

Customer Mapping

The Customer Mapping file contains a mapping of your TapeTrack Customer-ID to your Iron Mountain Account Code and vice versa.

The mapping from TapeTrack to Iron Mountain is used when sending data to Iron Mountain and the reverse mapping, from Iron Mountain to TapeTrack, is used for the reconciliation process.

Location

An example of a Customer Mapping file can be found under the TapeTrack installation directory TapeTrack\TapeTrack SecureSync\etc\CustomerMapping.txt

Example

CustomerMapping.txt

```
<sxh> # # This file contains a mapping of your TapeTrack Customer-ID to your IRM Account Code
and vise versa. # # * In the example below, ACME is your TapeTrack Customer-ID and 99999 is your
IRM Account Code. # * The mapping from TapeTrack to Iron Mountain is used when sending data to
IRM # * The mapping from Iron Mountain to TapeTrack is used during reconciliation # * You can use
wildcards on the left hand side (eg. *=99999) # * The table is search sequentially so once a left hand
value has been found searching stops # ACME=99999 99999=ACME </sxh>
```

Technical Support

The TapeTrack Software is commercially supported by a full time help desk staff. If you are experiencing problems or want some advice on how to configure or use the product please see the [Accessing Technical Support](#) page.

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<https://docs.tapetrack.com/cli/mapping?rev=1572905887>

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