Diagnosing Connection Problems

Check TapeTrack Service is running

Check the status of the TapeTrack Framework Server by running the following commands (operating system dependant) directly from the server the TapeTrack is installed on.

Windows

From a command prompt run:

```
sc query "TMSS10SVC"
```

Service is running.

```
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.

```
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
```

If the Framework Server is not running, attempt to start the Framework Server and then check your connection again.

Linux

From a command prompt run:

```
systemctl list-units --type=service
```

Look through the output to find the `tapetrack.service` and the status next to it.

Service is running

```
tapetrack.service                   loaded active running SYSV: TapeTrack
server daemon
```

Service is not running

```
tapetrack.service                   loaded failed failed  SYSV: TapeTrack
server daemon
```

If the Framework Server is not running, attempt to start the Framework Server and then check your connection again.

Ping with TMSS10Ping

If the TapeTrack Framework Server is running, use TMSS10Ping to check the connection to the server.

Ping the TapeTrack Framework Server with TMSS10Ping, using localhost on the server that TapeTrack Framework Server is installed on with:

```
C:\WINDOWS\system32>TMSS10Ping localhost
```

Successful connection will return packets and display as shown below.

```
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
```

Unsuccessful connection returns

```
TMSS10Ping: Connect to TapeTrack Server failed: WSAError(10061)
```

An unsuccessful connection from the computer TapeTrack Framework Server is installed on (localhost), while the TapeTrack Framework Server is running, suggests a port problem and should be referred to your network department to remedy the problem.

A successful connection from localhost but not from client computers suggests a firewall issue not letting TapeTrack communications through and should be referred to your network department to remedy the problem.

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=1630461658

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