

Error Description

The CPU health check fails.

Possible Causes

The average CPU load exceeds 90%.

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 processes with high CPU usage. Run the **ps -aux | sort -k3nr | head -n 10 | grep -i ebackup** command.
- Step 3** If the command output in [Step 2](#) contains an eBackup service process, run the **service hcp restart** command to restart the service.

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