Checked TapeTrack Service was running. Pinged with TMSS10Ping Checked TapeTrack was listening on port 5000. C:\WINDOWS\system32>sc query “TMSS10SVC”

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
```

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 netstat -abn | more ... [svchost.exe]

```
TCP    0.0.0.0:5000           0.0.0.0:0              LISTENING
```

[TMSS10Server.exe] ... In Ali's case:

The service was running. TMSS10Ping was blocking (hanging) TapeTrack was on port 5000, which means it was up AND listening. This is most definitely a firewall problem.

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

Permanent link:
**https://rtfm.tapetrack.com/troubleshooting/server_outages?rev=1551283838**

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