



Pipeline Service Bulletin

This bulletin describes several potential hardware/software issues that have been discovered in a limited number of Pipeline units. If you are experiencing any of these issues, follow the instructions for updating or returning your device for service.

Pipeline channel is no longer visible in Bonjour discovery list

Cause: Firmware/Application combination mismatches result in Pipeline discovery failures. This issue has been resolved in the most recent versions of software. Updating to the latest firmware and application software remedies this issue.

How to identify if your unit is experiencing this issue: Your unit is experiencing channels that periodically appear and disappear from the Bonjour discovery list either in Safari/Internet Explorer or in the Pipeline application. The channels can be pinged. Power cycling the Pipeline unit briefly restores the channels but the channels continue to periodically disappear.

Resolution: Update each Pipeline channel to the latest *MAIN* and *APP Loader* firmware. Update to the latest Pipeline software for Mac OS X and/or Windows.

Pipeline Quad fan circuitry failure

Cause: Pipeline Quad units built with the **Sanyo SanAce40** fan can draw too much current across transistor 'Q32' causing this circuitry to slowly fail. Units built with **ebmpapst 412JHH** fans are not affected. The fans can be identified by inspecting the left side of the Quad chassis and identifying the fan type. See photos below.



Sanyo SanAce40



ebmpapst 412JHH



How to identify if your unit is experiencing this issue: If your unit has a **Sanyo SanAce40** and the fan has stopped, or is oscillating between high and low RPMs.

Resolution: Contact Telestream support to arrange for a corrected replacement unit.

Pipeline Quad 3.3v rail power supply circuitry failure

Cause: The Pipeline Quad power supply circuitry is tuned for proper 3.3V rail voltage output at the factory. In rare cases the potentiometer controlling this voltage level can drift due to vibration in shipping causing the voltage on the 3.3V rail to drop below acceptable levels. When this occurs channel loss is the result. This issue has been resolved and faulty units can be repaired at the factory.

How to identify if your unit is experiencing this issue: If your Quad unit experiences channel loss, generally channels 4 and/or 3, and power cycling the unit restores the channels. This indicates a failed 3.3v rail power supply circuitry.

Resolution: Contact Telestream support to arrange for a corrected replacement unit.

Pipeline Quad internal Ethernet switch circuitry failure

Cause: In extremely rare cases the Ethernet switch chip's solder pads can become detached after reaching maximum operational temperature causing open connections on one side of the circuitry. This has been resolved with a changed manufacturing process and faulty units will be corrected at the factory.

How to identify if your unit is experiencing this issue: If your Quad unit experiences a channel loss, and the lost channels do not respond to being pinged and cannot be accessed from the Pipeline web page, and power cycling DOES NOT restore the channels.

Resolution: Contact Telestream support to arrange for a corrected replacement unit.