Recall

The Recall task allows you to request [Media](#) back from another Repository, such as your offsite vendor.

Recall Process

> The Recall video is intended as a companion to the instructions.
>
> Best results are obtained by reading the instructions and then viewing the implementation of the process via the video

Select Recall

Select `Recall` from the drop-down task menu and click `Next` to continue.


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.
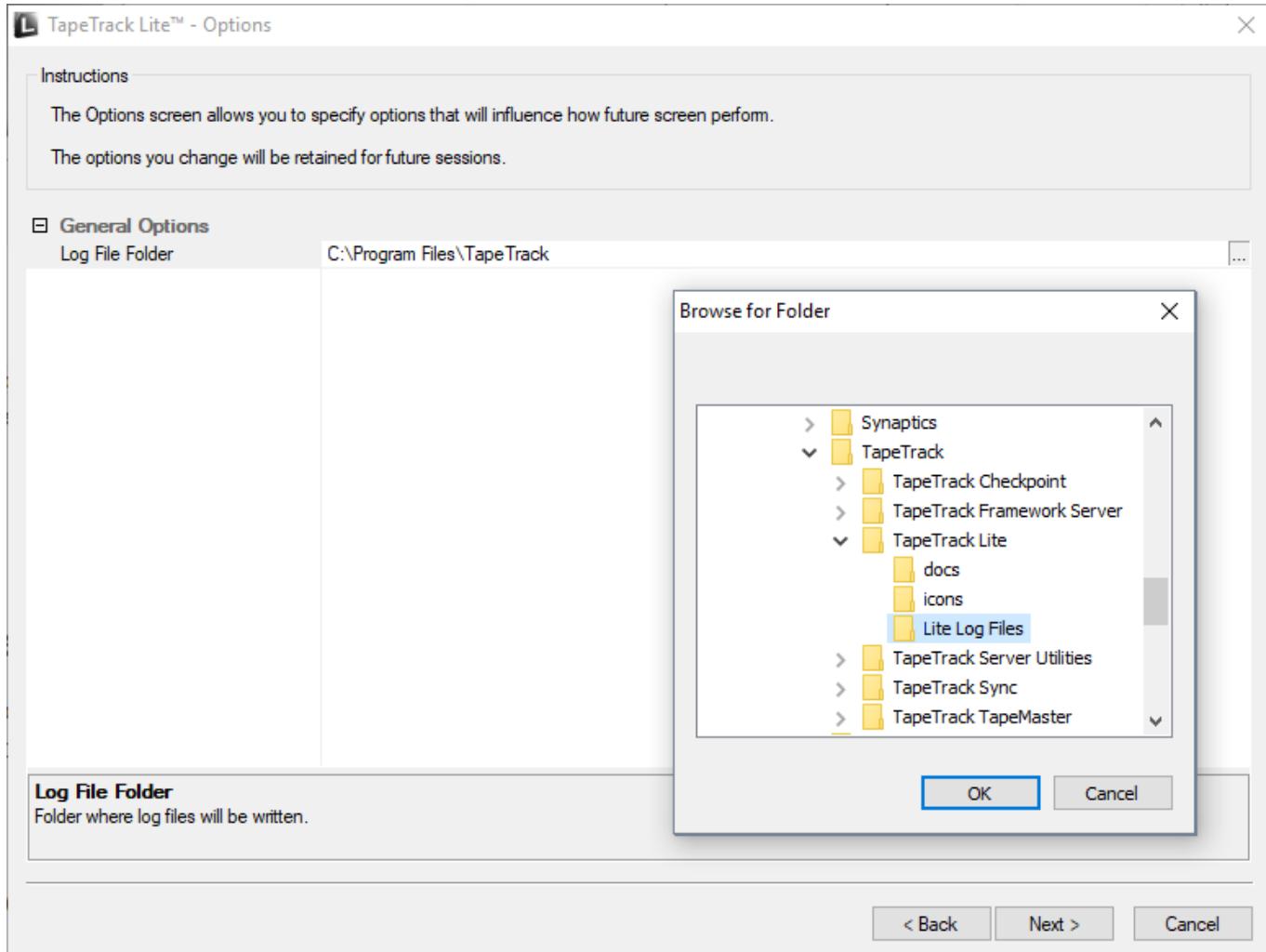
Selecting a Customer

Select the account or Customer that you want to manage 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.

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.
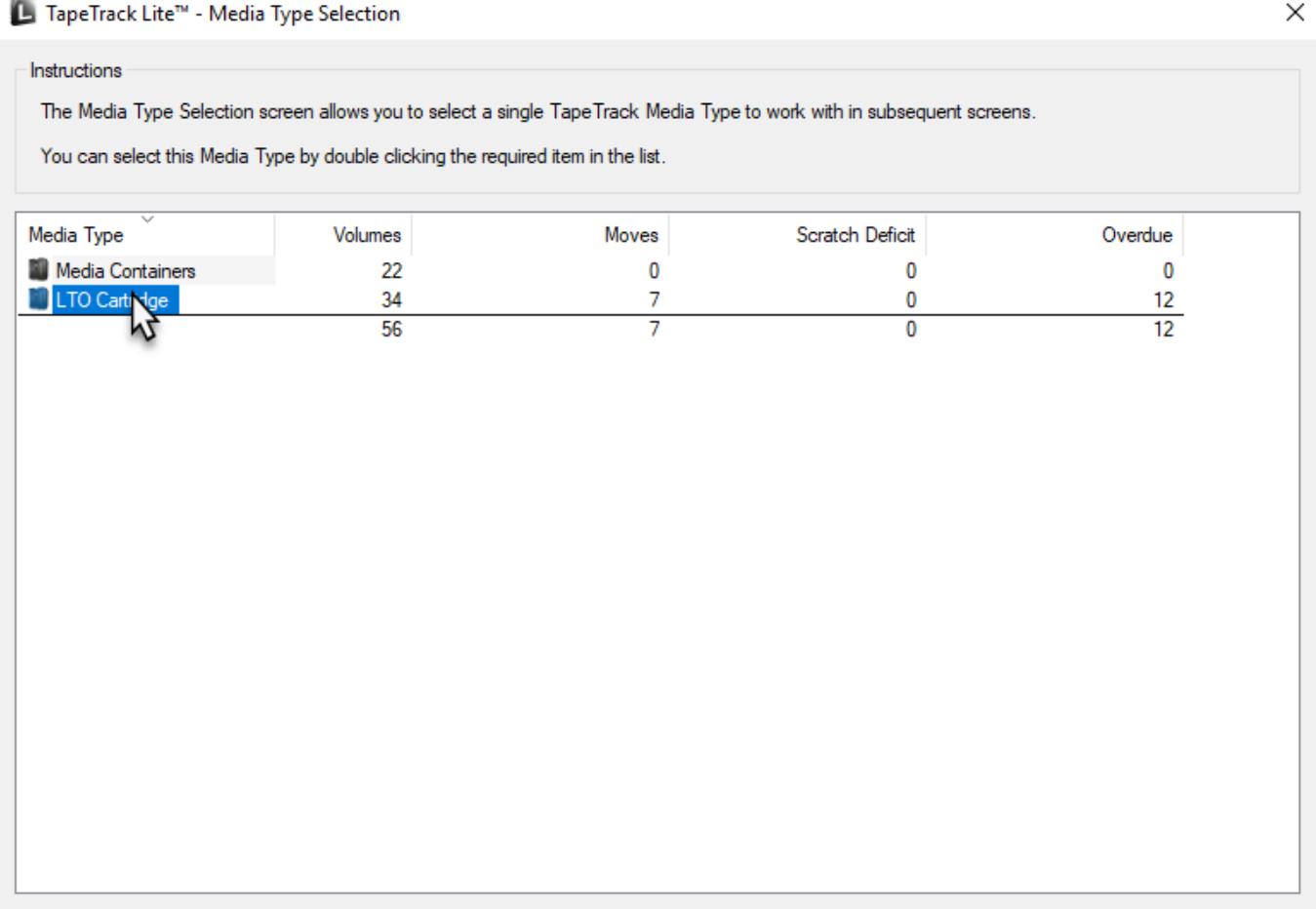
## Selecting a Repository

Select the Repository that you want the 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.
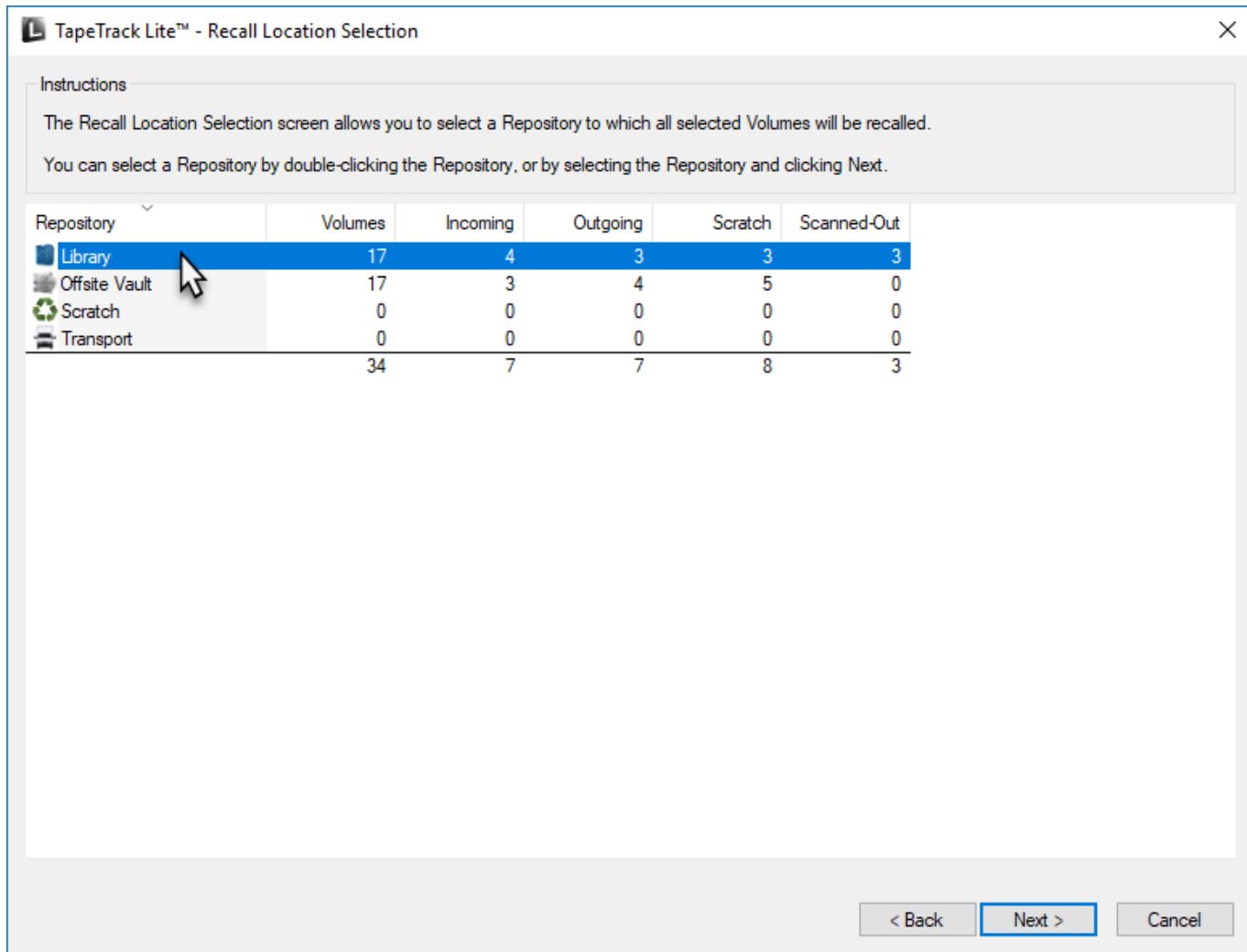
Selecting Volumes

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.


Complete

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

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

TapeTrack Lite™ - Complete ✕

View Log File

Print Log File

About this Software

< Back   Finish
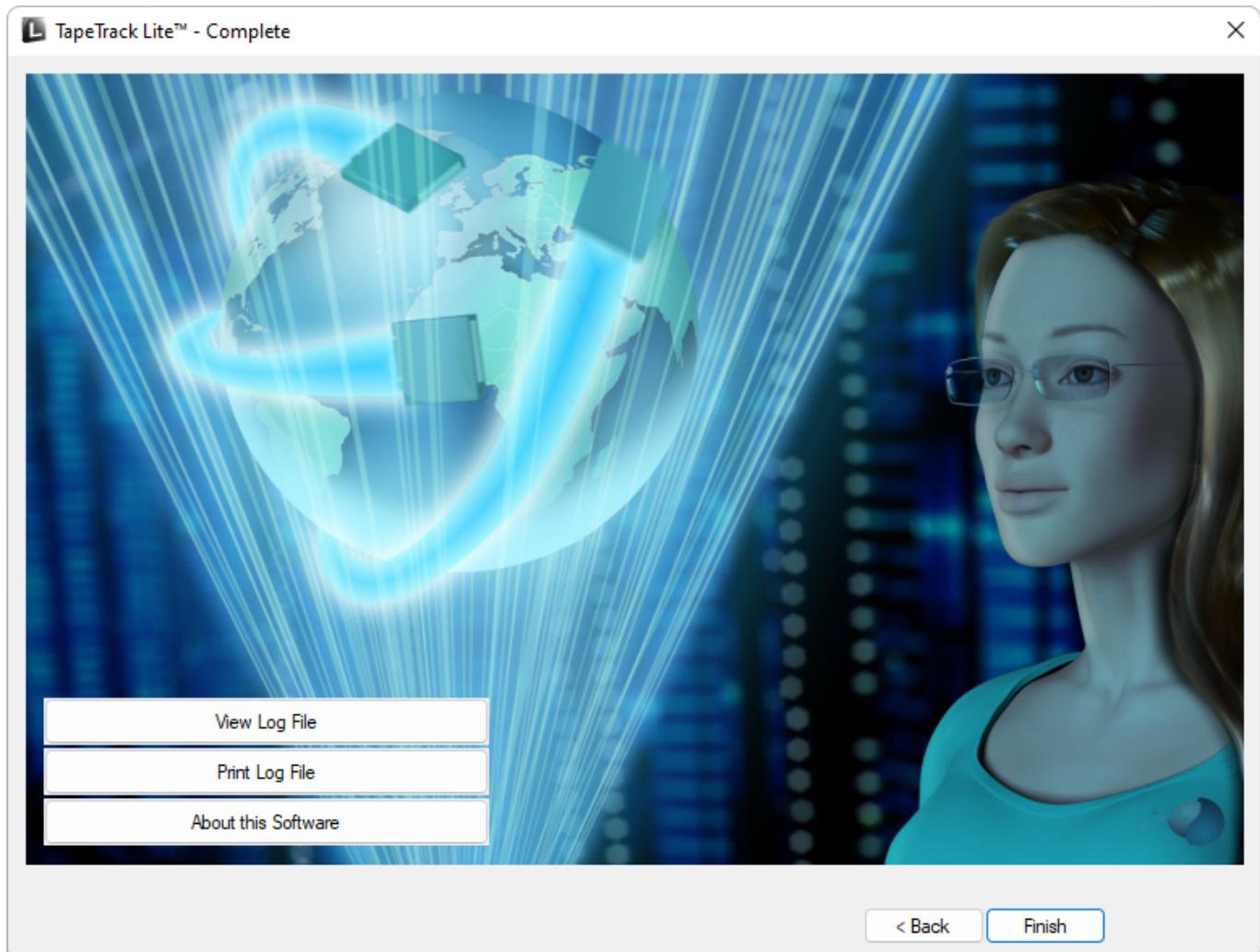
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