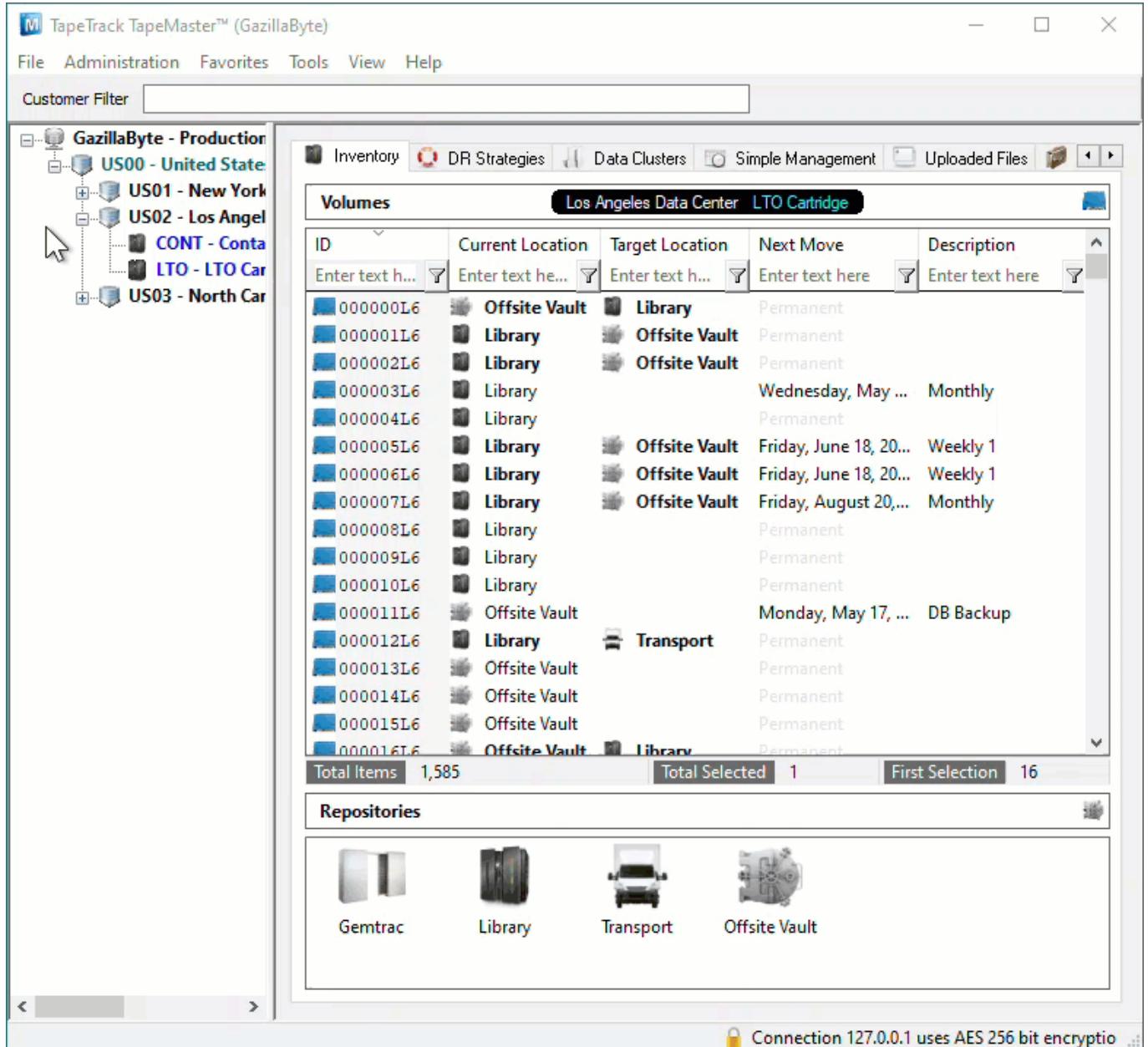


Adding and Maintaining Customers

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 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

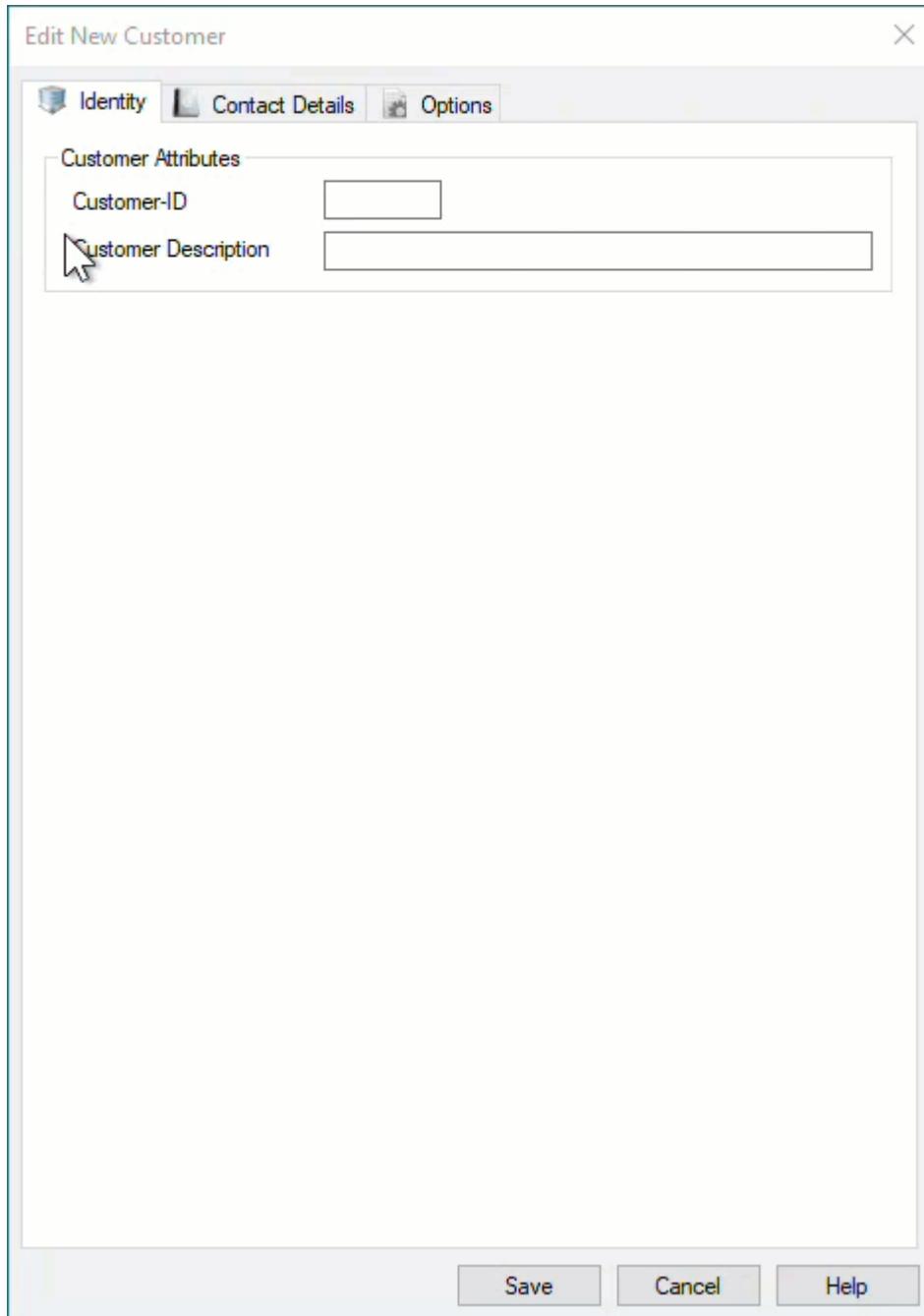
Identity Contact Details Options

Customer Attributes

Customer-ID

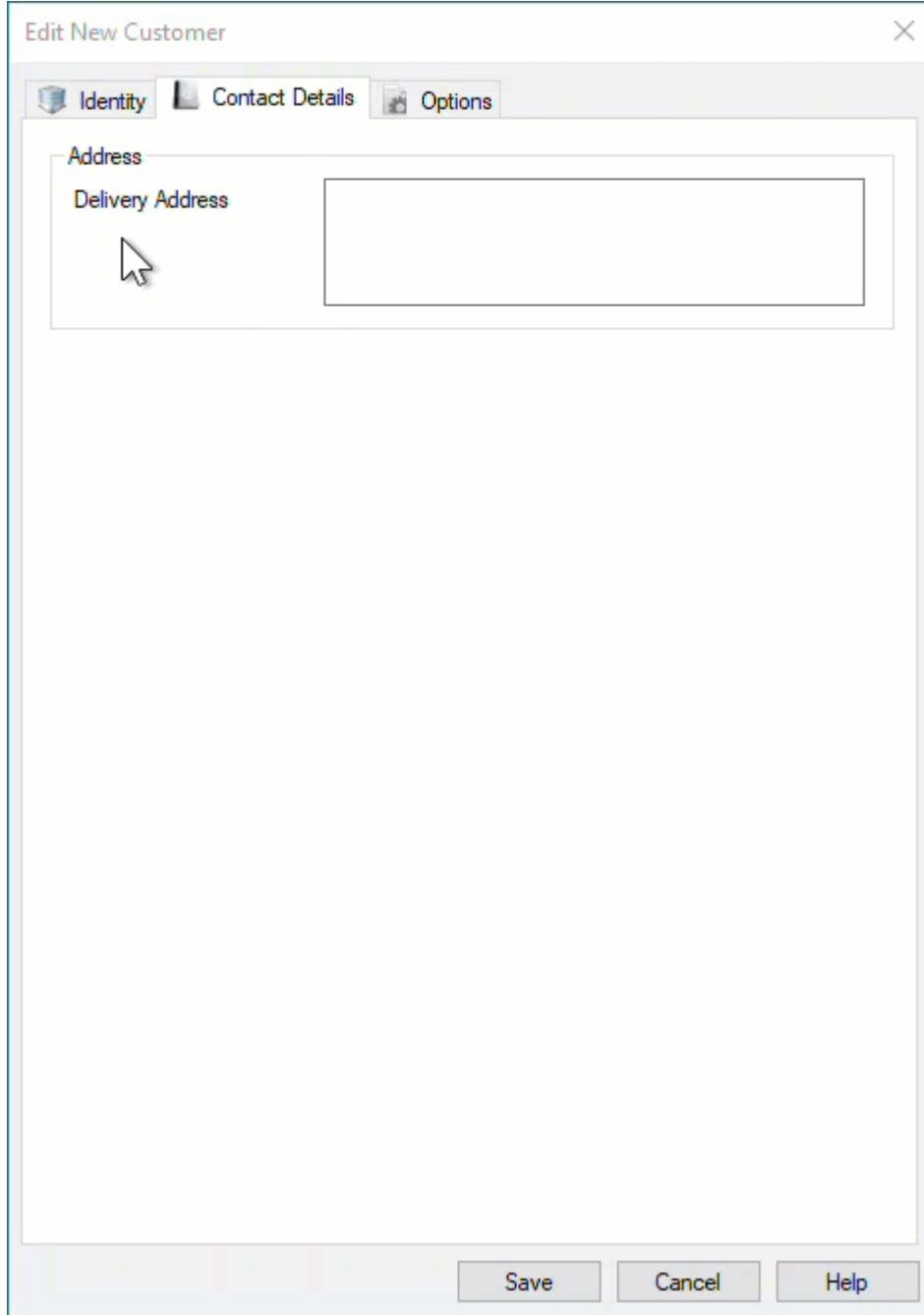
Customer Description

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	0	
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.
- **Long Barcode Attribute** adds un-hashed long Barcode to selected Attribute.

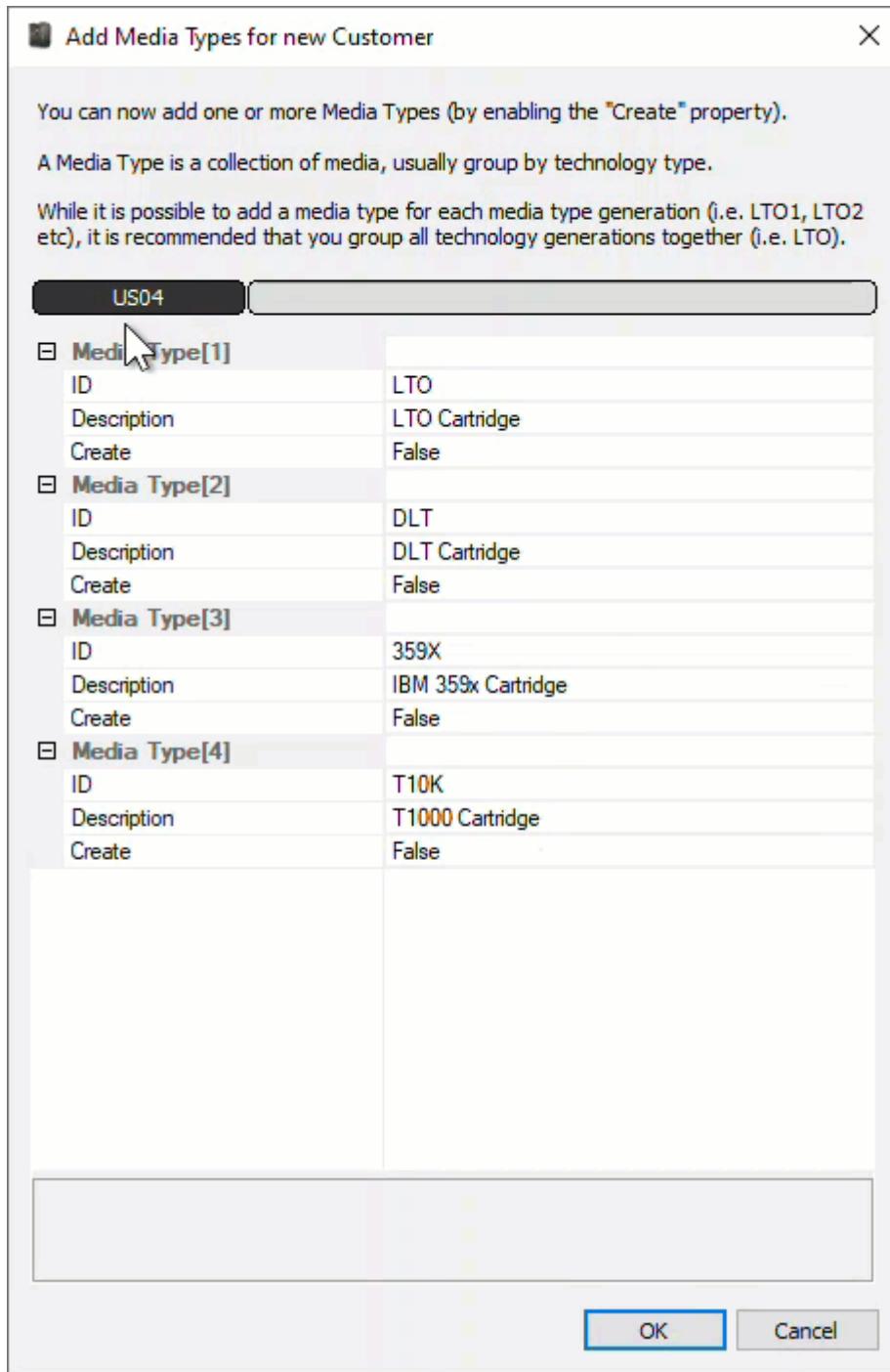
Once you click Save, TapeMaster will open a window asking if you'd like to add some [Media](#) to this [Customer](#).



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.

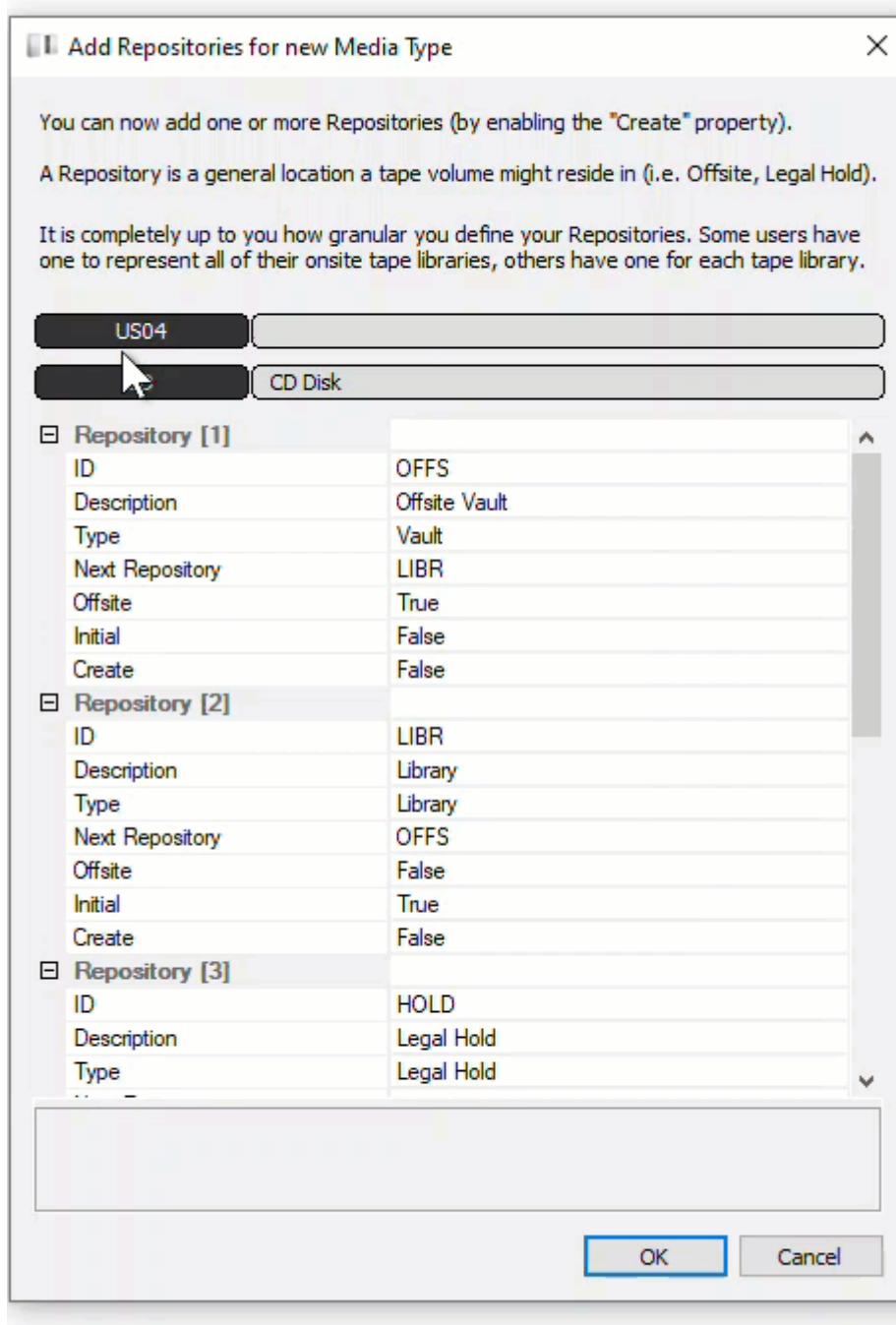


If no [Media Description](#) is added, TapeMaster will display the [Media-ID](#).



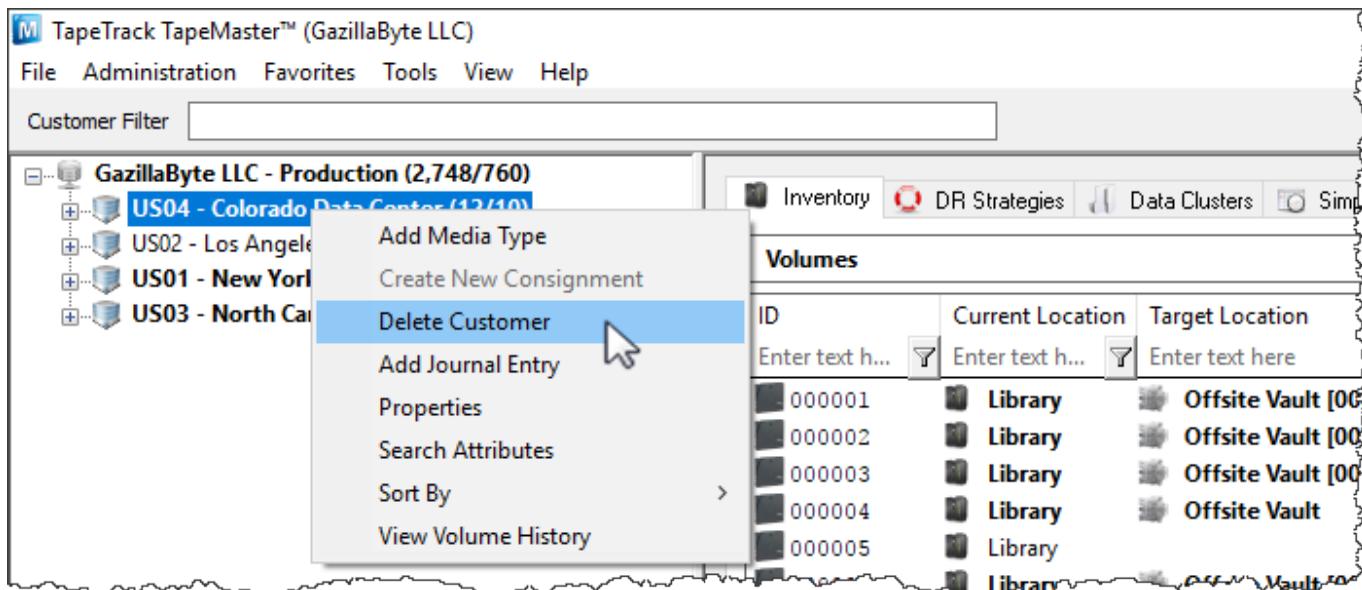
Click OK to continue.

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.

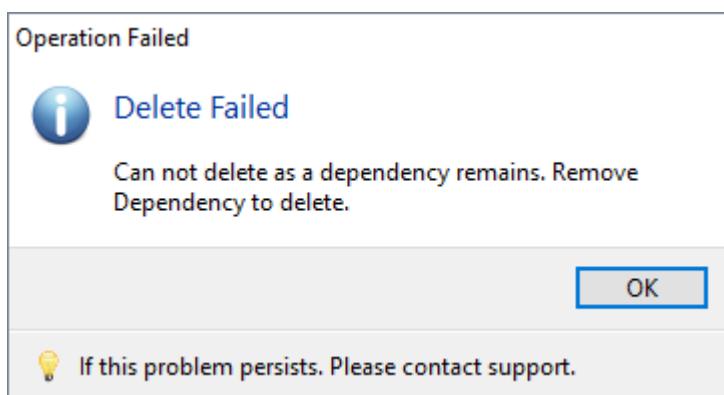


Delete Customer

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

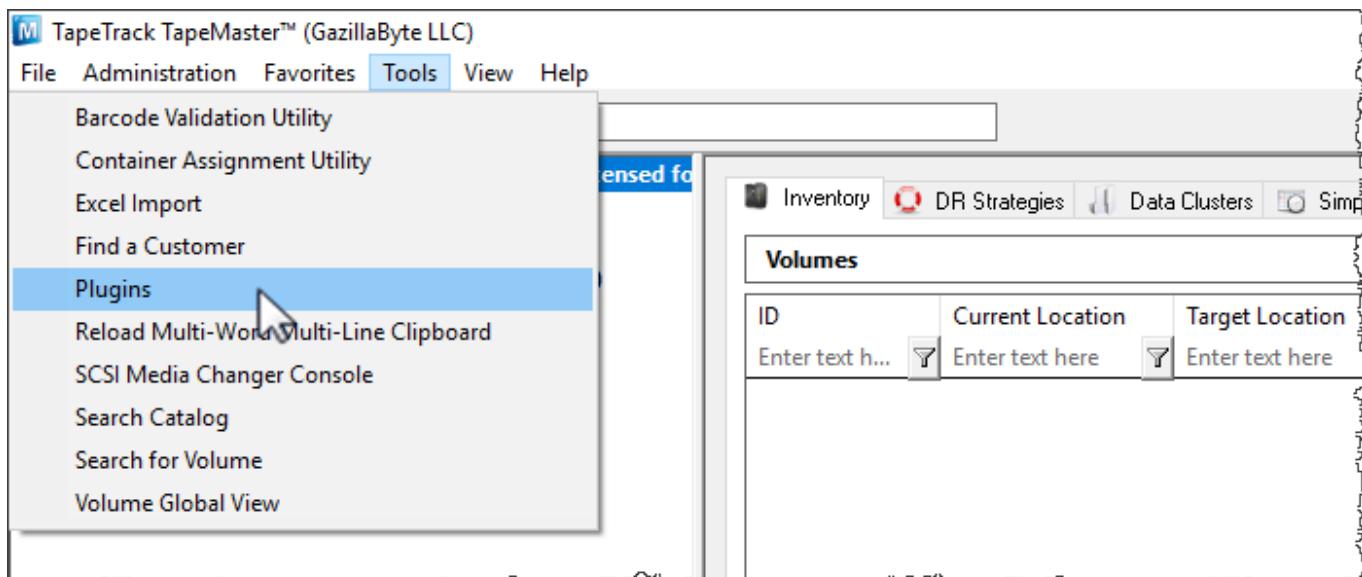


A [Customer](#) may only be deleted when it does not contain [Media Types](#), [Repositories](#), or [Volumes](#).

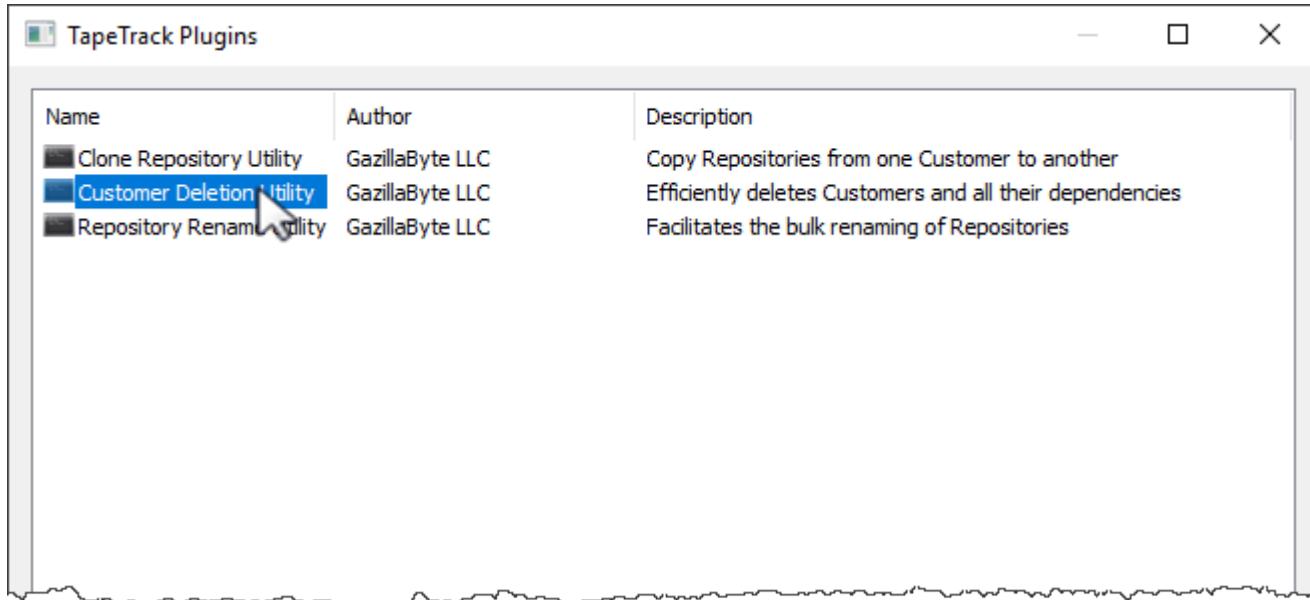


If you receive this error, delete all [Volumes](#), then all [Repositories](#) and all [Media types](#) before deleting [Customer](#).

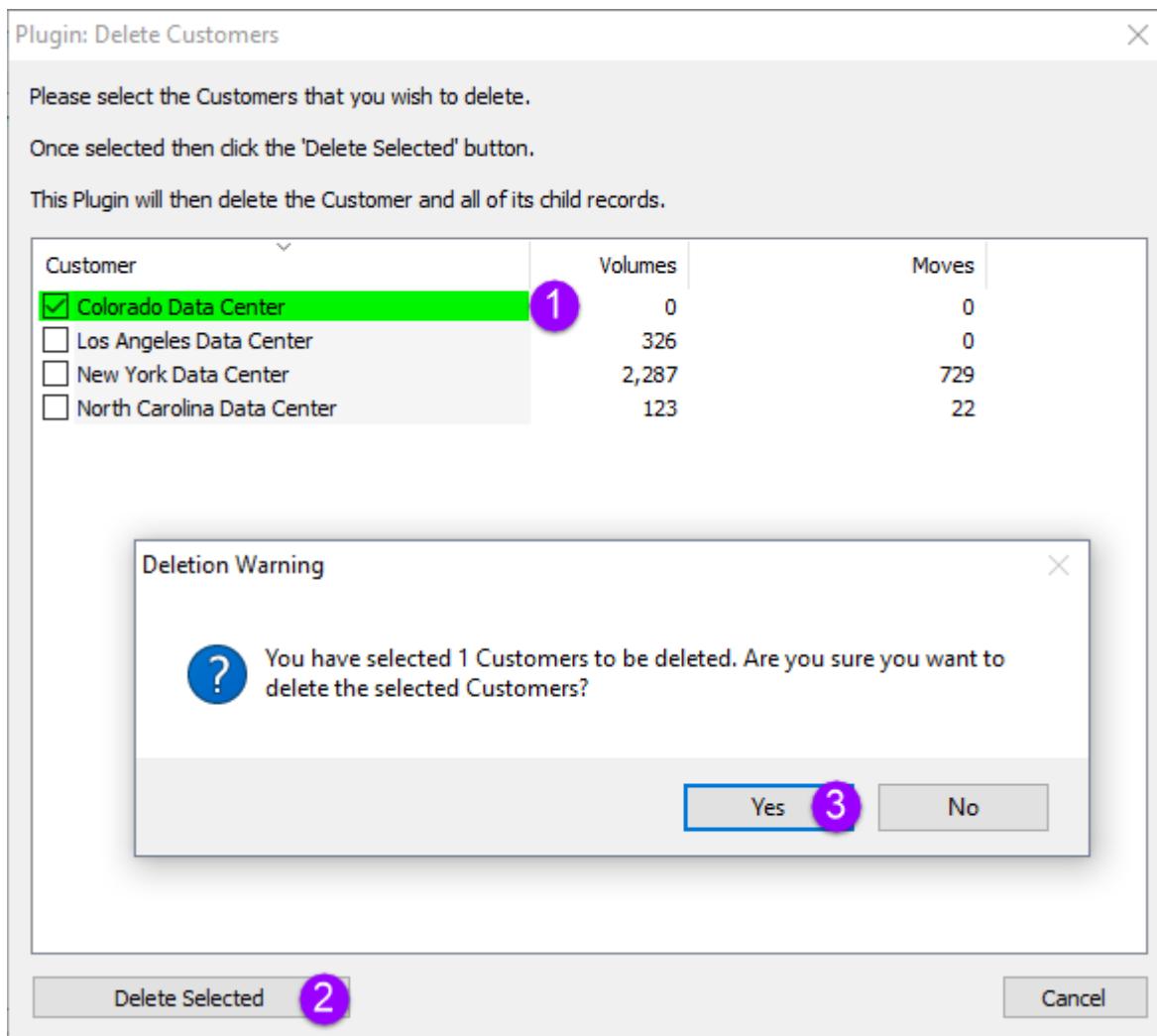
You can also delete [Customer](#) (without the need to remove [Volumes](#), [Repositories](#) and media types first) by using the [Customer Delete](#) plugin. From the menu select [Tools](#) → [Plugins](#)



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.

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

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