

# Deleting A Customer

If you would like to remove a Customer-ID from TapeTrack but keep access to the historical data, it is possible to hide Customer-ID's from display without needing to delete anything. This allows you to view all Customer data at a later date if required for reports or audits etc.

See [Hiding Customer-ID's](#).

If you want to delete a Customer-ID you need to remove all dependencies (Volumes, Repositories and Media Types) first.

The following instructions are based on one Customer-ID with one Media Type. If the Customer has several Media Types then the process will need to be repeated for each one.

## Delete Volumes

In the Inventory window, right click and select **Select > All**. Right click the highlighted Volumes and select **Delete** to open the **Volume Deletion Window**.

Depending on your settings the Volumes to be deleted will be listed in the window as **Deletes Allowed** or **Deletes Forbidden**.

If listed as **Deletes Forbidden**, right click on the text **Deletes Forbidden** and select **Allow**

Click **Delete Volumes** and then **Yes** on the confirmation popup to delete the Volumes.

## Delete Repositories

Right click on each Repository and select **Delete** and then **Yes** to the confirmation popup to remove them.

If a Repository is defined as the default Repository it cannot be deleted until this dependency is removed. To remove the default setting, right click the Media Type and select **Properties** to open the **Options** window.

Set the field **Default Repository** to **<No Selection>** and click **Save** to update.

Right click the Repository and select **Delete**.

## Delete Media Type

Right click the Media Type and select **Delete Media Type** and click **Yes** to the confirmation popup.

# Delete Customer

Right click on the Customer-ID and select Delete Customer and click Yes to the confirmation popup.

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

Permanent link:  
[https://rtfm.tapetrack.com/technote/delete\\_customer](https://rtfm.tapetrack.com/technote/delete_customer)

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

