

Plex

Ultra.cc Plex requires 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 collections and online services, enabling the user to access and stream the content from the server from any device.

You can learn more about the app in [this link](#).

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 require to change your libraries path in Plex you can read guide about it [\[here\]](#).

Prerequisites

- A Plex account - you can make one at <https://plex.tv>.
- A media server(Plex) supported Ultra.cc plan.

Initial UCP Configuration

Like all applications, Plex Media Server is installed from the Ultra.cc Control Panel, this application, however, has one extra step. When you click on Install and are prompted with this screen, you will need to visit

<https://www.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 is also 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 your other applications.

Plex Plug-in Installers

Listed below are scripts that install some of the popular Plex Plug-ins into your PMS instance. To use it, just run the commands of the plug-ins that you need on your service's SSH terminal and access your Plex afterward. Some post-installation notes are detailed on each plug-in.

Absolute Series Scanner/Hama Bundle

```
curl https://scripts.usbx.me/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.usbx.me/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 Scrobber

```
curl https://scripts.usbx.me/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. [How to connect to your Ultra.cc slot via SSH](#)
- Execute the following SSH command:

```
bash <(wget -q0- https://scripts.usbx.me/main/Plex/plex-ssl-url.sh)
```

Troubleshooting Information

How do I update Plex?

Our Upgrade/Repair Plex image is locked to a version/image we deemed as stable. This is due to some clients reporting issues on the newest Plex releases.

To upgrade to the latest Plex, you can do this via [SSH](#). You may refer [here](#) to how to upgrade your Plex to the newest version.

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's also worth mentioning that some of Plex's features, especially logins, Server Claiming API, and Web apps, are hosted by Plex. Please check here for any announcements on their system: <https://status.plex.tv>.

- First, try to restart Plex and see if it returns after 5 minutes.
- Check if the container is not damaged. Try to use the upgrade/repair option from your UCP action menu under Installed Applications -> 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 it's still not running, log in to your slot's SSH and run 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 may visit this guide [here](#) and restart Plex after. After restarting the mounts and Plex, run `ps aux | grep [p]lex`, and if it returns nothing, your Plex is running normally. If not, repeat the guide.
 - If it is still D state, then another 3rd party app is holding the process. Stop any application that is affiliated with your instance of Plex.
 - 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 on SSH and look for any errors. You can also download your logs via <https://app.plex.tv> in your Plex settings.

```
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, as stated by the guide [here](#).
- If it doesn't 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 your logs via <https://app.plex.tv> in your Plex settings.

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

The most common bug was found recently is that we overlooked that the installer did not mount `/transcode` with `.config/plex/transcode` correctly, which results in the following error in your log:

```
ERRORR - Error creating directory "/transcode": Permission denied
```

This can be resolved by running the following command:

```
app-plex upgrade
```

ERROR - ERROR - An error occurred reading the file: /homeXX/username/SOMEMOUNT/path/to/File.mp4 (5).

Something is wrong with your mount, and this will need to be troubleshot 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](#).

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