Create Export File

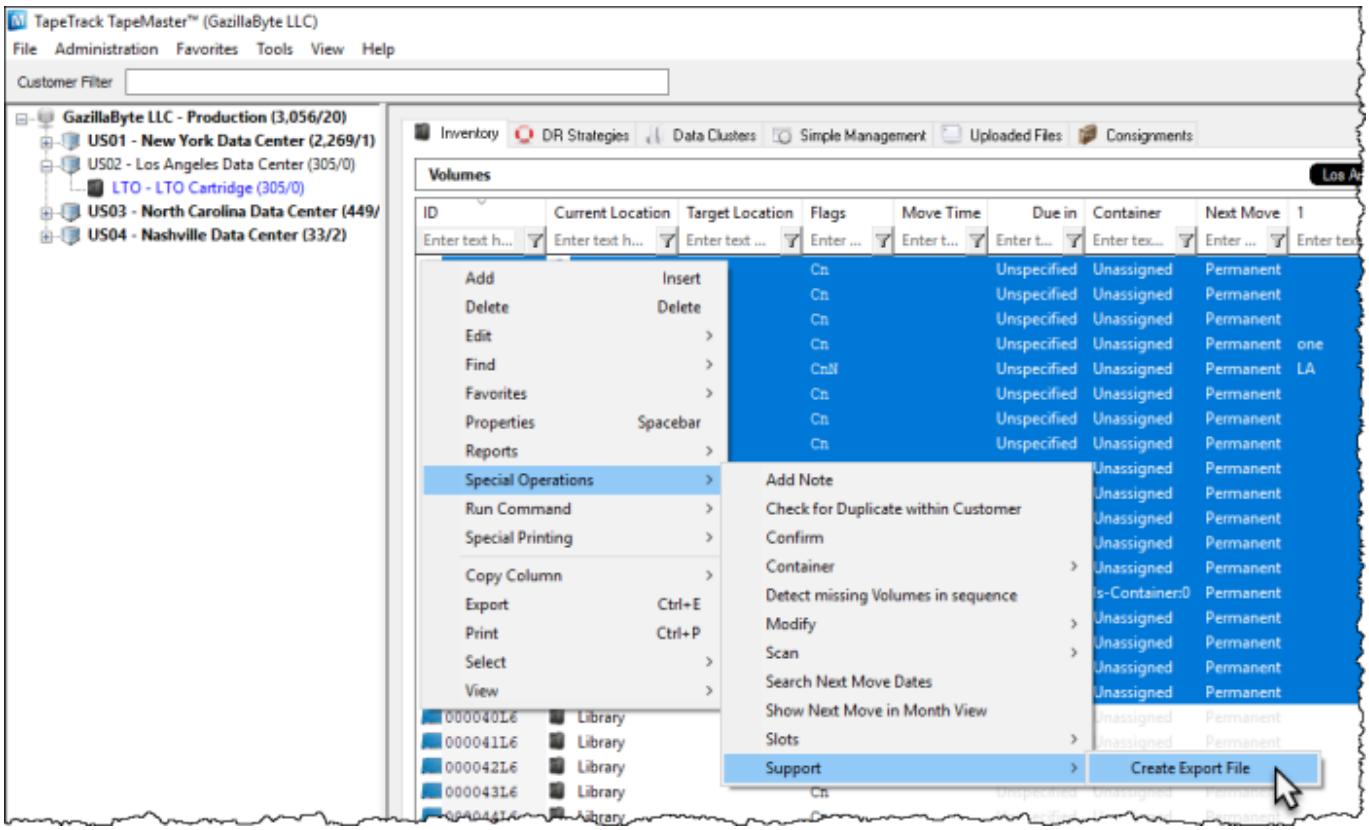
Creates an export file of selected volumes, including the volumes history, to assist the support desk to diagnose volume movement discrepancies.

Selecting Volumes For Export

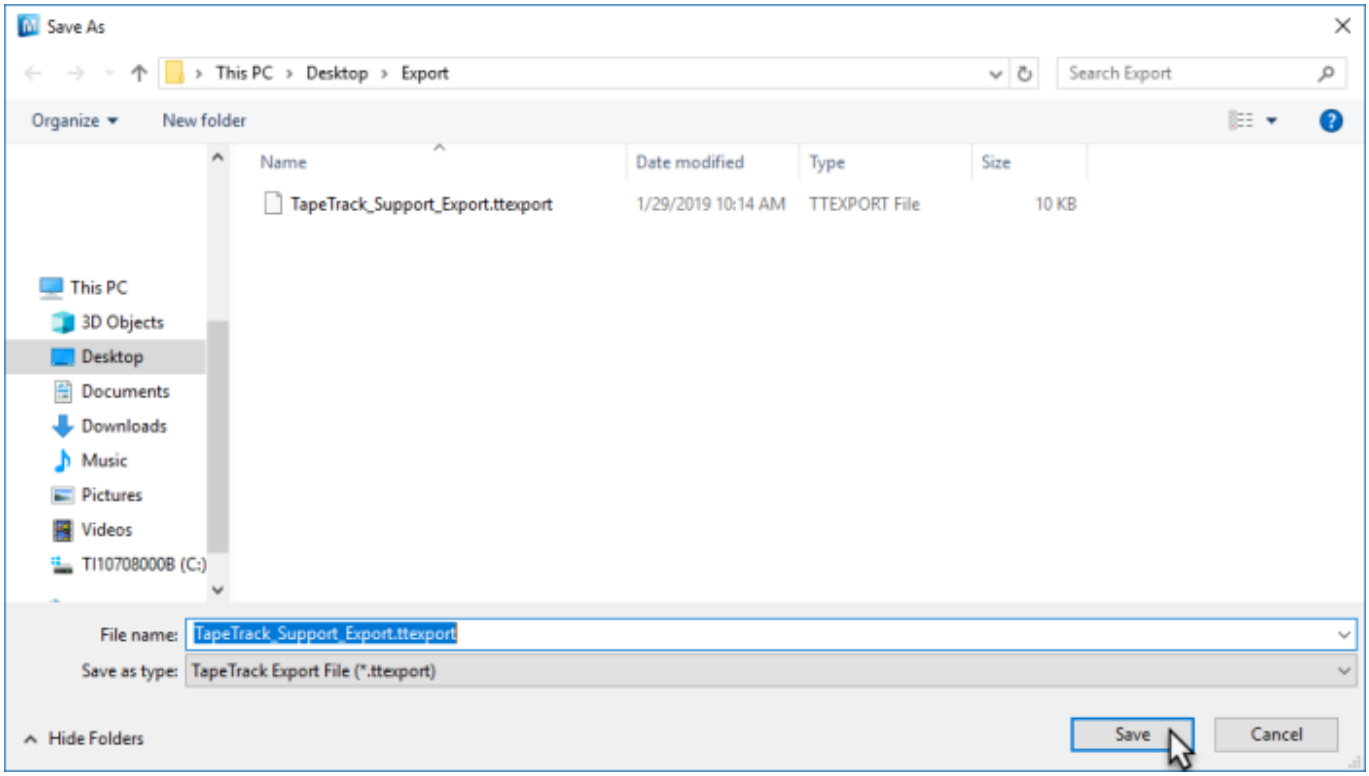
Select all volumes by right-clicking in the inventory window and select `Select→All`, or using shift+click and/or control+click select the range of volumes required.

Exporting To File

Right click highlighted Volumes and select `Special Operations` → `Support` → `Create Export File`.



Save the file to a known location.



Sending File To The Helpdesk

Send the file to the TapeTrack Helpdesk along with:

- Customer-ID
- Media-ID
- Details regarding the issue you are currently experiencing.

technote, export, tapemaster, support

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Permanent link:
https://docs.tapetrack.com/technote/export_file?rev=1603689612

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