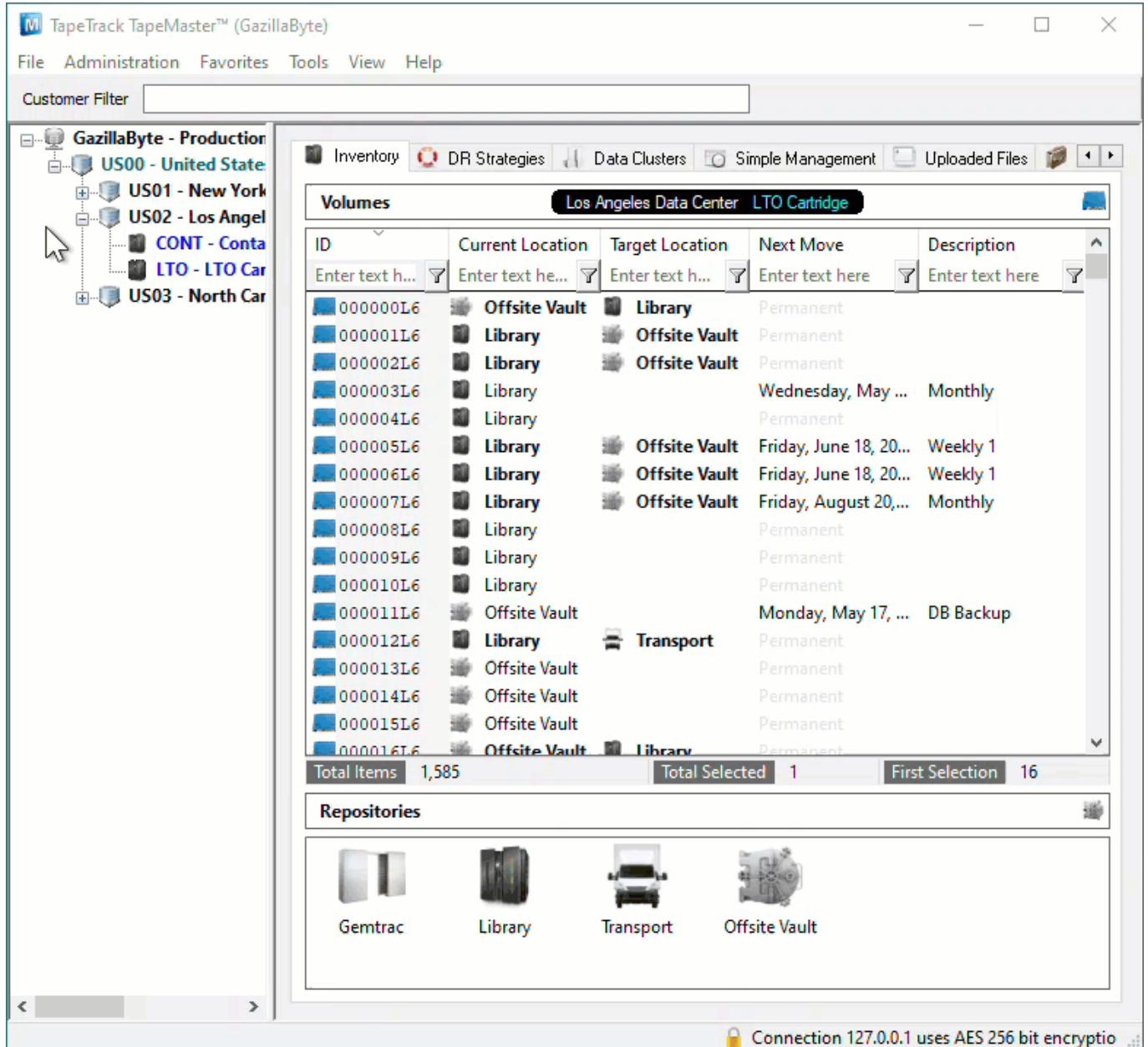


Adding and Maintaining Customers

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](#).



The screenshot shows the TapeTrack TapeMaster™ (GazillaByte) software interface. The left pane displays the Customer Tree with nodes like 'GazillaByte - Production', 'US00 - United States', 'US01 - New York', 'US02 - Los Angeles', 'CONT - Conta', 'LTO - LTO Car', and 'US03 - North Car'. The right pane shows the 'Volumes' list for 'Los Angeles Data Center' using 'LTO Cartridge'. The table includes columns for ID, Current Location, Target Location, Next Move, and Description. The 'Description' column contains entries like 'Permanent', 'Wednesday, May ... Monthly', 'Friday, June 18, 20...', 'Weekly 1', and 'Friday, August 20,... Monthly'. The bottom pane shows 'Repositories' with icons for Gemtrac, Library, Transport, and Offsite Vault.

ID	Current Location	Target Location	Next Move	Description
0000001L6	Offsite Vault	Library		Permanent
0000001L6	Library	Offsite Vault		Permanent
0000002L6	Library	Offsite Vault		Permanent
0000003L6	Library			Wednesday, May ... Monthly
0000004L6	Library			Permanent
0000005L6	Library	Offsite Vault	Friday, June 18, 20...	Weekly 1
0000006L6	Library	Offsite Vault	Friday, June 18, 20...	Weekly 1
0000007L6	Library	Offsite Vault	Friday, August 20,...	Monthly
0000008L6	Library			Permanent
0000009L6	Library			Permanent
0000010L6	Library			Permanent
0000011L6	Offsite Vault		Monday, May 17, ...	DB Backup
0000012L6	Library	Transport		Permanent
0000013L6	Offsite Vault			Permanent
0000014L6	Offsite Vault			Permanent
0000015L6	Offsite Vault			Permanent
0000016L6	Offsite Vault	Library		Permanent

Total Items: 1,585 Total Selected: 1 First Selection: 16

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](#).

Edit New Customer

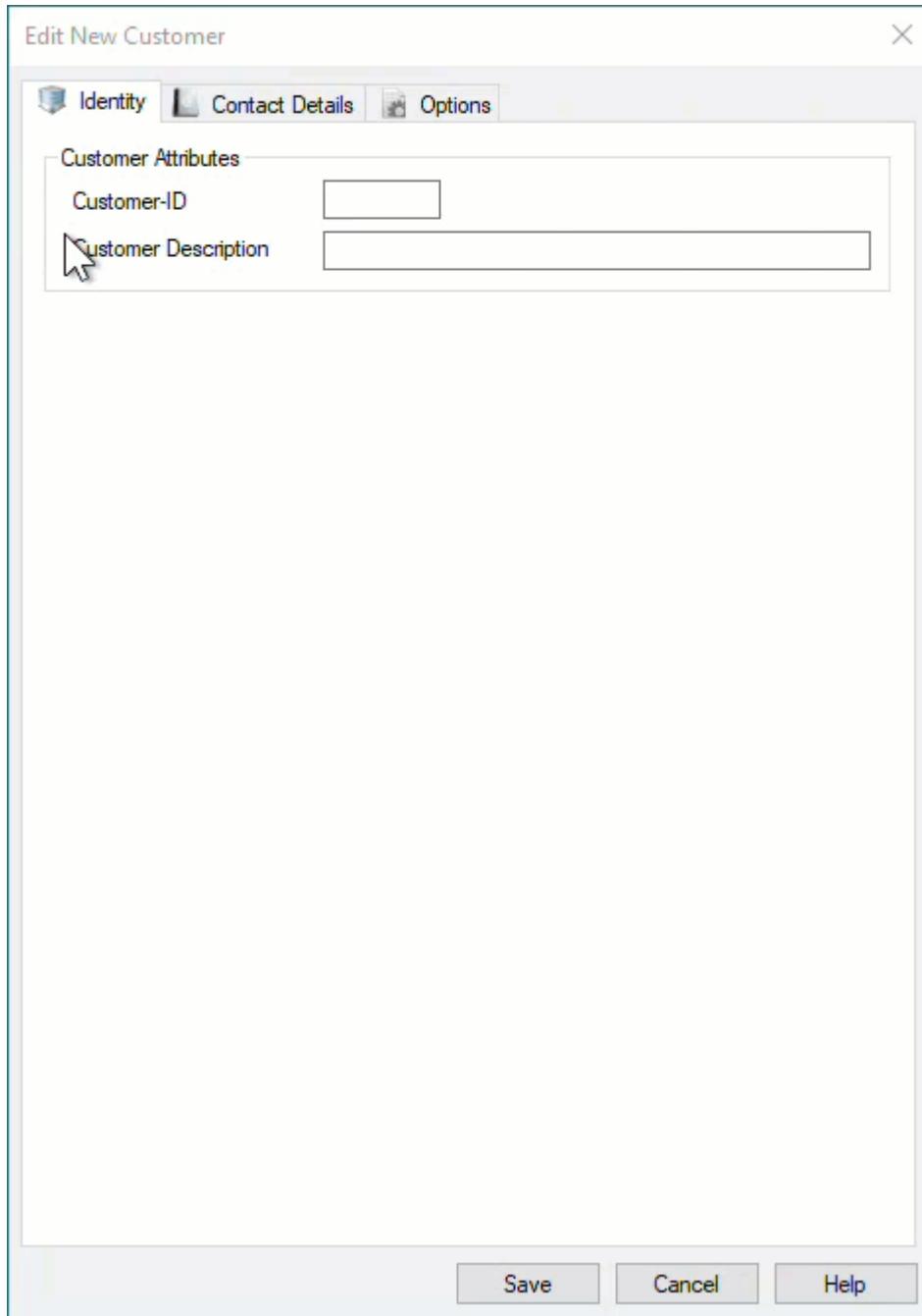
Identity Contact Details Options

Customer Attributes

Customer-ID

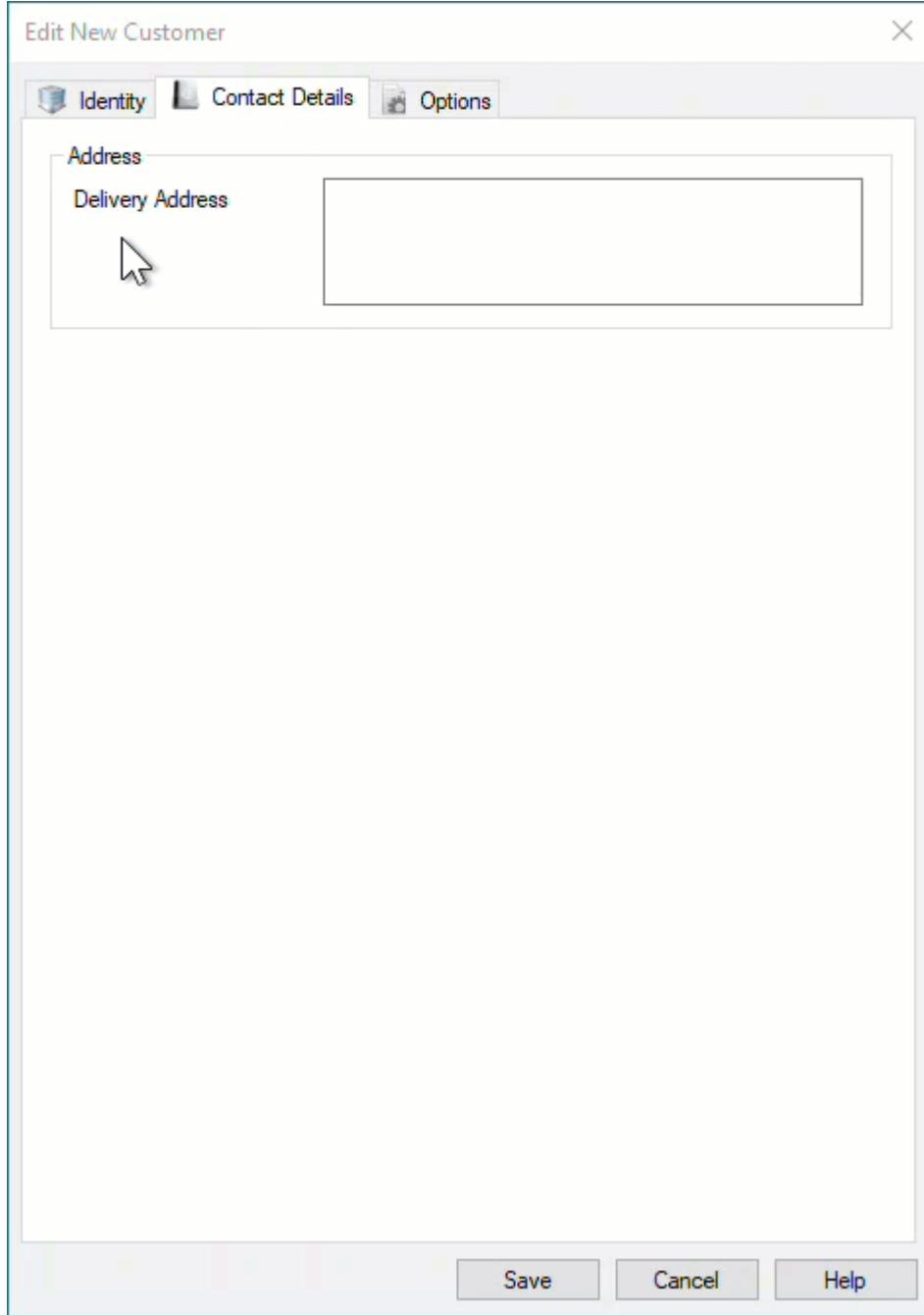
Customer Description

Save Cancel 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

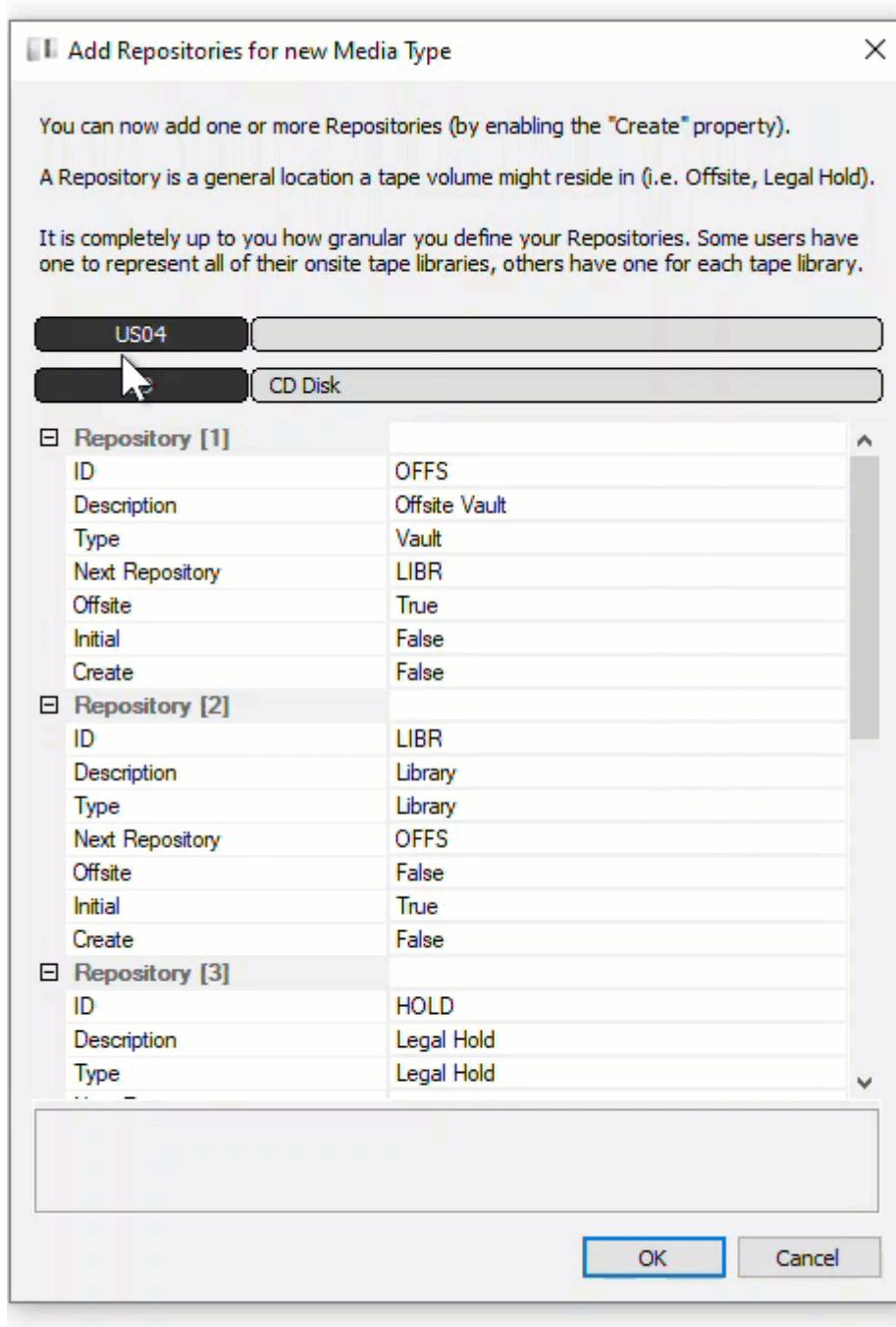
You can now add one or more Media Types (by enabling the "Create" property).
A Media Type is a collection of media, usually group by technology type.
While it is possible to add a media type for each media type generation (i.e. LTO1, LTO2 etc), it is recommended that you group all technology generations 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.

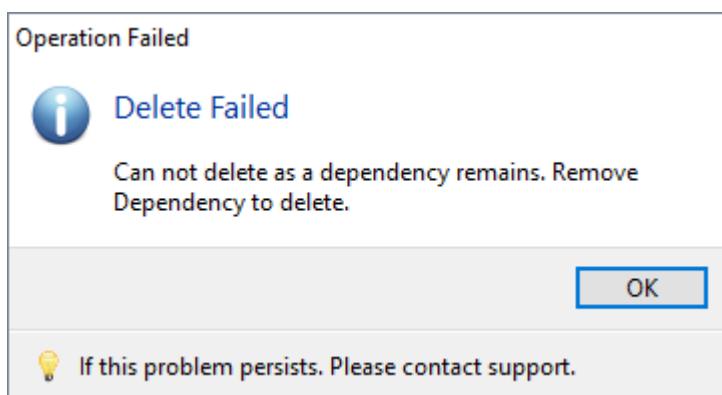
The next prompt will be to add any required [Repositories](#). Create relevant [Repositories](#) by changing the Create option from False to True. Other fields, [Repository-ID](#) and [Description](#), may be edited or customized your required values.



Delete Customer

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

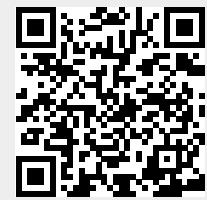
A [Customer](#) may only be deleted when it does not contain [Media Types](#), [Repositories](#), or [Volumes](#).



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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