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.

In this case:

1. The service was running. 2. TMSS10Ping was blocking (hanging) 3. TapeTrack was on port 5000,

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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.

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