

# Hiding Customers

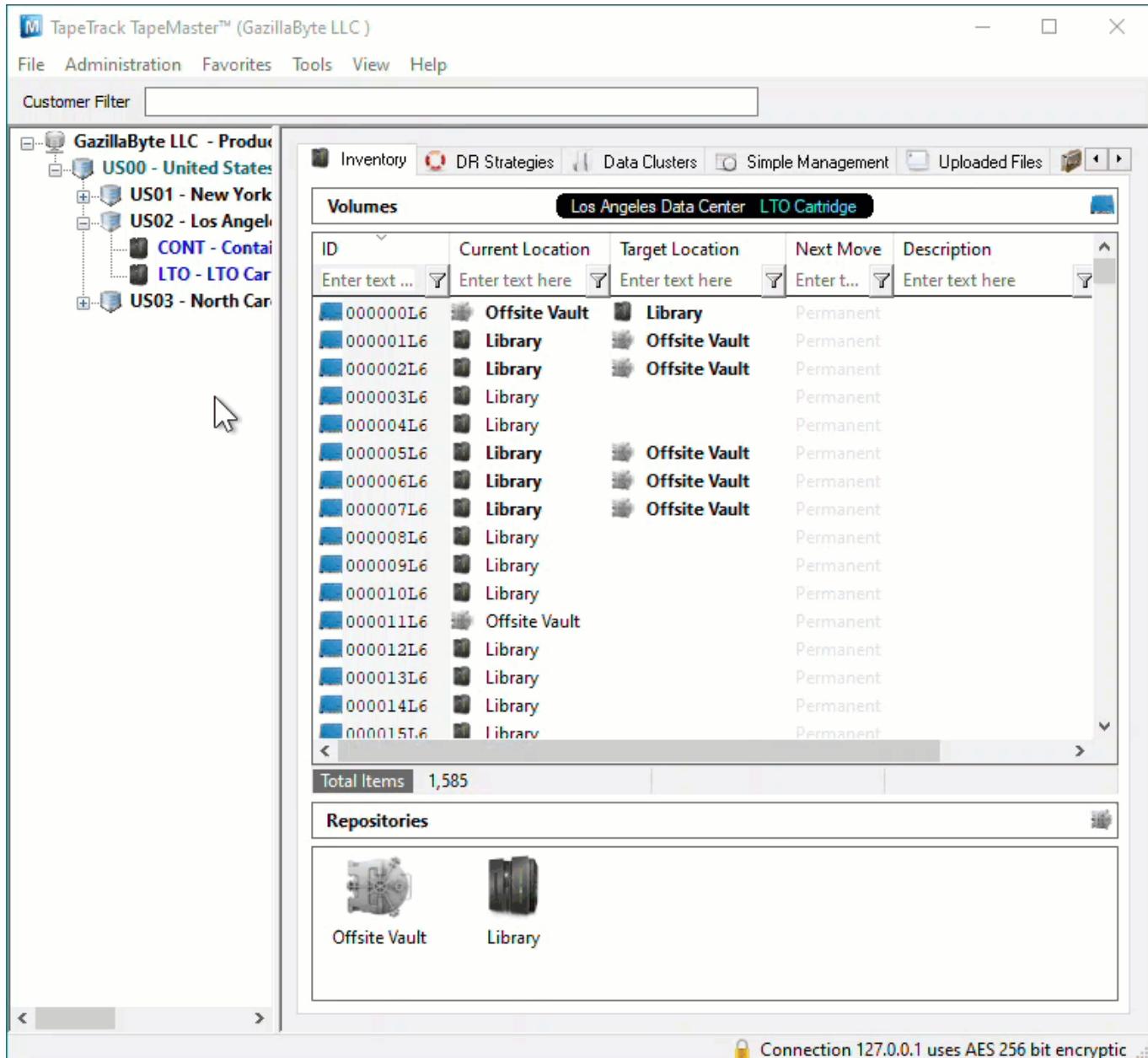
Customers can be hidden, or removed from view, in TapeTrack TapeMaster, cleaning up the Customer Tree display without needing to delete old or unused Customer-ID's and their associated data.

Hiding Customers from display is a two part process:

- Setting the required Customer's Hide Customer option to True.
- Removing the Hidden Customer from display via the TapeTrack TapeMaster Preferences.

## Customer Properties Options

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

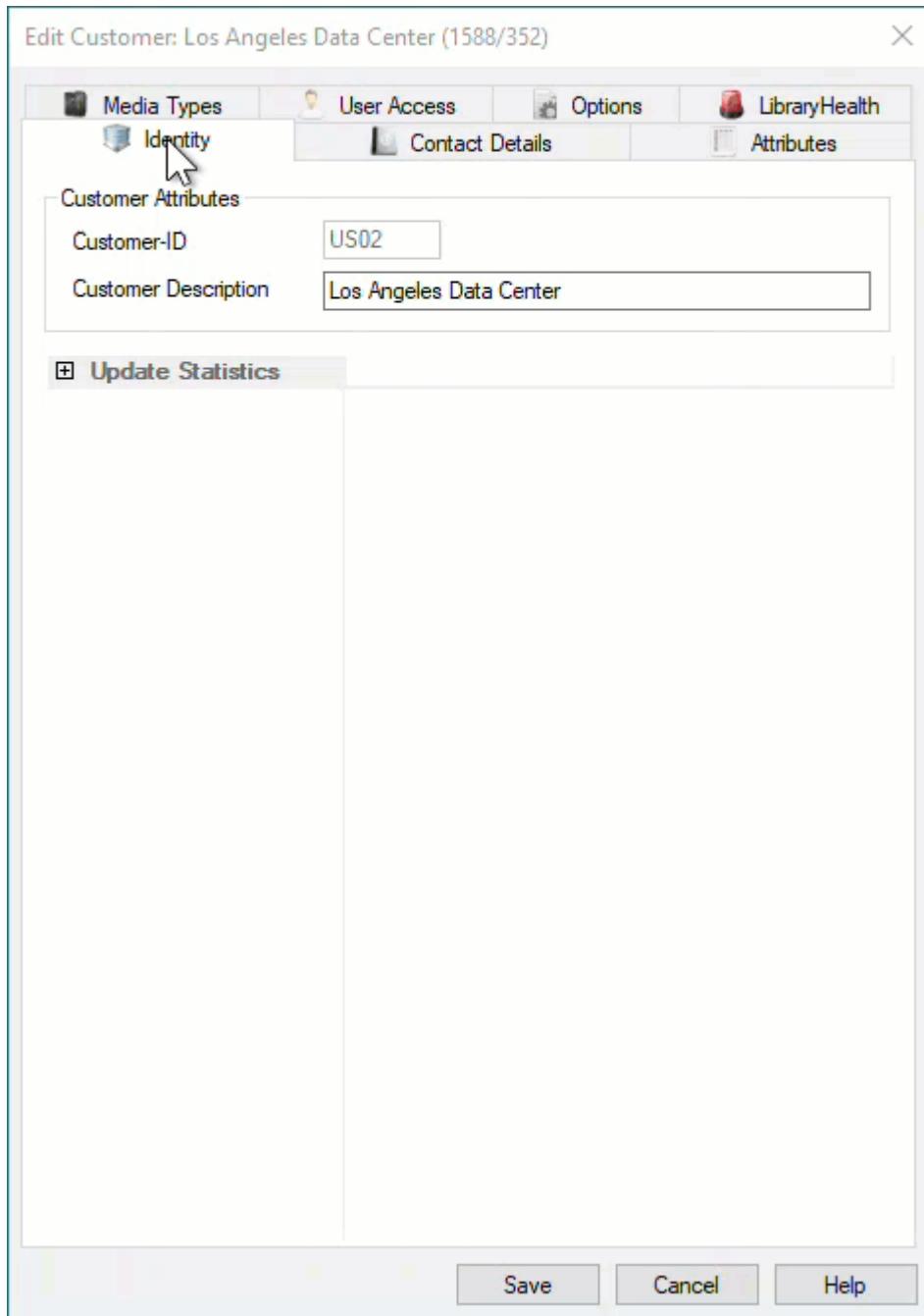


The screenshot shows the TapeTrack TapeMaster application window. The left pane displays a Customer Tree with nodes like 'GazillaByte LLC - Product', 'US00 - United States', 'US01 - New York', 'US02 - Los Angeles', 'CONT - Contain', 'LTO - LTO Car', and 'US03 - North Car'. The right pane shows the 'Volumes' tab of the 'Inventory' section. The 'Volumes' table has columns: ID, Current Location, Target Location, Next Move, and Description. The 'Current Location' and 'Target Location' columns are dropdown menus. The 'Description' column shows 'Permanent' for all items. The 'Volumes' table lists 1,585 items. Below the table, the 'Repositories' section shows icons for 'Offsite Vault' and 'Library'. The 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

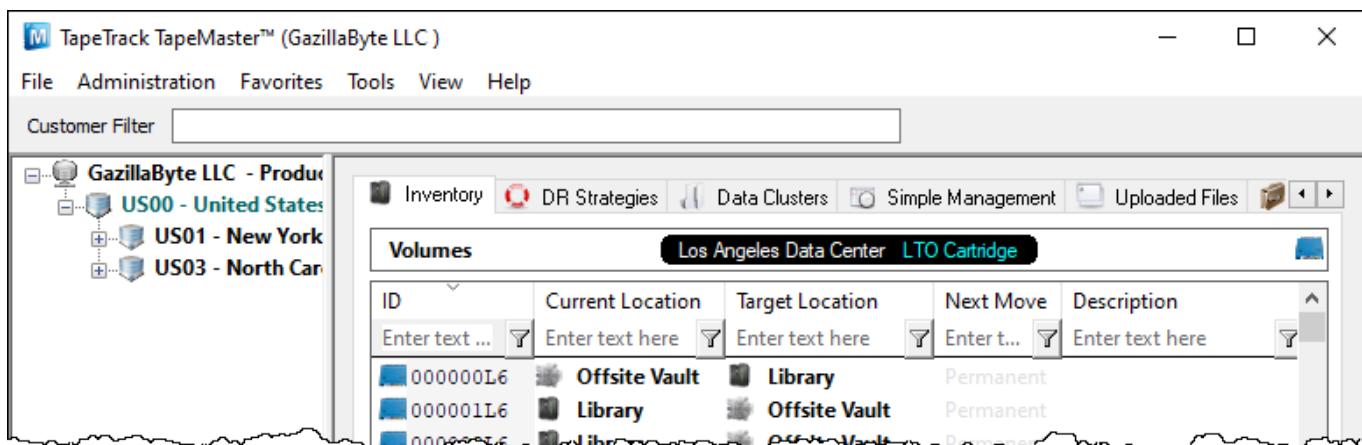
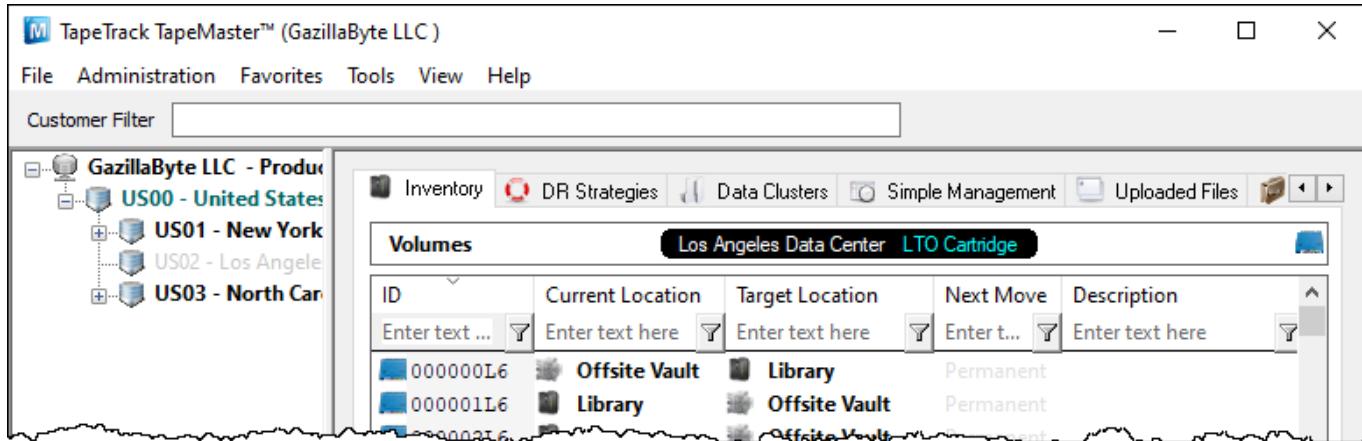
From the Edit Customer window select the Options tab, set Hide Customer option to True and

click Save to update data.



## Display Or Hide Customer From Customer Tree

Depending on TapeMaster Preferences, the Hidden Customer can be set to either be greyed out and inactive (not clickable) or completely removed from display. Having the Hidden Customer greyed out is the default installation setting, how your display functions will depend on what you have the preferences set.



To have the Hidden Customer displayed in a greyed out format, from the Main Menu, click File > Preferences

The screenshot shows the TapeTrack TapeMaster™ (GazillaByte LLC) software interface. The left sidebar displays a tree structure with 'GazillaByte LLC - Product' expanded, showing 'US00 - United States' (with 'US01 - New York' and 'US02 - Los Angeles' as children), and 'US03 - North Car'. The main pane is titled 'Volumes' and shows a table with the following data:

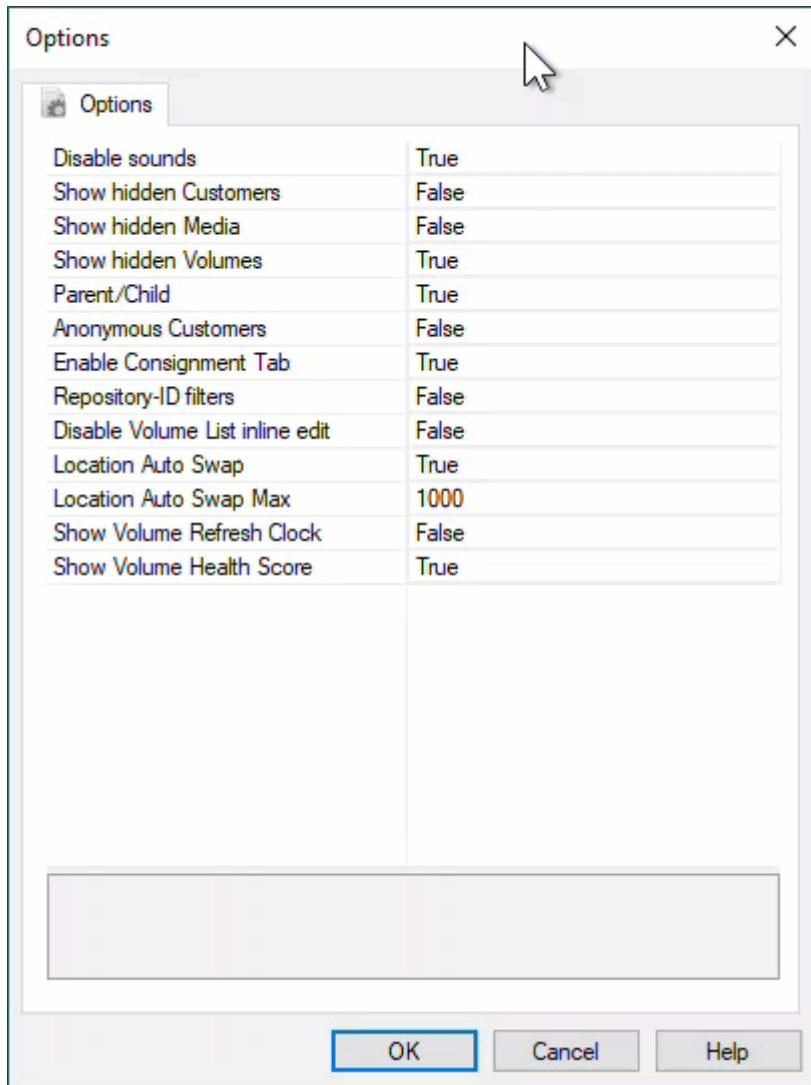
ID	Current Location	Target Location	Next Move	Description
0000001L6	Offsite Vault	Library		Permanent
0000011L6	Library	Offsite Vault		Permanent
0000021L6	Library	Offsite Vault		Permanent
0000031L6	Library			Permanent
0000041L6	Library			Permanent
0000051L6	Library	Offsite Vault		Permanent
0000061L6	Library	Offsite Vault		Permanent
0000071L6	Library	Offsite Vault		Permanent
0000081L6	Library			Permanent
0000091L6	Library			Permanent
0000101L6	Library			Permanent
0000111L6	Offsite Vault			Permanent
0000121L6	Library			Permanent
0000131L6	Library			Permanent
0000141L6	Library			Permanent
0000151L6	Library			Permanent

Total Items: 1,585

The 'Repositories' section shows two items: 'Offsite Vault' and 'Library'.

Bottom status bar: Connection 127.0.0.1 uses AES 256 bit encryption

In the options window, set Show Hidden Customers to True and click OK to update the data.



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

To have the Hidden Customer removed from display from the Main Menu, click File > Preferences

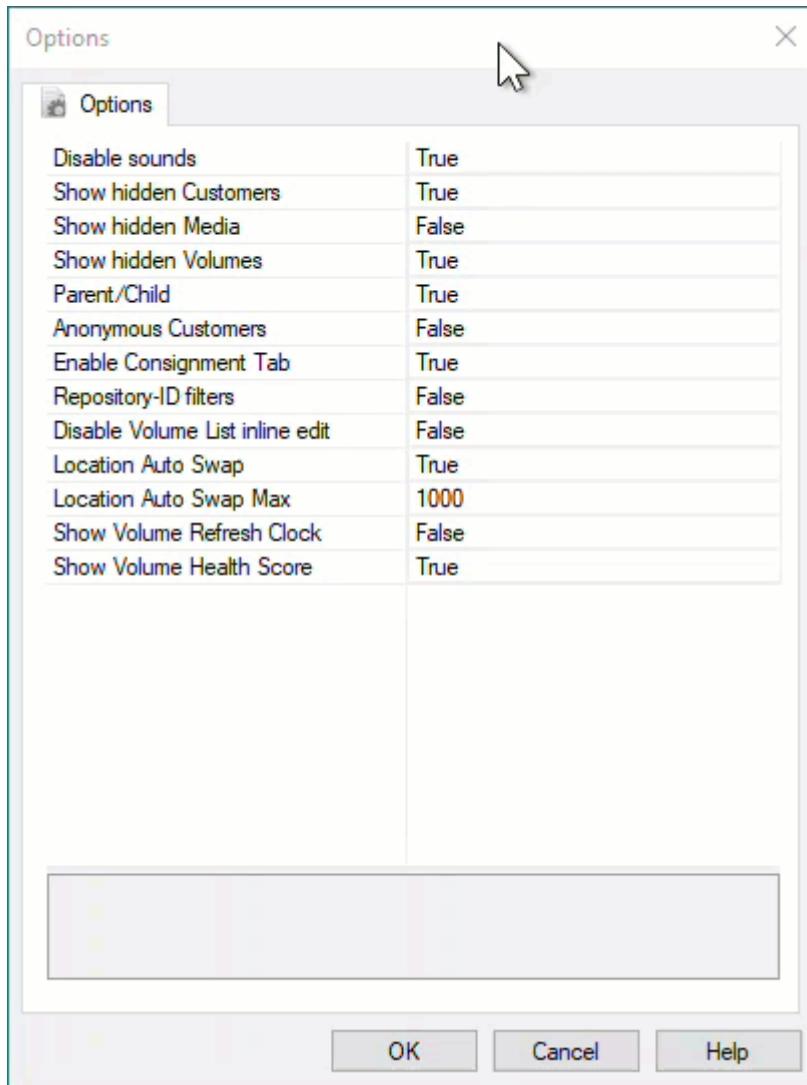
The screenshot shows the TapeTrack TapeMaster™ (GazillaByte LLC) software interface. The left sidebar displays a tree structure for 'GazillaByte LLC - Production' with nodes for 'US00 - United States', 'US01 - New York', 'US02 - Los Angeles', and 'US03 - North Carolina'. The main area is divided into sections: 'Inventory' (selected), 'DR Strategies', 'Data Clusters', 'Simple Management', 'Uploaded Files', and 'Customer Filter' (button). The 'Volumes' section is titled 'Los Angeles Data Center LTO Cartridge' and contains a table with columns: ID, Current Location, Target Location, Next Move, and Description. The table lists 1585 items, mostly 'Library' entries with 'Offsite Vault' as the target location, all marked as 'Permanent'. The 'Repositories' section shows icons for 'Offsite Vault' and 'Library'.

ID	Current Location	Target Location	Next Move	Description
0000001L6	Library	Offsite Vault		Permanent
000001L6	Library	Offsite Vault		Permanent
000002L6	Library	Offsite Vault		Permanent
000003L6	Library			Permanent
000004L6	Library			Permanent
000005L6	Library	Offsite Vault		Permanent
000006L6	Library	Offsite Vault		Permanent
000007L6	Library	Offsite Vault		Permanent
000008L6	Library			Permanent
000009L6	Library			Permanent
000010L6	Library			Permanent
000011L6	Offsite Vault			Permanent
000012L6	Library			Permanent
000013L6	Library			Permanent
000014L6	Library			Permanent
000015L6	Library			Permanent

Total Items 1,585

Connection 127.0.0.1 uses AES 256 bit encryption

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

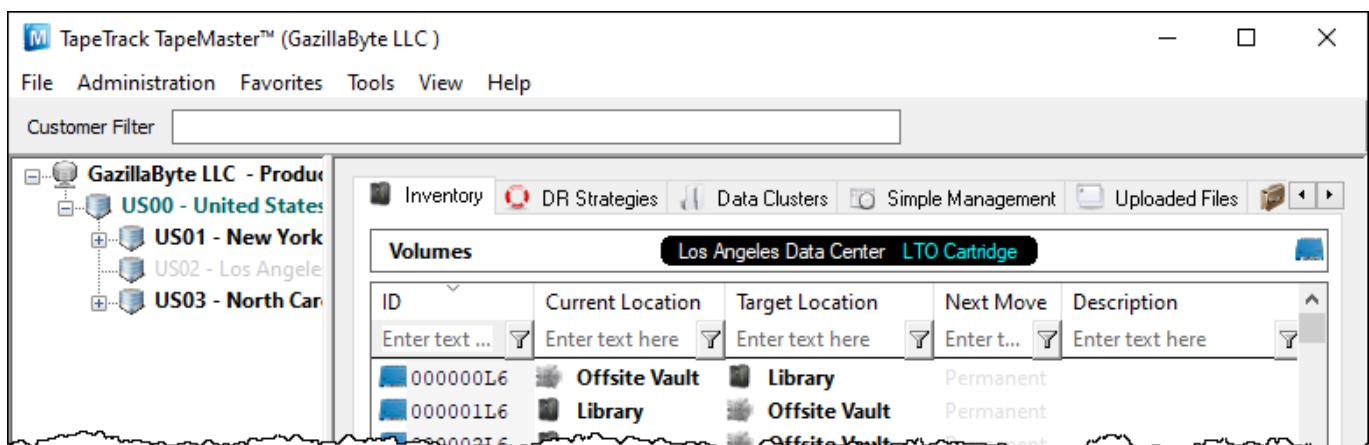


Click anywhere in the Customer Tree to set focus and on your keyboard click F5 to update display.

## 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.

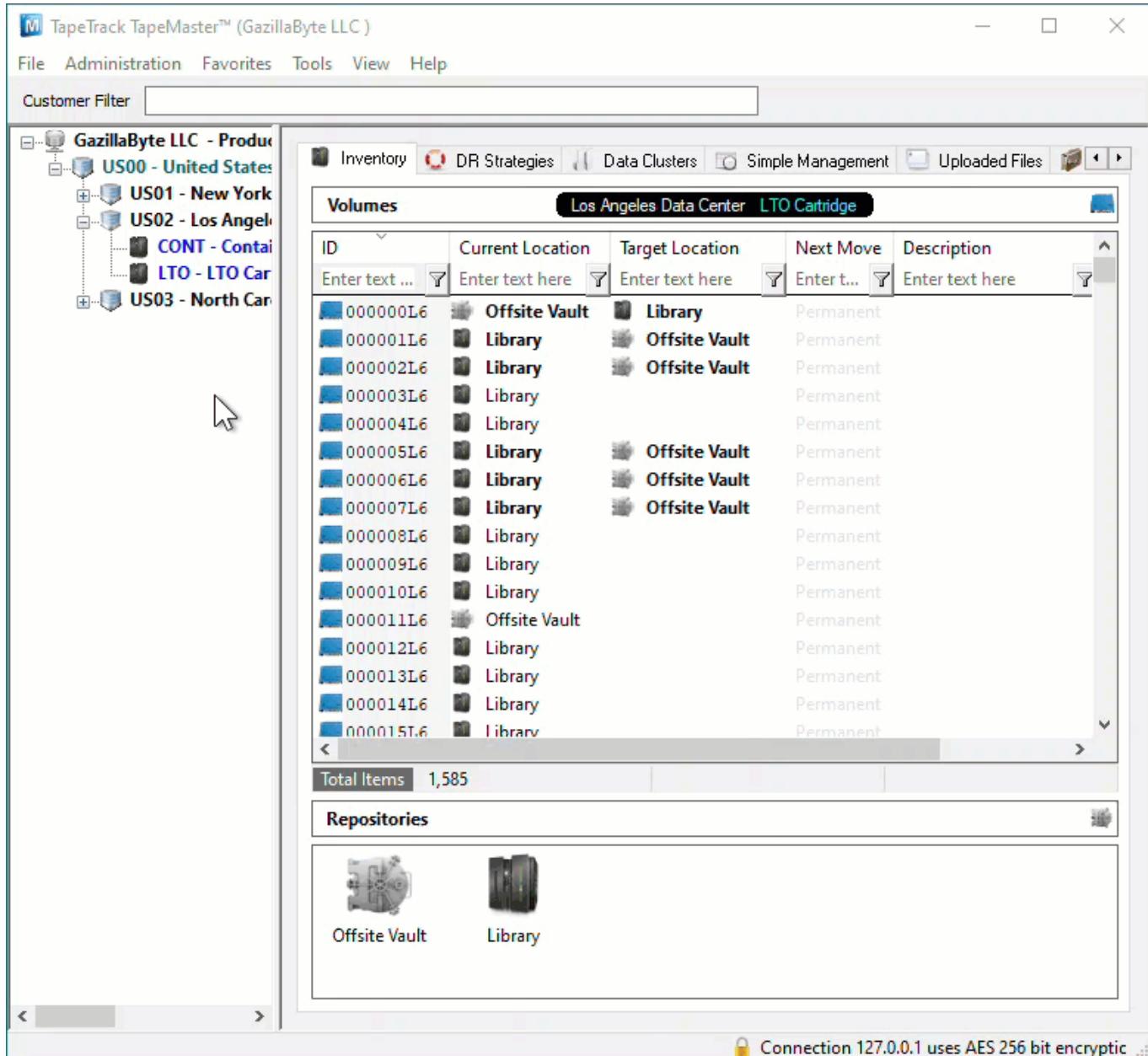


If you can't see the Hidden Customer, from the Main Menu click **File > Preferences** to open the **Options** tab. Set the option **Show Hidden Customers** to **True**. Click **OK** to update the settings.

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.

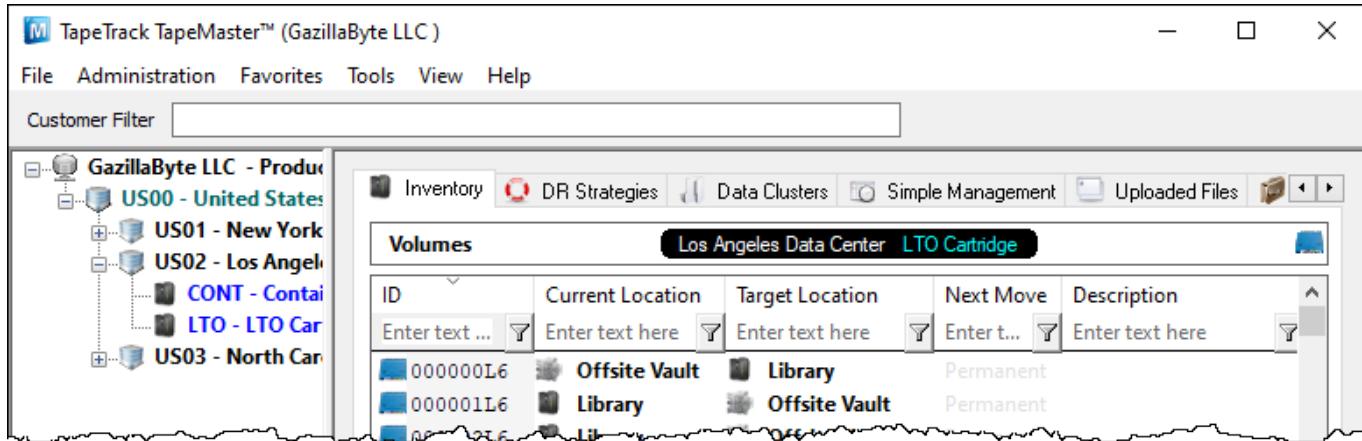
Select the **Options** tab and set the option **Hide Customer** to **False** and click **OK** to update the settings.



The screenshot shows the TapeTrack TapeMaster™ software interface. The left pane displays the Customer Tree with nodes for 'GazillaByte LLC - Product' and 'US00 - United States'. Under 'US00', nodes for 'US01 - New York', 'US02 - Los Angeles', 'CONT - Contai', 'LTO - LTO Car', and 'US03 - North Car' are visible. A mouse cursor is hovering over the 'CONT - Contai' node. The right pane is titled 'Volumes' and shows a list of 1,585 items. The columns are 'ID', 'Current Location', 'Target Location', 'Next Move', and 'Description'. The 'Current Location' column shows values like 'Offsite Vault', 'Library', and 'Offsite Vault'. The 'Target Location' column shows values like 'Library', 'Offsite Vault', and 'Offsite Vault'. The 'Description' column shows values like 'Permanent', 'Permanent', and 'Permanent'. Below the table, there is a section titled 'Repositories' with icons for 'Offsite Vault' and 'Library'.

ID	Current Location	Target Location	Next Move	Description
0000001L6	Offsite Vault	Library		Permanent
000001L6	Library	Offsite Vault		Permanent
000002L6	Library	Offsite Vault		Permanent
000003L6	Library			Permanent
000004L6	Library			Permanent
000005L6	Library	Offsite Vault		Permanent
000006L6	Library	Offsite Vault		Permanent
000007L6	Library	Offsite Vault		Permanent
000008L6	Library			Permanent
000009L6	Library			Permanent
000010L6	Library			Permanent
000011L6	Offsite Vault			Permanent
000012L6	Library			Permanent
000013L6	Library			Permanent
000014L6	Library			Permanent
000015L6	Library			Permanent

The Customer will no longer be hidden.



ID	Current Location	Target Location	Next Move	Description
000001L6	Offsite Vault	Library		Permanent
000000L6	Library	Offsite Vault		Permanent

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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