

Playback Issues

You might incidentally suffer some playback issues using Plex. This page will contain the most frequent causes and solutions.

For a quick reference guide you may refer to [Plxplainers](#).

Error - Unable to play media

If you're getting this very vaguely worded error while using the mobile app on mobile data, you probably have the quality limitation feature turned on. Plex turns this feature on by default, for some reason. Go to Settings > Quality > Limit mobile data > turn the toggle off. Note that Plex may use a lot data because transcoding is (currently) not allowed on the server.

If you're getting this error in any other situation, your device probably doesn't support the media codec. You can try playing it on a different device. If you click the menu next to the media item, you can click "More info" or "Get Info" to check what the codecs are, and look up whether your devices support them.

This server is not powerful enough to convert video/Not enough CPU for conversion of this item

This error occurs because of the hardware the Nasmans server is being run on. For me to be able to afford it, it has to be a simple, cost-effective setup. This means software- or hardware-transcoding currently is not an option. You can solve this problem by switching the media back to the highest/original quality in the player. Incidentally this may not work, you can solve this by opening the menu and selecting "Play from start" or toggling "Mark as watched". Click [here](#) for more information about this problem.

No audio during playback using the Plex for Windows client

It recently came to my attention audio issues may start to arise, due to Microsoft removing some codecs from the new versions of Windows (both 10 and 11). You can fix this using the following steps. Download [this](#) .zip, extract it, install both codecs, restart Plex for Windows. If you're using an LTSC distro, you'll first need to install the Windows store before being able to install .AppxBundle packages. Refer to [this](#) repository and follow the ReadMe. The installer may throw some errors, but will work. The installer for the AC4-codec will not work on some Windows builds, notably the LTSC version. In this case, you probably have to download [this](#) .dll, and (re)place it in your installation folder (default: C:\Program Files\Plex\Plex). If the .dll is already there, rename the original and replace it with this one (or just replace, but backing up the original would be good practice), if it's not there, just paste it in the folder and set it to Read-only (right click on file, click the bottom

option 'Properties', check the 'Read-only'-box near the bottom in the attributes, press 'OK'), then restart Plex for Windows. If these steps don't fix the problem for you, I currently don't have a solution, sorry. Feel free to leave a comment. In the meantime, maybe try different hardware for playback, it might be a hardware issue.

The audio to my video is in the wrong language

All content on the Nasmans server contains the original audio track. If you're hearing a wrong language, you should probably update your preferences [here](#)! Alternatively, you can open the playback options in the player and select a different audio track.

The subtitles in <language> to <media> are missing/out of sync/incomplete

Well, tough luck. I have an automated system running to grab all the available subtitles for all the content automatically. I'm not checking this system regularly, nor am I updating the subtitles manually. If it fails to find anything, you're on your own, sorry. It's impossible for me to manually keep up with this. Plex contains a feature for on-demand subtitle search, you may try this, click [here](#) for more information. If this doesn't work, subtitles just aren't available for this content.

Revision #7

Created 6 November 2024 21:11:54 by Lieven

Updated 22 June 2025 09:25:18 by Lieven