A2516BA2CAE3700D4A837248A47E040ABD1A569613E898B|0x01
010024055591300C45C3B4C2854A24EF05CE|0x010100F815D979DC2B4F4
8A9DBCA64AED3C636|0x010100F8376F5313D041EF85718B229F4FBFA8"
}
function Get-SharePointWebsContainingNintex {
PARAM
(
[Parameter(ValueFromPipeline=$true)] [Microsoft.SharePoint.SPSite]
$SPSite
)
BEGIN {
}
END {
}
PROCESS {
if ($($SPSite.OpenWeb().ContentTypes | Where {$_.Id -match $(Get-
NintexContentTypeIDQuery)}).Count -gt 0){
$SPSite.OpenWeb()
}

$SPWeb = $null
$SPSite = $null
[GC]::Collect()
}
}
function Get-SharePointListCollection {
PARAM
(
[Parameter(ValueFromPipeline=$true)] [Microsoft.SharePoint.SPWeb]
$SPWeb
)
BEGIN {
}
END {
}
PROCESS {
$SPWeb.Lists
$SPWeb = $null
```

---

```
[GC]::Collect()
}
}
function Get-SharePointListContainingNintex {
[CmdletBinding(DefaultParameterSetName = "frompipe")]
PARAM
(
[Parameter(
Mandatory=$true,
ValueFromPipeline=$true,
ParameterSetName="frompipe"
)]
[Microsoft.SharePoint.SPList]$SPList
)
BEGIN {
}
END {
}
PROCESS {

[bool]$HasContentType = $false
foreach ($SPContentType in $SPList.ContentTypes){

if ($SPContentType.Id -match $(Get-NintexContentTypeIDQuery)){
$HasContentType = $true
}

}

if($HasContentType){
$SPList
}
$SPList = $null
[GC]::Collect()
}
}
```

---

Get-SPSite | Get-SharePointWebsContainingNintex | Get-SharePointListCollection | Get-SharePointListContainingNintex | FT Title, ParentWeb

---

2. After you locate the subsites that have the Nintex Content Types you have to export these sites using the PowerShell [export-spweb](#) command.
3. Delete the site and empty it from the Recycling Bin and Second Stage Recycling bin.
4. After all the sites are deleted, activate Nintex features on the Site Collection by going to Site Actions > Site Settings > under Site Collection Administration choose Site Collection Features > Nintex Workflow 20xx.
5. After successfully activating the features without errors, import the subsites that you exported using the PowerShell script [import-spweb](#).

## Invalid license

If you upgrade from an older build to the latest build of the current version, you may encounter one of the following issues with your license.

---

### Your license is not valid for this version of Nintex Forms

#### Issue and error message

Your license is not valid for this version of Nintex Forms 2010. Please contact [sales@nintex.com](mailto:sales@nintex.com) to obtain a new license.

#### Cause

This issue results from a change in the Nintex license file schema related to Enterprise licensing and will only be encountered when upgrading from Nintex Forms for SharePoint 2010 version 1.9.0.0 or older, or Nintex Forms for SharePoint 2013 version 2.7.0.0 or older.

Once this process has been completed, and the environment is on a build newer than 1.9.0.0 or 2.7.0.0, this process will not need to be repeated on future updates to Nintex Forms.

#### Resolution

1. Import a standard Nintex Forms into your SharePoint environment. For more information, see [Import and Export licenses](#).
2. Re-run the Nintex Forms upgrade process with the Standard license in place.
3. After the upgrade has completed, import the Enterprise license to gain access to the Enterprise Forms features.

**Note:** To obtain a Standard Nintex Forms license, email [sales@nintex.com](mailto:sales@nintex.com) for a trial license file.

---

### License not imported because license is invalid

#### Issue and error message

When you attempt to import a Nintex Forms or Nintex Workflow license via Central Administration > Nintex Administration > Licensing, an error message is displayed.

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## Resolution

Ensure that your Nintex Databases are up to date.

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## Frequently asked questions

This section provides answers to frequently asked questions about the upgrade process and gives easy access to important links.

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### Can I upgrade from a version earlier than the most recent version?

Nintex Workflow only supports upgrades from the most recent version of Nintex Workflow for SharePoint. To upgrade from an older version you must first perform an intermediary update. Nintex Workflow 2016 only supports upgrades from Nintex Workflow 2013. To upgrade from Nintex Workflow 2010, you must first perform an upgrade to Nintex Workflow 2013.

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### What is the migration method to use?

The primary supported migration method for full content migration is the **Database Attach** method. Use the Database Attach method to ensure that running workflows continue. Any other method requires running workflows to cease during migration. For more information, see "[Introduction](#)" on page 1.

---

### How can I check my Software Assurance contract?

To check if you have a valid Software Assurance contract in place, navigate to **SharePoint Central Administration**, open the **Nintex Workflow Management** section, click on **Licensing** and check the expiry date of the Software Assurance or Premium Support. If the Software Assurance or Premium Support has not expired, you can perform the update.

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### How can I split databases to perform the upgrade in stages?

If you wish to do your migration in stages and want to split databases, see [Split databases](#) for instructions.

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### Can I rollback to a previous version after I do the upgrade?

When you perform an upgrade, changes are usually made to the database schema. Due to the database schema changes done, there is no easy rollback method that we can recommend or support.

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### Will the upgrade remove my existing content?

Product upgrade will not remove any existing workflows and forms from your SharePoint environment.

**Note:** If you upgrade **Nintex Forms** and you have any custom controls and JavaScript which have been configured in your environment, we recommend testing them after you do the upgrade to ensure they have not been affected as functionality may have changed.

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## Glossary

### A

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**action**

A tool for building the processes, logic, and direction within workflows.

**action group**

A named set of workflow actions shown in the action toolbox of the workflow designer.

**action set**

A container that can be expanded or collapsed for easier navigation of the workflow.

**action toolbox**

The area on the left of the workflow designer containing workflow actions for you to drag onto the canvas.

**action, child**

A workflow action governed by a parent container action.

**action, container**

A workflow action that can be collapsed or expanded to facilitate navigation of large workflows.

### B

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**Box**

A file synchronization and sharing service for businesses. Users upload files to their Box accounts and invite others to view and/or edit their shared files. More info: [Box.com](https://www.box.com).

### C

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**child action**

A workflow action governed by a parent container action.

**collection variable**

A variable containing multiple items, such as email addresses. Collection variables are useful for storing and operating on query results. For example, you can set up collection variables for names, email addresses, and index values to store results from querying a list. You can then loop through items in a particular collection variable (names, emails, or index values).

**condition**

A statement about the value of a variable that, when true, does something in the workflow or form.

**container action**

A workflow action that can be collapsed or expanded to facilitate navigation of large workflows.

**control**

A form part corresponding to a user-input field (such as a text field) or display-only item (such as a heading).

**F**

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**form**

A set of fields that accept user input.

**form control**

A form part corresponding to a user-input field (such as a text field) or display-only item (such as a heading).

**form rule**

An if-then statement controlling form behavior on or after loading.

**form style**

Colors, fonts, and other elements making up the look and feel of your form.

**I**

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**image tag**

A reference to an image file. You can define image tags for document generation and then copy the tag to a template used to generate documents.

**index**

The location (counter) of an individual item within a collection variable. The first index value is 0 (zero).

**instance**

An occurrence of a workflow.

**L**

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**license, workflow subscription**

Organizational authorization to use an allotment of workflows. Nintex licensing is based on published workflows used for production and development.

## M

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### My Term

My definition

## O

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### OpenAPI Specification (OAS)

A standard, language-agnostic description of RESTful APIs that can be read by both humans and machines. Formerly known as Swagger.

## R

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### rule, form

An if-then statement controlling form behavior on or after loading.

## S

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### Salesforce

Customer relationship product. Provides companies with an interface for case management and task management, and a system for automatically routing and escalating important events. More info: [Salesforce.com](https://www.salesforce.com).

### SSL

Secure Socket Layer

### style, form

Colors, fonts, and other elements making up the look and feel of your form.

## T

---

### tag

A reference to a variable that is defined in the workflow or to an image tag defined for use with document generation. You can copy the tag to a template used to generate documents.

### tag, image

A reference to an image file. You can define image tags for document generation and then copy the tag to a template used to generate documents.

### task

A job assigned to one or more people. The workflow pauses until the assignee responds to the task.

**V**

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**variable**

A placeholder that stores changes each time the workflow runs, such as the information entered in a form, or the name of a file. You can also create variables to store information you use in the workflow, such as an email address.

**variable, collection**

A variable containing multiple items, such as email addresses. Collection variables are useful for storing and operating on query results. For example, you can set up collection variables for names, email addresses, and index values to store results from querying a list. You can then loop through items in a particular collection variable (names, emails, or index values).

**W**

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**workflow**

A method of streamlining manual and paper-based processes often comprised of unstructured tasks involving people, processes, and content.

**workflow subscription license**

Organizational authorization to use an allotment of workflows. Nintex licensing is based on published workflows used for production and development.