Tvheadend - Bug #5906

TVheadend cannot grab epg of some channels

2020-05-24 07:55 - Martin Klayer

Status:	Invalid		**Start date:**	2020-05-24
Priority:	Normal		**Due date:**	
Assignee:	Adam Sutton		**% Done:**	0%
Category:	EPG		**Estimated time:**	0.00 hour
Target version:				
Found in version:	HTS Tvheadend 4.3-1880~g2af3b9e2e		**Affected Versions:**	

Description
Hi,
in release below I observe 2 bugs.
1. EPG of channel Nitro, RTL Plus and Sat.1 Gold are not grabbed anymore. Version 4.2 is able to grab those channels.
2. The icons of the channels are not aligned to the right TV stations in Kodi
Log is attached
regards Martin

History

#1 - 2020-05-24 08:03 - Flole Systems

Kodi uses an icon cache. That can cause issues. Try clearing that.

For the EPG issue please provide trace of eit, epg and epggrab.

#2 - 2020-05-24 09:44 - saen acro

@ Flole Systems see similar problmes with still exist
https://tvheadend.org/issues/5062

#3 - 2020-05-24 10:41 - Martin Klayer

@Fole Systems

I already cleared the icon cache. This changed the behavior. Now, no icons are displayed anymore.

With respect to the additional traces. I have no clue how to get those traces. I have already googled but have only found a pretty outdated description
from 2015 which I could not follow.
I am running tvheadend as a service and the only commands I am know is stop and start the related tvheadend service.

It would be great if you could provide a link or some instructions.

#4 - 2020-05-24 10:46 - Martin Klayer

- File tvheadend.log added

I do not know whether this logs help. It was recorded during a manually started EPG grab.

#5 - 2020-05-24 16:27 - Flole Systems

No that's still missing the trace lines.

Instructions can be found in the wiki https://tvheadend.org/projects/tvheadend/wiki/Traces

#6 - 2020-05-24 16:58 - Martin Klayer

- File tvheadenddebug.log added

OK. another log

#7 - 2020-05-24 17:03 - Flole Systems

Still missing epg,epggrab and eit traces.... A subscription trace like you did it there won't help here.

#8 - 2020-05-24 19:01 - Martin Klayer

- File tvheadenddebug.log added

OK. last try. At least the file is really big now.

#9 - 2020-05-25 18:15 - Flole Systems

It is really big because you turned on all kinds of trace logs and not just the ones I told you..... You even tried to turn on tracing for things that don't exist...

What Frequency are those services on? It seems like they are not scanned at all, which would be an indication of a configuration issue instead of a Bug.

#10 - 2020-05-25 20:21 - Martin Klayer

Sorry for not being able to operate the logging procedure.

The frequency of one station showing no EPG is DVB-C Network/402MHz/NITRO.
I can receive the tv shows on this station, so I guess the tuner is working.

Hopefully this frequency is contained in my log.

And yes it would not take me by surprise if I made a user error.

#11 - 2020-05-25 20:25 - Flole Systems

- Status changed from New to Invalid

```
2020-05-24 17:48:24.619 [  DEBUG]:epggrab: no OTA modules active for 402MHz in DVB-C Network, check again next
 time
```

Definitely a configuration error. There are no grabber modules active for that Frequency, so no EPG Grabbing is performed. Turn on the appropriate grabber (EIT Grabber) for that Mux and then it will work.

#12 - 2020-05-25 23:27 - Martin Klayer

Thanks for analyzing my log.

Files

tvheadend.log	259 KB	2020-05-24	Martin Klayer
tvheadend.log	153 KB	2020-05-24	Martin Klayer
tvheadenddebug.log	73.3 KB	2020-05-24	Martin Klayer
tvheadenddebug.log	96.7 MB	2020-05-24	Martin Klayer