

Hiding Customers



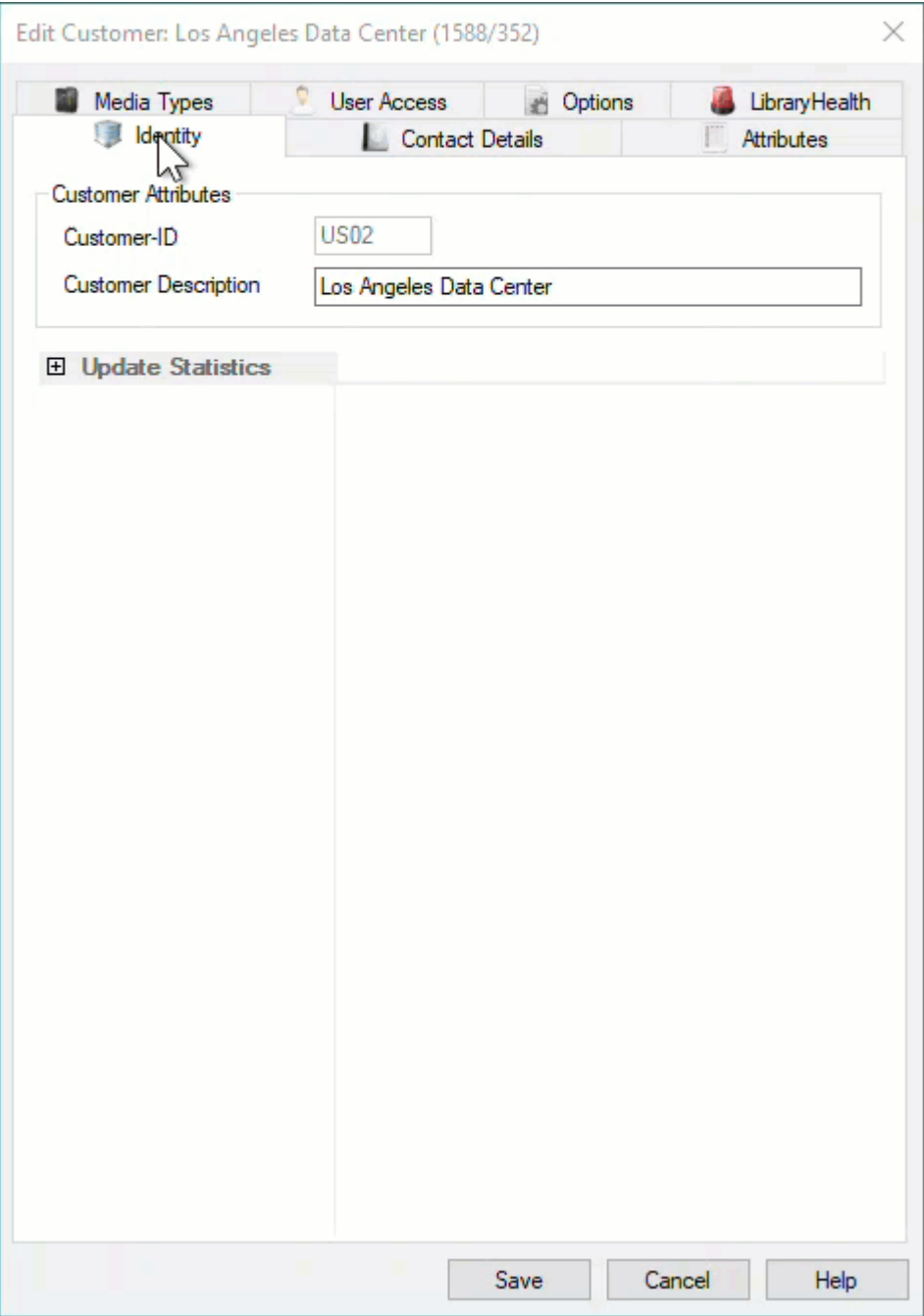
You need tapemaster rights to access the main menu to make any alterations

To Hide a Customer, in TapeMaster right click the required Customer-ID and select Properties.

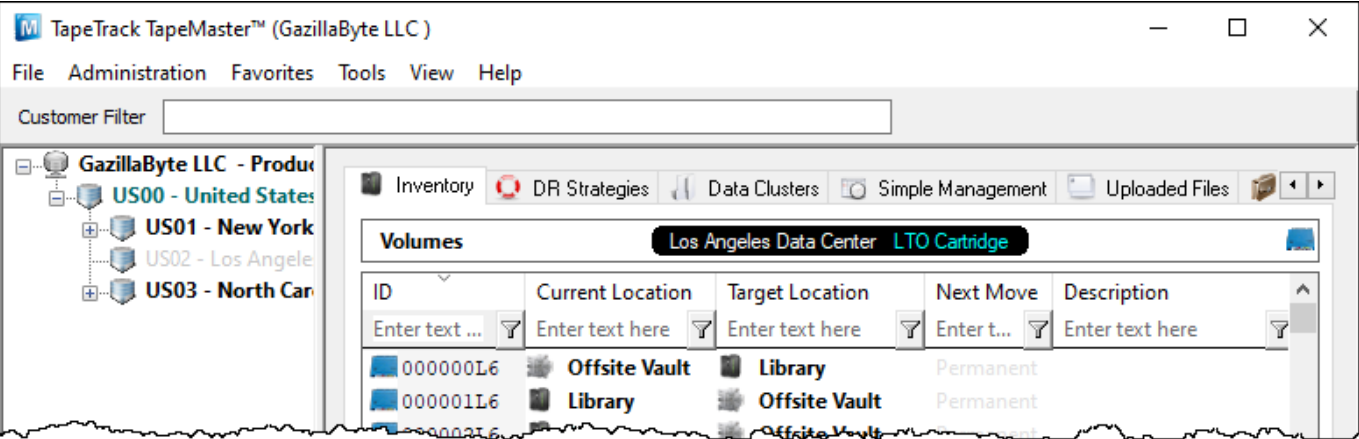
The screenshot shows the TapeTrack TapeMaster™ (GazillaByte LLC) application window. The left sidebar displays a tree view of customers: GazillaByte LLC - Product, US00 - United States, US01 - New York, US02 - Los Angeles, CONT - Contain, LTO - LTO Cartridge, and US03 - North Carolina. The main area shows the 'Volumes' table for the 'Los Angeles Data Center' and 'LTO Cartridge'. The table has columns for ID, Current Location, Target Location, Next Move, and Description. Below the table, the 'Total Items' is 1,585. The 'Repositories' section shows 'Offsite Vault' and 'Library' icons. The status bar at the bottom indicates 'Connection 127.0.0.1 uses AES 256 bit encryption'.

ID	Current Location	Target Location	Next Move	Description
000000L6	Offsite Vault	Library	Permanent	
000001L6	Library	Offsite Vault	Permanent	
000002L6	Library	Offsite Vault	Permanent	
000003L6	Library	Offsite Vault	Permanent	
000004L6	Library	Offsite Vault	Permanent	
000005L6	Library	Offsite Vault	Permanent	
000006L6	Library	Offsite Vault	Permanent	
000007L6	Library	Offsite Vault	Permanent	
000008L6	Library	Offsite Vault	Permanent	
000009L6	Library	Offsite Vault	Permanent	
000010L6	Library	Offsite Vault	Permanent	
000011L6	Offsite Vault	Offsite Vault	Permanent	
000012L6	Library	Offsite Vault	Permanent	
000013L6	Library	Offsite Vault	Permanent	
000014L6	Library	Offsite Vault	Permanent	
000015L6	Library	Offsite Vault	Permanent	

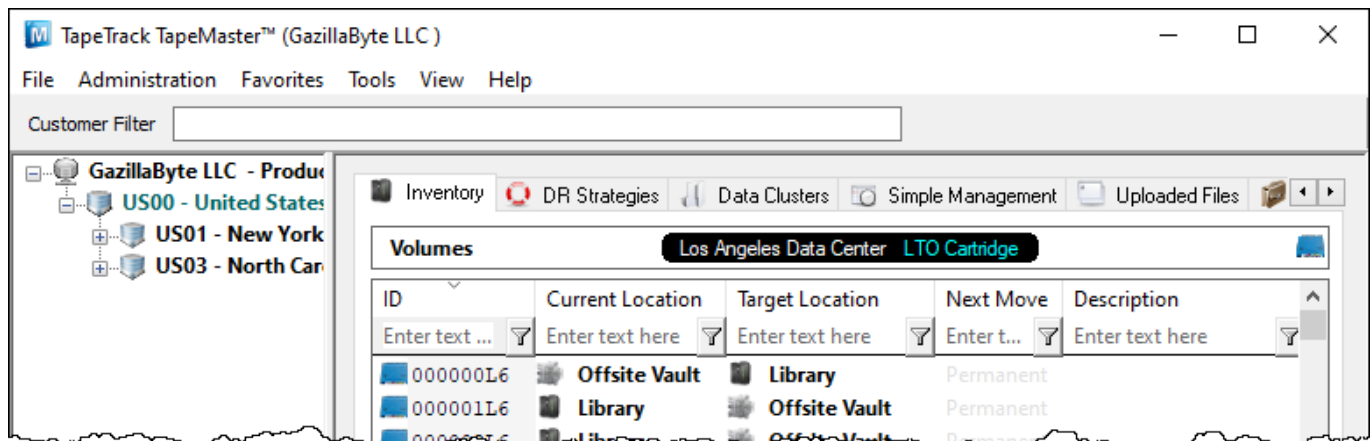
From the Edit Customer window select the Options tab, set Hide Customer option to True and click Save to update data.



Once hidden, the Customer can be set to either be greyed out and inactive (not clickable)

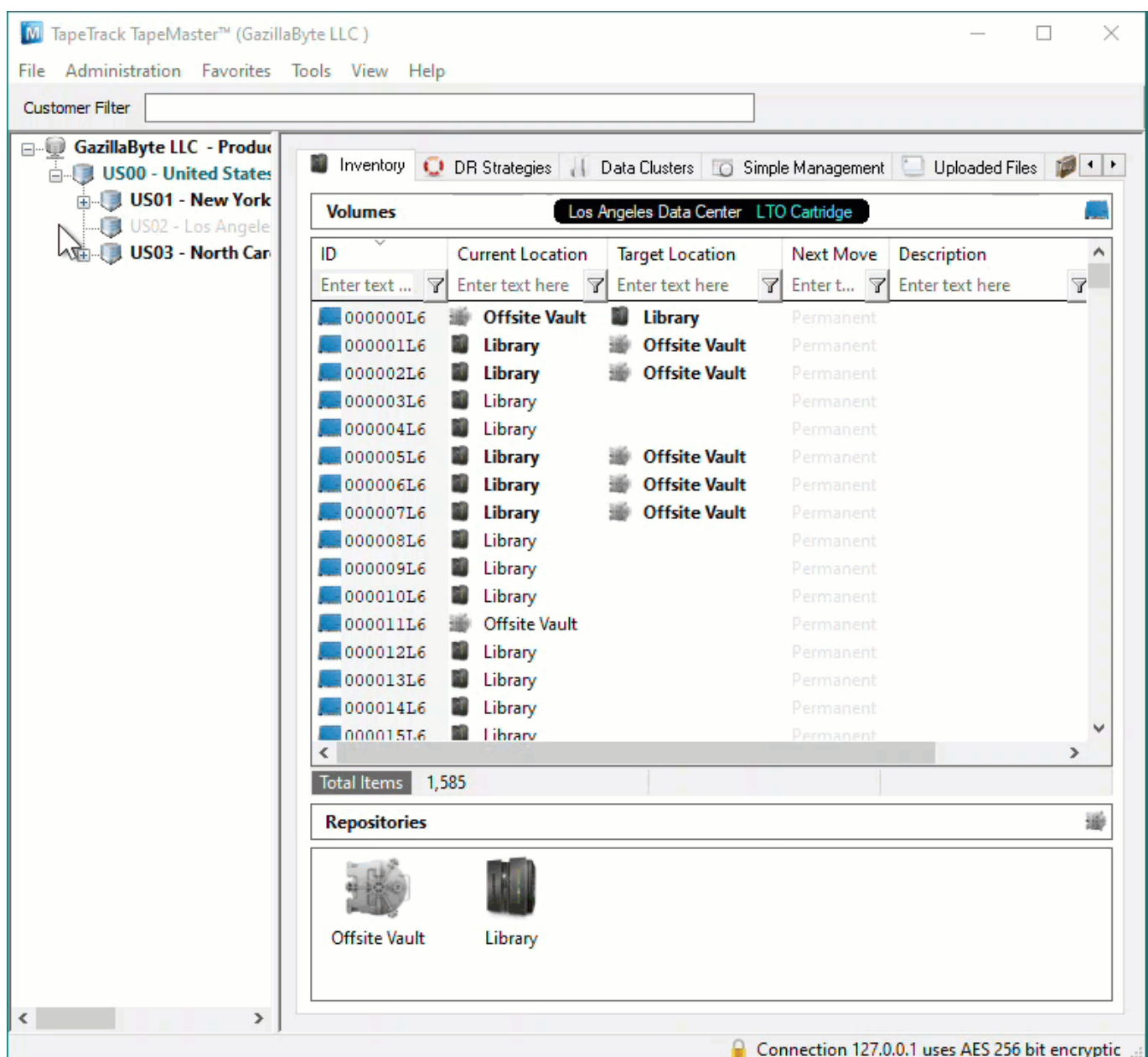


or completely removed from display.



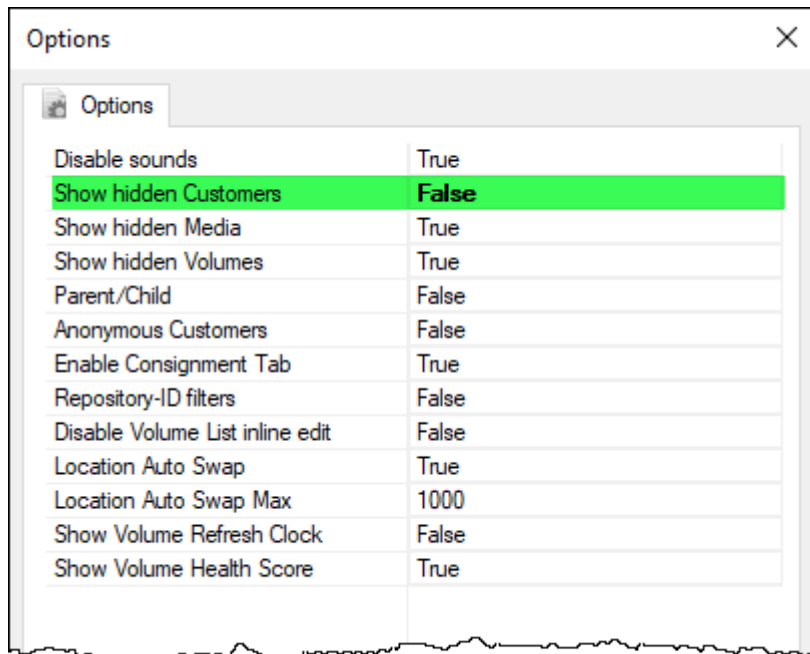
To have the hidden Customer displayed in a greyed out format:

- From the main menu, click File > Preferences



- In the options window, set Show Hidden Customers to True
- Click Save to update data.

- Click anywhere in the Customer Tree to set focus and on your keyboard click F5 to update display.



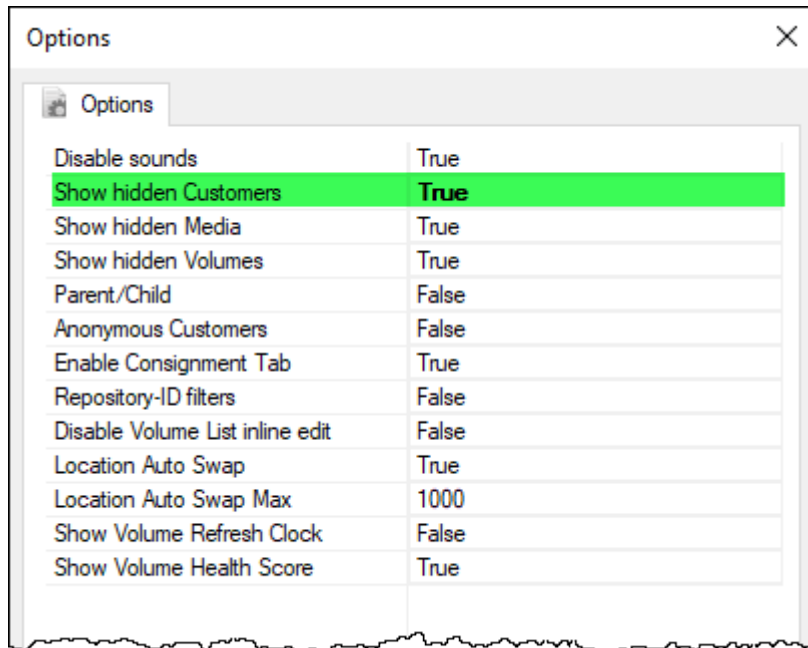
To have the hidden Customer removed from display:

- From the main menu, click File > Preferences

The screenshot shows the TapeTrack TapeMaster™ (GazillaByte LLC) application window. The interface includes a menu bar (File, Administration, Favorites, Tools, View, Help), a Customer Filter input field, and a left-hand navigation tree. The tree shows a hierarchy: GazillaByte LLC - Products > US00 - United States > US01 - New York > US02 - Los Angeles > US03 - North Carolina. The main panel displays the 'Volumes' section for the 'Los Angeles Data Center LTO Cartridge'. It features a table with columns: ID, Current Location, Target Location, Next Move, and Description. Below the table, it shows 'Total Items: 1,585' and a 'Repositories' section with icons for 'Offsite Vault' and 'Library'. At the bottom right, a status bar indicates 'Connection 127.0.0.1 uses AES 256 bit encryption'.

ID	Current Location	Target Location	Next Move	Description
000000L6	Offsite Vault	Library	Permanent	
000001L6	Library	Offsite Vault	Permanent	
000002L6	Library	Offsite Vault	Permanent	
000003L6	Library		Permanent	
000004L6	Library		Permanent	
000005L6	Library	Offsite Vault	Permanent	
000006L6	Library	Offsite Vault	Permanent	
000007L6	Library	Offsite Vault	Permanent	
000008L6	Library		Permanent	
000009L6	Library		Permanent	
000010L6	Library		Permanent	
000011L6	Offsite Vault		Permanent	
000012L6	Library		Permanent	
000013L6	Library		Permanent	
000014L6	Library		Permanent	
000015L6	Library		Permanent	

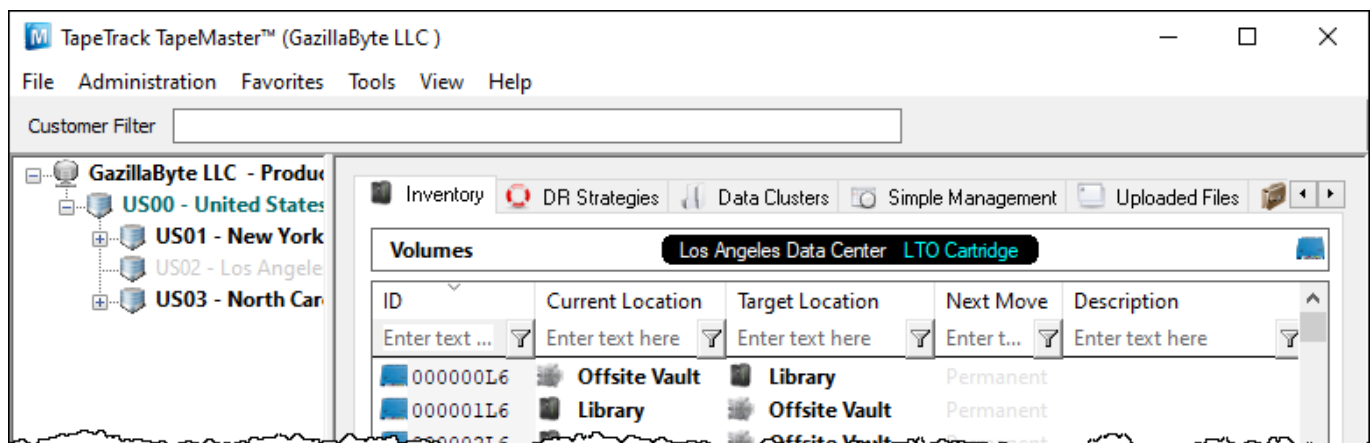
- In the options window, set Show Hidden Customers to False
- Click Save to update data.
- Click anywhere in the Customer Tree to set focus and on your keyboard click F5 to update display.



Unhiding Customers

Unhiding Customers is essentially the same procedure to hiding Customers but in the reverse order.

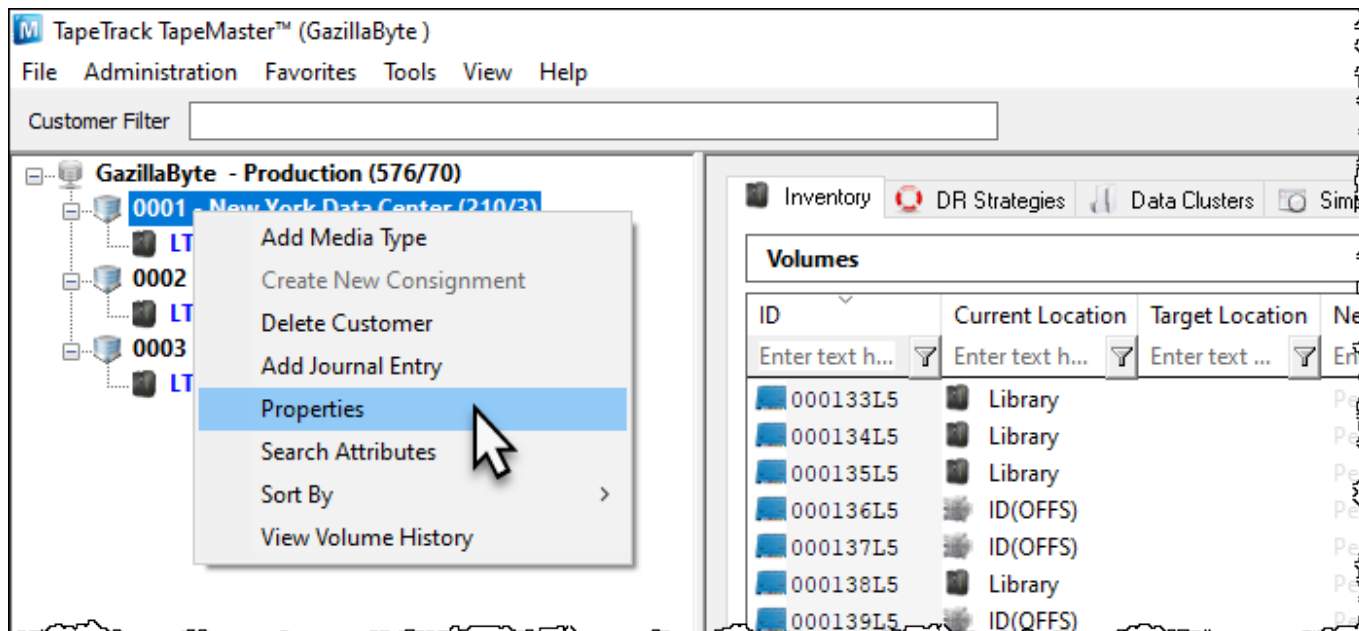
If you can see the hidden Customers but in a greyed out format you can skip this step.



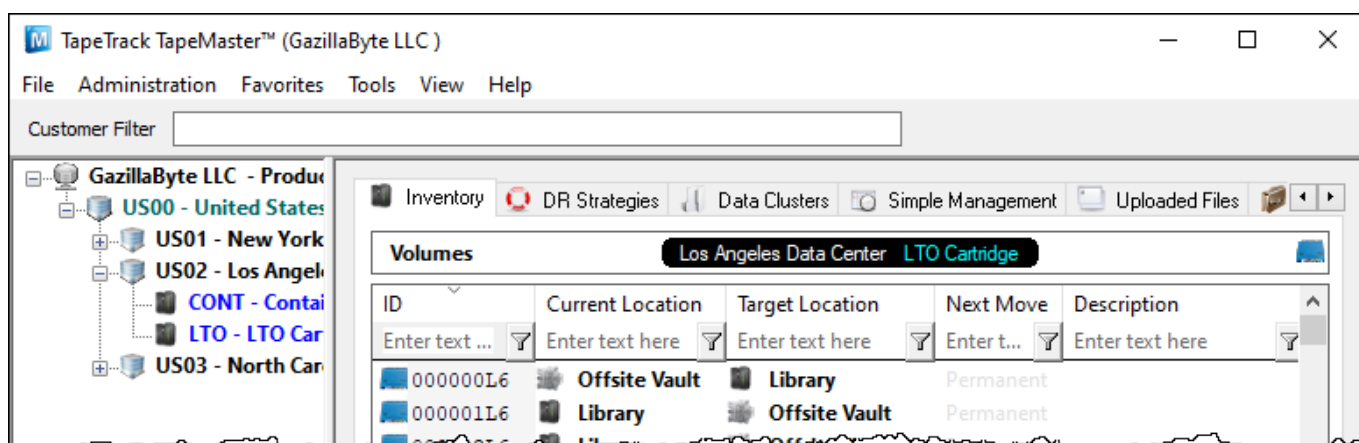
If you can't see the hidden customer, from the Main Menu click File > Preferences to open the Options tab. Set the option Show Hidden Customers to True. Click OK to update the settings.

Any hidden Customers will now show in the Customer Tree as a Greyed out listing.

Right click on the required hidden Customer and select Properties to open the Edit Customer window. Select the Options tab and set the option Hide Customer to False and click OK to update the settings.



The Customer will no longer be hidden.



If you have other hidden Customers that you want removed from view remember to set the Show hidden Customers to False from the Server Options accessed from the Main Menu by clicking File > Preferences

[hidden](#), [media](#), [technote](#), [update doco](#)

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