

# Recall

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

## 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 **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 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.

**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

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## 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.

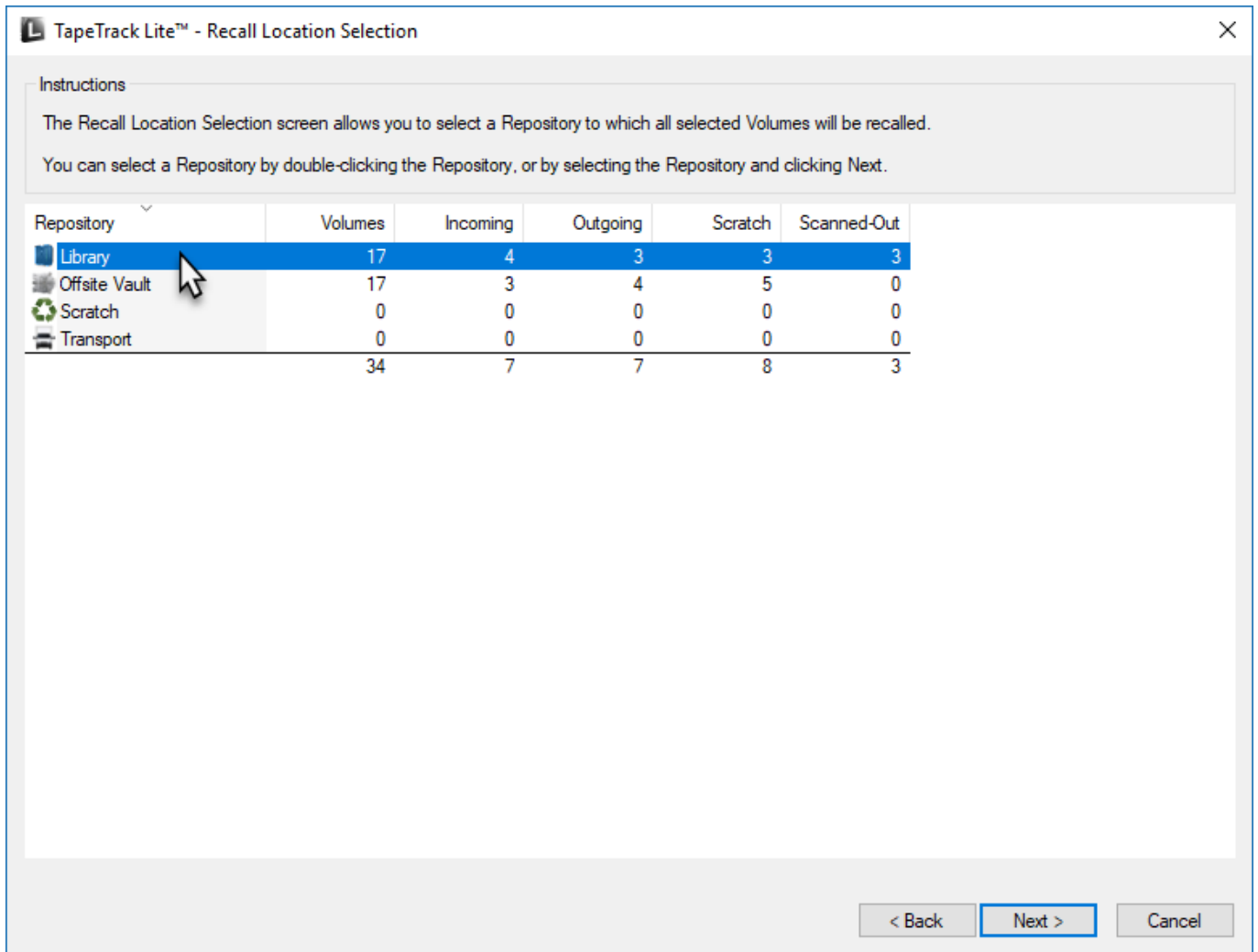
You can select this Media Type by double clicking the required item in the list.

Media Type	Volumes	Moves	Scratch Deficit	Overdue
Media Containers	22	0	0	0
LTO Cartridge	34	7	0	12
	56	7	0	12

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## 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.

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

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**

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

