

# 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 or above

OS: Windows / Mac OS

## 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The AhsayOBM / ACB online installer is outdated.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installer, outdated, download, install, customization, branding

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