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.

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File Administra	ation Favorites Tools	View Help			3
Customer Filter					ĺ
GazillaB 	Add Customer Properties View Volume Histo	↓ →	Volumes	ע Q DR Strategies 🔏	Data Clusters 👩 Simp
		.,	ID Enter text	Current Location	n Target Location
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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.



Edit New Customer	×
🧊 Identity 📗 Contact Details 📓 Options	
Customer Attributes Customer-ID US04	1
Customer Description Colorado Data Center	
	~~~

#### **Contact Details**

The Contact Details tab provides a location for contact details for the Customer.

Edit New Customer		×
🧊 Identity 📗 Contact [	Details 📄 Options	
Address		
Delivery Address	4600 S Syracuse St Denver, Colorado 80237	
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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.

💷 Identity		Contact	Details		Attributes	
Media Types	🙎 User A	ccess	P Opt	ions	🌡 LibraryHealth	ı
Hide Customer		False				
Disallow Customer Dupl	icates	False				
Disallow Global Duplica	tes	False				
Volume Lock		False				
Hide No Children		False				
Allowable Media-ID Filte	er					
Maximum number of Me	dia-IDs	0				
Holiday Group						
Customer Category		0				
Parent Customer		<no se<="" td=""><td>ection></td><td></td><td></td><td></td></no>	ection>			
Account Number		0				
Long Barcode Attribute		Descri	ption			

- 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 Description may be edited or customized to your required values.

If no Media Description is added, TapeMaster will display the Media-ID.

	Add Media Types for new Custo	mer	Х
Yo	u 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.	
		e for each media type generation (i.e. LTO1, LTO up all technology generations together (i.e. LTO).	
	US04		
Ξ	Media Type[1]		
	ID	LTO	
	Description	LTO Cartridge	
	Create	True	
Ξ	Media Type[2]		
	ID	DLT	
	Description	DLT Cartridge	
	Create	True	
Ξ	Media Type[3]		
	ID	359X	
~~ -	Description	IBM 359x Cartridge	

Click 0K 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.

II 4	Add Repositories fo	new Media Type		×
Yo	u can now add one o	more Repositories (by er	nabling the "Create" property).	
AF	Repository is a gener	l location a tape volume r	might reside in <mark>(</mark> i.e. Offsite, Legal H	iold).
		-	e your Repositories. Some users ha others have one for each tape libra	
	US04			
	DLT (DLT Cartridge		
Ξ	Repository [1]			^
	ID	OFFS		
	Description	Offsite Vaul	t	
	Туре	Vault		
	Next Repository	LIBR		
	Offsite	True		
	Initial	False		
	Create	True		
L-E	Benositeor	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	

Delete Customer

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

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File Administration Favorit	es Tools View Help				, d
Customer Filter					Ś
GazillaByte LLC - Produ			🛢 Inventory <u>Q</u> (DR Strategies 🛛 🕕	Data Clusters 🔟 Simp
US02 - Los Angele	Add Media Type		Volumes		
🗉 🧊 US01 - New Yorl	Create New Consignment		volumes		
🗄 🗐 US03 - North Ca	Delete Customer		ID	Current Location	Target Location
	Add Journal Entry 😡		Enter text h 🍸	Enter text h 🛐	Enter text here
	Properties		000001	📓 Library	🐞 Offsite Vault [00
	Search Attributes		000002	Library	Offsite Vault [00]
	Sort By	>	000003	Library	Offsite Vault [00]
			000004	Library	🐞 Offsite Vault
	View Volume History		000005	Library	
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A Customer may only be deleted when it does not contain Media Types, Repositories, or Volumes.

Operatio	on Failed
0	Delete Failed
	Can not delete as a dependency remains. Remove Dependency to delete.
	ОК
💡 lf i	this problem persists. Please contact support.

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  $\rightarrow$  Plugins

M Ta	apeTrack TapeMas	ter™ (Gazilla	aByte LL	.C)					
File	Administration	Favorites	Tools	View	Help				
	Barcode Validatio	n Utility							
	Container Assign Excel Import	ment Utility	/			ensed fo	🛢 Inventory Q	DR Strategies 🕌 Data	Clusters 🔯 Sim
	Find a Customer						Volumes		
	Plugins	N						<b>0</b>	
	Reload Multi-Wo	n Multi-Lin	ne Clipb	oard			ID	Current Location	Target Location
	SCSI Media Chan	ger Console	2				Enter text h 🍸	Enter text here	Enter text here
	Search Catalog								-
	Search for Volum	e							
	Volume Global Vi	ew							
_				-0				<u> </u>	

Select the Customer Deletion Utility by double-clicking.

TapeTrack Plugins		_		×
Name	Author	Description		
Name Clone Repository Utility Customer Deletion Utility Repository Renamediity	Author GazillaByte LLC GazillaByte LLC GazillaByte LLC	Description Copy Repositories from one Customer to another Efficiently deletes Customers and all their depende Facilitates the bulk renaming of Repositories	encies	

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 dick the 'Delete Selected' button		
This Plugin will then delete the Customer and all of its	s 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 Custo delete the selected Custor		e you sure you want to
	Yı	es 3 No
Delete Selected		Cancel

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

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Customer Filter			
GazillaByte LLC - Production (2,736/751) 	Inventory 📿 DR	Strategies 🔏 Data Clu	sters 🔟 Sin
	Scope		ID
	Customer	None Selected	Enter te
	Media	None Selected	LINEI U
	List Options		
F5 _(Im)	Hide un-selected	False	
	Date Format	%A, %B %d, %Y	
	Attribute Field	Description	

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