# Customer Mapping

The Customer Mapping file contains a mapping of your TapeTrack Customer-ID to your Iron Mountain Account Code and vise 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 Irom 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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Permanent link:
**https://docs.tapetrack.com/cli/mapping?rev=1572905887**

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