

## Error Description

Failed to verify the **hcp** user password.

## Possible Causes

Cause 1: The root password is incorrect.

Cause 2: The root password is expired.

Cause 3: Operating system language is not English.

Cause 3: The IP address is incorrect.

## Handling Suggestion

**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!**.

**Step 2** Run the **su - root** command to switch to user **root**.

- If the display is "Password:", the operating system language is English, and then please input the password of the root user.
- If the display is not English, for example, the operating system language is Chinese, the display is as follows:

```
[hcp@eBackup ~]$ su  
密码:
```

Please perform [Step 3](#) to change the operating system language to English.

**Step 3** After the user is switched to root, execute the command: **echo -e "export LC\_ALL=\"en\_US.UTF-8\";export LANG=\"en\_US.UTF-8\"">>> /etc/profile && source /etc/profile**

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