

# Recall

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

## Recall Process

### Select Recall

Select Recall from the **Task Menu** and click Next to continue.

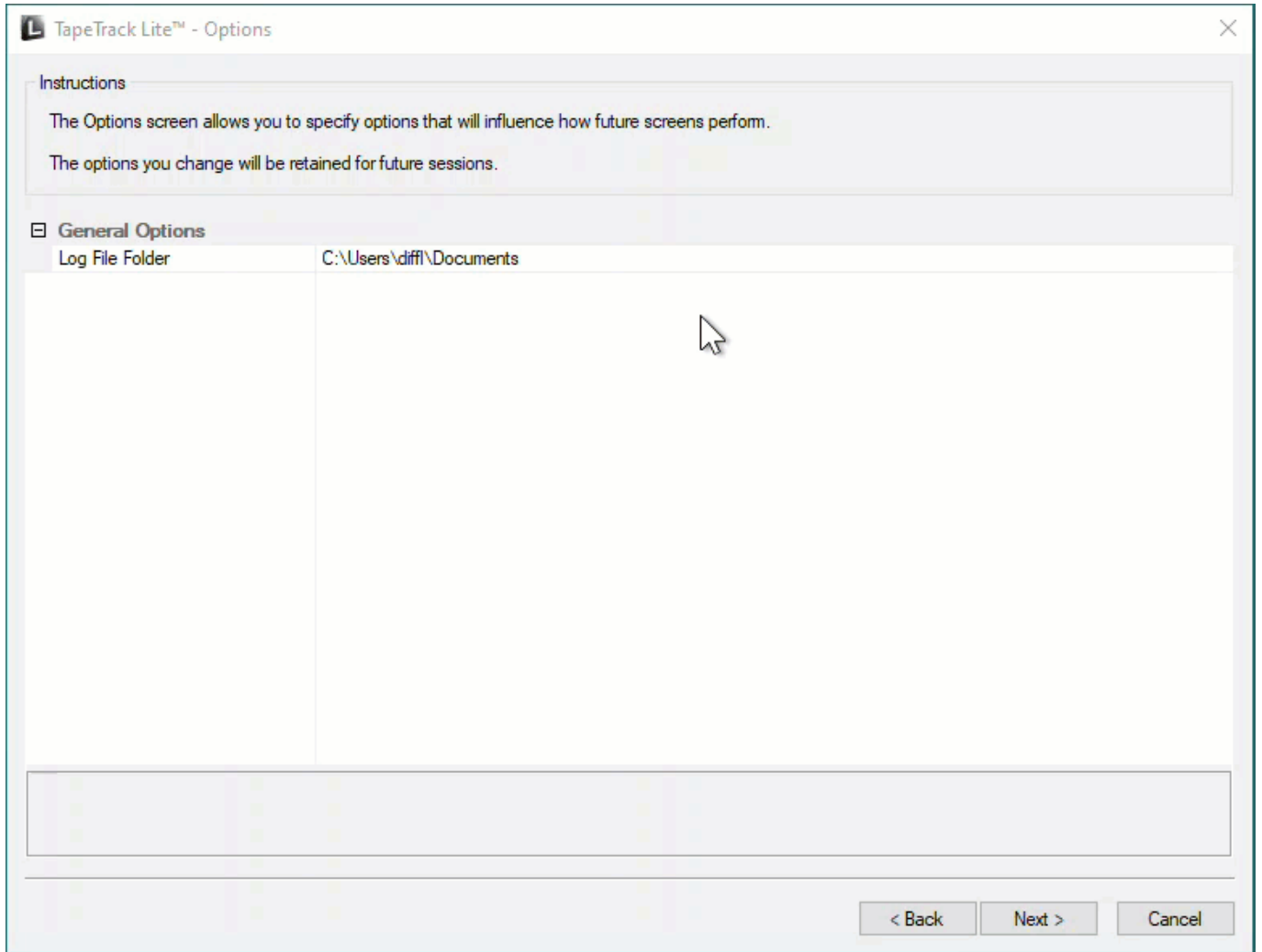


### Options

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

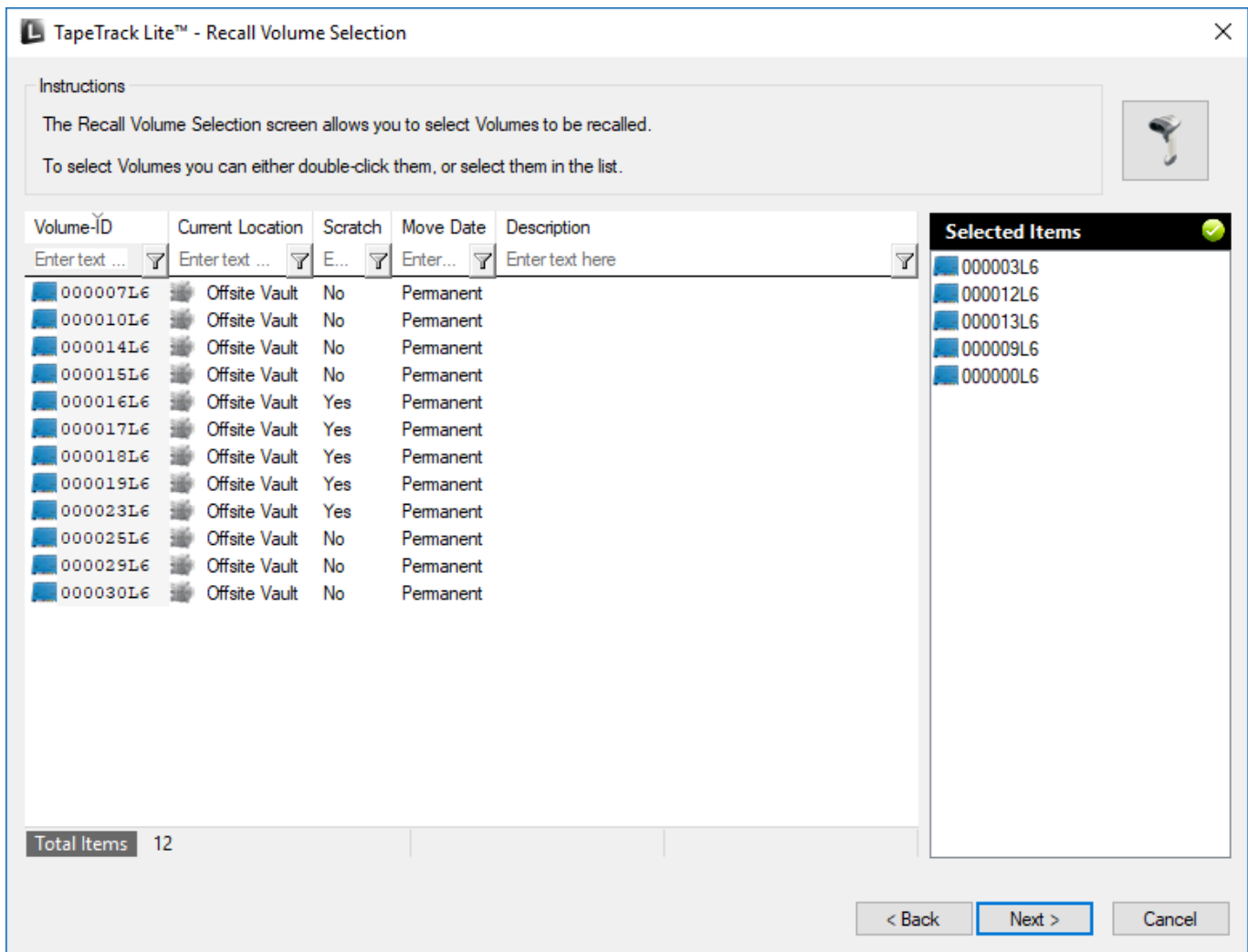
Select the [Repository](#) that you want the [Volumes](#) recalled to by double-clicking the [Repository-ID](#) or left-clicking the [Repository-ID](#) and clicking [Next](#) at the bottom of the page to continue.



## Selecting Volumes

Select the **Volumes** you wish to recall by 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 dropdown
- 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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