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Genesys Callback Private Edition Guide

Upgrade, roll back, or uninstall Genesys Engagement Service

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Learn how to upgrade, roll back, or uninstall Genesys Engagement Service.

Related documentation:

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Important

The instructions on this page assume you have deployed the services in service-specific namespaces. If you are using a single namespace for all private edition services, replace the namespace element in the commands on this page with the name of your single namespace or project.

Supported upgrade strategies

Genesys Callback supports the following upgrade strategies:

Service	Upgrade Strategy	Notes
Genesys Engagement Service	Rolling Update	

For a conceptual overview of the upgrade strategies, refer to Upgrade strategies in the Setting up Genesys Multicloud CX Private Edition guide.

Versions must match	Ensure that the version of GES and the Helm chart match. While Helm charts might work with other versions of GES, this is not tested and Genesys cannot guarantee success.
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Provided there are no issues or errors when running the Helm command, you can expect GES to work with any updates supplied in the latest version of the Helm charts. However, in some instances, there might be changes to the GES Helm manifest that, due to restrictions in Kubernetes, require the existing GES deployment to be uninstalled and then re-installed, rather than simply upgraded in place. Consult the Callback Release Notes to see if this will be necessary.

Timing

A regular upgrade schedule is necessary to fit within the Genesys policy of supporting N-2 releases, but a particular release might warrant an earlier upgrade (for example, because of a critical security fix).

If the service you are upgrading requires a later version of any third-party services, upgrade the third-party service(s) before you upgrade the private edition service. For the latest supported versions of third-party services, see the Software requirements page in the suite-level guide.

Scheduling considerations

Genesys recommends that you upgrade the services methodically and sequentially: Complete the upgrade for one service and verify that it upgraded successfully before proceeding to upgrade the next service. If necessary, roll back the upgrade and verify successful rollback.

Upgrade the Helm deployment for GES during a prescribed maintenance window.

Monitoring

Monitor the upgrade process using standard Kubernetes and Helm metrics, as well as service-specific metrics that can identify failure or successful completion of the upgrade (see Observability in Genesys Callback).

Genesys recommends that you create custom alerts for key indicators of failure — for example, an alert that a pod is in pending state for longer than a timeout suitable for your environment. Consider including an alert for the absence of metrics, which is a situation that can occur if the Docker image is not available. Note that Genesys does not provide support for custom alerts that you create in your environment.

Preparatory steps

Ensure that your processes have been set up to enable easy rollback in case an upgrade leads to compatibility or other issues.

Each time you upgrade a service:

1. Review the release note to identify changes.
2. Ensure that the new package is available for you to deploy in your environment.
3. Ensure that your existing **-values.yaml** file is available and update it if required to implement changes.

Rolling Update

Rolling Update: Upgrade

Execute the following command to upgrade :

```
helm upgrade --install -f -values.yaml -n
```

Tip: If your review of Helm chart changes (see Preparatory Step 3) identifies that the only update you need to make to your existing **-values.yaml** file is to update the image version, you can pass the image tag as an argument by using the **--set** flag in the command:

```
helm upgrade --install -f -values.yaml --set .image.tag=
```

Example

```
> helm upgrade --install -n -f
```

Rolling Update: Verify the upgrade

Follow usual Kubernetes best practices to verify that the new service version is deployed. See the information about initial deployment for additional functional validation that the service has upgraded successfully.

You can verify that GES has upgraded successfully by either looking at dashboards (if provisioned) or using the health check APIs for GES (through the internal port query `ges:3050/ges/v1/health/detail`) to make sure that all dependencies are working as provided.

Rolling Update: Rollback

Execute the following command to roll back the upgrade to the previous version:

```
helm rollback
```

or, to roll back to an even earlier version:

```
helm rollback
```

Alternatively, you can re-install the previous package:

1. Revert the image version in the `.image.tag` parameter in the **-values.yaml** file. If applicable, also revert any configuration changes you implemented for the new release.
2. Execute the following command to roll back the upgrade:

```
helm upgrade --install -f -values.yaml
```

Tip: You can also directly pass the image tag as an argument by using the **--set** flag in the command:

```
helm upgrade --install -f -values.yaml --set .image.tag=
```

Rolling Update: Verify the rollback

Verify the rollback in the same way that you verified the upgrade (see Rolling Update: Verify the upgrade).

Uninstall

Warning

Uninstalling a service removes all Kubernetes resources associated with that service. Genesys recommends that you contact Genesys Customer Care before uninstalling any private edition services, particularly in a production environment, to ensure that you understand the implications and to prevent unintended consequences arising from, say, unrecognized dependencies or purged data.

Execute the following command to uninstall :

```
helm uninstall -n
```

Depending on how services like Postgres and Redis are provisioned for GES, you will have to decommission those services separately. Discussion of that process is outside the scope of this document.