



Technical Service Bulletin

No. C4-2023-02

April 11th, 2023

Subject: Critical Patch 3 for Nyquist C4000 Release 4.0

Applicable Product: Nyquist C4000

Applicable S/W Releases: 4.0.0.310

Fixed in S/W Release: 5.0.0 and higher

Patch Filename: c4000-4.0.0.310-patch3.tar.gz

Dealer Action: To apply patch, use "System Update" in the "System Parameters" view of the Nyquist web interface.

This patch resolves the following issue found in C4000 Release 4.0.0.310:

[NYQ-6732] Critical: Fixed the issue where using System Restore of a backup DB from a prior release after any patches have been applied to the v4.0 system's base software release (i.e., nyquist-c4000-4.0.0.310.tar.gz) causes all data to be lost and Nyquist server is no longer functional.

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,

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