PRODUCT FAULT NOTICE

DATE: 12ᵀᴴ MAY 2023

SUBJECT: CRESTRON HOME DRIVER

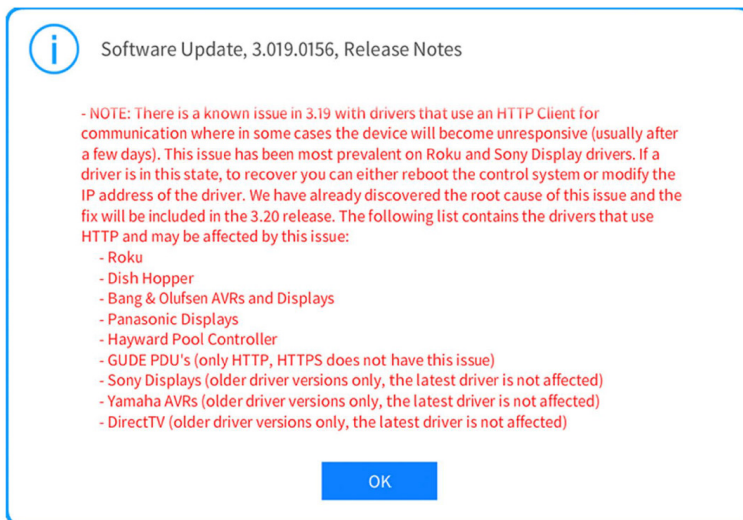## AFFECTED PRODUCT:

- neo:X+   (P8-HDBT2-U-FFMJ1210; P8-HDBT2-U-FFMJ1210-S)
- neo:XMR   (P8-HDBT2-U-FFMJ108-S)
- neo:XSR   (P8-HDBT2-L-FFMJ66-S)
- neo:8A   (P8-HDBT-L-FFMN810)
- neo:6A   (P8-HDBT-L-FFMN68A)
- neo:4Pro   (P8-HDBT-L-FFMS44-22)

FAULT DESCRIPTION:

Dear Valued Customer,

We have been informed that the latest CrestronHome Software update version 3.19 has a known issue with products using HTTP. This issue affects several products, including some Pulse-Eight matrices. Rebooting the control system fixes the issue temporarily although the problem is likely to reappear after a few days or weeks, when another reboot might be necessary.

Crestron is aware of the problem, and is expected to resolve the known issue in version 3.20 when released. Please refer to the Crestron Home Software Update, 3.019.0156 Release Notes:

(i) Software Update, 3.019.0156, Release Notes

- NOTE: There is a known issue in 3.19 with drivers that use an HTTP Client for communication where in some cases the device will become unresponsive (usually after a few days). This issue has been most prevalent on Roku and Sony Display drivers. If a driver is in this state, to recover you can either reboot the control system or modify the IP address of the driver. We have already discovered the root cause of this issue and the fix will be included in the 3.20 release. The following list contains the drivers that use HTTP and may be affected by this issue:
  - Roku
  - Dish Hopper
  - Bang & Olufsen AVRs and Displays
  - Panasonic Displays
  - Hayward Pool Controller
  - GUDE PDU's (only HTTP, HTTPS does not have this issue)
  - Sony Displays (older driver versions only, the latest driver is not affected)
  - Yamaha AVRs (older driver versions only, the latest driver is not affected)
  - DirectTV (older driver versions only, the latest driver is not affected)

OK

Picture 1: Warning taken from Crestron Home Software Update 3.019.0156, Release Note

For more information on this issue, or when the CrestronHome Software update 3.20 will be released, please contact your Crestron representative directly.

PULSE-EIGHT CONTACT INFORMATION:

Pulse-Eight Customer Support
Email: support@pulse-eight.com
Tel: United Kingdom: +44 (0)1202 413 610
        USA: (858) 748-8250
        Australia: +61 3 83761230