# **Diagnosing Connection Problems**

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

#### Windows

From a command prompt run:

```
sc query "TMSS10SVC"
```

Service is running.

```
SERVICE_NAME: TMSS10SVC
```

TYPE : 10 WIN32\_OWN\_PROCESS

STATE : 4 RUNNING

(STOPPABLE, NOT\_PAUSABLE, IGNORES\_SHUTDOWN)

WIN32\_EXIT\_CODE : 0 (0x0) SERVICE\_EXIT\_CODE : 0 (0x0) CHECKPOINT : 0x0 WAIT HINT : 0x0

Service is not running.

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 : 0x0

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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From:

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

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Last update: 2025/01/21 22:07

