

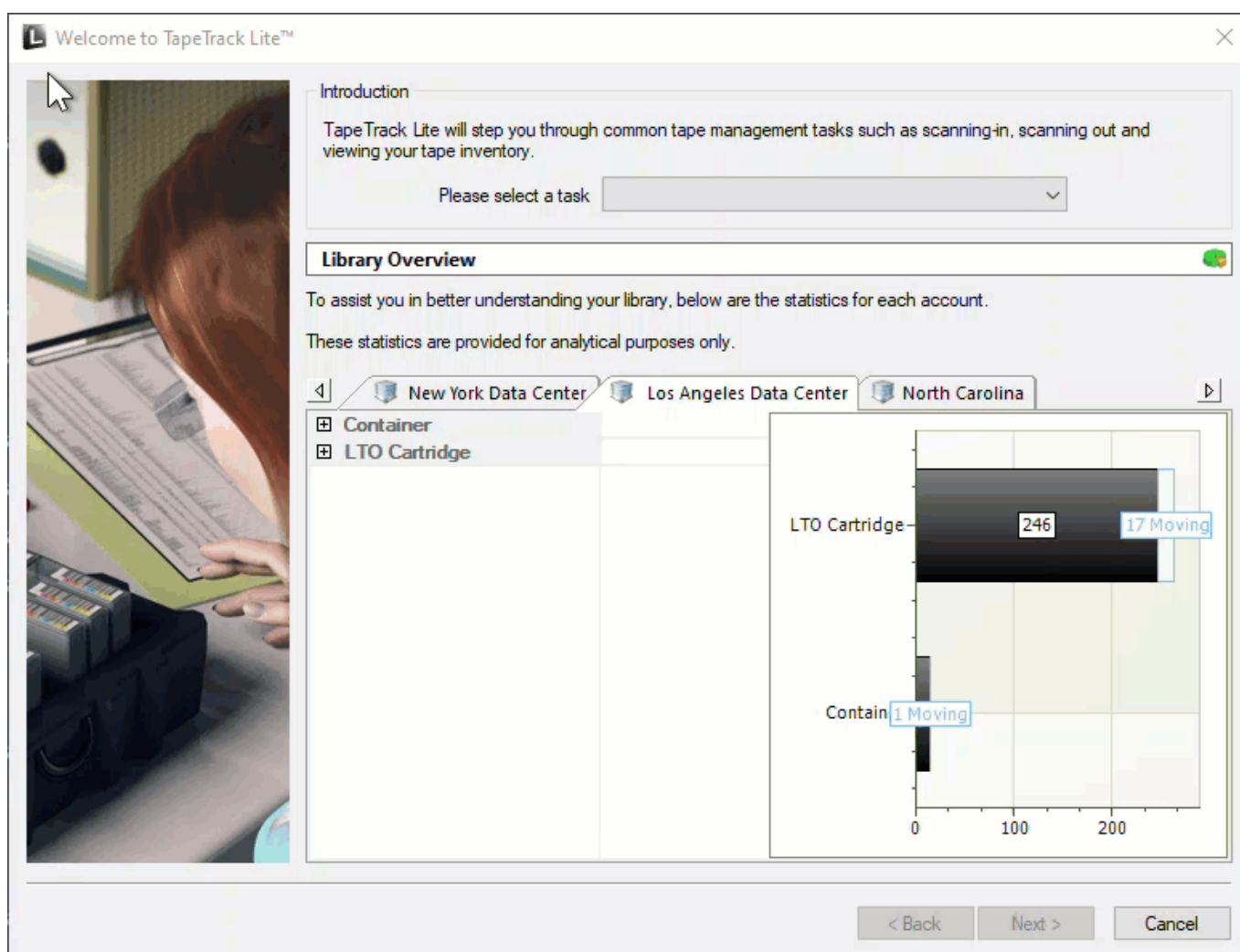
Recall

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

Recall Process

Select Recall

Click the arrow to open the drop box menu and select Recall from the **Task Menu**.

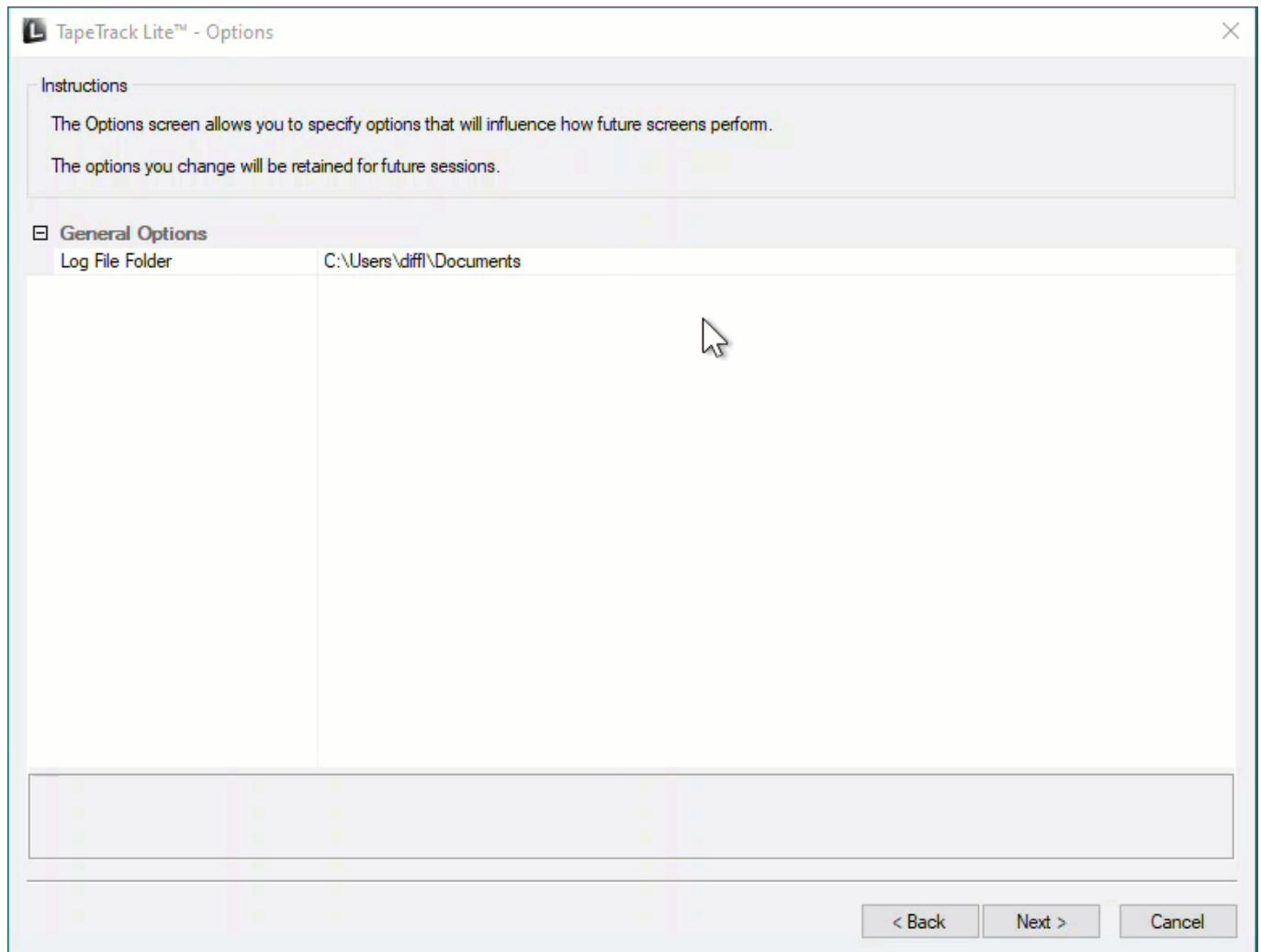


Options

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	111	0
Los Angeles Data Center	264	12
North Carolina	4,418	0
	4,793	12

☒ Remember previously selected Customer

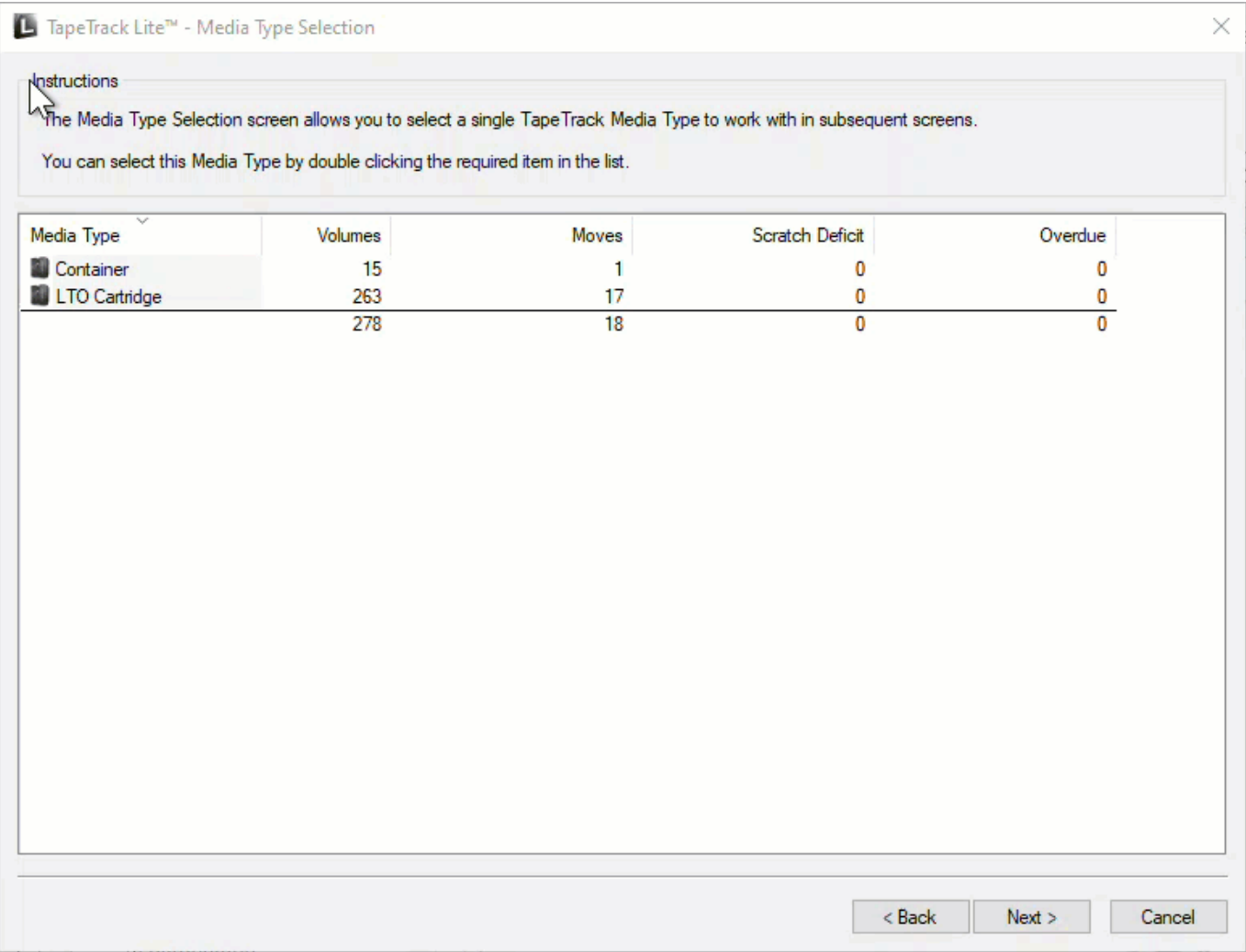
< Back

Next >

Cancel

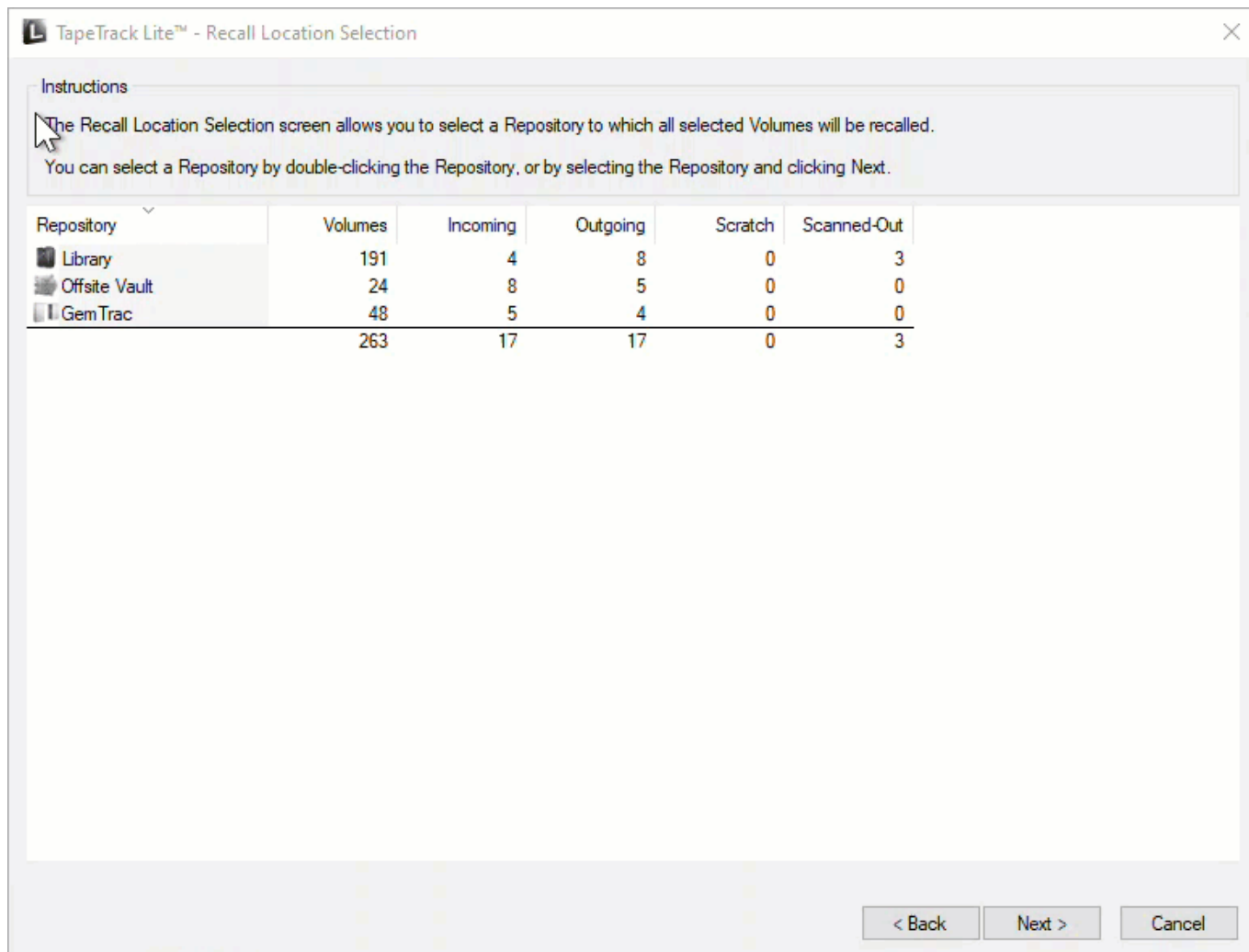
Selecting a Media Type

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.



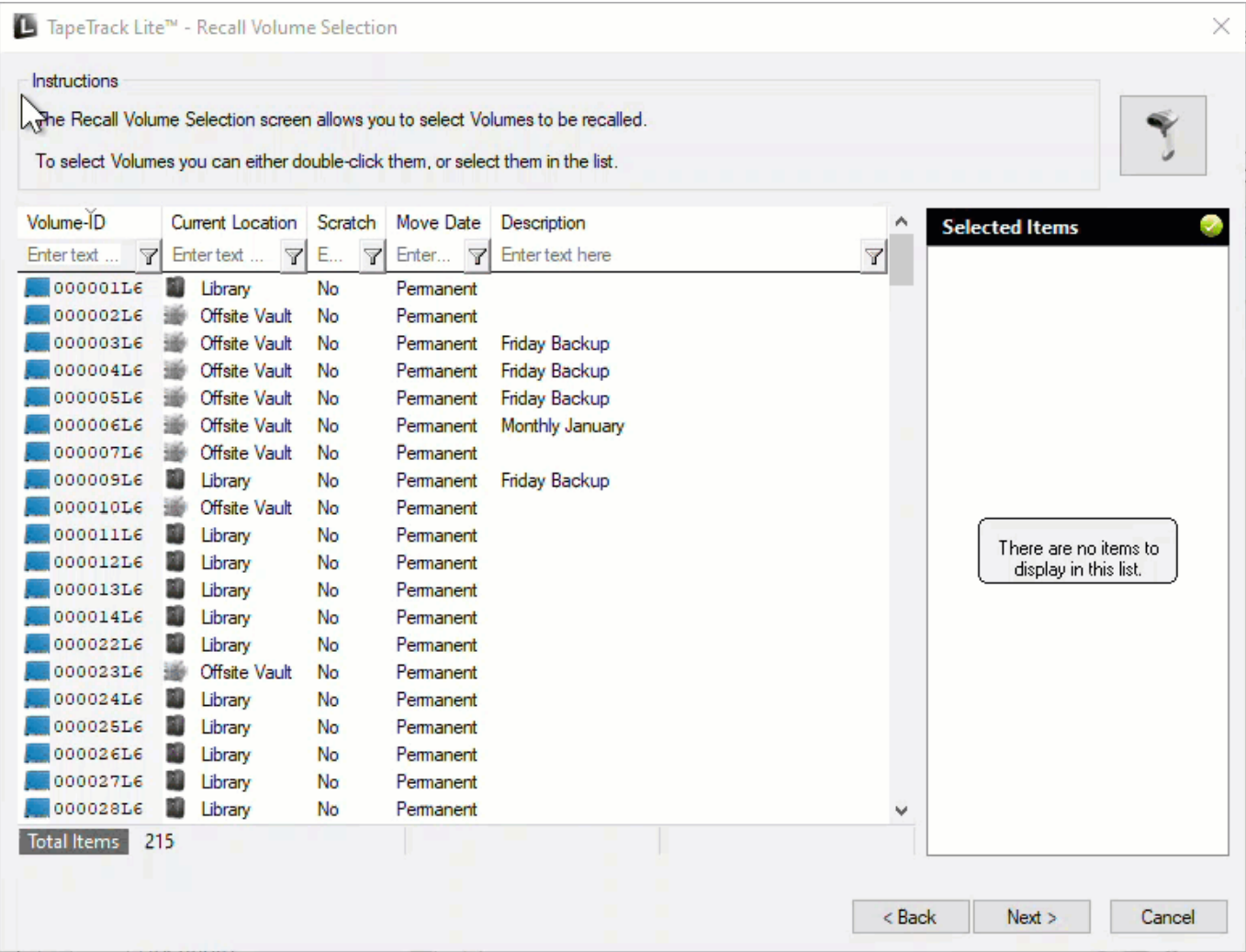
Selecting a Repository

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.



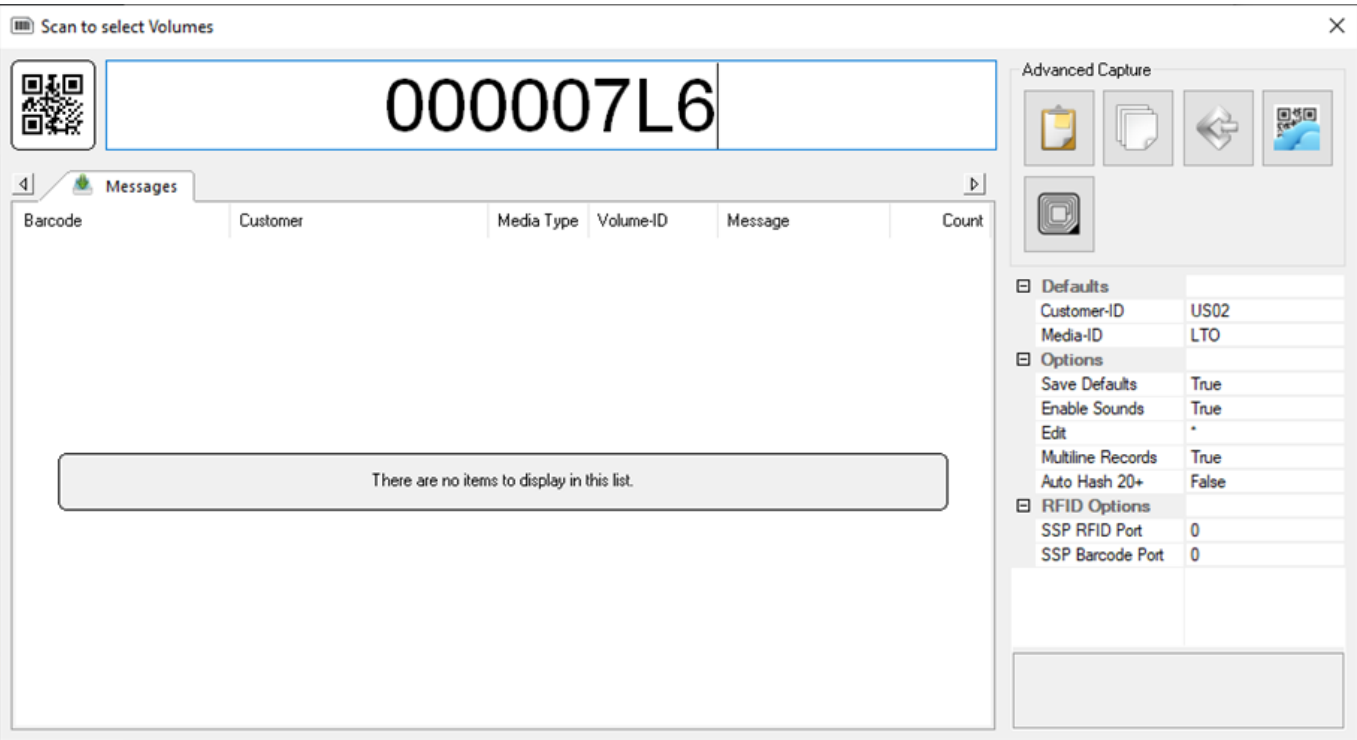
Selecting Volumes

The Recall Volume Selection window shows all Volumes at any Repository other than the one you are recalling to. Displayed Volumes can be filtered to aid selection, such as only showing Offsite Volumes by adding the filter Of*.

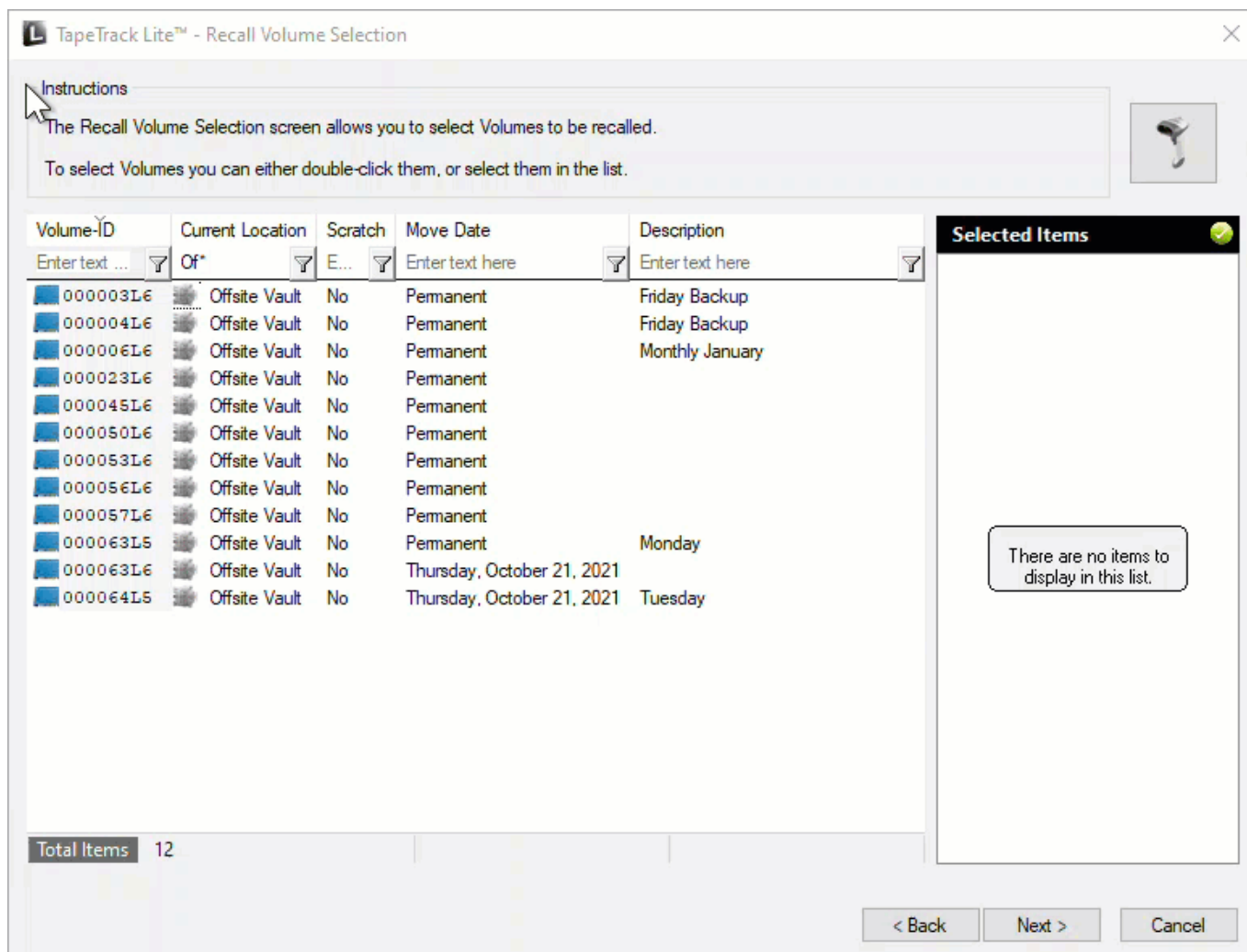


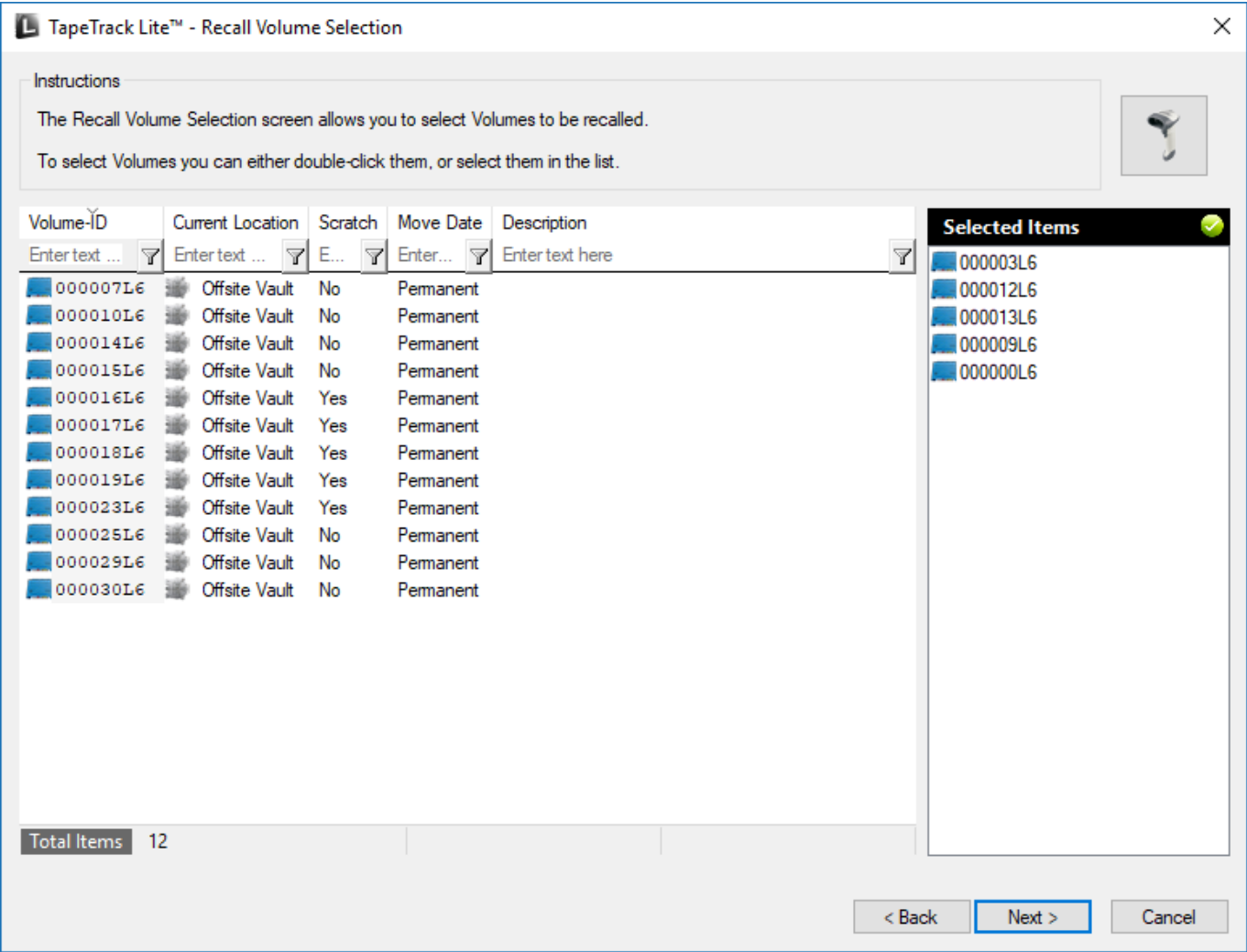
Select the **Volumes** you wish to recall by either:

- 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
 - control+left-click required **Volumes**, right-click highlighted **Volumes** and click Add Volumes to selected list
 - shift+click to select range, right-click highlighted **Volumes** and click Add Volumes to selected list





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 software 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 at the top 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 and controls:

- A label "The selected media is required" followed by a dropdown menu showing "Anytime Before".
- An "at" label followed by a time input field showing "10:05 AM" with up/down arrows.
- An "on" label followed by a date input field showing "4/19/2019" with a calendar icon.
- A "Consignment Description" label followed by a single-line text input field.
- A "Consignment Notes" label followed by a multi-line text input field.

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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