[V7] ISSUE: Auto update of AhsayOBM failed with error "Cannot run program fuser" (AhsayOBM on CentOS / RHEL)

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Product Version:
AhsayOBM: 7.3.0.0 to 7.x
OS: CentOS / RHEL

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

Problem Description

The AhsayOBM client is not updating to the latest version available on the AhsayCBS automatically (even with Auto Update Agent (AUA) enabled for the user).

Further checking on the Auto Update Agent Log, the following error message is displayed:

[YYYY/MM/DD hh:mm:ss][Info] Check if compatible product update is available
[YYYY/MM/DD hh:mm:ss][Info] Compatible product update is found
[YYYY/MM/DD hh:mm:ss][Error] Failed and skipped update, error = Cannot run program "fuser" (in directory "/usr/local/obm/aua"): error=2, No such file or directory

Cause

This issue can occurs if the package PSmisc, which includes the fuser component is not installed on the affected CentOS / Red Hat Enterise Linux machine

Resolution

To resolve the issue, install the package psmisc using the following command:

```
# yum install psmisc
```

Keywords

ahsayobm, obm, obc, linux, nix, redhat, red, hat, rhel, centos, fuser, aua, auto, upgrade, agent

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