

## FreeNAS - Bug #54900

### Plugins (Emby) not updating

11/02/2018 07:46 AM - Silvan Burch

<b>Status:</b> Closed	
<b>Priority:</b> No priority	
<b>Assignee:</b> Martin Wilke	
<b>Category:</b> Middleware	
<b>Target version:</b> N/A	
<b>Seen in:</b> 11.2-RC1	<b>Needs Merging:</b> Yes
<b>Severity:</b> New	<b>Needs Automation:</b> No
<b>Reason for Closing:</b> Not Applicable	<b>Support Suite Ticket:</b> n/a
<b>Reason for Blocked:</b>	<b>Hardware Configuration:</b>
<b>Needs QA:</b> Yes	<b>ChangeLog Required:</b> No
<b>Needs Doc:</b> Yes	
<b>Description</b>	
<p>Il recently updated to FreeNAS 11.2 and I'm mostly using Docker for all my Plugins / additional software now. However, I used the Emby plugin since I was thinking Emby will need a lot of CPU power and it would be better than using a VM for running it.</p> <p>Anyway, everything works fine so far but today I tried to update the plugin to the newest version (from 3.5.2.0 --&gt; 3.5.3.0) over the 'Jails' menu as stated in the user manual. FreeNAS prints the message 'Jail updated sucessfully' immediately but it is not updated.</p> <p>Thread in forum: <a href="https://forums.freenas.org/index.php?threads/freenas-11-2-update-plugins.70975/">https://forums.freenas.org/index.php?threads/freenas-11-2-update-plugins.70975/</a></p>	
<b>Related issues:</b>	
Related to FreeNAS - Bug #57465: Updating plugins broken	<b>Closed</b>

### History

#### #1 - 11/02/2018 07:51 AM - Silvan Burch

- File *debug-fenix4k-20181102145117.txz* added

- Private changed from No to Yes

#### #2 - 11/06/2018 11:22 AM - Silvan Burch

- Private changed from Yes to No

#### #3 - 11/06/2018 11:23 AM - Silvan Burch

- File deleted (*debug-fenix4k-20181102145117.txz*)

#### #4 - 11/07/2018 10:07 AM - Dru Lavigne

- Private changed from No to Yes

- Reason for Blocked set to Need additional information from Author

Silvan: please reattach the debug as we'll need that to see what is going on. The ticket is marked private and we will remove the debug once the dev is able to diagnose the issue.

#### #5 - 11/07/2018 10:56 AM - Silvan Burch

I'm sorry, didn't realise. Could you tell me how to generate the debug again so I can add it?

**#6 - 11/07/2018 11:20 AM - Dru Lavigne**

System -> Advanced -> Save debug. Thanks!

**#7 - 11/07/2018 11:46 AM - Silvan Burch**

- File debug.tgz added

**#8 - 11/07/2018 11:47 AM - Dru Lavigne**

- Category changed from Services to Middleware
- Assignee changed from Release Council to William Grzybowski
- Reason for Blocked deleted (Need additional information from Author)

**#10 - 11/07/2018 12:01 PM - William Grzybowski**

- Status changed from Unscreened to Blocked

Can you confirm where exactly you updated?

I will note that updating a Jail under the jail menu will update the jail version, not the plugin.

**#11 - 11/07/2018 12:14 PM - Silvan Burch**

which is of course exactly what I tried ... sorry I have misunderstood the instructions in the manual and as it seems there are a few other on the forum with the same mistake.

what is the right way to update the plugin in said jail, then?

**#12 - 11/08/2018 05:44 AM - William Grzybowski**

- Status changed from Blocked to Unscreened
- Assignee changed from William Grzybowski to Brandon Schneider
- Target version changed from Backlog to 11.2-U2

Good question, sending to Brandon for verification.

**#13 - 11/08/2018 05:49 AM - Brandon Schneider**

- Status changed from Unscreened to In Progress

**#14 - 11/08/2018 09:12 PM - Brandon Schneider**

Silvan: Does updating on the CLI work for you? iocage update JAILNAME

**#15 - 11/12/2018 08:32 AM - Silvan Burch**

may I ask how I do that correctly?  
and what should be the outcome? that the plugin is updated?

**#16 - 11/12/2018 09:12 AM - Brandon Schneider**

Sure!

First use this on the command line:

```
iocage list
```

Find your jail (likely named emby)

Then do:

```
iocage update emby
```

and wait. If anything comes back with an error, post that here. But the end result should be an updated plugin.

**#17 - 11/13/2018 12:43 PM - Silvan Burch**

hey there

I did that and it updates! thanks for this

however, it seems not to be installing the right dependencies since i get the following error:

"Playback Error - No compatible streams are currently available. Please try again later or contact your system administrator for details."

a quick look in the log file showed the following:

"Shared object "libx264.so.152" not found, required by "libavcodec.so.58""

is this a bug?

**#18 - 11/13/2018 07:52 PM - Brandon Schneider**

- Status changed from *In Progress* to *Blocked*

- Reason for *Blocked* set to *Need verification*

Silvan: Hmm perhaps something is amiss in the update code. Can you do the following?

```
iocage console JAIL_NAME  
pkg upgrade -f  
service emby_server restart
```

Does the same error show in the logs?

**#19 - 11/14/2018 11:24 AM - Silvan Burch**

the line

service emby\_server restart

does not work --> emby\_server does not exist in /etc/rc.d or the local startup

i restarted the jail from the webgui and tried again, still the same error in the log file:

Shared object "libx264.so.152" not found, required by "libavcodec.so.58"

**#20 - 11/14/2018 09:02 PM - Brandon Schneider**

- Status changed from *Blocked* to *Unscreened*

- Assignee changed from *Brandon Schneider* to *Martin Wilke*

Passing to miwi to investigate as it's a plugin issue and not iocage

**#21 - 11/20/2018 09:45 AM - Silvan Burch**

hey i updated to Version 3.6.0.64 ... this fixes the problem :)

thanks for all your help

**#22 - 11/21/2018 05:20 AM - Dru Lavigne**

- File deleted (*debug.tgz*)

**#23 - 11/21/2018 05:20 AM - Dru Lavigne**

- Status changed from *Unscreened* to *Closed*

- Target version changed from *11.2-U2* to *N/A*

- Private changed from *Yes* to *No*

- Reason for Closing set to *Not Applicable*

- Reason for Blocked deleted (*Need verification*)

Thanks for the update Silvan.

**#24 - 11/28/2018 10:32 AM - Brandon Schneider**

- Related to Bug #57465: *Updating plugins broken added*