

# Hiding Customers

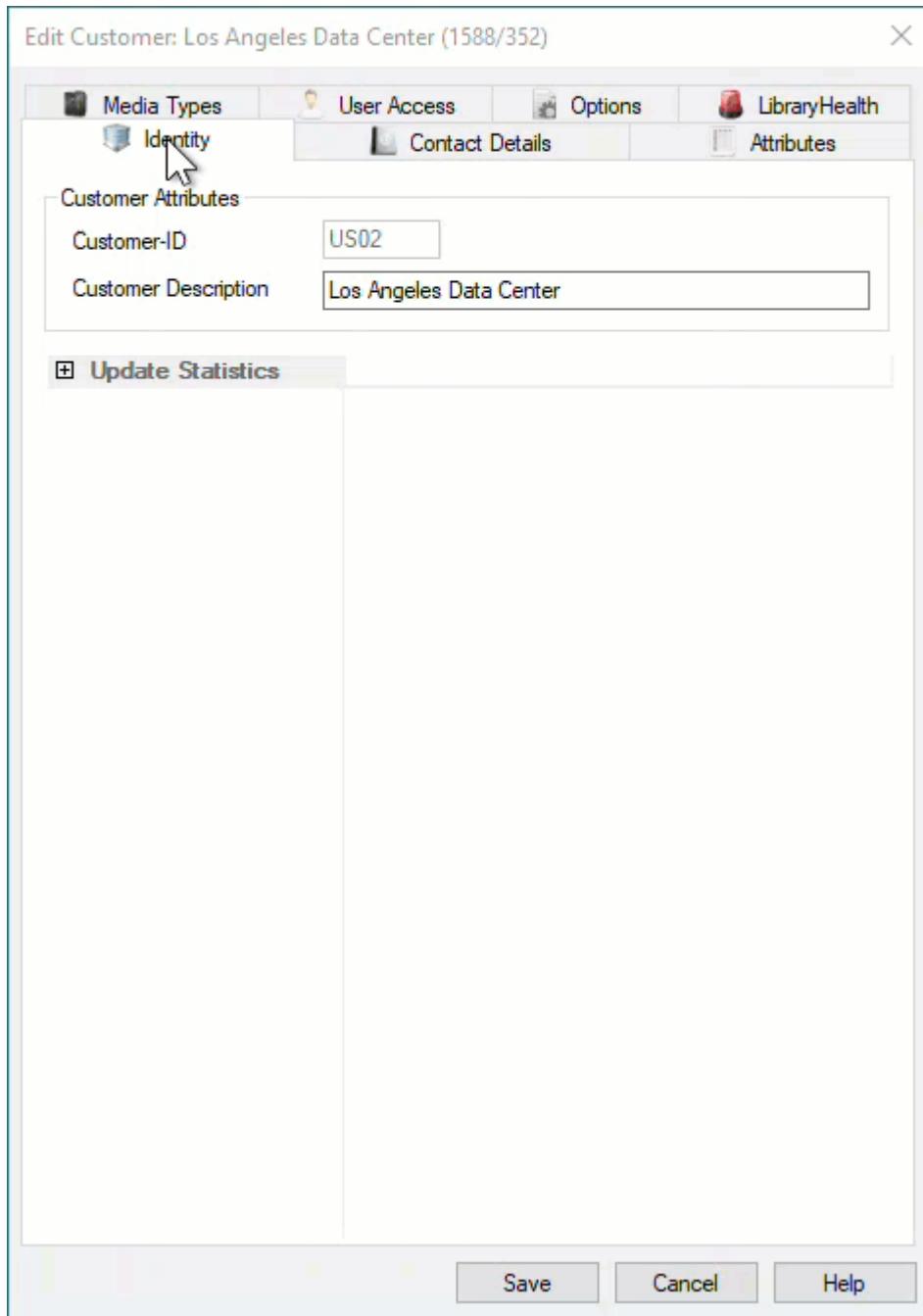


You need tapemaster rights to access the main menu to make any alterations

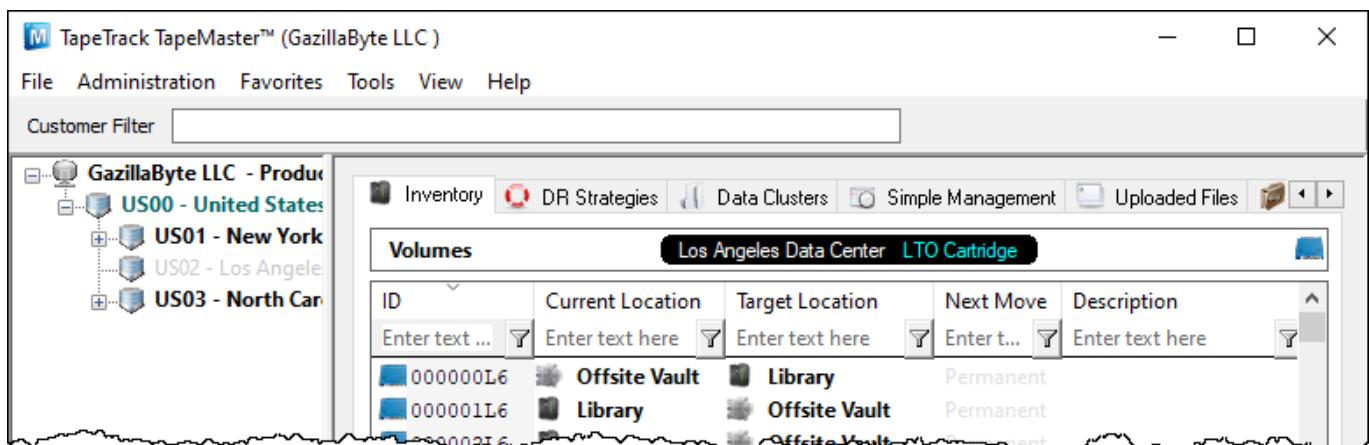
To Hide a Customer, in TapeMaster right click the required Customer-ID and select Properties.

ID	Current Location	Target Location	Next Move	Description
0000001L6	Library	Offsite Vault	Enter t...	Permanent
0000001L6	Library	Offsite Vault	Enter t...	Permanent
0000002L6	Library	Offsite Vault	Enter t...	Permanent
0000003L6	Library	Offsite Vault	Enter t...	Permanent
0000004L6	Library	Offsite Vault	Enter t...	Permanent
0000005L6	Library	Offsite Vault	Enter t...	Permanent
0000006L6	Library	Offsite Vault	Enter t...	Permanent
0000007L6	Library	Offsite Vault	Enter t...	Permanent
0000008L6	Library	Offsite Vault	Enter t...	Permanent
0000009L6	Library	Offsite Vault	Enter t...	Permanent
0000010L6	Library	Offsite Vault	Enter t...	Permanent
0000011L6	Offsite Vault	Library	Enter t...	Permanent
0000012L6	Library	Offsite Vault	Enter t...	Permanent
0000013L6	Library	Offsite Vault	Enter t...	Permanent
0000014L6	Library	Offsite Vault	Enter t...	Permanent
0000015T.6	Library	Offsite Vault	Enter t...	Permanent

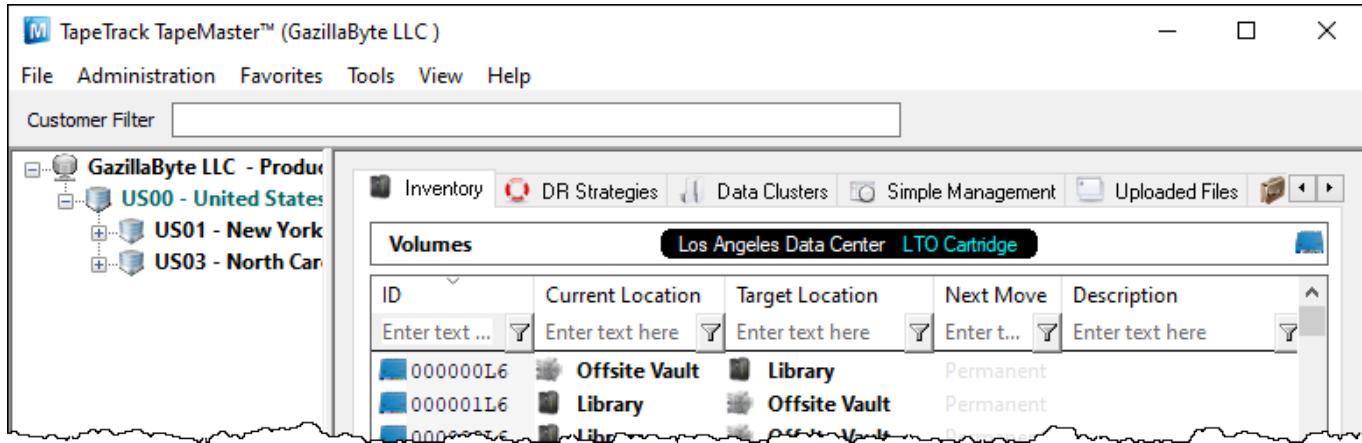
From the Edit Customer window select the Options tab, set Hide Customer option to True and click Save to update data.



Once hidden, the Customer can be set to either be greyed out and inactive (not clickable)

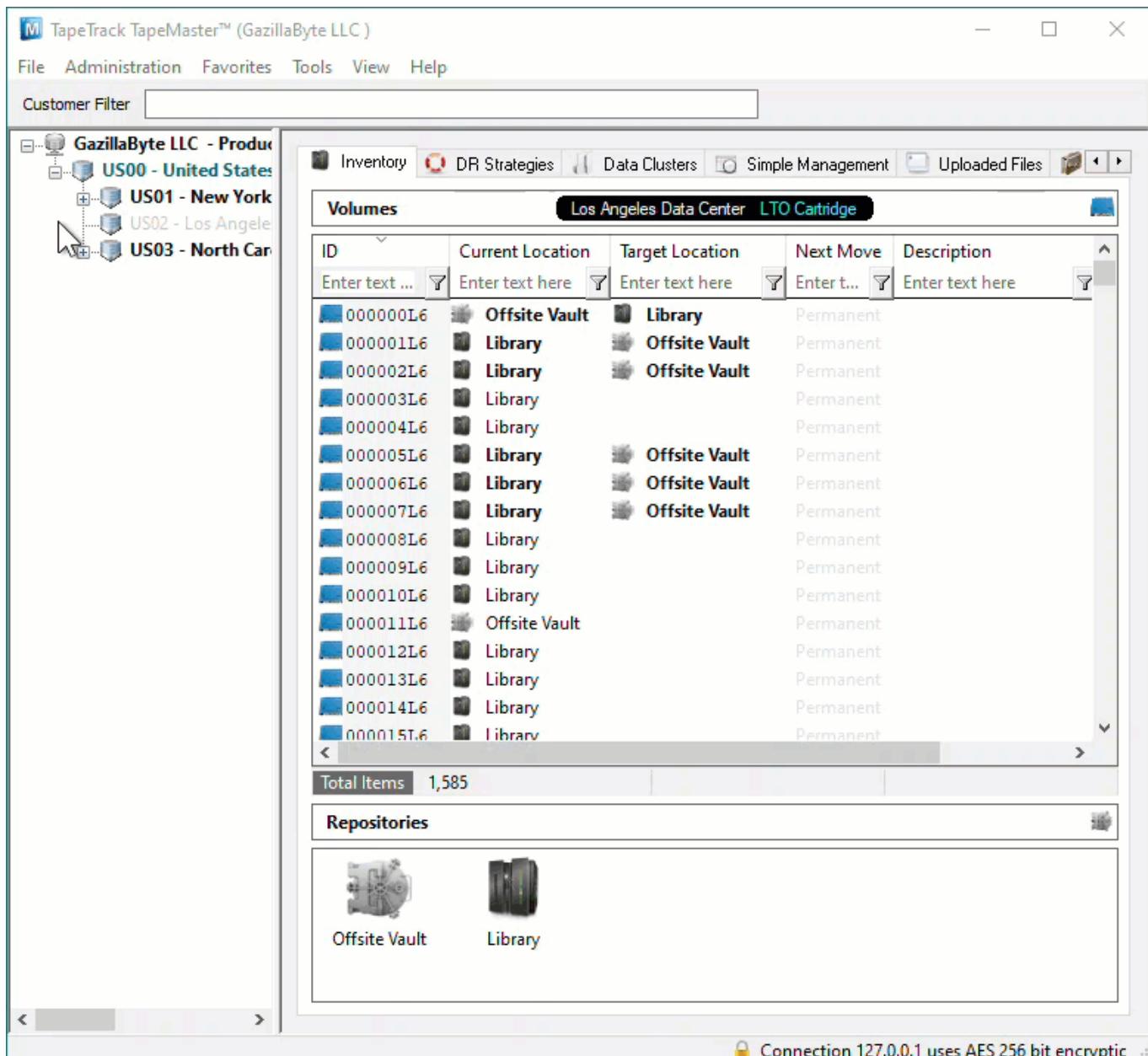


or completely removed from display.

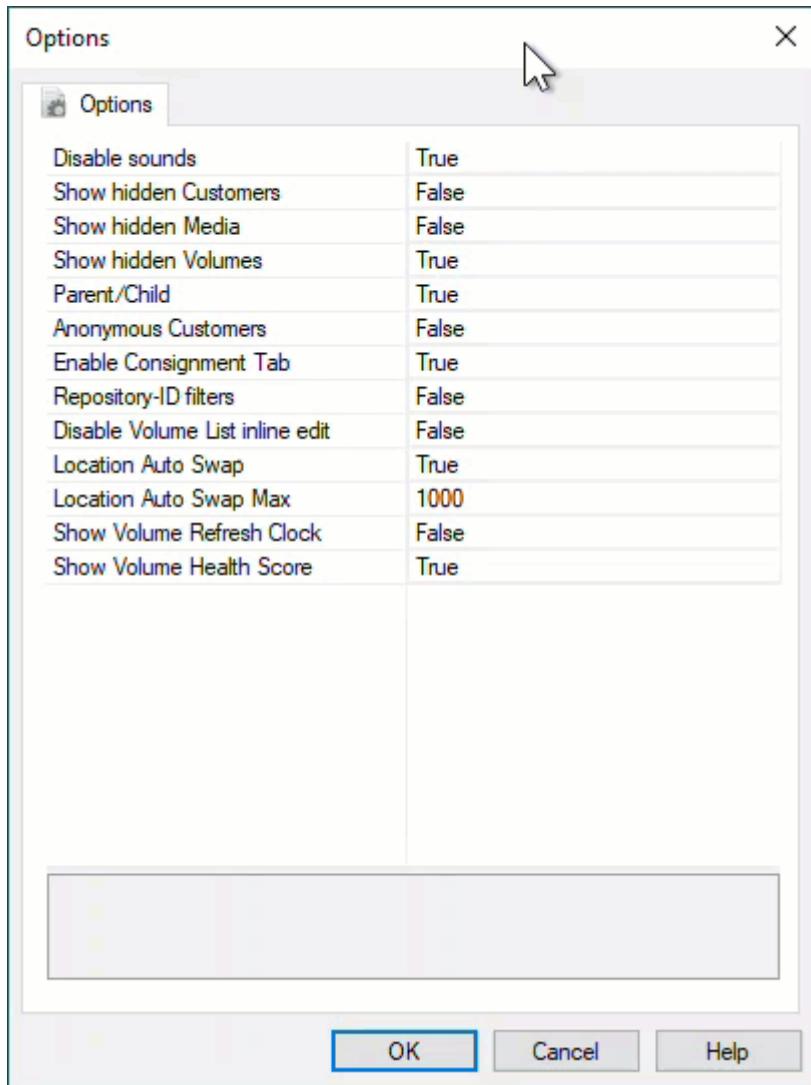


To have the hidden Customer displayed in a greyed out format:

- From the main menu, click File > Preferences



- In the options window, set Show Hidden Customers to True
- Click OK to update data.



Click anywhere in the Customer Tree to set focus and on your keyboard click F5 to update display.

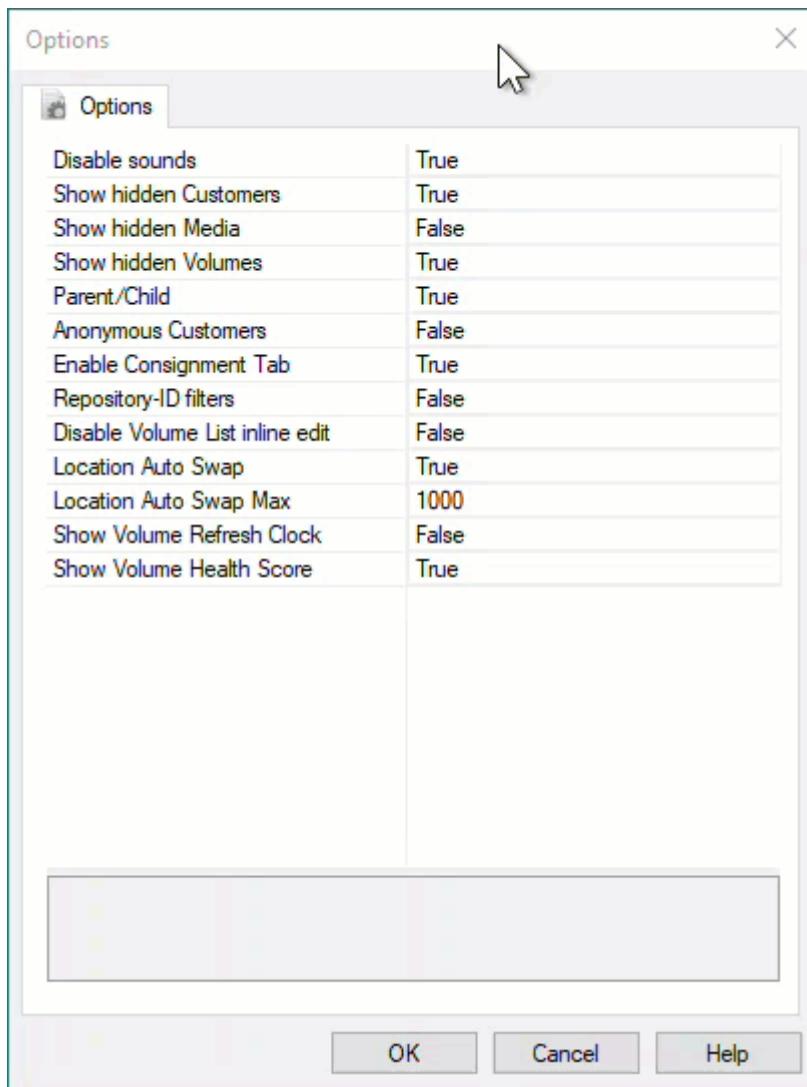
To have the hidden Customer removed from display:

- From the main menu, click File > Preferences

The screenshot shows the TapeTrack TapeMaster™ software interface for GazillaByte LLC. The left sidebar displays a tree structure with 'GazillaByte LLC - Product' at the root, followed by 'US00 - United States' (with 'US01 - New York' and 'US02 - Los Angeles' as children), and 'US03 - North Car'. A 'Customer Filter' dropdown is open. The main area is titled 'Inventory' and contains tabs for 'DR Strategies', 'Data Clusters', 'Simple Management', 'Uploaded Files', and a 'Volumes' tab which is currently selected. The 'Volumes' tab has a sub-tab 'Los Angeles Data Center LTO Cartridge'. The main content is a table titled 'Volumes' with columns: 'ID', 'Current Location', 'Target Location', 'Next Move', and 'Description'. The table lists 1585 items. The 'Current Location' and 'Target Location' columns show icons for 'Offsite Vault' and 'Library'. The 'Description' column shows the word 'Permanent' for all items. The 'Repositories' section below the table shows icons for 'Offsite Vault' and 'Library'. A status bar at the bottom right indicates a secure connection: 'Connection 127.0.0.1 uses AES 256 bit encryption'.

ID	Current Location	Target Location	Next Move	Description
0000001L6	Offsite Vault	Library		Permanent
0000001L6	Library	Offsite Vault		Permanent
0000002L6	Library	Offsite Vault		Permanent
0000003L6	Library			Permanent
0000004L6	Library			Permanent
0000005L6	Library	Offsite Vault		Permanent
0000006L6	Library	Offsite Vault		Permanent
0000007L6	Library	Offsite Vault		Permanent
0000008L6	Library			Permanent
0000009L6	Library			Permanent
0000010L6	Library			Permanent
0000011L6	Offsite Vault			Permanent
0000012L6	Library			Permanent
0000013L6	Library			Permanent
0000014L6	Library			Permanent
0000015L6	Library			Permanent

- In the options window, set Show Hidden Customers to False
- Click OK to update data.

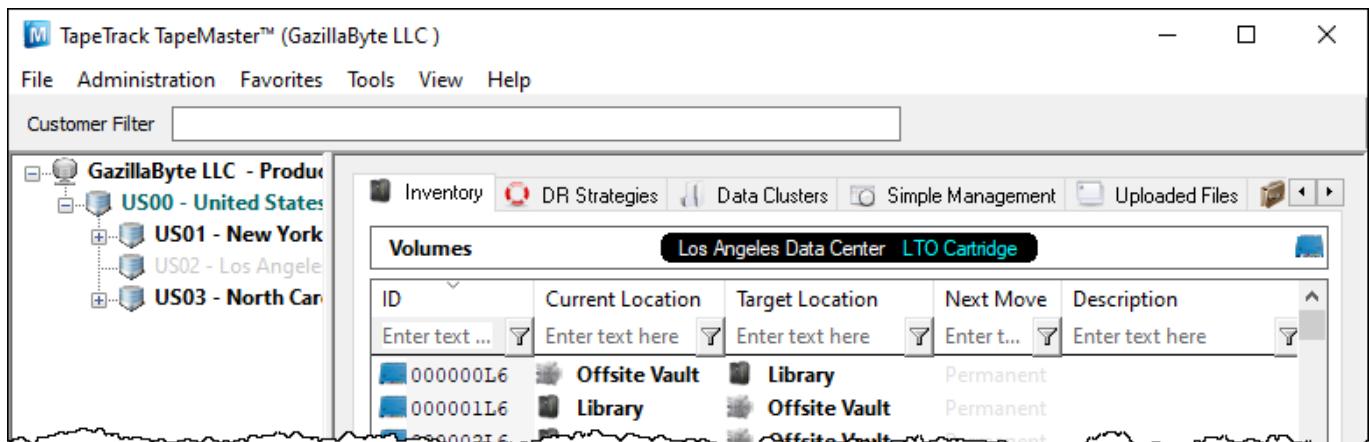


Click anywhere in the Customer Tree to set focus and on your keyboard click F5 to update display.

## Unhiding Customers

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

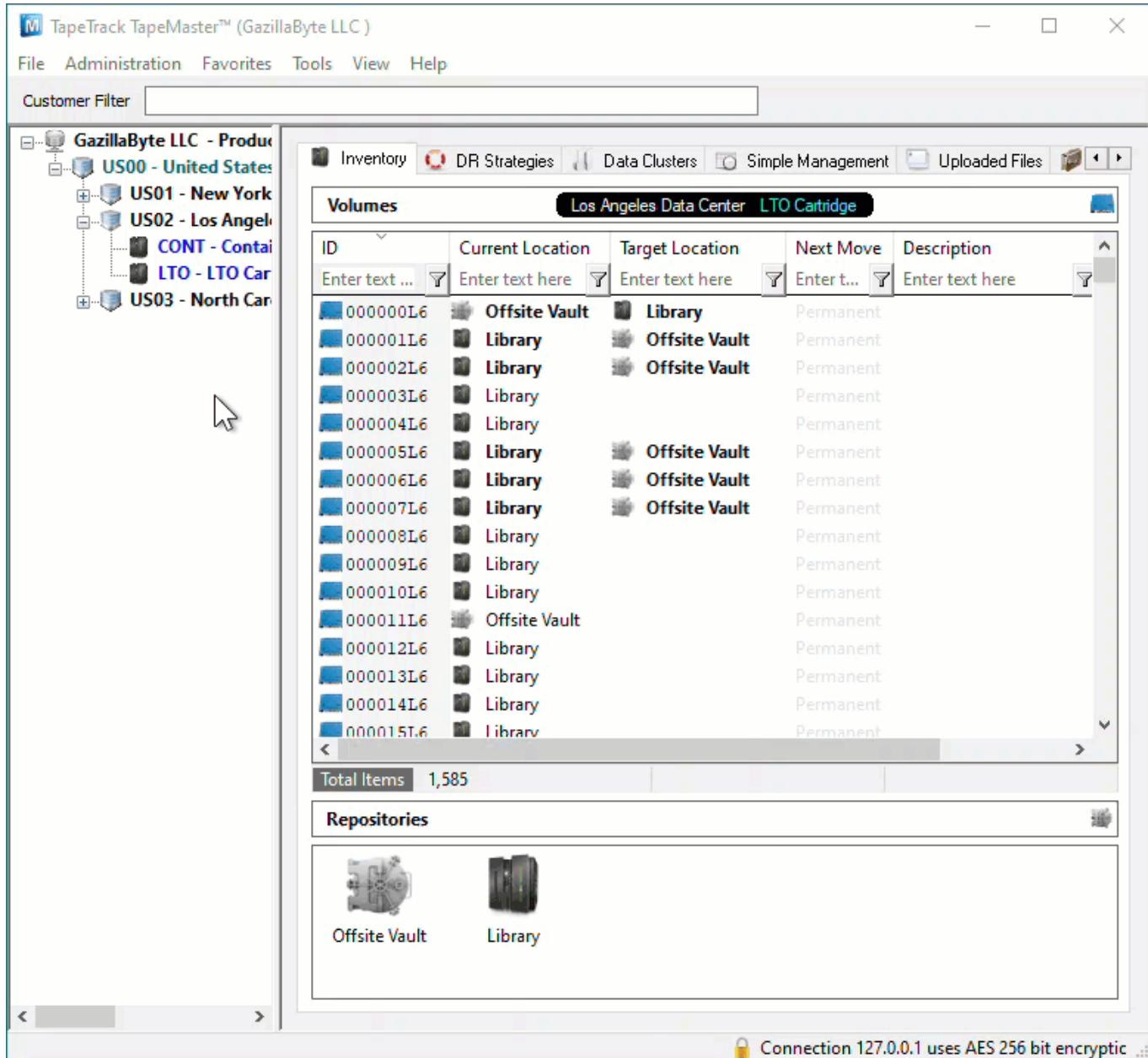
If you can see the hidden Customers but in a greyed out format you can skip this step.



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.

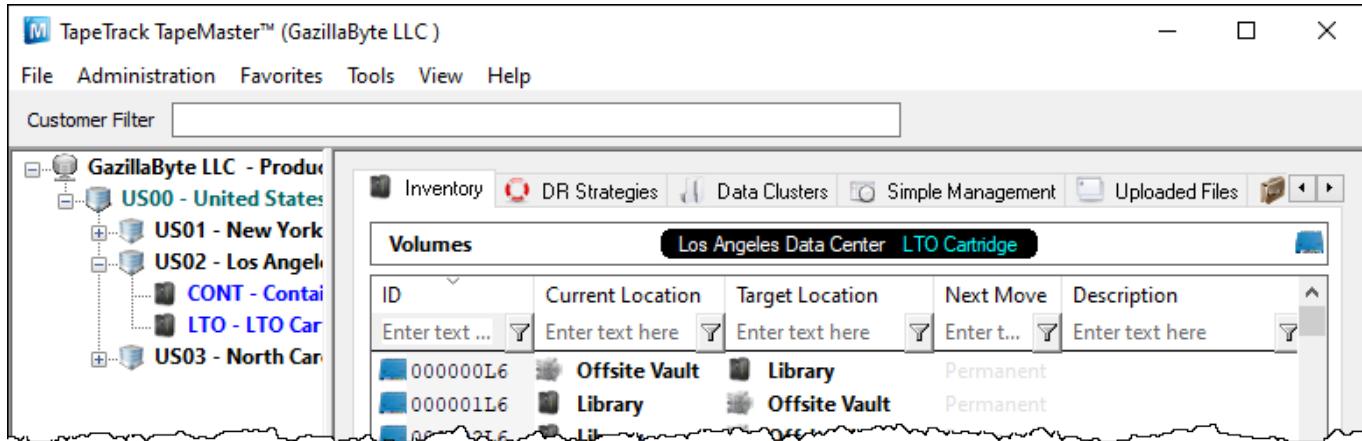


The screenshot shows the TapeTrack TapeMaster software interface. The left pane displays a Customer Tree with nodes for 'GazillaByte LLC - Product' and 'US00 - United States', which contains 'US01 - New York', 'US02 - Los Angeles', 'CONT - Contain', 'LTO - LTO Car', and 'US03 - North Car'. A mouse cursor is hovering over the 'CONT - Contain' node. The right pane shows a 'Volumes' list titled 'Los Angeles Data Center LTO Cartridge'. The list includes columns for ID, Current Location, Target Location, Next Move, and Description. The data is as follows:

ID	Current Location	Target Location	Next Move	Description
0000001L6	Offsite Vault	Library		Permanent
0000001L6	Library	Offsite Vault		Permanent
0000002L6	Library	Offsite Vault		Permanent
0000003L6	Library			Permanent
0000004L6	Library			Permanent
0000005L6	Library	Offsite Vault		Permanent
0000006L6	Library	Offsite Vault		Permanent
0000007L6	Library	Offsite Vault		Permanent
0000008L6	Library			Permanent
0000009L6	Library			Permanent
0000010L6	Library			Permanent
0000011L6	Offsite Vault			Permanent
0000012L6	Library			Permanent
0000013L6	Library			Permanent
0000014L6	Library			Permanent
0000015L6	Library			Permanent

Below the volumes list, a 'Total Items' label shows '1,585'. The bottom right corner of the interface displays a connection status: 'Connection 127.0.0.1 uses AES 256 bit encryption'.

The Customer will no longer be hidden.



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

[hidden](#), [media](#), [technote](#), [update doco](#)

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



Permanent link:

[https://rtfm.tapetrack.com/technote/hiding\\_customer\\_ids?rev=1613696704](https://rtfm.tapetrack.com/technote/hiding_customer_ids?rev=1613696704)

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