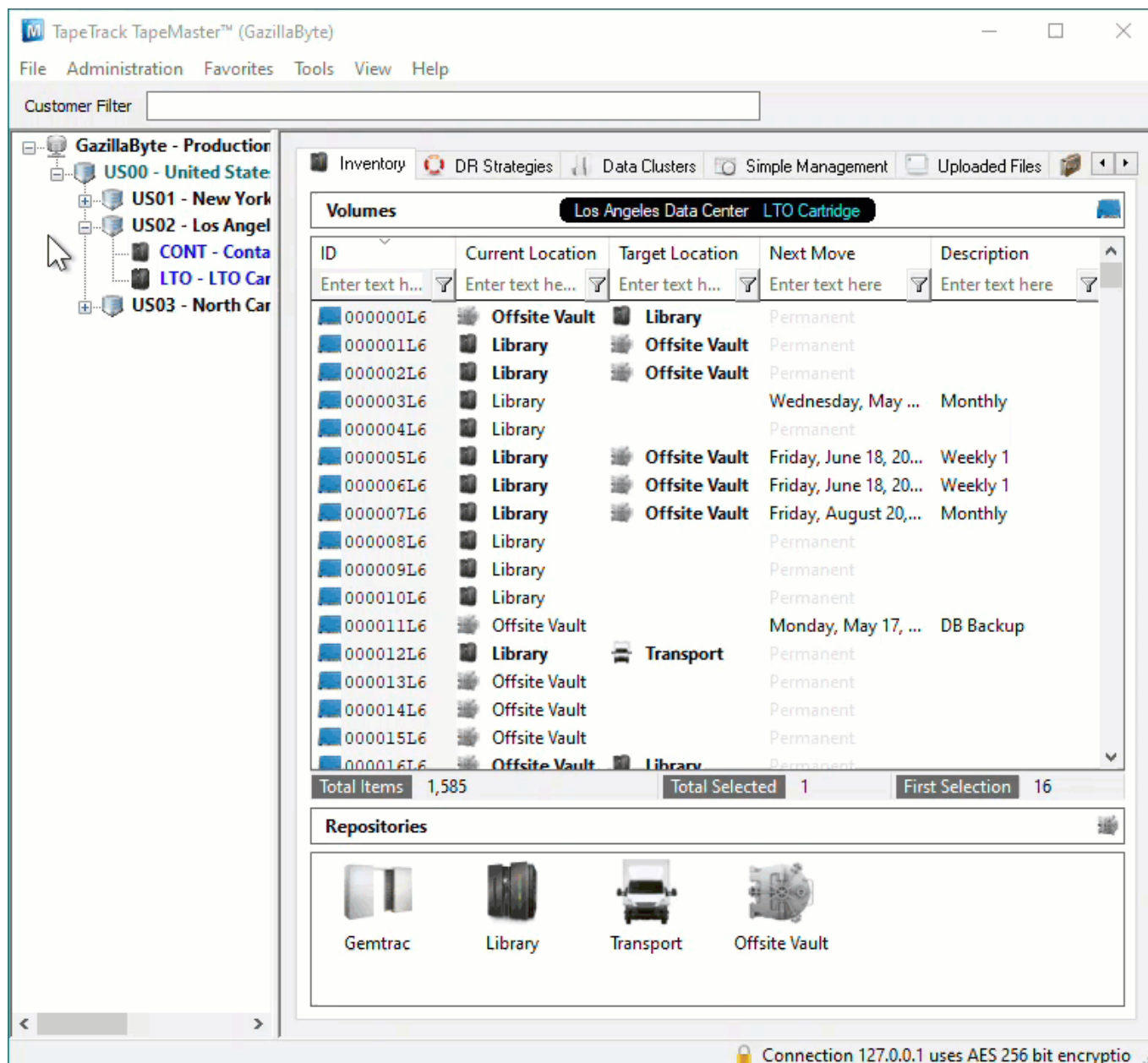


Adding and Maintaining Customers

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.

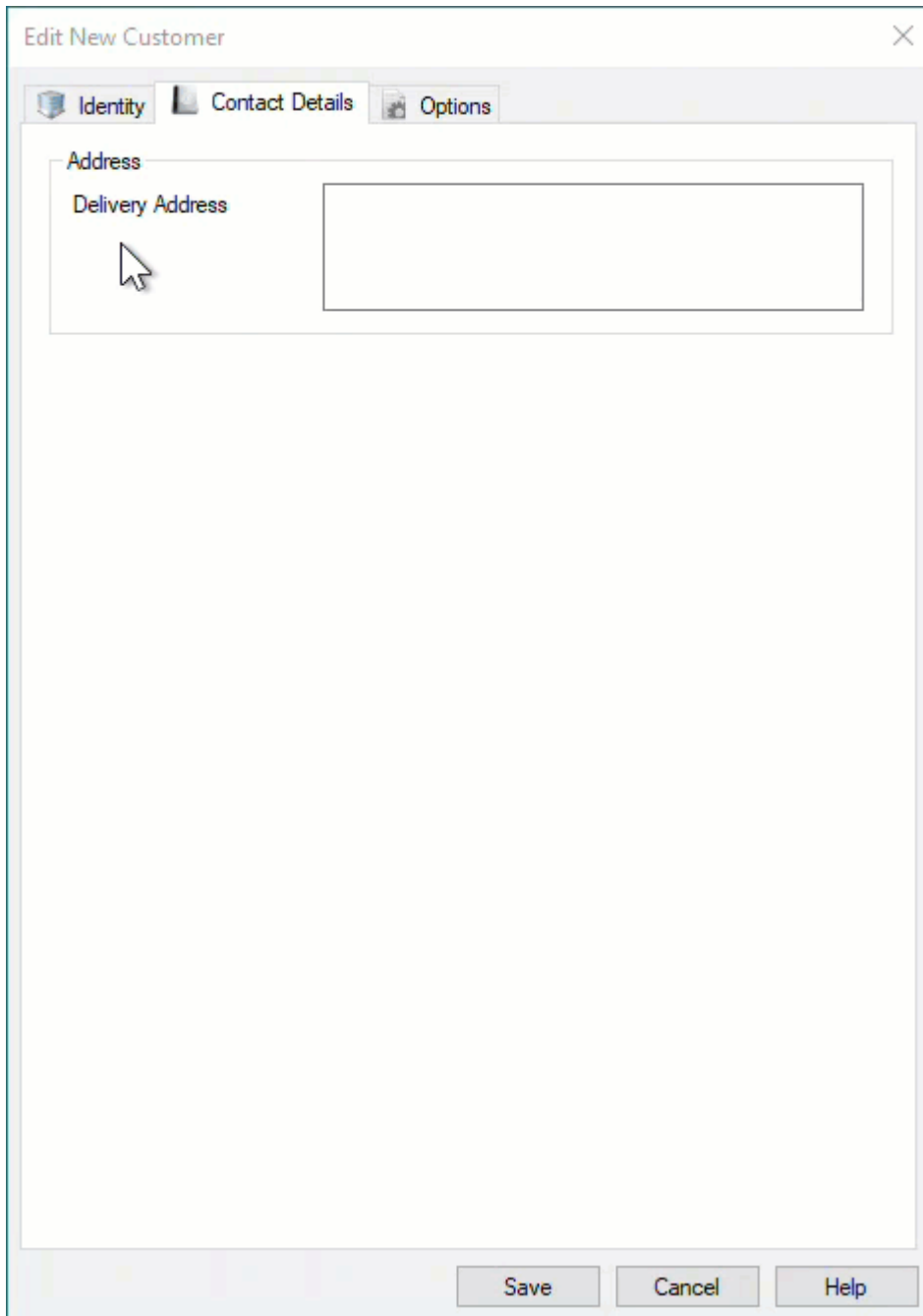
Enter the [Customer-ID](#) and a [Customer Description](#).

You can add up to four alphanumeric characters as the [Customer-ID](#) and up to forty alphanumeric characters for the [Customer Description](#).

The screenshot shows a software dialog box titled "Edit New Customer". It has three tabs: "Identity", "Contact Details", and "Options". The "Identity" tab is selected and contains a section titled "Customer Attributes". Within this section, there are two input fields: "Customer-ID" and "Customer Description". A mouse cursor is pointing at the "Customer Description" field. At the bottom of the dialog box, there are three buttons: "Save", "Cancel", and "Help".

Contact Details

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



The screenshot shows a dialog box titled "Edit New Customer" with a close button (X) in the top right corner. The dialog has three tabs: "Identity", "Contact Details", and "Options". The "Identity" tab is currently selected. Under the "Address" section, there is a "Delivery Address" label and a large empty text input field. A mouse cursor is positioned over the input field. At the bottom of the dialog, there are three buttons: "Save", "Cancel", and "Help".

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>

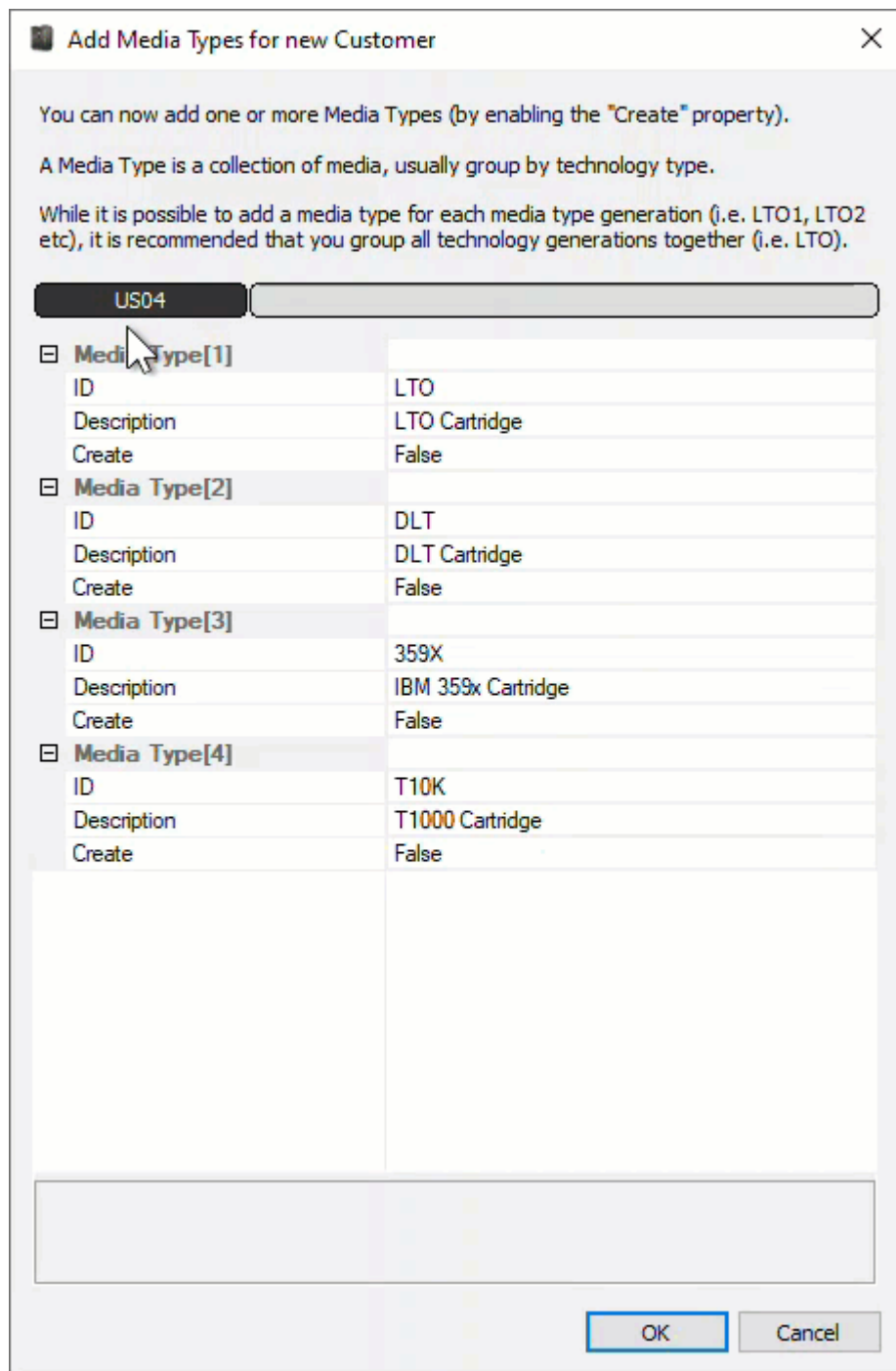
- **Hide Customer** when set to true removes the [Customer](#) from view in the [Customer Tree](#).
- **Disallow Customer Duplicates** stops the duplication of [Volume-ID's](#) across the [Customer Media Types](#).
- **Disallow Global Duplicates** stops the duplication of [Volume-ID's](#) across all [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.

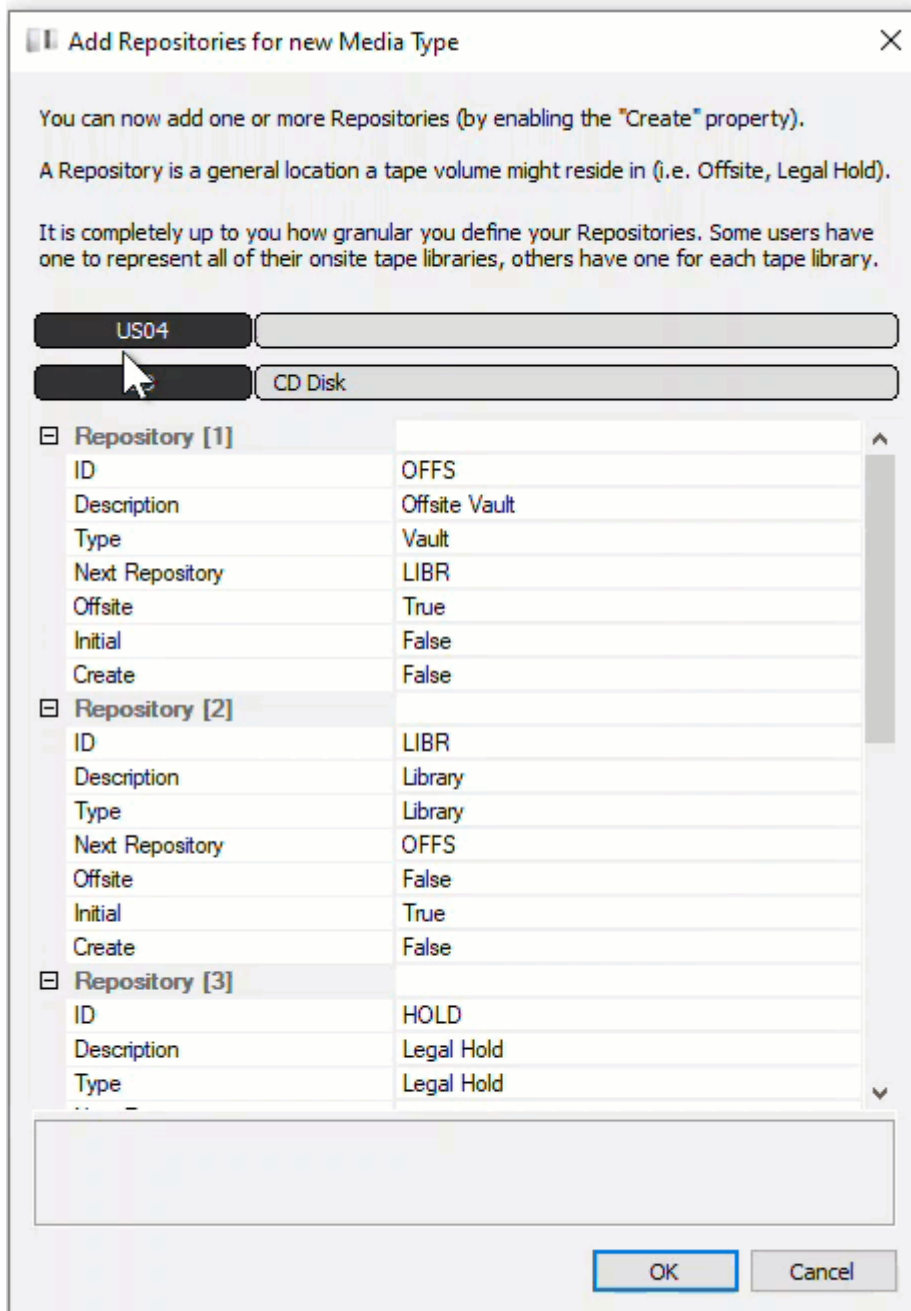
The Media Description may be edited at a later point but the Media-ID is permanent.



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.

The screenshot shows 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 tree view displays the customer hierarchy for 'GazillaByte - Producti', including locations like 'US00 - United Stat', 'US01 - New Yo', 'US02 - Los Ang', 'CONT - Con', 'LTO - LTO C', 'US03 - North C', and 'US04 - Colorado'. The main area shows a 'Volumes' table for the 'Los Angeles Data Center LTO Cartridge'.

ID	Current Location	Target Location	Next Move	Description
000006L6	Library	Offsite Vault...	Friday, Nove...	Monthly
000008L6	Library	Offsite Vault...	Friday, July 30,...	Weekly
000010L6	Library		Thursday, July...	Scratch
000011L6	Offsite Vault ...		Monday, July ...	Weekly
000012L6	Library		Permanent	Scratch
000013L6	Library		Permanent	Scratch
000014L6	Library	Offsite Vault...	Tuesday, July ...	Weekly
000015L6	Library		Permanent	Scratch
000016L6	Library		Permanent	Scratch
000017L6	Library		Permanent	Scratch
000018L6	Library		Permanent	
000019L6	Library		Permanent	
000020L6	Library	Offsite Vault...	Friday, Decem...	Weekly
000021L6	Library		Permanent	
000022L6	Library		Permanent	
000023L6	Library		Permanent	
000024L6	Library		Permanent	

Below the table, it shows 'Total Items 1,582'. Underneath is a 'Repositories' section with icons for 'Gemtrac' and 'Library'. At the bottom right, a status bar indicates 'Connection 127.0.0.1 uses AES 256 bit encryptio'.

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

The screenshot shows an 'Operation Failed' dialog box. It features an information icon and the text 'Delete Failed'. Below this, it states: 'Can not delete as a dependency remains. Remove Dependency to delete.' There is an 'OK' button at the bottom right. At the bottom left, there is a lightbulb icon and the text: 'If this problem persists. Please contact support.'

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

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

Permanent link:
<https://rtfm.tapetrack.com/master/customer?rev=1626663787>

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

