

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 displays the TapeTrack TapeMaster™ (GazillaByte) application window. The interface includes a menu bar (File, Administration, Favorites, Tools, View, Help) and a Customer Filter input field. On the left, a Customer Tree shows a hierarchy starting with 'GazillaByte - Production' and 'US00 - United State', with a mouse cursor hovering over 'US02 - Los Angel'. The main area is titled 'Los Angeles Data Center LTO Cartridge' and contains a 'Volumes' table with the following columns: ID, Current Location, Target Location, Next Move, and Description. Below the table, summary statistics show 'Total Items: 1,585', 'Total Selected: 1', and 'First Selection: 16'. At the bottom, the 'Repositories' section displays icons for Gemtrac, Library, Transport, and Offsite Vault. A status bar at the very bottom indicates 'Connection 127.0.0.1 uses AES 256 bit encryptio'.

ID	Current Location	Target Location	Next Move	Description
000000L6	Offsite Vault	Library	Permanent	
000001L6	Library	Offsite Vault	Permanent	
000002L6	Library	Offsite Vault	Permanent	
000003L6	Library		Wednesday, May ...	Monthly
000004L6	Library		Permanent	
000005L6	Library	Offsite Vault	Friday, June 18, 20...	Weekly 1
000006L6	Library	Offsite Vault	Friday, June 18, 20...	Weekly 1
000007L6	Library	Offsite Vault	Friday, August 20,...	Monthly
000008L6	Library		Permanent	
000009L6	Library		Permanent	
000010L6	Library		Permanent	
000011L6	Offsite Vault		Monday, May 17, ...	DB Backup
000012L6	Library	Transport	Permanent	
000013L6	Offsite Vault		Permanent	
000014L6	Offsite Vault		Permanent	
000015L6	Offsite Vault		Permanent	
000016L6	Offsite Vault	Library	Permanent	

This will launch the Edit New Customer window.

Identity

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

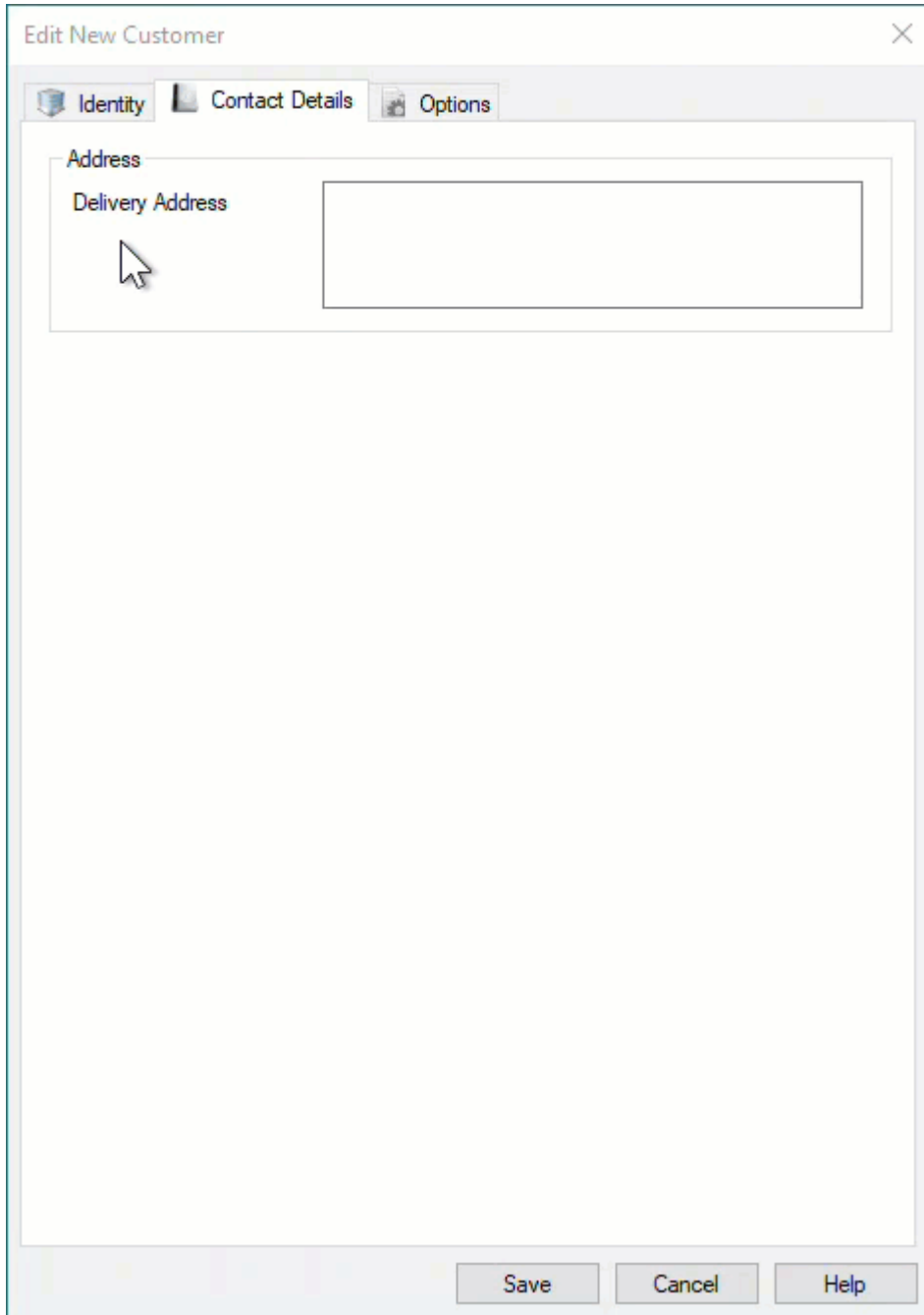
Enter the [Customer-ID](#) and a [Customer Description](#).

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 window titled "Edit New Customer" with a close button in the top right corner. Below the title bar are three tabs: "Identity" (selected), "Contact Details", and "Options". Under the "Identity" tab, there is a section titled "Customer Attributes" containing two input fields: "Customer-ID" and "Customer Description". A mouse cursor is pointing at the "Customer Description" field. At the bottom of the window are three buttons: "Save", "Cancel", and "Help".

Contact Details

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



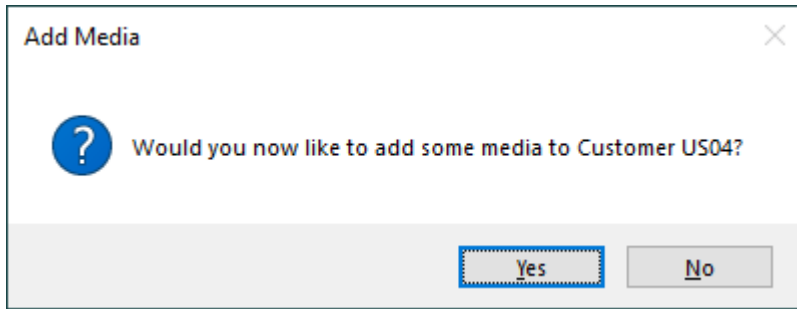
Options

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.

Property	Value
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>

- **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.

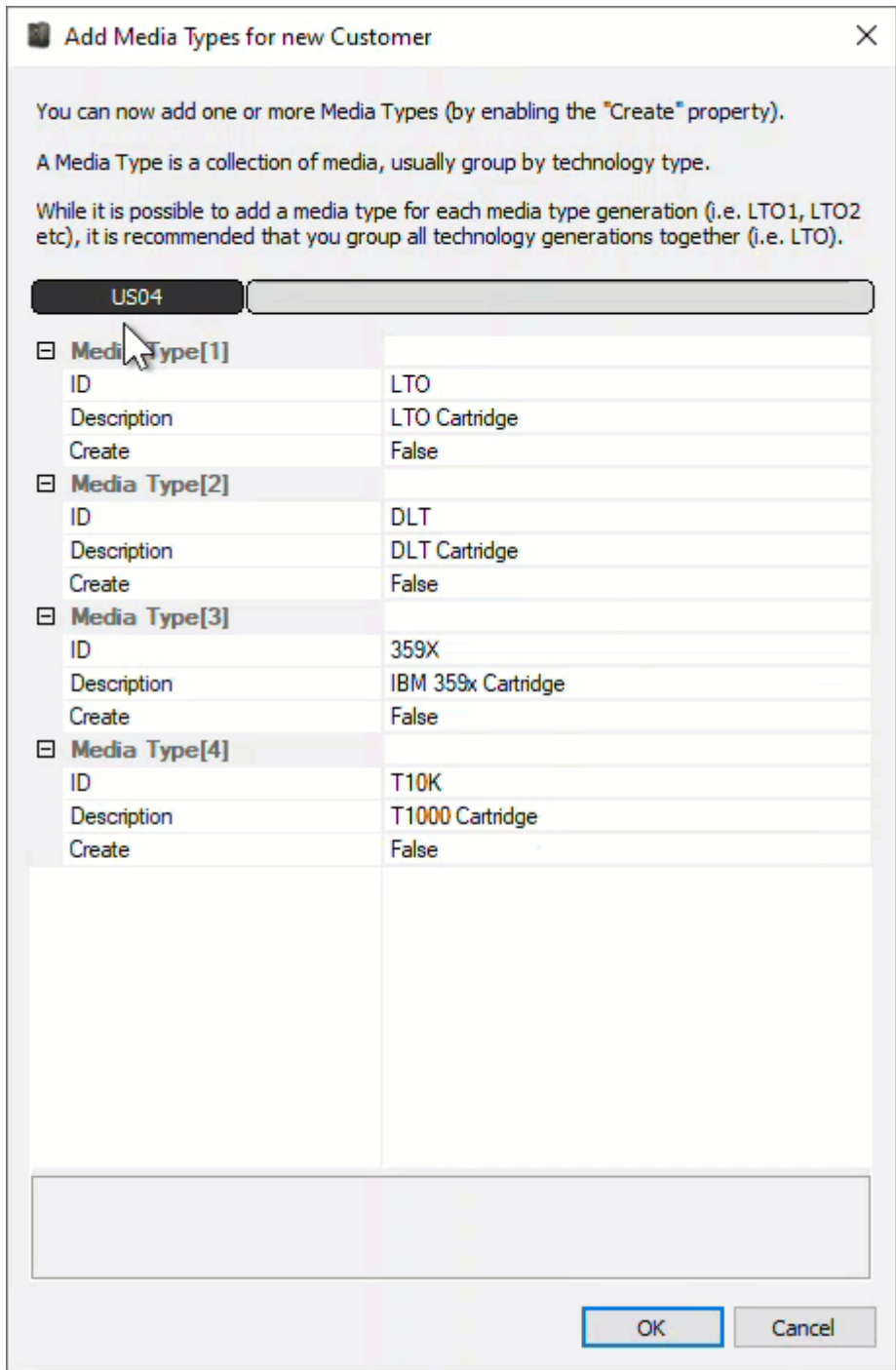
Once you click Save, TapeMaster will open a window asking if you'd like to add some **Media** to this **Customer**.



If 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.

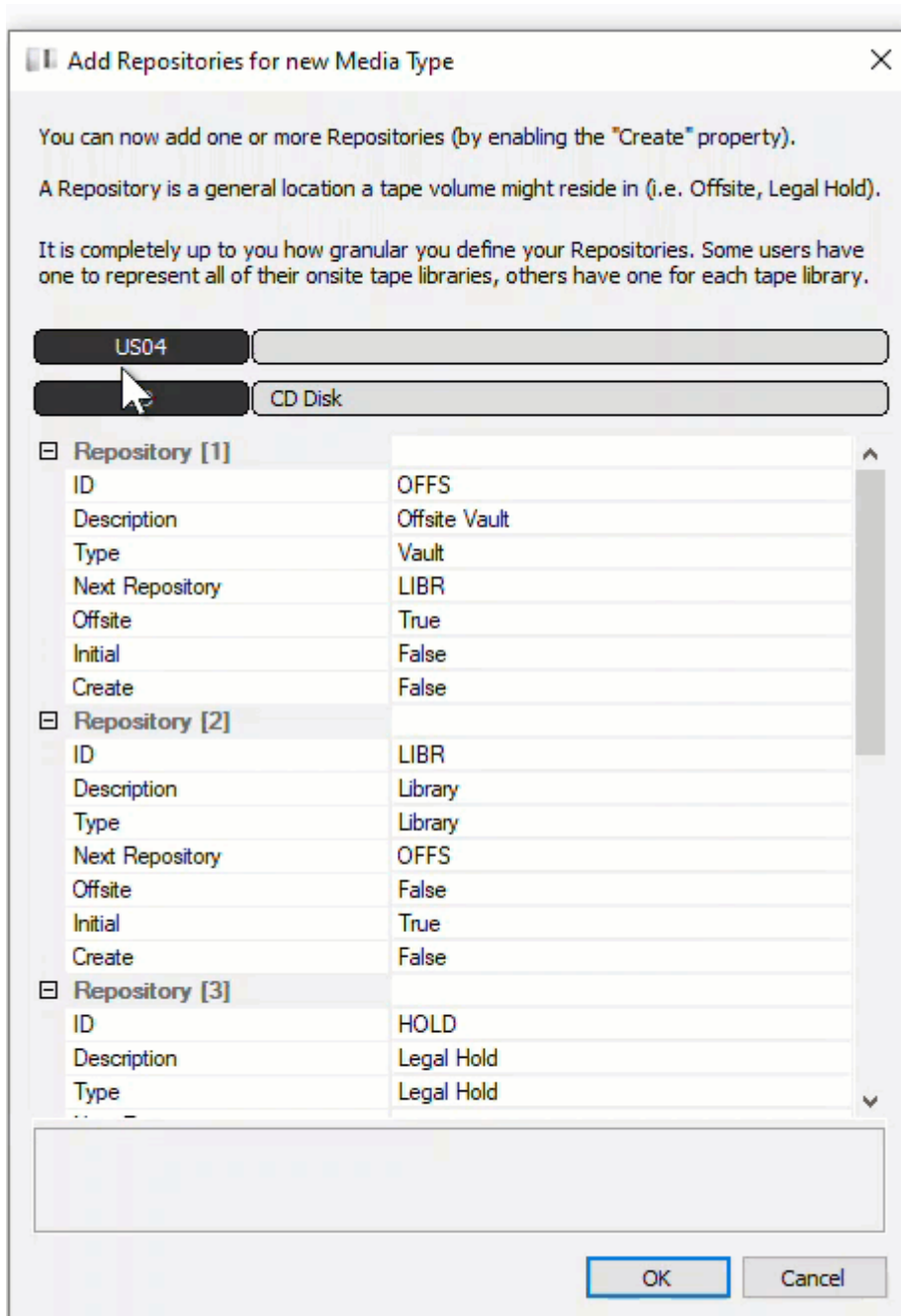


If no **Media Description** is added, TapeMaster will display the **Media-ID**.



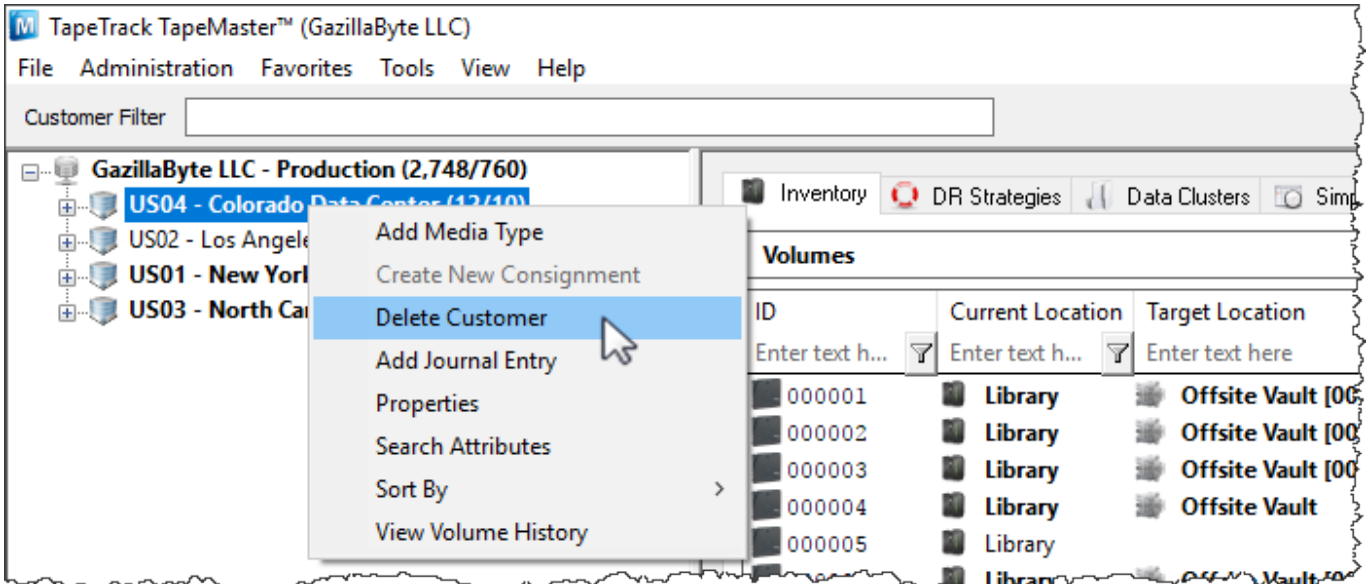
Click OK to continue.

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.

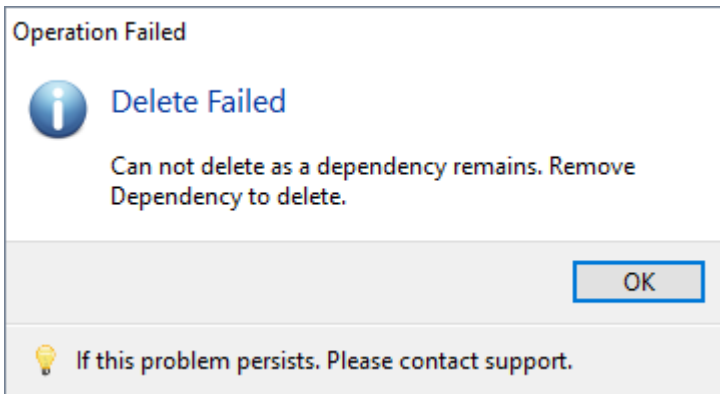


Delete Customer

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

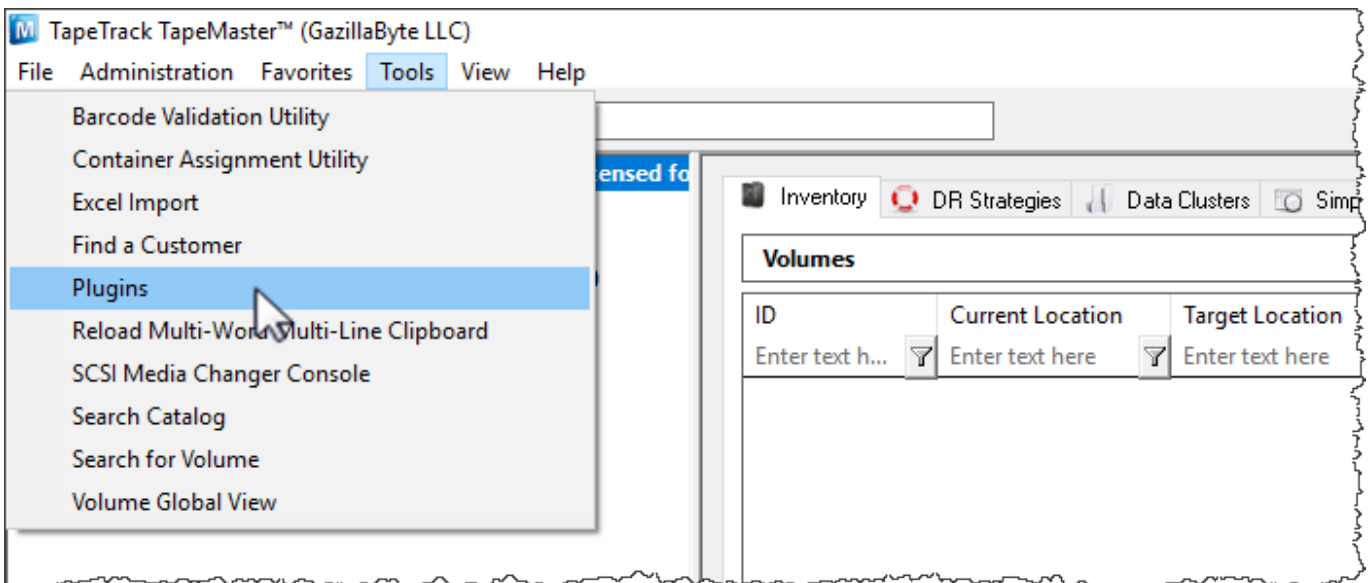


A **Customer** may only be deleted when it does not contain **Media Types**, **Repositories**, or **Volumes**.

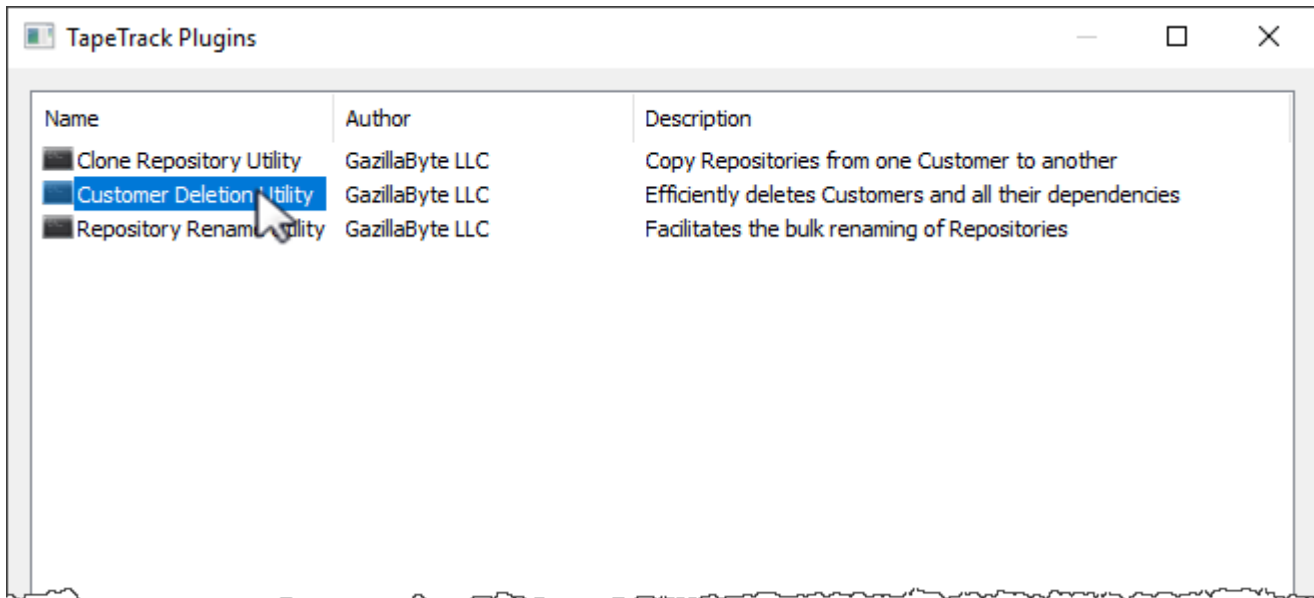


If you receive this error, delete all **Volumes**, then all **Repositories** and all **Media types** before deleting **Customer**.

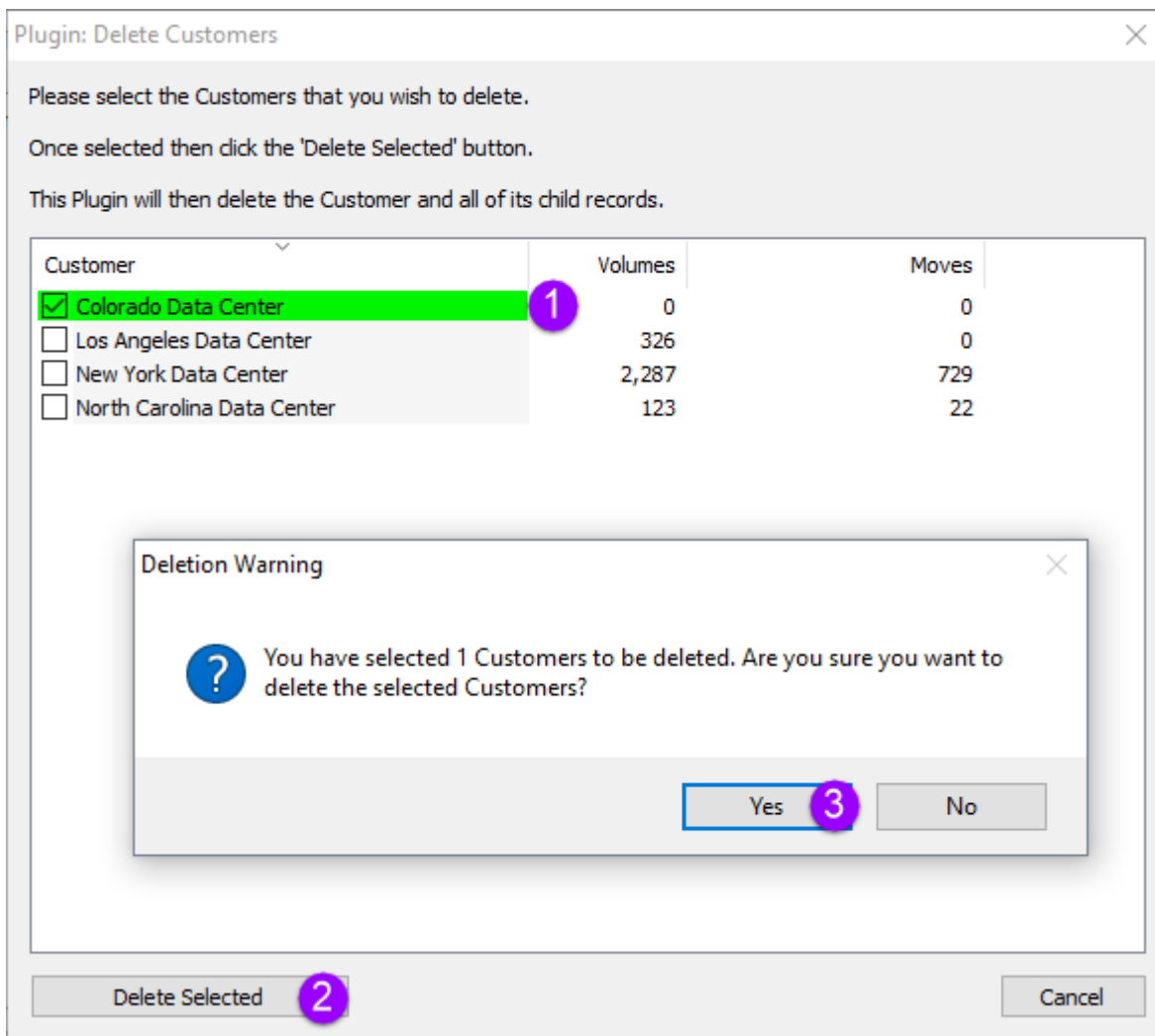
You can also delete **Customer** (without the need to remove **Volumes**, **Repositories** and media types first) by using the **Customer Delete** plugin. From the menu select **Tools** → **Plugins**



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.

The screenshot shows the TapeTrack TapeMaster™ interface for GazillaByte LLC. The top navigation bar includes 'File', 'Administration', 'Favorites', 'Tools', 'View', and 'Help'. Below this is a 'Customer Filter' input field. The main left pane displays a tree view under 'GazillaByte LLC - Production (2,736/751)' with three data centers: 'US02 - Los Angeles Data Center (326/0)', 'US01 - New York Data Center (2,287/729)', and 'US03 - North Carolina Data Center (123/22)'. A mouse cursor is hovering over an 'F5' refresh button. The right pane shows a 'Volumes' configuration section with tabs for 'Inventory', 'DR Strategies', 'Data Clusters', and 'Simple'. The 'Volumes' section contains two expandable sections: 'Scope' and 'List Options'. The 'Scope' section has a table with 'Customer' (None Selected) and 'Media' (None Selected). The 'List Options' section has a table with 'Hide un-selected' (False), 'Date Format' (%A, %B %d, %Y), and 'Attribute Field' (Description). An 'ID' field with 'Enter text' is also visible.

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