Hiding Customers

You need tapemaster rights to access the main menu to make any alterations

To Hide a Customer, in TapeMaster right click the required Customer-ID and select Properties.

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From the Edit Customer window select the Options tab, set Hide Customer option to True and click Save to update data.

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Customer-ID	US02			
Customer Description	Los Angeles Data	Center		
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Once hidden, the Customer can be set to either be greyed out and inactive (not clickable)

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or completely removed from display.

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To have the hidden Customer displayed in a greyed out format:

• From the main menu, click File > Preferences

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- In the options window, set Show Hidden Customers to True
- Click Save to update data.
- Click anywhere in the Customer Tree to set focus and on your keyboard click F5 to update display.

Last update: 2025/01/21 22:07 technote:hiding_customer_ids https://rtfm.tapetrack.com/technote/hiding_customer_ids?rev=1613688857

Options	
Disable sounds	True
Show hidden Customers	False
Show hidden Media	True
Show hidden Volumes	True
Parent/Child	False
Anonymous Customers	False
Enable Consignment Tab	True
Repository-ID filters	False
Disable Volume List inline edit	False
Location Auto Swap	True
Location Auto Swap Max	1000
Show Volume Refresh Clock	False
Show Volume Health Score	True

To have the hidden Customer removed from display:

• From the main menu, click File > Preferences

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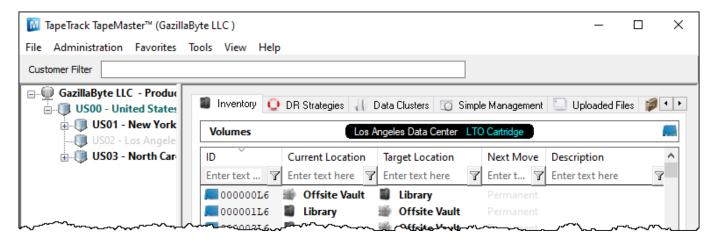
- In the options window, set Show Hidden Customers to False
- Click Save to update data.
- Click anywhere in the Customer Tree to set focus and on your keyboard click F5 to update display.

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	-	
Disable sounds	True	
Show hidden Customers	True	
Show hidden Media	True	
Show hidden Volumes	True	
Parent/Child	False	
Anonymous Customers	False	
Enable Consignment Tab	True	
Repository-ID filters	False	
Disable Volume List inline edit	False	
Location Auto Swap	True	
Location Auto Swap Max	1000	
Show Volume Refresh Clock	False	
Show Volume Health Score	True	

Unhiding Customers

Unhiding Customers is essentially the same procedure to hiding Customers but in the reverse order.

If you can see the hidden Customers but in a greyed out format you can skip this step.



If you can't see the hidden customer, from the Main Menu click File > Preferences to open the Options tab. Set the option Show Hidden Customers to True. Click OK to update the settings.

Any hidden Customers will now show in the Customer Tree as a Greyed out listing.

Right click on the required hidden Customer and select Properties to open the Edit Customer window. Select the Options tab and set the option Hide Customer to False and click OK to update the settings.

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The Customer will no longer be hidden.

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If you have other hidden Customers that you want removed from view remember to set the Show hidden Customers to False from the Server Options accessed from the Main Menu by clicking File > Preferences

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