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.

From:

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

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