Restoring after a stuck auto-update

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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.