

Error Description

The HA health check fails.

Possible Causes

Cause 1: The eBackup service is 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.

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 **cat /opt/huawei-data-protection/ebackup/conf/floatIpBak** command to check the floating IP address.

Step 3 Log in to the eBackup GUI. In the address box of the browser, enter **https://{float ip}:8088**. The floating management plane IP address in [Step 2](#).

Step 4 Choose **Monitor > Server**, check **Accessibility Status** of each node.

If the value of **Accessibility Status** of a node is **Inaccessible** or **Partially accessible**, the service status of the node is abnormal. An example is shown in the figure below:

ID	Accessibility Status	Register Status	Backup Management	Internal Communication	Role	NTP Time Synchronization
1	Inaccessible	Registered	100.114	10 114	Backup server (stan...	--
3	Inaccessible	Registered	100.114	10 114	Backup Proxy	Unknown
4	Inaccessible	Registered	100.116	10 116	Backup Proxy	Unknown
0	Accessible	Registered	100.112	10 112	Backup server (prim...	--
2	Accessible	Registered	100.112	10 112	Backup Proxy	Synchronized

Step 5 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 6 Run the **service hcp restart** command to restart the service. After the service is restarted, wait for 2 minutes, choose **Monitor > Server** in the browser, and check whether the value of **Accessibility Status** is normal.

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