

Restoring after a stuck auto-update

Christopher Nadeau - 2017-11-09 - Commentaire (1) - Deskpro Legacy

Question

The update process has stuck and my helpdesk is offline, displaying the "The helpdesk is undergoing routine maintenance. We will be back in about 10 minutes" message. It's been a lot longer than 10 minutes and I've tried refreshing the browser but nothing is happening.

Solution

See the section [Recovering from a stuck update](#) in the sysadmin manual for how to recover from this.