**Bogen Communications, Inc.**

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**Orlando, FL 32817**

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**Subject: Nyquist System Controller Host Name Resolution (filename: sysctrl-fix-lag.tar.gz)**

**Affected Products: Nyquist E7000 ver. 3.0.0.231, Nyquist E7000 ver. 4.0.0.636, and Nyquist C4000 ver. 1.0.0.1144**

**Dealer Action: Update applicable Nyquist systems with the “sysctrl-fix-lag” patch**

To ensure proper Nyquist system operation, the above-referenced patch should be implemented.

The sysctrl-fix-lag patch file is available on the bogenedu.com website at <http://www.bogenedu.com/nyquist-secure-dealer/resources/> and at the bogen-ip.com website at <http://www.bogen-ip.com/c4000-resources/>.

This patch will allow the Nyquist system to resolve the host’s address when a defined Internet connection becomes unavailable.

Bogen recommends performing the update from the System Parameter/System Update page.

After downloading the file and saving to the desktop, choose the file from the open window and

click on “Start Update.” A window will appear, alerting you that the update is in process. Do not close this window or move away from this page. Wait until the update is complete and this page will close automatically.

Please refer to the “System Update” section of the *Nyquist System Administrator Manual* for detailed software upgrade implementation information.

If you have any questions related to this Service Bulletin or need help implementing the software patch, please contact Bogen’s Technical Support team at 1 (800) 999-2809.

Sincerely,

Manny Sierra

Manager, Technical Support