

# **BOGEN.**

## **COMMUNICATIONS LLC**

### **Technical Service Bulletin**

No. C4-2024-02

July 18th, 2024

**Subject:** Software Patch and New Firmware for Nyquist C4000  
**Applicable Product:** Nyquist C4000  
**Applicable S/W Releases:** 6.0.0:727  
**Fixed in S/W Release:** 7.0.0 and higher  
**Patch Filename:** c4000-6.0.0.727-patch1.tar.gz  
**Firmware Filename:** NyqUpdate-4.0.333

**Dealer Action:** Use "System Update" in the "System Parameters" view of the Nyquist web interface.

This Nyquist software patch (c4000-6.0.0.727-patch1.tar.gz) resolves the following issues found in C4000 Release 6.0.0.727:

- [NYQ-7250] - Fixed an issue where the Nyquist status service may fail to start, causing Amplifier Protection notifications to not be received, and Sound Masking setup and status to not operate properly.
- [NYQ-7251] - Fixed an issue where the syslog log file is empty and no entries are written to the syslog.
- [NYQ-7252] - Fixed an issue where exim4 version number is not displayed on "Check Server Status" report.

**NOTE:** This Nyquist server software patch will also automatically install a new version of firmware (NyqUpdate-4.0.333) for use by all Nyquist Appliances and resolves the following issues:

- [NYQ-7222] Fixed a minor clock drift issue with NQ-S1810WBC when the appliance is registered to a server.
- [NYQ-7244] Fixed an issue where incorrect hostname being shown for NQ-S1810WBC.
- [NYQ-7245] Fixed an issue where incorrect Web UI identifier being shown for NQ-S1810V2 devices.
- [NYQ-7248] Fixed an issue where the DCS is flashing red and not operable.
- [NYQ-7256] Fixed an issue with 2-Channel Sound Masking Amplifier when configured for bridge mode.
- [NYQ-7259] Fixed a minor clock drift issue with NQ-S1810WBC when the appliance is not registered.

Please make sure to read the "[Patch](#) and [Firmware](#) Release Notes" prior to updating your system. These can be found in the [NYQUIST C4000 RESOURCES](#) section of the Bogen.com website.

If you have any questions related to this Service Bulletin or need help with your system, please contact Bogen's Technical Support team at 1 (800) 999-2809.

Sincerely,

**Bogen Communications LLC**

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