

## Error Description

The microservice health check fails.

## Possible Causes

The microservice process is suspended.

## Handling Suggestion

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**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 whose **Accessibility Status** is abnormal 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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