Support FAQ

Having trouble logging in

For Error Message:

The cause of this is usually an issue with the cookies in your local browser cache. You can test/bypass the browser cache by opening an incognito window or whatever the equivalent is called with the browser you are using and try to login there. If that works but the normal way did not, then clear your browser cookies.

If you would like to help keep the site running, go to How to Support/Donate.

> Check the `Cookies and other site data` option from either the Basic or Advanced tab. Note this is different than cache. Cookies for all sites will be deleted.

Figure 1: browser-cache-02

If you feel the issue resides on the server-side, check the status page and/or the real-time server statistics.

For No Error Message:

If you have entered an invalid username/password 5 times within 15 minutes your IP address will be banned for 4 hours. When this happens you will not receive an error message, the website will simply not load and you will be staring at either the spinner or a white screen.

You can either wait 4 hours and try again, try from a different public IP address, or you can let me know and I will reset the password/unban you.

This site can't be reached

The webpage at **https://travisflix.com/web/#!/login.html?serverid=de91c703b8124d629b742c1b0170159b** might be temporarily down or it may have moved permanently to a new web address.

ERR_TUNNEL_CONNECTION_FAILED

Figure 2: site-cant-be-reached

Conf:

```
[jellyfin]

backend = pyinotify
enabled = true
port = 80,443
protocol = tcp
filter = jellyfin
maxretry = 5
bantime = 14400
findtime = 900
logpath = /usr/local/jellyfin/config/log/log_*
action = iptables-allports[name=jellyin, chain=DOCKER-USER]
ignoreself = true
ignoreip = 47.150.254.140,172.18.0.1,172.18.0.2,172.18.0.3
```

Media stream buffering/glitching

Wireless Users

I wanted to include the following tip at the very top of this section because I had this exact problem. If you are a WiFi user, the first troubleshooting step you can perform on your own is to get off the wireless and hardwire yourself in with a standard CAT 5e/6 ethernet cable. If you only have CAT 5, do yourself a favor **throw that shit away**.

If you insist on using WiFi, then you are going to need to ensure that you are connected to a SSID that uses

802.11AC (or the newer 802.11AX aka WiFi6) and is using a channel width of 80, or 160 MHz.

Keep in mind larger channel widths provide higher bandwidth at the expense of additional congestion of the wireless spectrum for neighboring devices. The 802.11N standard can utilize both 2.4 + 5 Ghz frequencies. Just because you assume you are on 5 Ghz (by connecting to a SSID with "-5G" appended), that technically does not indicate you are on 802.11AC. If you need help to do simple verification, contact your nearest tech-savvy family relative instead of me.

IEEE Standard	802.11a	802.11b	802.11g	802.11n	802.11ac	802.11ax
Year Released	1999	1999	2003	2009	2014	2019
Frequency	5Ghz	2.4GHz	2.4GHz	2.4Ghz & 5GHz	2.4Ghz & 5GHz	2.4Ghz & 5GHz
Maximum Data Rate	54Mbps	11Mbps	54Mbps	600Mbps	1.3Gbps	10-12Gbps

Figure 3: wifi-standards

Hardwire Users

1. During video playback—In your browser click the settings/cog button underneath the progress bar to the right of the video controls
2. Ensure `QUALITY` is set to `AUTO`
3. Click `PLAYBACK DATA`
4. Under `Playback Info`, determine the play type displayed next to `Play method:`
5. If it is `DirectPlay`, this means the server is streaming the direct media file to your computer without a problem, however the cause of intermittent buffering/glitching could be due to you not having enough bandwidth to support the playback of the media file. This does not necessarily mean your ISP connection does not have enough bandwidth, but could mean:
   - Your connection to your home router or switch has an issue
   - The available bandwidth is being consumed by another user
   - Your internet traffic is being shaped by your ISP with observable negative impact
   - Go to run a speed test to run a bandwidth test directly against the travisflix.com server

You can also get a sense for how much bandwidth is required by looking at the videos bitrate info which is available by clicking on the ellipsis of the medias image poster, then clicking `Media Info`.
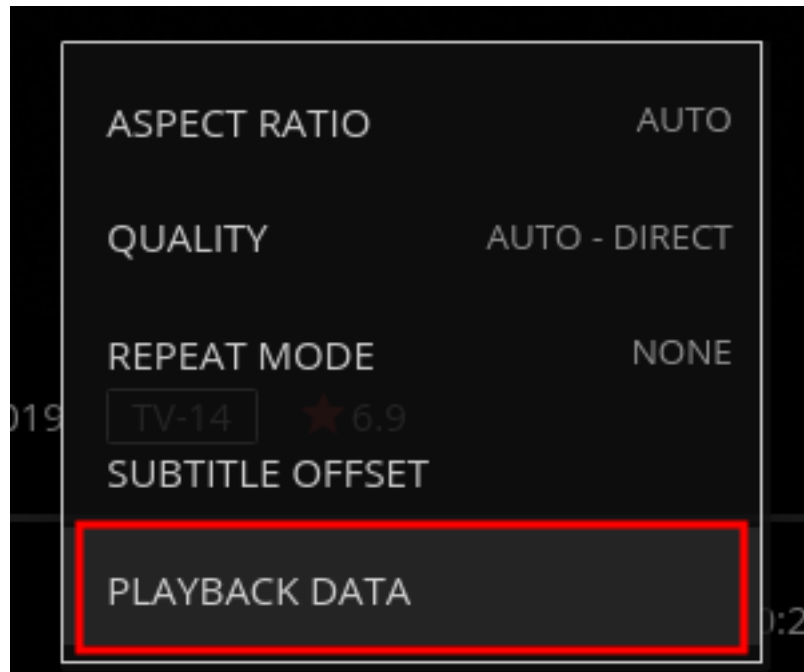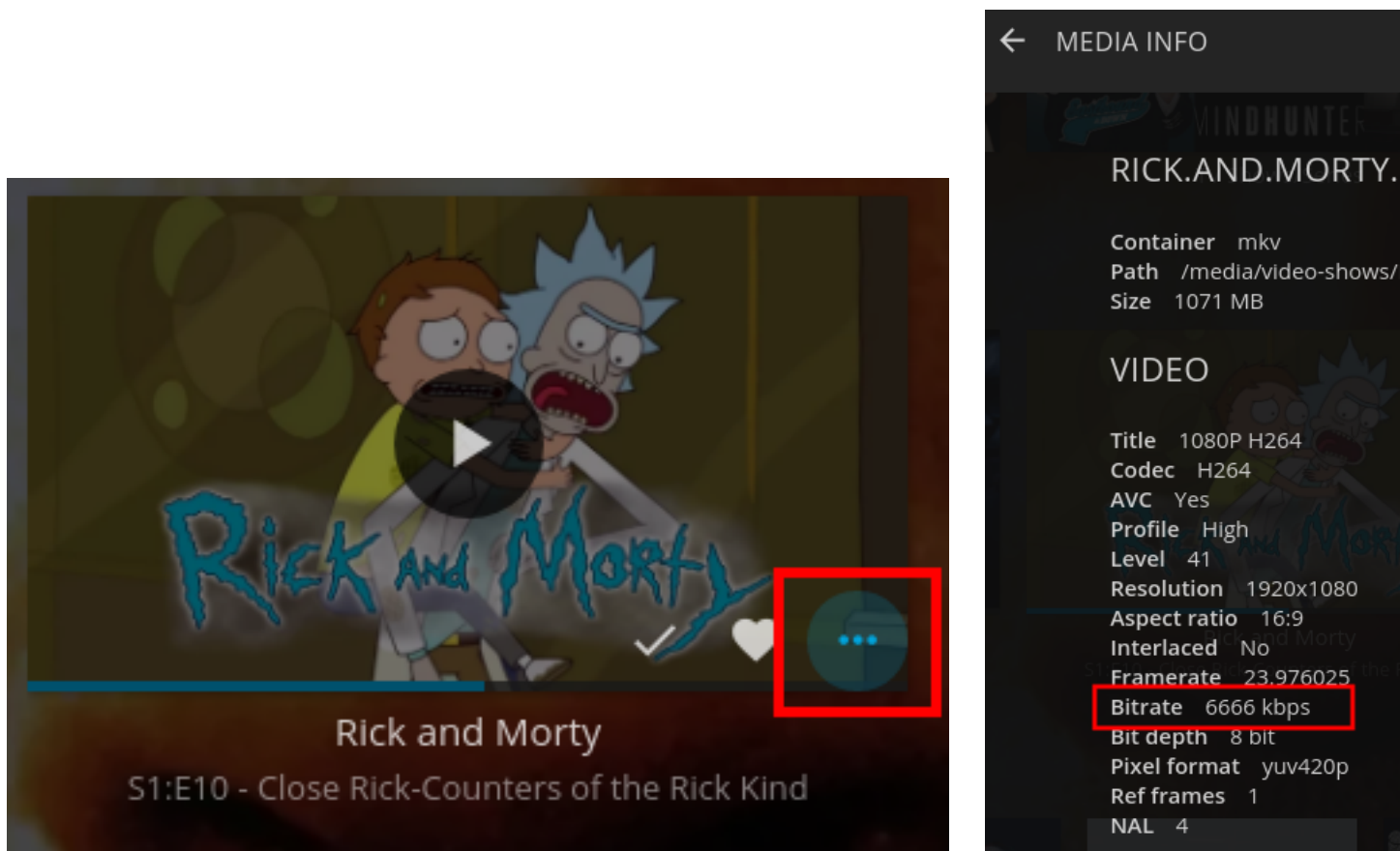
Figure 4: Playback

Video is not streaming

First, try to eliminate the more obvious culprits such as using an old device, system, operating system, or browser.

If you would like to help keep the site running, go to how to Support/Donate.

> The streaming software (Jellyfin) does have logic which determines that your networks ingress (download) bandwidth is insufficient to stream the video playback and will automatically start attempting to transcode the media from its original format into a format that is more compatible with your device. When this happens you will have a delay of at least a few seconds before playback (usually between 5-15 seconds). Additional reasons for transcoding can be found under `Play method:` discussed further above. If it is transcoding, the play method will state `HLS` and not `DirectPlay`.

1. Check if multiple versions are available of the stream you are having trouble with.

   - If multiple versions exist then try selecting the version in the drop-down menu which was not selected by default, then hit Play.
   - Versions with `RARBG` in the suffix is recommended if the other is not working for you.
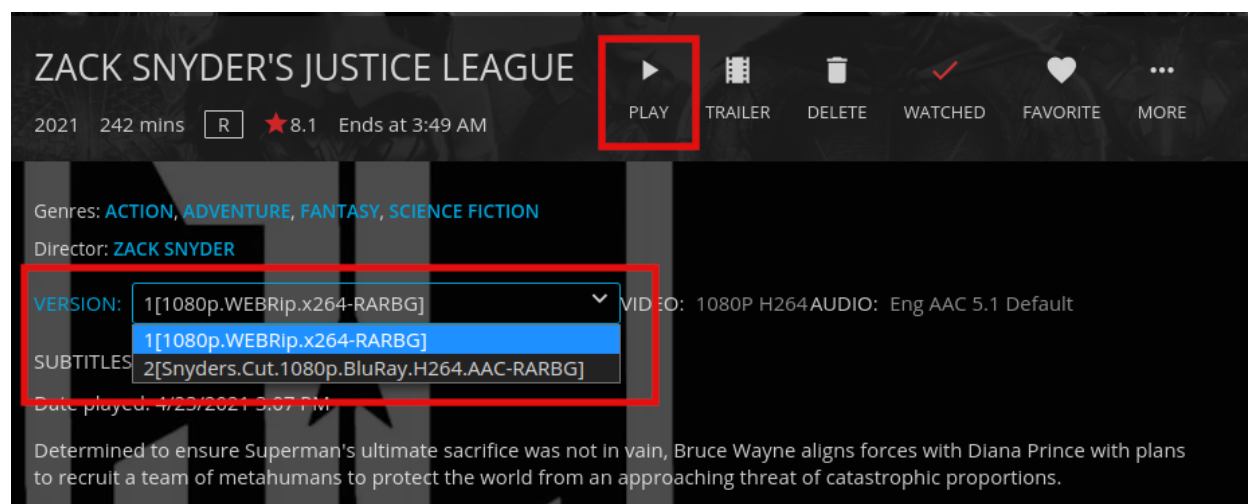

Figure 5: multiple versions

2. Make sure that your network connection is idle (at the router WAN port, not only your PC if you have multiple devices), otherwise results will be inaccurate.

3. Open speed.travisflix.com (tests speed directly from streaming server), or fast.com and run a few tests.

4. Note how much bandwidth you have at your disposal dedicated to downloading (The **Download** bandwidth is the only important factor).

5. As a general guideline, you should have a minimum of 20 Mbps of banwdidth available at your disposal for the download stream (called ingress), however there are some large media files including 4K content which requires a faster download speed of 40+ Mbps.

   - Testing has shown the average bandwidth required for playback of a 100MB sample video is 11.74 Mbps

   ```
   vnstat -i enp4s0 -tr 30
   44816 packets sampled in 30 seconds
   Traffic average for enp4s0
   ```

```
rx         11.74 Mbit/s          993 packets/s
tx        337.67 kbit/s          499 packets/s
```

- Further testing has shown that during the loading of a video stream, your device tries to download almost as much as possible probably to buffer the video more than normal, and under the remainder of the stream you really only use an average of 4–7 Mbps (however about every 30s, the device downloads and buffers the video using a bandwidth of 30–50 Mbps)

6. General rule of thumb—if the content's bitrate > 10,000 Kbps it is going to require a faster connection.

```
$ speedtest-cli
Retrieving speedtest.net configuration...
Testing from Frontier Communications.
Retrieving speedtest.net server list...
Selecting best server based on ping...
Hosted by Whitesky Communications LLC (Los Angeles, CA) [29.64 km]: 16.822 ms
Testing download speed ................................................................................
Download: 79.41 Mbit/s
Testing upload speed ..................................................................................
Upload: 122.33 Mbit/s
```

How to use Quick Connect

Starting with Jellyfin server version 10.7.0 and supported clients, you can use Quick Connect to sign in to your account without the need of a password. You need to previously be logged into a supported client, like the default Jellyfin Web Client.

Using Quick Connect

To sign in to a supported client, you have to enter the Quick Connect code in your user settings. Settings > Quick Connect
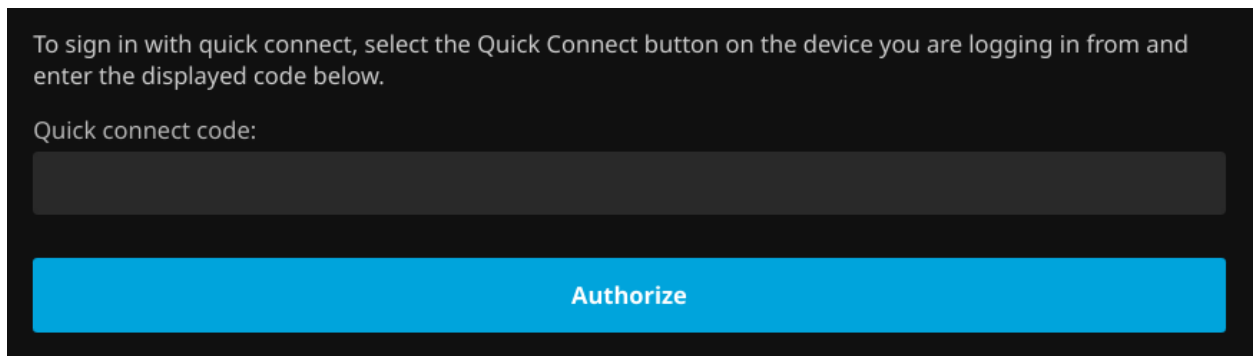
Figure 6: using-quick-connect

If the code is validated successfully, your new device will be signed in without entering your Jellyfin username or password on the new device. The client will generate a 6 digit code, which you have to enter in the already signed in client in your user settings.
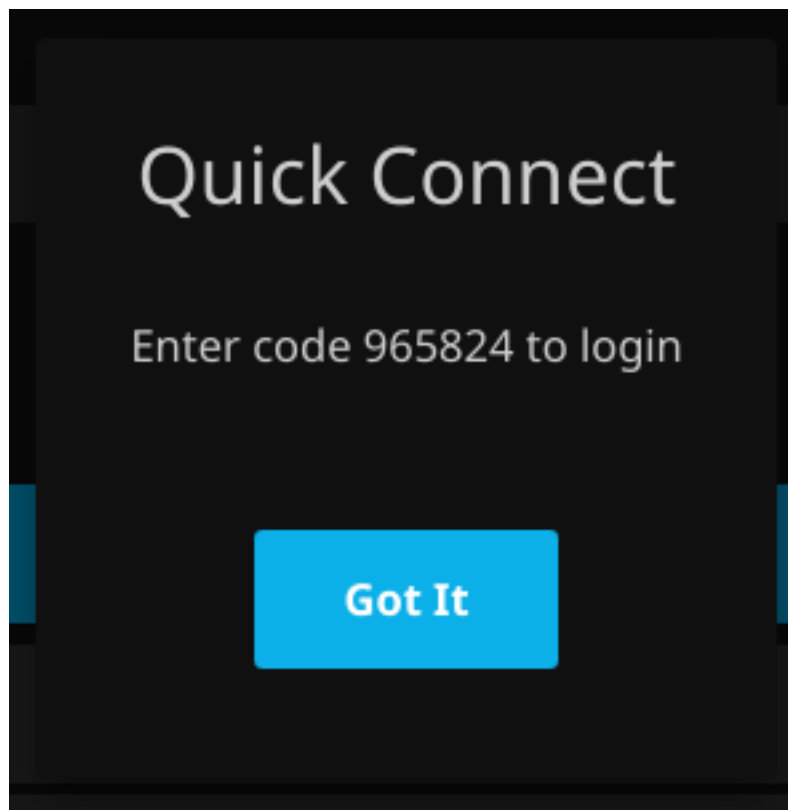

Figure 7: quick-connect

Run a Speed Test

Go to speed.travisflix.com to run a bandwidth test directly against the travisflix site. This will give you the most accurate relevant network bandwidth results vs running it against an arbitrary location. If the download test results report less than about 25-30 Mbps it may be time to start worrying about upgrading your internet speed.

Subtitles not loading

This problem mostly occurs with TV show episodes, but could occur with some movies as well. After you have selected the subtitle and it fails, wait about 15 seconds and re-select the same subtitle again. The root cause results from the server needing to retrieve the entire media file from the data-source before the subtitle stream can be extracted and pushed out to the client.

Codec Information & Standards

Video: **H.264 (AVC)** / Audio: **AAC 5.1CH**

Virtually all media on the site will be using the video/audio codec specs listed below. The actual media file itself may be in either the standard "mp4" (Mpeg-4), or "mkv" (Matroska), which are referred to as containers. Containers themselves have nothing to do with the codec used for the video and audio streams. Containers can be thought of as universally recognized digital media delivery packages. However despite this understanding, shitty media handling implementation by the major mobile OS developers (you know the ones I'm talkin' about) may force the server to strip the container off of the internal media streams before repackaging and delivering it to mobile devices in a format more easily consumed, such as "ts" (Transport Stream).

Video	
Format:	AVC
Format/Info:	Advanced Video Codec
Format profile:	High@L4.1
Format settings:	CABAC / 4 Ref Frames
Codec ID/Info:	Advanced Video Coding
Bit rate:	2 500 kb/s
Frame rate mode:	Constant
Frame rate:	23.976 (23976/1000) FPS
Color space:	YUV
Bit depth:	8 bits
Scan type:	Progressive
Writing library:	x264 core 152 r2851M ba24899
Audio	
Format:	AAC LC
Format/Info:	Advanced Audio Codec Low Complexity
Codec ID:	mp4a-40-2
Bit rate mode:	Constant
Bit rate:	224 kb/s
Channel(s):	6 channels
Channel layout:	C L R Ls Rs LFE
Sampling rate:	48.0 kHz
Frame rate:	46.875 FPS (1024 SPF)
Compression mode:	Lossy

Supported devices or platforms

Go to the Jellyfin site for the official documentation of all supported clients and user streaming devices.

Browsers

The goal is to provide support for the two most recent versions of these browsers.

- Firefox

- Firefox ESR
- Chrome
- Chrome for Android
- Safari for MacOS and iOS
- Edge

Android

Jellyfin for Android

The official Jellyfin Android app, which supports Android 5 and above.

Status: Active

Links:

- Github.com/jellyfin/jellyfin-android
- jellyfin.org/clients/#android

Amazon FireTV Stick & AndroidTV

Jellyfin Android TV is the official Jellyfin client for Android TV, NVIDIA Shield, and Amazon Fire TV devices.

Status: Active

Links:

- github.com/jellyfin/jellyfin-androidtv
- jellyfin.org/clients/#androidtv

Roku

Jellyfin for Roku

Status: Active

Links:

- github.com/jellyfin/jellyfin-roku

Findroid

Findroid is a third-party Android application for Jellyfin that provides a native user interface to browse and play movies and series.

Status: Active, 3rd-Party

Links:

- github.com/jarnedemeulemeester/findroid

Apple

Jellyfin for iOS

The official Jellyfin iOS client.

Status: Active

Links:

- github.com/jellyfin/jellyfin-expo

SwiftFin for iOS/tvOS

The Jellyfin app rewritten in Swift in order to support HDR and direct play capabilities for multiple formats.

Status: In-Development

Links:

- github.com/jellyfin/SwiftFin

Infuse for iOS/Apple TV

A third party client with HDR support and direct play capabilities for multiple formats.

Status: Active, 3rd-Party

Links:

- firecore.com/infuse

MrMC for iOS/Apple TV

A third party app with direct play and HDR support. Available on iOS and Apple TV.

Status: Active, 3rd-Party

Links:

- mrmc.tv

LG WebOS

The official Jellyfin WebOS app.

Status: In-Development

Links:

- github.com/jellyfin/jellyfin-webos

Samsung TV

The official Jellyfin Samsung TV client for TVs running Tizen (2015 and above models).

Status: In-Development

Links:

- github.com/jellyfin/jellyfin-tizen

Cross-Platform Clients

Kodi

Kodi thick client for Jellyfin. This add-on syncs your Jellyfin metadata into Kodi's local database for a more native feel.

Status: Active

Links:

- github.com/jellyfin/jellyfin-kodi
- Installing

JellyCon

Kodi thin client for Jellyfin. This add-on is fully dynamic and allows for fast user switching and is compatible with other Kodi sources.

Status: Active

Links:

- github.com/jellyfin/jellycon
- Installing

Jellyfin Media Player

Desktop client using jellyfin-web with embedded MPV player. Supports direct play of most file formats on Windows, Mac OS, and Linux. Media plays within the same window using the jellyfin-web interface unlike Jellyfin Desktop. Supports audio passthrough. Based on Plex Media Player.

Status: Active

Links:

- github.com/jellyfin/jellyfin-media-player
- Binary Releases
- Flathub

Jellyfin MPV Shim

Provides background cast client using MPV. The client has support for direct play of advanced codecs such as 10 bit HEVC with subtitles, many customizable options, and whole-season subtitle preference support.

Status: Active

Links:

- github.com/jellyfin/jellyfin-mpv-shim
- Windows Release
- Flathub

jftui

A terminal client for Jellyfin built as a REPL interface, that uses mpv for multimedia playback.

Status: Active, 3rd-Party

Links:

- github.com/Aanok/jftui

Downloading movies & shows

You can download anything that you see. Click on the ellipsis of the media you want to download and then click DOWNLOAD.

> Downloading is rate-limited to 4,096 KiB/s (4MiB/s = ~32Mbps) and capped at 1 download at a time per ip address.

If you would like to help keep the site running, go to How to Support/Donate.

server conf:

```
location ~ ^/Items/(.*)/Download$ {
    limit_rate 4096k; # Speed in KB/s (Kilobytes)
    limit_conn perip 1; # Simultaneous connections per ip address
    limit_conn_status 429;
    proxy_buffering on; # Required for limit_conn
    proxy_set_header Host $host;
    proxy_set_header X-Real-IP $remote_addr;
    proxy_set_header X-Forwarded-For $proxy_add_x_forwarded_for;
    proxy_set_header X-Forwarded-Proto $scheme;
    proxy_set_header X-Forwarded-Protocol $scheme;
    proxy_set_header X-Forwarded-Host $http_host;
    add_header X-Nginx-IPCountry $HTTP_CF_IPCOUNTRY;
    add_header X-Nginx-ClientIP $remote_addr;
    add_header X-Nginx-ServerIP $server_addr;
    add_header X-Nginx-Forwarded-For $proxy_add_x_forwarded_for;
    add_header X-Nginx-Forwarded-Host $http_host;
    proxy_pass http://jellyfin_server;
}
```

Remote control of shared devices

Sorry, feature had been broken ever since I applied network-level firewall rules. You should now be able to control your other devices as long as you are logged in with the same account. Problem was inbound UDP/1900 for DLNA not open, whoopsie daisy. travisflix.com ~~traverses two independent reverse proxies as well~~ so things can get a little confusing and hard to keep track of for me.

If you would like to help keep the site running, go to how to support/donate.

1. Log in with your browser first
2. Log in with the device you are wanting to remotely control (must not be identical to the controlling device, needs separate internal ID's)
3. Immediately after step 2, click the icon highlighted in the image below
4. Then click on the device you are wanting to control
5. Once that icon displays the controlled device next to it, search/browse the desired media and click play like normal
6. It should now be playing what you clicked on your remotely controlled device
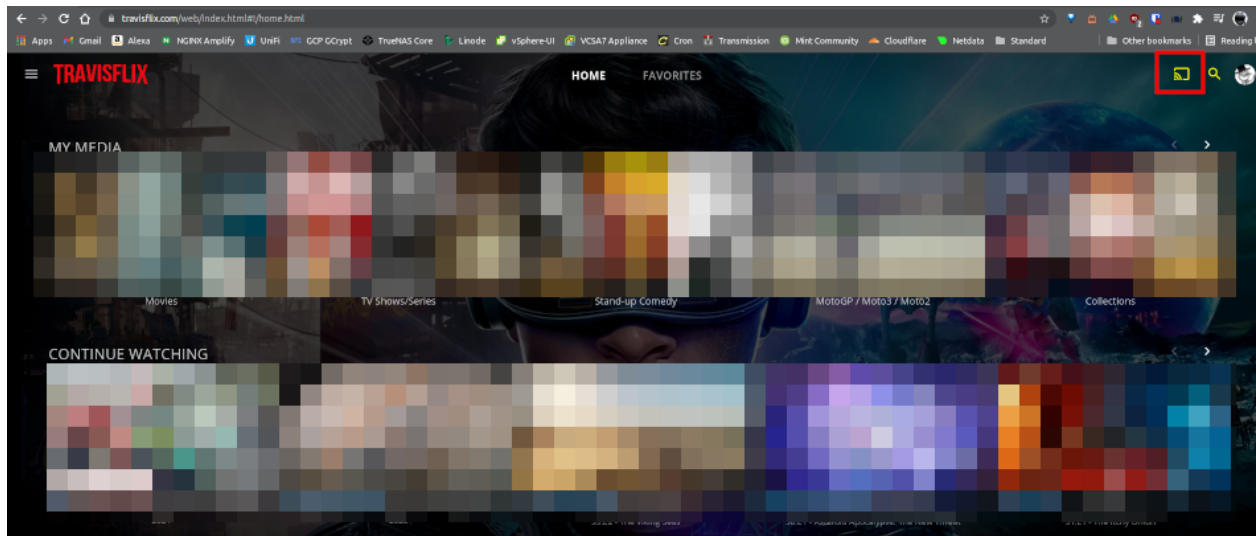
Figure 8: Remote Control 01
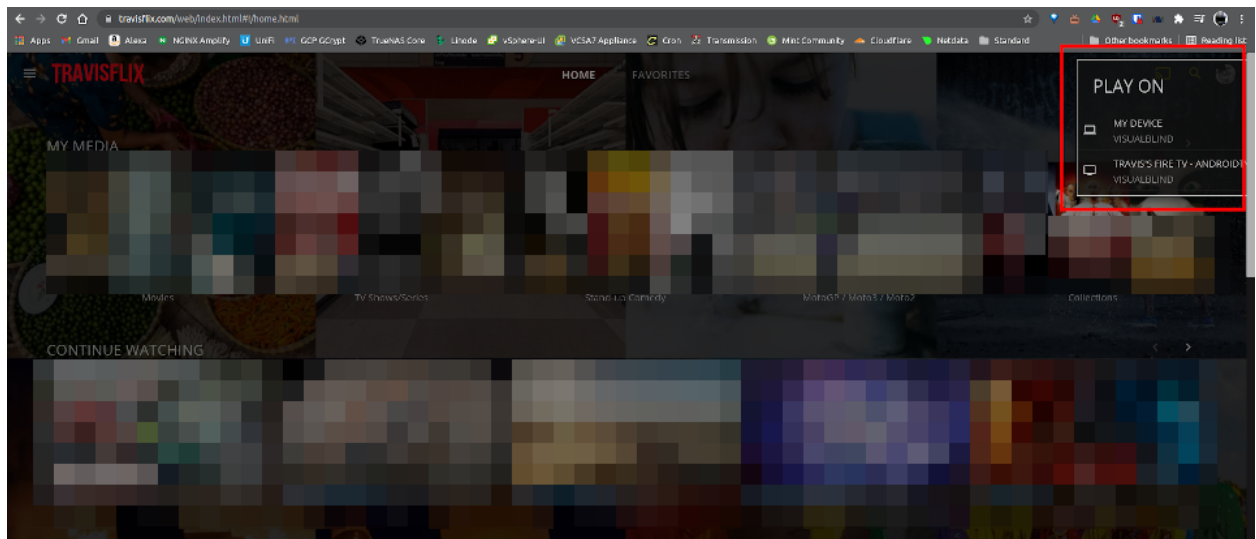
Figure 9: Remote Control 02

Uploading files

1. Go to upload.travisflix.com

2. Credentials: **username** — travisflix | **password** — upload
3. Click the Upload button and select the media for upload
   - You can select multiple files/folders per upload session
4. ~~When finished, send me a message in the Telegram room~~ t.me/travisflix
   - ~~If you can not use Telegram, send me an email~~ travis@travisflix.com
5. If you would like to help keep the site running, go to How to Support/Donate

Video not filling the screen

- Movies are composed in a variety of shapes, called aspect ratios. Most of these aspect ratios do not match the exact aspect ratio of your widescreen TV or computer monitor. Most older movies were made primarily in the 1.37:1 aspect ratio. This means that the image is 1.37 times as wide as it is high.
- A typical widescreen HDTV set has an aspect ratio of 1.78:1. This means that it is 1.78 times as wide as it is high. This ratio was determined several years ago by looking at all the aspect ratios in use and 1.78:1 fit every aspect ratio within its borders in some way. Very few movies were ever produced in 1.78:1 (the most notable being Toy Story), so you are going to see black bars on many movies that are shown in their original aspect ratio.
- Films with an aspect ratio of less than 1.78:1 will have black bars displayed on the sides of a widescreen HDTV. A movie with an aspect ratio greater than 1.78:1 will have black bars at the top and bottom. :left_right_arrow:

How to stream multiple versions of a film

Some movies/shows have multiple versions available to stream. These versions will either state different qualities (1080p vs 720), or there can be special edititions such as: remastered editions, alternate endings, directors cuts, theatrical editions etc.

Notice for the movie "Avatar" there are four different versions available as indicated by the yellow circle with number 4 in the top left corner.
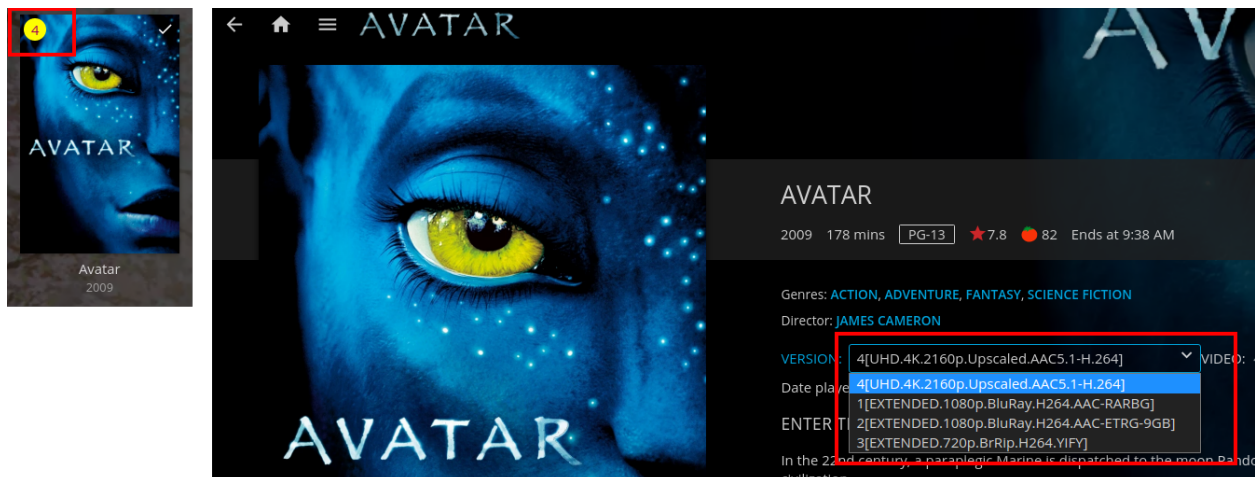

Figure 10: Avatar

Apocolypse Now has 3 distinct editions available:

Plain-text media list/index

These plain-text files contain an index of all media for which it corresponds. The files are regenerated every hour 24/7/365 for the most up-to-date media info.
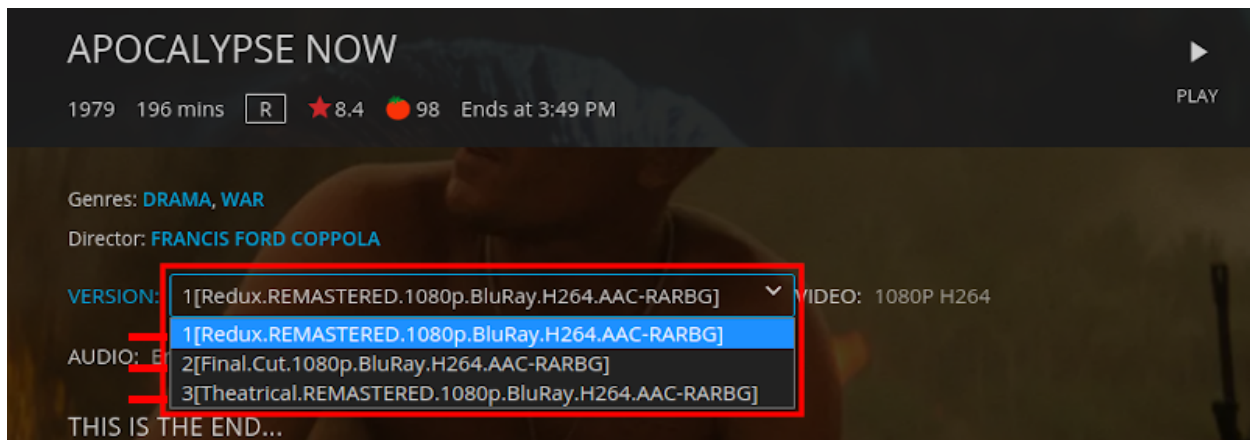
Figure 11: versions

/movies.txt /shows.txt /standup.txt /motogp.txt /formula1.txt /tech.txt /tennis.txt /podcasts.txt /starcraft.txt

Bash script that generates the files:

```bash
#!/usr/bin/env bash

nginx_www='/usr/local/linuxserver-nginx/config/www'
jf_media='/usr/local/jellyfin/media'

if [[ -d /usr/local/jellyfin/media && -f /usr/local/jellyfin/media/scriptcheck ]]; then
    # Rclone mount exists, no need to remount

    # Exit script if variable is empty
    [ -z "$nginx_www" ] && { echo "Error: variable nginx_www is not set or empty"; exit 1; }

    # Refresh public text files with media index
    cd /usr/local/jellyfin/media
    find /usr/local/jellyfin/media/video-movies -mindepth 1 -maxdepth 1 -type d -printf '%f\n' | sort >
    find /usr/local/jellyfin/media/video-shows -mindepth 1 -maxdepth 1 -type d -printf '%f\n' | sort > $
    tree --noreport -d --charset=en_US.utf8 /usr/local/jellyfin/media/video-shows >> $nginx_www/shows.t:
    find /usr/local/jellyfin/media/video-standup -mindepth 1 -maxdepth 1 -type d -printf '%f\n' | sort
    find /usr/local/jellyfin/media/video-tennis -mindepth 1 -maxdepth 1 -type d -printf '%f\n' | sort --
    find /usr/local/jellyfin/media/video-starcraft -mindepth 1 -maxdepth 1 -type f -printf '%f\n' | sor
    find /usr/local/jellyfin/media/video-tech -mindepth 1 -maxdepth 1 -type d -printf '%f\n' | sort > $n
    find /usr/local/jellyfin/media/podcasts -mindepth 1 -maxdepth 2 -type d -printf '%f\n' | sort > $ng
    tree --noreport --charset=en_US.utf8 /usr/local/jellyfin/media/podcasts >> $nginx_www/podcasts.txt
    # Sort reversed
    find /usr/local/jellyfin/media/video-motogp -mindepth 1 -maxdepth 1 -type d -printf '%f\n' | sort --
    find /usr/local/jellyfin/media/video-formula1 -mindepth 1 -maxdepth 1 -type d -printf '%f\n' | sort
else
    exit 1
fi
```

If you would like to help keep the site running, go to How to Support/Donate.

Where is the status page

The cumulative 30-day HTTPS uptime for the travisflix.com web service has on average been between **99.95%** - **99.99%**

If you would like to help keep the site running, go to How to Support/Donate.

> This percentage is referred to as "SLA" (service level agreement). For instance, the Google Workspace SLA is 99.9% for Search, Gmail, Docs, Drive, Chat, Voice, etc. You can view the status for Google here.
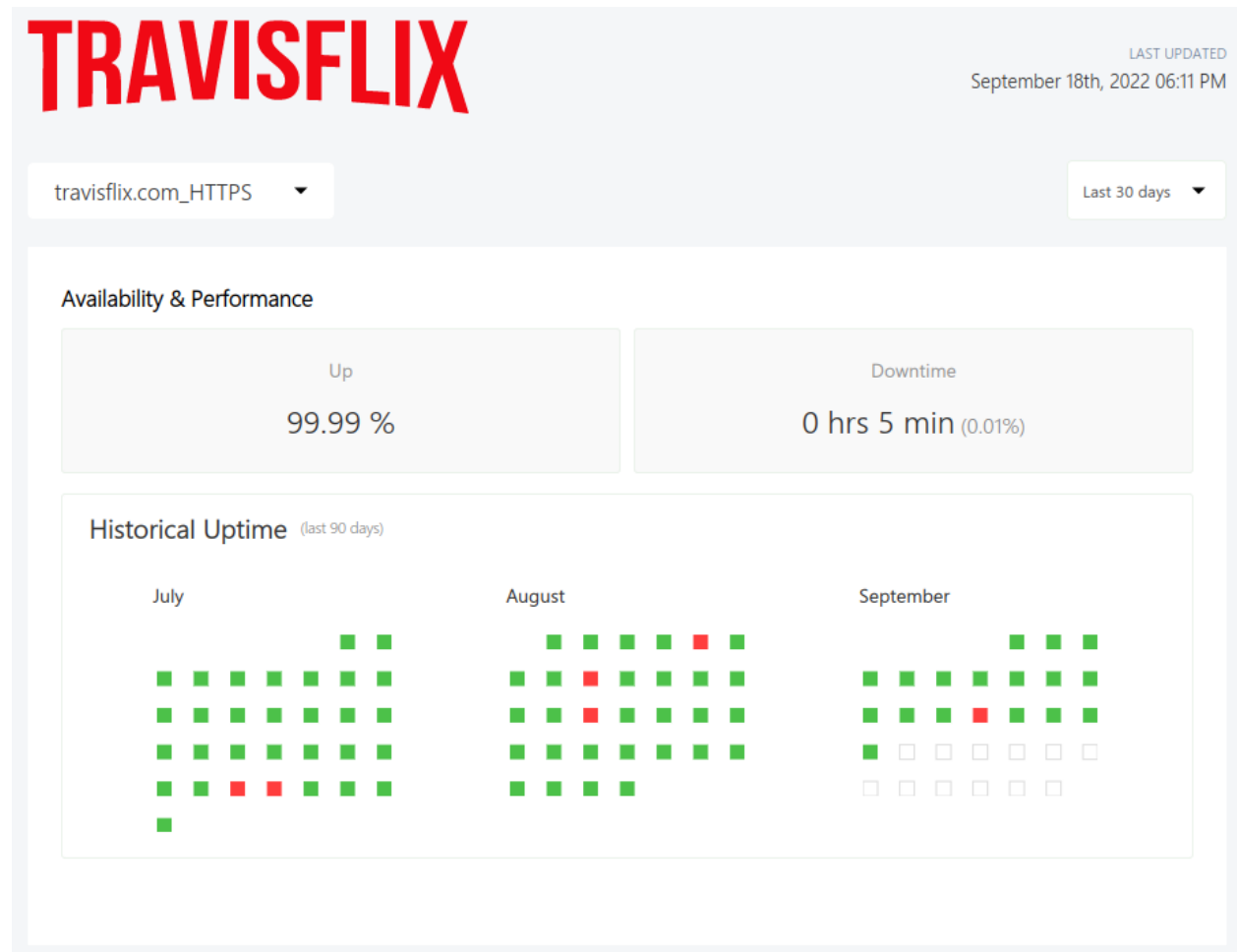

Figure 12: TravisFlix Uptime

Do you have server statistics

If you would like to help keep the site running, go to How to Support/Donate.

The following iframe represents the same data as on statistics.travisflix.com.

Figure 13: TravisFlix Uptime

Status of the media sync processes

The badges below show a real-time representation of the media encryption and syncing processes between the origin and destination Google Drive accounts. These GDrive accounts are what feed the video files to the server which then streams to your eyeballs.

Type	Up, late, or down	Up, down
Overall Status	healthchecks.io `up`	healthchecks.io `up`
rclone-sync-video	rclone-sync-video `up`	rclone-sync-video `up`
rclone-sync-p0ds0smb	rclone/freenas `up`	rclone/freenas `up`
rclone-servercopy	rclone-servercopy `up`	rclone-servercopy `up`
rclone-servercopy-media	rclone-servercopy-media `up`	rclone-servercopy-media `up`

- **rclone-sync-video**: Rclone media sync operation which encrypts media and pushes to Google Drive aka--"GCrypt"
- **rclone-sync-p0ds0smb**: Rclone data sync operation to push/pull encrypted NON-media data to GCrypt (FreeNAS pools > Encrypt > Google Drive)
- **rclone-servercopy**: Rclone server-side sync job from gdrive-usmba:gcrypt to gdrive-gdrive01dvecs:gcrypt and gdrive-gdrive02dvecs:gcrypt
- **rclone-servercopy-media**: Server-side media-only rclone sync operation which pushes changes to multiple GDrive accounts for redundancy

Overall status: healthchecks.io/badge/bd39864f.../dc1ecPD8.json **rclone-video-sync:** healthchecks.io/badge/bd39864f.../gp sync-video.json **rclone-sync-p0ds0smb:** healthchecks.io/badge/bd39864f.../F-VXXpPQ/rclone%252Ffreenas.json

How to Support/Donate

Please donate if you are able to, which will help ensure TravisFlix stays online.

- Linode virtual server operating cost is $20/mo.
- travisflix.com does not have any available methods of generating income.
- Cloud data storage costs alone would run into the multi-thousands per year.

Cash App

Cash App ID: **$visualblind**

Venmo

I am currently trying to recover my account and will update this page with my info when it is recovered.

Open Collective Donation

Credit cards accepted, use the button below to donate any amount you want.

Stripe

Credit cards accepted, use the link below to donate any amount you want.

Payment link: https://donate.stripe.com/9AQfZJ9plfKi7io000

Figure 14: Stripe

Bitcoin

Bitcoin is the preferred cryptocurrency but if you would rather use a different crypto just let me know and we can arrange it.

Option #1 bc1q690p3utevcus3mscnq5anegz7a3m7cjv4vvd6g

**Option #2** 32Z8bRQPcip4avcGWujSqLGAmDt52m1Wy4

QR Code:

Real-time Bitcoin Price (USD):

Media storage info

- Used Space: **33.340 TiB** updated 07-07-2022.
- Storage is currently Google Drive.
- I am using an unlimited storage plan, but it wont last forever. If you dont want to lose any movies/shows on the site, please help support TravisFlix by going to How to Support/Donate.

- Your donation would make a direct impact by helping purchase additional mfr-refurbished HUH721010AL4200/42C0 HGST Ultrastar He10 10TB 7200RPM SAS 12Gbps hard drives which are going for $100/ea on eBay.
- I have already purchased 4 out of pocket.
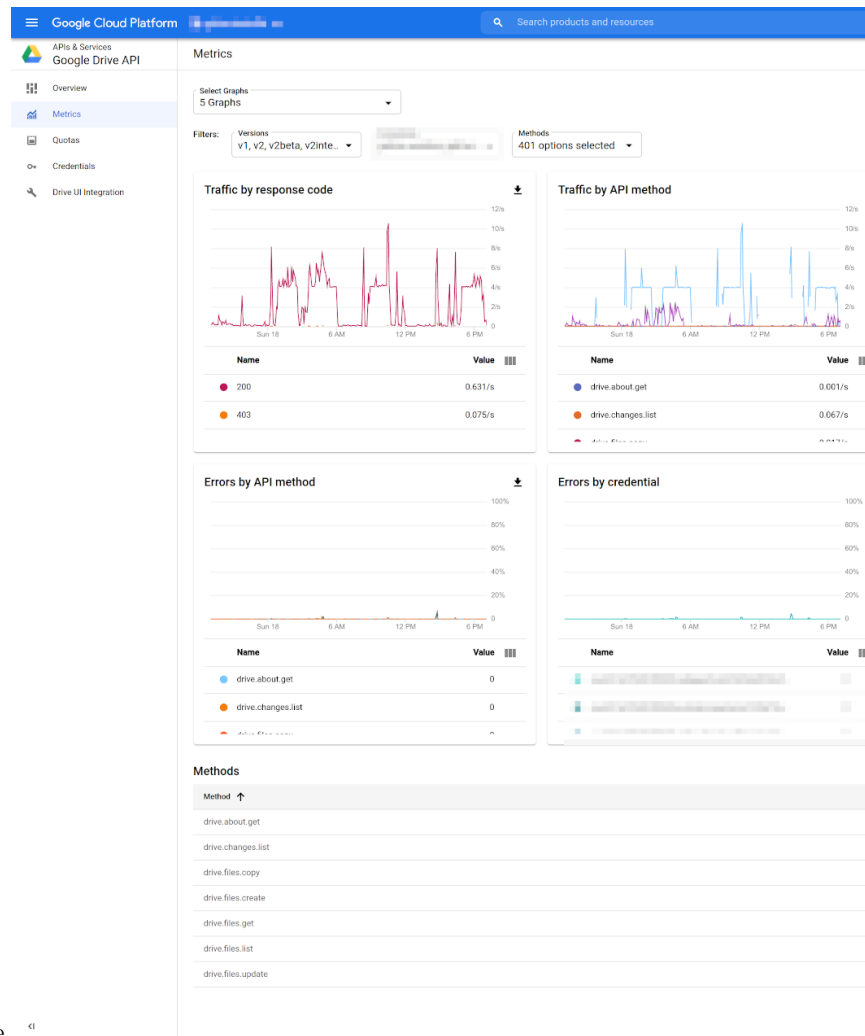
Google Cloud Console API Metrics for Google Drive

Still have questions?

- Send me an email at travis@travisflix.com
- Join the Telegram room at t.me/travisflix
- Join the Matrix Chatroom at matrix.to/#/#travisflix.com:matrix.org
- My contact information is also available online at travisrunyard.us and 4kib.com/about