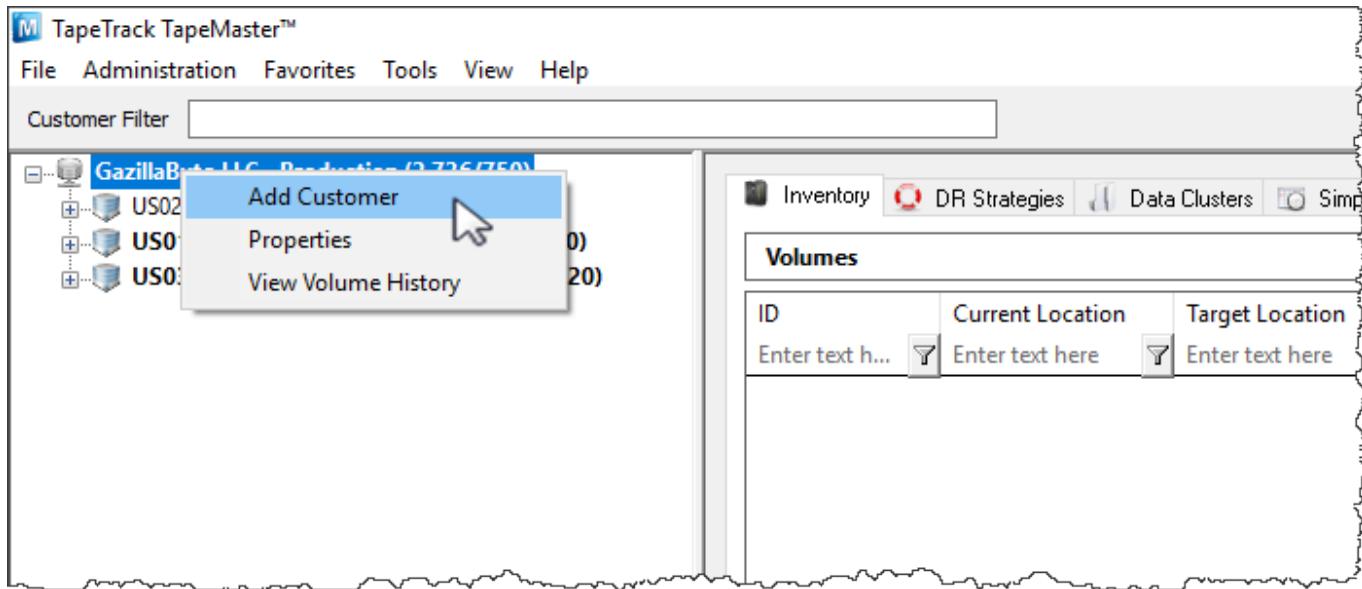


Adding and Maintaining Customers

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](#).



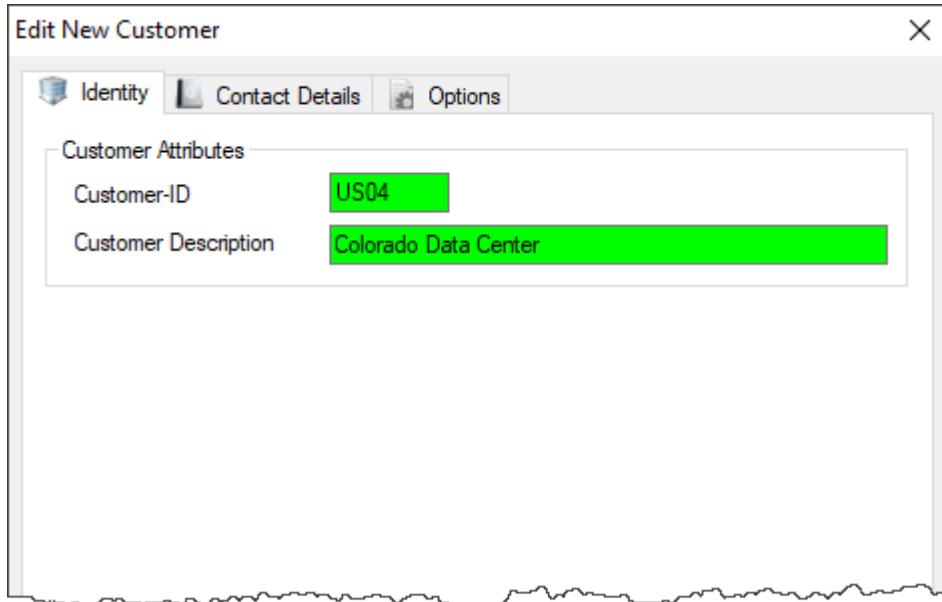
This will launch a modified version of the [Customer Properties](#) window.

Identity

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](#).

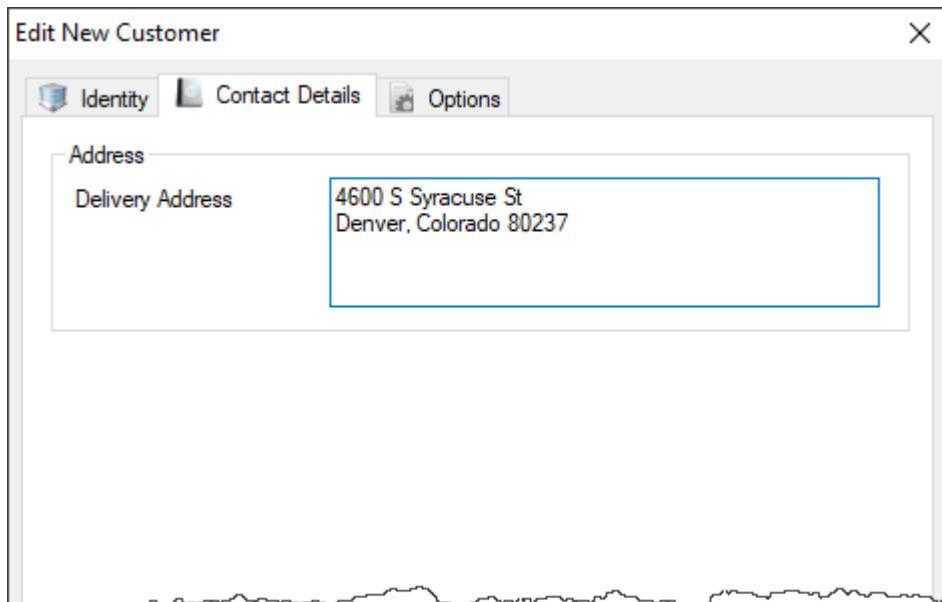


If no [Customer Description](#) is added, TapeMaster will display the [Customer-ID](#).



Contact Details

The Contact Details tab provides a location for contact details for the [Customer](#).



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 Customer:

Identity		Contact Details		Attributes	
Media Types	User Access	Options	LibraryHealth		
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		0			
Customer Category		<No Selection>			
Parent Customer					
Account Number		0			
Long Barcode Attribute		Description			

- **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.
- **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 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, [Media-ID](#) and [\[\[object:media|description\]\]](#) may be edited or customized to your required values.

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	
<ul style="list-style-type: none"> <input type="checkbox"/> Media Type[1] 	
ID	LTO
Description	LTO Cartridge
Create	True
<ul style="list-style-type: none"> <input type="checkbox"/> Media Type[2] 	
ID	DLT
Description	DLT Cartridge
Create	True
<ul style="list-style-type: none"> <input type="checkbox"/> Media Type[3] 	
ID	359X
Description	IBM 359x Cartridge

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.

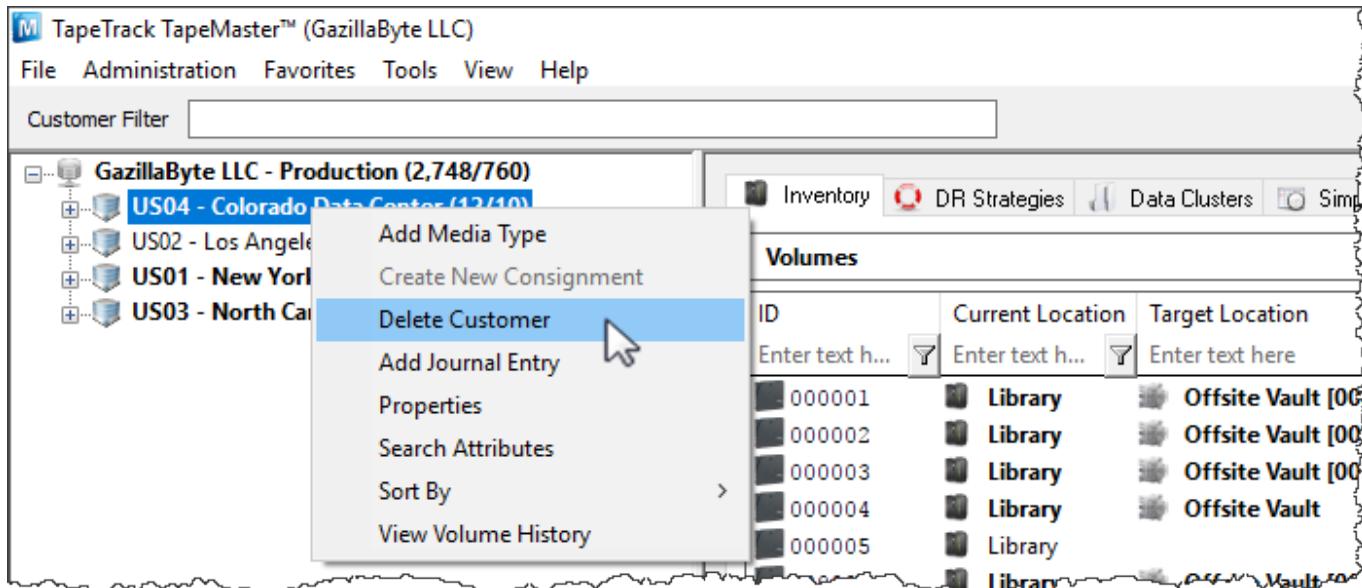
Add Repositories for new Media Type

You can now add one or more Repositories (by enabling the "Create" property).
A Repository is a general location a tape volume might reside in (i.e. Offsite, Legal Hold).
It is completely up to you how granular you define your Repositories. Some users have one to represent all of their onsite tape libraries, others have one for each tape library.

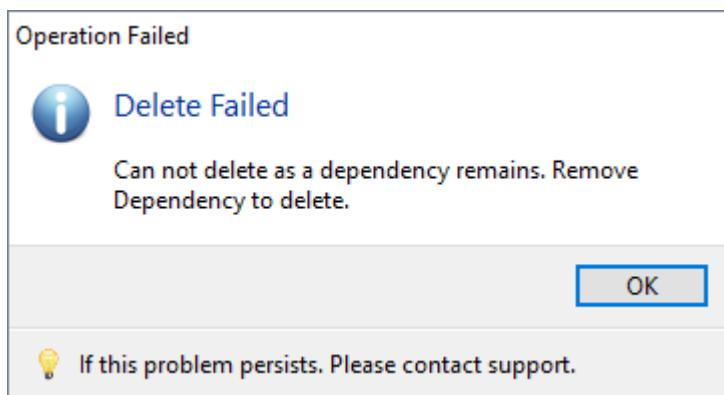
US04	
DLT	DLT Cartridge
<ul style="list-style-type: none"> <input type="checkbox"/> Repository [1] 	
ID	OFFS
Description	Offsite Vault
Type	Vault
Next Repository	LIBR
Offsite	True
Initial	False
Create	True

Delete Customer

To delete a **Customer**, right-click on the **Customer** in the **Customer Tree** and select **Delete Customer**.

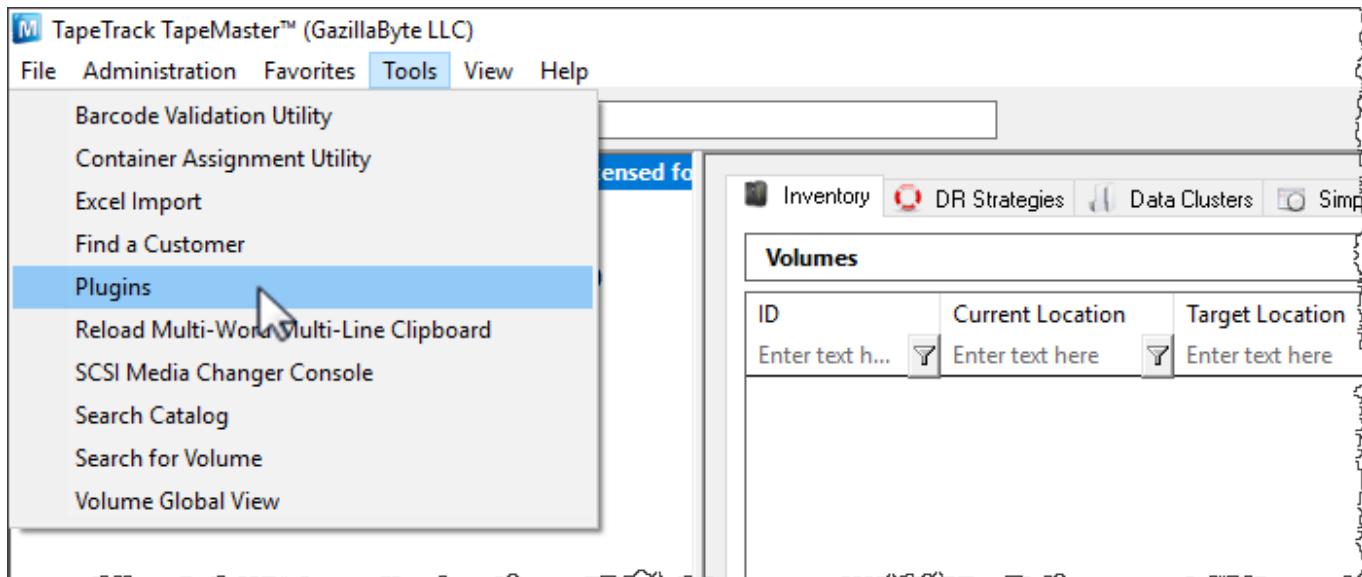


A [Customer](#) may only be deleted when it does not contain [Media Types](#), [Repositories](#), or [Volumes](#).

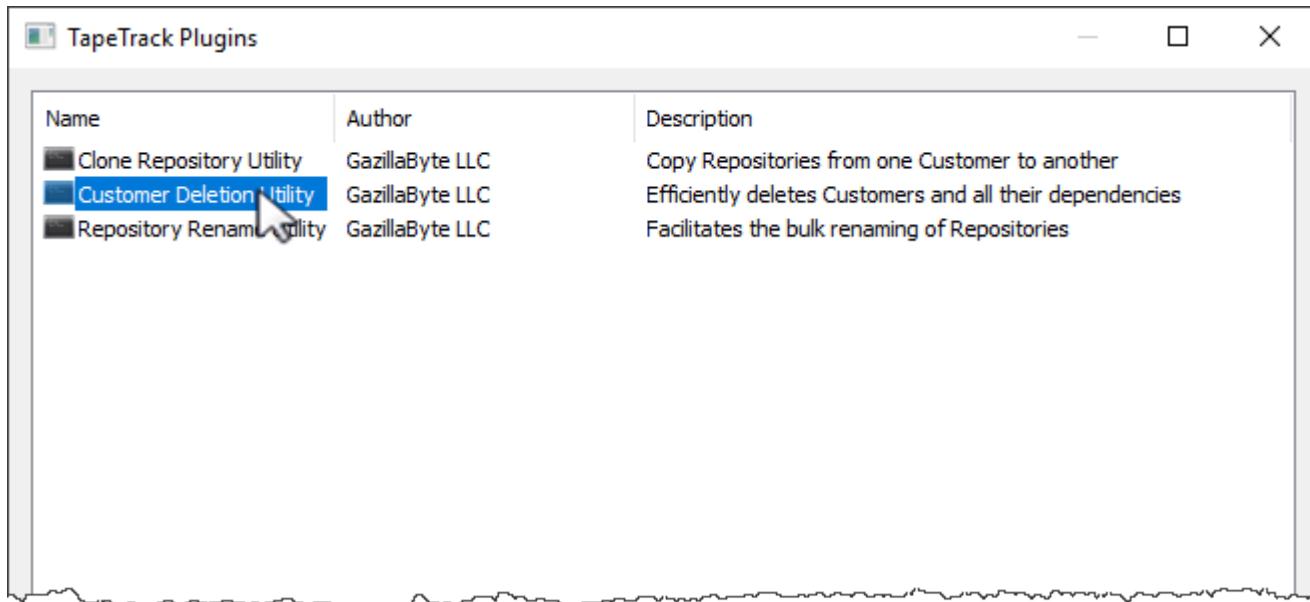


If you receive this error, delete all [volumes](#), then all [repositories](#) and all [media types](#) before deleting [customer](#).

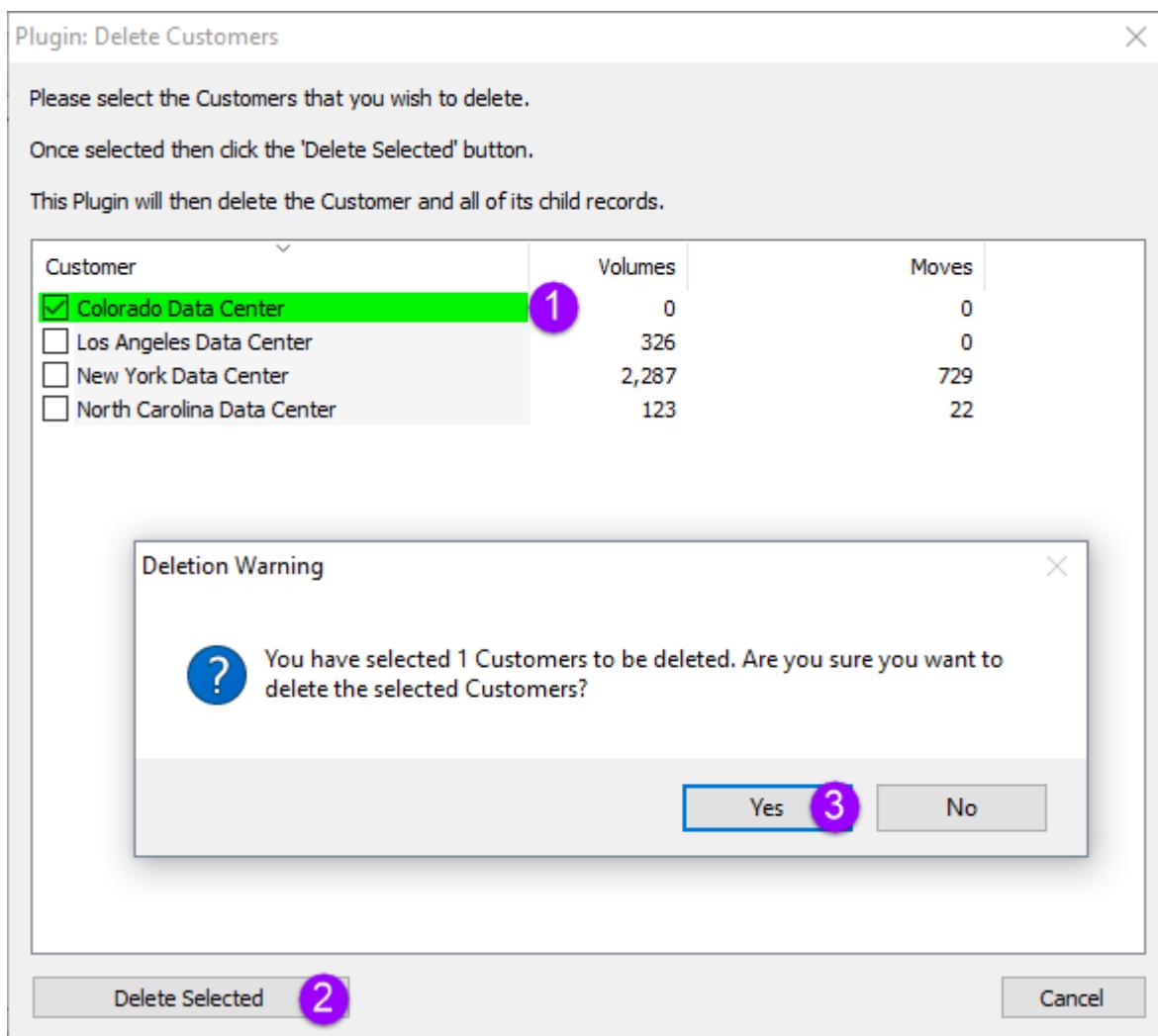
You can also delete [Customer](#) (without the need to remove [volumes](#), [repositories](#) and [media types](#) first) by using the [Customer Delete](#) plugin. From the menu select [Tools](#) → [Plugins](#)



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.



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

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 

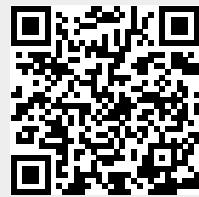
Volumes

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

ID Enter text

From:

<https://rtfm.tapetrack.com/> - **TapeTrack Documentation**



Permanent link:

<https://rtfm.tapetrack.com/master/customer?rev=1576116752>

Last update: **2025/01/21 22:07**