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ShotPut Pro™

Media Offloading Application
Users Guide

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Contents

Preface	3	Legal Copyright License Limited Warranty
Welcome	5	Overview
Preferences	9	Preferences Queue Options File Verification
	13	Notifications
	15	Reports
	18	Advanced Preferences
	23	Offload History
Offloading	24	Offloading Using Preset Mode Folder Naming Options Advanced Folder Naming Using Destination Mode
	30	Begin Offloading Offload Details
Appendix	32	Appendix A—Installation
	34	Appendix B—Troubleshooting Frequently Asked Questions Technical Support
	36	Index

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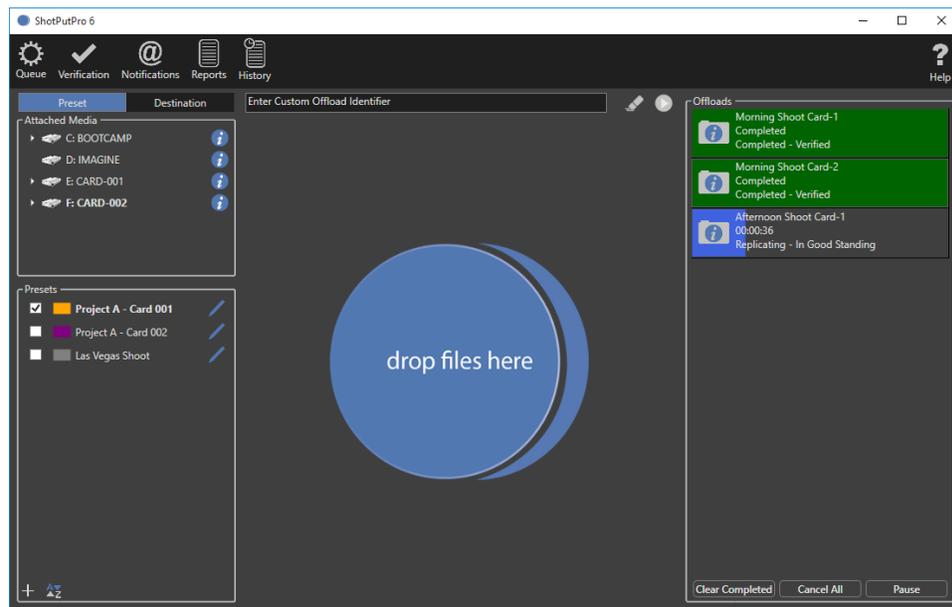
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Welcome

We're pleased that you've chosen **ShotPut Pro™** to securely backup your HD media. We hope getting results is easy without looking at the documentation.



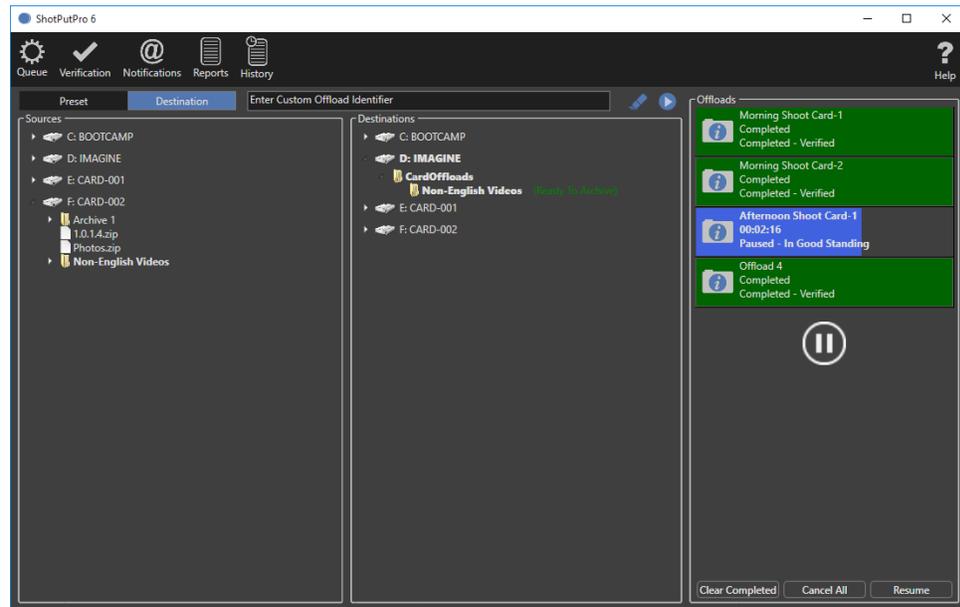
ShotPut Pro works with any camera or audio files regardless of manufacturer including ARRI, BlackMagic, Canon, GoPro, JVC, Panasonic, RED, Sony and more.

It may also be used to copy from digital disk recorders such as AJA or CineDeck or entire Solid State Drives, Hard Disks, or just folders or individual files. Use it with Lexar, SanDisk, Sonnet or any number of HCSD, CF, CFast or P2 card readers. Regardless of content, as long as the operating system sees and mounts the card or memory device, ShotPut Pro can securely copy it!

NOTE: This application is for 64-bit Windows operating systems (Win 10, 8 & 7). Features and dialogs may vary slightly between them. Imagine Products also offers a Macintosh version of ShotPut Pro with similar functionality.

Overview

ShotPut Pro™ for Windows is an automated copy utility application for all video and photo files. It makes secure, auto-named copies of a card's contents, entire hard disks or selected files to multiple locations simultaneously.



Its simplified user interface offers a color-coded progress status, fast copy speeds, in-depth folder naming options, pause and resume processing and 'video aware' reports with thumbnails and metadata.

Digital Video, Audio and other Media: ShotPut Pro offloads ANY media or file types.

Entire Cards or Disks: The contents of any mountable volume (card or drive) can be copied, or individually select just the material you want to backup and verify.

Fast Copying: ShotPut Pro reads the source files once, and uses multi-thread technology to copy multiple files to multiple destinations simultaneously for the fastest possible offloading. Add as many output destinations as desired and select between them. Adjustable optimization options help you get the best performance from your equipment.

Security: Verify with checksum technology to ensure copies exactly match the originals. You can also save a checksum file with offloads to be sure they still match the originals anytime during your downstream workflow processes.

Offload Reports: Create a printable record of file transfer activity, how the copies were named, time, date, etc. Save complete details for project organization or just summaries for billable time. Select from a number of formats including **Text**, **CSV** and **PDF**. Reports may be saved individually with offload data, or combined in a common folder with other reports and created automatically.

Video Thumbnails: Choose from two different **PDF** report styles for impressive reports. PDFs may include metadata and extracted frames (sampled towards beginning, middle and end of clips) from over 20 known camera types.

Personalize Reports: Automatically add your contact information (notes) and company logo to each offload report. ShotPut Pro also titles reports using the **Offload Identifier** you can easily customize.

Automatic or Manual Processes: Setup an output folder auto-naming scheme and use the auto-begin mode to copy cards upon insertion. Or drop cards or folders into the processing queue to be copied according to the Preset settings. Alternatively, Drag and Drop files directly to output locations without creating any additional folder names.

Easy Folder Naming: Improve consistency and organization by letting ShotPut Pro auto-name copy folders. Select from various custom naming conventions such as card name, time/date information, project name with auto-numbering, etc.

Advanced Folder Naming: Organize offloads by nested (sub) folders, and label them using concatenated naming conventions such as dates, project names, locations, etc.

Pause and Resume Copies: ShotPut Pro lets you gracefully '**Pause**' copy processes and '**Resume**' where you left off. This feature is perfect for temporarily stopping a big offload job on set when you need to relocate.

Status at a Glance: Offload tasks have both progress bars and are color-coded to indicate status (copying, verifying, finished). They may be named for more clarity, and individually removed from the task list or paused/resumed. '**Double-Click**' on the offload to open the report.

Offload Presets: Multi-camera data wranglers will appreciate being able to easily switch between folder naming conventions and designated output locations without re-typing. Simply setup separate custom **Presets** for each set of naming choices. Presets can be sorted alphabetically, by status and assigned color code.

Error Checking: ShotPut Pro helps eliminate human errors by preventing accidental overwriting of existing files and folders. An audible alert warns if a card or hard disk is disconnected during an offload. And ShotPut Pro checks for available space on the output disks.

Finishing Touches: After offloading is finished, ShotPut Pro can play a notification sound and automatically eject source cards for your convenience. You can even have the software text a notification or e-mail the verification report after each offload completes.

Preferences

This section will help you enable the ShotPut Pro settings to perform in the manner you want when offloading media cards, drives or just files and folders. If this is your first time starting the application you will need to check a few default settings.

The most frequently changed settings are grouped in **'Quick Select'** menus at the top left of the application toolbar.

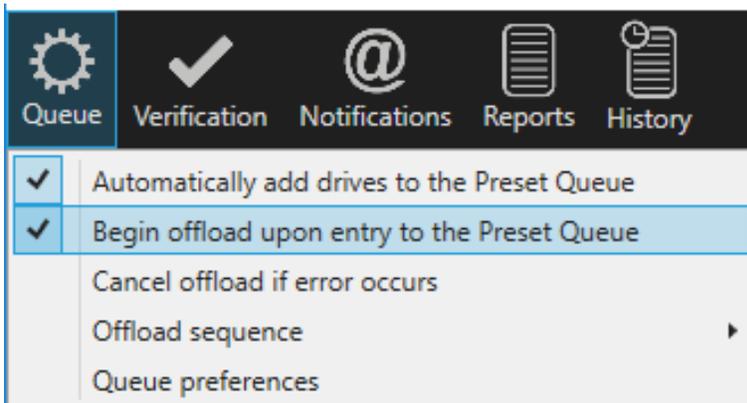


You can also access the full **'Preferences'** menu, including **'Advanced Preferences'**, from each of the quick preference menus.

Refer to **Offload Presets** in the next chapter of these instructions for configuring presets and using automatic folder creation if you plan to use the **'Preset Mode'** for offloading (versus **'Destination Mode'** where files and folders are dropped directly between mounted drives).

Queue Options

Click on the **'Queue'** button (top left of the application toolbar) to choose how offloading will be initiated.



Select **'Automatically add drives to the Preset Queue'** to immediately begin offloading when any new removable drive or card when it's detected. In other words, in this mode ShotPut Pro will ignore already attached drives and mounted volumes, but when a new card is sensed it will begin offloading that one (e.g. when a new card is inserted in a reader).

CAUTION! Do not plug in an external hard disk while in automatic mode unless you intend to copy it's entire contents!

Check the box to immediately **'Begin offloading upon entry to the Preset Queue'** if you prefer copying to start without manually pressing the **'Begin'** button on the main window.

NOTE: With this option selected, the offload will be assigned the 'default' auto-incremented name (e.g. Offload -1, Offload -2, etc.)

'Cancel offload if error occurs' will immediately terminate the copy processes should a failure happen. If this option is not enabled you will just be alerted that an error occurred but copying will continue with the remainder of the offload.



NOTE: An error during offload will be indicated in the status and the progress will turn **RED**. If you've chosen not to cancel on errors (unchecked this option) the offload will finish what it can and all reports, including checksum text files, will include **Error Warnings**. Shot Put Pro will also attempt to retry the failed file(s) for you.

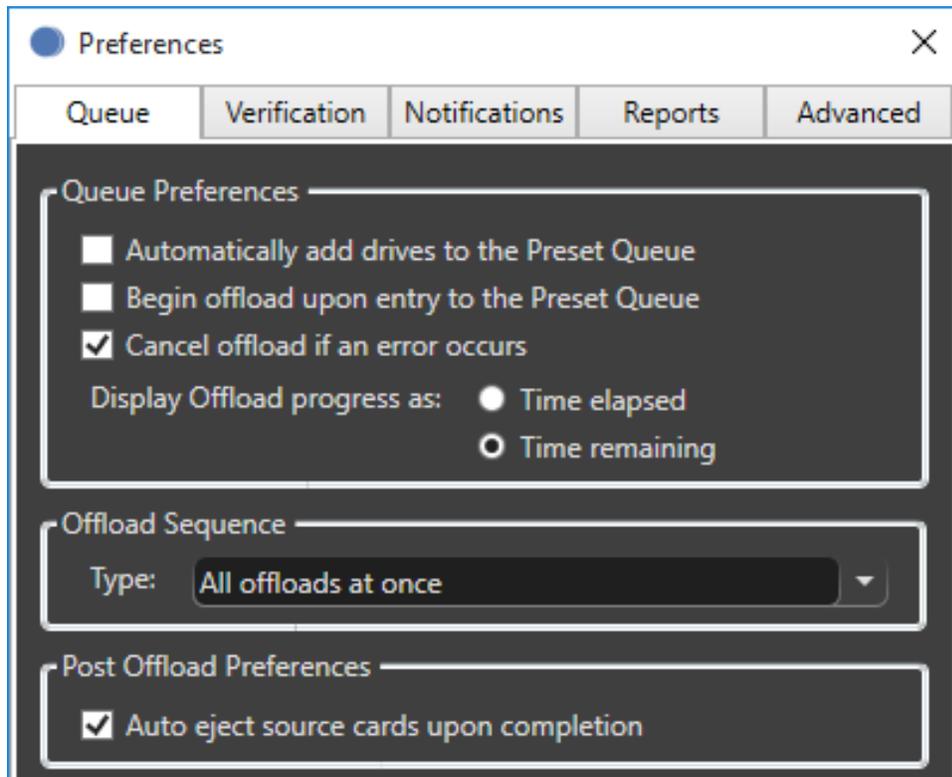
Offload Sequence

The offload sequence options are designed to give you more control over drive use.

'One offload at a time' simply performs the offloads in the queue in the order in which they were added.

'All offloads at once' means any queued offloads are all started at the same time when you click **'Begin'**. It also means all offloads will likely complete at about the same time. This option should rarely be used, especially with multi-card readers as it may seriously bog down ports.

Queue Preferences



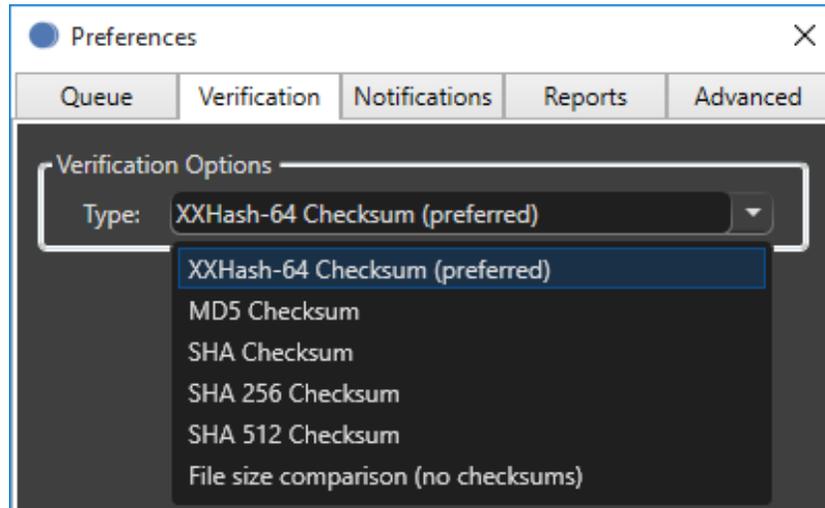
Offload status may display estimated **'Time elapsed'** or **'Time remaining'**. The **'Time Remaining'** option will estimate how long overall copying and verification may take and then count down the displayed time.

Post-Offload Preferences

You can save time by letting the software automatically eject the source cards upon completion of the offload. This simply makes it ready to unplug from your computer.

Verification Options

Though it's rare to experience errors, video files are usually highly valued and therefore copies should be verified. ShotPut Pro offers a number of verification types to choose from depending on you and your client's needs.



NOTE: If checksum verification is not enabled only operating system acknowledgement of copies will be used.

Checksum type verifications (such as XXHash, MD5 & SHA) use algorithms that calculate a binary value for the bytes of a file. The idea of checksums is to also identify any misplaced or changed position bytes in which case a file size may match but a checksum would not.

TIP: XXHash is a new checksum method that employs near RAM speeds for processing. It can speed up verification to near read access and significantly improve throughput for RAW and other media with large quantities of files.

For faster overall offloads '**File Size Comparison**' offers a less intensive verification option. This verification relies on the operating system's report that the files made it to the output destinations correctly and each match the source file size.

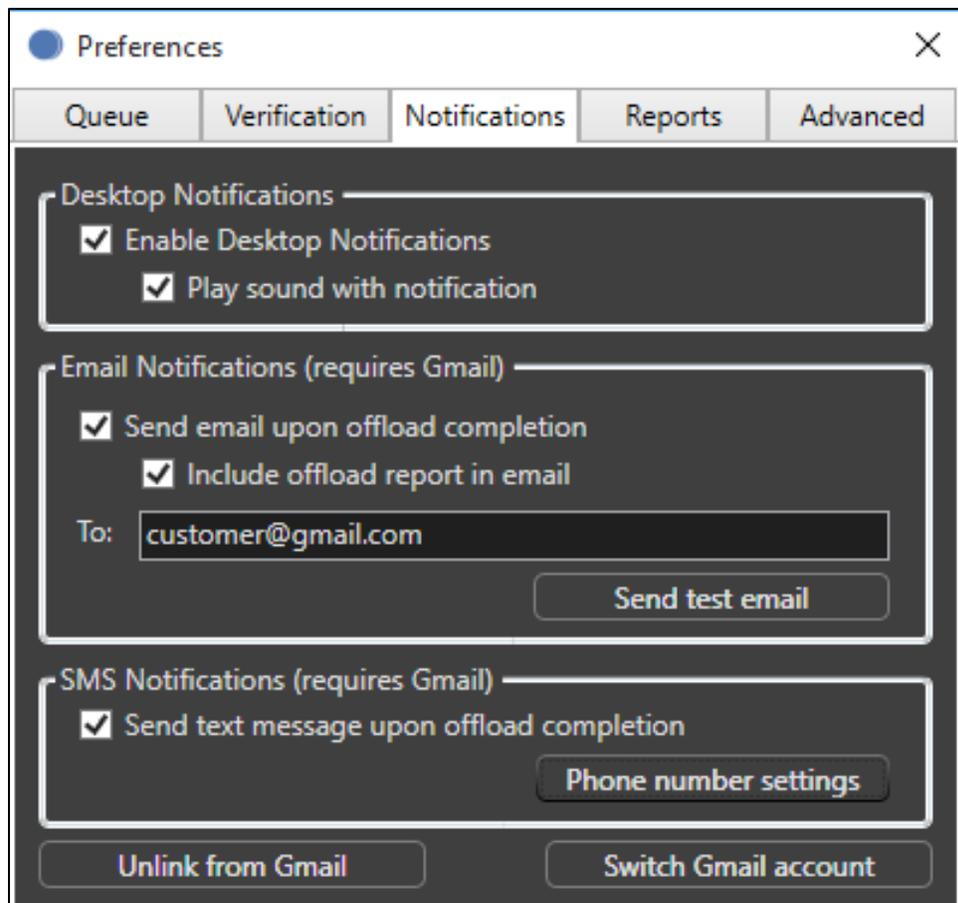
Notifications



ShotPut Pro features several automated notifications to inform you about offload progress. Select the [@] icon from the toolbar to open frequently changed notification options.

Select the checkbox to **'Enable Desktop Notifications'**. Then choose **'Play sound with notification'** for sound alerts with completion or errors.

TIP: With sound options off, enabling Desktop notifications will present a pop up notice of activity when the application is minimized or behind other windows.



ShotPut Pro can send offload status information via email or SMS text.

To set this up you must first link the application to a Gmail account. If you don't have one, create one—they're free. **(This is a 'send only' application so it will have no effect upon your other email communications.)**

Next, choose whether to send notifications by email, text, or both. With email you may also include offload reports.

Enter the **'TO'** email address. Note you may send the notifications to yourself if desired, or a different account. **Send Test Mail** to ensure it's working properly.

TIP: You may send to multiple recipients – just separate email addresses by a comma.

SMS Texting also uses Gmail (instead of your computer's Mail application). To send texts, choose the country and carrier and the number to send to. **'Send Verification Code'** then enter the received code into the box and click Validate Code. **You MUST validate before using this option.**

The screenshot shows a window titled "SMS Settings" with a dark background. It contains the following elements:

- Number to use:** A text input field containing "3178430706". Below it is a note: "Note: Do not enter your country code. Only use area codes".
- Carrier Country:** A dropdown menu currently showing "United States".
- Carrier Company:** A dropdown menu currently showing "Verizon Wireless".
- Send Verification Code:** A button located to the right of the carrier selection fields.
- Enter Verification Code:** A text input field containing "5551234".
- Validate Code:** A button located below the verification code input field.

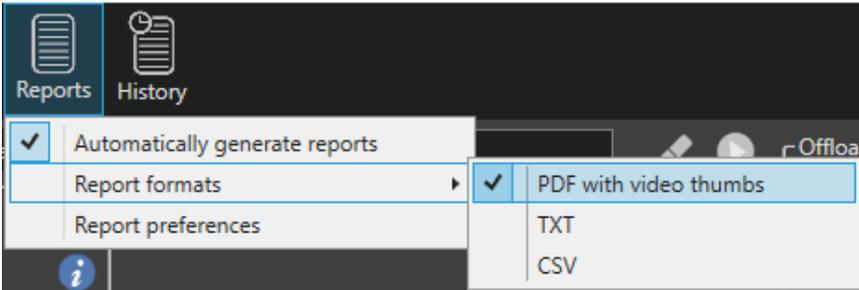
If the offload session fails or contains errors you'll receive notice of these as well as successful completion messages.

NOTE: Texting does not allow attachments due to size constraints.

CAUTION! Turning the email/text option **ON** with improper settings may cause perceived processing delays when offloading, or error messages.

Reports

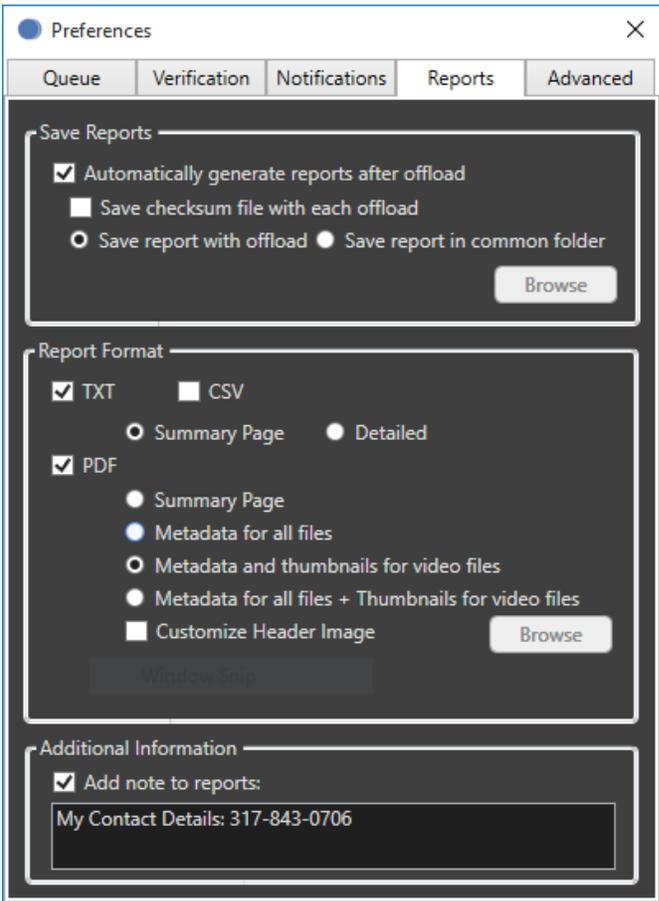
Offload reports can be an important bookkeeping and even billing record of your data wrangling activities.

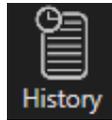


Save Reports

Check the box to '**Automatically generate reports**' if you want a report saved without further prompting.

Report Preferences





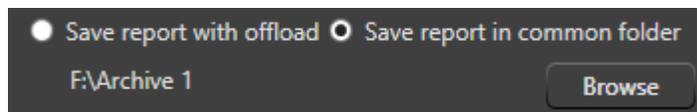
TIP: If not automatically saved, you may do so manually from the **'Offload History'** list (see next section of this manual).

ShotPut Pro allows you to save a checksum file along with offloads. This simple text file is **NOT** an offload report. It's intended for verification purposes and contains relative file paths and names and the binary checksum values for each. With these values you can check the integrity of your files throughout your network with applications such as **ShotSum™ for Macintosh**.

Files are named by the verification type (e.g. **md5ChecksumFileSPP.md5**) and will be saved at the destination, outside of the output folder.

NOTE: You cannot create a checksum file when using **'File Size Comparison'** verification type.

Reports are optional. They may be saved individually with the output files, or together with other reports in a **'Common Folder'**, or exported later from the **'Jobs History'** list.



The common folder may be anywhere on your system, just browse to the folder location when choosing this option.

Report Format

Select how much detail your report will contain.

'Detailed' type reports contain a more thorough listing of each file's information including full path names, the name of the folders created, duration of each file's transfer, validation results, etc.

The **'Summary Page'** type report shows only aggregate information such as number of files copied, total size and session information.

ShotPut Pro offers several report formats, including **Text**, **CSV** and **PDF** types. **Text** is a simple human readable form. **CSV** (comma separate values) is a format that's readily compatible with spreadsheets.

PDF (portable document format) reports incorporate more graphical elements and organizes file information by type. ShotPut Pro is "video aware" and can extract file metadata for over 20 different camera/video formats including MOV, MXF, MTS, MPEG, AVI and more.

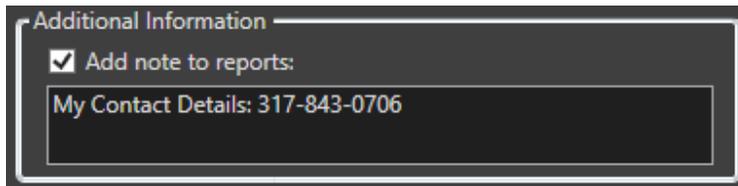
Video files may be further represented by sampled thumbnails in this type report. Choose one, or four, sampled video frames to be included.

Additionally, with PDFs you may include your own company logo if desired. Select '**Customize Header Image**' and browse to the logo file.

It can be any of the supported formats (e.g. PNG, JPG, TIF, GIF, BMP, etc.). The print size is 128x128 pixels. Larger files will be resized appropriately. Non-square files may be cropped or stretched to fit.

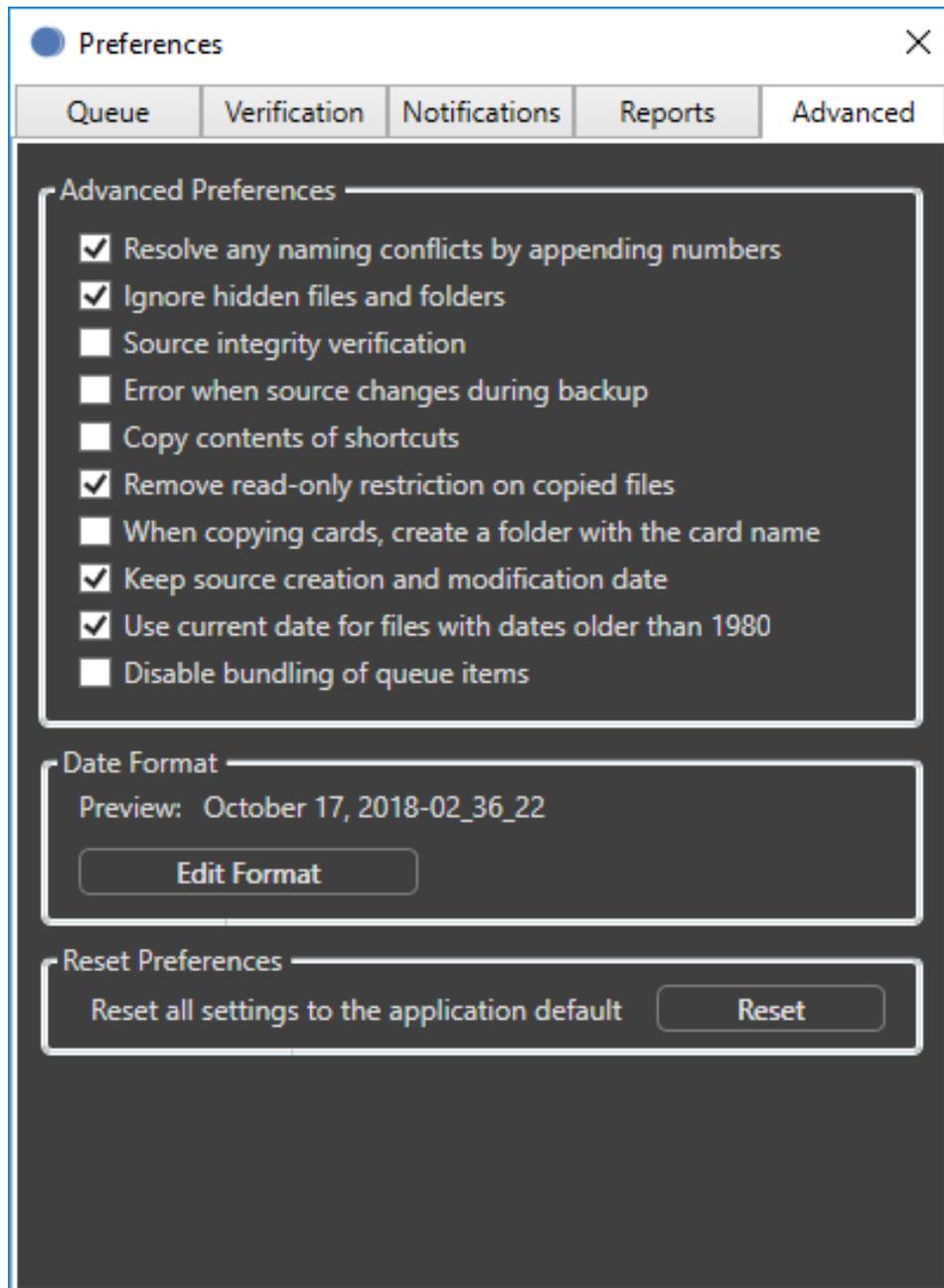
Additional Information

You may automatically '**Add notes to Report**'. For example, this might be contact information, project details, etc. The **NOTES** will appear in each report at the bottom of summary information.



Advanced Preferences

Click '**Advanced Preferences**' icon (upper right) to open the panel. The defaults set here generally should not be changed unless you have a specific reason for doing so.



Name Collision Resolution

If you're copying multiple items to the same destination (output location) naming conflicts potentially exist.

You can instruct ShotPut Pro to **'Resolve any naming conflicts by appending numbers'**. This option retains the same named items and differentiates with an extension (e.g. -2, -3, -4).

NOTE: With this option **OFF** you'll be warned whenever duplicates are found.

TIP: Avoid the potential for file/folder name collisions altogether by using unique folder naming schemes in **Preset** copy mode.

Ignore Hidden Files and Folders

'Ignore hidden files and folders' omits hidden files and folders from offloading. Many camera manufacturers and operating systems create hidden files to assist in file system regulation. These files typically have no value and no bearing on your media files.

Often times attempting to offload hidden files, especially those containing file path information, can create offload errors and should not be included at all. Therefore, it is advised to **always 'Ignore hidden files and folders'** unless you're very, very sure they are needed.

Source Integrity Verification

Sometimes media card readers begin to fail, or the cabling to them is intermittent or faulty. This option instructs ShotPut Pro to read the source a second time, at the end of the backup session, to ensure what it was given to copy was correct.

Any hardware failures may be detected in this manner, because a matching checksum isn't likely if anything is intermittent or changing.

This option does add a small amount of additional time to read the source again but is a strong insurance against bad files.

Error on Source Changes

ShotPut Pro copies item contents at the instant they're placed into the queue.

Unfortunately, some virtual file media disk recorders are known to mount on the **Desktop** before they're contents are fully indexed. Therefore, should an offload be started too quickly, some files may not be copied!

'**Error when source changes during backup**' option checks for any source mutations and alerts you at the end of the offload if any new files are discovered, or are missing or altered at the source.

Files containing Shortcuts

Files containing path information such as references to other media files, etc. can cause copy errors. While it's unlikely your data will contain such files, you can instruct ShotPut Pro to '**Copy contents of shortcuts**', meaning follow the links and include the referenced files in the offload copy.

Read-only Files

Some camera files are purposely set as **Read-Only** to prevent accidental changes or erasures. This can be cumbersome when working with the file copies.

ShotPut Pro can '**Remove read-only restriction on copied files**' for your convenience.

Card Name Inclusion

Normally users want to ignore the card or volume name and just copy it's contents to the destination.

However, should you wish to incorporate the card or volume name as part of the output nested folder structure, enable the preference '**When copying cards, create a folder with the card name**'.

File Date Information

Files copied from external drives or devices may incorporate the date the file was created at the output destination, rather than original information.

You may choose to **'Keep source creation and modification date'** information. This option instructs ShotPut Pro to override the system copy dates with those gathered from the source files.

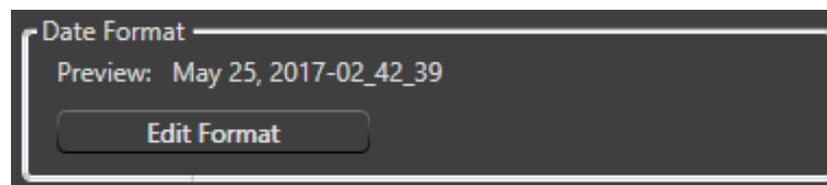
NOTE: Not all cameras apply Volume Date information to files or cards! Please check the card information in **Explorer** before using this option. Missing creation dates may cause problems with file operations. You may choose to have ShotPut Pro **'Use current date for files with dates older than 1980'**.

Disable Bundling

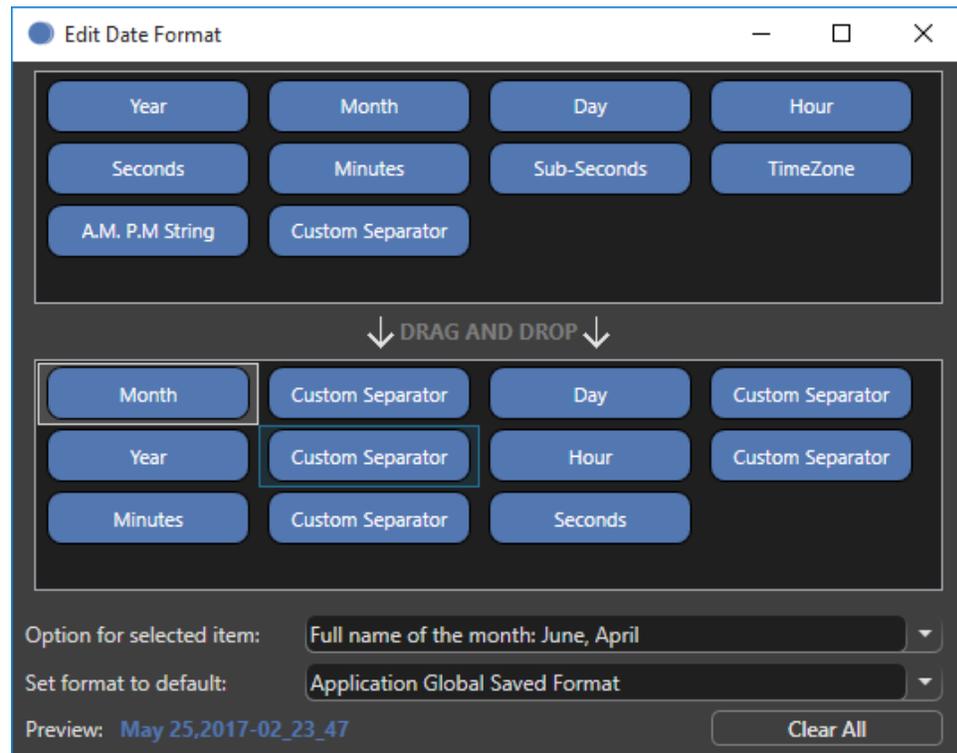
For best performance, ShotPut Pro automatically combines (bundles) all items dropped into the queue at the same time into one offload task. If you prefer each item to be treated as a separate job, check the option to **'Disable bundling of queue items'**.

Date Format

Choose the **'Date Format'** for **Reports** and **Notifications**. The **'Standard American Date'** includes hours_minutes_seconds suffix.



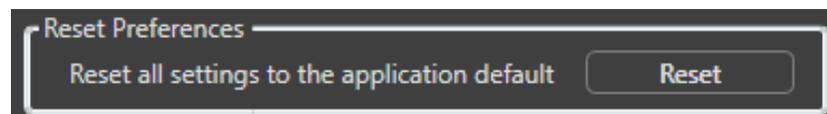
There are two **American** and two suggested **European** formats, or you can customize your own.



The date format set here is used across the application as the default. You may override the date formatting within individual Presets without affecting the **'Application Global Saved Format'**.

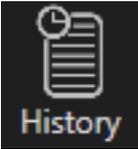
Reset Preferences

Click the **'Reset'** button to reset all settings to the application default values.



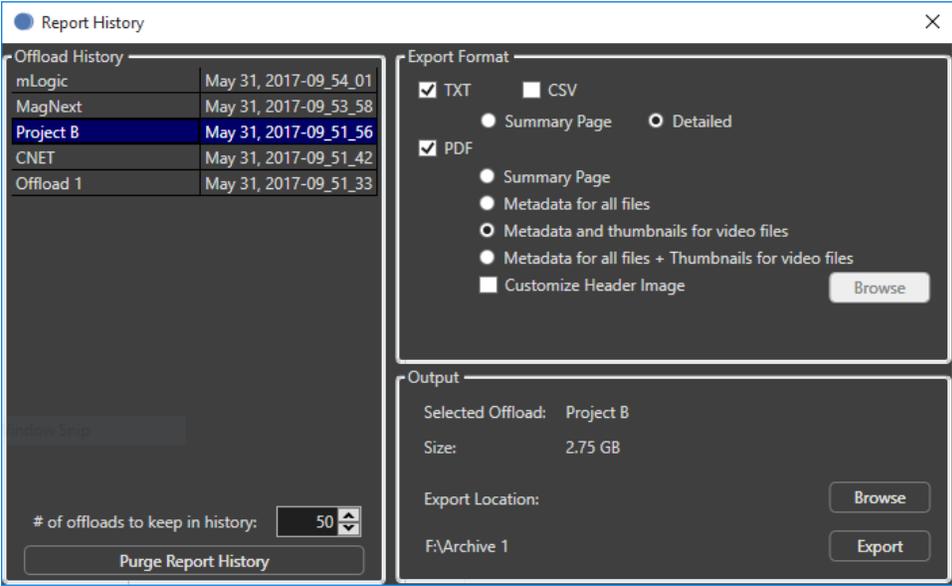
CAUTION! **'Reset'** applies to **all Preferences**, not just **Advanced settings**. Be sure to review **General, Notifications** and **Reports preferences** after using the **Reset** function.

Offload History



ShotPut Pro saves a history of your offloads.

This information and any video thumbnails sampled are saved for use in reports.



ShotPut Pro keeps as pool of recent offloads so you can manually generate reports at a later time. Set the maximum number of saved offloads history to zero if you do not want to keep any locally.

NOTE: 'Purge Report History' has no bearing upon reports that have already been saved elsewhere. It simply reclaims used storage space on your computer's hard disk.

The '**Report History**' list includes the '**Offload Identifier**' and date/time stamp.

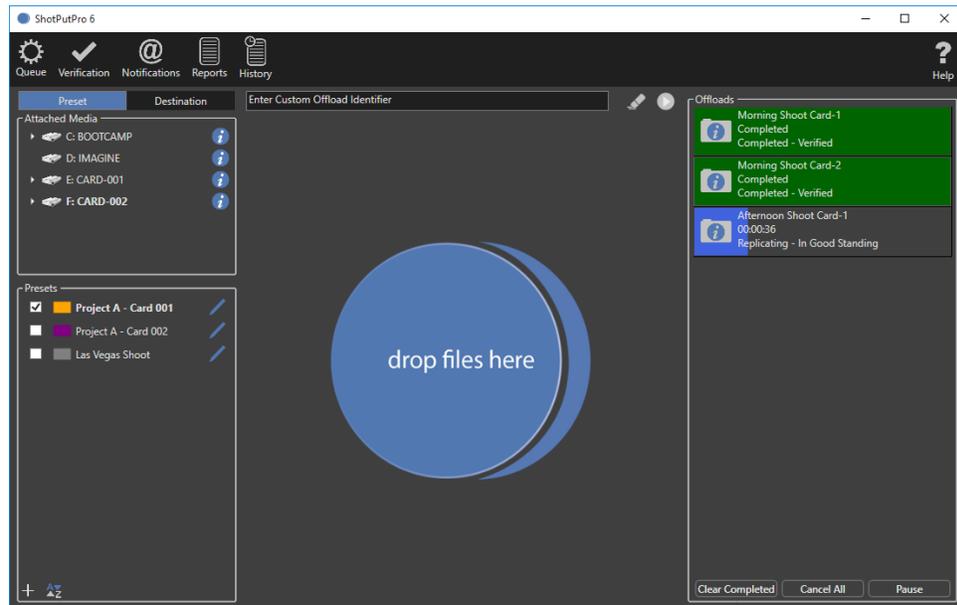
NOTE: PDFs can contain thumbnails only if the preference to collect them was selected during the offload process.

Offloading

ShotPut Pro has two different offloading views.



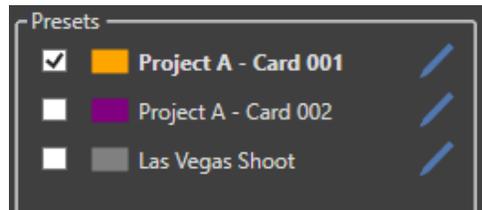
In **Preset mode**, simply drag-and-drop files to be copied into the queue area. ShotPut Pro will auto-create and name folders for you and copy the card contents into them.



TIP: Alternatively, use **Destination mode** to drill down into folders and copy selected files and folders directly from one location to another without creating new output folders. (see **Destination mode** section of this guide)

Preset Mode

To use **Preset mode**, you'll need to set the locations where you'd like copies to be placed and how you'd like the folders containing your copies named. In ShotPut Pro these are organized by **Offload Presets**.



Create your own presets and turn them **'ON'** or **'OFF'** by the check box to the left of the name.

Click the **Plus [+]** button or **'Right-Click'** anywhere in the list the list to **'Add a Preset'**. To **Delete a Preset**, **'Right-Click'** on it and choose **'Remove'**.

TIP: Use the **'Duplicate'** function to make a copy of the selected preset then just change settings in it to make it unique.

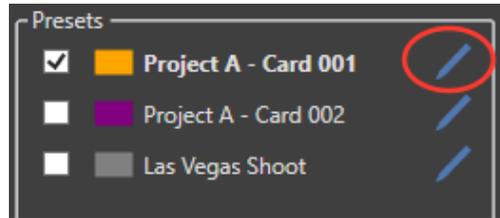
Presets may be **Imported** and **Exported** between computers and users for convenience and consistency

Presets may be sorted by **'Name'**, **'Color'** and whether they're **Enabled**. Click the **'Sort'** button below the list.

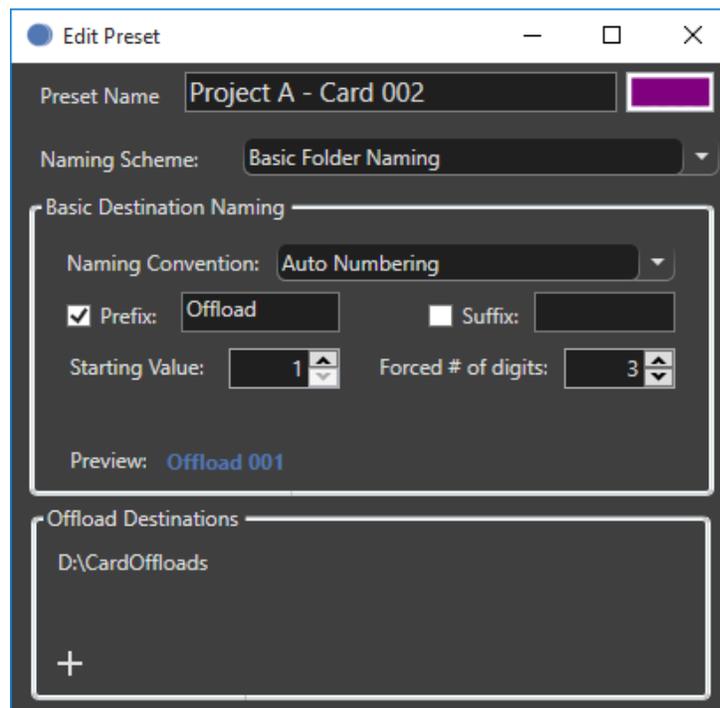


Edit Preset

To **Edit** an existing **Preset**, click the blue pencil button to the right of the name.



Input a user-defined name in the '**Preset Name**' box that helps you to differentiate between them. Click the color box to open a color wheel selection dialog.



Naming Scheme

ShotPut Pro automatically creates folders for your copies. (There is no need to create folders manually ahead of time.) Choose between '**Basic Folder Naming**' and '**Advanced**' naming schemes.

With **Basic Naming**, click on the '**Convention**' to choose one parameter from common naming options.

Use **'Custom Text'**, **'Card Name'**, **'Auto Numbering'**, **'Today's Date'**, **'Date Drive Created'**, **'Date Drive Modified'** or **'Job Identifier'**. To type in a name select **'Custom Text'** and fill in the textbox.

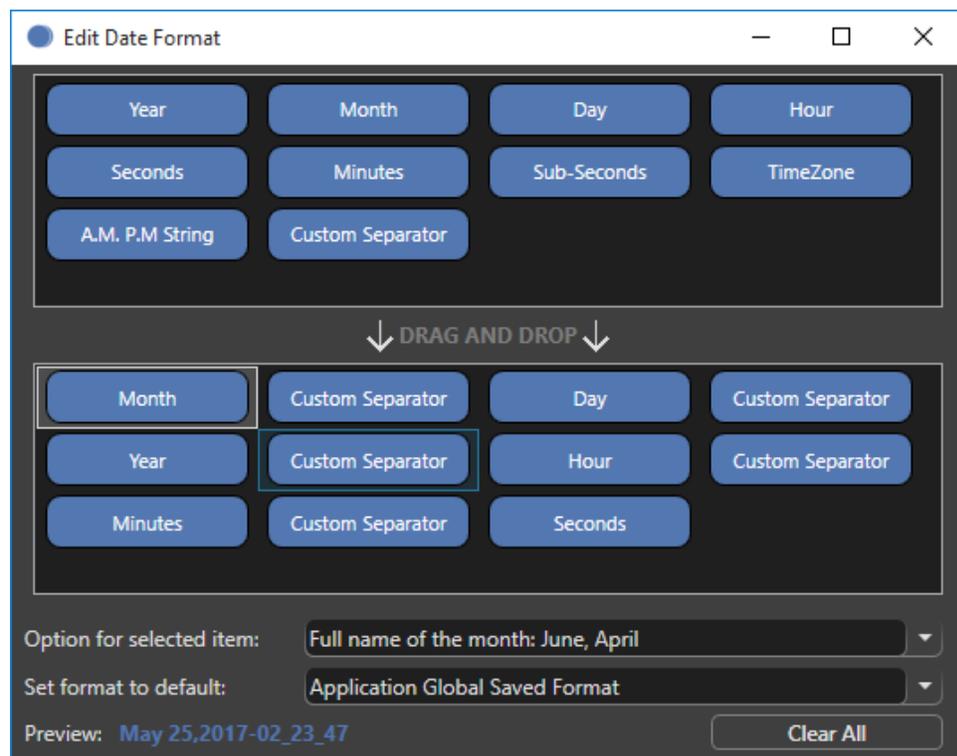
TIP: Choose **'None'** for the naming convention if you do not want ShotPut Pro to create a sub-folder at the output location.

NOTE: Invalid path characters are not allowed in folder names (e.g. colon ":", "/", etc.).

ShotPut Pro will not automatically overwrite existing folders so the naming—whether typed in or automatic—should be unique. If the same name is accidentally chosen ShotPut Pro will prompt for user action.

'Today's Date', **'Date Drive Created'** and **'Date Drive Modified'** selections name the copy folder based on the date/time information. These can be useful ways to ensure unique labels as well as organizing your cards based on when they were shot (**provided that the card contains this information**).

You may override the **'Application Global Date Format'** on an individual Preset basis. Click **'Change Date Format'** to open the **Edit Date Format** dialog.

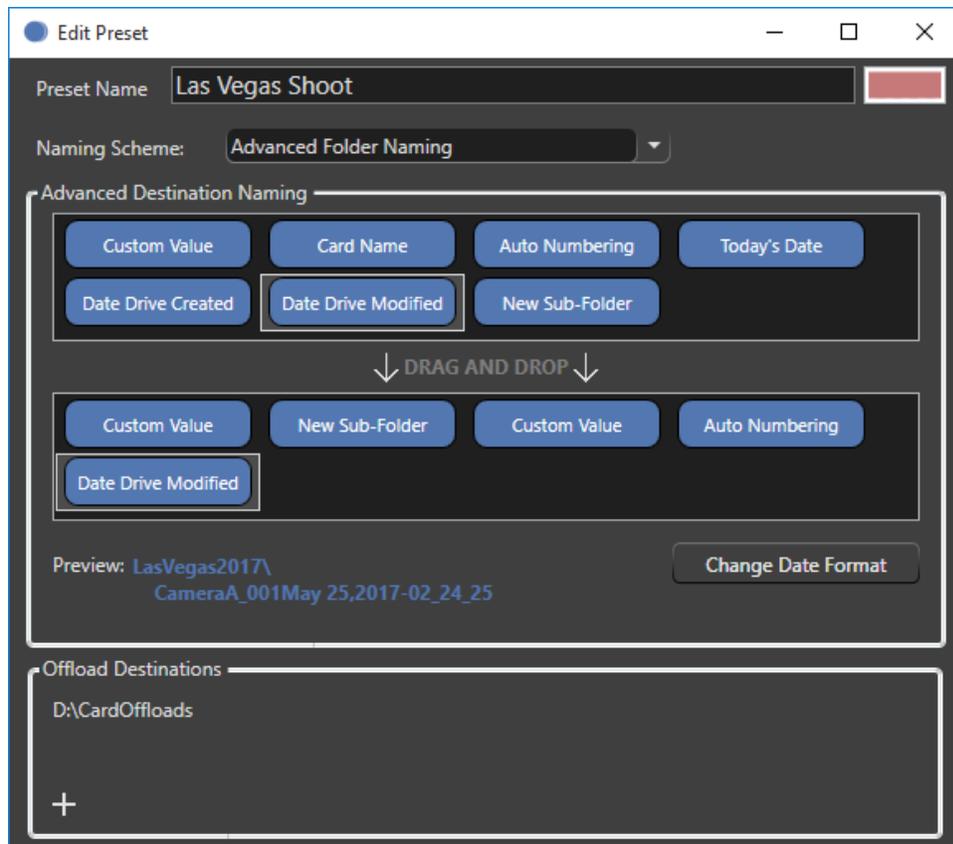


CAUTION! Not all cards support Drive Date information. Please check the card information in Explorer before using card date options.

Advanced Folder Naming

The '**Advanced Folder Naming**' scheme allows you to combine naming conventions into a single output folder name. You may also designate sub-folders. Each using any of the naming convention types, prefixes and suffixes.

This is a powerful way to further organize media for complex projects.



Output Destinations

A **Preset** can offload to more than one location at the same time.

Click the **Plus** [+] button below the list to **Add** a connected LTO drive, or browse to a root folder where you would like sub-folders to be created on a hard disk. Click the **Minus** [-] button to remove paths.

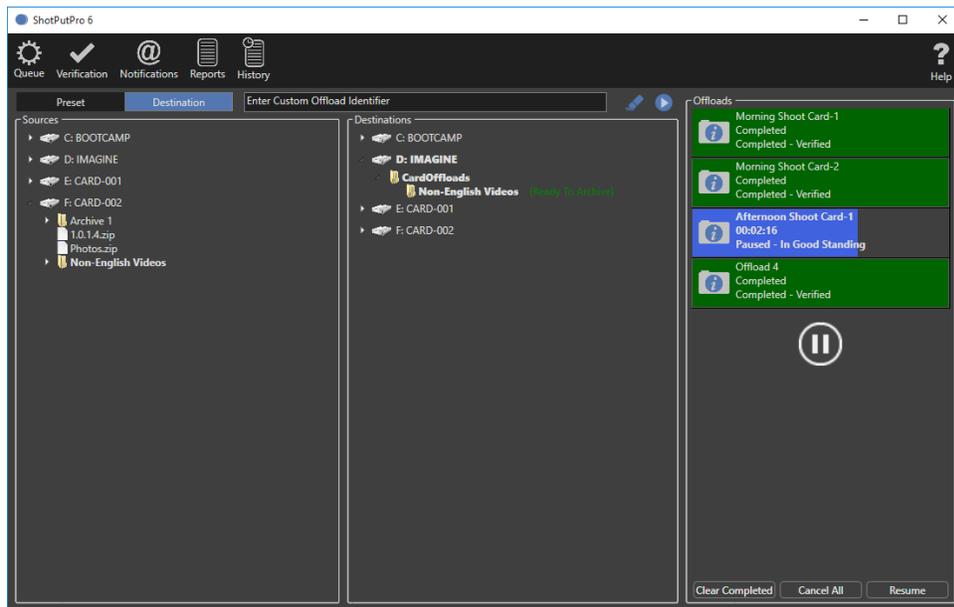
At least one valid output destination must be specified before beginning an offload using the preset.

TIP: Avoid long path names (those approaching 250 characters or more) as these may exceed the Operating System limits.

Destination Mode



Use '**Destination mode**' to drill down into folders and copy selected files and folders directly from one location to another without creating new output folders.



Simply drag items from the left '**Attached Media List**' to the right column. Dragged items will appear in **BOLD** as being "**queued**", and if you collapse the volume in the right column it will show as bold as well to indicate there are files being added to it that haven't yet been processed.

You may queue multiple items before pressing '**Begin**' to complete the copy process.

Even though you're not creating new folders, file copies in this mode are treated as jobs too. You can type in a '**Job Identifier**' and save **Reports** and checksum files for any items copied in this manner.

TIP: Right click on a queued item to '**Remove**' from Queue.

Offloading Using Presets

Once you've enabled the desired **Preset(s)**, just drag & drop the items you want to offload into the queue (center part of the screen).



NOTE: For easy identification, only items names are shown without their full file paths.



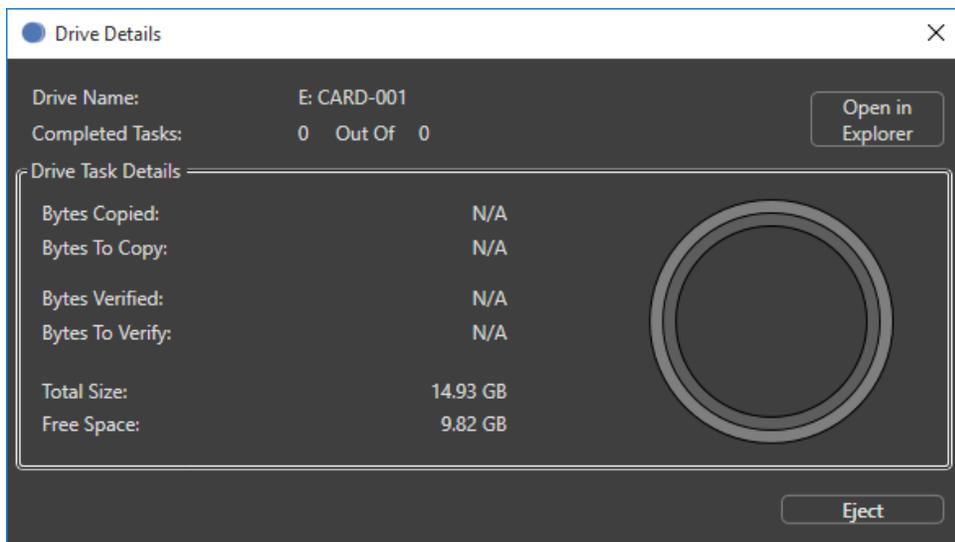
Type in the '**Job Identifier**' if desired, and then click the '**Begin**' button on the toolbar to start copying.

If you don't assign a '**Job Identifier**', ShotPut Pro will default to the name of the card or volume in your offload. Or, if multiple items are included in a single offload, they will be named generically 'Offload - 1', 'Offload -2', and so forth.

TIP: If you setup automatic options in '**Job Options**', just insert a card and it should show up in the process area then begin offloading automatically.

CAUTION! When selecting cards be sure to select the card itself, not a sub-folder, to ensure all needed files are copied for a given format. For example, P2 cards have a 'lastclip.txt' file outside of the CONTENTS folder.

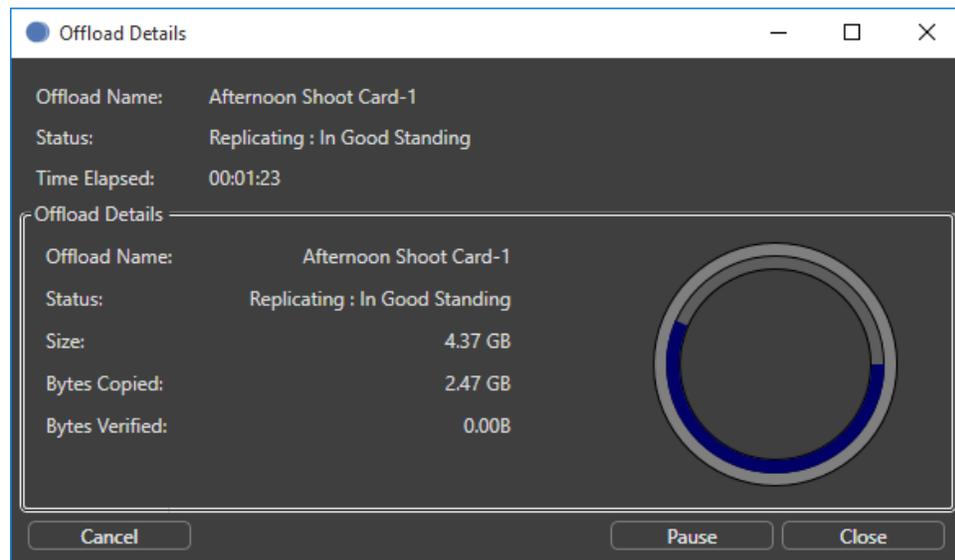
ShotPut Pro offers rich details about any mounted volume. You can '**Get Info**' about any pending tasks involving the disk or card by clicking the information button beside them.



TIP: Drives not currently in use may be **Ejected** from this **Drive Details** panel. This is a handy option for knowing when it's safe to release cards from a multi-card reader, etc.

Likewise, ShotPut Pro offers detailed information about offloads in progress or completed. Offload progress status are reflected by both color and text, and displays the estimated time remaining (or elapsed, depending upon preference settings).

Click the folder-info button in the offload status to open **Details**.



'Right-Click' on the progress bar for more options such as **'Cancel'**, **'Pause'**, **'Resume'** and **'Clear'**.

'Right-Click' on the status to **'Pause'** or **'Resume'**. If you choose to **'Pause'** a job, the copy process will be suspended at a logical point (when the current file being copied is finished).

Jobs may **'Resume'** at a later time as long as the application has not been **'Quit'**.

Click **'Clear Completed'** to remove all executed offloads from the status list.

Appendix A – Installation

This section details the initial required steps before using ShotPut Pro. Included in this section are instructions on installing the program, system requirements and registration. Skip this section if a registered copy of ShotPut Pro is already installed on your system.

Installing the Software

Download the ShotPut Pro installer to your computer and double click to run. You may be asked for the administration password for the computer.

For your convenience, a Desktop launch shortcut will be placed on the Desktop. **'Double-click'** it to run the application.

The application will periodically check for newer versions, but you can manually check at any time by clicking the **'Check for Updates'** link under the **'Help'** menu.

Activation

ShotPut Pro activation requires web access to our server to register the software for use. When you purchased the application, a ShotPut Pro seat was added to your account on our website. Upon first launch, the software will attempt to connect to our server and prompt for you to activate.

ShotPut Pro is a single user license. If you're upgrading to a new computer, or need to transfer the software, be sure to **'Deactivate'** from the ShotPut Pro **'Help'** menu.

TIP: Activation information is stored on the system level independent of user preferences, so multiple profiles on the same computer may access the application as long as you install under the **ADMIN** user profile for your computer.

System Requirements

The minimum **Windows** configuration is:

-Win 10, 8 or 7 (64-bit systems)*

-4 GB RAM

-16 GB free disk space

* **Windows 10 is strongly recommended**

How to Register

If you've purchased from our webstore, you're already registered in our system. If you purchased from a reseller or other method, the reseller or Imagine can transfer ownership to you. You must have an account on our website to run the software and receive customer support.

Upgrades are released from time to time and the only way you'll get these is to be registered.

We may also send you periodic electronic news. Generally we only notify of new products and trade shows, commentary and stories of interest from other users just like you. Let us know what you're up to (publishing your stories is an inexpensive way to network within the production community).

Follow us on Social Media for timely and helpful information.

On Twitter: @imagineproducts

Appendix B - Trouble Shooting

Throughout the program, reminders and error checks help to anticipate trouble spots in the program while preventing inadvertent data loss. If a message appears that is unclear, check the Help topics or refer to the appropriate section of this guide for further explanation.

Frequently Asked Questions

I Can't Activate!

Automatic ShotPut Pro activation requires web access to our server to register the software for use. When you purchased the application, a ShotPut Pro seat was added to your account on our website. Upon first launch, the software will attempt to connect to our server and prompt for you to **enter your account wide key**.

Larger organizations may wish to issue single use keys, which are subsets of the overall account wide serial. Either account wide or single use keys will activate the application; but keep in mind a single use key 'consumes' one of the allotted seats of ShotPut Pro from the account wide key.

NOTE: If the application is activated using a single use key the account wide key may no longer work to activate ShotPut Pro until the single key is deactivated or revoked.

If you don't have an Internet connection on the target computer perform a manual activation. You may use a QR code reader app on your smart phone to quickly go to the appropriate page on our activation site to receive the manual activation code, or use the link provided to type in the computer ID.

ShotPut Pro is a single user license. If you're upgrading to a new computer, or need to transfer the software, be sure to **Deactivate** from the **Help** menu.

When transferring the software, always download the most recent version of the software onto the new computer and activate it normally.

The software asks for activation each time it's launched. Check your Gatekeeper selections (Computer Settings/Security) to allow full installation of the software. You may need Administrative privileges to allow activation information to be saved for your profile.

Application "Freezes" or "Crashes"

Be sure to EJECT peripheral devices before unplugging them. Never unplug devices without first stopping any copy in progress

Technical Support

This product was designed to be easy to use and we want you to feel at home as you navigate through it. This guide should address the most often asked questions along the way. However, should you need support the specialists at Imagine can provide answers quickly and in terminology that you can understand.

Contacting Imagine Products

Visit Imagine's Web site to fill out a problem report <http://www.imagineproducts.com/> for fast, free service.

Updated news and patches will be available on the page, as well as Frequently Asked Questions under the Support tab on our site.

Alternatively you may email support @ imagineproducts.com

Check for Updates

From the Help menu, select '**Check For Updates**' to manually check now for any updates, or to configure how often the application should check automatically whether a newer version of the software exists.

Diagnostic Logs

Should you experience crashes or other system problems you may be asked to supply us with the '**Diagnostic**' logs. You'll find them here, under the '**Help**' menu.

Index

account wide key	34	notification options	13
Activate	34	Offload Identifier	30
Advanced Folder Naming	28	Offload Reports	16
Advanced preferences	18	Offloading	24
Attached Media List	29	Output Destinations	28
Backup	4	Pause	31
Begin	30	PDF	7, 16
Check for Updates	32	Preset mode	24
Checksum	12	Presets	26
checksum file	16	RAW	12
common log folder	16	Register	33
Copyright	3	Report Format	16
CSV	7, 16	Reset Preferences	22
Custom Volume Name	27	Resume	31
Date format	21	revoked	34
Desktop notifications	13	Save Reports	15
Destination mode	24, 29	SHA	12
eject	11, 31, 35	ShotSum	16
email	13	single user license	32, 34
File Date Preferences	21	SMS text	13
File Size Comparison	12	sort presets	25
Frequently Asked Questions	34	Source Integrity Verification	19
Get Info	30	Summary Report	16
Gmail	13	System Requirements	33
Help	34	Technical Support	35
hidden files	19	thumbnails	17
Installation	32	time remaining	31
Job History	23	transferring	34
logo	17	Trouble Shooting	34
MD5	12	Updates	35
metadata	16	verification	12
name collisions	19	Video Thumbnails	7
naming options	26	XXHash	12
Notes	17		