[V7] 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

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

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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