



Technical Service Bulletin

No. C4-2022-06

August 22, 2022

Subject: Critical Patch Available for Nyquist C4000 S/W Release 4.0

Applicable Product: Nyquist C4000 Systems

Applicable Release: 4.0.0.310

Fixed in Release: 5.0.0 and higher

Patch Filename: c4000-5.0.0.310-patch2.tar.gz

Dealer Action: Download and apply the patch using "System Update" in the "System Parameters" view of the Nyquist Web interface. This patch update does not require an Internet connection and can be applied to a Nyquist System Controller while it is still in operation with no downtime required.

This Technical Service Bulletin is to notify you of several issues found and fixed in Nyquist C4000 release 4.0.0. The first was a bug found in the Web user interface that prevents users from assigning "listeners" (i.e., amplifier channels) when configuring the system for Ambient Noise Sensing (ANS). It was also discovered that the ANS volume ranges and default values for Max Boost, Threshold, and Volume Adjust were incorrect. After adding or configuring ANS listeners on the Nyquist server, a soft or hard reboot of the listening appliances is required.

An issue was also found with certain Nyquist System Controllers (NQ-SYSCTRL) which may cause them to run out of disk space causing system downtime. Nyquist System Controllers imaged and shipped with C4000 release 4.0.0 may have been incorrectly configured to use less disk space than is available on the Solid-State Drive (SSD). If this is the case, it is possible that after a period of operation the Nyquist system may run out of available disk space and eventually stop working. This system update, when applied, will expand the available disk space to match the available space of the installed SSD.

NOTE: If Nyquist is running on a custom-built server (i.e., not a NQ-SYSCTRL appliance), then applying this system update will have no effect on the disk space allocation on those custom servers.

You can use the Nyquist Web interface "Check Server Status" feature, under "System Parameters", to view the disk space configuration before and after applying the system update. The disk space is displayed in the "Check Server Status" report under the "Disk Space" section. Example:

```
-----  
Disk Space  
-----  
Filesystem      1K-blocks      Used Available Use% Mounted on  
/dev/sda2      235609764 28453504 195161844  13% /  
  
Filesystem      Size  Used Avail Use% Mounted on  
/dev/sda2      225G  28G  187G  13% /  
  
USB Drives: none detected
```

Please make sure to read the “**Patch 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