

Error Description

The eBackup service status is abnormal.

Possible Causes

Some eBackup processes are abnormal.

Handling Suggestion

NOTICE

- Restarting the service may cause task failure. Ensure that no task is being executed before restarting the service.
 - Restarting the service may cause an HA active/standby switchover.
 - If you perform the following operations to restore the eBackup service, contact technical support engineers.
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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 Check the service status. Run the **service hcp status** command to check the process status.

- If the last line of the command output is **running**, the service status is normal. Perform the pre-upgrade check again.
- If the last line of the command output is **dead**, the service status is abnormal. Run the **service hcp restart** command to restart the service. After the service is restarted, run the **service hcp status** command again to check the process status.

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