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, showing mapping between Customer-ID ACME and Iron Mountain Account Code 99999.

The table values are searched sequentially, from top to bottom, until a value on the left side of the equation is matched. Once a match is found the value on the right side of the equation is then used for the TapeTrack process.

It is important that entries are present to both match the Customer-ID to the Iron Mountain Account Code as well as the Iron Mountain Account Code to the Customer-ID (e.g. ACME=99999 and 99999=ACME)

<sxh> # # This file contains a mapping of your TapeTrack Customer-ID to your Iron Mountain 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/ - **TapeTrack Documentation**

Permanent link:
https://docs.tapetrack.com/cli/mapping?rev=1572906486

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