

Error Description

The network health check fails.

Possible Causes

Cause 1: The network latency between eBackup nodes and DMK nodes exceeds 200 ms.

Cause 2: The network between eBackup nodes and DMK nodes is disconnected.

Handling Suggestion

Check whether the network between eBackup nodes and DMK nodes is faulty.

Step 1 Log in to the background of an eBackup node as user **hcp**, and run the **su - root** command to switch to user **root**.

- User name: **hcp**
- Password of user **hcp**: Query the value of **eBackup_hcp_pwd** in the user input parameter table. The default password is **PXU9@ctuNov17!**.
- Password of user **root**: Query the value of **eBackup_root_pwd** in the user input parameter table. The default password is **Cloud12#\$**.

Step 2 Run the **ping {dmk float ip}** command. For details about **dmk float ip**, see the error details.

- If the IP address cannot be pinged, rectify the network fault and try again.
- If the network latency exceeds 200 ms, rectify the network and try again.

----**End**