GENESYS™

Setting up Genesys Multicloud CX Private Edition

Rollback

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Contents

Rolling back a Genesys Multicloud CX service to a previous release.

Related documentation:
-
-

RSS:

- For private edition

You can rollback a newly upgraded Genesys Multicloud CX service back to its previous version when you observe major issues or performance degradation. The upgrade strategies supported by Genesys Multicloud CX services provide flexible and easy methods to rollback to a previous version of the service.

Rolling back a service in Blue/Green upgrade strategy

If your Genesys Multicloud CX service is upgraded by using Blue/Green upgrade strategy, you can rollback to a previous version by switching the router back to the idle environment. For example, if you have diverted the traffic from green to blue, you can switch it back to green by running a `helm upgrade` command that mentions the color of the environment you want to switch to.

An example rollback command for Designer service is as follows:

```
helm upgrade --install designer-ingress -f designer-values.yaml
designer-100.0.112+xxxx.tgz --set designer.deployment.strategy=blue-green-ingress --
set designer.deployment.color=green
```

Rolling back a service in Rolling Update upgrade strategy

If your Genesys Multicloud CX service is upgraded by using the Rolling Update upgrade strategy, you can rollback to a previous version by modifying the **values.yaml** file with previous version's image tag and run the `helm upgrade` command.

An example rollback command for Designer service is as follows:

```
helm upgrade --install designer -f designer-values.yaml designer-100.0.112+xxxx.tgz
--set designer.image.tag=9.0.1xx.xx.xx
```

Rolling back a service in Canary upgrade strategy

If your Genesys Multicloud CX service is upgraded by using the Canary upgrade strategy, you can rollback to a previous version by creating a branch for the service, update the service image version/ helm chart version or both.

> ## Important
>
> The examples given in this article are for reference purposes. Your service might rollback to a previous release using different method or by using a different set of parameters in the `helm upgrade` command. For correct instructions, always refer the procedures in your service's deployment guide.