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
```

[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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