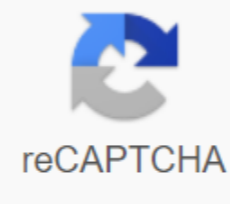




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Jellyfin android connection failure

Core Machine (Operating System / System info / Roon build number) Ubuntu 18.04 running Roon server Roon build 505 XigmaNAS 12.0.0.4.6928 to store music files used by Roon Network Details (Including network device model / manufacturer, and if on WiFi / Ethernet) Hardwired networks between the core of Roon and NAS. There is only a Ubiquiti Switch 16-POE 150W switch between the Roon core and the XigmaNAS host. The Ubuntu machine has an Intel 82579V chipset with onboard ethernet, and the XigmaNAS machine has a Broadcom NetXtreme BCM5723 chipset with onboard ethernet. Wireless is provided by Ubiquiti AC HD access points, with clients I've tested so far being late 2013 MacBook pro running macOS 10.15.2 and Google Pixel 3 XL running November 5, 2019 patch Android 10. Audio devices (specify which device you are using and its connection type - USB/HDMI/etc.) The above Mac and Android devices, plus hardwired Odroid C2 run Roon bridge software on DietPi. Description Edition Earlier today, playback in Roon froze, so I restarted the Roon server service on my Linux host. Since then, my clients have not been able to connect, and just sit alternately between displaying the Roon logo and reporting on it takes longer than normal to connect to the core. I tried to restart my server just in case, but it had no effect. So there's nothing I can do in Roon at this point. I don't see anything that apparently looks connected in the logs, but I would love to keep them. I was keeping an eye on my records, and I found a few things that stuck out as weird. I see some lines about my SMB and NFS brackets being omitted because it's not /dev/sd[0-9]*, followed by a few lines of Warn: [linuxmount/pinfo] couldn't detect the disk block device from for the same brackets. Unfortunately, my records have all circulated since Roon is apparently repeatedly trying to re-run his startup routine, so I don't have any past about 15 minutes ago to see if these items happened before. This sounds remarkably similar to How RoonServer starts, runs, error, restart and so on, especially since I have a tidal subscription that I let lapse (and disabled in Roon, although I haven't removed it), and the ongoing Qobuz subscription, which I'm also related to Roon. Hi @Chris_Gelatt, Chris_Gelatt: Unfortunately, my records have all circulated because Roon is apparently repeatedly trying to re-run his startup routine, so I don't have any past about 15 minutes ago to see if these items happened before. Sounds like RoonServer is constantly rebooting itself. I've enabled diagnostics on your account so our tech staff can get more information about what's going on here. The next time your kernel is active, the diagnostic message will be automatically generated and uploaded directly to our servers. That has been accepted, I will be sure to update this thread and pass the diagnostics to the team for further analysis. Update — A diagnostic message has been received. As a test, can you try disconnecting the kernel from the network temporarily and let us know if RoonServer continues to run without restarting after you have done so? Sure, I'll see what I can do about it. This might take me a few days, though, because I run that as a headless server. Hey @dylan! I had an idea this morning, and as I disconnected my core from the network completely and moved to a place with a monitor and keyboard, I disabled the internet connection. So, it still had access to my network and I was still able to ssh into it, but was unable to achieve anything in the outside world. What I found was that it doesn't show the behavior that I've seen before. It started and then stayed running. It was also asking me to log in again to verify my license so I couldn't really test if it was able to play anything, but it at least got so far, which is more than possible with my internet connection connected. I tried to reconnect my internet connection, but Roon still reported a network error while trying to verify my credentials, and then restarting the Roon service resulted in the same behavior I originally reported here. Thanks for the update, @Chris_Gelatt! Can you do it again and let Roon run for about 10 minutes and then send over logs using the instructions you find here? You can then share the logs through the Dropbox shared link. I'll get those records in the analysis team when you do. Can you also confirm if you have a backup of the Roon database? Certainly! I just sent you a link to the logs I pulled after doing it. And yes, I have backups from the Roon database. Thanks for confirming and for sending these over, @Chris_Gelatt! Here's what I'd like to try next: Stop RoonServer on the base computer Go to the Roon database location Find folder that says RoonServer Rename RoonServer folder RoonServer_old Restart RoonServer in WebUI to generate a new Roon database folder Let us know if Roon is running ok when using this new database. Yeah, no problem @dylan! I just tried what you suggested here (although I'm on Linux, not ROCK, so no web UI). Roon was able to start after generating a new database, although I still receive an error when trying to log on that says Network Error: Check your Internet connection. My connection is up, and I can use the curl from the same host to successfully call (which is what it looks like that logs say is calling for login) so I'm not sure what's going on there. Actually, after you try to log in, it seems to constantly restart again. I see the same thing in the records as I was before, my mac remote can no longer connect to it. Thanks for the update, @Chris_Gelatt. Can you please use the instructions found here and send us through a set of logs using the shared Dropbox link? Sure, @dylan! I just sent you a link to a new set that was created by deleting the RoonServer directory, letting Roon create a new one as it was started to back up, and then trying to log in. I also tried moving/opt/roonserver to/opt/RoonServer_old, doing a new installation to build 511, removing my database again, and running back up, and I saw the same behavior (login fails, followed by repeated restarts). Hi @Chris_Gelatt, besides Roon, what else is this machine used for? Is there a firewall running or something that might interfere with Roon's connection? Hey @dylan! It is used for a few other things (especially Bliss, Plex, Jellyfin, and Nextcloud), but I don't have any outgoing restrictions on it, either on the machine itself or on my pfSense box. And like I said, I can use the curl of it to reach the endpoint that Roon seems to be calling to log in: xbmc@hostname:~\$curl -s -XPOST http://localhost:9090/api/v1/system/info {status:InvalidRequest}xbmc@hostname:~\$ I can get a successful connection to the rest of the endpoints listed in the logs as well, and the logs show that they will succeed. Only... when I try to log in there with a fresh database, I get a failure error in the users, and then Roon starts to restart. Thanks for confirming @Chris_Gelatt. How do I test if you temporarily stop the Plex, does this problem still occur? In the past we have seen some problems with Plex and Roon running on the same machine, so it would be good to know if this results in any change. No problem, @dylan. I tried to stop Plex, but it didn't change anything in Roon's behavior. However, it has shown me in the right direction. I also stopped everything else on my server, which is not part of the regular Linux distribution, and unrelated to Roon, and Roon started working. So I allowed things one by one until I found out what was causing the behavior I saw. I narrowed it down to Jellyfin, which is recent but not super recent, besides what I'm running on my server. For whatever reason, if Jellyfin is running, and Roon is trying to get started, it goes into this reboot cycle. If roon is already running, though, it will stay up and running. I'm not sure why Roon suddenly stopped playing something back when I listened to something, but that's at least consistent. I don't know if this is something your dev team wants to look into to see if there is a solution, but anyways, I'll file an error with jellyfin people if that's something they can do. In the meantime, I'm just going to leave Jellyfin disabled and stick with the Plex for video. I've never had two processes communicate this before, but I think there's one more reason to get around building ROCK. Thanks for your help tracking this down. Glad I got Roon back up and running! For this I applied to the Jellyfin team. I don't know if they'll want to look at it eventually, but hopefully one way or another things can be sorted out. Hi @Chris_Gelatt, I'm glad things are working for you now! I went through this solution along with the team to see if they have any further comment. In the meantime, feel free to reach out if you've ever had any other questions or problems. Happy listening on the next page → How to report a problem All activities Home Emby Apps Android Mobile can not connect remotely to Android App How to report a problem All activities Home Emby Apps Android Mobile can not connect remotely to Android App When entering the ip:port on android app to connect to the server that gives me a connection failure error. The day before, it was fine. Connecting via a web browser works perfectly fine. What version of server and application are you using? Can access WebUI from your Android device in a web browser? It's strange to start working again, even though I haven't really done anything. I'll keep you informed if this happens again. The server version is 10.5.0-1, and its run on Manjaro Linux. The Android app is version 0.9.9. It works through the Android web browser. Thanks for the quick reply though. Hi, I have what, I believe it is, the same problem. I use the Android app version 0.99 and I can not connect to the server. It's worked before. Jellyfin server is 10.5.3 and is running on an updated ubuntu server 19.10. It works in webinterface both from my desktop with both http and https and from my android phone via http and https. Also, when I'm off my home network it works via https. I received an error message according to the screenshot. Does anyone have any idea what might be the reason for this? This kind of message should only arrive when the application cannot access your server. Will the app never connect? It worked a few weeks ago. It doesn't work at all now. I can't say exactly when it worked, and I don't know what updates have been used since then. It works in the browser. I have the same problem. He worked great for a few days on my phone. Then it just lost its connection to my server. Doesnt matter if I'm on my local network and try via IP:8096 or through my domain. I can log in through a web browser no problem with both IP and domain. The domain works through the LTE and my work network. However, the app won't connect on any of my devices. I tried other devices thinking it was just my phone. No, they won't connect through the app, but they all still work in the browser. I'd love to hear suggestions for a solution too. He had the same here, even when trying to connect to an auto-detected instance on a LAN. Had to add '/jellyfin/' at the end of the connection url to get it connected. Hi everyone, Server-side, I use Docker to host the app, and I also encountered this problem when using the 'official' image (jellyfin/jellyfin). There is an open error (from December 2019) on github regarding this timeout issue. I switched to another image (linuxserver/jellyfin) to give it a try, and so far I don't have this problem anymore. So, if you're using Docker, you can try to use this image and see if you fix it for you. If you're not, good luck! Thanks. That solved me, I was already running the one you used when mine fell. So I wonder if it's going to be a matter of time for you? Maybe I'll pay for jellyfin and see if it solves for me in the meantime. Reinstalling the problem did not solve the problem either

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