

# Recall

The Recall task allows you to request media back from another repository, such as your off-site vendor.

## Select Recall

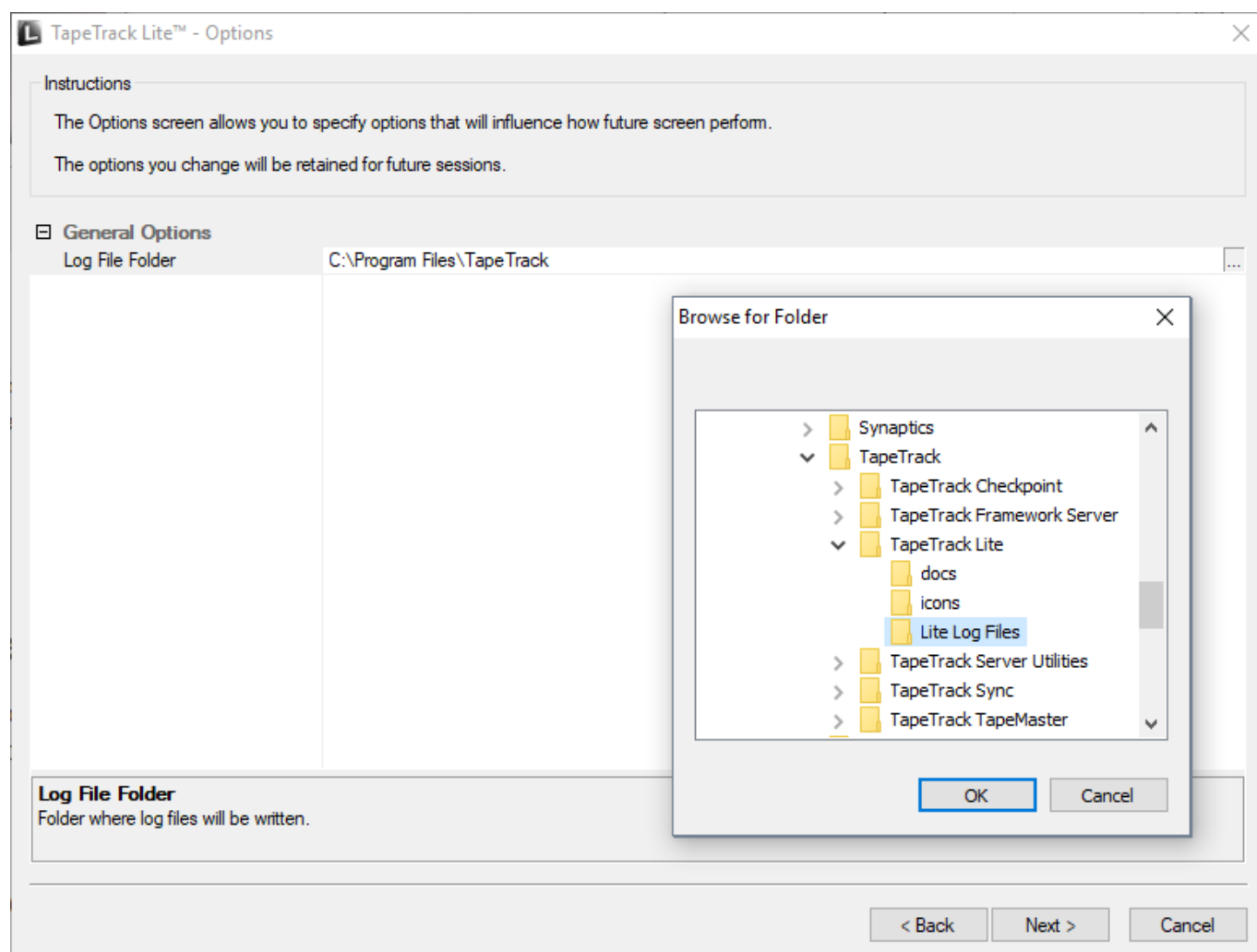
Select Recall from the Library Management Task's drop-down menu.



## 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 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 tapes for by double-clicking the [Customer-ID](#) or left clicking the [Customer-ID](#) and clicking Next at the bottom of the page to continue.

TapeTrack Lite™ - Customer Selection

Instructions

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.

Customer	Volumes	Moves
 New York Data Center	56	0
 Los Angeles Data Center	23	7
 North Carolina Data Center	56	23
 Nashville Data Center	52	9
	187	39

☒ Remember previously selected Customer

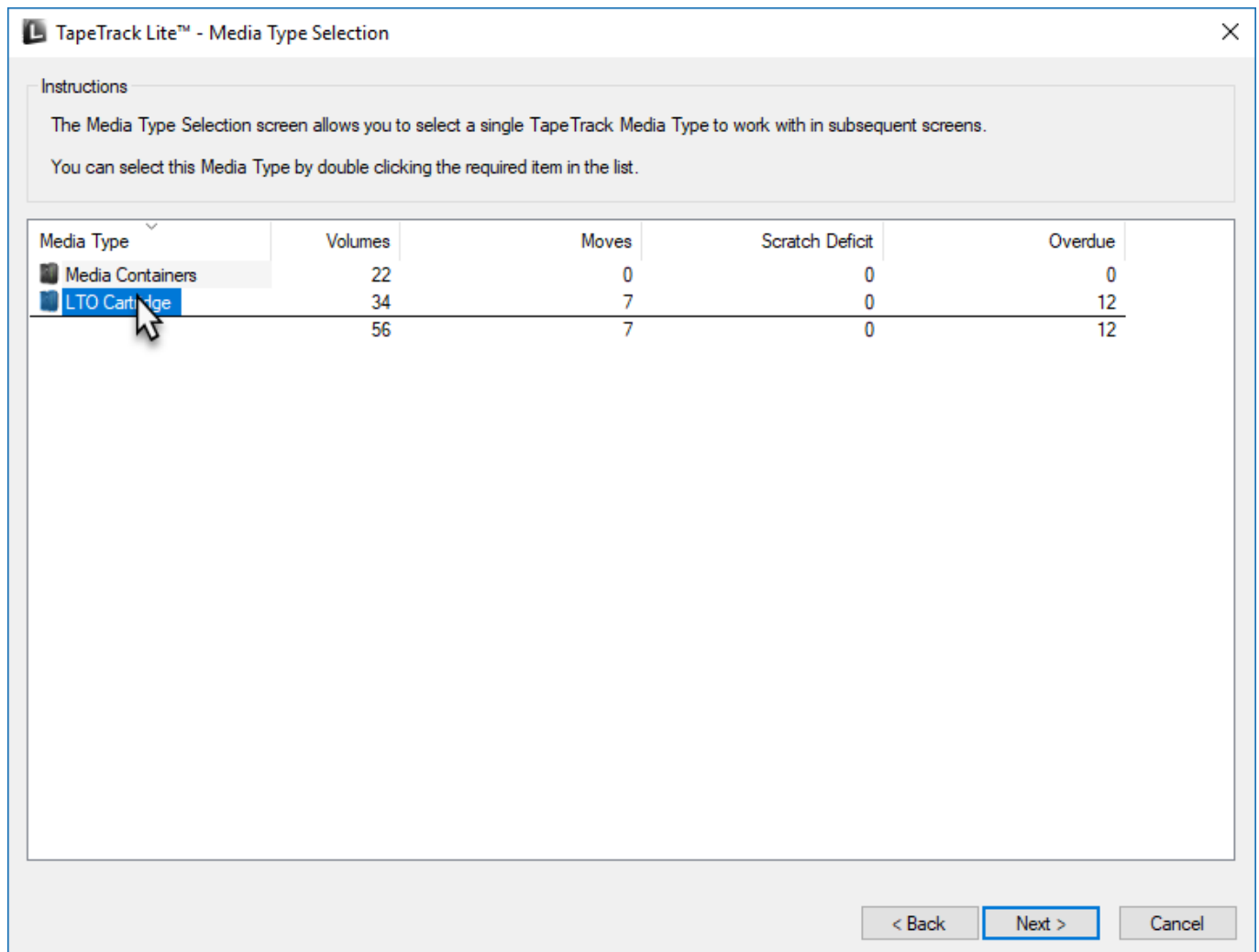
< Back

Next >

Cancel

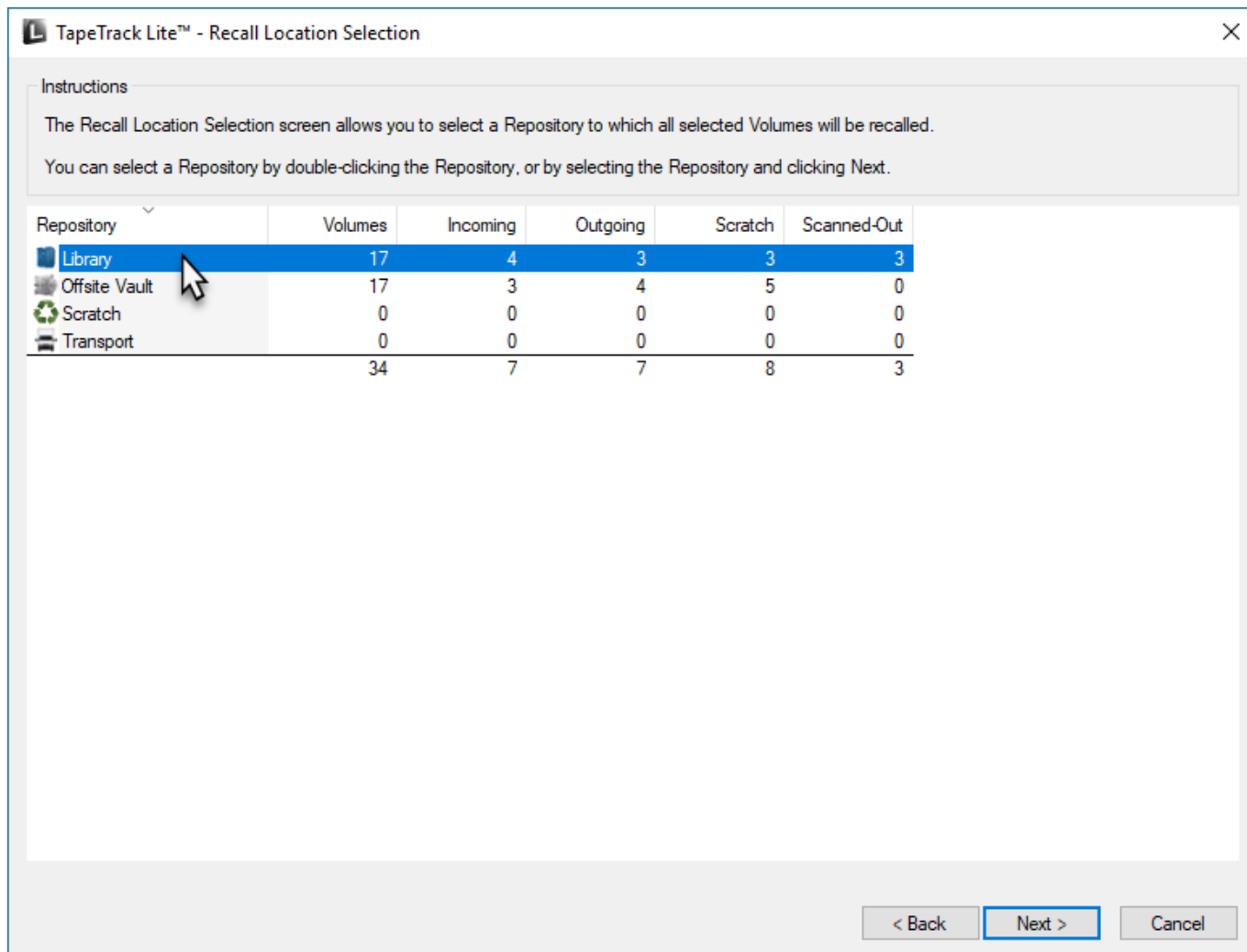
## Selecting a Media Type

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.



## Selecting a Repository

Select the [repository](#) that you want the tapes 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

Select the volumes you wish to recall by:

- selecting individual volumes by either
  - control+left click required volumes, right click highlighted volumes and click select
  - double click each volume (green arrow indicates selected)
- select a range of volumes by
  - shift+click to select range
  - multiple ranges can be selected by right clicking each range and clicking select from the menu

Click Next when all required volumes are selected. If any volumes are selected in error, right click those volumes and click on de-select or double click to de-select. To unselect a range of volumes, use shift+click to select range, right click range and click de-select.

## Recalling Volumes

Insert information based on the criteria for your volume recall delivery

- Select anytime before or exactly from the dropbox
- 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

The screenshot shows a software window titled "TapeTrack Lite™ - Recall Consignment Details". At the top, there is an "Instructions" box stating: "The Recall Consignment Details screen allows you to define criteria for your Recall delivery." Below this, the form contains the following fields:

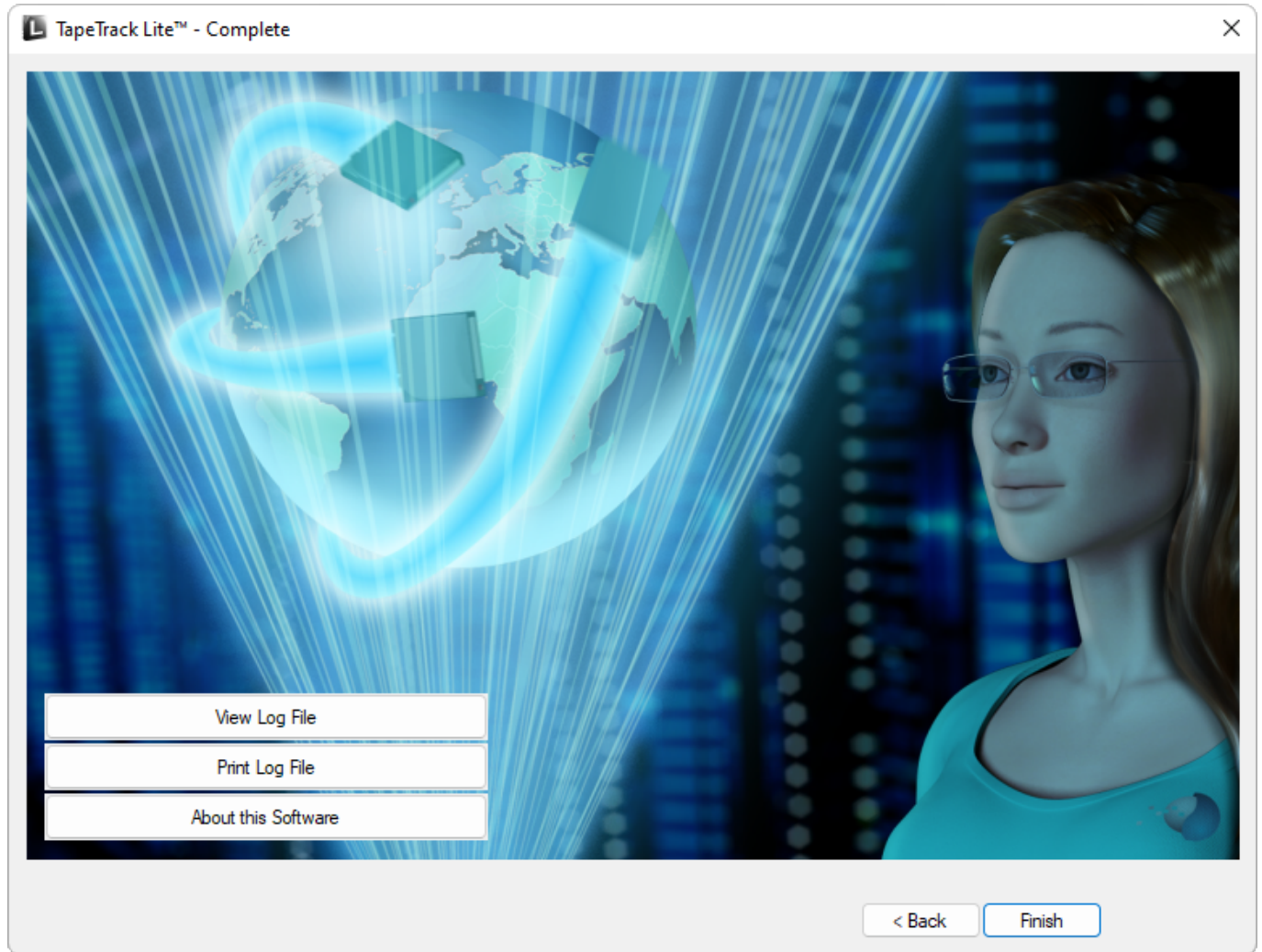
- "The selected media is required" followed by a dropdown menu set to "Anytime Before".
- "at" followed by a time selection field set to "10:05 AM".
- "on" followed by a date selection field set to "4/19/2019".
- "Consignment Description" followed by a text input field.
- "Consignment Notes" followed by a larger text area.

At the bottom right of the window, there are three buttons: "< Back", "Next >" (which is highlighted with a blue border), and "Cancel".

## Complete

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

- Click Finish, Cancel or X to exit TapeTrack Lite
- Click Back to return to start menu and select another task
- Click View Log File to view the log
- Click Print Log File to print out log file for further reference
- Click About this Software to view product and support (email, phone & website) information



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

Permanent link:  
[https://rtfm.tapetrack.com/lite/function\\_recall?rev=1510264377](https://rtfm.tapetrack.com/lite/function_recall?rev=1510264377)

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