

Error Description

The disk health check fails.

Possible Causes

Cause 1: The directory has no available space.

Cause 2: The disk is read-only.

Cause 3: The disk is damaged.

Handling Suggestion

During the disk health check, the system checks whether the `/etc`, `/tmp`, `/var`, and `/opt` directories are writable. You can determine the directory that fails to pass the check based on the error details displayed on the upgrade tool. The following takes the `/etc` directory as an example to describe the processing procedure.

- 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 **df -k /etc** command. If the value of **Available** is **0** or close to **0**, the free space of the `/etc` directory is insufficient. Manually release the space.
- Step 3** Run the **mount** command to check whether the mount point of the directory has the read and write permissions. If the mount point of the directory does not have the write permission, mount the partition to the directory again with the read and write permissions.
- Step 4** Run the **echo "Test" > /etc/Test && echo "Success" && rm -f /etc/Test** command and check whether **Success** is displayed in the command output. If **Success** is not displayed, contact technical support engineers.

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