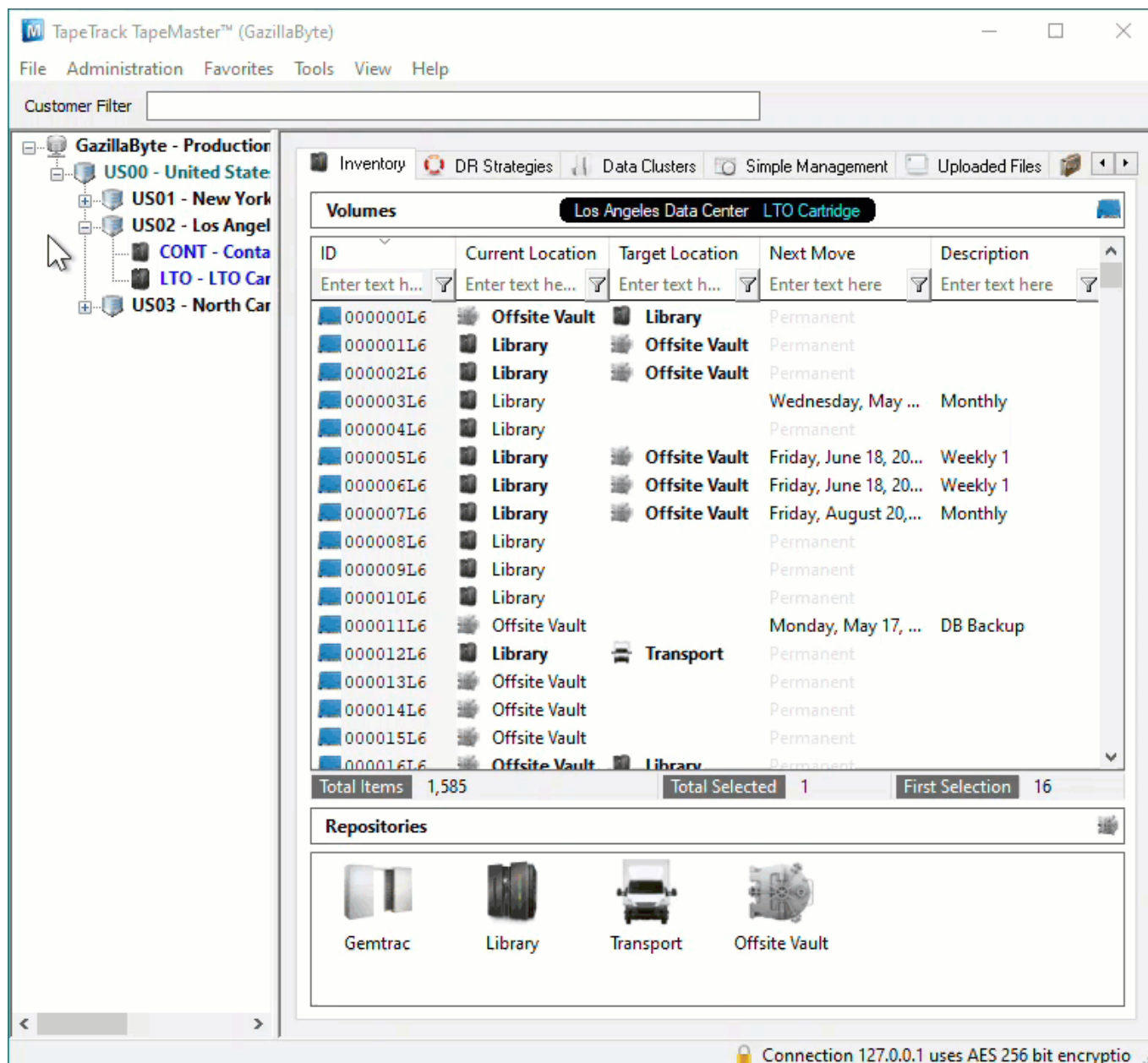


# Adding and Maintaining Customers

A [Customer](#) is an owner of [Volumes](#). This page details how to Add or Delete [Customers](#).

## Add Customer

To add a [Customer](#), right-click on the [Server Node](#) of the [Customer Tree](#) and select Add Customer.



This will launch the Edit New Customer window.

## Identity

The first tab on the Add Customer window is the Identity tab.

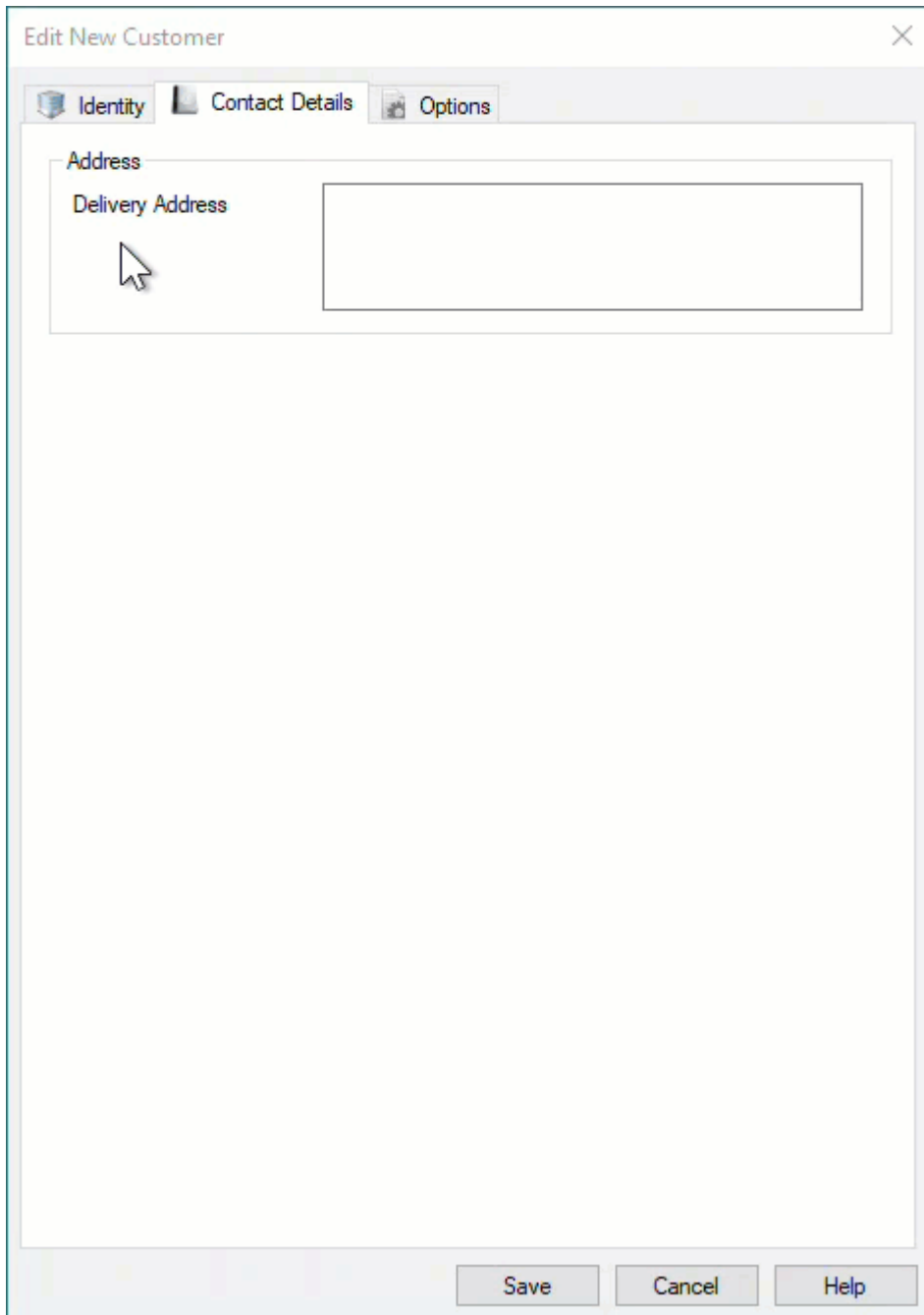
Enter the [Customer-ID](#) and a [Customer Description](#).

You can add up to four alphanumeric characters as the [Customer-ID](#) and up to forty alphanumeric characters for the [Customer Description](#).

The screenshot shows a software dialog box titled "Edit New Customer". At the top, there are three tabs: "Identity", "Contact Details", and "Options". The "Identity" tab is selected and active. Below the tabs, there is a section titled "Customer Attributes" which contains two input fields: "Customer-ID" and "Customer Description". A mouse cursor is pointing at the "Customer Description" field. At the bottom of the dialog box, there are three buttons: "Save", "Cancel", and "Help".

## Contact Details

Enter the contact details for the [Customer](#) in the Contact Details tab.



## Options

The Options tab can be utilized to set specific details about a [Customer](#). These details are accessible at any point by right-clicking the [Customer](#), on the [Customer Tree](#) and selecting Properties.

Edit New Customer

Identity | Contact Details | Options

Hide Customer	False
Disallow Customer Duplicates	False
Disallow Global Duplicates	False
Volume Lock	False
Hide No Children	False
Allowable Media-ID Filter	
Maximum number of Media-IDs	0
Holiday Group	
Customer Category	0
Parent Customer	<No Selection>
Account Number	0
Long Barcode Attribute	<Not Selected>

Save Cancel Help

- **Hide Customer** when set to true removes the [Customer](#) from view in the [Customer Tree](#).
- **Disallow Customer Duplicates** stops the duplication of [Volume-ID's](#) across the [Customer Media Types](#).
- **Disallow Global Duplicates** stops the duplication of [Volume-ID's](#) across all [Customers](#).
- **Volume Lock** stops any [Volumes](#) moving within this [Customer](#).
- **Hide No Children** stops the display of this [Customer](#) unless showing children or has [Media](#) defined.
- **Allowable Media-ID Filter**, if set, restricts the allowable [Volume-ID](#) formats for this [Customer](#).
- **Maximum number of Media-ID's** that can be created for this [Customer-ID](#). 0=No limit.
- **Holiday Group** assigns a group for [Simple Management](#) calculations of holidays to avoid.
- **Customer Category** is an arbitrary number that can be set to group [Customers](#) for batch processing.
- **Parent Customer** displays the current [Customer](#) as a child under the selected [Customer](#).
- **Account Number** Iron Mountain (or other third-party) account number.
- **Customer Tree Type** changes the Customer Tree view between Media Type (default) and Featured Attribute.

- **Long Barcode Attribute** adds un-hashed long Barcode to selected Attribute.

Once you click Save, TapeMaster will open a window asking if you'd like to add some **Media** to this **Customer**.



If yes is selected, then TapeMaster will display the Add **Media Types** for new Customer window. Create relevant **Media Type** by changing the Create option from False to True. Other fields, **Media-ID** and **Description** may be edited or customized to your required values.

The Media Description may be edited at a later point but the Media-ID is permanent.

**Add Media Types for new Customer**

You can now add one or more Media Types (by enabling the "Create" property).

A Media Type is a collection of media, usually group by technology type.

While it is possible to add a media type for each media type generation (i.e. LTO1, LTO2 etc), it is recommended that you group all technology generations together (i.e. LTO).

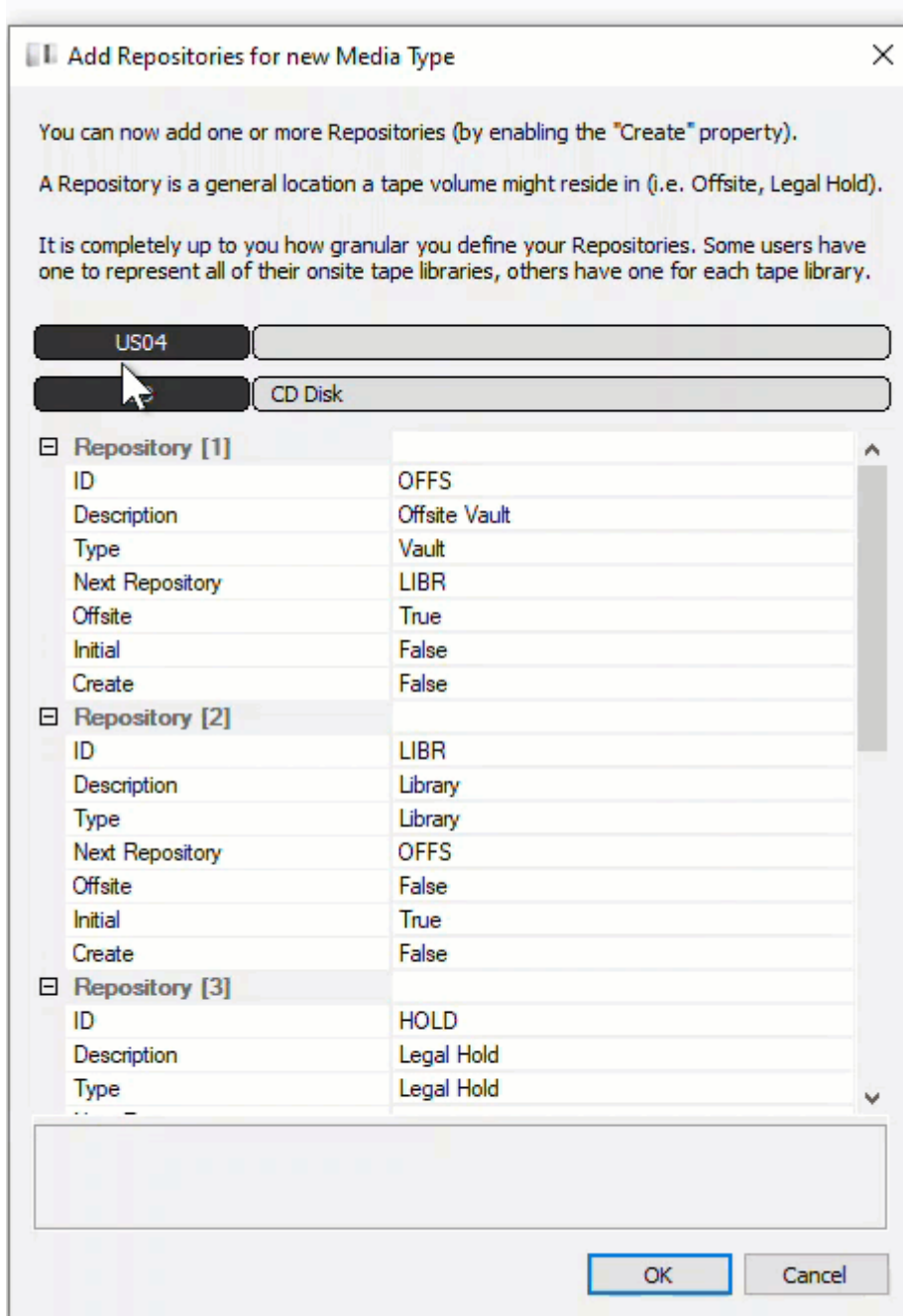
US04

Media Type[1]	
ID	LTO
Description	LTO Cartridge
Create	False
Media Type[2]	
ID	DLT
Description	DLT Cartridge
Create	False
Media Type[3]	
ID	359X
Description	IBM 359x Cartridge
Create	False
Media Type[4]	
ID	T10K
Description	T1000 Cartridge
Create	False

OK Cancel

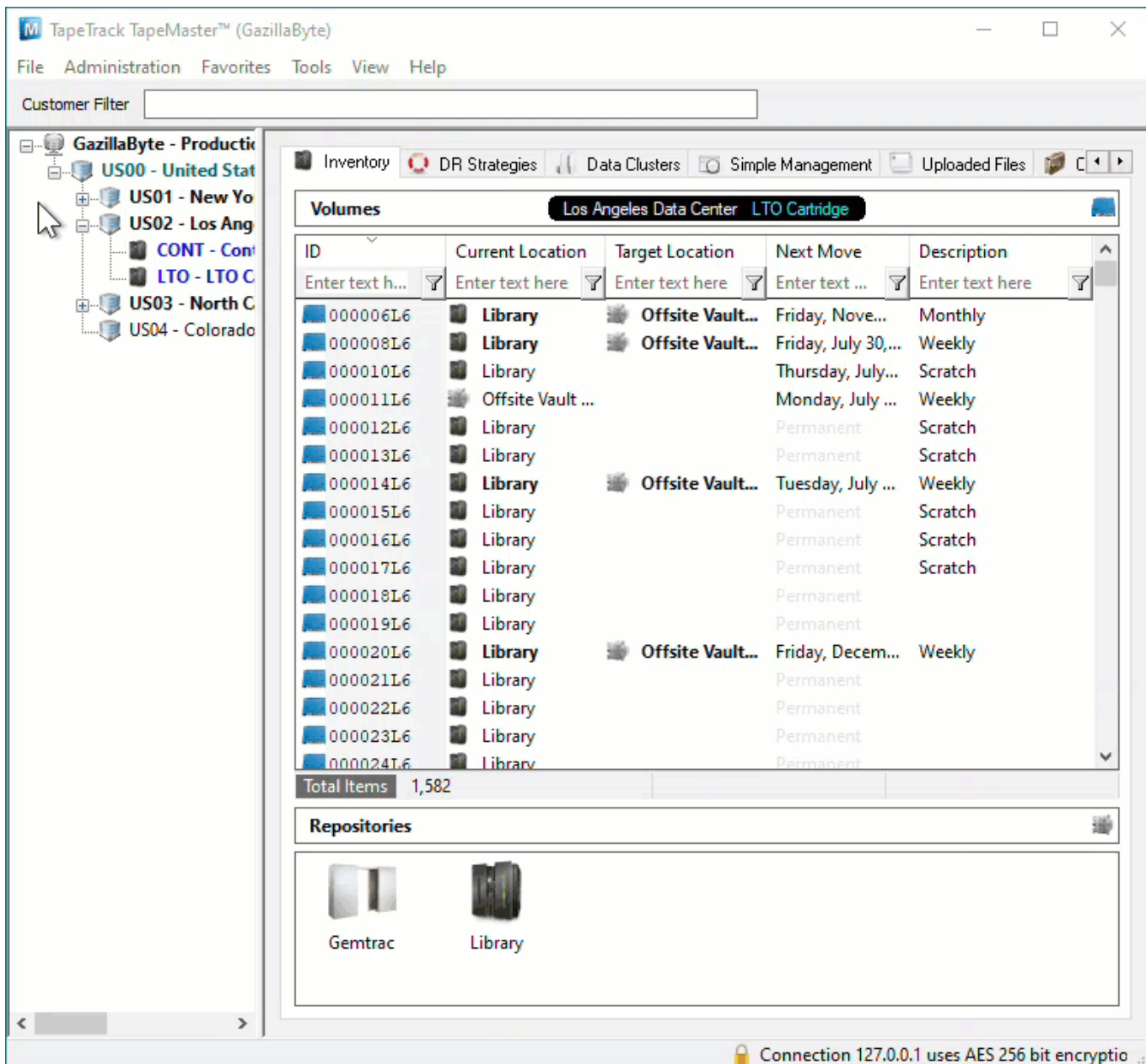
Click OK to continue.

The next prompt will be to add any required [Repositories](#). Create relevant [Repositories](#) by changing the Create option from False to True. Other fields, [Repository-ID](#) and [Description](#), may be edited or customized your required values.

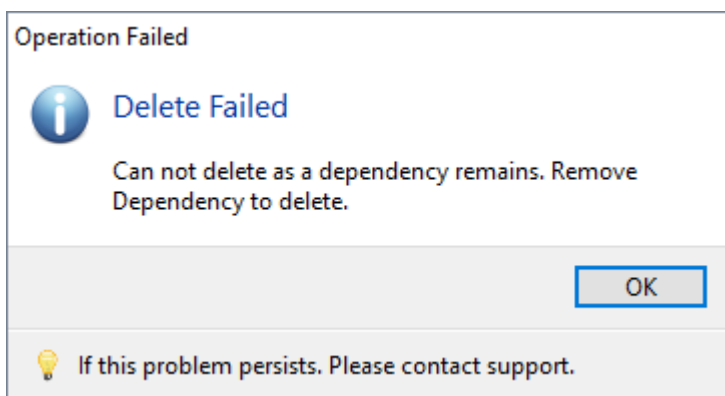


## Delete Customer

To delete a [Customer](#), right-click on the [Customer](#) in the [Customer Tree](#) and select Delete Customer.



A **Customer** may only be deleted when it does not contain **Media Types**, **Repositories**, or **Volumes**.



If you receive this error, for this Customer, delete all **Volumes**, then all **Repositories** and all **Media types** before deleting a **Customer**.

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