## **Diagnosing Connection Problems**

## **Check TapeTrack Service is running.**

## **Ping 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
```

## Check TapeTrack is listening on port 5000.

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.

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