


Iron Mountain Inventory

Iron Mountain can generate a CSV file listing all the tapes stored in their offsite vault, which can be downloaded via FTP or SFTP. Each file includes a timestamp in its name, complicating the download process with standard FTP or SFTP tools. However, TapeTrack offers an FTP and SFTP utility that simplifies downloading the correct file.

For customers with multiple Iron Mountain accounts, the CSV file can consolidate all accounts into a single file, reducing the need for multiple downloads. Typically, the file is available once per day, though some customers have requested it up to four times daily. Iron Mountain is generally hesitant to increase the frequency, and without a SecureSync API for on-demand information retrieval, customers must negotiate the frequency based on their data processing needs.

Iron Mountain requires a form to be completed, ideally by your account manager. However, some account managers may be unaware of this functionality, the form itself, or the necessary details to include. TapeTrack only needs a list of Tape IDs stored in Iron Mountain's vault, along with the account code if multiple accounts are tracked. The default CSV format is sufficient for this purpose.



FTP Installation Checklist

Customer Information Sheet
Today's date: **Today's date**

(THIS SECTION TO BE COMPLETED BY IRON MOUNTAIN)

Company name: **The name of your company (eg. ACME Corp)**

Primary Account #: **Your IRM account number (eg. 9999)**

Branch Name: **The name of your Iron Mountain Branch (eg. Denver Data Protection)**

IM Branch Contact: **The name of your Iron Mountain contact (eg. Joe Smith)**

Phone: **The phone number of your Iron Mountain contact**

Support Center Ticket #: **A ticket assigned to you by the IRM Help Desk**

List:

- All account numbers.
- Associated Logical Vaults.
- File types for each (P = Pick, D = Distribution, I = Inventory, DR = Disaster Recovery).
- Whether the tapes are picked the same day we receive the file.

Acct.#: **9999** Vaults: **8MM** File Types: I Pick Same Day (Y/N): ☐

Acct.#: **9999** Vaults: **TK** File Types: I Pick Same Day (Y/N): ☐

Acct.#: Vaults: File Types: Pick Same Day (Y/N): ☐

Acct.#: Vaults: File Types: Pick Same Day (Y/N): ☐

Acct.#: Vaults: File Types: Pick Same Day (Y/N): ☐

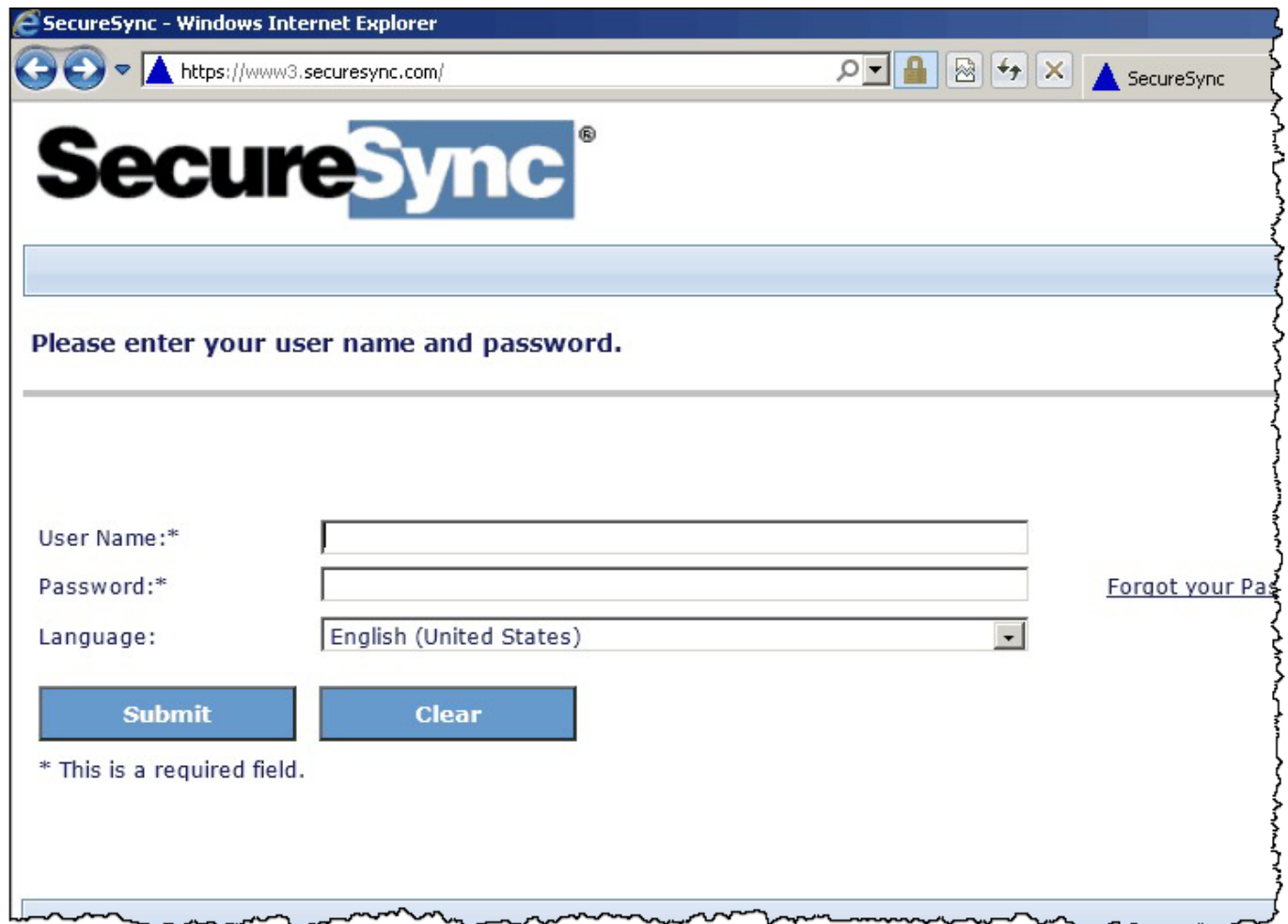
Remarks:

From experience, once you talk to the right people at Iron Mountain the download can be setup with a few days, but it can take up to a month if communication breaks down at their end so we advise checking with your account representative if the process is taking longer than expected.

While waiting on Iron Mountain to enable SFTP file transfer to your inventory report, TapeTrack's synchronization of your offsite media can be executed using a manually downloaded CSV file from the Iron Mountain SecureSync web interface.

Downloading Inventory To CSV

Log in to Iron Mountains securesync interface at <https://www3.securesync.com> with your credentials.



The screenshot shows the SecureSync login page in a Windows Internet Explorer browser window. The address bar displays <https://www3.securesync.com/>. The page features the SecureSync logo at the top, followed by a blue bar and the instruction "Please enter your user name and password." Below this, there are three input fields: "User Name:*", "Password:*", and "Language:" (a dropdown menu showing "English (United States)"). To the right of the password field is a link that says "Forgot your Pas". At the bottom of the form are two buttons: "Submit" and "Clear". A note at the bottom left states "* This is a required field."

Select the required customer.

SecureSync - Windows Internet Explorer

https://www3.securesync.com/login.aspx

SecureSync

The following is/are required to continue logging on to SecureSync. Please provide the following information.

Select Customer Account*

Select the customer account you wish to work with

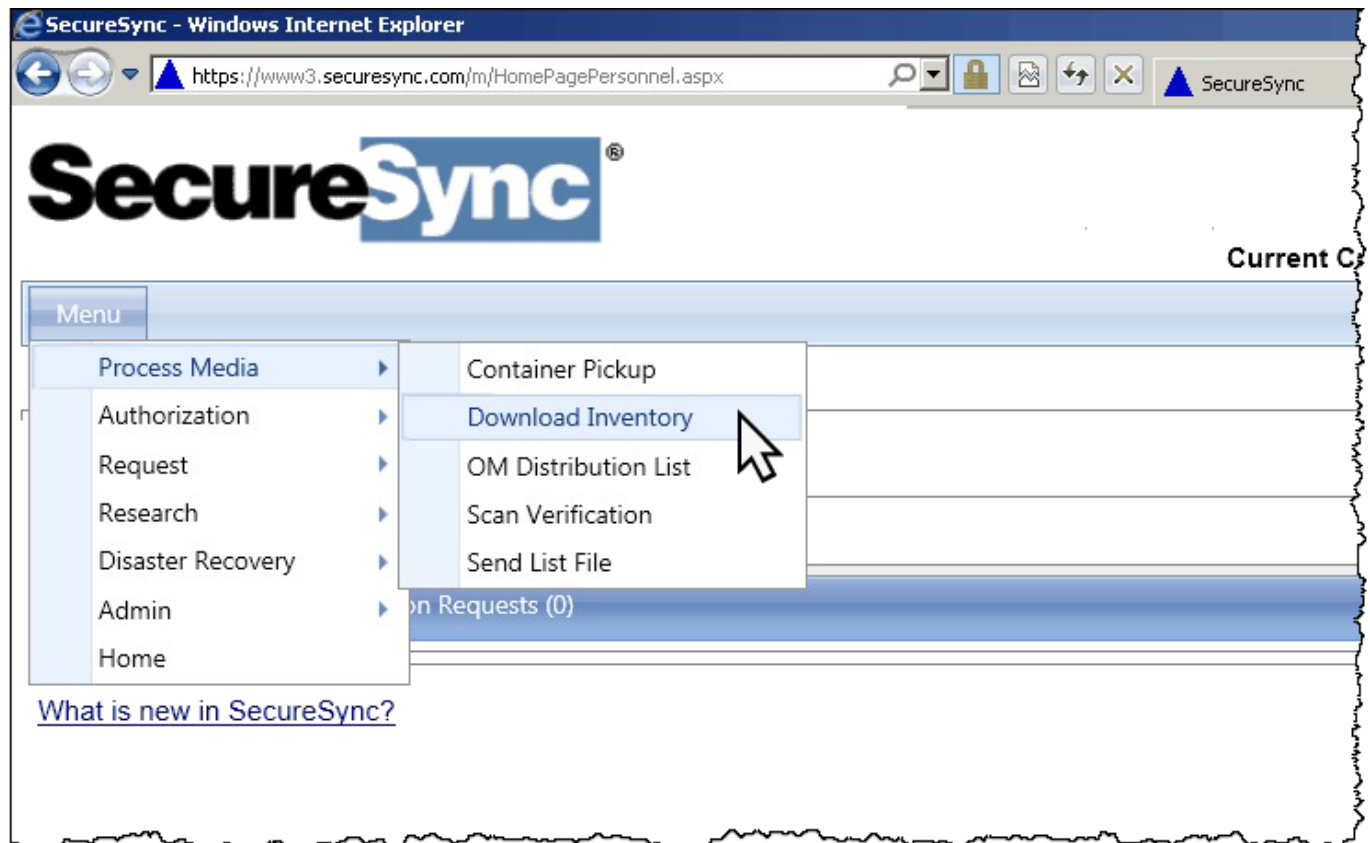
☐ Select this customer account automatically when I log in.

Submit

* This is a required field.

From the homepage, select the Menu in the top left corner.

In the dropdown menu, choose Process Media → Download Media.



Select the type of inventory data you need: Open Media.

Ensure the file format is set to CSV.

SecureSync - Windows Internet Explorer

https://www3.securesync.com/DOWNLOADINVENTORY.ASPX

SecureSync

SecureSync®

Customer: [REDACTED]

Menu

Enter file criteria and click 'Download'.

The download may take several minutes, depending on the size of the file.

Inventory Data:

File Format: ?

Include Media In Transit and Not at Iron Mountain: ☒ ?

Include Column Headers: ☒

Click Download to start the download process. Depending on the size of your inventory, this may take a few minutes

From:
<https://rtfm.tapetrack.com/> - TapeTrack Documentation

Permanent link:
<https://rtfm.tapetrack.com/cookbook/ironmountain?rev=1725494358>

Last update: **2025/01/21 22:07**

