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.

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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.

Media Types	User Access	ails	LibraryHealth Attributes
Customer Attributes			
Customer-ID	US02		
Customer Description	Los Angeles Data Ce	nter	

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.

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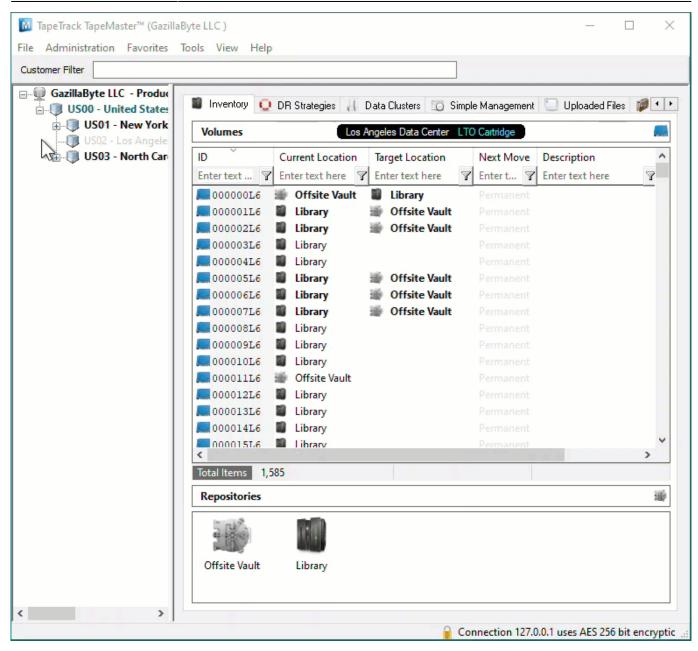
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Show Hidden Customers = False US02 not displayed.

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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.

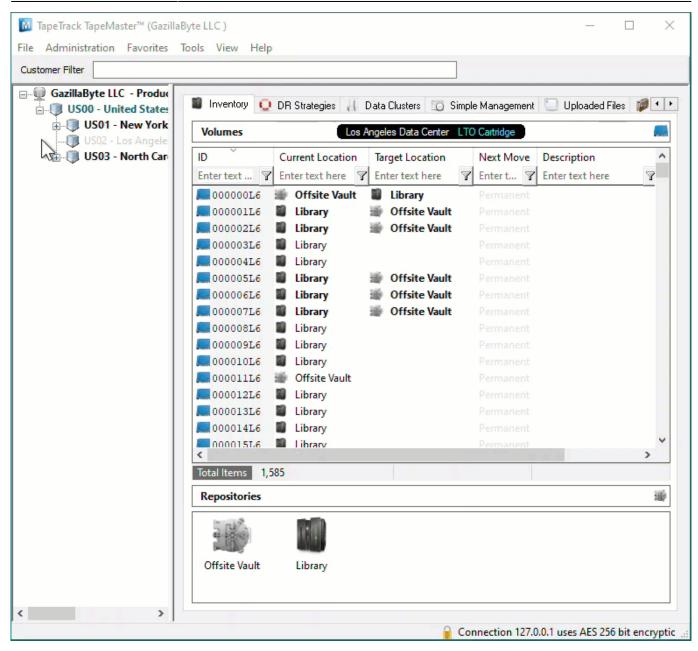
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Options	2	×
Options	~	
Disable sounds	True	
Show hidden Customers	False	
Show hidden Media	False	
Show hidden Volumes	True	
Parent/Child	True	
Anonymous Customers	False	
Enable Consignment Tab	True	
Repository-ID filters	False	
Disable Volume List inline edit	False	
Location Auto Swap	True	
Location Auto Swap Max	1000	
Show Volume Refresh Clock	False	
Show Volume Health Score	True	
		_
	OK Cancel He	elp

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.

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Options		×
Options	NE	
Disable sounds	True	
Show hidden Customers	True	
Show hidden Media	False	
Show hidden Volumes	True	
Parent/Child	True	
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	
	OK Cancel Help	

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.

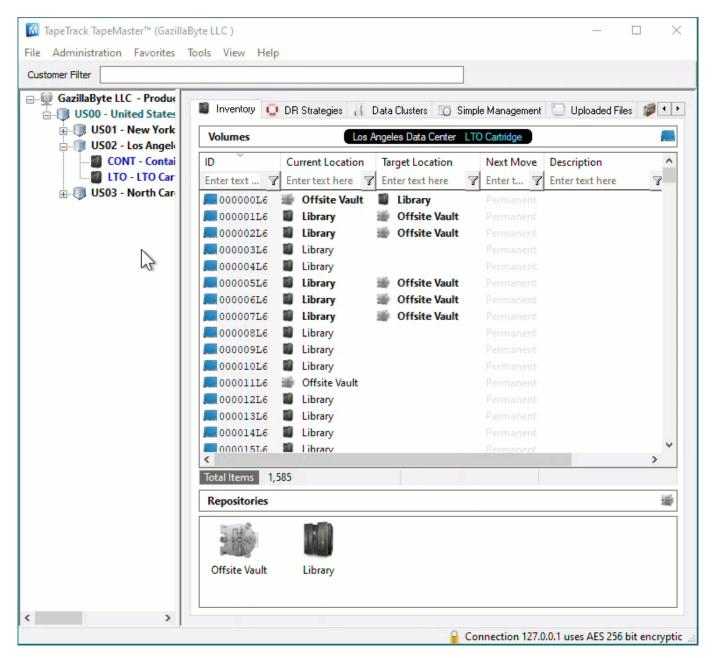
If you can see the hidden Customers but in a greyed out format you can skip this step.

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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 III Volume-ID Building	Poptions	
te 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.

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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.

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



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