

# Pearl Mini

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# Limitations and known issues

This section includes known issues or limitations that affect functionality or usability and ways that you can work around these limitations.

## Affecting encoding

- **Limitation:** When Pearl Mini is overloaded, video frames or audio samples can be dropped causing variable frame rate and audio cracks.  
**Workaround:** Pearl Mini is a powerful system capable of many simultaneous tasks, but like any other computing device, it has finite resources. If this problem is observed, check the CPU load from your system's Info page.  
To reduce system load, do any of the following: disconnect unused video displays from Pearl Mini's video output ports, delete unused channels and unused layouts, or reduce the complexity of layouts by scaling at the source instead of having the system scale, or reduce the number of sources in layouts, or reduce the frame size or frame rate for channels displayed on the video output ports. Note that actions performed in the Admin panel and Epiphan Live can increase overhead (such as adding channels/sources to Epiphan Live's Dashboard preview panels), as can switching layouts via Pearl Mini's touch screen.
- Encoding video at 60 fps with either 16 kHz or 22 kHz AAC audio can result in some dropped video frames.  
**Workaround:** Select another video frame rate, a different audio sampling rate, or choose MP3 audio.
- Configuring very low frame rates such as 1 fps encoding with a high bitrate setting (e.g. 7000 kbps) results in poor video quality.  
**Workaround:** Allow Pearl Mini to automatically select the best bitrate setting. For 1 fps, this results in a bitrate of about 1180 kbps.
- Some audio distortion is heard on video output port using PCM 22 kHz encoding or very low frame rate (1-5 fps).  
**Workaround:** For best results, use AAC 48 kHz or PCM 48 kHz audio encoding and encode the channel at higher than 5 frames per second.
- The newer model of the GoPro HERO7 Black web camera can suddenly stop working with Pearl Mini.  
**Workaround:** Reset the GoPro camera.

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## Affecting streaming and recording

- Interlaced SDI capture is sometimes shifted downwards, resulting in a small green line at the top of the video.  
**Workaround:** This issue varies with different sources. If it is affecting your capture, the best solution is to crop out the green line in your layout.
- The ability to perform an **FTP Delete** cannot be disabled, even after using the **Disable FTP Delete** command in the FTP session.  
**Workaround:** Ensure that access to control of the FTP session is restricted to those aware of decisions about deleting the stream.
- Extracting tracks from an .MP4 recording when there isn't enough storage space for the extracted files causes the extracted files to become corrupted.  
**Workaround:** Check how much internal storage space is available on Pearl Mini and delete any unnecessary recordings to free up more space.
- Occasionally, tracks won't extract from a 64 GB .AVI multi-track recording using the Admin UI.  
**Workaround:** Perform the extraction again.
- Some audible clicks are present during playback of AAC formatted recordings at 48, 44, and 22 kHz when using Microsoft Edge versions 41-42.  
**Workaround:** Use a different web browser to playback the recordings.

## Affecting the Admin panel

- Passwords and IP restrictions set for viewers don't restrict access when using certain common platforms or when set on a per-channel basis if your stream uses HTTP Live Streaming (HLS) because HLS is processed directly by the apache server.  
**Workaround:** This only applies if you're using a password for the stream. The only common platforms where this is a known issue are VLC and iPhone6, iOS 10.0.1, and using another platform prevents the issue. If you're streaming over HLS, do not set viewer passwords and IP restrictions per-channel. Use global viewer passwords and IP allow/deny lists instead.
- It is possible to name two or more channels with the same value. Use of automatic file transfer and UPnP is unpredictable if this occurs.  
**Workaround:** Ensure each channel has a unique name.
- The automatic file upload (AFU) file queue shows a maximum of 15 files, Newer 15 and Top of the list buttons do not work. All files are transferred, even though they are not listed.  
**Workaround:** Wait for the queue to have fewer files in the list. Use global viewer passwords and IP allow/deny lists instead.

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- Cropping a video source to 16:9 using the layout editor may not scale correctly and can appear as a thin line in the layout editor. This happens when the device or web browser you're using with the admin interface has a different approach to composing layout. Recording and streaming are not affected.  
**Workaround:** Due to color space limitations (YUV with 2x2 subsampling), the cropped region's dimensions must be set to even values.
  - Using Microsoft Edge to connect to Pearl Mini using the mDNS name of Pearl Mini does not work.  
**Workaround:** Use a different web browser such as Chrome, Firefox, or Internet Explorer since Microsoft Edge doesn't support mDNS.
  - The special preview mode that lets you preview all channels at once using a web browser isn't functioning.  
**Workaround:** Preview individual channels using different tabs in your web browser.
  - The HTTP Live Streaming option appears on the channel's Streaming configuration page in the Admin panel; however, Pearl Mini doesn't currently support HLS streaming.  
**Workaround:** Ignore the HTTP Live Streaming option.
  - When adding text overlays using the layout editor, special characters like á, ä, and ê don't preview properly in the editing area; however, the special characters appear properly in the video output.  
**Workaround:** You can preview the layout with special characters on the Status page for the channel in the Admin panel.

## Affecting Epiphan Live

- Very fast, repeated switching between layouts using the Switcher interface can sometimes cause the monitoring panels and the preview in the Admin Panel to display a blank screen until the video image finishes loading.  
**Workaround:** Avoid repeated fast switching between layouts.
- The green and red borders around the "Preview" and "Live" areas in the Channel section are offset from the video by a few pixels.  
**Workaround:** The offset is cosmetic and does not affect your Live stream, so no workaround is required.
- When a HDMI output assigned to a Dashboard preview panel has its source changed, the preview panel does not automatically update to reflect the change.  
**Workaround:** Refresh the Epiphan Live Dashboard in your web browser to update any changes in your preview panels.

## Affecting other areas

- AFU to Amazon Web Services S3 Simple Cloud Storage transfer sometimes does not recover after the network connection is cut. The expected behavior is that the file transfer would restart, but there is

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sometimes a time desync that results in a failed transfer.

**Workaround:** If the network connection is severed during a AFU transfer, the process must be restarted from the beginning, and the transfer must proceed without interruptions to the network.

- Pearl Mini doesn't synchronize time from a local Windows NTP server.

**Workaround:** Avoid using a local Windows NTP server with Pearl Mini.

- In multi-view recordings, different Kaltura players (such as the KMC and MediaSpace ) can playback audio differently, where the KMC plays audio from the channel selected as the "main entry".
- The RS-232 command to take a snapshot image of the current channel if the channel is configured to use the Motion JPEG codec isn't functioning. There is no workaround for this issue.