# BOGEN
## COMMUNICATIONS LLC

## Technical Service Bulletin
No. C4-2023-06

November 30th, 2023

*We have been made aware of a quality issue with one of our component suppliers, which we have worked diligently to identify and correct, regarding Bogen's Nyquist System Controller (NQ-SYSCTRL). While this issue does not affect all units, it's possible that certain units may display symptoms after some time in service. For this reason, we highly recommend that the supplied software patch be applied to all units in service referenced in the Technical Service Bulletin below.*

*This bulletin applies to all systems currently in service under the referenced parameters below and for all new systems currently undergoing installation.*

**Subject:**      Software Patch for Nyquist C4000

**Applicable Product:**          Nyquist System Controller (NQ-SYSCTRL)
**Applicable S/W Releases:**     Nyquist C4000 3.0.0 and Higher
**Fixed in S/W Release:**        6.0.0 and higher
**Patch Filename:**              disable-cstate.tar.gz

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

This patch resolves the following issue found with the Nyquist System Controller for C4000:

- This patch disables the dynamic control of the CPU C-states via the LINUX kernel to prevent the Nyquist System Controller's motherboard from entering undesired sleep states.

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**