Diagnosing Connection Problems

Check TapeTrack Service is running

Windows

Service is running.

Service is not running.

If the Framework Server is not running, attempt to start the Framework Server and then check your connection again.

Linux

From a command prompt run:

```
systemctl list-units --type=service
```

Look through the output to find the tapetrack.service and the status next to it.

Service is running

```
tapetrack.service loaded active running SYSV: TapeTrack
```

```
server daemon
```

Service is not running

```
tapetrack.service loaded failed failed SYSV: TapeTrack server daemon
```

If the Framework Server is not running, attempt to start the Framework Server and then check your connection again.

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.

```
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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