

Plex

On your Ultra service, Plex Media Server requires the secure connection to be at least set to **Preferred** in Plex Media Server settings, or you will face the error `Can't connect securely`.

Plex Media Server is a proprietary media player suite that organizes video, audio, and photos from a user's media collection and online services. The user can access and stream the content from the server to any device where Plex is offered.

More information can be found [here](#).

In this section, we will be detailing the initial configuration of your Plex Media Server. This assumes that you have stored your media in `~/media`. Our Plex installation automatically creates your media folders inside `~/media` as follows: `~/media/Movies` `~/media/TV\Shows` `~/media/Music`

No further step needed, although if you would want to change your library paths in Plex, you can read a guide about it [here](#).

Prerequisites

- A Plex account - you can create one [here](#)
- A Ultra plan that supports media servers (any except Essential tier)

Initial UCP Configuration

Like all applications, Plex Media Server can be installed from the [UCP](#), this application, however, has one extra step. When you click on **Install** and are prompted with this screen, you will need to visit plex.tv/claim.

If you have not done so already, sign in to your Plex account and copy the claim code provided. Paste this into the prompt and then click **Install**.

Your Plex Media Server comes configured out of the box. Just connect to your Plex Media Server instance by following the link in the [UCP](#) - as is typical with all official applications.

Plex Plugin Installers

Listed below are scripts that install some popular plugins into your Plex Media Server instance. To install a plugin, connect to your Ultra service via [SSH](#) and execute the provided command for the plugin you would want to install. Some post-installation notes are detailed for each plugin.

Absolute Series Scanner/Hama Bundle

```
curl https://scripts.ultra.cc/main/Plex/Plex-Plugins/hama-ass.sh | bash
```

Post Installation

- More info here: <https://github.com/ZeroQI/Hama.bundle>

Extended Personal Media Shows

```
curl https://scripts.ultra.cc/main/Plex/Plex-Plugins/epms.sh | bash
```

Post Installation

- More info here: <https://bitbucket.org/mjarends/extendedpersonalmedia-agent.bundle/src/master/README.md>

Trakt.tv Scrobbler

```
curl https://scripts.ultra.cc/main/Plex/Plex-Plugins/trakt.sh | bash
```

Post Installation

- More info here: <https://github.com/trakt/Plex-Trakt-Scrobber>

Get SSL-URL for Plex Media Server

- This can be useful if you wish to connect to Plex from a remote device.
- Connect to your service via [SSH](#)
- Once connected, execute the following command:

```
bash <(wget -qO- https://scripts.ultra.cc/main/Plex/plex-ssl-url.sh)
```

Troubleshooting Information

How do I update Plex?

Our Upgrade/Repair Plex image is locked to a version/image that we have deemed to be stable on our infrastructure. The newest version is not always the best version, as Plex has a track record of deploying new releases with a lot of bugs.

To upgrade to the latest Plex version, you can do this via [SSH](#). Instructions on how to upgrade can be found [here](#).

My Plex is down. What are some troubleshooting steps to resolve it?

Usual causes of this are Plex updates, or the server cannot read or write to the library, which is a common occurrence with Rclone mounts. In these cases, the RAM usage of Plex would go up, and the system will kill your Plex instance.

It is also worth noting that some of Plex's features, especially logins, server claiming API, and web apps, are centrally hosted by Plex and not locally attached to your Plex Media Server. Any outage announcements will be posted here: <https://status.plex.tv>.

- First, try to restart Plex from the **Apps** tab on the [UCP](#), and wait at least 5 minutes to see if it starts.
- Check if the container is not damaged. Try to use the upgrade/repair option from your [UCP](#) action menu under Installed tab -> Plex and wait for 5 minutes.
- Try to claim your server again, as your server token is expired. Visit <https://plex.tv/claim> to get your claim code. Then, use the Claim option from your UCP action menu under Installed Applications -> Plex. Paste your code and click claim.
- If Plex still is not running, log in to your Ultra service via [SSH](#) and execute the following command:

```
ps aux | grep [p]lex
```

- If it returns any sort of `D` state or `<defunct>`, something is holding the Plex process.
 - If Plex is Defunct, this is usually caused by a broken Rclone mount. To fix that, you should follow the instructions provided [here](#), and then restart Plex. After restarting the Rclone mount and Plex, execute `ps aux | grep [p]lex`, and if it returns nothing, your Plex is running normally. If not, repeat the guide.
 - If it is still in `D` state, then another third-party application is holding the process. Stop any application that is affiliated with your Plex Media Server instance.
 - If `grep` returns normally, is not in a defunct state, but you cannot access Plex, your Plex database may be corrupted, and you may need to view the logs. You can either run the following command via [SSH](#) and look for any errors. You can also download the logs from the settings in the Plex webUI.

```
cat .config/plex/Library/Application\ Support/Plex\ Media\ Server/Logs/Plex\ Media\ Server.log
```

- Any SLOW QUERY and SQLite errors/warnings are signs of a corrupted database. You may attempt to repair your database with [Plex SQLite](#).
- If it does not work, the last resort is to back up your old configuration to confirm that your database is corrupted and see if Plex comes online with a new configuration. Execute the following commands:

```
mv ~/.config/plex ~/.config/plex.bak
```

- Then afterward, reinstall Plex. If it runs, you may need to do a fresh install of Plex.

Why is Plex producing a transcoder error?

The Plex Transcoder exited error is a general error for not playing back the media using the video player or transcoder, and you may need to view the logs. You can either run the following command on SSH and look for any errors. You can also download the logs from the settings in the Plex webUI.

```
cat .config/plex/Library/Application\ Support/Plex\ Media\ Server/Logs/Plex\ Media\ Server.log
```

ERROR - An error occurred reading the file

If you encounter the following error message: `ERROR - ERROR - An error occurred reading the file: /homeXX/username/SOMEMOUNT/path/to/File.mp4 (5)`

Something is wrong with your Rclone mount, and it will need to be investigated separately. In this case, it is usually `Error 403: Rate Limit Exceeded`, `rateLimitExceeded`, or a wholly dropped mount endpoint.

Extra Guides

Upgrading/Downgrading Plex by Specific Version

```
app-plex upgrade --plex-version=<version number>
```

- This allows you to specify any version of Plex from v1.15 onward.
- Take note that you have to put in the **full version number** of the build you want to install, or the command will fail.
 - You can refer to [Plex's Official Docker Hub Page](#) or [LinuxServer.io's Plex Docker Hub Page](#) for the version number you want.
- For instance, if you want to install version 1.20.3.3483. After checking for the full version on the Docker Hub page, you will run the following

```
app-plex upgrade --plex-version=1.20.3.3483-211702a9f
```

Plex SQLite

The Plex SQLite binary is accessible from your Ultra.cc service, and can be useful for managing or repair a corrupted Plex database. To access the utility tool, follow the below instructions.

- Connect to your Ultra.cc service via [SSH](#).
- Once connected, execute the below command for usage instructions:

```
plex-sqlite --help
```

- Do note, this is an advanced utility tool, make sure to read up on how it works before use. More information can be found [here](#).