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Technical Service Bulletin

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June 28, 2022

Subject: Google's Changes to Gmail Security

Applicable Product: Nyquist C4000
Applicable Releases: 1.0.0 & higher

Issue: Effective May 30, 2022, Google ceased support for using third-party apps or devices which ask you to sign in to your Google Account using only your username and password. This may cause your Nyquist email alerts/notifications to stop working if you're using a Gmail account. Reference Google's notice here.

Dealer Action: Enable two-step verification on any applicable Google email accounts using the steps below.

1. On your Google account, enable two step verification:

   https://www.google.com/landing/2step/

2. Use your Google account to acquire an app password for use with the Nyquist system:

   https://support.google.com/accounts/answer/185833?hl=en

3. On your Google Security page, under **Signing in to Google** select **App passwords**.
4. Under "**Select the app and device you want to generate the app password for.**"
   a. Press **Select app**, then select **Mail**.
   b. Press **Select device**, then select **Other (Custom name)**
   c. Enter a custom name, e.g., Nyquist-Gmail
5. Press **Generate**
6. Copy (Ctrl+C) and save the app password somewhere (Google will never display it again!)
7. On the Nyquist web interface, select **System Parameters**
8. Press **Email Configuration**
9. Change/paste **Password** (Ctrl+V) to match the app password provided by Google.
10. Make sure the **Auth**, **TLS**, and **TLS STARTTLS** parameters are all "On"

Note: These Email Configuration steps do not include everything required to setup a Gmail account on Nyquist.

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