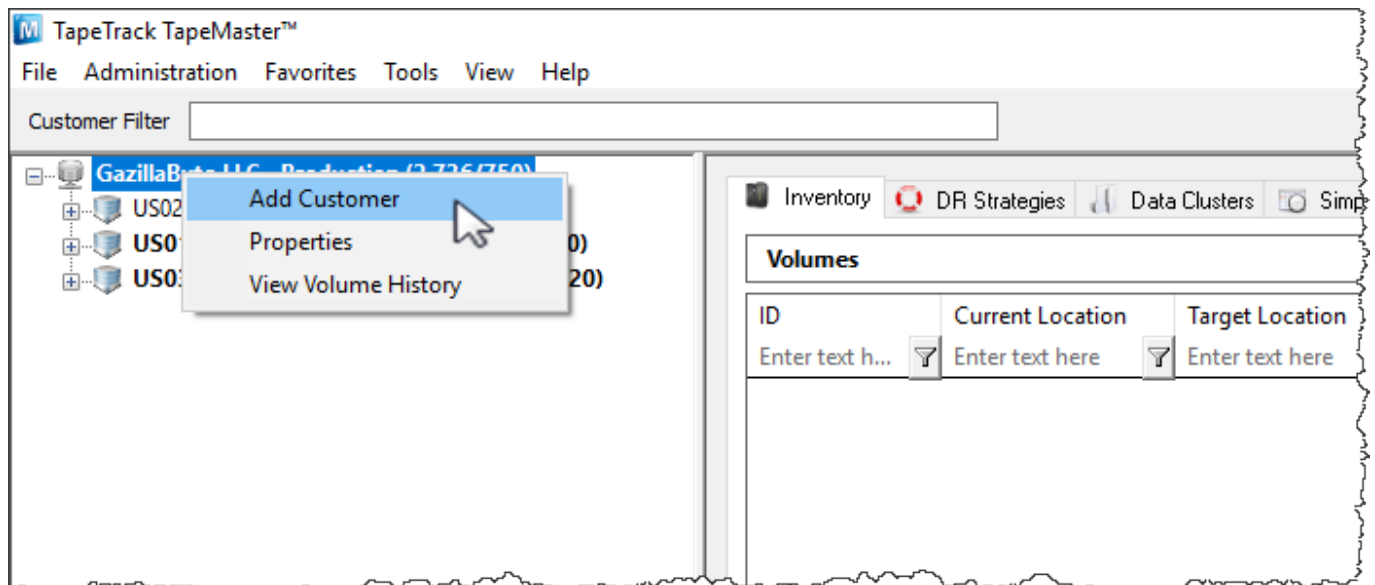# Adding and Maintaining Customers

A Customer is an owner of Volumes. This page details how to Add or Delete Customers.
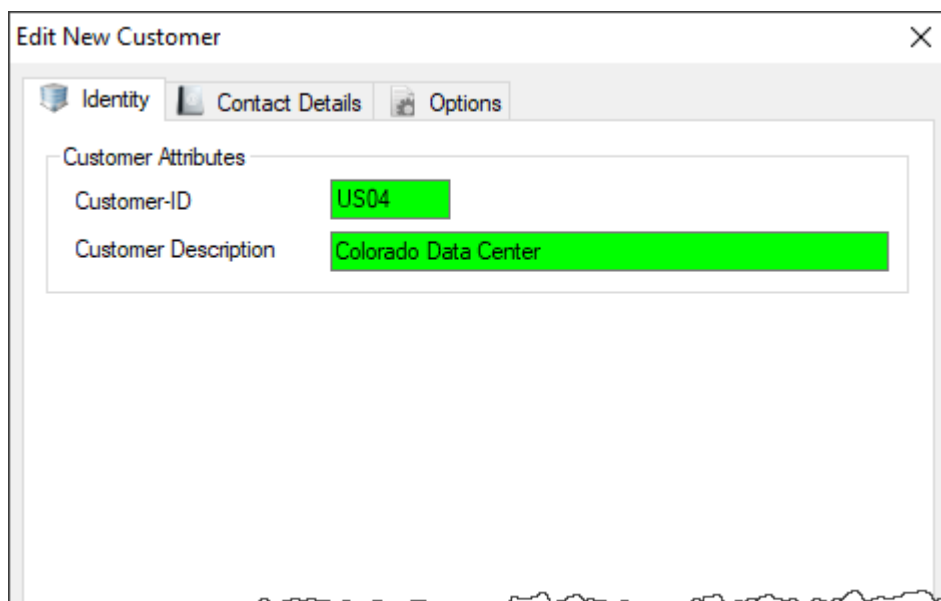
Add Customer

To add a Customer, right-click on the Server Node of the Customer Tree and select `Add Customer`.

This will launch a modified version of the Customer Properties Window.

The first tab on the Add Customer window is the Identity tab. The Identity tab requires the input of a 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 Contact Details tab provides a location for contact details for that customer.

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 and selecting `Properties`.

- **Hide Customer** when set to true removes the customer from view in the master:customer_tree|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 master:customer|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.

Once you click "Save", TapeMaster will open a window asking if you'd like to add some media to this customer. If selected yes, 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 may be edited to customize your values.

Click OK to continue.

The next prompt will be to add the relevant repositories. Create relevant repositories by changing the Create option from False to True. Other fields may be edited to customize your values.

Delete Customer

To delete a customer, right-click on the Customer in the Customer Tree and select Delete Customer.
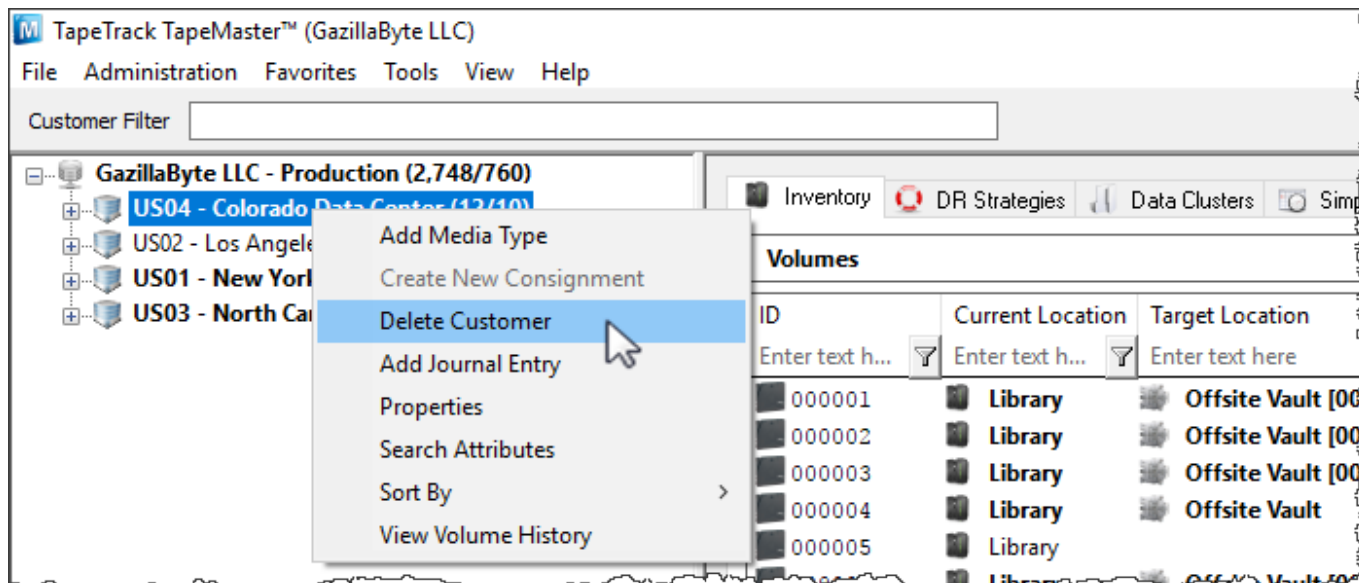
A customer may only be deleted when it does not contain Media Types, Repositories, or Volumes.
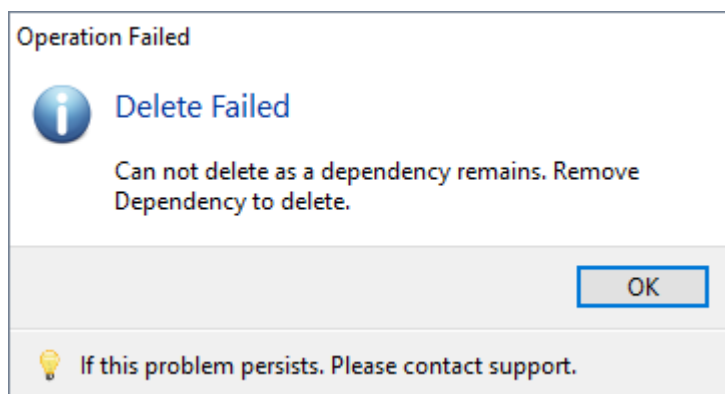
If you receive this error, delete all volumes, then all repositories and all media types before deleting customer.

You can also delete customers (without the need to remove volumes, repositories and media types first) by using the Customer Delete plugin. From the menu select Tools → Plugins
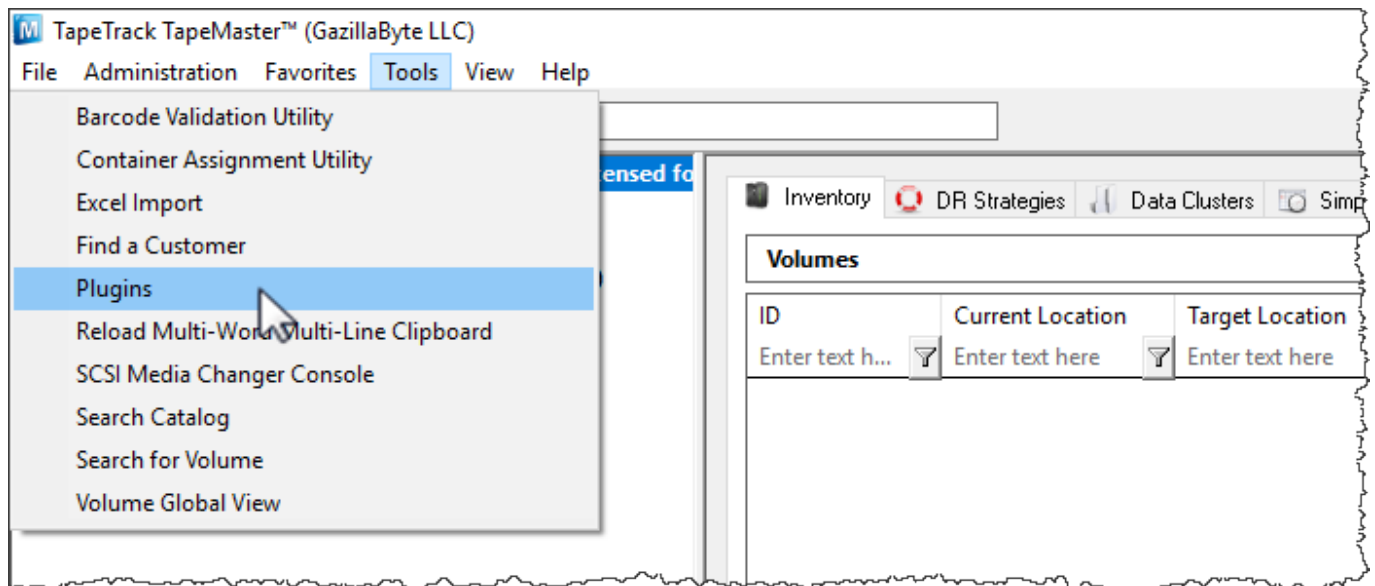
Select the `Customer Deletion Utility` by double-clicking.
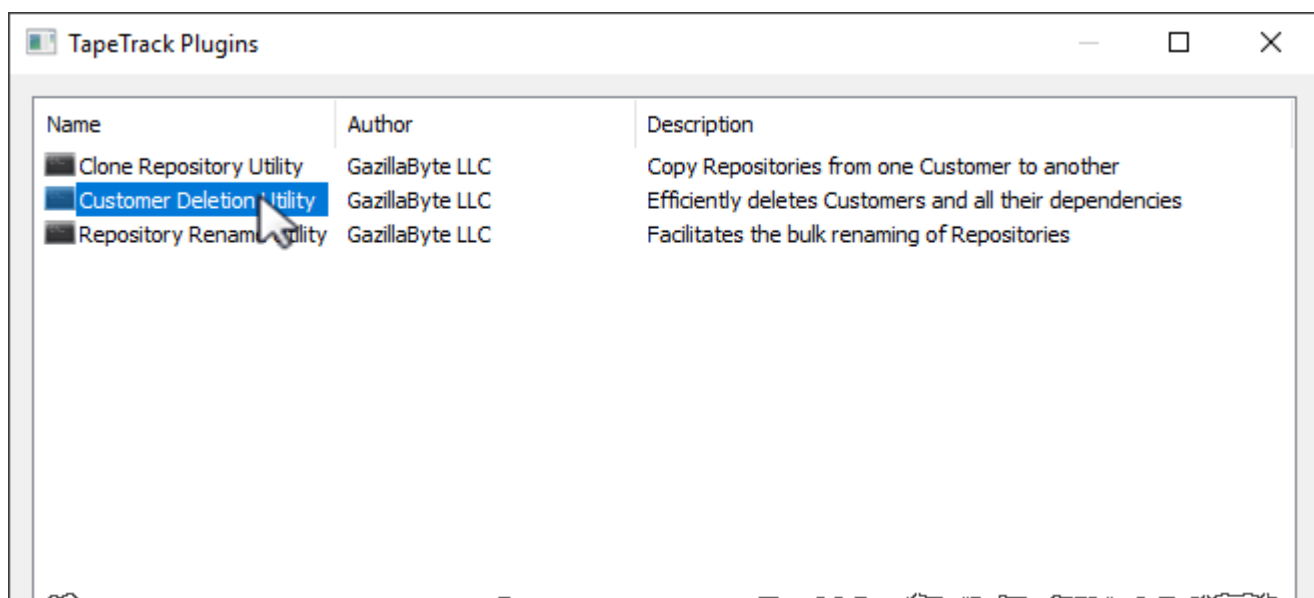
Check each [customer](#) (1) you wish to remove and click `Delete Selected` (2) and `Yes` (3) to the warning popup.

Plugin: Delete Customers ✕

Please select the Customers that you wish to delete.

Once selected then click the 'Delete Selected' button.

This Plugin will then delete the Customer and all of its child records.

Customer	Volumes	Moves
☑ Colorado Data Center ①	0	0
☐ Los Angeles Data Center	326	0
☐ New York Data Center	2,287	729
☐ North Carolina Data Center	123	22

Deletion Warning ✕

? You have selected 1 Customers to be deleted. Are you sure you want to delete the selected Customers?

Yes ③	No

Delete Selected ②	Cancel

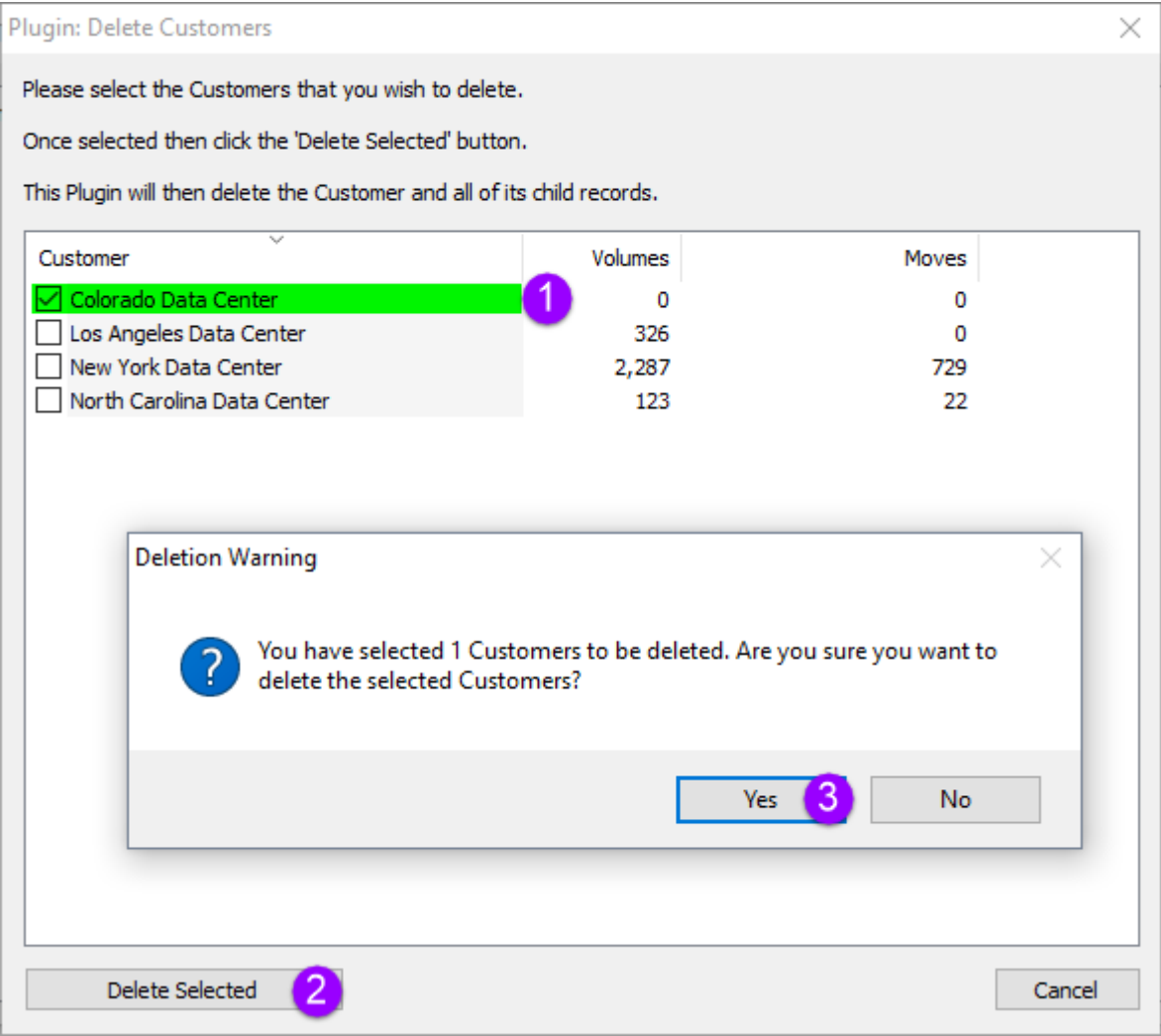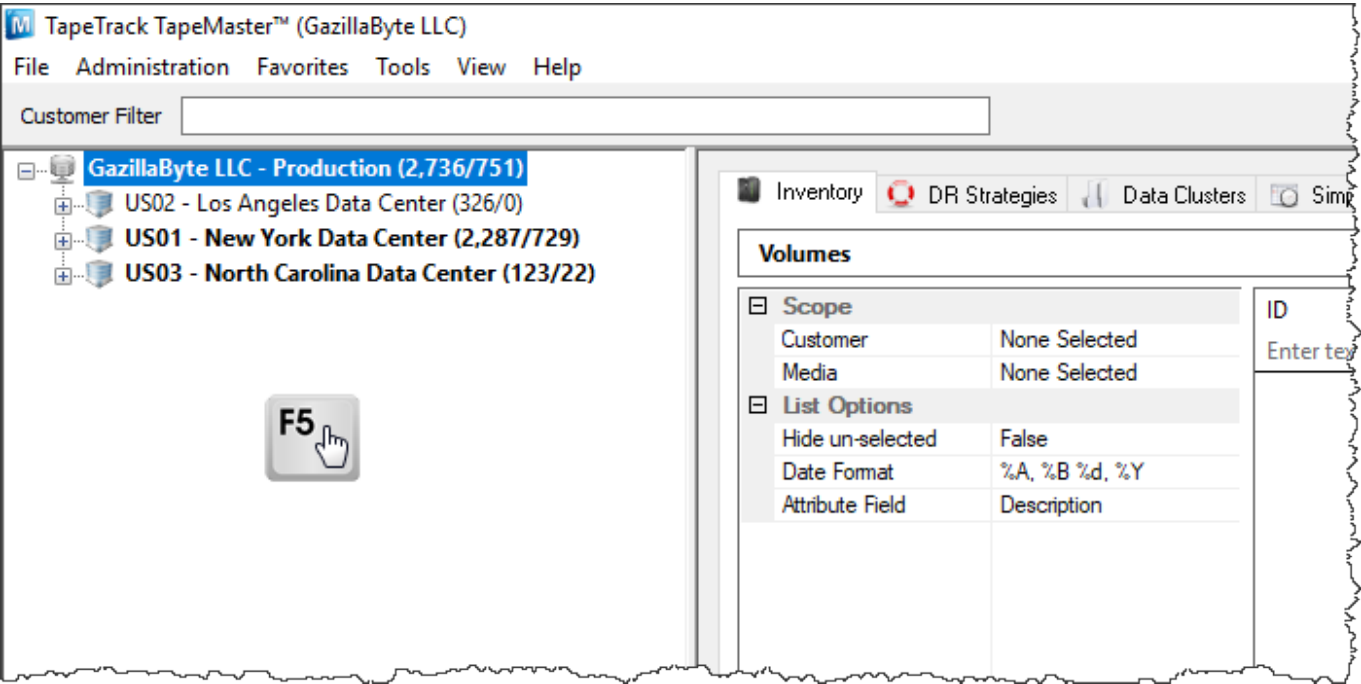Exit out of the plugins windows using the X at the top right and press F5 in the customer tree to refresh information.

M TapeTrack TapeMaster™ (GazillaByte LLC)

File   Administration   Favorites   Tools   View   Help

Customer Filter [   ]

⊟ 🖳 GazillaByte LLC - Production (2,736/751)
 ⊞ 🖳 US02 - Los Angeles Data Center (326/0)
 ⊞ 🖳 US01 - New York Data Center (2,287/729)
 ⊞ 🖳 US03 - North Carolina Data Center (123/22)

F5 🖱

📓 Inventory	🔘 DR Strategies	⚬ Data Clusters	🔘 Simp

Volumes

⊟ Scope	
Customer	None Selected
Media	None Selected
⊟ List Options	
Hide un-selected	False
Date Format	%A, %B %d, %Y
Attribute Field	Description

ID

Enter tex

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