Diagnosing Connection Problems

Checked TapeTrack Service was running.

Pinged with TMSS10Ping

```
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
```

Checked TapeTrack was 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:

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://rtfm.tapetrack.com/ - TapeTrack Documentation

Permanent link:

https://rtfm.tapetrack.com/troubleshooting/diagnosing_connection_problems?rev=1551296843

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