[V7] ISSUE: Error when installing AhsayOBM / AhsayACB (Download failed: HTTP error 400: Bad request)

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Product Version:
AhsayACB / AhsayOBM: 7.15.0.8 to 7.x
OS: Windows / Mac OS

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

Problem Description

When installing the AhsayOBM / ACB client agent on a Windows or Mac OS X machine, the following error is displayed:

Download failed: HTTP error 400: Bad request
Check your connection and click [Retry] to try downloading the files again, or click [Cancel] to terminate setup

Cause

The AhsayOBM / ACB online installer is outdated.

For example, you are using a pre-7.15.0.8 AhsayOBM online installer, which does not support online installation with AhsayCBS version 7.15.0.8 or above.

Resolution

To resolve this issue, download the latest online installer file from the AhsayCBS console, then perform the client installation again.

Keywords

installer, outdated, download, install, customization, branding

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