Recall

The Recall task allows you to request Media back from another Repository, such as your offsite vendor or remote storage facility.

Recall Process



The Recall video is intended as a companion to the instructions.

Best results are obtained by reading the instructions and then viewing the implementation of the process via the video

Select Recall

Select `Recall` from the **Task Menu** and click `Next` to continue.

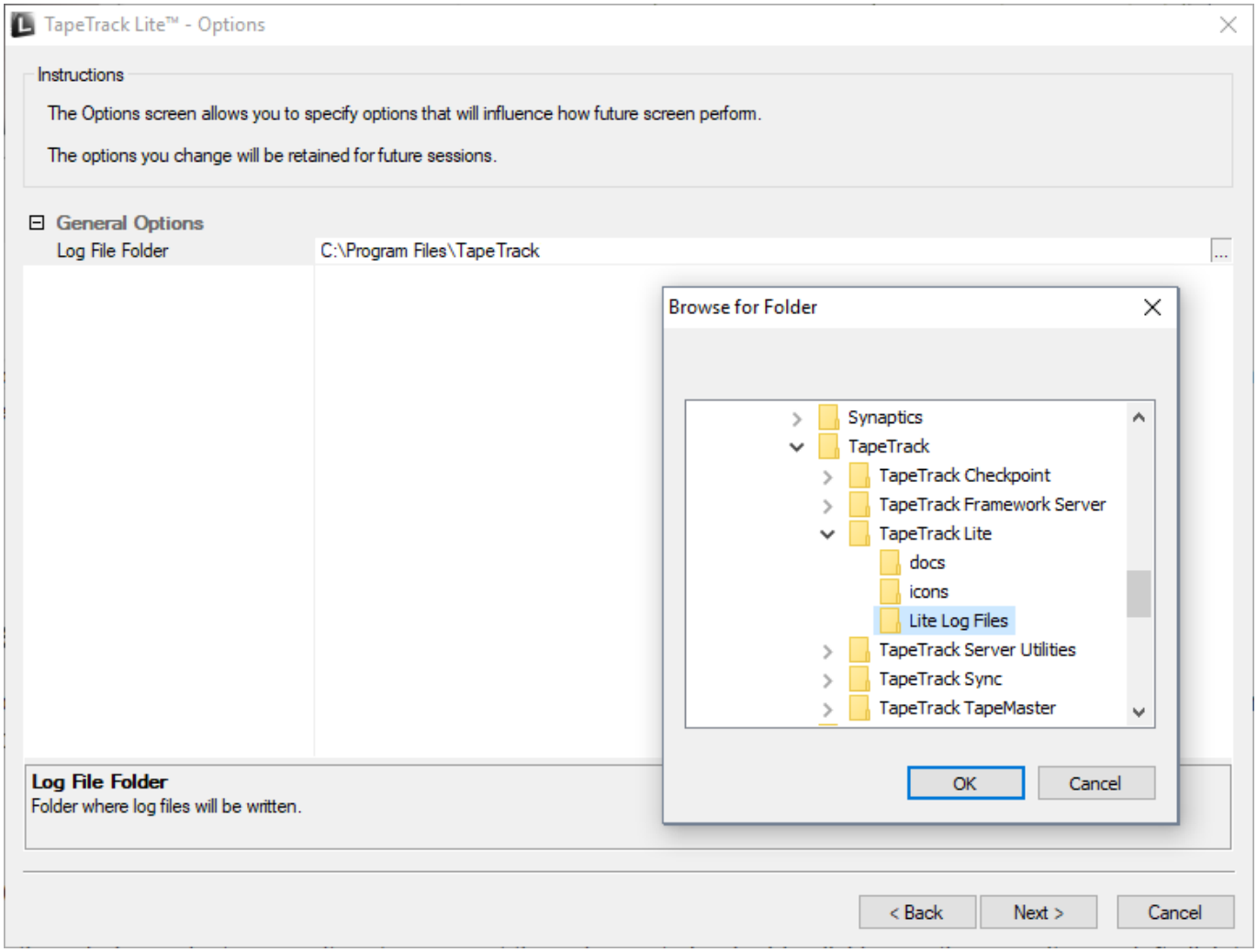


Options

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.

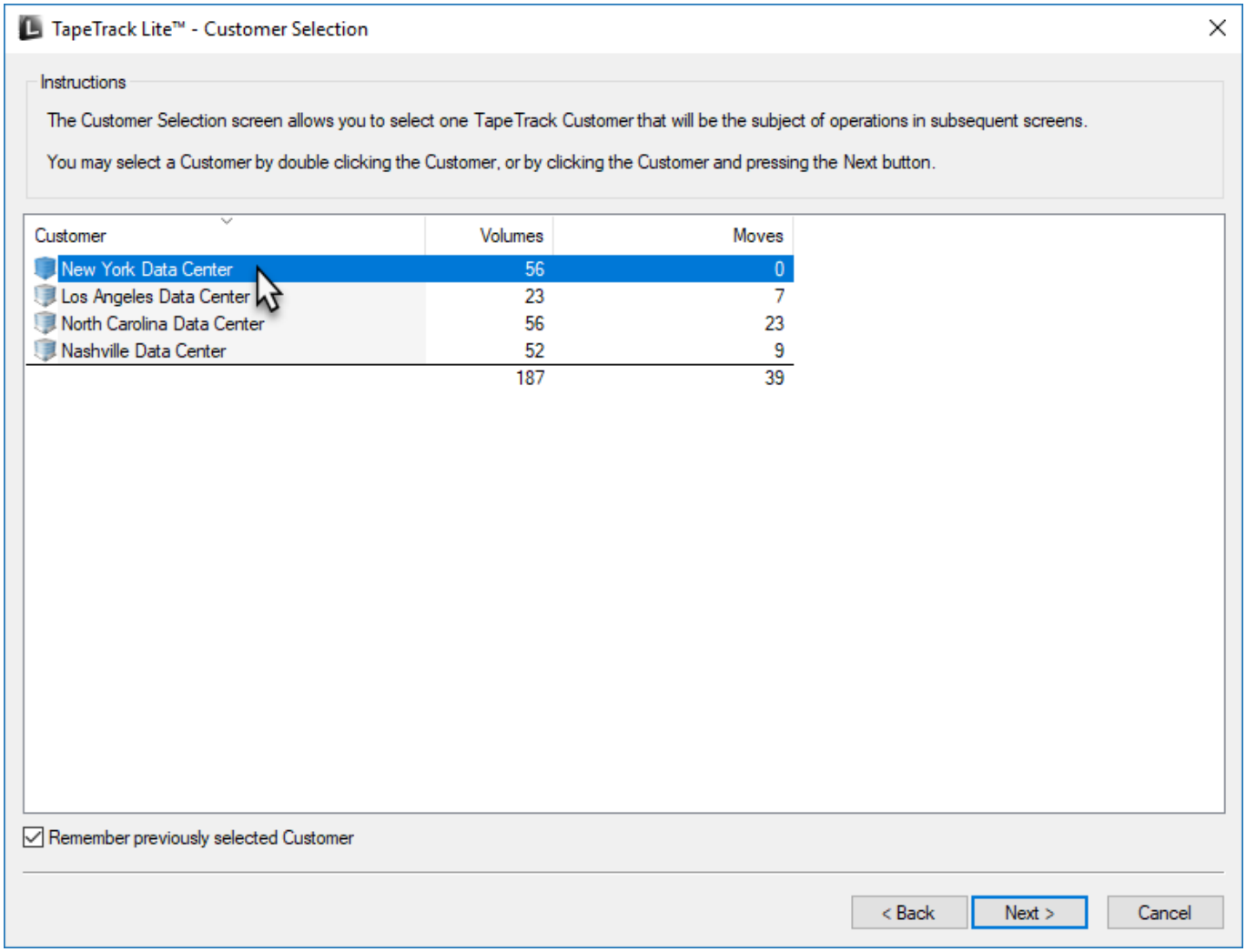
To change the default directory, click in the field to the right of the Log File Folder and click on the (**…**) button and select directory.

Click `Next` to continue.



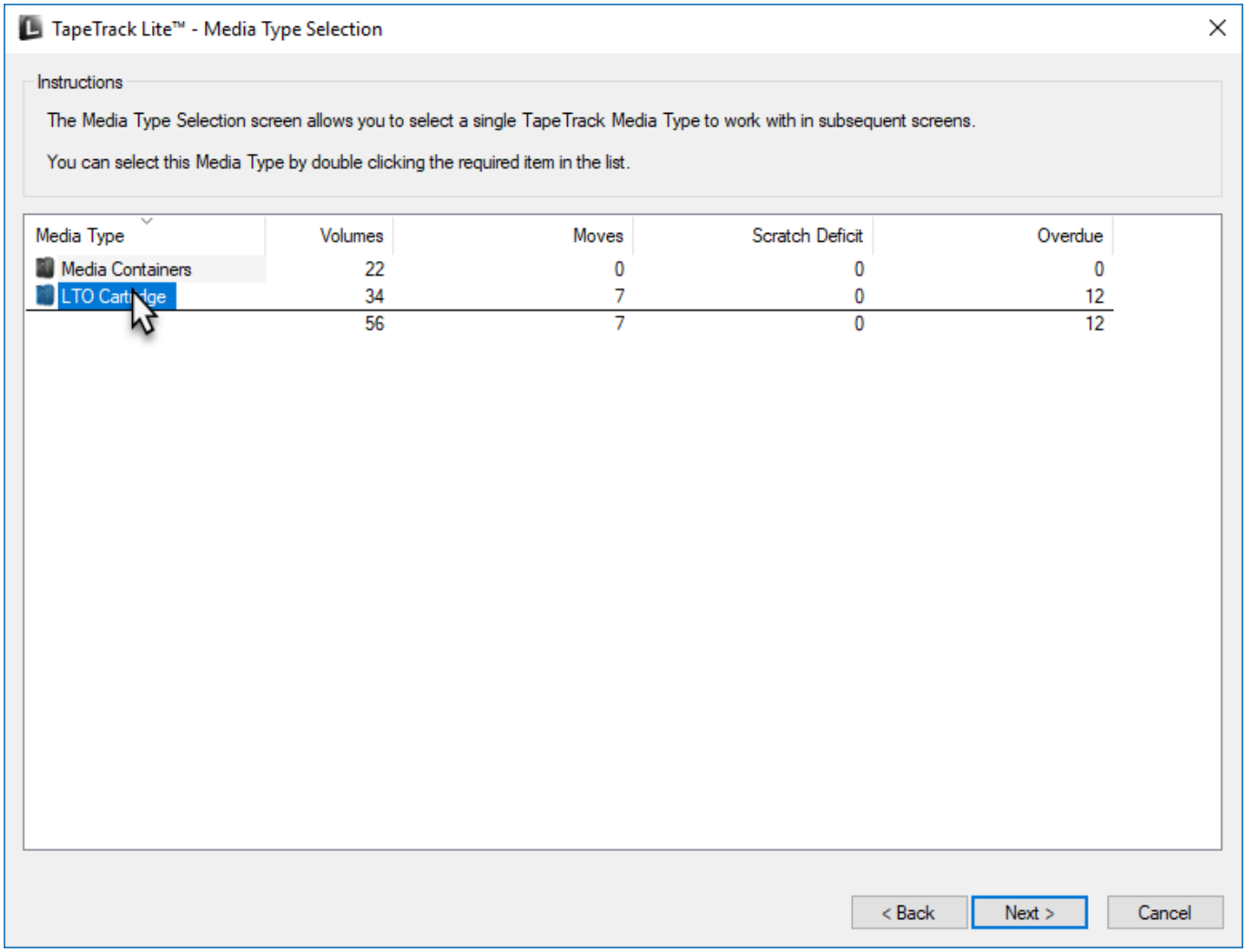
Selecting a Customer

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



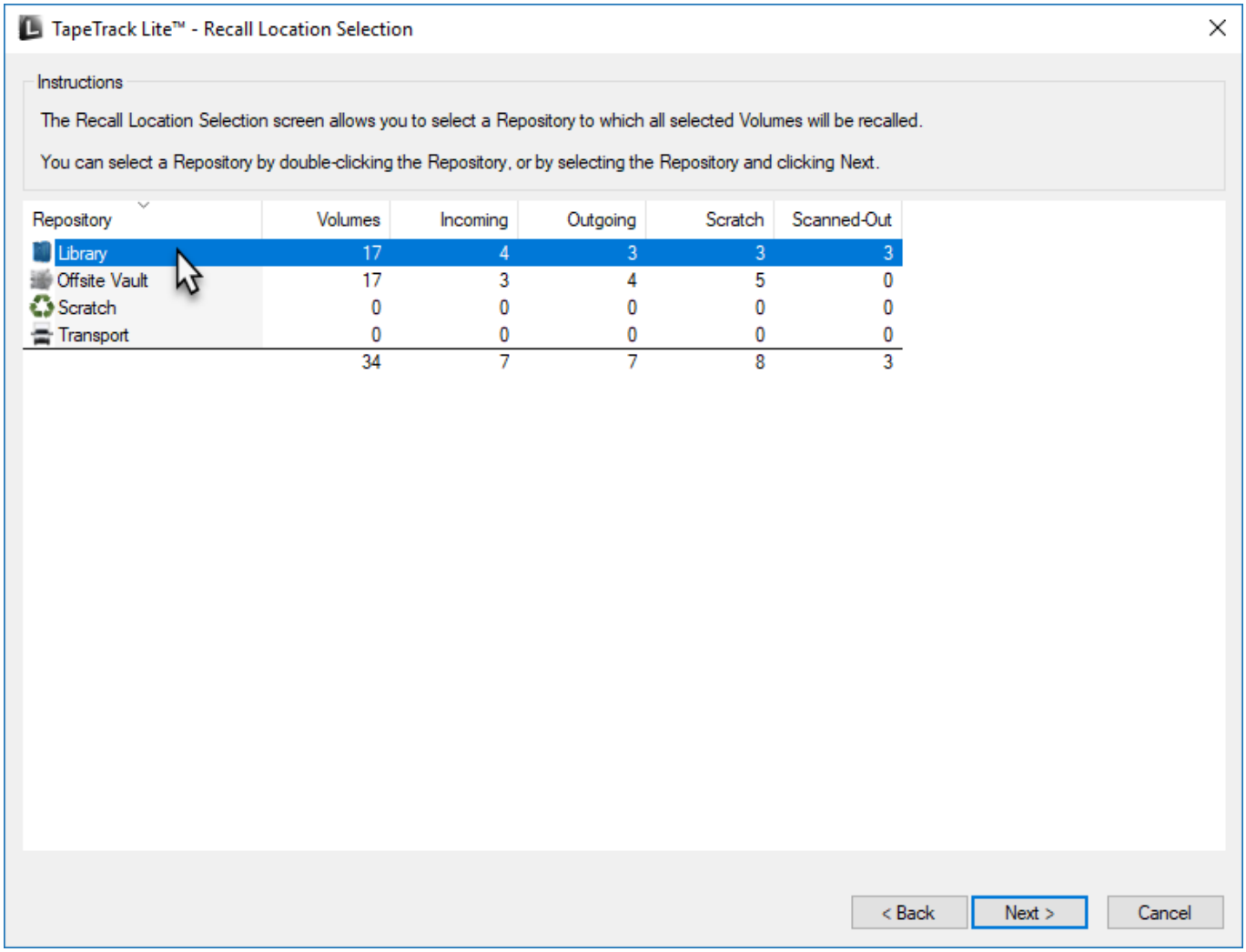
Selecting a Media Type

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



Selecting a Repository

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



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.

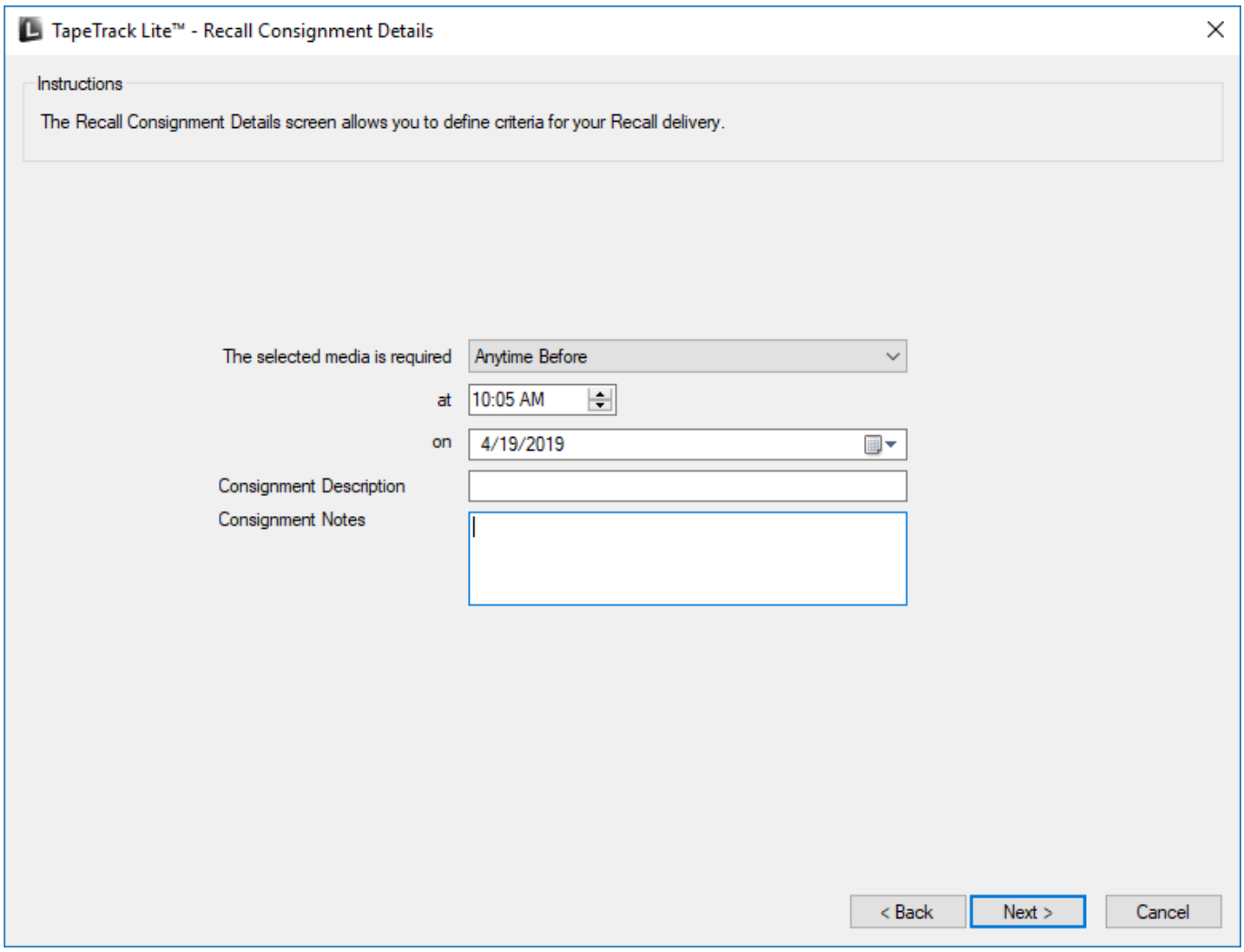
Recalling Volumes

Insert information based on the criteria for your volume recall delivery

- Select anytime before or exactly from the dropbox

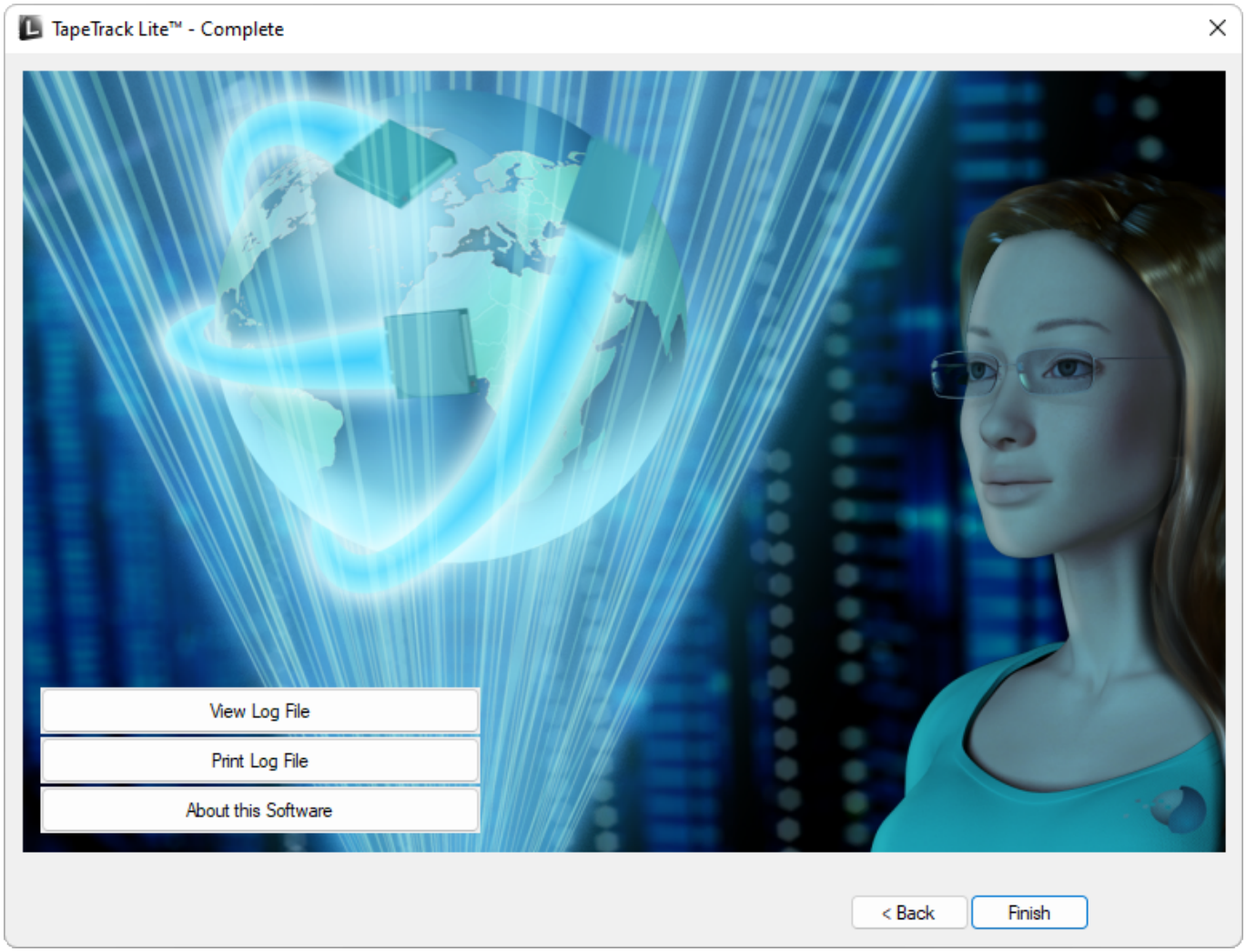
- Time and AM/PM for delivery
- Date for delivery
- Consignment description and notes if required (optional but recommended)

Click `Next` to process the recall consignment.



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

- Click `View Log File` to view the log file of the last completed process..
- Click `Print Log File` to save a PDF of the log file to print from your PDF viewer.
- Click `About this Software` to view product and support (email, phone & website) information.
- Click `Back` button to return to start menu and select another task.
- Click `Finish` button or X at the top right of the window to exit TapeTrack Lite.



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