

# Recall

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

## Recall Process

### Select Recall

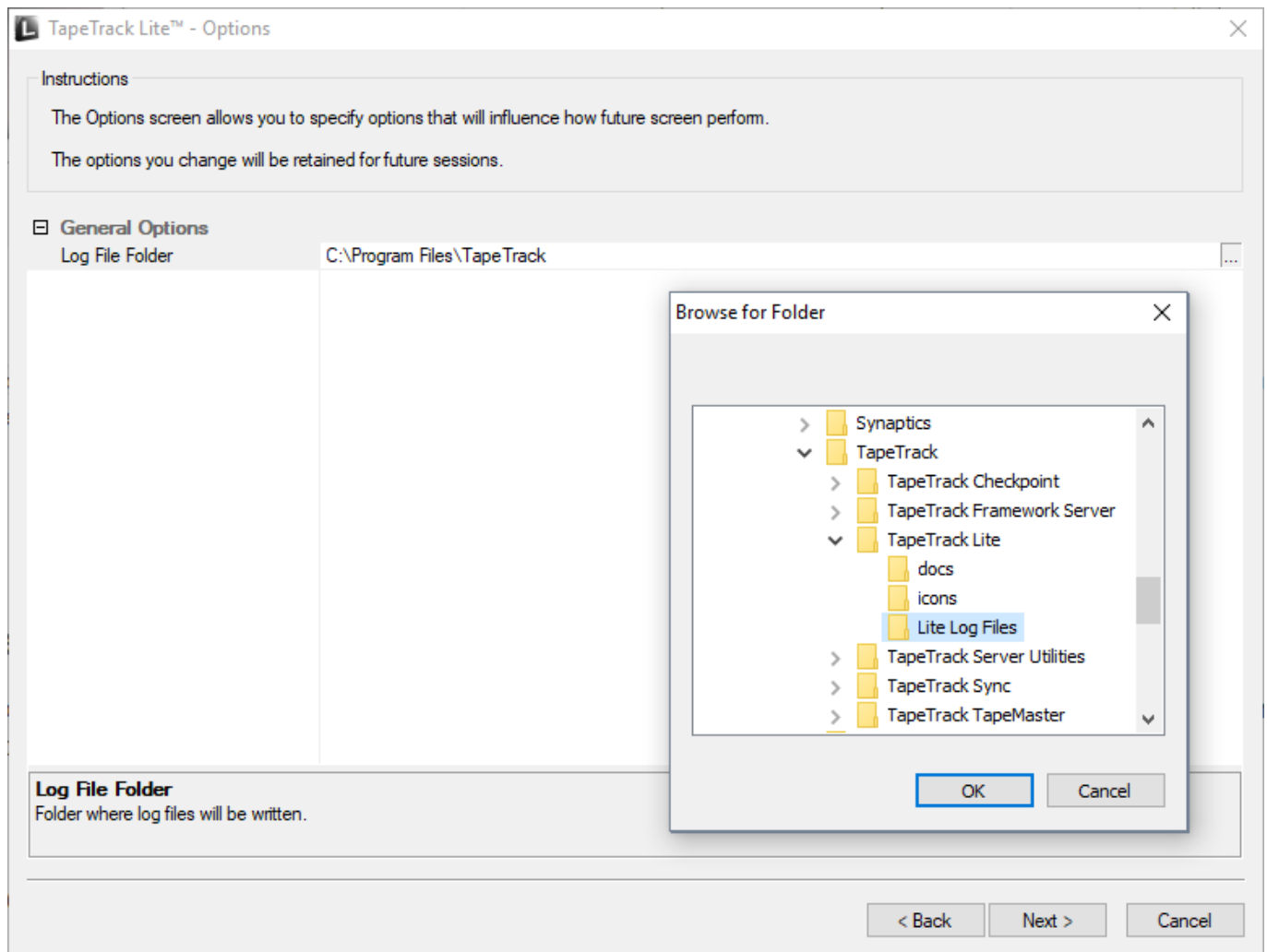
Select Recall from the Library Management Task's drop-down menu.



### 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.

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 |
|------------------|---------|-------|-----------------|---------|
| Media Containers | 22      | 0     | 0               | 0       |
| LTO Cartridge    | 34      | 7     | 0               | 12      |
|                  | 56      | 7     | 0               | 12      |

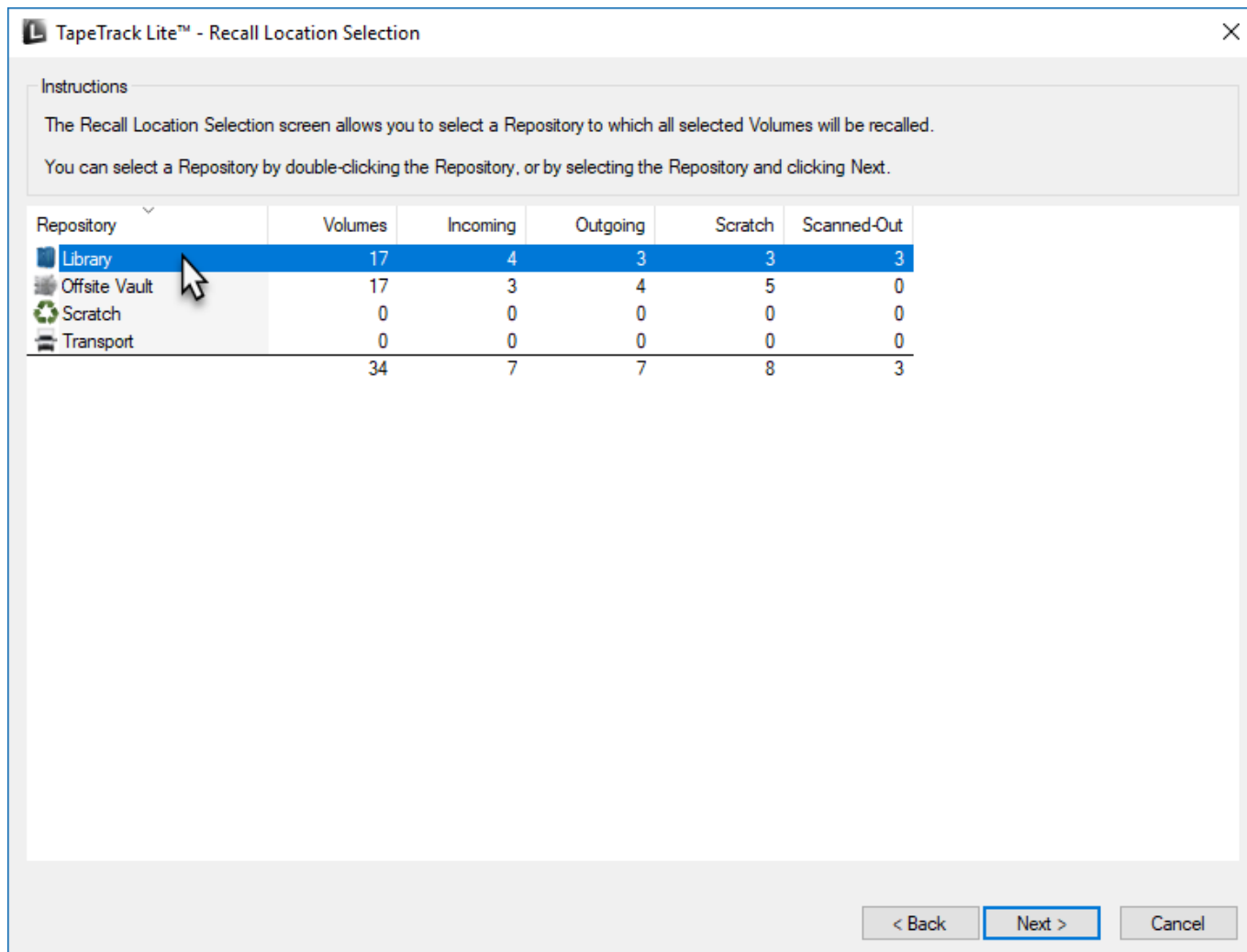
< Back

Next >

Cancel

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" with a close button (X) in the top right corner. Inside the window, there is an "Instructions" section with the text: "The Recall Consignment Details screen allows you to define criteria for your Recall delivery." Below this, the form contains the following fields:

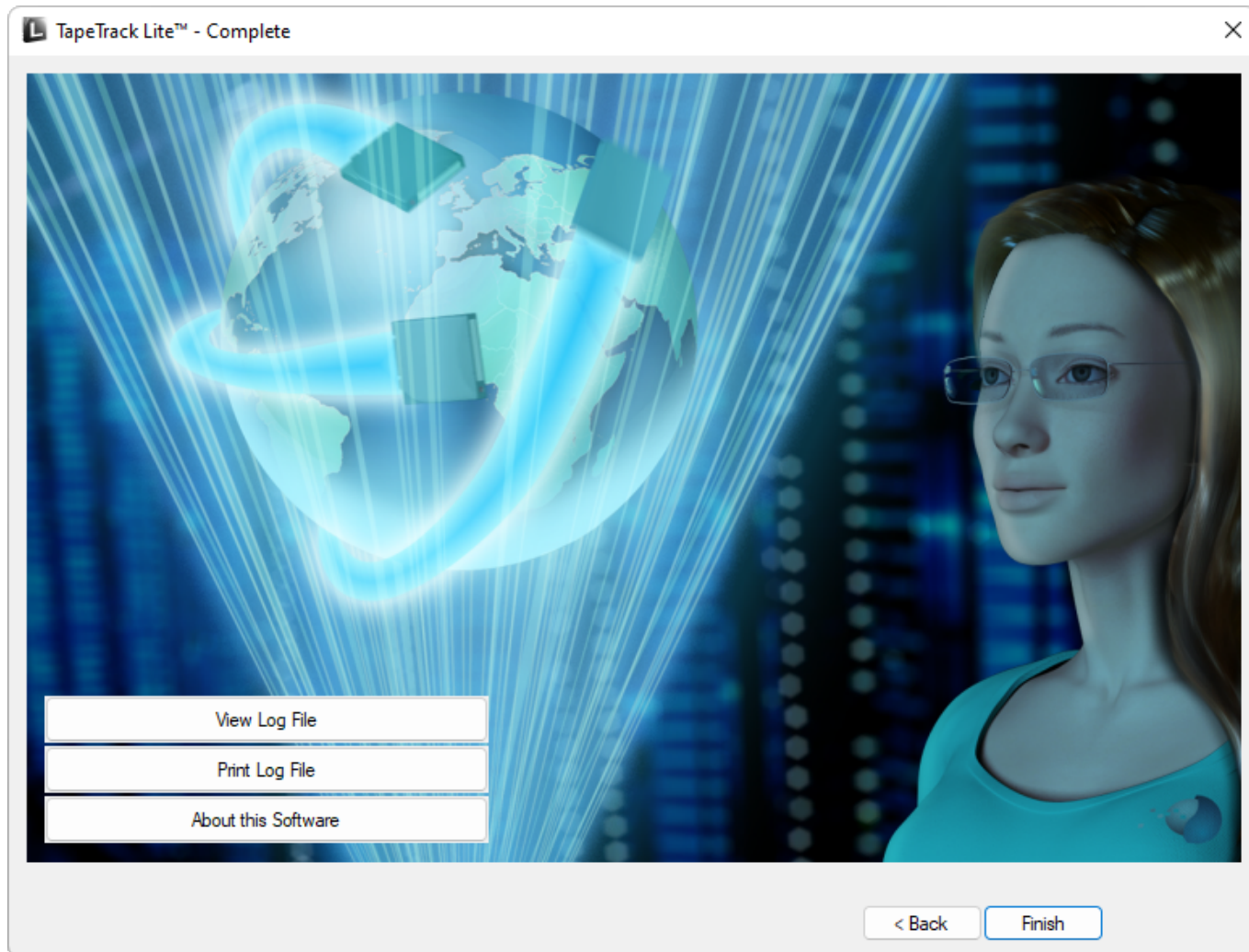
- "The selected media is required" with a dropdown menu set to "Anytime Before".
- "at" with a time input field set to "10:05 AM".
- "on" with a date input field set to "4/19/2019".
- "Consignment Description" with a text input field.
- "Consignment Notes" with a larger text area.

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=1520992918](https://rtfm.tapetrack.com/lite/function_recall?rev=1520992918)

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