# **Diagnosing Connection Problems**

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

Check the status of the TapeTrack Framework Server by running the following commands (operating system dependant) directly from the server the TapeTrack is installed on.

#### **Windows**

From a command prompt run:

```
sc query "TMSS10SVC"
```

Service is running.

Service is not running.

```
SERVICE NAME: TMSS10SVC
                            : 10 WIN32_OWN_PROCESS
        TYPE
        STATE
                                 STOPPED
                            : 1
                            : 0
        WIN32 EXIT CODE
                                 (0x0)
                            : 0
        SERVICE_EXIT_CODE
                                 (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.

If the Framework Server wont start see Rebuild Database Environment Files.

If the Framework Server still wont start see Reloading Server

### 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**

If the TapeTrack Framework Server is running, use TMSS10Ping to check the connection to the server.

Ping the TapeTrack Framework Server with TMSS10Ping, using localhost on the server that TapeTrack Framework Server is installed on with:

```
C:\WINDOWS\system32>TMSS10Ping localhost
```

Successful connection will return packets and display as shown below.

```
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
```

Unsuccessful connection returns

```
TMSS10Ping: Connect to TapeTrack Server failed: WSAError(10061)
```

An unsuccessful connection from the computer TapeTrack Framework Server is installed on (localhost), while the TapeTrack Framework Server is running, suggests a port problem and should be referred to your network department to remedy the problem.

A successful connection from localhost but not from client computers suggests a firewall issue not

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

letting TapeTrack communications through and should be referred to your network department to remedy the problem.

## 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.

server, troubleshooting, connection

From:

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

Permanent link:

 $https://rtfm.tapetrack.com/troubleshooting/diagnosing\_connection\_problems?rev=1630542359$ 

Last update: 2025/01/21 22:07

