

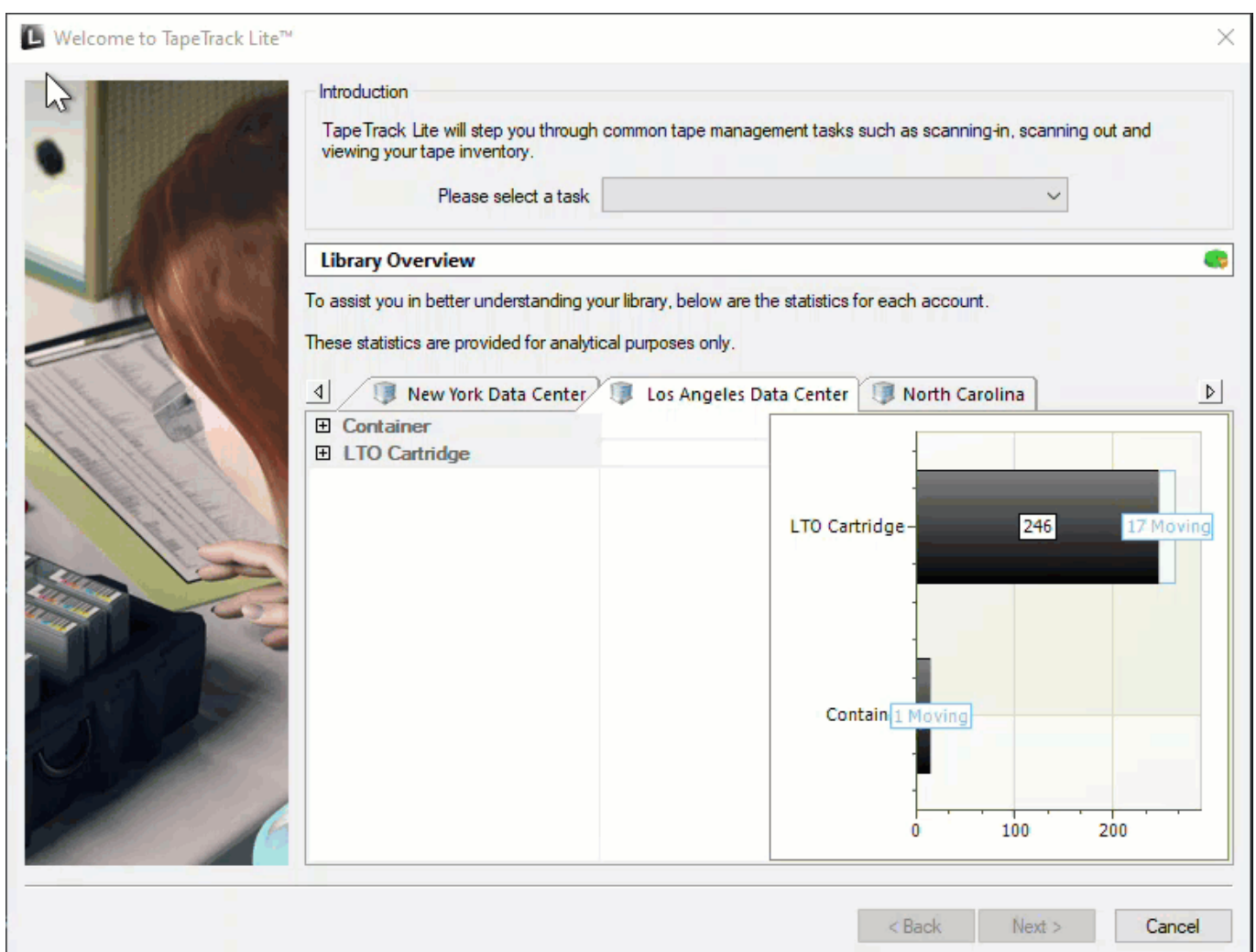
Recall

The [Recall process](#) allows you to request [Media](#) back from another [Repository](#), such as your offsite vendor or remote storage facility.

Recall Process

Select Recall

Click the arrow to open the drop box menu and select Recall from the **Task Menu**.

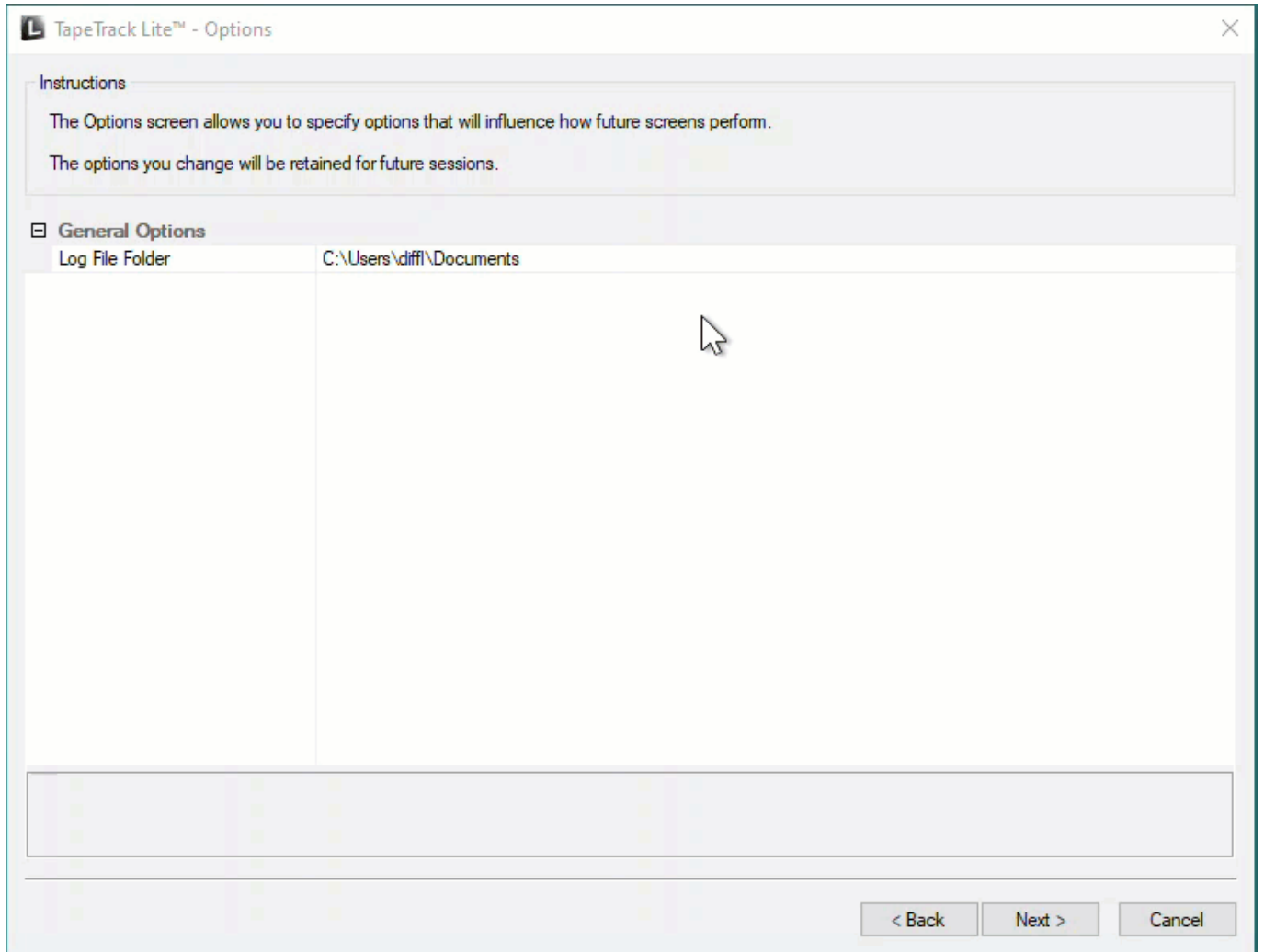


Options

This will open the **Options** window. If required you can set the location for the log files to be written to, or leave the default.

To change the default directory, click in the field to the right of the Log File Folder and click on the (...) button and select directory.

Click Next to continue.



Selecting a Customer

Select the account or Customer that you want to manage [Volumes](#) for by double-clicking the [Customer Description or Customer-ID](#) or left-clicking the [Customer Description or Customer-ID](#) and clicking Next at the bottom of the page to continue.

The screenshot shows a dialog box titled "TapeTrack Lite™ - Customer Selection". At the top, there is an "Instructions" section with a mouse cursor pointing to the text: "The Customer Selection screen allows you to select one TapeTrack Customer that will be the subject of operations in subsequent screens. You may select a Customer by double clicking the Customer, or by clicking the Customer and pressing the Next button." Below the instructions is a table with three columns: "Customer", "Volumes", and "Moves". The table lists three data centers: "New York Data Center" (111 volumes, 0 moves), "Los Angeles Data Center" (264 volumes, 12 moves), and "North Carolina" (4,418 volumes, 0 moves). A horizontal line is drawn below the "North Carolina" row, and the totals "4,793" and "12" are shown in the "Volumes" and "Moves" columns respectively. At the bottom left, there is a checked checkbox labeled "Remember previously selected Customer". At the bottom right, there are three buttons: "< Back", "Next >", and "Cancel".

Customer	Volumes	Moves
New York Data Center	111	0
Los Angeles Data Center	264	12
North Carolina	4,418	0
		12

Selecting a Media Type

Select the [Media type](#) that you want recalled by double-clicking the [Media-ID](#) or left-clicking the [Media-ID](#) and clicking Next at the bottom of the page to continue.

TapeTrack Lite™ - Media Type Selection

Instructions
The Media Type Selection screen allows you to select a single TapeTrack Media Type to work with in subsequent screens.
You can select this Media Type by double clicking the required item in the list.

Media Type	Volumes	Moves	Scratch Deficit	Overdue
Container	15	1	0	0
LTO Cartridge	263	17	0	0
	278	18	0	0

< Back Next > Cancel

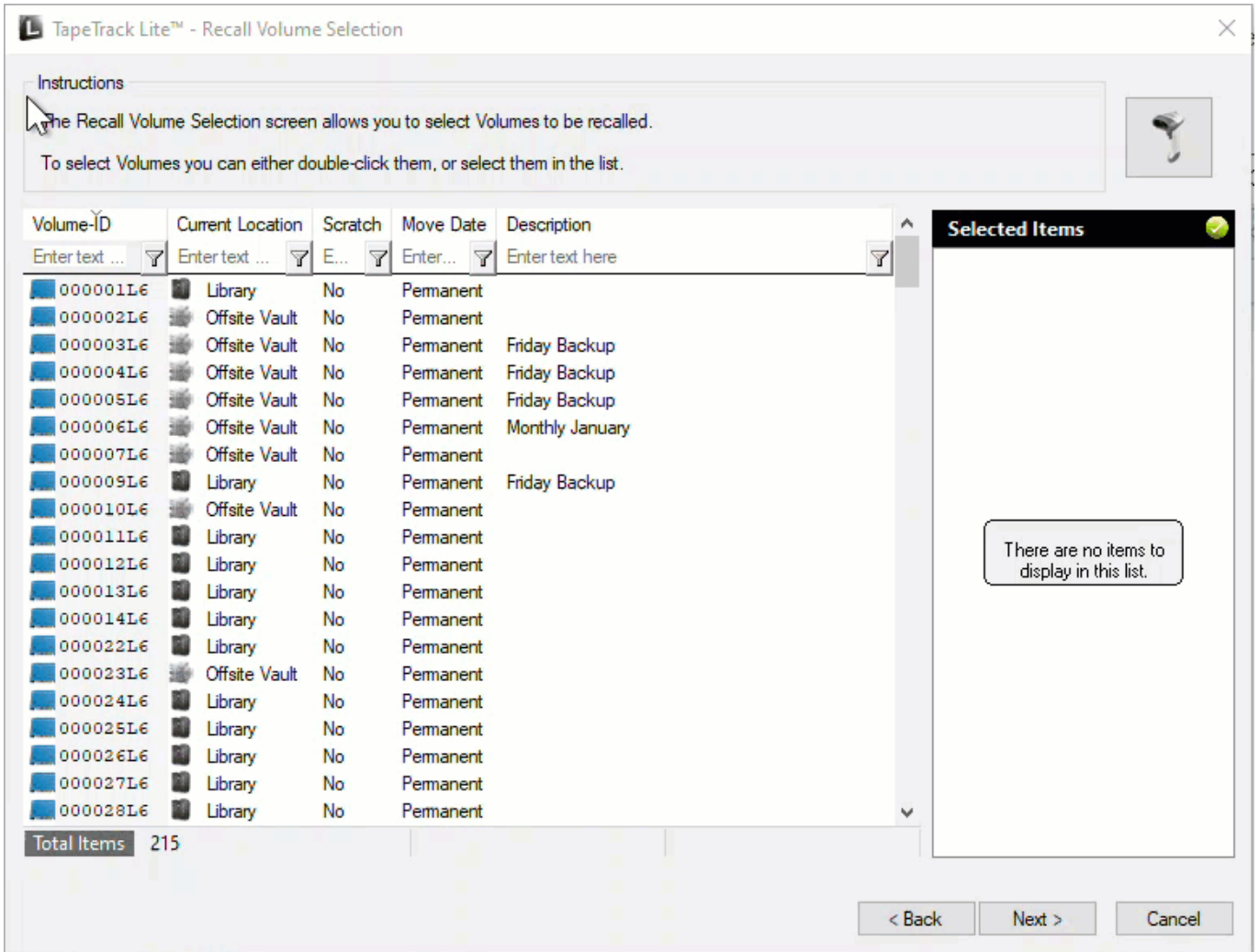
Selecting a Repository

Select the [Repository](#) that you want the [Volumes](#) recalled to by double-clicking the [Repository-ID](#) or left-clicking the [Repository-ID](#) and clicking [Next](#) at the bottom of the page to continue.



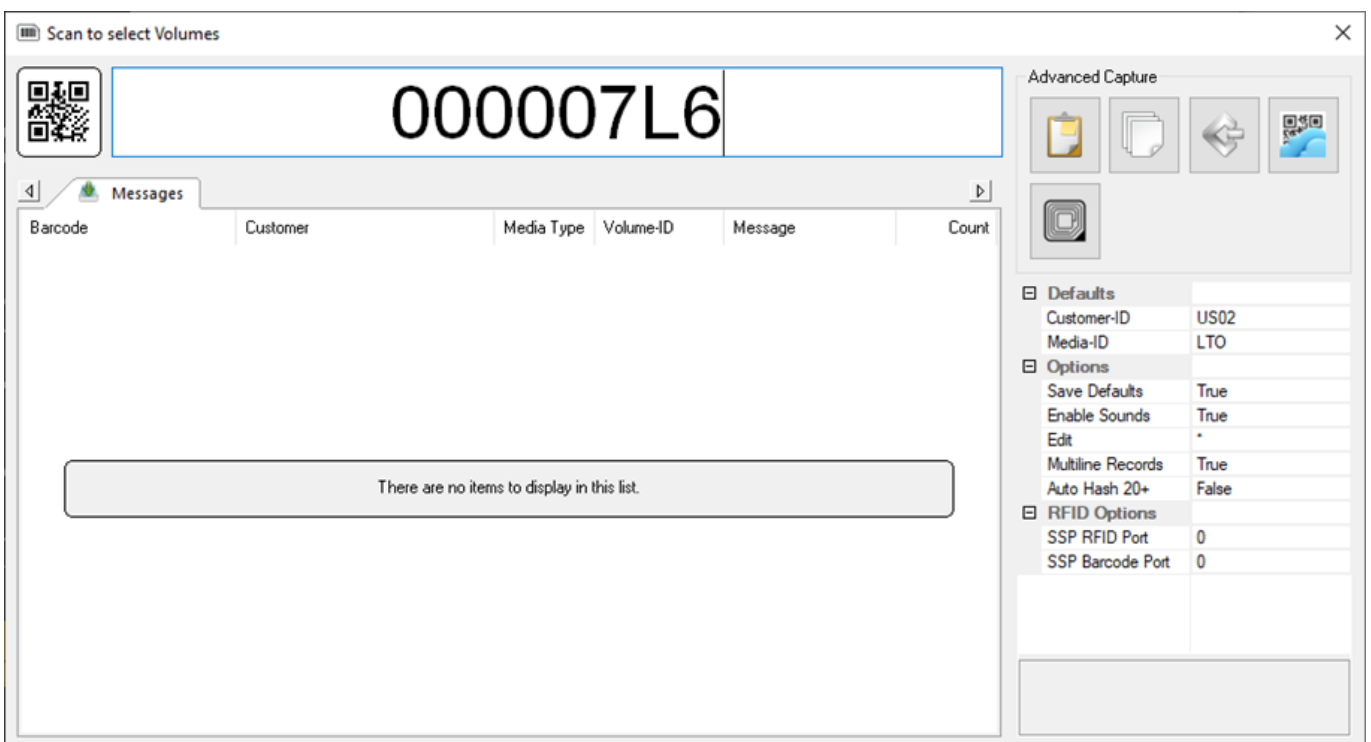
Selecting Volumes

The Recall Volume Selection window shows all Volumes at any Repository other than the one you are recalling to. Displayed Volumes can be filtered to aid selection, such as only showing Offsite Volumes by adding the filter Of*.

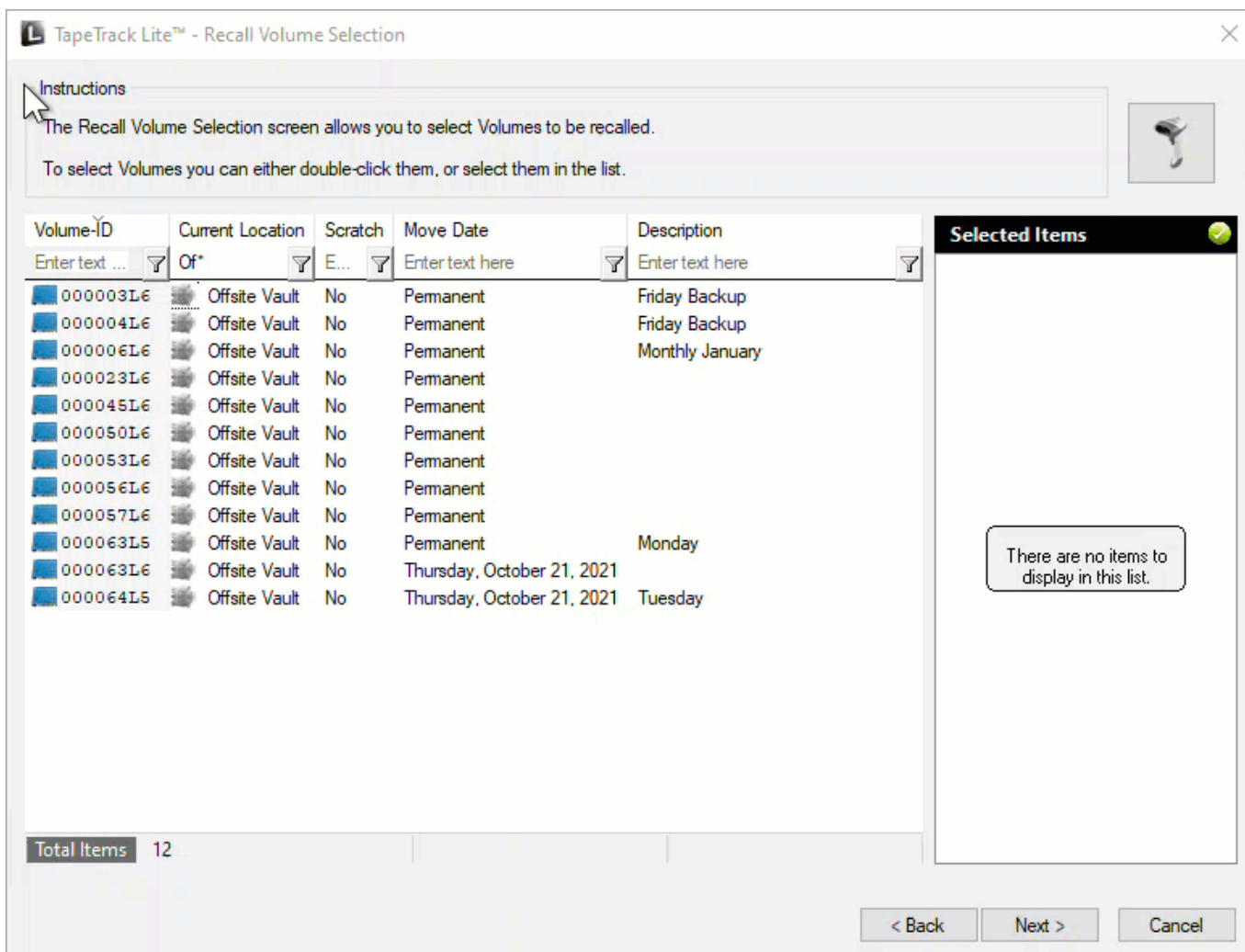


Select the **Volumes** you wish to recall by either:

- Click the Scanner Icon at the top right to open the Scan window and Scan the required **Volumes** using your preferred **scanning method**.



- selecting individual **Volumes** by
 - control+left-click required **Volumes**, right-click highlighted **Volumes** and click Add **Volumes** to selected list
 - shift+click to select range, right-click highlighted **Volumes** and click Add **Volumes** to selected list



If any **Volumes** are selected in error, right-click those **Volumes** and click on de-select or double-click to de-select. To de-select a range of **Volumes**, use shift+click to select range, right-click range and click de-select.

Click Next when all required **Volumes** are selected.

Recalling Volumes

Insert information based on the criteria for your **Volume** recall delivery

- Select anytime before or exactly from the dropdown
- Time and AM/PM for delivery
- Date for delivery
- Consignment description and notes if required (optional but recommended)

Click Next to process the recall consignment.

TapeTrack Lite™ - Recall Consignment Details

Instructions

The Recall Consignment Details screen allows you to define criteria for your Recall delivery.

The selected media is required

at

on

Consignment Description

Consignment Notes

< Back **Next >** Cancel

Complete

This will bring up the **Complete** window, from here you can:

- Click View Log File to view the log file of the last completed process..
- Click Print Log File to save a PDF of the log file to print from your PDF viewer.
- Click About this Software to view product and support (email, phone & website) information.
- Click Back button to return to start menu and select another task.
- Click Finish button or X at the top right of the window to exit TapeTrack Lite.



2019/04/17 03:00 · Scott Cunliffe

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

Permanent link: https://rtfm.tapetrack.com/lite/function_recall

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

