

# 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_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.

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

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

## Check TapeTrack is listening on port 5000.

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

Or alternatively use Powershell commandlet Test-NetConnection

```
Test-NetConnection your-server.com -Port 5000
```

Output:

```
<code> PS C:\> Test-NetConnection yourserverk.com -P 5000
```

```
ComputerName : yourserver.com RemoteAddress : XXX.XXX.XXX.XXX RemotePort : 5000
InterfaceAlias : Wi-Fi SourceAddress : XXX.XXX.XXX.XXX PingSucceeded : True PingReplyDetails (RTT)
: 221 ms TcpTestSucceeded : False </cpde>
```

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](#)

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