

# Create Export File

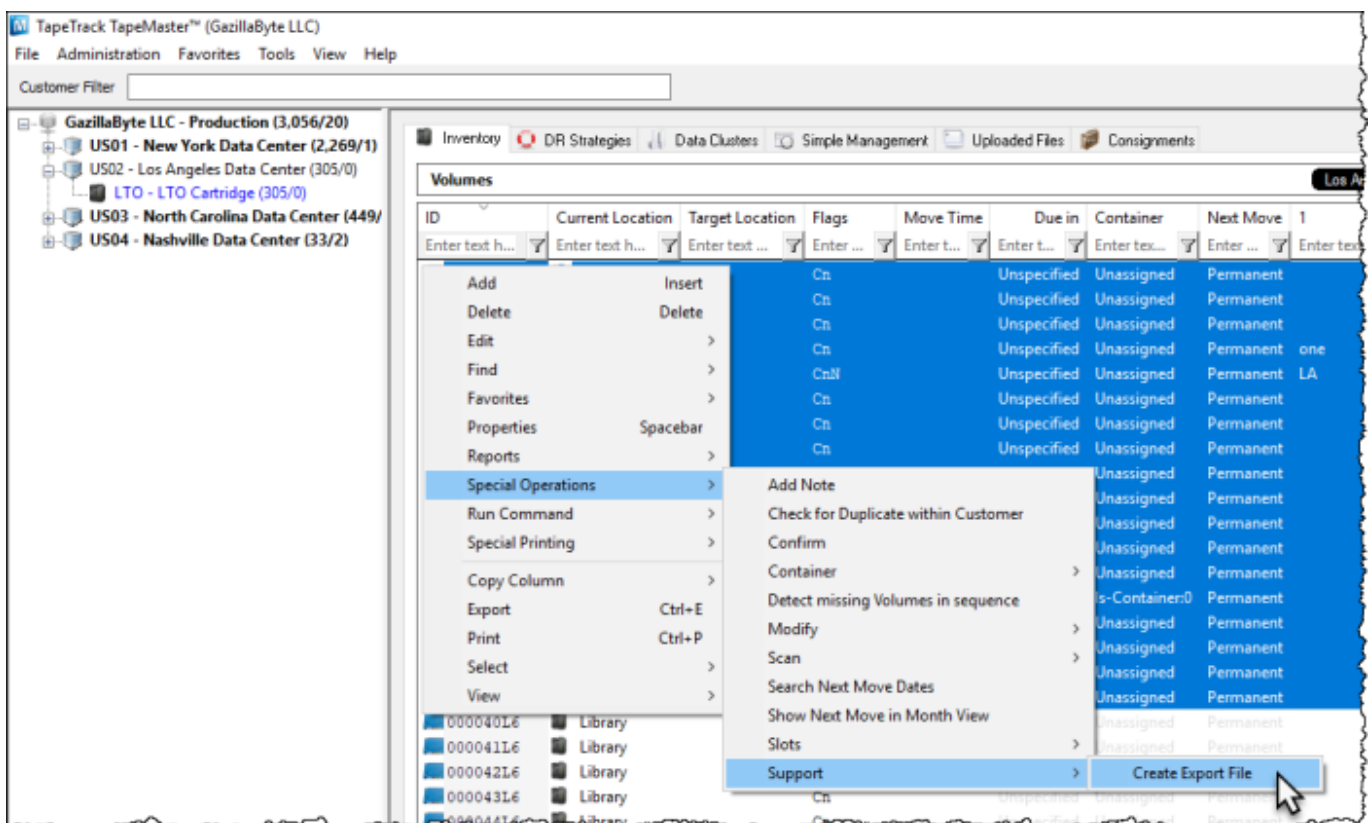
Creates an export file of selected volumes, including the volumes history, to assist the support desk to diagnose volume movement discrepancies.

## Selecting Volumes For Export

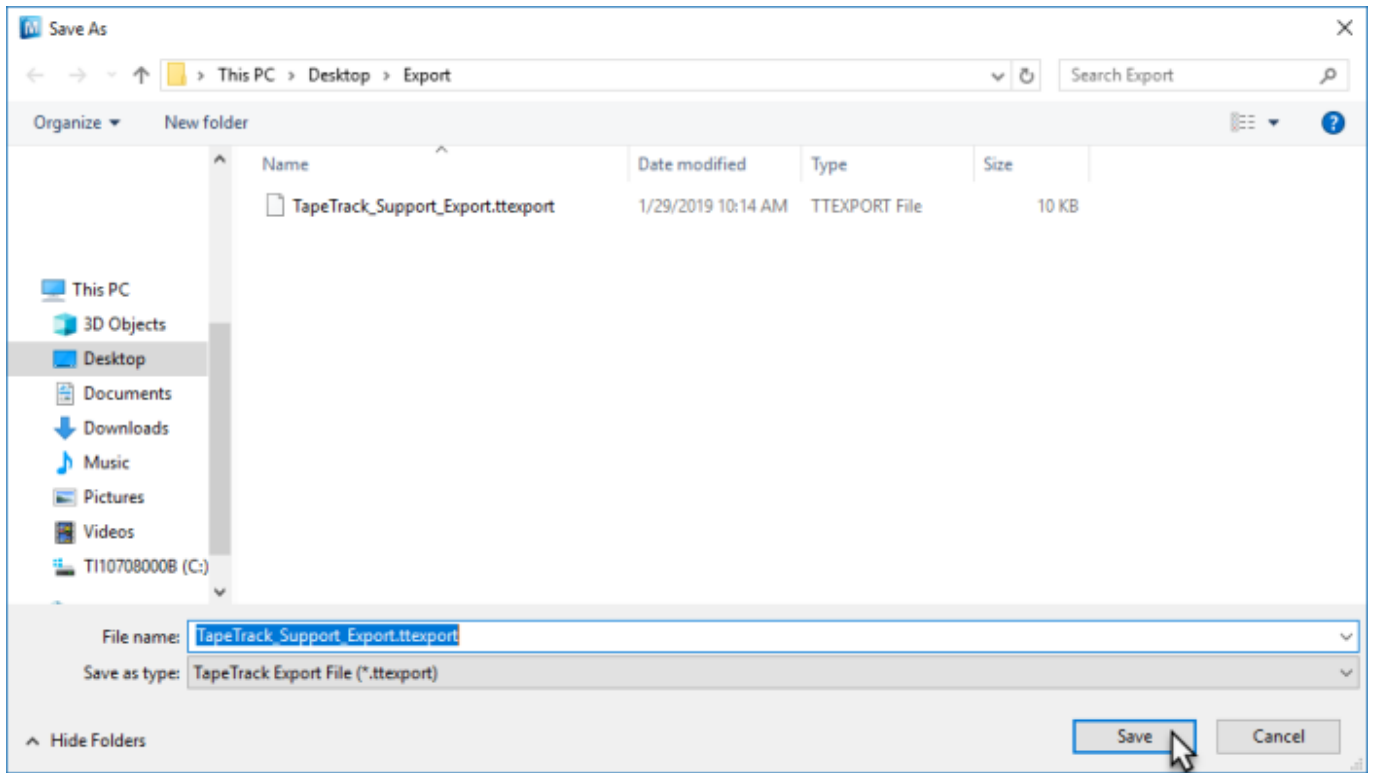
Select all volumes by right-clicking in the inventory window and select **Select→All**, or using **shift+click** and/or **control+click** select the range of volumes required.

## Exporting To File

Right click highlighted **Volumes** and select **Special Operations → Support → Create Export File**.



Save the file to a known location.



## Sending File To The Helpdesk

Send the file to the [TapeTrack Helpdesk](#) along with:

- [Customer ID](#)
- [Media ID](#)
- Details regarding the issue you are currently experiencing.

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