# Recall

The Recall task allows you to request media back from another repository, such as your off-site vendor.

## Select Recall

Once you have logged into TapeTrack Lite, select `Recall` from the Library Management Tasks drop-down menu.

{image}

## Options

This will open the Options window. If required you can set the location for the log files to be written to, or leave the default. To change the default directory, click in the right of the Log File Folder :and click on the (...) button and select directory.

Click `Next` to continue.

{image}

## Selecting a Customer

Select the account or customer that you want to manage tapes for by double-clicking the customer-ID or left clicking the customer-ID and clicking `Next` at the bottom of the page to continue.

{image}

## Selecting a Repository

Select the repository that you want the tapes recalled to by double-clicking the repository-ID or left selecting the repository-ID and clicking `Next` at the bottom of the page to continue.

{image}

## Selecting Volumes

Select the volumes you wish to recall by:

- selecting individual volumes by either
  - control+left click required volumes, right click highlighted volumes and click select
  - double click each volume (green arrow indicates selected)

- select a range of volumes by
  - shift+click to select range
  - multiple ranges can be selected by right clicking each range and clicking select from the menu

Click `Next` when all required volumes are selected. If any volumes are selected in error, right click those volumes and click on de-select or double click to de-select. To unselect a range of volumes, use shift+click to select range, right click range and click de-select.

### Recalling Volumes

Insert information based on the criteria for your volume recall delivery

Select anytime before or exactly from the dropbox Set time and AM/PM for delivery Set date for delivery Set consignment description and notes if required (optional but recommended) Click Next to process the recall consignment

## Complete

This will bring up the Complete window, from here you can

- Click `Finish`, `Cancel` or X to exit TapeTrack Lite
- Click `Back` to return to start menu and select another task
- Click `View Log File` to view the log
- Click `Print Log File` to print out log file for further reference
- Click `About This Software` to view product and support (email, phone & website) information

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

Permanent link:
**https://docs.tapetrack.com/lite/function_recall?rev=1496851287**

Last update: **2025/01/21 22:07**