

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.

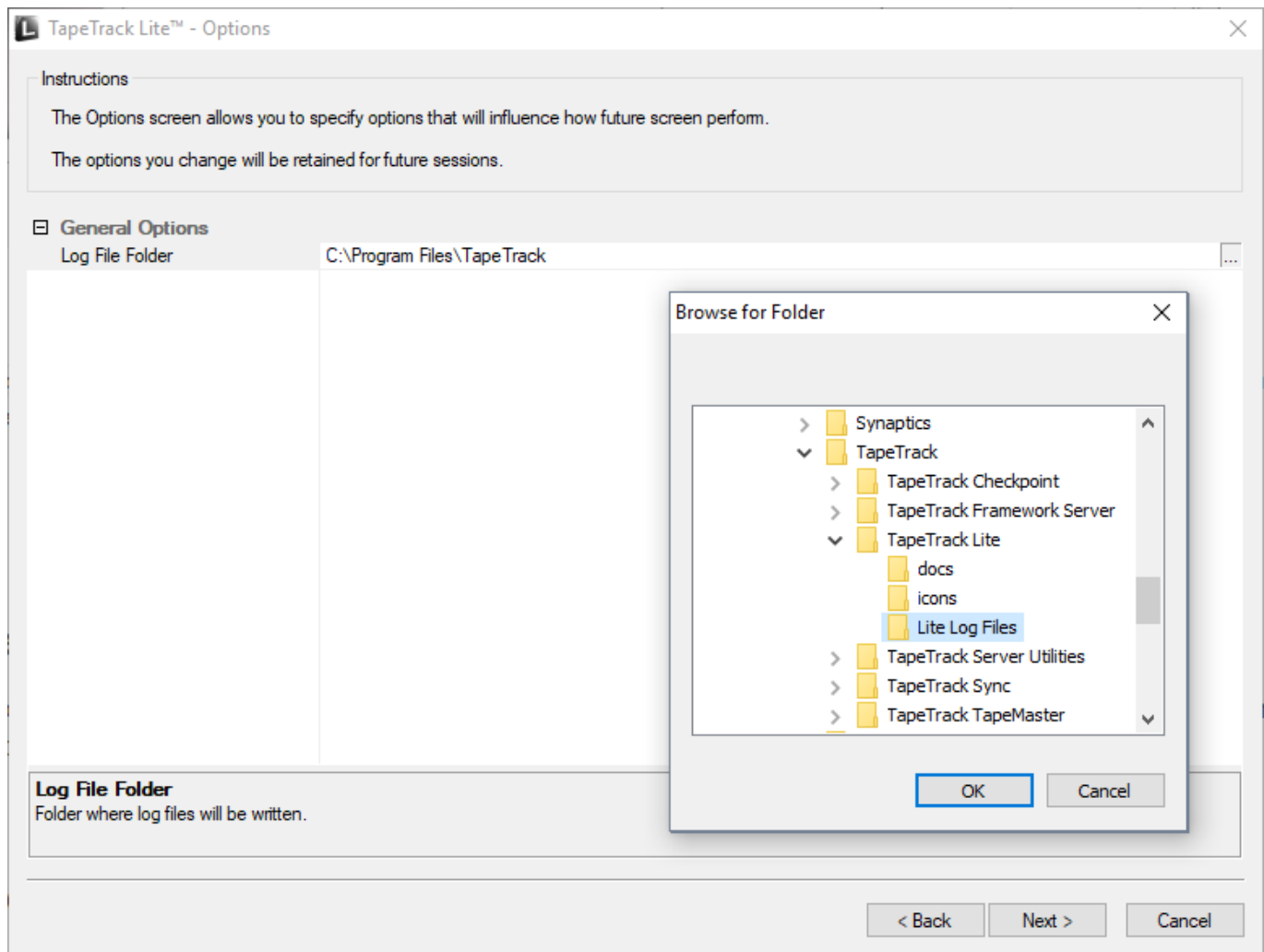


Options

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.

TapeTrack Lite™ - Customer Selection

Instructions

The Customer Selection screen allows you to select one TapeTrack Customer that will be the subject of operations in subsequent screens.

You may select a Customer by double clicking the Customer, or by clicking the Customer and pressing the Next button.

Customer	Volumes	Moves
New York Data Center	56	0
Los Angeles Data Center	23	7
North Carolina Data Center	56	23
Nashville Data Center	52	9
	187	39

☒ Remember previously selected Customer

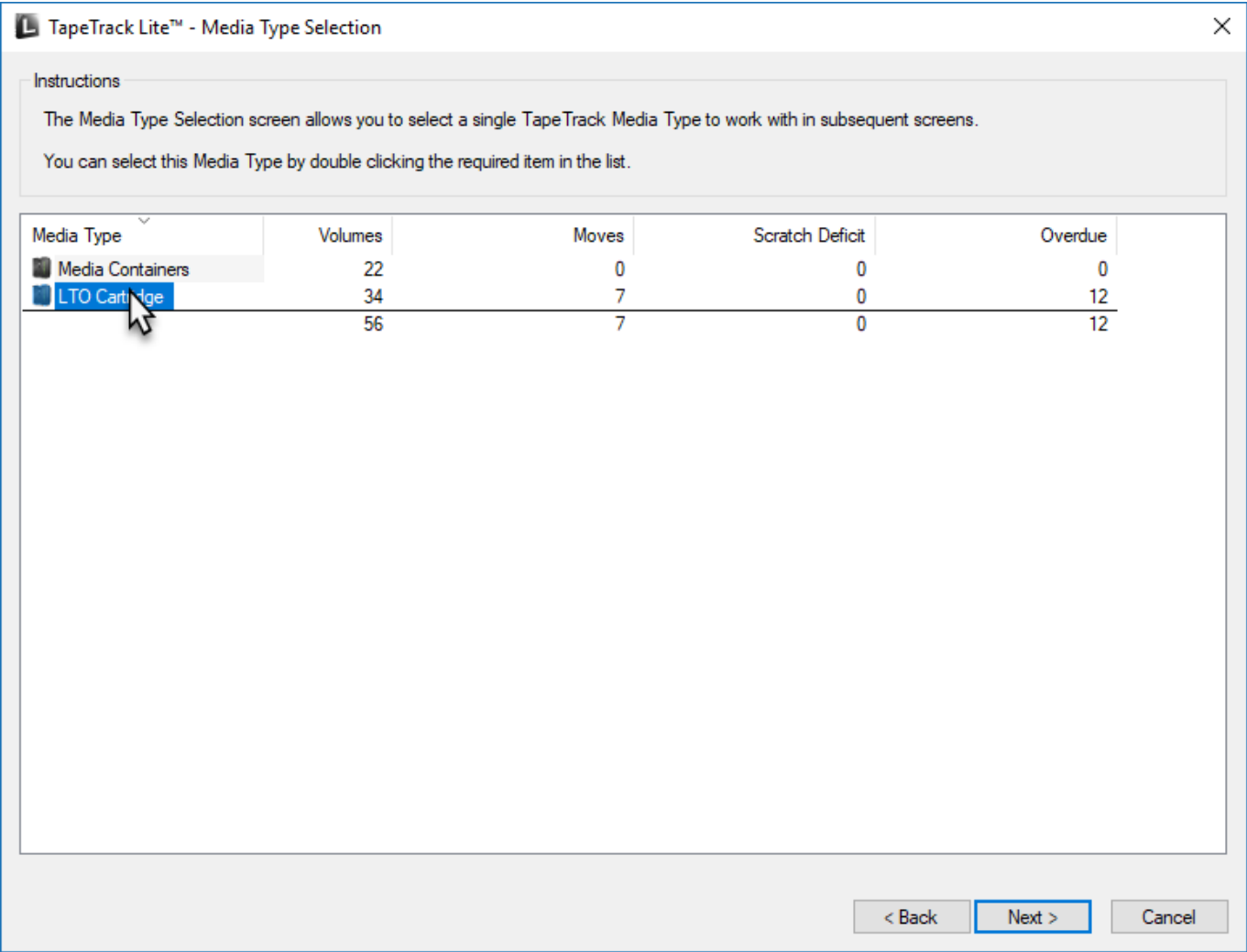
< Back

Next >

Cancel

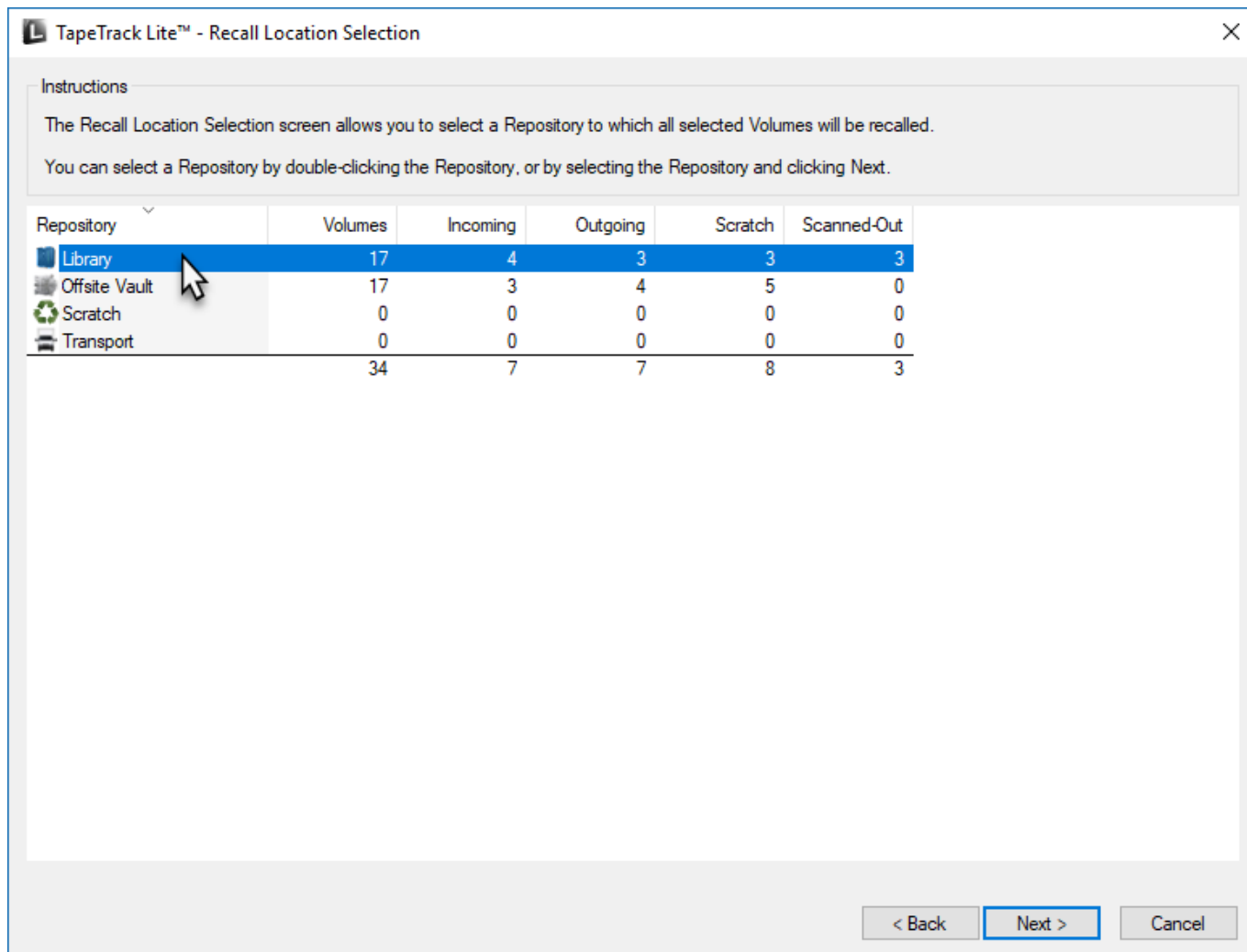
Selecting a Media Type

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 either:

- Click the Scanner Icon at the top right to open the Scan window and Scan the required **Volumes** using your preferred **scanning method**.
- 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

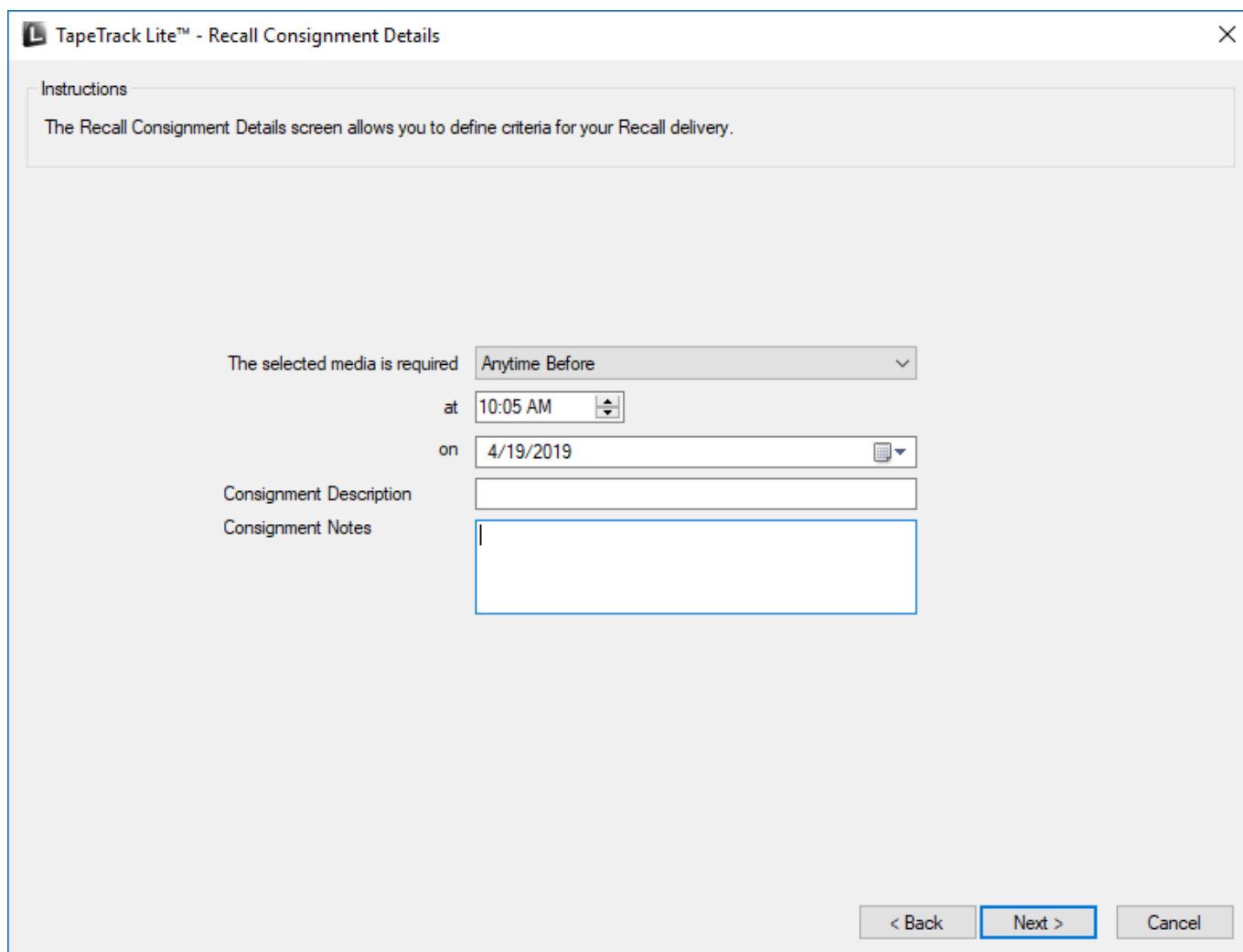
Click Next when all required **Volumes** are selected. If any **Volumes** are selected in error, right-click those **Volumes** and click on de-select or double-click to de-select. To de-select a range of **Volumes**, use shift+click to select range, right-click range and click de-select.

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.



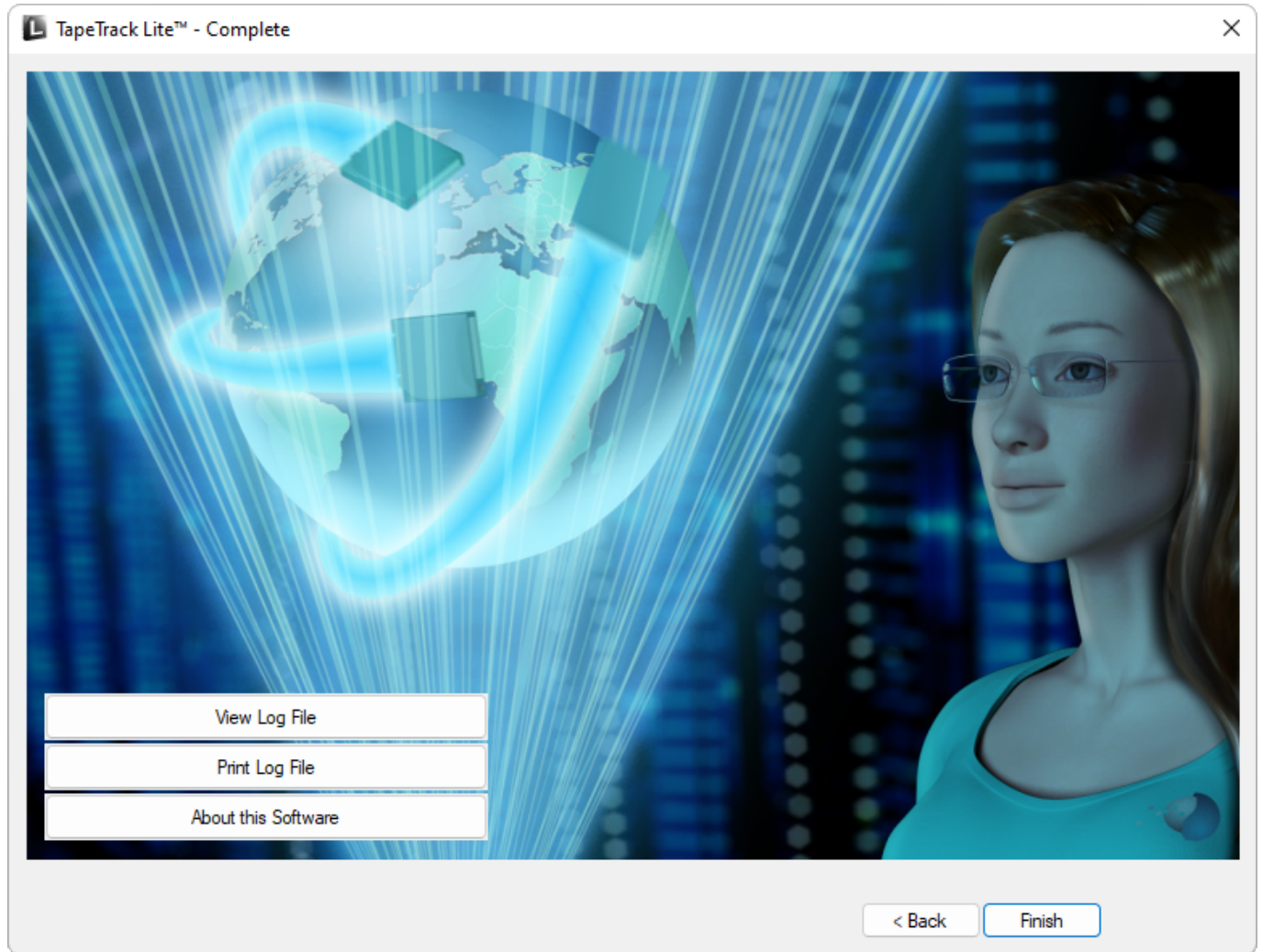
The screenshot shows a window titled "TapeTrack Lite™ - Recall Consignment Details" with a close button (X) in the top right corner. Inside the window, there is an "Instructions" section with the text: "The Recall Consignment Details screen allows you to define criteria for your Recall delivery." Below this, the form contains the following fields:

- "The selected media is required" with a dropdown menu set to "Anytime Before".
- "at" with a time selector set to "10:05 AM".
- "on" with a date selector set to "4/19/2019".
- "Consignment Description" with a text input field.
- "Consignment Notes" with a larger text area.

At the bottom right of the window, there are three buttons: "< Back", "Next >" (which is highlighted with a blue border), and "Cancel".

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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