

## How to Perform a Complete Rollback

- **Product:** SFX
  - **Product Version:** 4
  - **Relevant for Installation Type:** Local
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### Description

When a revision update fails while applying the KBDB package, a complete system rollback is required. The rollback entails a downtime of approximately 5 minutes per instance.

UNIX passwords for all of the SFX instances are required.

### Resolution

1. Log into the server as sfxglb41.
2. Run the ServerAdmin Utility:

▮ server\_admin\_util

3. Choose:

▮ 9 (Revision update)

Then:

▮ 3 (Revision backup/rollback)

And:

▮ 2 (Full Rollback)

4. Type the number corresponding to the last backup created before the failed revision.
5. When the rollback has completed, go back to the main menu of the Server Admin Utility.
6. Select:

▮ 1 (Start/Stop services)

And then:

▮ 11 (All Apache restart)

7. Enter the UNIX passwords for each of the SFX instances to restart the Apaches.
8. If the revision fails again after performing these actions, please contact SFX Support.

## Additional Information

For more information, please refer to the 'Performing a Complete Rollback' section of the [System Administration Guide](#).

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