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`.

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

click Save to update data.

Edit Customer: Los Angeles Data Center (1588/352)

Media Types   User Access   Options   LibraryHealth
Identity   Contact Details   Attributes

Customer Attributes

Customer-ID   US02

Customer Description   Los Angeles Data Center

⊞ Update Statistics

Save   Cancel   Help

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
US02 displayed but greyed out.
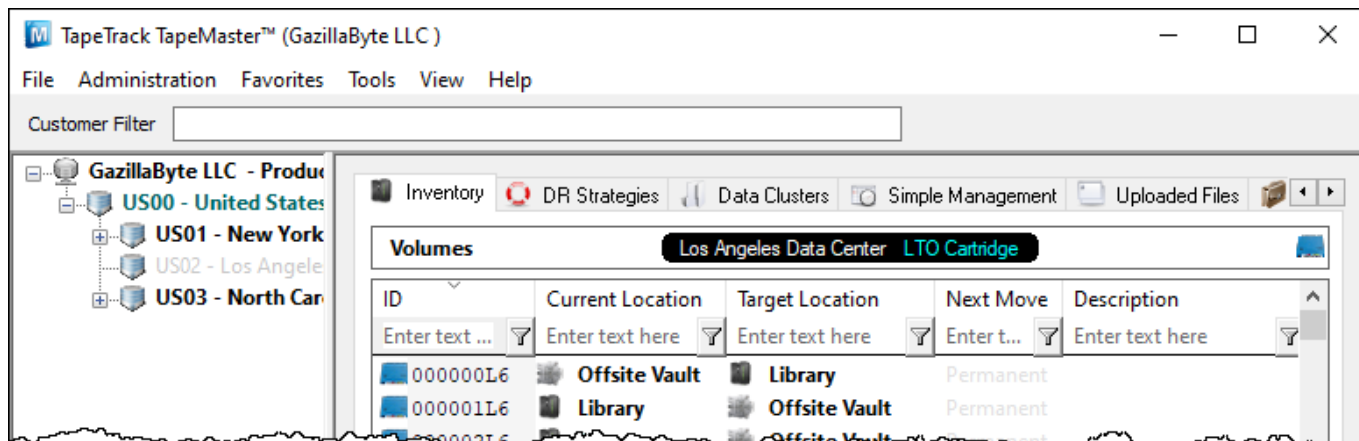
Show Hidden Customers = False
US02 not displayed.
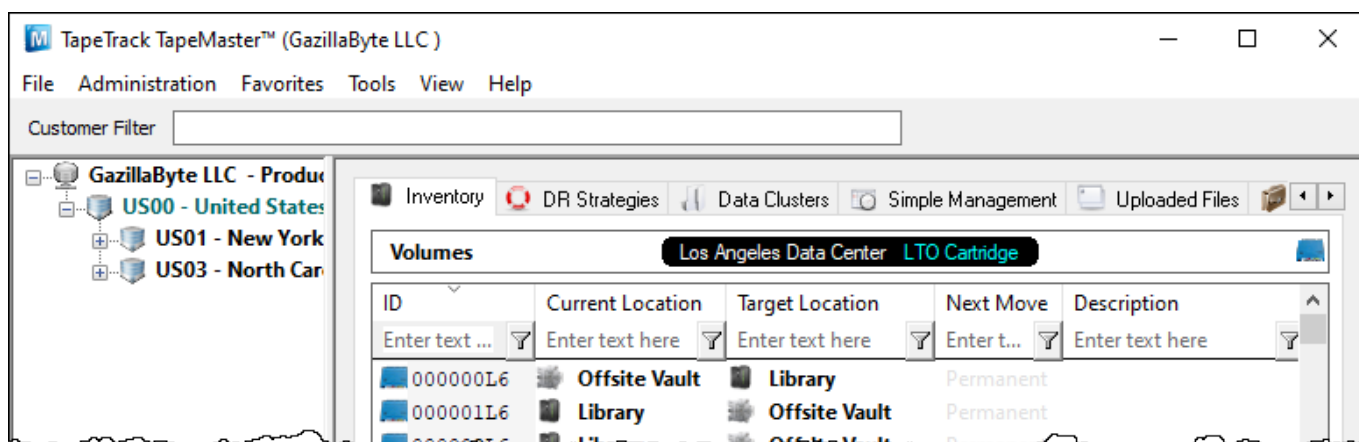
Hidden Customer Greyed Out

To have the Hidden Customer displayed in a greyed out format, from the Main Menu, click `File > Preferences`
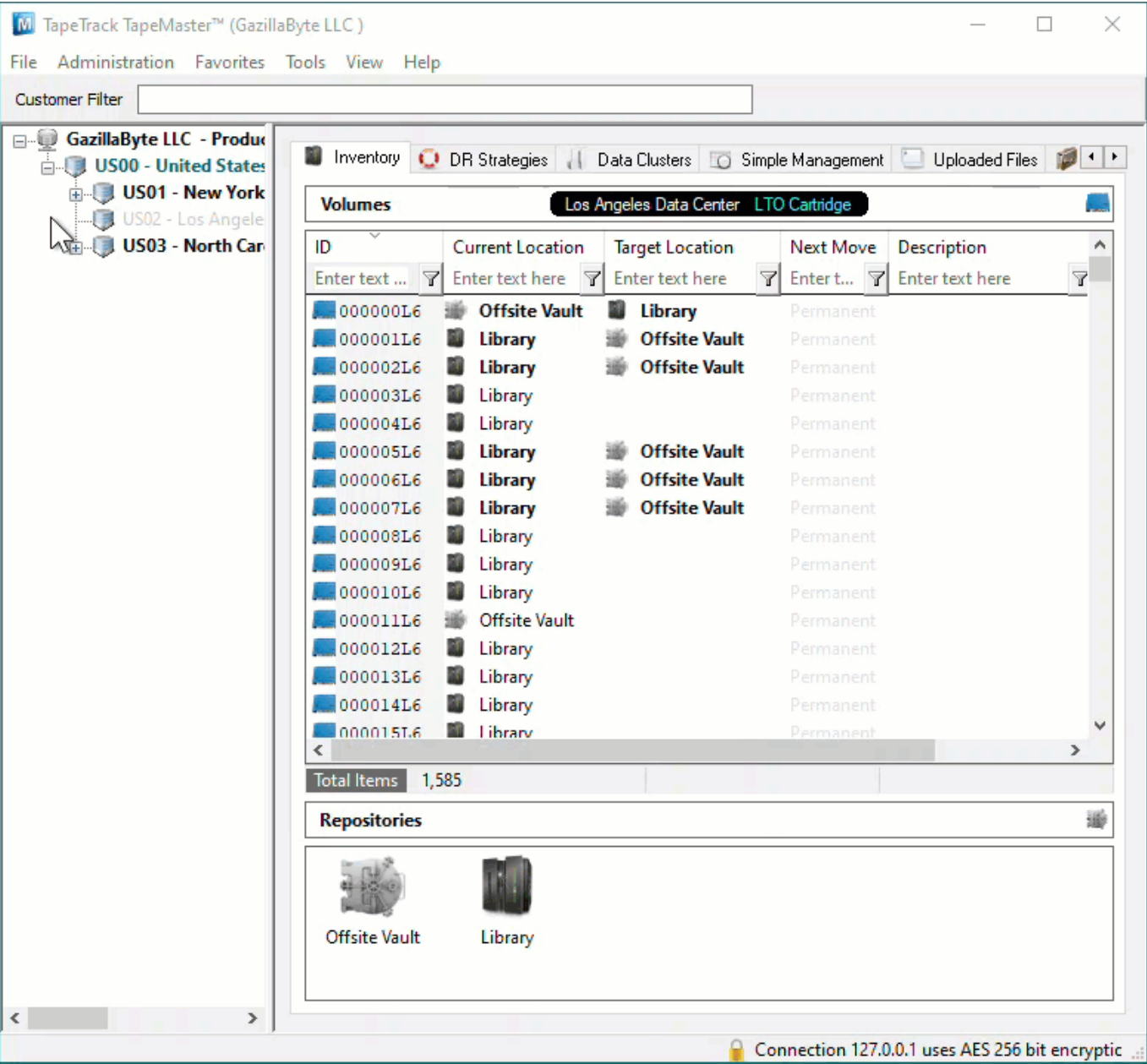
In the `Options` window, set `Show Hidden Customers` to `True` and click `OK` to update the data.
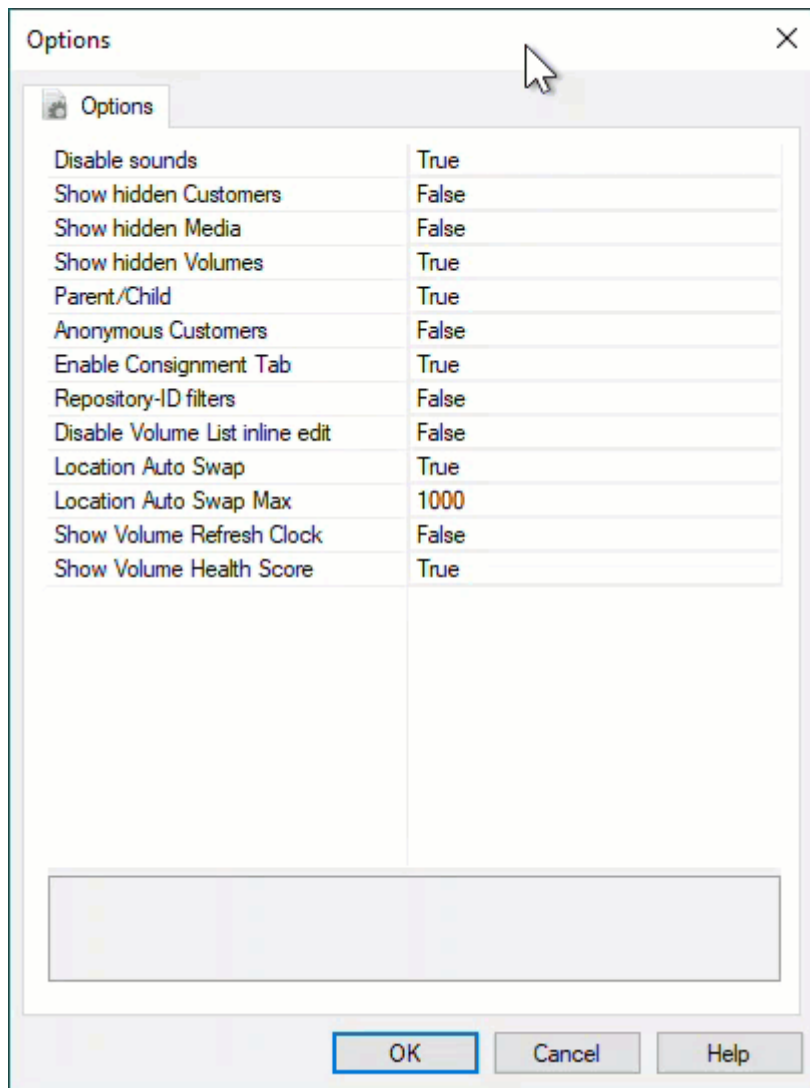
Click anywhere in the Customer Tree to set focus and on your keyboard click F5 to update the display.

Hidden Customer Removed From Display

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

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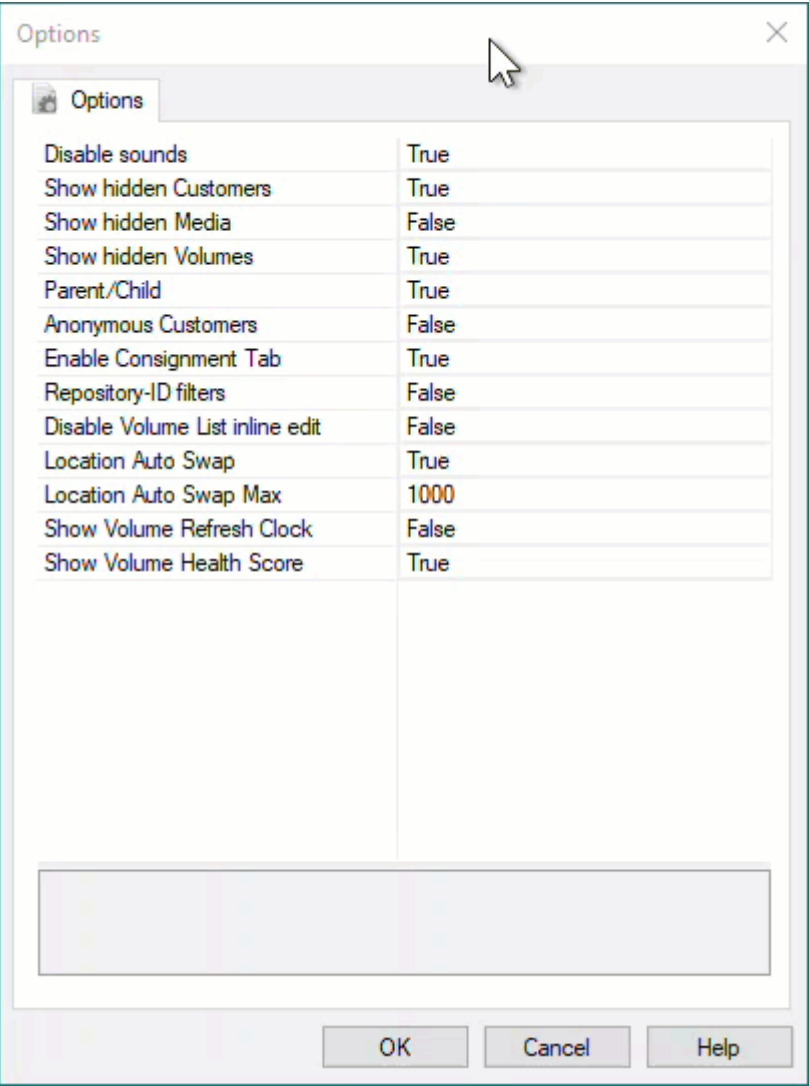
Click anywhere in the Customer Tree to set focus and on your keyboard click F5 to update display.

Unhiding Customers

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

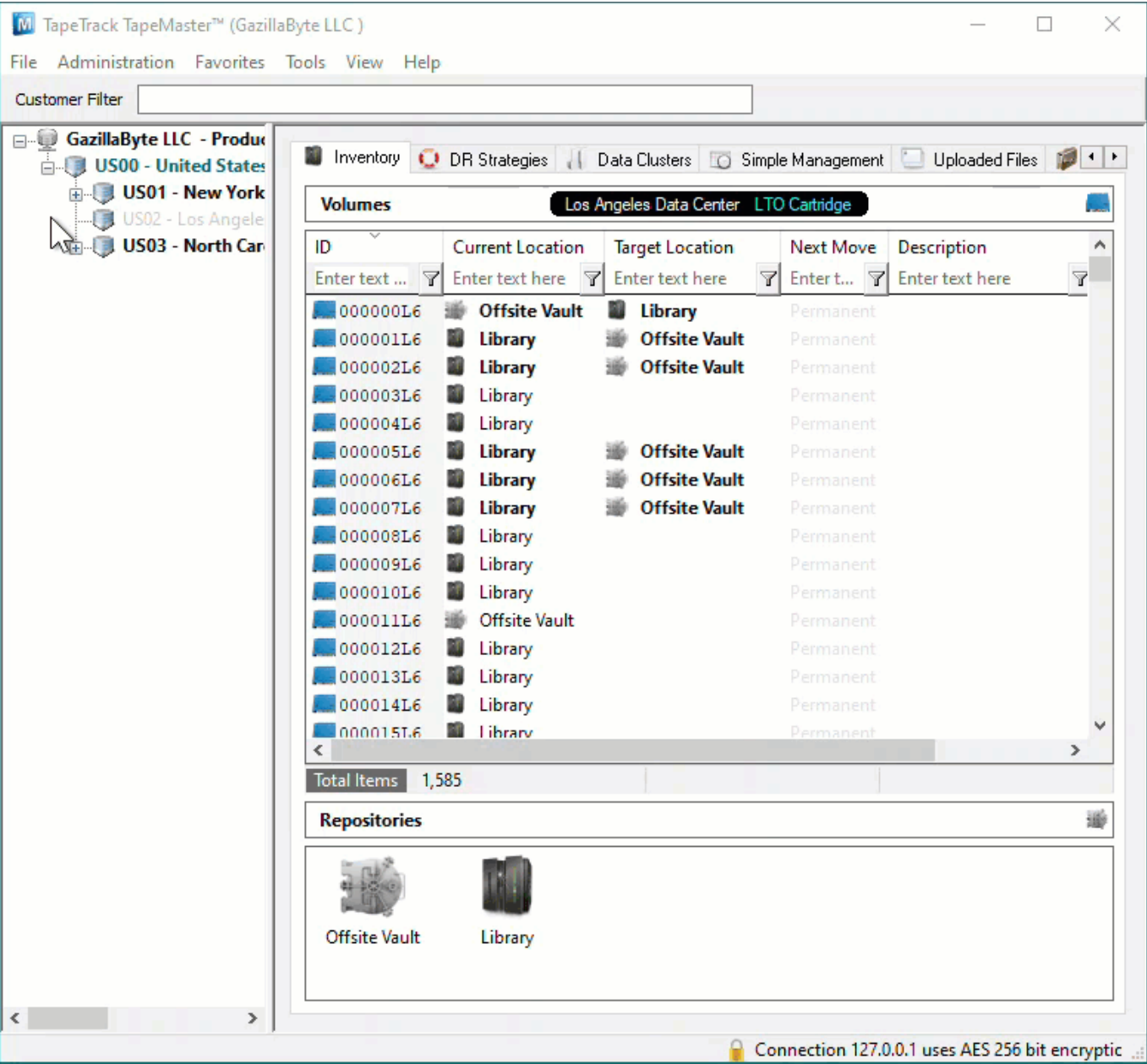If you can see the hidden Customers but in a greyed out format you can skip this step.
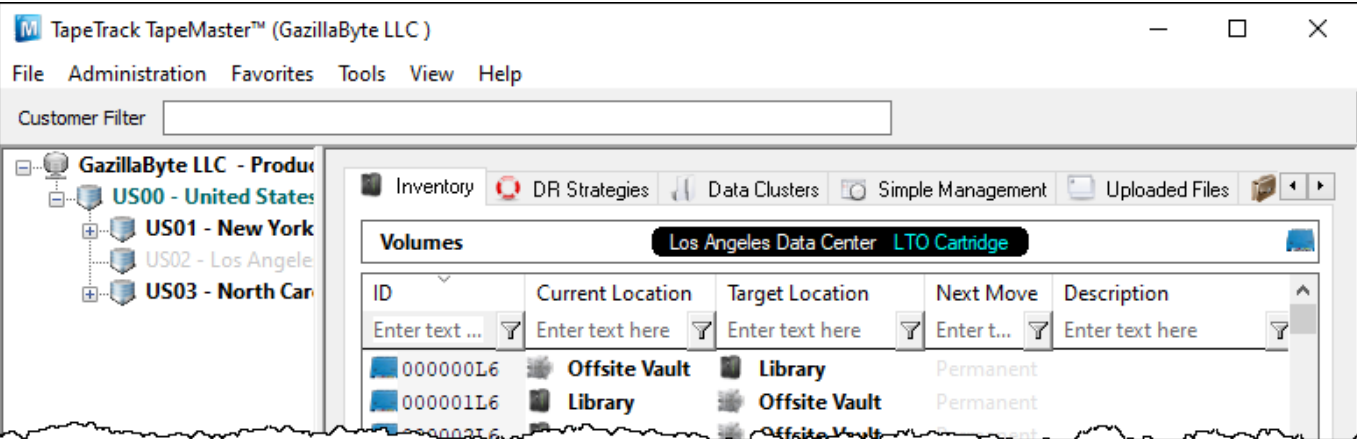
From the Main Menu click `File > Preferences` to open the `Options` tab. Set the Option `Show Hidden Customers` to True. Click `OK` to update the settings.

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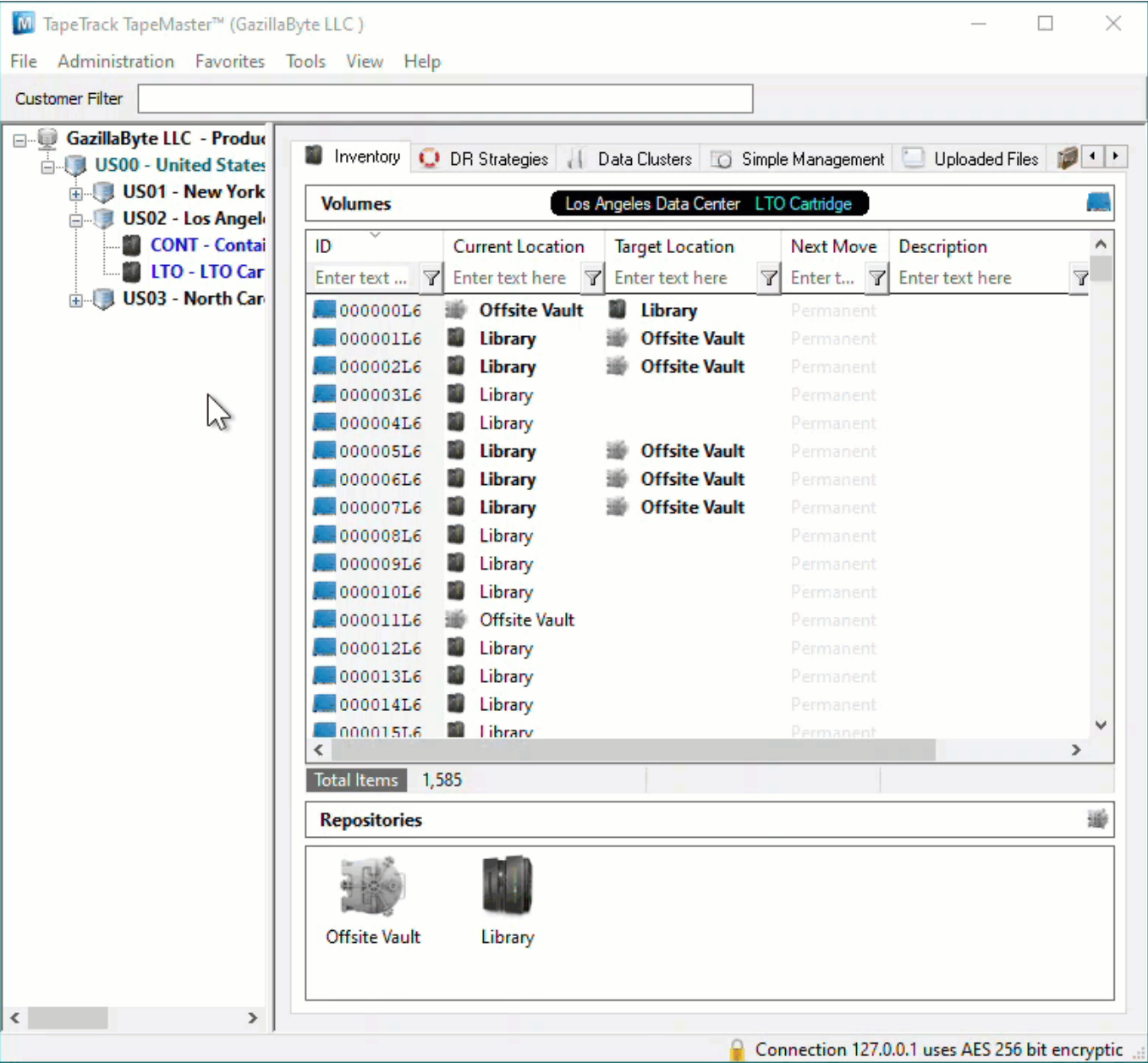
Select the `Options` tab and set the Option `Hide Customer` to `False` and click `OK` to update the settings.

Edit Media: LTO Cartridge (263/29) ✕

Identity	Volume-ID Building	Options

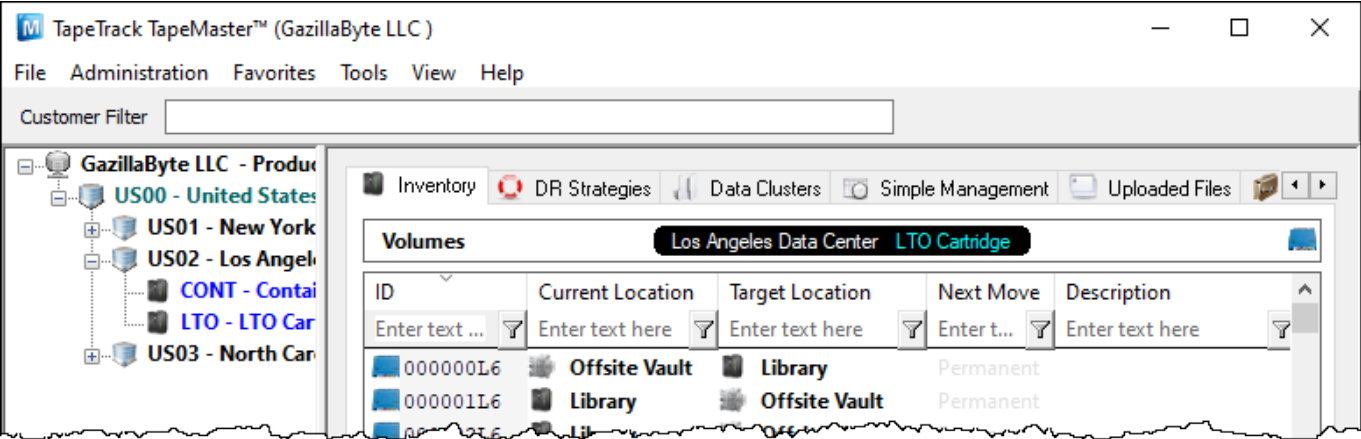|	
~~le~~ Media Type	True
Internal	False
Maximum Volumes	0
Maximum Repositories	0
Allowable Volume-IDs	
Default Media Type	False
Auto Simple Management	False
Auto Container	False
Stock Controlled	False
Auto Stock Selection	False
Relaxed Barcode Matching	False
No Move-back Warning	True
Lock Volumes	False
No HealthCheck	False
Show BuiltIn Repositories	False
Remove barcode suffix	
Barcodes use Modulo43	False
Default Repository	Library

Save   Cancel   Help

The Customer will no longer be hidden.

TapeTrack TapeMaster™ (GazillaByte LLC)   — □ ✕

File   Administration   Favorites   Tools   View   Help

Customer Filter

GazillaByte LLC - Produc	Inventory DR Strategies Data Clusters Simple Management Uploaded Files
US00 - United States	Volumes Los Angeles Data Center LTO Cartridge
US01 - New York	
US02 - Los Angel	ID Current Location Target Location Next Move Description
CONT - Contai	Enter text ... Enter text here Enter text here Enter t... Enter text here
LTO - LTO Car	000000L6 Offsite Vault Library Permanent
US03 - North Car	000001L6 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`.

hidden, media, technote, update doco

From:
https://rtfm.tapetrack.com/ - **TapeTrack Documentation**

Permanent link:
https://rtfm.tapetrack.com/technote/hiding_customer_ids?rev=1646965845

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