

Checked TapeTrack Service was running. Pinged with TMSS10Ping Checked TapeTrack was listening on port 5000. 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
```

```
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 netstat -abn | more ... [svchost.exe]

TCP	0.0.0.0:5000	0.0.0.0:0	LISTENING
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[TMSS10Server.exe] ... In Ali's case:

The service was running. TMSS10Ping was blocking (hanging) TapeTrack was on port 5000, which means it was up AND listening. This is most definitely a firewall problem.

From:
<https://docs.tapetrack.com/> - **TapeTrack Documentation**

Permanent link:
https://docs.tapetrack.com/troubleshooting/server_outages?rev=1551283838

Last update: **2025/01/21 22:07**

