

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 |
|-------------|--------------------------|------------|--------------------|-------------|
| DESCRIPTION | | | | |
| 6 | Tue Mar 25 13:17:00 2025 | superseded | matrix-stack-0.7.5 | Upgrade |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| 7 | Mon Mar 31 13:00:49 2025 | superseded | matrix-stack-0.8.1 | Upgrade |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| 8 | Tue Apr 8 10:49:10 2025 | superseded | matrix-stack-0.9.1 | Upgrade |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| 10 | Fri May 2 11:38:15 2025 | superseded | matrix-stack-0.11.3 | Upgrade |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| 11 | Tue May 6 15:51:44 2025 | superseded | matrix-stack-0.11.4 | Upgrade |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| 12 | Thu May 8 12:55:26 2025 | superseded | matrix-stack-0.11.5 | Upgrade |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.