



### Question:

How do I troubleshoot DXLink connection issues?

### Answer:

Telnet to the DXLINK box and type: `show vs100 stats`

The return data will be in the following format:

```
>show vs100 stats
```

```
-----  
VS100 RX Local Status:
```

```
Link Status: HDBaseT link ON
```

```
HDMI Status: HDCP ON
```

```
Op Mode      : HDBaseT Mode
```

```
Cable Len    : 46m (Valid for HDBaseT and Long Reach Op Modes)
```

```
MSE(db)      : ChA: -17, ChB: -18, ChC: -18, ChD: -19
```

```
VS100 RX Remote Status (Not valid for local No Link)
```

```
Link Status: HDBaseT link ON
```

```
HDMI Status: HDCP ON
```

```
Op Mode      : HDBaseT Mode
```

```
Cable Len    : 56m (Valid for HDBaseT and Long Reach Op Modes)
```

```
5V/HPD       : 5
```

The most important parts are the MSE values which are reported per pair of twisted cables in the run. The ideal value is -22. -20 to -22 should give no problems. -17 is the absolute limit to expect functionality. However, if there are video glitches, test on a short patch cable or re-terminate the existing cabling.

#### About HARMAN Professional Solutions

HARMAN Professional Solutions is the world's largest professional audio, video, lighting, and control products and systems company. Our brands comprise AKG Acoustics®, AMX®, BSS Audio®, Crown International®, dbx Professional®, DigiTech®, JBL Professional®, Lexicon Pro®, Martin®, Soundcraft® and Studer®. These best-in-class products are designed, manufactured and delivered to a variety of customers in markets including tour, cinema and retail as well as corporate, government, education, large venue and hospitality. For scalable, high-impact communication and entertainment systems, HARMAN Professional Solutions is your single point of contact. [www.harmanpro.com](http://www.harmanpro.com)

