

# [V7] FAQ: Frequently Asked Questions about AhsayOBM installation on Synology NAS devices

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**Product Version:**

AhsayOBM: Post-7.3

OS: Synology NAS

**ATTENTION** 1st January, 2022: v7 officially End-of-Life [[details](#)]

## Description

The following are some Frequently Asked Questions on AhsayOBM installation on Synology NAS devices.

### Table of Contents:

1. [Which Synology NAS models are supported by AhsayOBM?](#)
2. [What are the minimum and recommended hardware requirement for the Synology NAS device?](#)
3. [Which versions of DiskStation Manager \(DSM\) are supported?](#)
4. [Do I need to install Java before installing AhsayOBM?](#)
5. [I get the error "this package does not contain a digital signature" when trying to install AhsayOBM on a Synology NAS, why?](#)
6. [Where is the AhsayOBM installation directory on Synology NAS?](#)
7. [What types of file can be backup by AhsayOBM installation on Synology NAS?](#)
8. [Which backup destinations are supported by AhsayOBM installation on Synology NAS?](#)
9. [What is the compression type used for backup set of AhsayOBM installation on Synology NAS?](#)
10. [What is the default encryption setting for backup set of AhsayOBM installation on Synology NAS?](#)
11. [Where is the encryption setting of backup sets saved at?](#)
12. [Scheduled backup jobs are not running for AhsayOBM installation on Synology NAS, why?](#)
13. [What happens if I close the AhsayOBM user interface while a backup job is still running?](#)
14. [How do I stop a scheduled backup job that is running on Synology NAS?](#)
15. [For Synology NAS with other applications installed, will they affect the operation of AhsayOBM?](#)
16. [Backup job performed by AhsayOBM installation on Synology NAS is slower when compared with installation on other OS platforms?](#)
17. [How to modify the Java heap size setting for AhsayOBM on Synology NAS?](#)
18. [Advanced backup settings are not found in the AhsayOBM user interface on Synology NAS?](#)

### 1. Which Synology NAS models are supported by AhsayOBM?

Answer) Refer to the following KB article for the list of supported models:

## [FAQ: Ahsay Hardware Compatibility List \(HRL\) for AhsayOBM on Synology NAS](#)

### 2. **What are the minimum and recommended hardware requirement for the Synology NAS device?**

Answer) Refer to the following KB article for details:

[FAQ: Ahsay Hardware Compatibility List \(HRL\) for AhsayOBM on Synology NAS](#)

### 3. **Which versions of DiskStation Manager (DSM) are supported?**

Answer) Refer to the following KB article for details:

[FAQ: Ahsay Hardware Compatibility List \(HRL\) for AhsayOBM on Synology NAS](#)

### 4. **Do I need to install Java before installing AhsayOBM?**

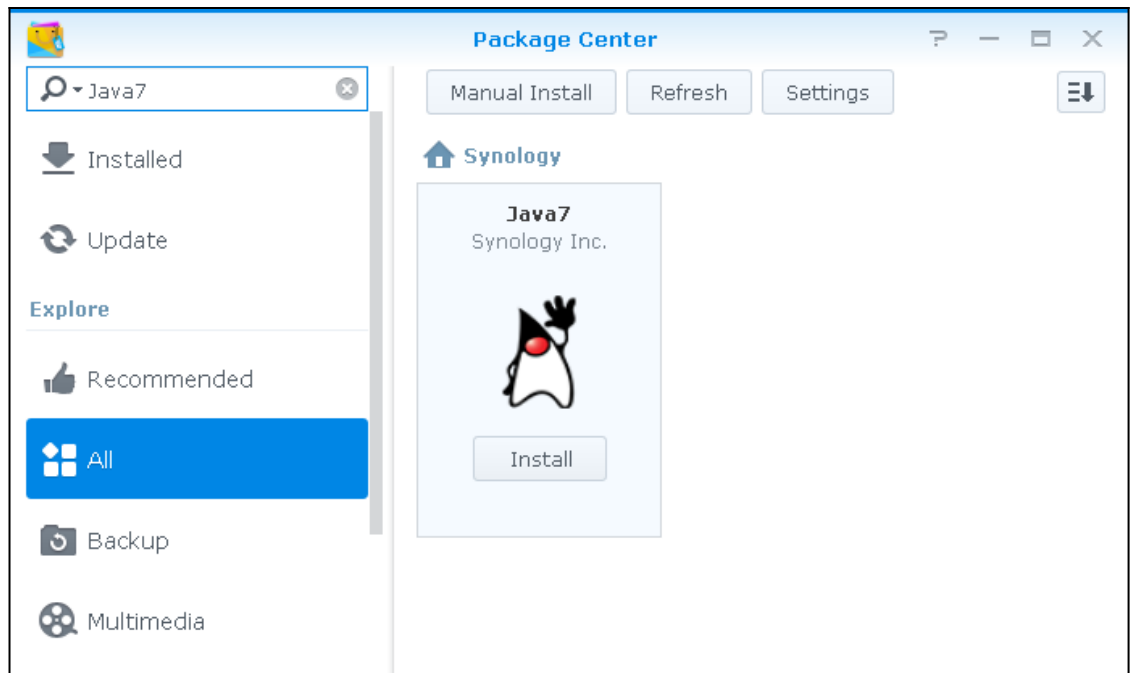
Answer) This depends on the Synology NAS hardware:

- For Synology NAS with Intel processor, there is no need to manually install Java before installing AhsayOBM.
- For Synology NAS with non-Intel processor, Java must be manually installed or upgraded before installing AhsayOBM.

For device with Java already installed, OpenJDK may be installed instead of Oracle JDK, which may cause instability to AhsayOBM. Please upgrade the Java package to ensure Oracle JDK is installed, before installing AhsayOBM.

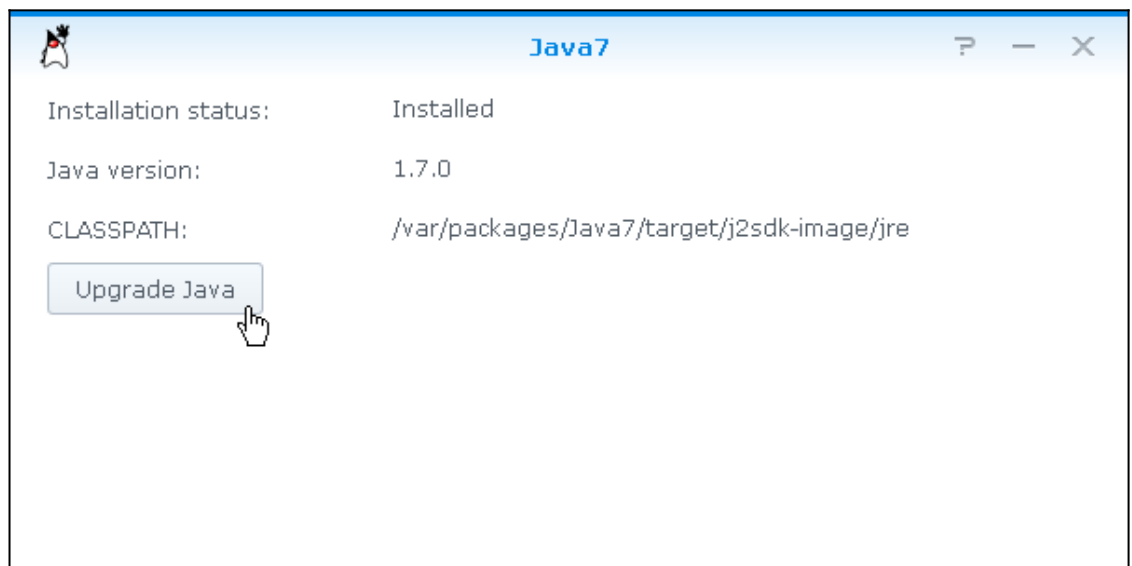
Refer to the following instruction to install / upgrade the Java 7 package (skip to step 3 if Java is already installed):

1. In Package Center, enter Java7 in the search box (Java Manager on DSM 5.x):



**Important:** Do not install Java8, only Java7 is supported.

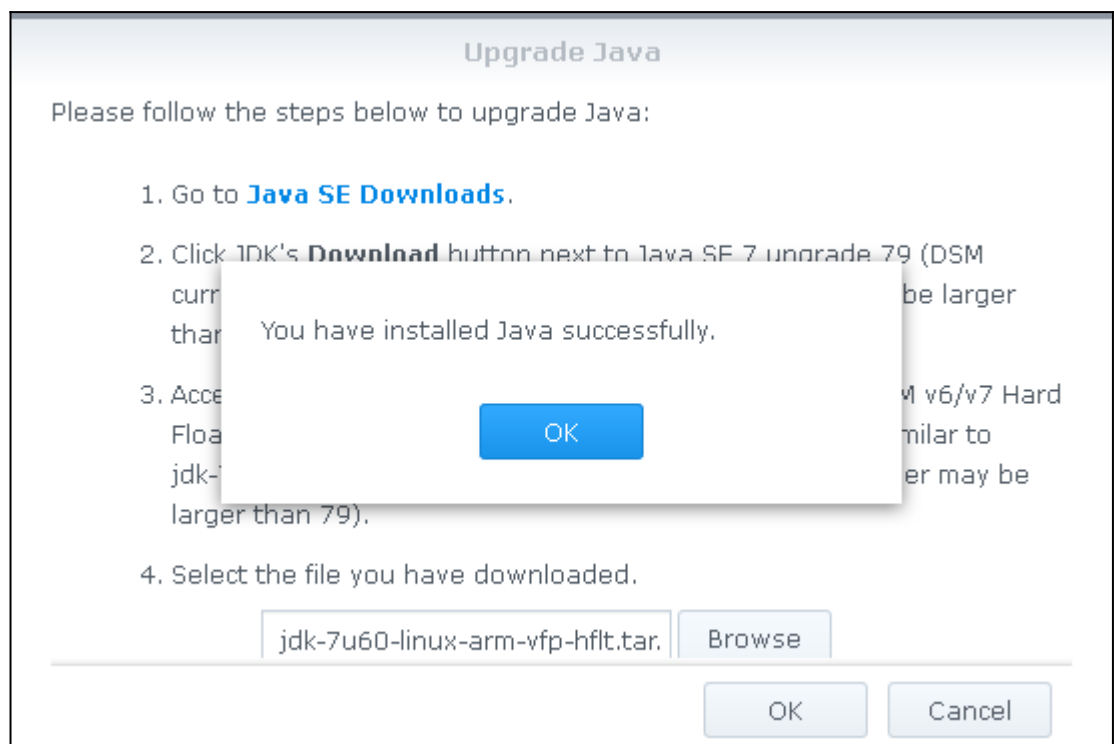
2. Click Install to install the Java 7 package.
3. Open the Java package afterward, then click Upgrade Java:



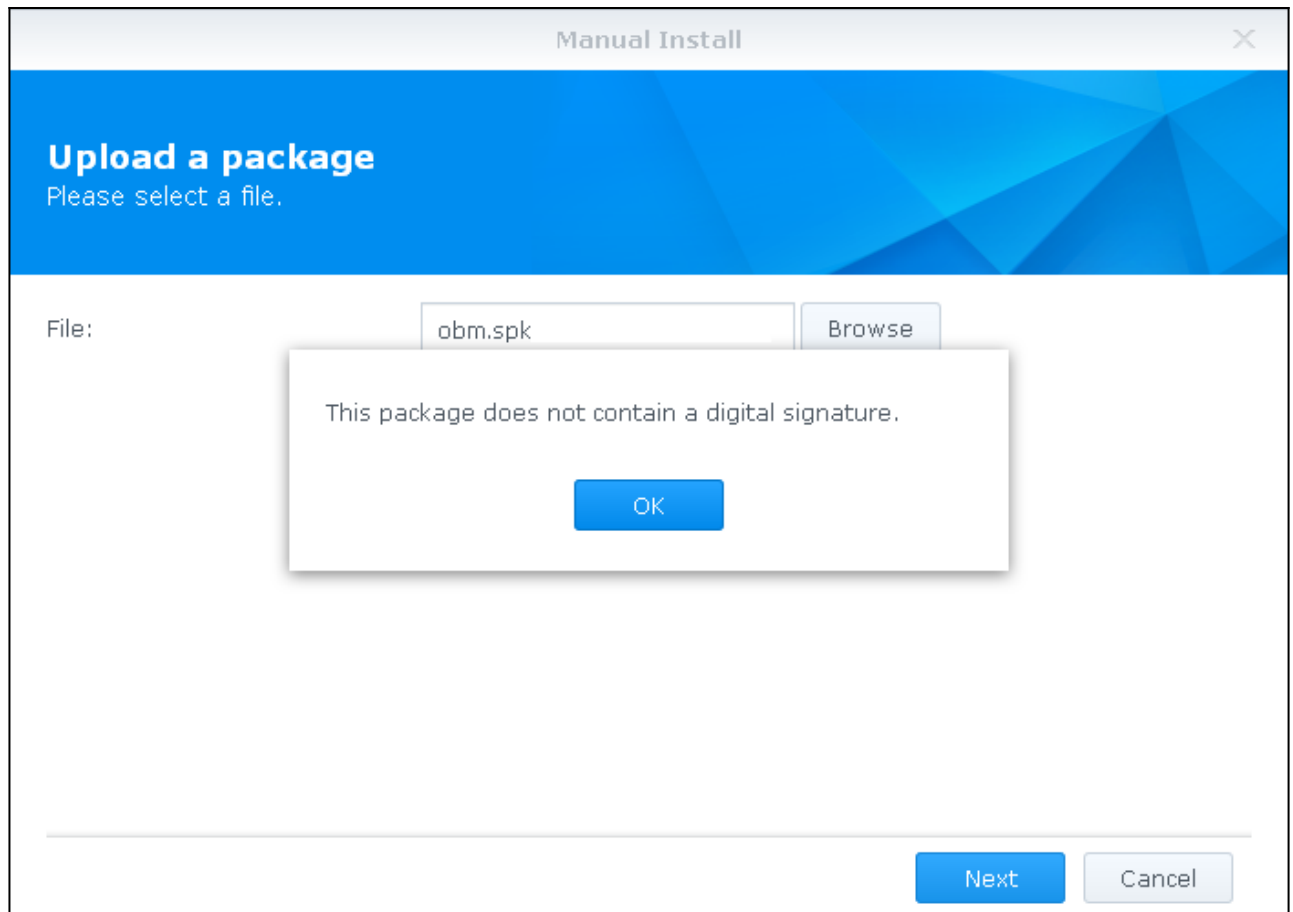
4. Refer to the instruction provided in the window to download the corresponding package file:



5. Upload the package file, then click OK to start the upgrade:



5. **I get the error "this package does not contain a digital signature" when trying to install AhsayOBM on a Synology NAS, why?**



Answer) The message is displayed because the AhsayOBM package file is not signed by a trusted CA. Modify the Trust Level of the corresponding Synology NAS to workaround this.

In Package Center, select the Utilities tab on the left panel, then select Settings.

Select the Allow installation of packages published by Any publisher:

Settings

General

Beta

Auto Updates

Package Sources

Certificate

Notification

An email or desktop notification will be sent or displayed when updates are available.

☐

Enable email notification

☐

Enable desktop notification

Trust Level

Allow installation of packages published by:

☐

Synology Inc.

☐

Synology Inc. and trusted publishers

☒

Any publisher

OK

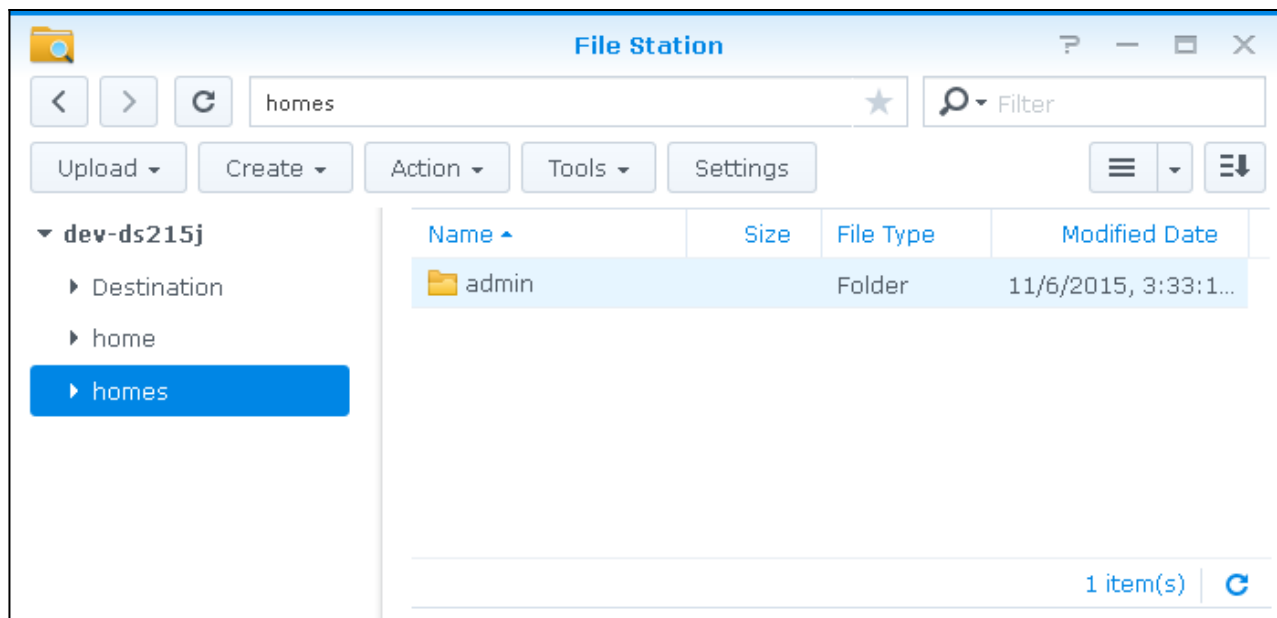
Close

6. **Where is the AhsayOBM installation directory on Synology NAS?**

Answer) AhsayOBM is installed at /volume1/@appstore/AhsayOBM

7. **What types of file can be backup by AhsayOBM installation on Synology NAS?**

Answer) Only folders or files displayed under File Station can be backup by AhsayOBM installation on a Synology NAS.



## 8. Which backup destinations are supported by AhsayOBM installation on Synology NAS?

Answer) Similar to AhsayOBM installation on other operating system platforms, the backup destination can be set to a supported cloud storage provider setup by the backup user, a supported cloud storage provider setup by the backup server administrator, a user home on the backup server, a FTP or SFTP server, a network volume, or a local / removable volume on the client computer.

For more details on Backup Destination, refer to the following KB article:

[FAQ: Frequently Asked Questions on Backup Destination](#)

## 9. What is the compression type used for backup set of AhsayOBM installation on Synology NAS?

Answer) By default, compression type 'No Compression' is used for backup set created by AhsayOBM installation on Synology NAS.

The compression type can be modified via the AhsayCBS console at Backup / Restore > Users, Groups & Policies > Select the corresponding user > Backup Set > Select the corresponding backup set > Others > Compression

Note that the compression setting can only be configured via the AhsayCBS console.

## 10. What is the default encryption setting for backup set of AhsayOBM installation on Synology NAS?

Answer) Similar to AhsayOBM installation on other operating system platforms, the default encryption setting for backup set of AhsayOBM installation on Synology NAS is:

- Encryption Key: A randomly generated key of 44 alpha numeric characters
- Encryption Key Length: 256 bits
- Encryption Algorithm: AES
- Encryption Method: CBC

For more details on Encryption, refer to the following KB article:

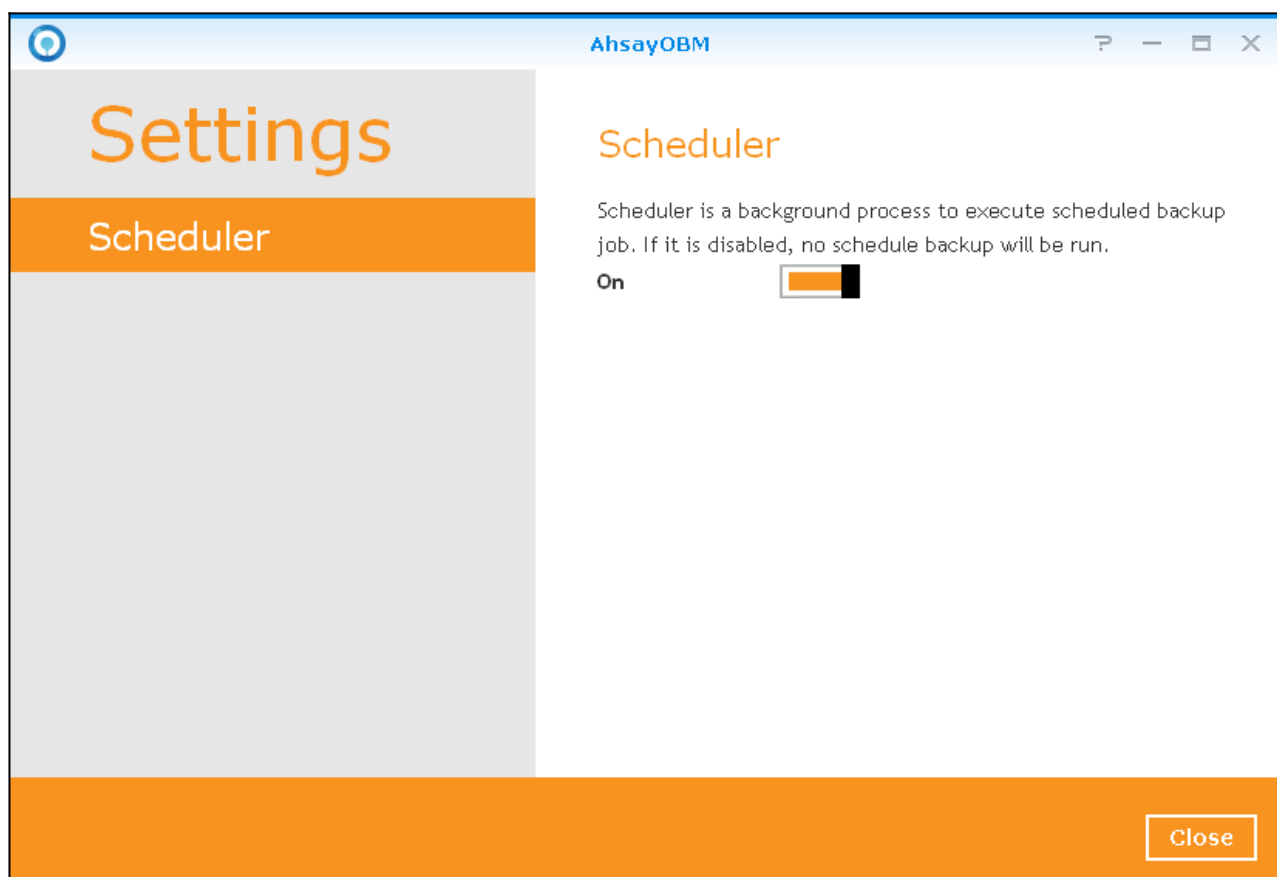
[FAQ: Best practices for managing encryption key on AhsayOBM or AhsayACB version 7?](#)

## 11. Where is the encryption setting of backup sets saved at?

Answer) The encryption setting is only saved at  
/volume1/@appstore/AhsayOBM/.obm/config/settings.sys

## 12. Scheduled backup jobs are not running for AhsayOBM installation on Synology NAS, why?

Answer) For AhsayOBM installation on Synology NAS, confirm if the Scheduler setting is enabled. Login to AhsayOBM, select Settings from the main interface to confirm:



**13. What happens if I close the AhsayOBM user interface while a backup job is still running?**

Answer) The backup job will continue in the background even with the AhsayOBM user interface is closed. When you login to AhsayOBM again, the backup progress screen will be displayed.

**14. How do I stop a scheduled backup job that is running on Synology NAS?**

Answer) To stop a scheduled backup running on Synology, please follow the instruction below:

1. Connect to the Synology NAS via SSH.
2. Enter the following command:

Where %backupset\_id% is the backup set ID of the corresponding backup set.

**15. For Synology NAS with other applications installed, will they affect the operation of AhsayOBM?**

Answer) From our test results, there is no performance issue with AhsayOBM installation on Synology NAS device with other applications installed, as long as the minimum hardware requirements are met by the Synology NAS.

**16. Backup job performed by AhsayOBM installation on Synology NAS is slower when compared with installation on other OS platforms?**

Answer) Backup job performed by AhsayOBM on a Synology NAS is slower, because there are less resources available (e.g. in comparison with AhsayOBM installation on a desktop or server grade computer).

Typically on most NAS devices, there are less memory and CPU processing power available for the compression, encryption and delta generation processes during a backup.

The default Java heap size setting for AhsayOBM on Synology NAS is also only set to 256 MB. User can increase the Java heap size setting to improve the backup performance, refer to the next [Q & A](#) for instruction on how to modify the Java heap size setting.

**17. How to modify the Java heap size setting for AhsayOBM on Synology NAS?**

Answer) To modify the Java heap size for AhsayOBM on Synology NAS:

1. Connect to the Synology NAS via SSH.

2. Open the following file with a text editor:

/volume1/@appstore/AhsayOBM/obm/bin/WuiService.sh

3. Edit the line:

WuiService.sh
... JAVA_OPTS="-Xrs -Xms64m -Xmx 256m -Dsun.nio.PageAlignDirectMemory=true" JNI_PATH="-Djava.library.path=\$LIB_HOME" ... to
WuiService.sh (Updated)
... JAVA_OPTS="-Xrs -Xms64m -Xmx 512m -Dsun.nio.PageAlignDirectMemory=true" JNI_PATH="-Djava.library.path=\$LIB_HOME" ...

4. Save and exit from the text editor.

## 18. **Advanced backup settings (Backup Filter, Continuous Backup, In-file Delta, Retention Policy, Command Line Tool, Reminder, and Bandwidth Control) are not found in the AhsayOBM user interface on Synology NAS?**

Answer) For AhsayOBM installation on Synology NAS, the client user interface had been simplified. The following backup settings can only be configured via the AhsayCBS web console:

- Backup Filter  
Backup Filter cannot be created for AhsayOBM installation on Synology NAS.
- Continuous Backup  
Continuous Backup is only supported for AhsayOBM installation on Windows platforms.
- In-file Delta  
Can be configured via the AhsayCBS console at Backup / Restore > Users, Groups & Policies > Select the corresponding backup account > Backup Set > Select the corresponding backup set > In-File Delta
- Basic Retention Policy  
Can be configured in the AhsayOBM user interface, at Backup Sets > Select the corresponding backup set > Others > Retention Policy.
- Advanced Retention Policy  
Can be configured via the AhsayCBS console at Backup / Restore > Users, Groups & Policies > Select the corresponding backup account > Backup Set > Select the corresponding backup set > Retention Policy
- Command Line Tool  
Can be configured via the AhsayCBS console at Backup / Restore > Users, Groups & Policies > Select the corresponding backup account > Backup Set > Select the corresponding backup set > Command Line Tool
- Bandwidth Control  
Can be configured via the AhsayCBS console at Backup / Restore > Users, Groups & Policies > Select the corresponding backup account > Backup Set > Select the

corresponding backup set > Bandwidth Control

- Follow Link

Can be configured via the AhsayCBS console at Backup / Restore > Users, Groups & Policies > Select the corresponding backup account > Backup Set > Select the corresponding backup set > Others

- Compression Type

Can be configured via the AhsayCBS console at Backup / Restore > Users, Groups & Policies > Select the corresponding backup account > Backup Set > Select the corresponding backup set > Others

## Keywords

NAS, network, access, storage, syn, synology, dsm

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