

ISSUE: No suitable Python found for arm-x41 (cannot install AhsayOBM on QNAP NAS)

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Product Version:

AhsayOBM: 7.17.0.30 - 7.17.0.50

OS: QTS

Description

When installing the AhsayOBM client agent on a QNAP NAS, the following error is displayed in the [QNAP system log](#):

[Error: 1] No suitable "Python" found for arm-x41, installation unsuccessful



Note: This issue will only affected QNAP model on 32-bit CPU (e.g. TS-131P, TS-231P, TS-431P).

Cause

This is a known issue when installing AhsayOBM version 7.17.0.30 - 7.17.0.50 on QNAP model on 32-bit CPU (e.g. TS-131P, TS-231P, TS-431P).

Resolution

To resolve the issue:

[For customized / branded AhsayCBS application](#)

1. Upgrade the AhsayCBS application to version 7.17.0.50 or above. The instructions can be found by [Clicking Here](#).

Note: For AhsayCBS already on version 7.17.0.50, skip to the next step.

2. Build the client installation file again, by logging into the AhsayCBS web console.
3. Under **System Settings**, select **Basic, Administrative Access, %admin%, Rebrand Clients**.
4. Click on **Build Installers**, then **Build Branded Client** to start the build process.

5. Download the QPKG file again from the AhsayCBS console.
6. Perform the installation again with the new QPKG file.

For standard non-customized / non-branded AhsayCBS application

1. Download the QPKG file by [Clicking Here](#).
2. Perform the installation again with the new QPKG file.

Keywords

qnap, suitable, Pyphon, arm, x41, obm, ahsayobm, installation, installing

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