Troubleshooter: Replication

The purpose of this troubleshooter is to diagnose why Replication is not being performed.

The symptom of Replication not working is Volume movements executed in the Main database are not being Replicated in the Replication database.

To begin diagnosing the problem select from the following options:

- Replication previously set up and running

Replication previously set up and running

Is the master server running

Yes

Is the replicant server running

Yes

Are the ports used by the master and replicant open and listening

Yes

No

Have your network staff open the required ports for inbound and outbound communications

Not sure

Checking master to replicant port access

Checking replicant to master port access



The following commands are using default install values. If these values do not match our installation you will need to replace with the correct database location and required ports

Stop the replicant server. Open config file, comment out replicant section and save file restart server in foreground mode, using the command in an administrative command line window <sxh> TMSS10Server -f -h “%TMSS10DB%” -p 5010 </sxh> Open another administrative command line window and execute the command <sxh> netstat -na | find “5010” </sxh> to check that the port is actively listening. If it is you will receive output similar to <sxh> netstat -na | find “5010” TCP 0.0.0.0:5010 0.0.0.0:0 LISTENING </sxh>

From the master server run the command TMSS10Ping with the replicant server address and port.

Connection successful

Connection unsuccessful

Have your network staff open the port

No

Restart the replicant server using the Framework Server Helper, administrative command line or windows services

No

Not sure

From an administrative command line window on the master server run the command TMSS10Ping

Connection Successful

From an administrative command line window on the replicant server run the command TMSS10Ping

Connection Successful

Connection Unsuccessful

Connection Unsuccessful

Restart the master server using the Framework Server Helper, administrative command line or windows services

Replication not previously set up

Replication setup attempted

Yes

Replicant Server started first

Yes

Master Server started after Replicant server

Yes

No

Start Master server

No

Stop replicant server and Master server, follow instructions for server replication from the beginning.

No

Follow instructions for server replication

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https://docs.tapetrack.com/ - **TapeTrack Documentation**

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https://docs.tapetrack.com/troubleshooting/replication?rev=1555376672

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