Diagnosing Connection Problems

Check TapeTrack Service is running.

Service is running.

Service is not running.

```
C:\Users\diffl>sc query "TMSS10SVC"
SERVICE NAME: TMSS10SVC
       TYPE
                          : 10 WIN32 OWN PROCESS
       STATE
                          : 1 STOPPED
       WIN32 EXIT CODE : 0 (0x0)
       SERVICE_EXIT_CODE : 0 (0x0)
       CHECKPOINT : 0x0
       WAIT_HINT
                          : 0×0
/code>
Attempt to [[server:start stop|start the Framework Server]].
====Ping with TMSS10Ping=====
Ping the TapeTrack Framework Server with TMSS10Ping, using localhost if run
on the same server or the IP or DNS of the server if run from another
computer.
<code>
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: seg=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: seg=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.

```
netstat -abn | more
...
[svchost.exe]
TCP 0.0.0.0:5000 0.0.0:0 LISTENING
[TMSS10Server.exe]
...
```

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

Permanent link:

 $https://rtfm.tapetrack.com/troubleshooting/diagnosing_connection_problems?rev=1630458488$

Last update: 2025/01/21 22:07



https://rtfm.tapetrack.com/ Printed on 2025/12/01 07:36