

Streaming Server Troubleshooting Guide

Common checks for account, ingest, playback, automation, payments, licensing, and service health.

Cannot sign in

- Confirm /login and the correct email.
- Check Caps Lock/keyboard layout.
- Confirm the account is ACTIVE.
- Do not create duplicate accounts just to bypass a login problem.

Encoder cannot connect

- Confirm RTMPS and TCP 1936.
- Confirm the exact channel slug/name.
- Re-enter the stream credential without extra spaces.
- Verify the channel is not suspended and ingest is enabled.
- Test from another network if a local firewall or ISP may be blocking it.

Encoder connects but no playback

- Confirm channel status becomes LIVE.
- Allow a few seconds for HLS segments.
- Refresh the public live page.
- Test from a second browser/device.
- Ask an administrator to check HLS/Nginx health and system events.

AutoDJ is silent

- Confirm the playlist contains processed audio.
- Confirm it is assigned to the correct radio channel.
- Check schedule and timezone.
- Ask an administrator to check Icecast and the radio reconcile timer.

Media processing is stuck

- Do not repeatedly upload the same file.
- Check whether processing is still running.
- Verify FFmpeg supports the source format.
- Ask an administrator to check the media processor timer and system events.

Premium content denied

Verify the content mode and viewer entitlement. FREE follows viewer rules; PREMIUM requires a qualifying entitlement; PRIVATE follows restricted access rules.

Payment did not grant access

Check Stripe/PayPal webhook delivery and platform payment events before manually changing access. Never retry fulfillment without checking whether the provider already completed the payment.

Licensed installation inactive

- Confirm the child can reach the MASTER validation URL over HTTPS.
- Confirm the serial belongs to the installation and is not revoked.
- Confirm system time is correct.
- Run the license check/reconcile service and review MASTER license events.

System WARN or FAIL

WARN may indicate missing optional external configuration, such as unconfigured payment credentials. FAIL indicates an operational problem. Review System Health details before making changes.

Private services

Do not expose PostgreSQL, Redis, application port 3200, RTMP 1935, or Icecast 8000 directly to the internet.