



Bogen Communications, Inc.
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December 4, 2020

Subject: Nyquist Dashboard Compatibility Issue with Chrome Version 87.0.4280.xx

Affected Products: Nyquist C4000 / E7000 System Dashboard Operation

Dealer Action: To ensure continued operation between your existing computer and the Nyquist System Dashboard please refrain from updating to Chrome version 87.0.4280.xx

This is an informational Technical Support Bulletin to alert you to a compatibility issue with the Nyquist Web User Interface dashboard and the November 2020 release of Chrome version 87.0.4280.xx. Although this version of Chrome still supports full management and configuration of the C4000 / E7000 system using the Web User Interface, it does not support user operation (i.e., calling, paging, etc.) from the dashboard. Any attempt to perform a user operation from the dashboard icons will only result in a momentary flash of the icon on the screen.

Bogen recommends that you continue to use the previous Chrome version 86.0.4240.199 (or earlier) to maintain full system operation. Alternatively, customers that manage their Google Chrome deployment and have access to change policies should review the following workaround:

<https://cloud.google.com/docs/chrome-enterprise/policies/?policy=WebRtcAllowLegacyTLSProtocols>

PLEASE NOTE: Only qualified IT personnel should attempt any modification of system registry files.

Compatibility with Chrome version 87.0.4280.xx is available in Nyquist E7000 ver. 6.0 and C4000 ver. 3.0 scheduled to be released early in 2021. We apologize for the inconvenience this Chrome update may have caused.

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,

Manny Sierra
Manager, Technical Support