

# 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.



## 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 [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 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 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 de-select 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.



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