

Diagnosing Connection Problems

Check TapeTrack Service is running.

```
<sxh> C:\WINDOWS\system32>sc query "TMSS10SVC"
```

```
SERVICE_NAME: TMSS10SVC
```

```
        TYPE               : 10   WIN32_OWN_PROCESS
        STATE                : 4    RUNNING
                                (STOPPABLE, NOT_PAUSABLE, IGNORES_SHUTDOWN)
        WIN32_EXIT_CODE       : 0    (0x0)
        SERVICE_EXIT_CODE   : 0    (0x0)
        CHECKPOINT           : 0x0
        WAIT_HINT            : 0x0
```

```
</sxh>
```

Ping with TMSS10Ping

```
<sxh> C:\WINDOWS\system32>TMSS10Ping localhost 44 bytes from 127.0.0.1: seq=1 time=6.00 ms
44 bytes from 127.0.0.1: seq=2 time=0.00 ms 44 bytes from 127.0.0.1: seq=3 time=0.00 ms 44
bytes from 127.0.0.1: seq=4 time=0.00 ms
```

```
— localhost TMSS10Ping statistics — 4 packets transmitted round-trip min/avg/max = 0.00/1.50/6.00
ms </sxh>
```

Check TapeTrack is listening on port 5000.

```
<sxh> netstat -abn | more ... [svchost.exe]
```

TCP	0.0.0.0:5000	0.0.0.0:0	LISTENING
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```
[TMSS10Server.exe] ... </sxh> In this case:
```

1. The service was running.
2. TMSS10Ping was blocking (hanging).
3. TapeTrack was on port 5000, which means it was up and listening.

This is most definitely a Firewall problem.

If you do not have access to change the Windows Firewall rules check with your Windows Admin team.

From:
<https://docs.tapetrack.com/> - **TapeTrack Documentation**

Permanent link:
https://docs.tapetrack.com/troubleshooting/diagnosing_connection_problems?rev=1611625174

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