

Question:

How do I troubleshoot DXLINK video issues that are not resolved by hardware swaps?

Answer:

1. Telnet to the DXLINK box
2. Type: superuser 2
3. Type: remote debug 2 24
4. Open second telnet connection to the DXLINK box on port 24 with logging enabled.
5. Type: tail
6. Type: tail
7. Now live debugging is running on the DXLINK box.

Share the log file, with notes in the file when the error occurs and what the error is, to AMX technical support for review.

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