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\diffl>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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