

# Hiding Customers

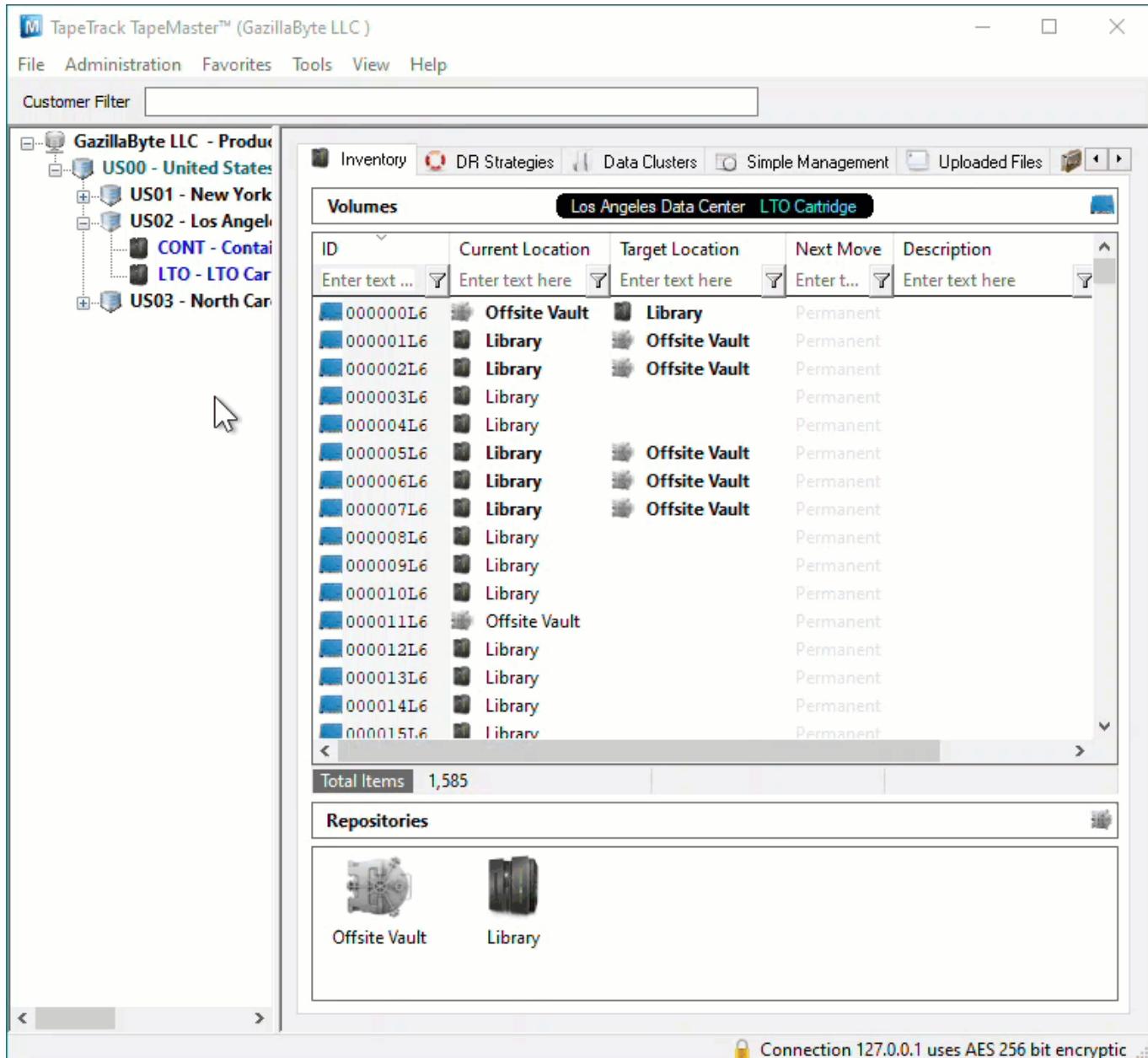
Customers can be hidden, or removed from view, in TapeMaster, cleaning up the Customer Tree display without needing to delete old or unused Customer-ID's and their associated data.

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 TapeMaster Preferences.

## Customer Properties Options

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



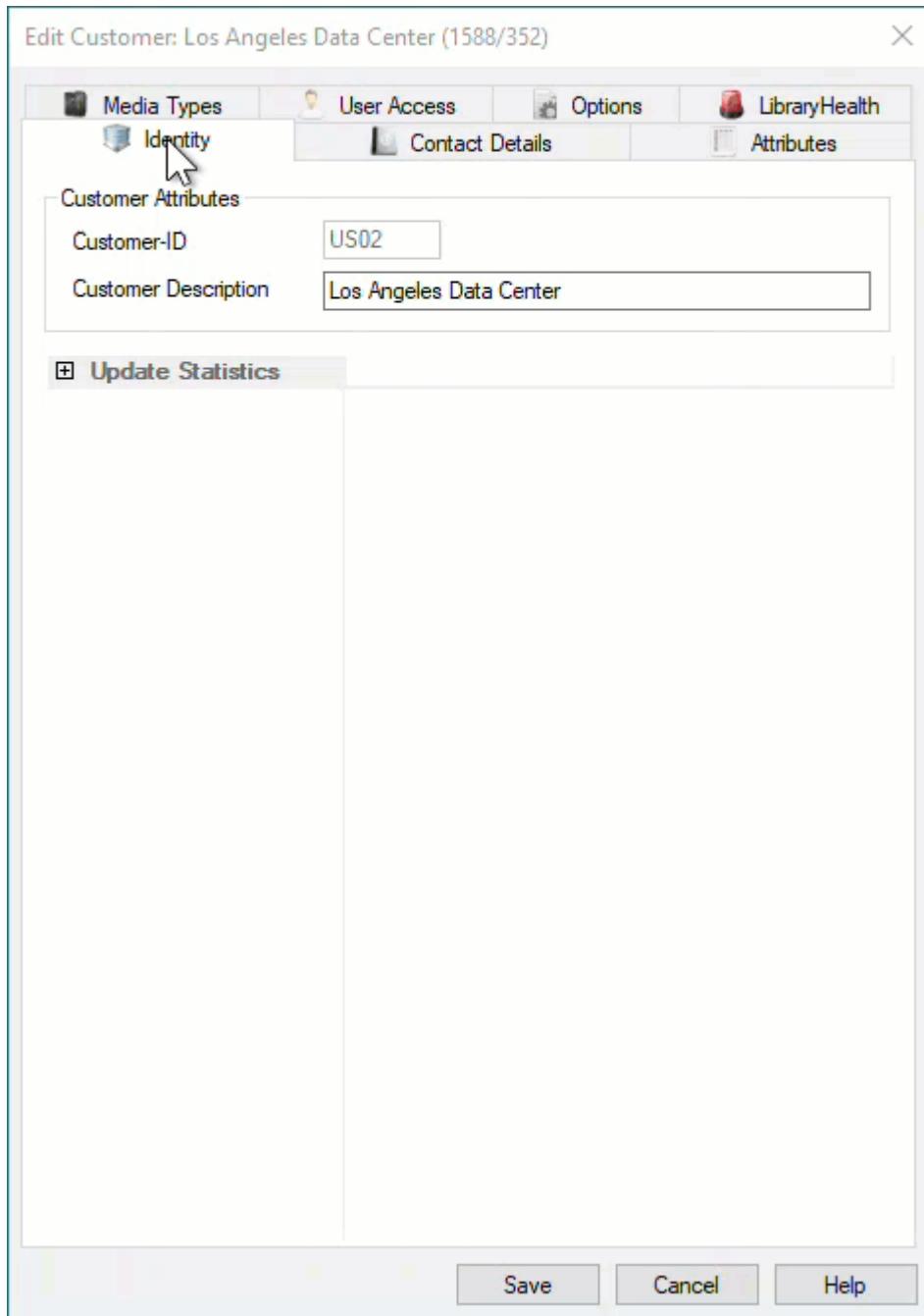
The screenshot shows the TapeTrack TapeMaster interface. The top menu bar includes File, Administration, Favorites, Tools, View, and Help. A 'Customer Filter' search bar is present. The left sidebar displays a Customer Tree with nodes: 'GazillaByte LLC - Product' (expanded to show 'US00 - United States', 'US01 - New York', 'US02 - Los Angeles', 'CONT - Contain', 'LTO - LTO Car', and 'US03 - North Car'). The main content area features a 'Volumes' table with the following data:

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
0000015T6	Library			Permanent

Below the table, a 'Total Items' label shows '1,585'. The 'Repositories' section displays two icons: 'Offsite Vault' and 'Library'. A status bar at the bottom right indicates 'Connection 127.0.0.1 uses AES 256 bit encryption'.

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

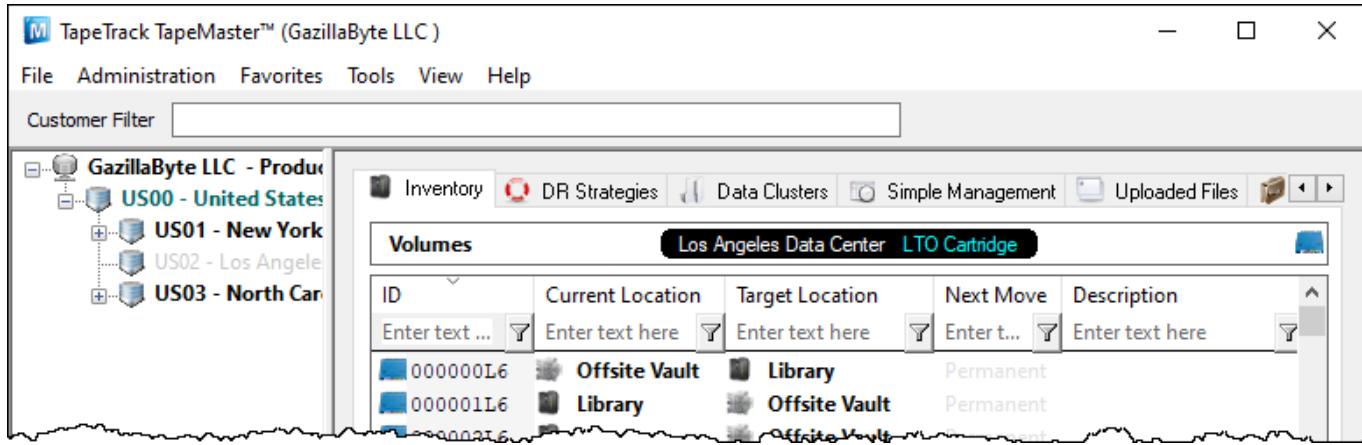
click Save to update data.



## Display Or Hide Customer From Customer Tree

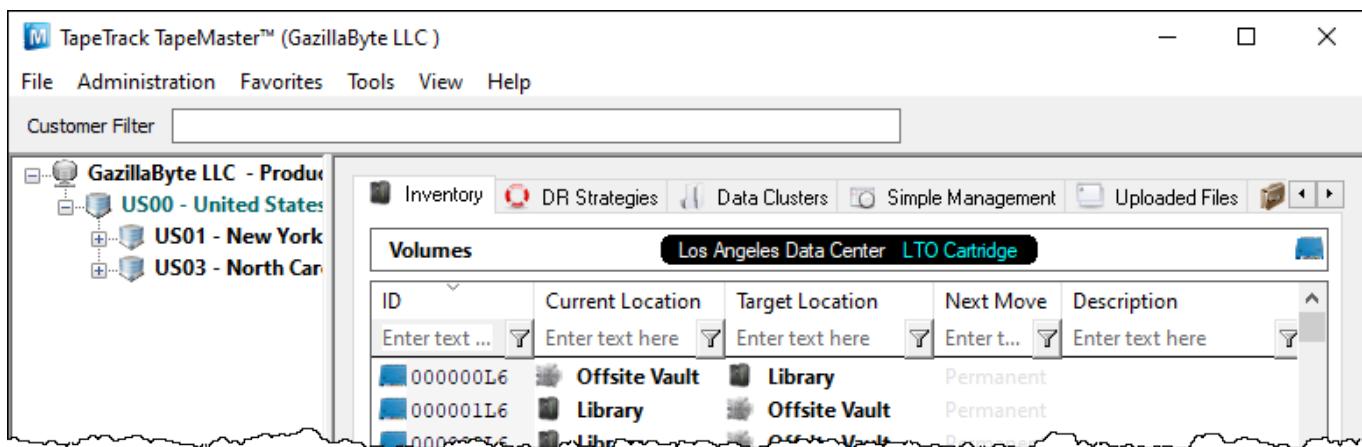
Depending on TapeMaster Preferences, the Hidden Customer can be set to either be greyed out and inactive (not clickable) or completely removed from display. Having the Hidden Customer greyed out is the default installation setting, how your display functions will depend on what you have the preferences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

Show Hidden Customers = True



ID	Current Location	Target Location	Next Move	Description
000000L6	Offsite Vault	Library		Permanent
000001L6	Library	Offsite Vault		Permanent
000002L6	Library	Offsite Vault		Permanent

Show Hidden Customers = False



ID	Current Location	Target Location	Next Move	Description
000000L6	Offsite Vault	Library		Permanent
000001L6	Library	Offsite Vault		Permanent
000002L6	Library	Offsite Vault		Permanent

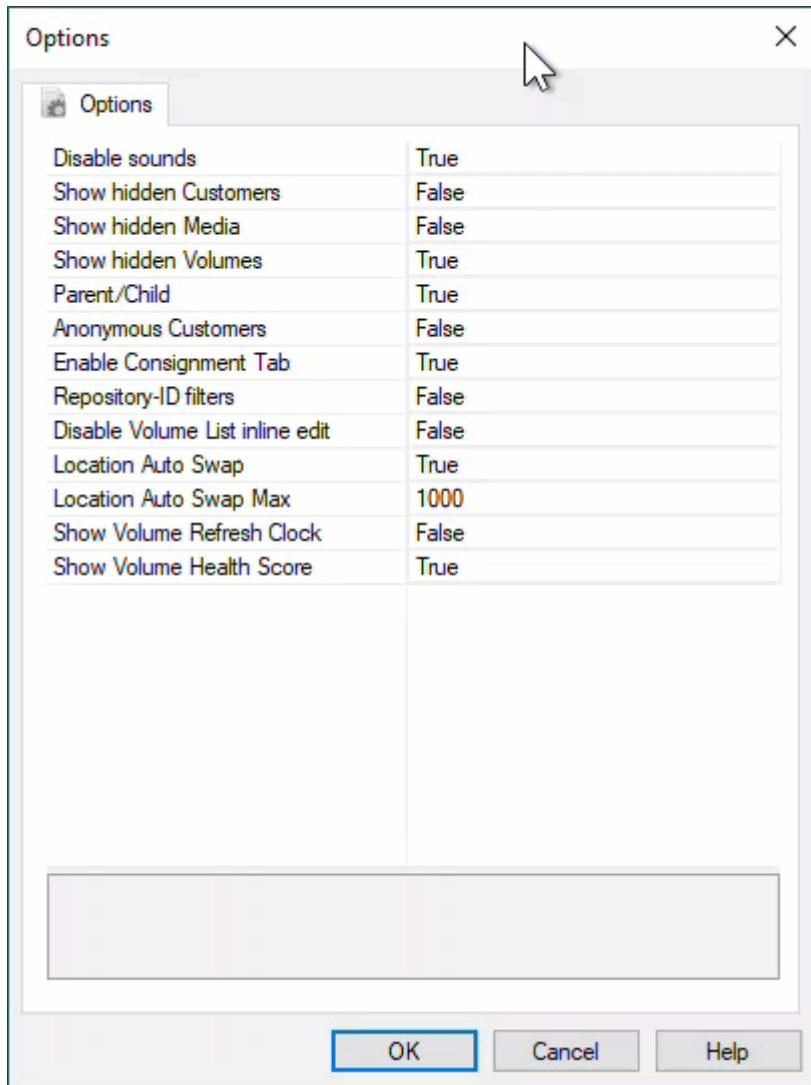
## Hidden Customer Greyed Out

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 sub-items 'US01 - New York', 'US02 - Los Angeles', and 'US03 - North Car'. The main pane is titled 'Inventory' and shows the 'Volumes' section. The title bar for the volumes table is 'Volumes' with sub-titles 'Los Angeles Data Center' and 'LTO Cartridge'. The table has columns: ID, Current Location, Target Location, Next Move, and Description. The 'Current Location' and 'Target Location' columns show icons for 'Library' and 'Offsite Vault'. The 'Description' column shows 'Permanent' for all items. The table contains 1585 items. Below the table, a 'Total Items' label shows '1,585'. The 'Repositories' section below shows icons for 'Offsite Vault' and 'Library'. At the bottom right, a status bar indicates 'Connection 127.0.0.1 uses AES 256 bit encryption'.

ID	Current Location	Target Location	Next Move	Description
0000001L6	Library	Offsite Vault		Permanent
0000001L6	Offsite Vault	Library		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 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.

## Hidden Customer Removed From 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 with 'GazillaByte LLC - Product' expanded, showing 'US00 - United States', 'US01 - New York', 'US02 - Los Angeles', and 'US03 - North Carolina'. The main area has tabs for 'Inventory', 'DR Strategies', 'Data Clusters', 'Simple Management', 'Uploaded Files', and 'LTO Cartridge'. The 'Volumes' tab is selected, showing a table with columns: ID, Current Location, Target Location, Next Move, and Description. The table lists 1585 items, mostly 'Library' types with 'Offsite Vault' as the target location, all marked as 'Permanent'. The 'Repositories' section below shows icons for 'Offsite Vault' and 'Library'.

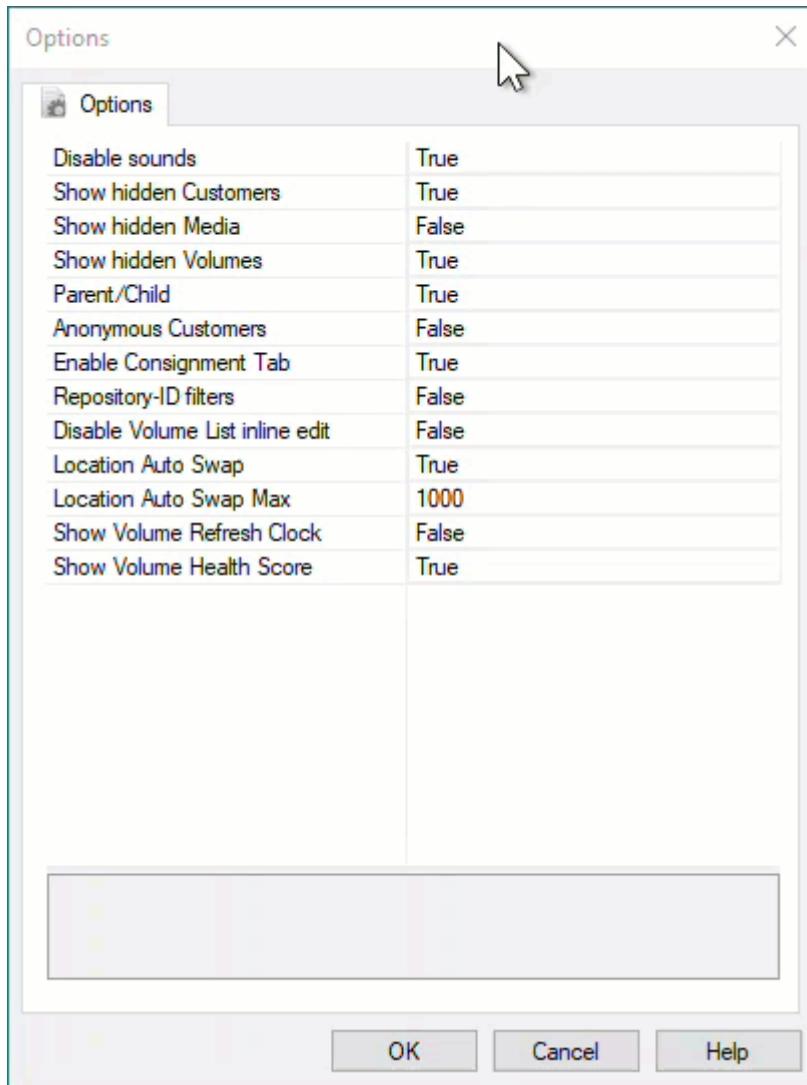
ID	Current Location	Target Location	Next Move	Description
0000001L6	Library	Offsite Vault		Permanent
000001L6	Library	Offsite Vault		Permanent
000002L6	Library	Offsite Vault		Permanent
000003L6	Library			Permanent
000004L6	Library			Permanent
000005L6	Library	Offsite Vault		Permanent
000006L6	Library	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

Repositories

Offsite Vault Library

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

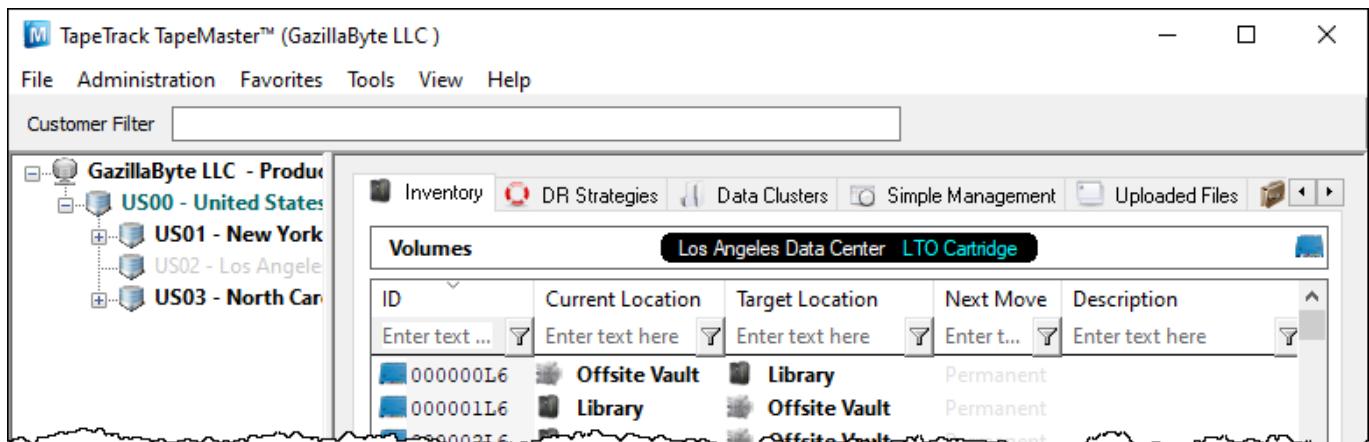


Click anywhere in the Customer Tree to set focus and on your keyboard click F5 to update display.

## Unhiding Customers

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

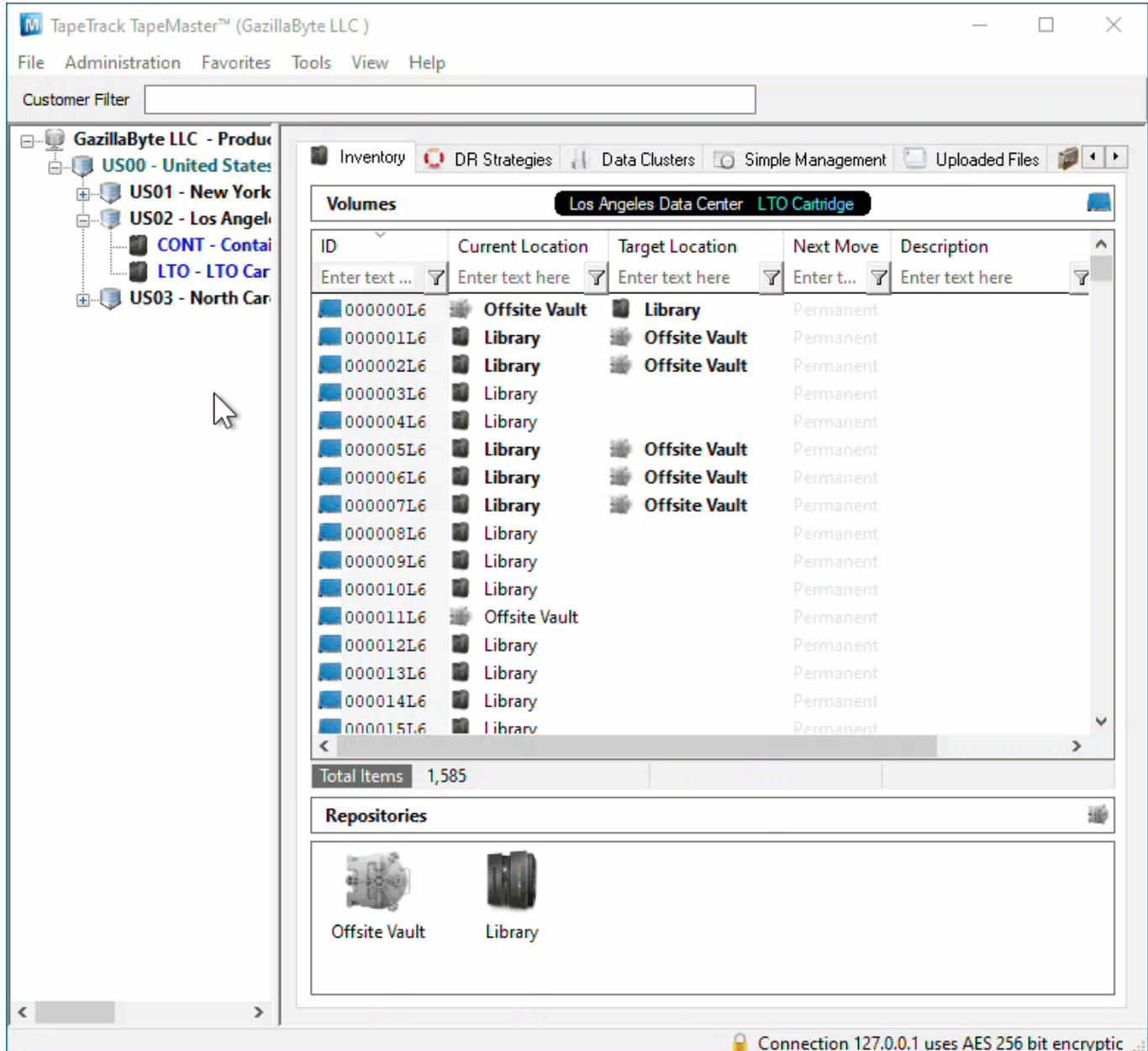
If you can see the hidden Customers but in a greyed out format you can skip this step.



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.

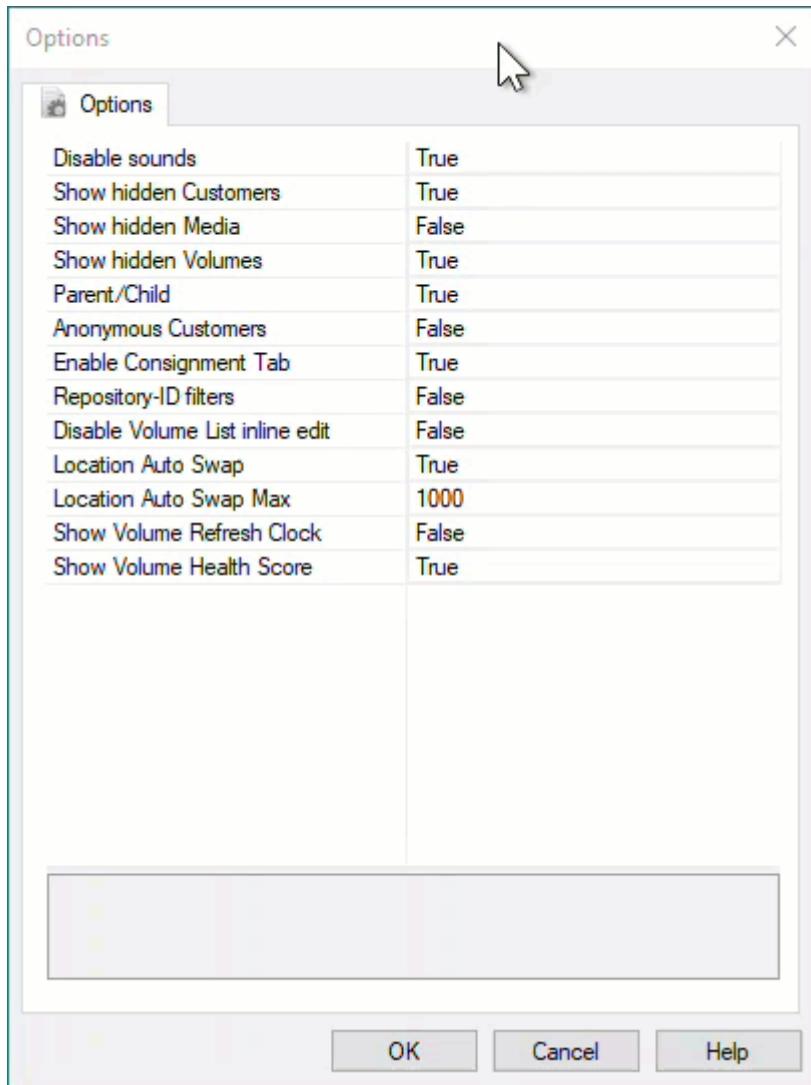
Any hidden Customers will now show in the Customer Tree as a greyed out listing.

Right click on the required Hidden Customer and select Properties to open the Edit Customer window.



The screenshot shows the TapeTrack TapeMaster™ software interface. The window title is "TapeTrack TapeMaster™ (GazillaByte LLC)". The menu bar includes File, Administration, Favorites, Tools, View, and Help. A "Customer Filter" search bar is present. The left pane displays a "Customer Tree" with nodes for "GazillaByte LLC - Product" and "US00 - United States", which further branches into "US01 - New York", "US02 - Los Angeles", "CONT - Contai", "LTO - LTO Car", and "US03 - North Car". A mouse cursor is hovering over the "CONT - Contai" node. The main pane is titled "Volumes" and shows a table of 1585 items. The table columns are: ID, Current Location, Target Location, Next Move, and Description. The data shows various volumes (e.g., 0000001L6, 000001L6, 000002L6, etc.) mapped between "Library" and "Offsite Vault" locations, all marked as "Permanent". Below the table, a "Total Items" label shows "1,585". The bottom pane is titled "Repositories" and displays icons for "Offsite Vault" and "Library". A status bar at the bottom right indicates "Connection 127.0.0.1 uses AES 256 bit encryption".

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

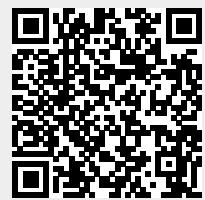


The Customer will no longer be hidden.

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.

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

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