

Diagnosing Connection Problems

Check TapeTrack Service is running.

Service is running.

```
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
```

Service is not running.

```
C:\Users\diff1>sc query "TMSS10SVC"

SERVICE_NAME: TMSS10SVC
        TYPE               : 10    WIN32_OWN_PROCESS
        STATE                : 1     STOPPED
        WIN32_EXIT_CODE       : 0     (0x0)
        SERVICE_EXIT_CODE    : 0     (0x0)
        CHECKPOINT           : 0x0
        WAIT_HINT            : 0x0
```

/code>

Attempt to [[server:start_stop|start the Framework Server]].

====Ping with TMSS10Ping====

Ping the TapeTrack Framework Server with TMSS10Ping, using localhost if run on the same server or the IP or DNS of the server if run from another computer.

<code>

```
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

Check TapeTrack is listening on port 5000.

```
netstat -abn | more
...
[svchost.exe]
  TCP      0.0.0.0:5000          0.0.0.0:0          LISTENING
[TMSS10Server.exe]
...
```

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=1630458488

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