The Following mainly applies to Linux but can still help on another OS.


**Jellyfin webpage not displaying how it should?**

Clear browser cache (on Firefox, click on the padlock or go to about:preferences#privacy) and reload the page.


**Jellyfin web not working after upgrading to xx.xx.x**

You may have opted to keep the settings in the config and now it doesn't load. Reinstall jellyfin-web (/usr/share/jellyfin/web). OR you can find the config file and add the contents from https://github.com/jellyfin/jellyfin-web/blob/master/src/config.json

**Jellyfin can't read my media**

from the command line:

```
sudo chown -R jellyfin /media/username/name of drive
```

(so if bob wanted to get this to work, bob will need to add his username to the command /media/bob/drive. Drive being the name of the path to the files (/media/bob/jellyfin) If the folder with all the files is called jellyfin once bob enters command, Jellyfin should see all the folders and files.


**Jellyfin User and group called media**

```
sudo chown -R jellyfin:media /media/username/name of drive
```

Follow-up question: Why have a group called media? this will really depends on your setup, for me I had it as Jellyfin:Jellyfin and worked until I wanted to connect other software to access the files. Sometimes the mount point will not be in /media, you can change this to whatever the path to the main folder is, such as /mnt/username/drive.
```
sudo chown -R jellyfin /mnt/bob/jellyfin
```

**What video files does Jellyfin support?**

You'll find an updated list at: https://jellyfin.org/docs/general/clients/codec-support.html

**What is the best Video Compatibility file to use?**

MP4 as more clients and web browsers such as Firefox support this.

**Best video codec to use?**

 H.264 8Bit - this codec is supported by all jellyfin clients and all browsers (Direct play)

AV1 would be the best codec to use in the coming year as more and more support is being added to everyday devices for playback. This will end up taking over h.264 (AVC)

 RTX 4060 and Intel ARC support encoding/decoding of AV1.

**Where are the logs?**

http://xxx.xxx.xxc.xxx:8096/web/index.html#!/log.html (x = IP address) You can also find the logs in /var/log/jellyfin

**Saving Artwork into media folders**

 Each library has it's own settings, you can find them by going into the admin dashboard then library then the 3 dotted menu to edit the library. Make sure to give READ and WRITE access.

**Can Jellyfin read metadata in my media files?**

Yes. Within libraries setting; Prefer embedded episode information over filenames

**Does Jellyfin rename my files?**
 Not directly however you can use programs like Modest Movie Metadata, MediaElch,mediasorter (use the programs at your own risk)

**Where is the option to skip intros and credits?**

Starting from 10.10.0, the community added Media Segments API (read more) giving Jellyfin more options to have auto skipping. You can read more about this API here

You can also install plugins to have this happen. I use this plugin: **https://github.com/intro-skipper/intro-skipper. This plugin came before the 10.10 update.**

**Working with reverse proxy**

 Read the guide https://jellyfin.org/docs/general/networking/index.html and hopefully that can help you.

**Can't connect to my server after installing a VPN**

 Most VPN clients has a setting to allow access to your local network.

**Locked out of admin account**

 In the newer updates of Jellyfin to unlock the admin account, you'll need to edit the jellyfin.db. From the command line install sqlite3 (database editor)

```
sudo apt install sqlite3
```

 then once installed

```
sudo -u jellyfin sqlite3 /var/lib/jellyfin/data/jellyfin.db
```

**How do I backup Jellyfin?**

 For now, copy everything from /var/lib/jellyfin.

 Using Docker: For binds: you will need to back up the folder you've set for config. For volumes: follow the instructions at https://docs.docker.com/storage/volumes/#backup-restore-or-migrate-data-volumes for the volume holding the config.


**Why the name Jellyfin? does this mean my server is waterproof?**
Yes I know it's 2025 and weirdly computers that are full of electrical components are not yet waterproof, but to answer the question; Andrew Rabert came up with the name Jellyfin on Dec 8, 2018 and on Dec 9, 2018, 24 hours later Jellyfin was born.

**How many times does this guide have the world Jellyfin in it?**

42 times, Yes I know that jelly-mad amount of times. Let me round that up to a jelly number for Jellyfin. Because Jellyfin needs a good number, so thank you team Jellyfin! JellyCount: 44 times.

**Can I donate to Jellyfin?**

You sure can, However, the Jellyfin core team would like you to donate directly to those who maintain the apps. Check out https://jellyfin.org/contribute/

**After reading this I still need help, where do I start?**

 You can ask for help on the Jellyfin forum or have a look at https://jellyfin.org/docs/ for an updated guide and if you have a bug you can always open an issues on GitHub. Try and be clear on what the issues is, upload a log file and feel free to add add a photo of the issues. Also checkout https://github.com/jellyfin/jellyfin/issues to see if anyone else is having the same issues as you.

**And one last thing**, Please remember that Jellyfin is free and open-source software and as a community-driven project, support is provided by volunteers and developers who dedicate their time and expertise to the project.

Side-note: A part of this list has been copied from Reddit and has been "updated" with newer information.