

问题描述：客户打开奇安信无反应

操作步骤

一、右击空白处--> 打开终端

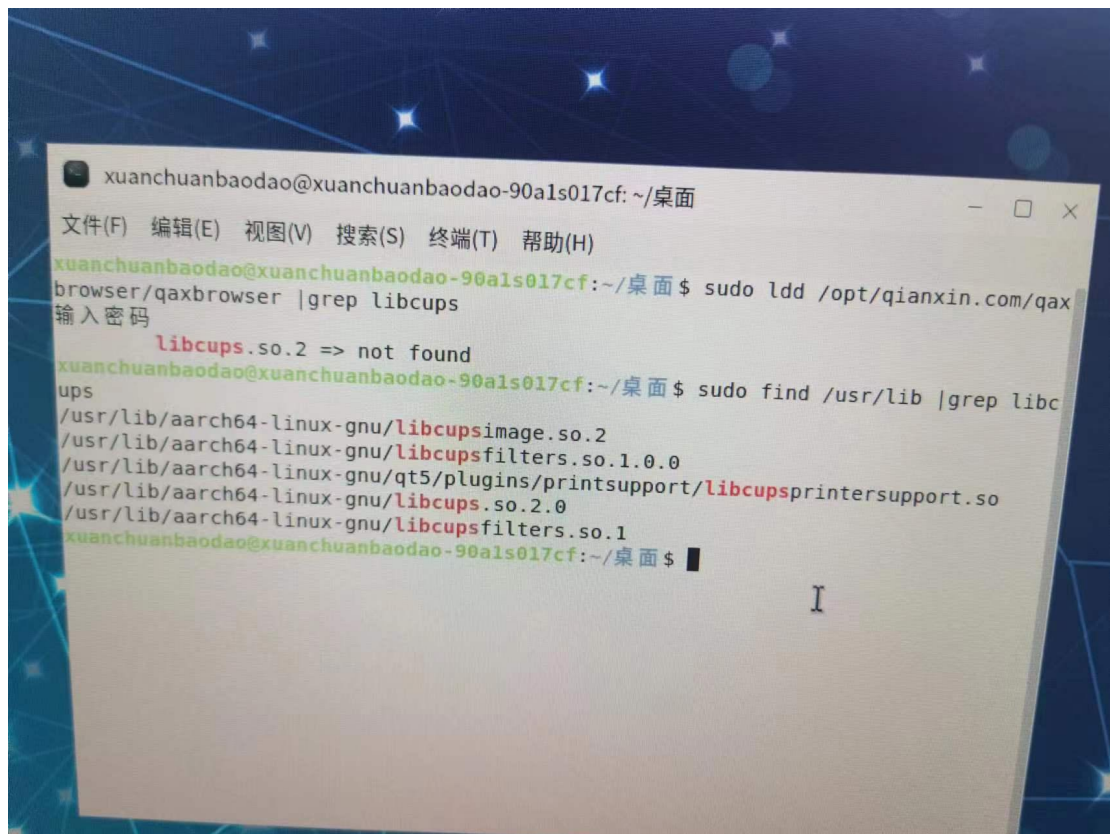


二、终端输入 qaxbrowser-safe



可以看到报错信息提示，没有 libcups.so.2 的库文件

三、查看系统是否有 libcups.so.2 的库
命令如图所示



```
xuanchuanbaodao@xuanchuanbaodao-90a1s017cf: ~/桌面
文件(F) 编辑(E) 视图(V) 搜索(S) 终端(T) 帮助(H)
xuanchuanbaodao@xuanchuanbaodao-90a1s017cf:~/桌面$ sudo ldd /opt/qianxin.com/qax
browser/qaxbrowser |grep libcups
输入密码
libcups.so.2 => not found
xuanchuanbaodao@xuanchuanbaodao-90a1s017cf:~/桌面$ sudo find /usr/lib |grep libc
ups
/usr/lib/aarch64-linux-gnu/libcupsimage.so.2
/usr/lib/aarch64-linux-gnu/libcupsfilters.so.1.0.0
/usr/lib/aarch64-linux-gnu/qt5/plugins/printsupport/libcupsprintersupport.so
/usr/lib/aarch64-linux-gnu/libcups.so.2.0
/usr/lib/aarch64-linux-gnu/libcupsfilters.so.1
xuanchuanbaodao@xuanchuanbaodao-90a1s017cf:~/桌面$ █
```

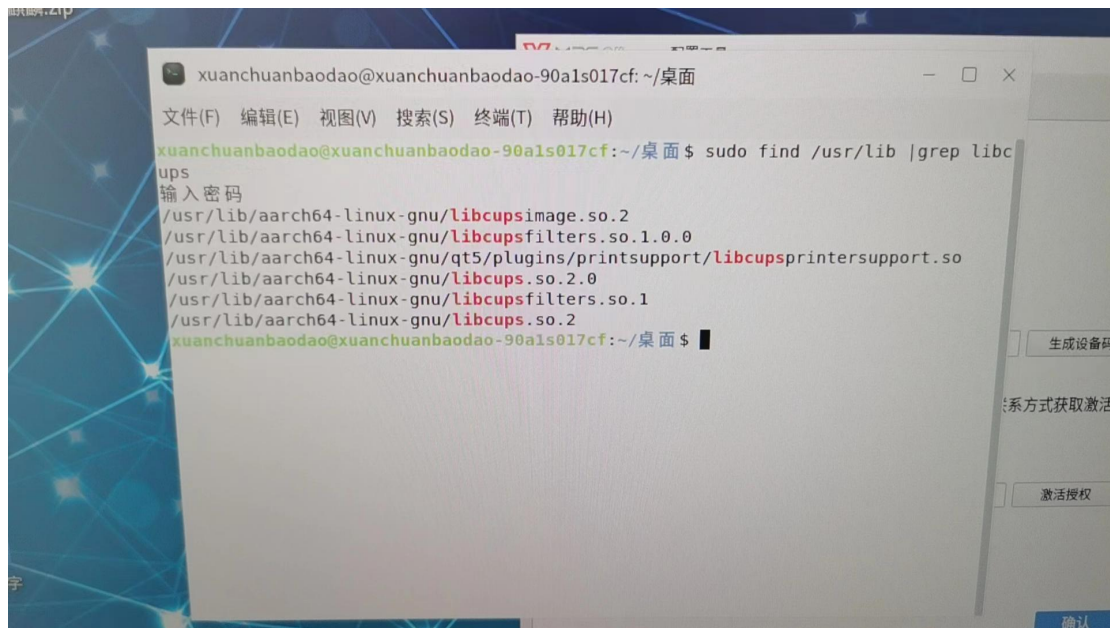
上图所示只有 libcups.so.2.0 的库，没有 libcups.so.2 的库

四、新建链路进行修复



```
kylin@kylin-greatwall: /media
文件(F) 编辑(E) 视图(V) 搜索(S) 终端(T) 帮助(H)
kylin@kylin-greatwall:~/media$ sudo ln -s /usr/lib/aarch64-linux-gnu/libcups.so.2
.0 /usr/lib/aarch64-linux-gnu/libcups.so.2█
```

五、查看库文件



The image shows a terminal window with a blue background. The terminal text is as follows:

```
xuanchuanbaodao@xuanchuanbaodao-90a1s017cf: ~/桌面
文件(F) 编辑(E) 视图(V) 搜索(S) 终端(T) 帮助(H)
xuanchuanbaodao@xuanchuanbaodao-90a1s017cf:~/桌面$ sudo find /usr/lib |grep libcups
输入密码
/usr/lib/aarch64-linux-gnu/libcupsimage.so.2
/usr/lib/aarch64-linux-gnu/libcupsfilters.so.1.0.0
/usr/lib/aarch64-linux-gnu/qt5/plugins/printsupport/libcupsprintersupport.so
/usr/lib/aarch64-linux-gnu/libcups.so.2.0
/usr/lib/aarch64-linux-gnu/libcupsfilters.so.1
/usr/lib/aarch64-linux-gnu/libcups.so.2
xuanchuanbaodao@xuanchuanbaodao-90a1s017cf:~/桌面$
```

On the right side of the terminal window, there is a sidebar with several buttons: "生成设备码", "系统方式获取激活", "激活授权", and "确认".

重新打开奇安信浏览器