

Troubleshooting

Update times out

If your `helm update` times out, you can extend the time limit from the default 5 minutes with `--timeout 1h`. Or pass the `--debug` option to get more information. For example:

```
helm upgrade --install --namespace "ess" ess \  
oci://registry.element.io/matrix-stack:25.4.2 \  
--values "$HOME/ess-config/element.yaml" \  
--values "$HOME/ess-config/essCredentials.yaml" \  
--values "$HOME/ess-config/hostnames.yaml" \  
--values "$HOME/ess-config/mas.yaml" \  
--values "$HOME/ess-config/postgres.yaml" \  
--values "$HOME/ess-config/rtc.yaml" \  
--values "$HOME/ess-config/tls.yaml" \  
--wait --timeout 1h --debug 2>&1 | tee ess-upgrade.log
```

Stuck upgrade

If an upgrade failed, but is preventing you from running a new upgrade

```
Error: UPGRADE FAILED: another operation (install/upgrade/rollback) is in progress
```

You can use Helm to roll back. Make sure you are not rolling back to an incompatible version. For example for Synapse, see [this](#) page for compatible Synapse versions.

List Helm deployment versions

```
$ helm --namespace ess history ess
```

REVISION	UPDATED	STATUS	CHART	APP VERSION
6	Tue Mar 25 13:17:00 2025	superseded	matrix-stack-0.7.5	Upgrade

complete					
7	Mon Mar 31 13:00:49 2025	superseded	matrix-stack-0.8.1	Upgrade	
complete					
8	Tue Apr 8 10:49:10 2025	superseded	matrix-stack-0.9.1	Upgrade	
complete					
9	Fri May 2 11:31:29 2025	failed	matrix-stack-0.11.3	Upgrade "ess" failed: failed to create resource: Service "ess-matrix-rtc-sfu-tcp" is invalid: spec.ports[0].nodePort: Invalid value: 30881: provided port is already allocated	
10	Fri May 2 11:38:15 2025	superseded	matrix-stack-0.11.3	Upgrade	
complete					
11	Tue May 6 15:51:44 2025	superseded	matrix-stack-0.11.4	Upgrade	
complete					
12	Thu May 8 12:55:26 2025	superseded	matrix-stack-0.11.5	Upgrade	
complete					
13	Fri May 16 09:22:36 2025	deployed	matrix-stack-0.12.0	Upgrade	
complete					
14	Wed May 21 14:47:23 2025	failed	matrix-stack-25.4.2	Upgrade "ess" failed: pre-upgrade hooks failed: 1 error occurred: * timed out waiting for the condition	
15	Wed May 21 14:55:14 2025	pending-upgrade	matrix-stack-25.4.2	Preparing upgrade	

Roll back to the last good deployment

```
$ helm --namespace ess rollback ess 13
Rollback was a success! Happy Helming!
```

You can now run the normal `helm upgrade --install ...` command again.

Revision #2

Created 21 May 2025 14:56:37 by twilight

Updated 6 June 2025 09:31:15 by twilight