



ShotPut Pro[®]



Media Offloading Application User's Guide

Version 2026.2, Indianapolis, Indiana USA

Contact Support

Imagine Products Website

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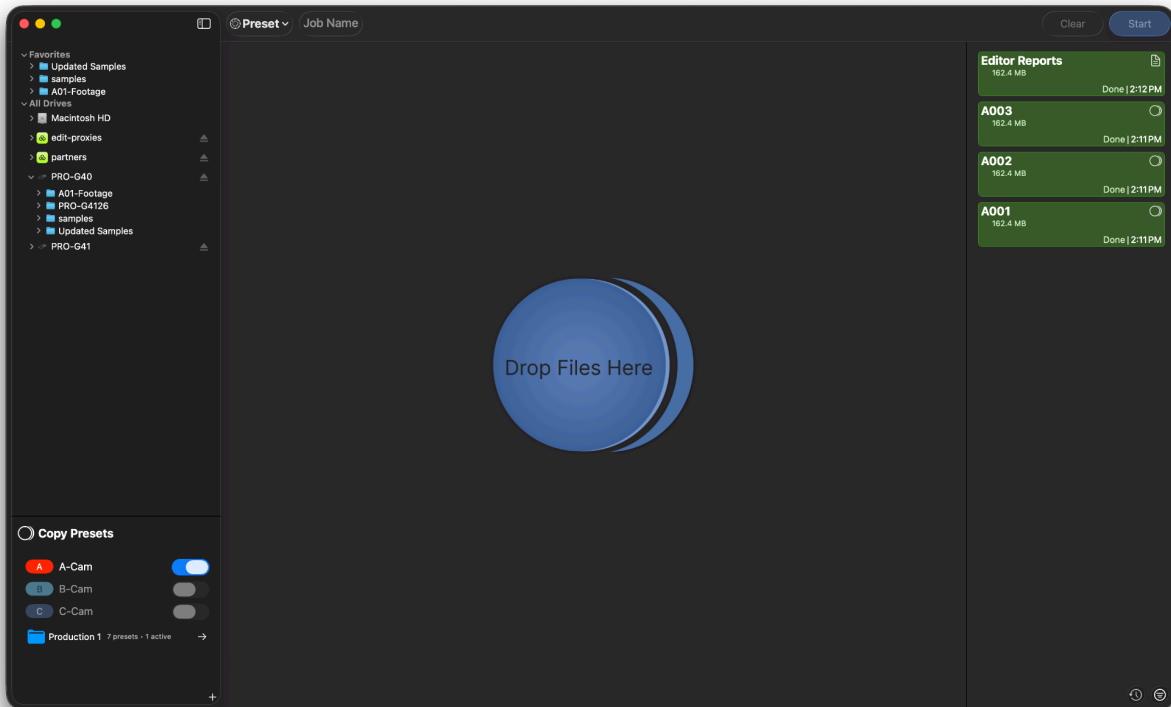
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Welcome

We're pleased that you've chosen ShotPut Pro to securely backup your media files. We hope getting results is easy without looking at the documentation, but for detailed information on all that is available in the software, read on below.



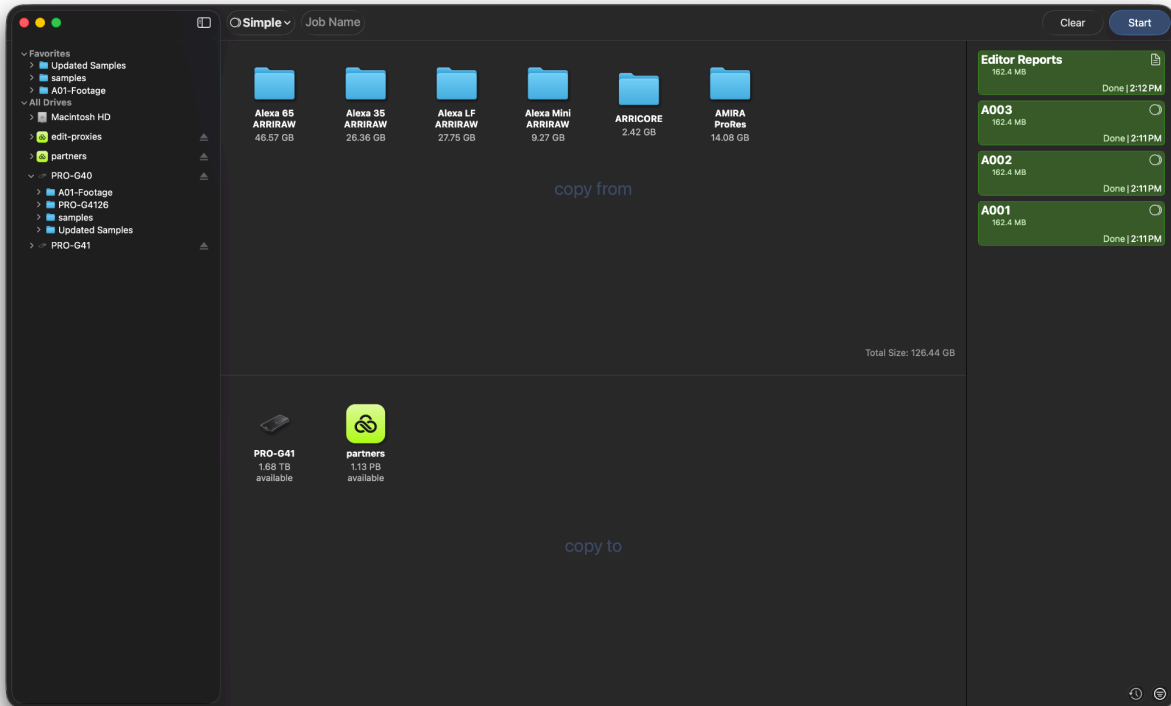
ShotPut Pro works with any camera or audio files, regardless of manufacturer, including ARRI®, BlackMagic Design®, Canon®, DJI™, GoPro®, JVC®, Panasonic®, RED®, Sony® and more.

It may also be used to copy from digital disk recorders such as Atomos®, AJA® or Codex™ 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 late model Macintosh operating systems. Features and dialogs may vary slightly between them. Imagine Products also offers a Windows version of ShotPut Pro with similar functionality.

Overview

ShotPut Pro for Macintosh is an automated copy utility application for video and media 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 window, fast copy speeds, in-depth folder naming options, pause and resume processing, 'video aware' reports with thumbnails, metadata, and more.

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

Entire Cards or Disks: Entire contents of any mountable volume (card or drive) can be copied. Or, individually select 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 processing.

Security: Verify with checksum technology to ensure copies exactly match the originals. You can also save an MHL file with copies to "seal" a folder of files. MHLs may then be used in your downstream workflow processes to be sure they still match the originals.

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 PDF, TXT or CSV. Reports may be custom named and saved individually with job data, or combined in a central folder with other reports.

Video Thumbnails: Choose PDF style reports to include up to 10 extracted frames and metadata per clip from over 20 known camera types.

Personalized Reports: Automatically add your contact information (notes) and company logo to each report. ShotPut Pro titles reports using the Job Name or a customized name.

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.

Simple Mode: allows FAST Drag-and-Drop copies directly to existing output locations with the security of verification and generated reports for all copies.

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 copies 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 big jobs on set when you need to relocate. Resume may also be used when a drive is inadvertently disconnected during use to finish processing a job.

Status at a Glance: Job tasks have progress bars that are color-coded to indicate status. They may be individually paused, resumed, or removed from the task list. 'Click' on the status bar to open the details and a report preview. You may also set Preferences to automatically open job details when it starts.

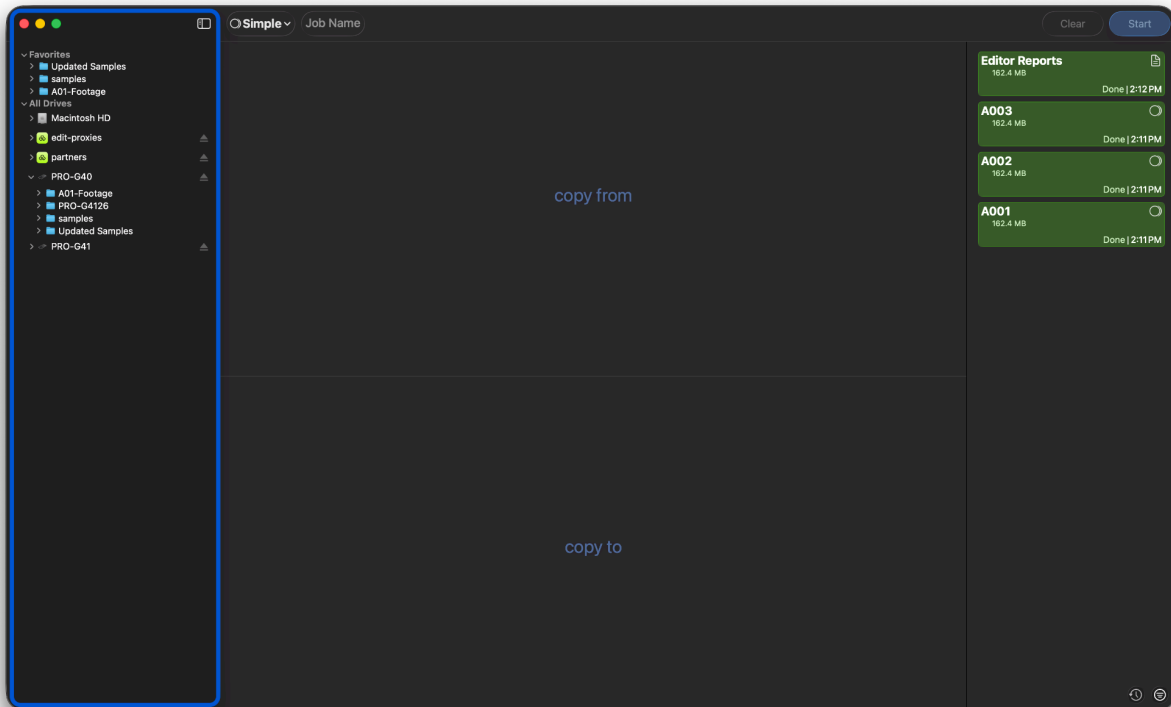
Presets: Multi-camera data wranglers will appreciate being able to easily switch between folder naming conventions and designated output locations without re-typing. Simply set up separate custom Presets for each set of naming choices. Presets may be sorted alphabetically and by status.

Error Checking: ShotPut Pro helps eliminate human errors by preventing accidental overwriting of existing files and folders, and checks whether there is available space at the output locations. An audible alert warns if a card or hard disk is disconnected during a job.

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

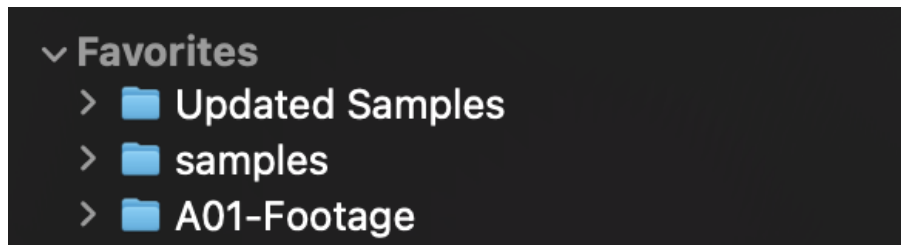
Connections List

On the left hand side is your *Connections List*. Your connections include connected drives or readers, and their contents.



To quickly access often-used locations, add any device, folder, or file to your list of *Favorites*.

To add, *Right-Click* on an item in the *Connections List* and choose *Add to Favorites*, or drag the volume below the *Favorites* heading.

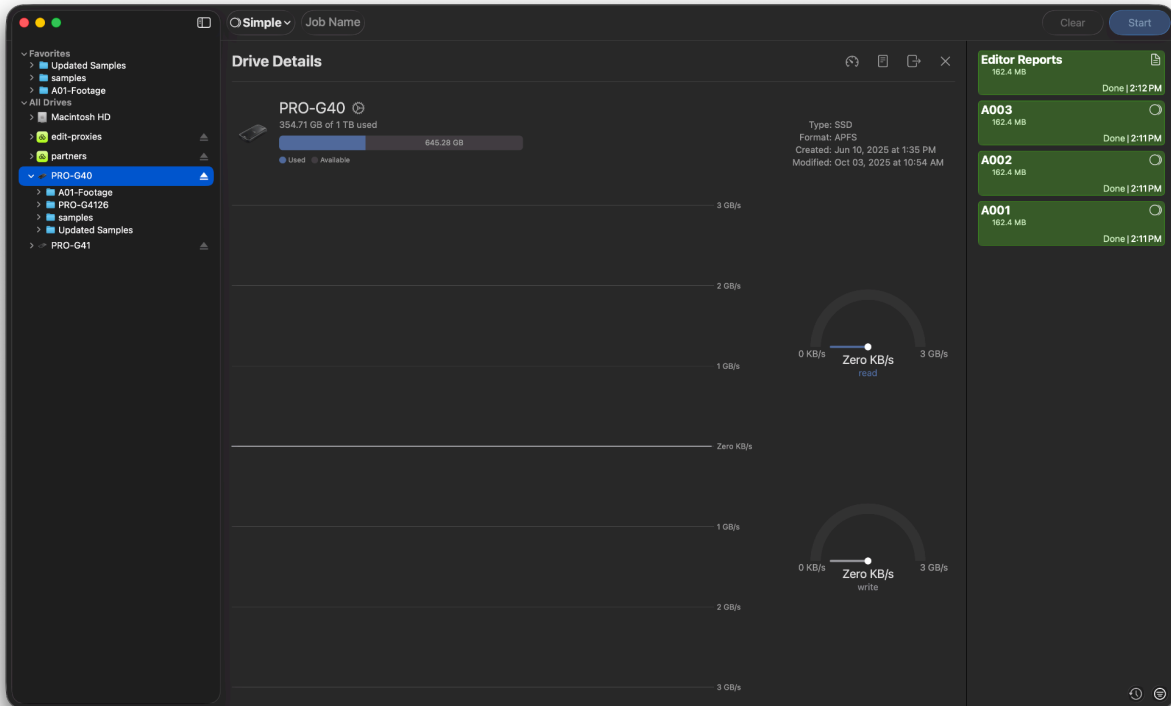


TIP: Media not currently in use may be Ejected from this list by clicking the *Eject* icon.

Drives

Drive Details

Click on a drive's representation in the left panel to open its details. Here you can view specific information about the drives read and write speeds. Selecting a drive that is currently in use will show speed information, updated in real time.

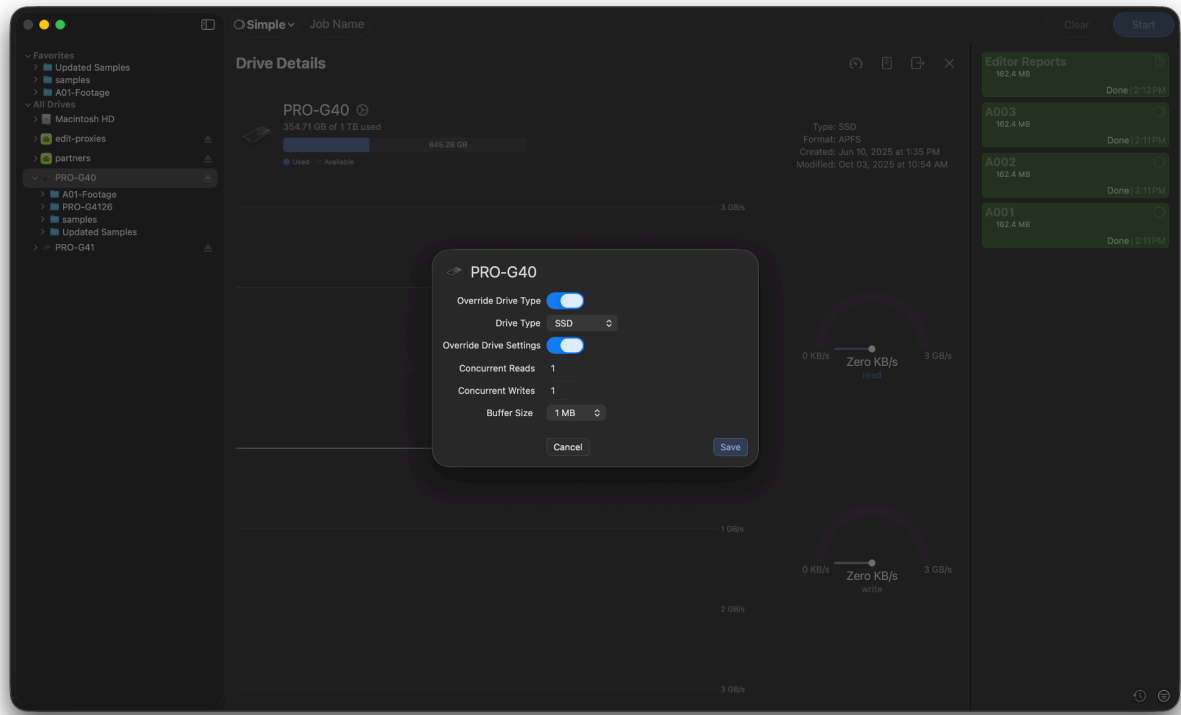


You can also see information including when the drive was *Created*, when it was last *Modified*, its total *Capacity*, the amount *Available* and the amount *Used*.

Clicking the icon directly to the left of the X icon, in the upper right corner of this window, will open the selected drive at its location in Finder.

Drive Type Specification

Select the *Gear* icon to the right of your drive name to edit its type, as well as other drive specific settings.



When performing a copy, ShotPut Pro optimizes the job based on the types of drives involved in the process. The drive type is found by gathering information provided by macOS, however this process is not always perfect and it is possible for the OS to misidentify the drive's type. Because of this, ShotPut Pro allows you to override the drive's type.

To override the drive type, select the toggle next to *Override Drive Type*. This will allow you to manually select a drive type from the dropdown list.

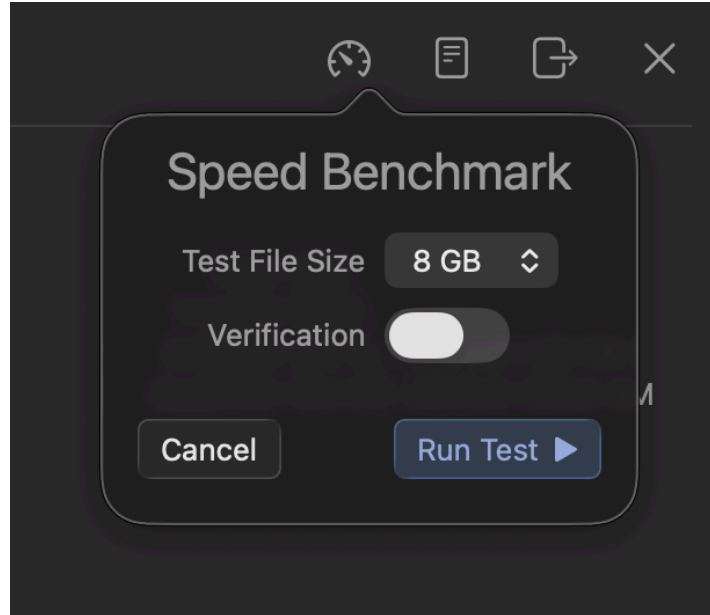
To instruct ShotPut Pro to use the default drive type, select the corresponding option from the list.

In this view, users also have the option to override *IO settings* including *Concurrent Reads*, *Concurrent Writes*, and *Buffer Size*.

NOTE: These settings are for advanced workflows. We recommend testing them using the built in speed test (detailed below) before finalizing your changes.

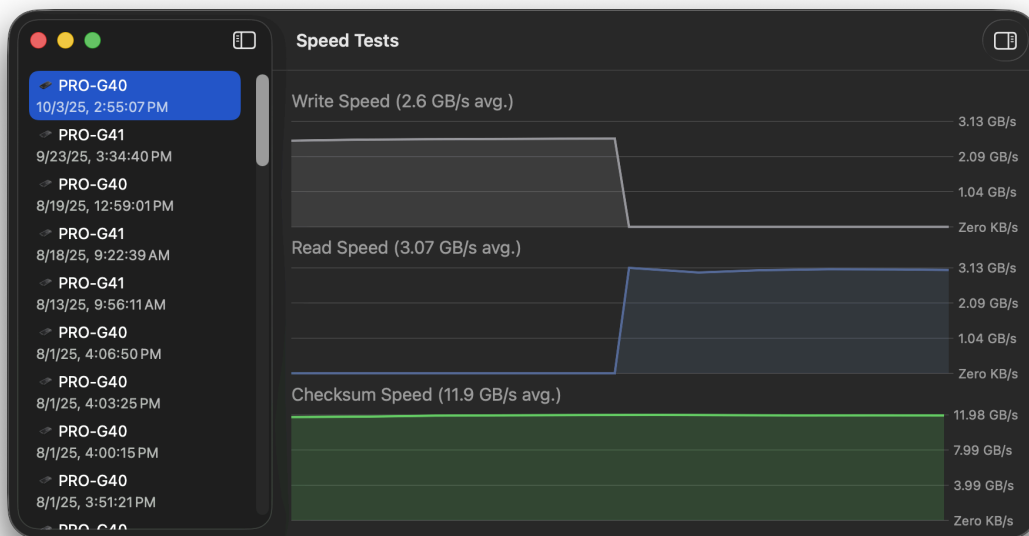
Speed Benchmarking

To benchmark the speed of your drive, select the *Speedometer* icon.



Selecting this icon will cause a flyout menu to appear allowing you to edit the *Test File Size*.

After selecting *Run Test*, the test will begin and you will be able to monitor your drive's read and write speeds in real time. Upon completion, a pop-up will appear displaying information about the completed speed test.

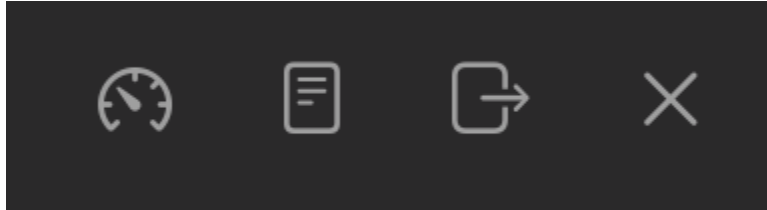


In this pop-up, you will also be able to view past test results for all drives. To view your Speed Test History without first performing a test, navigate to the top menu bar and locate *Speed Tests* in the menu titled *Window*.

TIP: Changing settings such as Concurrent Reads, Concurrent Writes, and Buffer Size may improve speeds. Always test these changes before implementing them into your workflow.

Drive Indexing

To index your drive, select the button directly to the right of the speed test button.

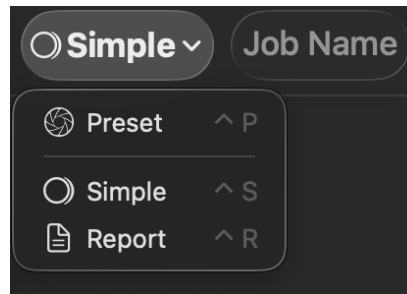


Upon doing so, a pop up will appear allowing you to select a destination in Finder. After making your selection, a report job will appear in your jobs list and will generate an index report.

You can select it to view your generated index report and open it in Finder.

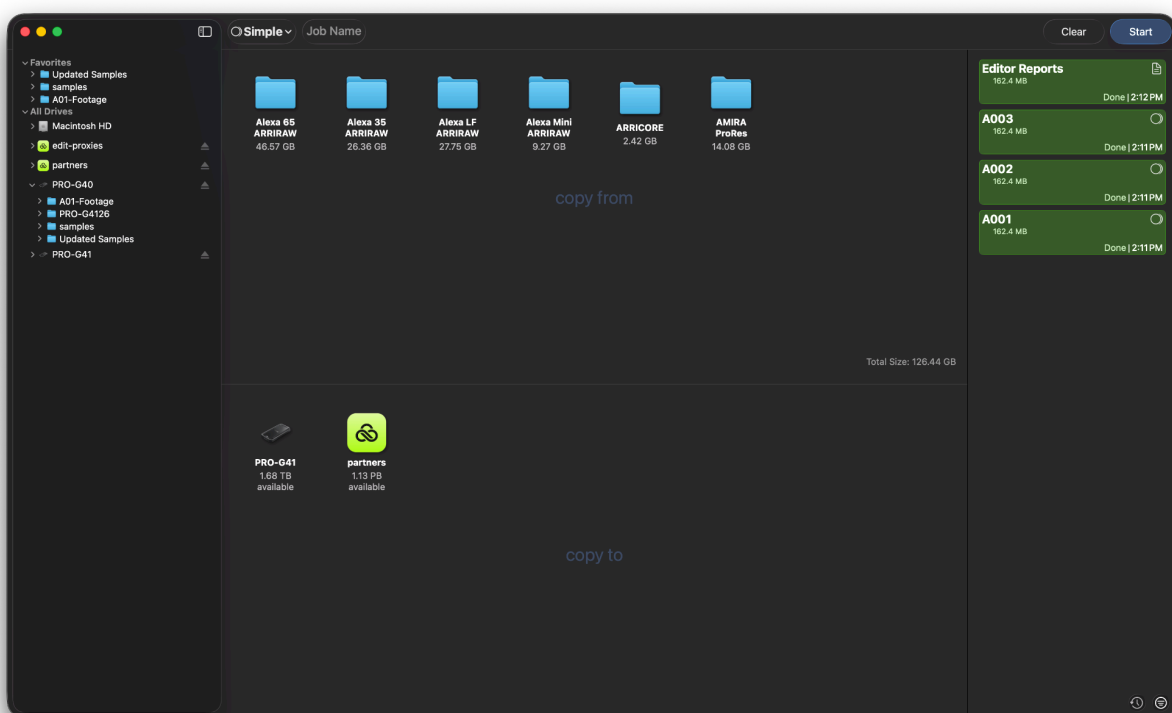
Copy

ShotPut Pro has two different copy modes, both of which allow users to securely offload their data from their chosen source(s) to their chosen destination(s).



Simple Mode

Use **Simple Mode** to easily copy from one location to another without creating new output folders.



Simply drag files, folders or entire volumes from the left *Connections List* (or from *Finder*) into the top *Sources* queue area. Likewise, drag output destinations into the *Destinations* area. You may queue multiple items in each of the queues.

You can also right click and select *Browse for Items* to select media directly from Finder.

Items added to the *Sources* queue will display their size directly underneath their icon representation and name. The total size of all items added can be viewed in the bottom right of this queue.

Likewise, items added into the *Destinations* queue will display their size available.

After selecting your source(s) and destination(s) press the button marked *Start* in the upper right to start the copy process.

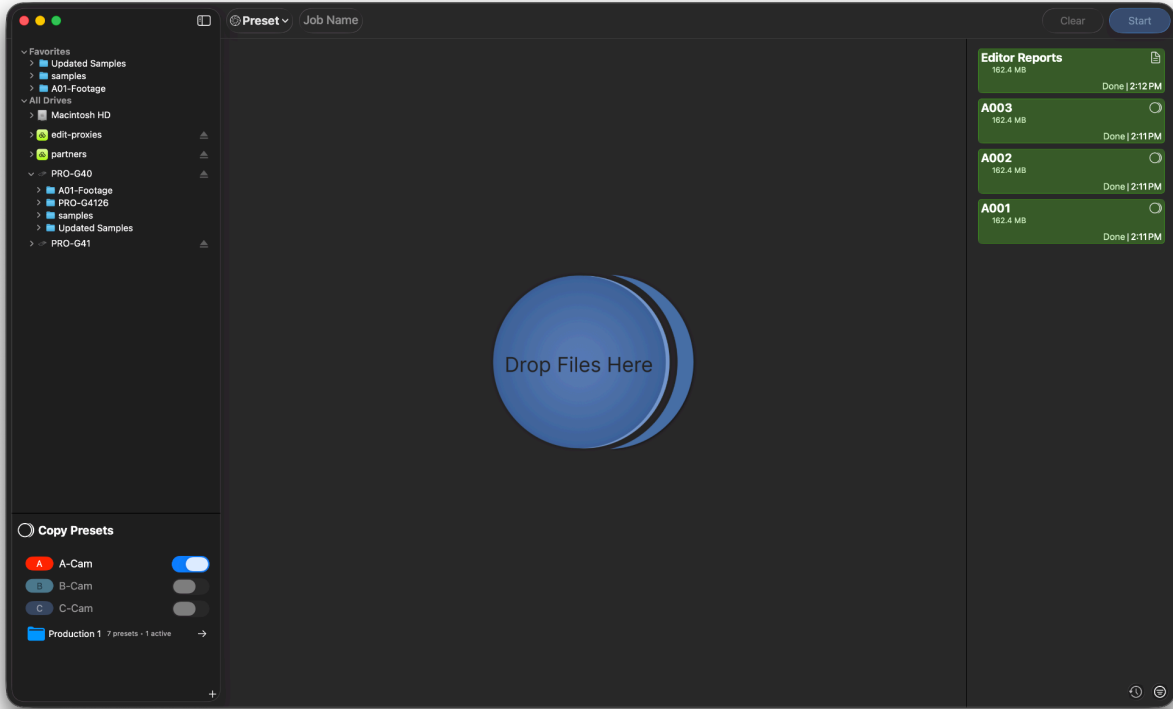
TIP: In *Basic Preferences*, enable *Begin job upon entry to the queue* if you want to streamline your workflow by starting the copy without manually pressing the *Copy* button. To further automate this process, select *Automatically add drives to sources queue* in *Basic Preferences*. Then drag destination(s) into the *Copy To* area before mounting a new volume. When these two settings are combined, connected drives or cards will immediately begin offloading when connected.

TIP: To remove an item from the queue highlight it then press the *Delete* key.

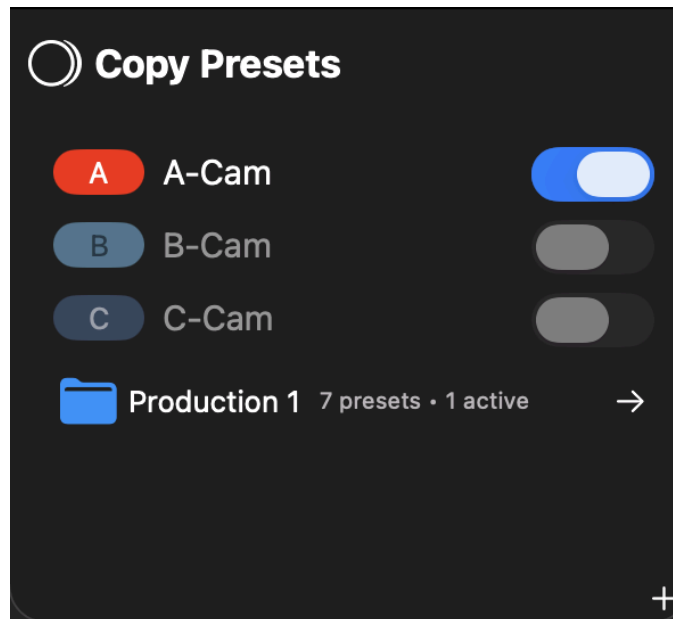
To clear entire queues, click the *Clear* button in the upper right, or right-click in the queue area and select *Clear All Items*.

Preset Mode

To use *Preset Mode*, switch to it using the Toolkit menu found in the center of the toolbar.

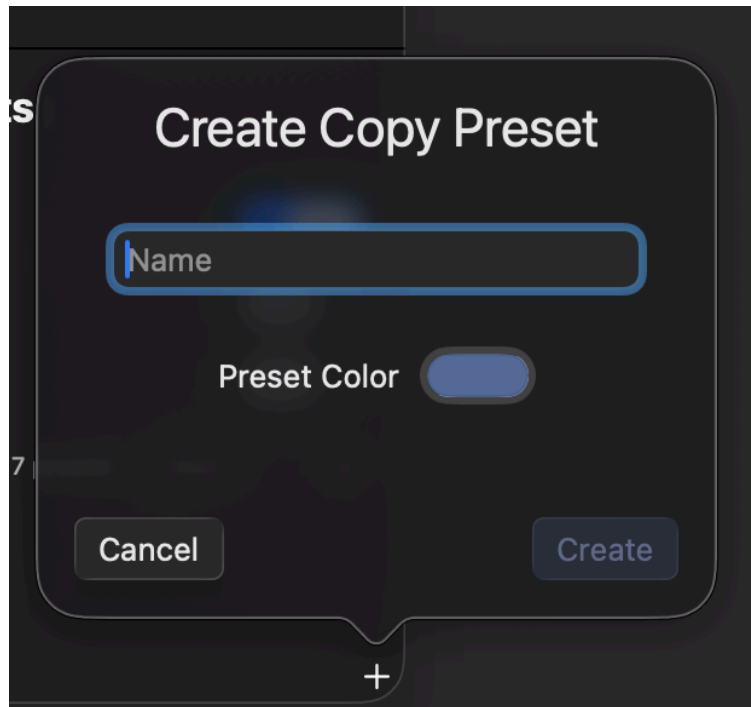


After doing so, you will now see a list of your *Presets* in the bottom left corner of the screen.



You can create your own preset by clicking the + icon or by *Right-Clicking* anywhere in the list and then selecting *Create Preset*. A fly-out menu will then appear.

Type in a name in the *Preset Name* box. Presets may be color coded for more distinction or grouping. Click the *Color Swatch* to open a color wheel dialog and select a color.



After you have finished creating your preset it will appear in the list and its editor will automatically open. To begin editing any of your other Presets, select it from this list.

Use the slider to the left of a preset to turn it ON and OFF.

To Delete a Preset, *Right-Click* on it and choose *Remove*, or highlight it and click the keyboard *Delete* button.

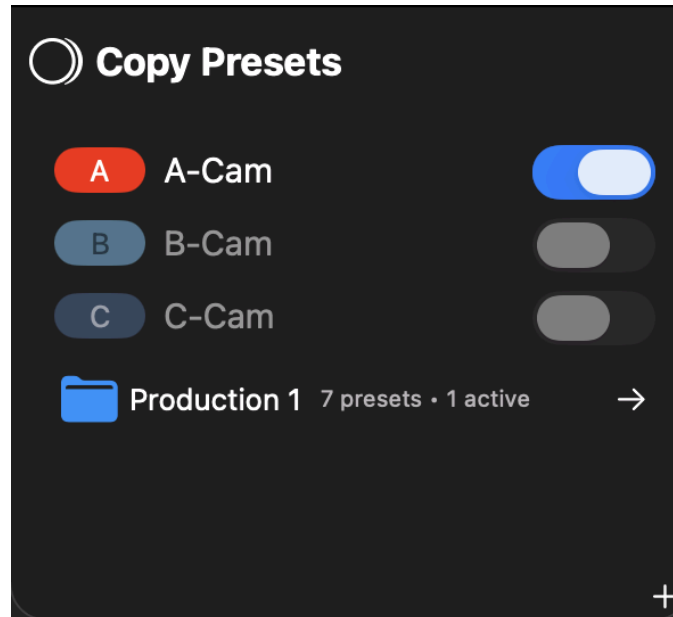
TIP: To easily duplicate complicated naming schemes, select *Copy* after right-clicking to make a copy of the selected preset. Then, change its settings to make it unique.

Presets may be sorted by *Name* and whether they are *Activated*.

TIP: You may import presets from other instances of ShotPut Pro.

Preset Folders

In your Presets List, you also have the option of creating *Preset Folders* that you can then use to organize your Presets.



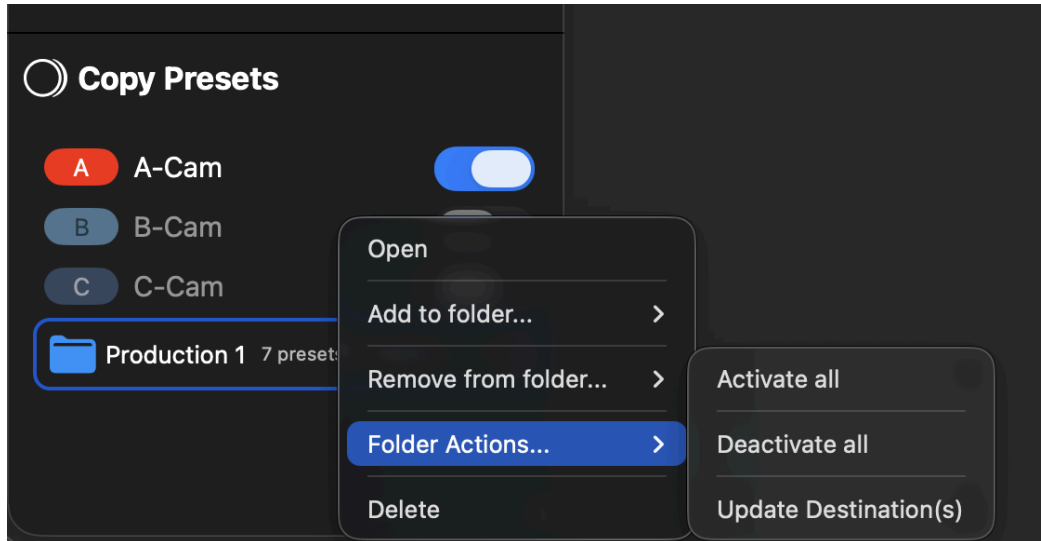
To create a folder, right click anywhere in the Preset List and select *Create New... > Folder*.

You can then add Presets to the created Folder by right clicking (either the folder or a preset) or by dragging and dropping the presets into the Folder.

After doing so, the folder will then have text next to it, indicating how many presets are in the folder and how many are activated.

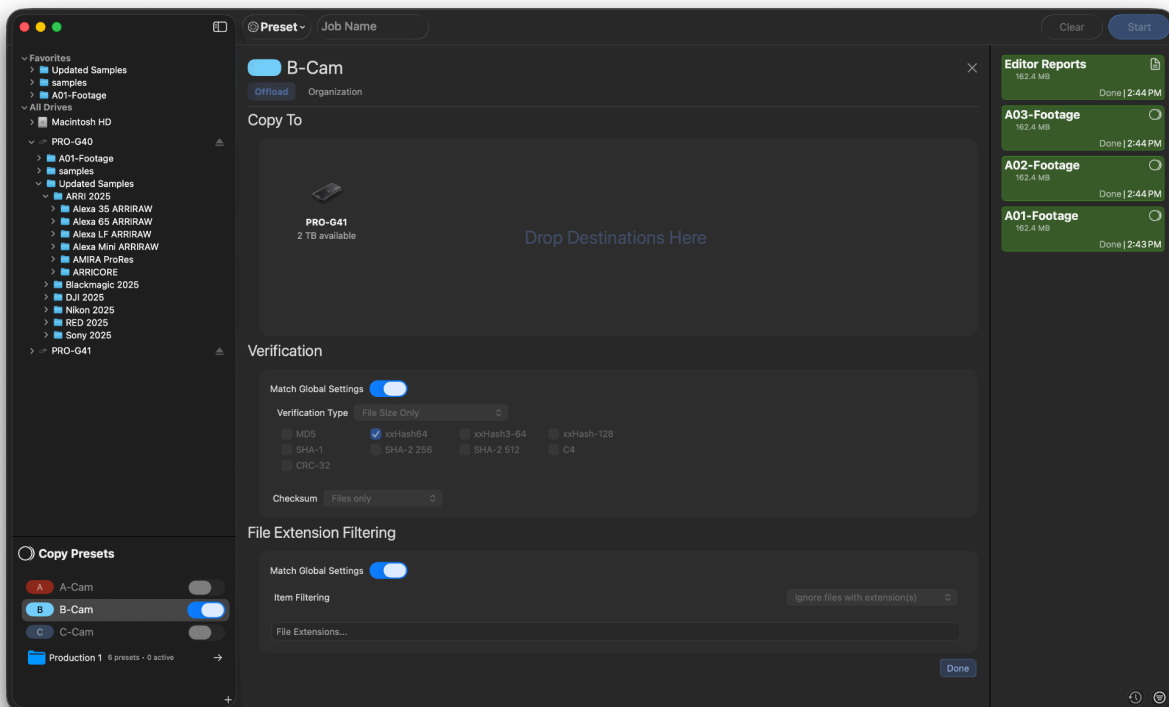
TIP: When performing jobs outside of a Preset Folder, any Presets turned on within that folder will be included in the job alongside those outside the folder. However, if inside the folder, only Presets turned on within that folder will be used when starting the job.

Bulk actions can be performed on presets within a Folder by right clicking it and selecting *Folder Actions...*



NOTE: When selecting to *Update Destination(s)* this will override the existing destinations of all Presets in the folder to what is selected in the subsequent Finder window.

Preset Editor



After opening the *Copy Preset* editor the first options available are to rename the preset and assign it a new color if needed.

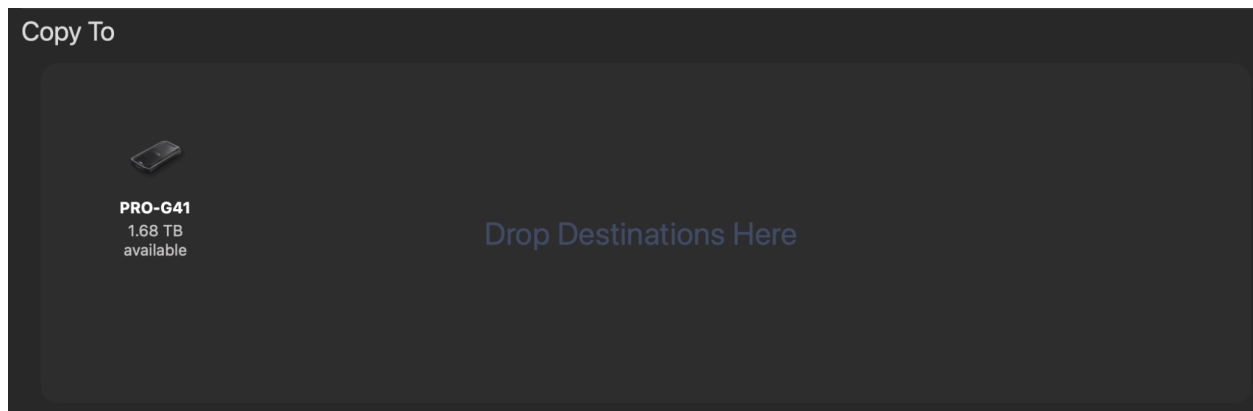
Underneath these options you will find two tabs titled *Offload* and *Organization*, each containing groups of settings.

Offload Settings

The settings under this tab deal with where media is copied to, the verification used, and what gets copied.

Copy To

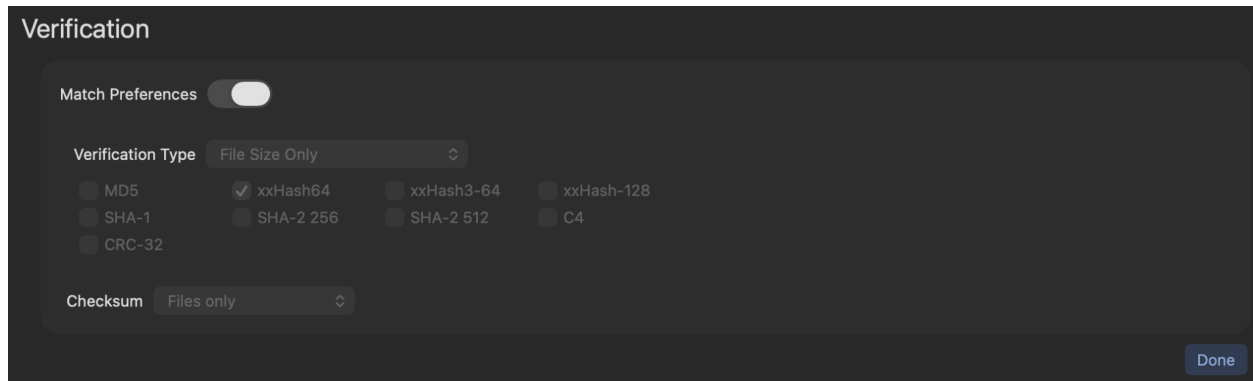
The first setting found in this section is the *Copy To* location. A Preset can be set to copy to one or more locations at once.



You can also add locations by dragging and dropping into the area or by performing a right-click and then *Browse for Items*.

To remove a destination, right-click and select *Remove Selection*, or select it and press your keyboard's *Delete* button.

Verification

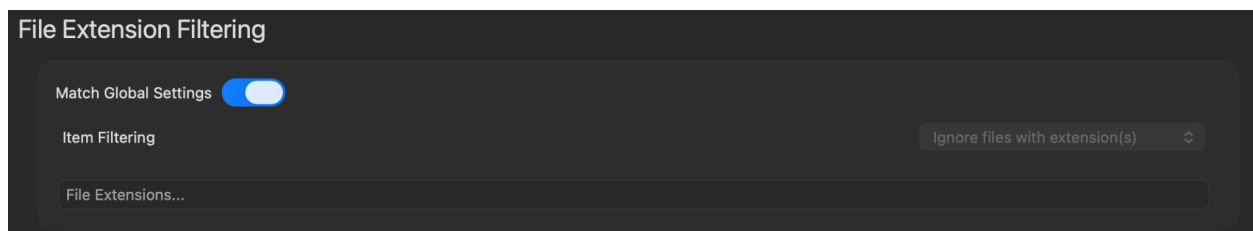


Below this, in the [Verification Section](#), you are given the option to override global verification preferences to customize individual presets.

Refer to the [Verification Preferences](#) section of this guide for detailed information about the various checksum types and options.

File Filtering

In this section, users can filter the files that are copied on an individual preset level. This will override any existing filtering set in your Global Settings.



Files can be filtered by the File Extension.

Ignore Files with Extension(s) during the copy process, meaning any file with the extension the user specified in the input box will not be copied during the replication process.

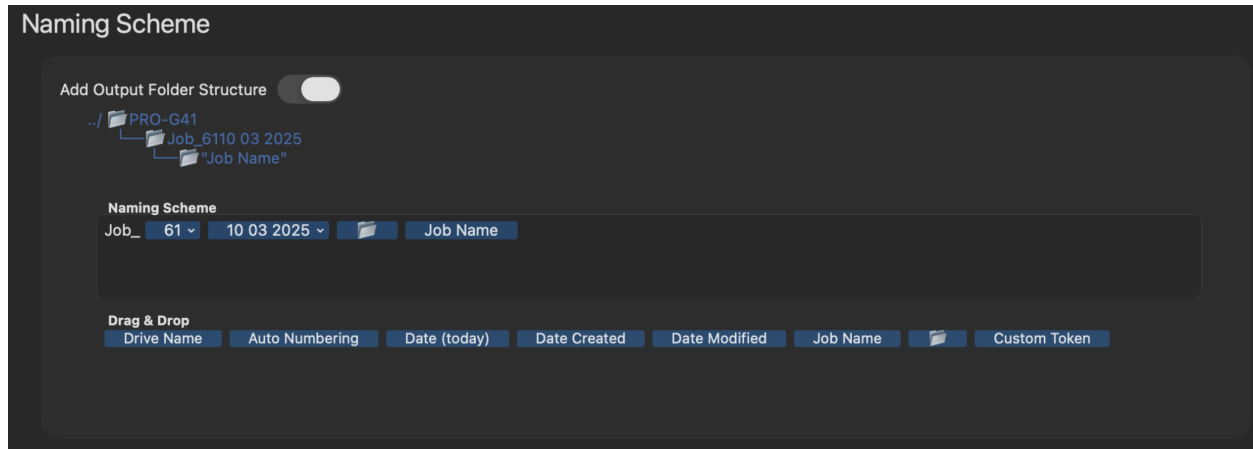
Inversely, you can use the dropdown arrow to change the settings to *Only Copy Files with Extension(s)*.

To learn more about using each of these options, please view the [Global Settings section](#) below.

Organization Settings

Settings in this tab allow users to organize their outputs into dynamic folder structures while dynamically renaming files.

Folder Structure



Drag and Drop the naming items into the *Output Naming Scheme* box. You may move them around at any time. To create a sub-folder structure, drag the folder icon into your naming scheme, and then type in a chosen name.

Another option is to select anywhere in the naming editor to begin typing custom text.

TIP: Autocomplete allows you to begin typing the name of a token to add to it to the naming scheme. This feature is only available if a token is directly before the autocomplete text (e.g. you cannot type a word or space and then type to use autocomplete).

NOTE: Invalid path characters are not allowed in the volume name (e.g. colon “:”, “/”, etc.).

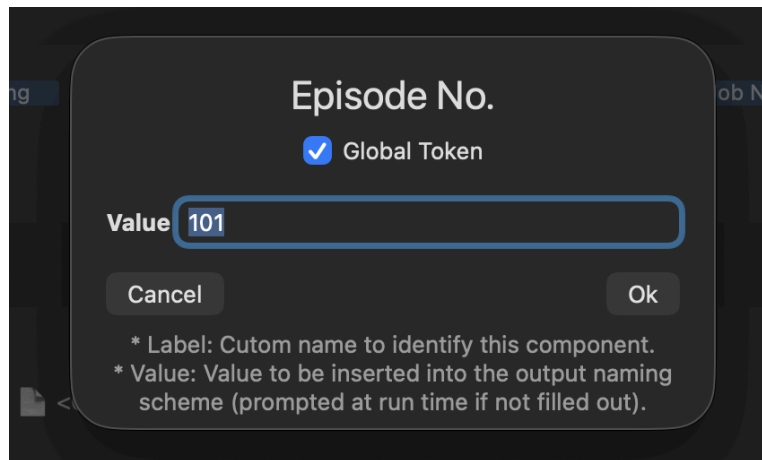
Tokens

A *Custom Token* is a special naming field. When one is included in your naming structure, the application will prompt for user input at initiation of a copy job. This token is a useful way to prompt for input, such as Project Name, on job start.

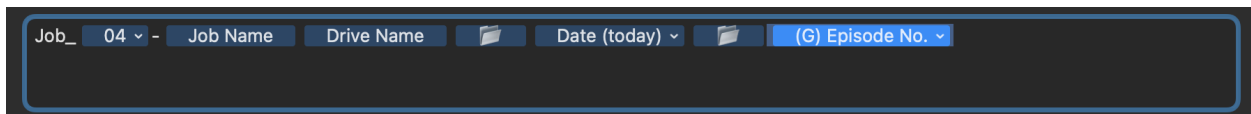
A *Global Custom Token* behaves similarly to a Custom Token, but is usable in multiple Presets. Changing the value for the token in any of the Presets, or through the **Global Custom Token Manager**, will then change the value for the token in each instance it appears in a Preset.

To create a *Global Custom Token*, add a Custom Token to the Naming Scheme. After doing so, click the dropdown arrow to reveal the token menu. Here, you can either select *Edit* to bring up

a new menu and mark it as Global Token or you can select from your list of existing Global tokens.



TIP: Once changed to a Global Token, the token will be denoted by the text, (G), next to its name.



ShotPut Pro will not automatically overwrite existing folders, so the naming, whether typed in or automatic, should be unique. If the same name is 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 labeling, as well as a way to organize your cards based on when they were filmed (provided that the card contains this information).

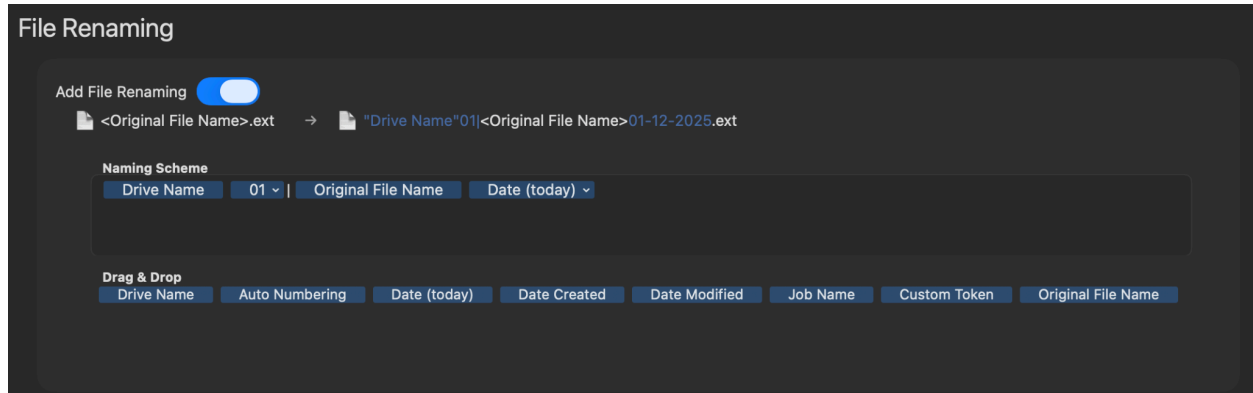
NOTE: Not all cards have *Volume Date* information. Should this happen, the software will attempt to acquire date information from folders and files within.

A preview of the structure is shown above this editor. Sub-folders are shown indented beneath their parent folder.

TIP: Click anywhere in the dialog to refresh the naming scheme preview. This will show you the name of the folder ShotPut Pro is going to create at the output destination(s). In the case of any time-stamped convention, a placeholder of the current time/date will appear in the preview.

File Renaming

To dynamically rename files, the process is identical to creating your Folder Structure as seen above.



The tokens available are also similar, with a few notable exceptions. First, there is no *Folder* token for creating new folders.

Second, is the presence of a new token titled *Original File Name*. When inserted into output file renaming, it will ensure the original file name is included.

Using a combination of tokens and custom text, you can dynamically build out a custom naming scheme for your files.

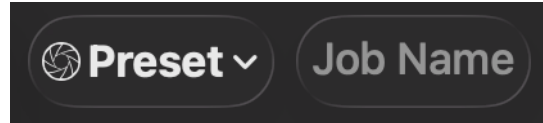
Directly below the switch titled *Add File Renaming* is a preview, where you can view how your new file naming scheme will appear upon output.

Running Jobs Using Presets

Once you've enabled your desired Preset(s) using its toggle button, *Drag and Drop* the items you want to copy into the queue. For easy identification, only items' names are shown, without their full file paths.

Before starting your job, type in the *Job Name* if desired, and then click the *Start* button in the upper right of the toolbar to begin your job.

If you do not assign a *Job Name*, ShotPut Pro will default to the name of the card or volume being copied. If multiple items are included in a job, they will be named based off of the source files.

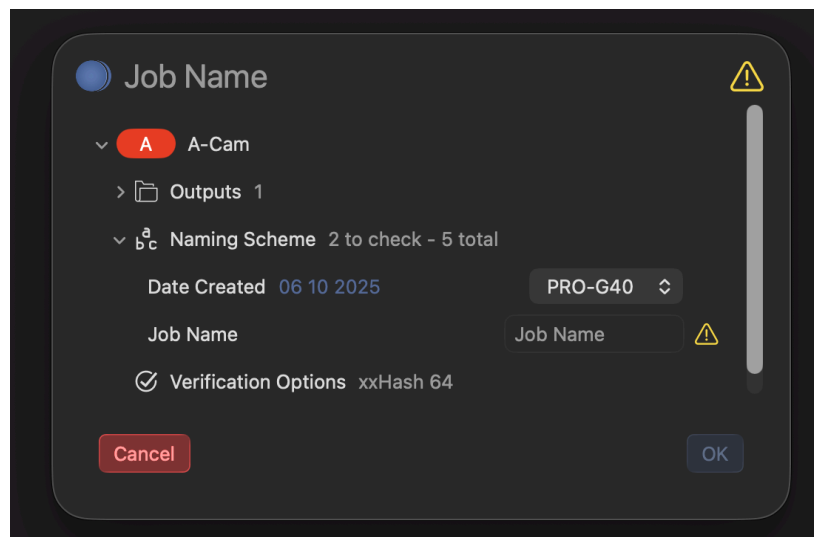


NOTE: Multiple presets can be activated at the same time. When this occurs, one job will be started with all activated presets included.

TIP: If you have set up automation copy options in *Basic Preferences*, just insert a card, and it will appear in the queue and begin copying automatically.

CAUTION: When selecting cards, be sure to select the card itself, not a sub-folder. This is to ensure all needed files are copied for a given format (e.g. P2 cards have a 'lastclip.txt' file outside of the Contents folder).

If a *Custom Token*, or any other token requiring user input, is being used in a Copy job, the *Preset Preview* pop-up will appear.

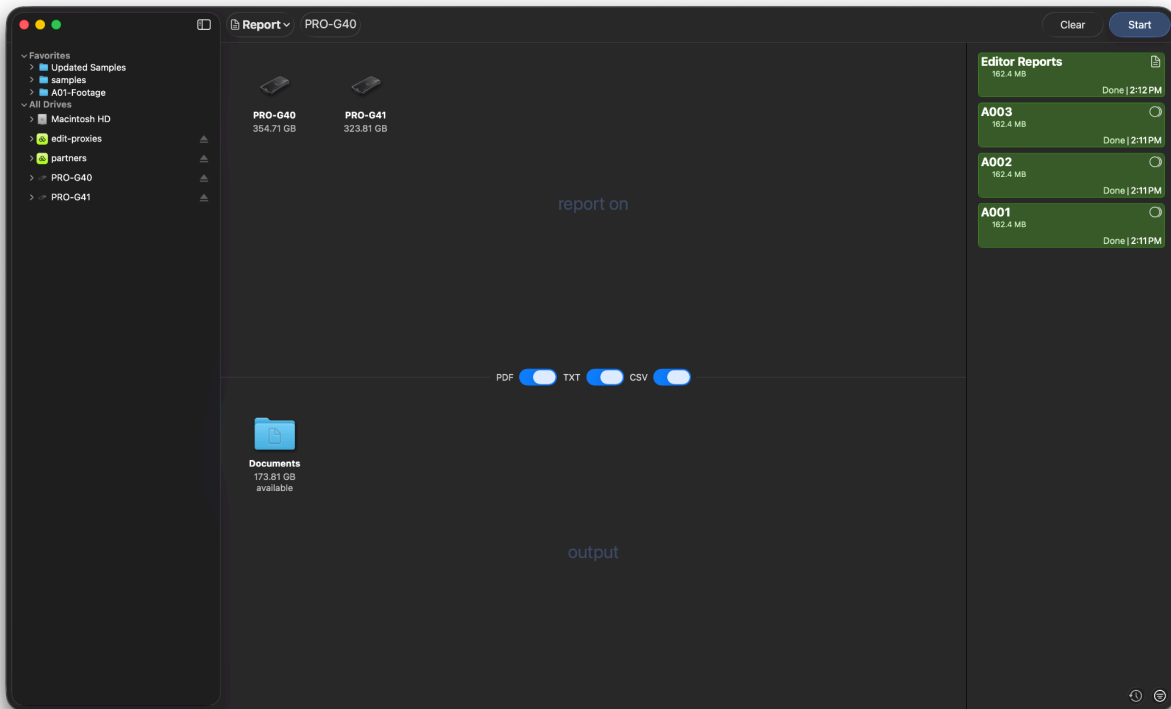


This preview allows you to enter an input for your custom token. It also shows output locations, naming schemes and verification options for all enabled presets, giving you the opportunity to cancel the job and make changes if needed.

NOTE: This pop-up will also appear if the setting *Always Show Preset Preview* is turned on.

Standalone Reporting

While ShotPut Pro allows you to generate a report when running a Copy job, the *Report Tool* allows you to quickly generate a report of any file, folder or volume without having to perform a copy.



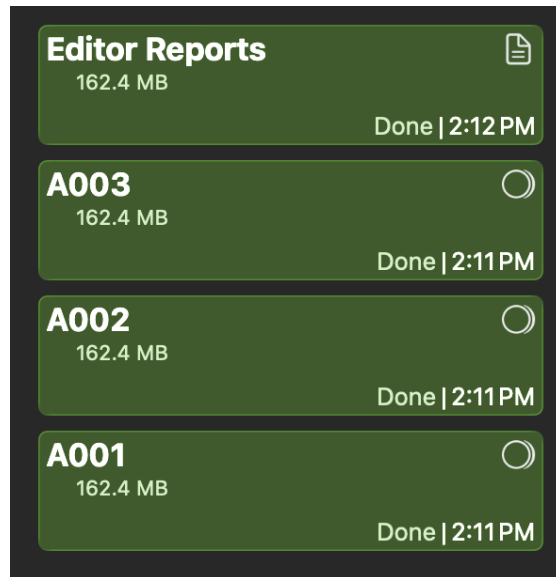
Just drop in the item(s) you would like reports for, then toggle on the types of reports you want created. Finally, choose where you would like to output the reports to and click *Start*.

The reports will be formatted according to your *Report Preferences* and will be named based on the Job Name given. If no Job Name is given, it will default to the name of the item being reported on.

TIP: Use the PDF format to include thumbnails and other metadata such as video format, frame rate, duration, audio tracks and more. TXT or CSV type reports give comprehensive summaries over the chosen item's contents.

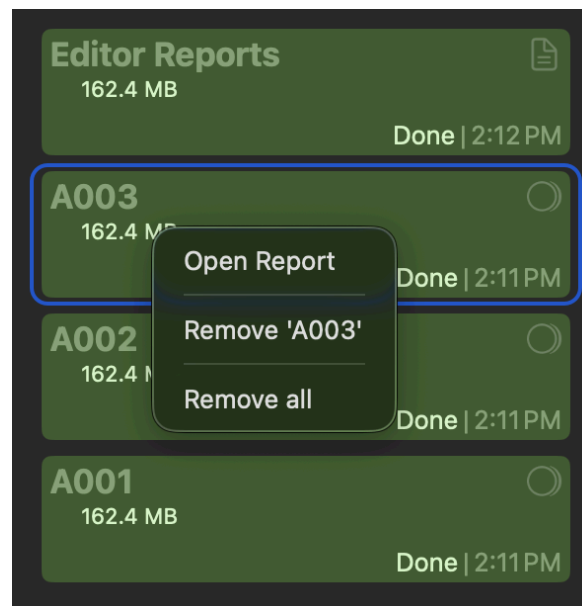
Job List

After starting a job in either mode, it will then appear in the queue on the right hand side of the screen. This view gives a visual display of a job's progress.



Job Progress status is reflected by both color and text, and displays the estimated time remaining.

Right-Click on the progress bar while the job is running to access options including *Cancel*, *Pause*, *Resume*.

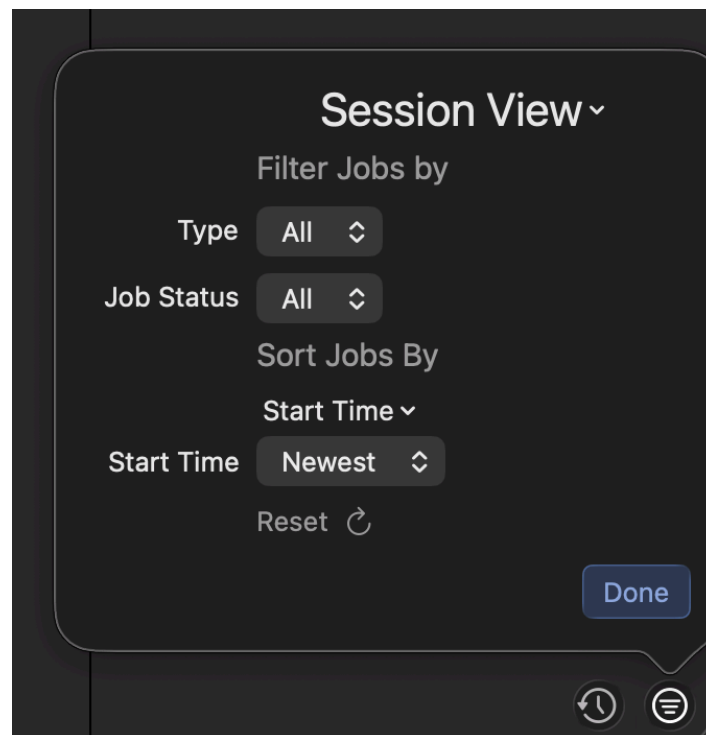


If you choose to *Pause* a job, the copy process will be suspended at a logical point (when the current file being copied is finished). Jobs may then be resumed at a later time.

TIP: You can resume a job that is interrupted unexpectedly (e.g. a cable becomes disconnected).

Filters & Order

ShotPut Pro allows you to change how the *Job List* is displayed. Select the *Filter* icon at the bottom right corner of this queue and a pop-up will appear.

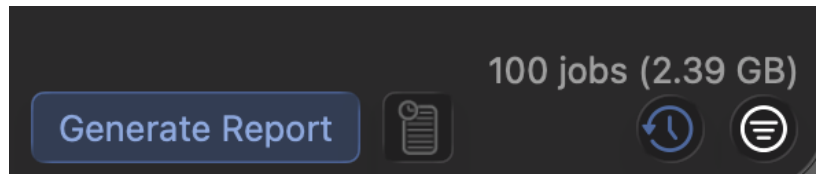


Using these filters you can choose to filter your list based on the *Job Type* and order them by their *Start Time*.

Job History

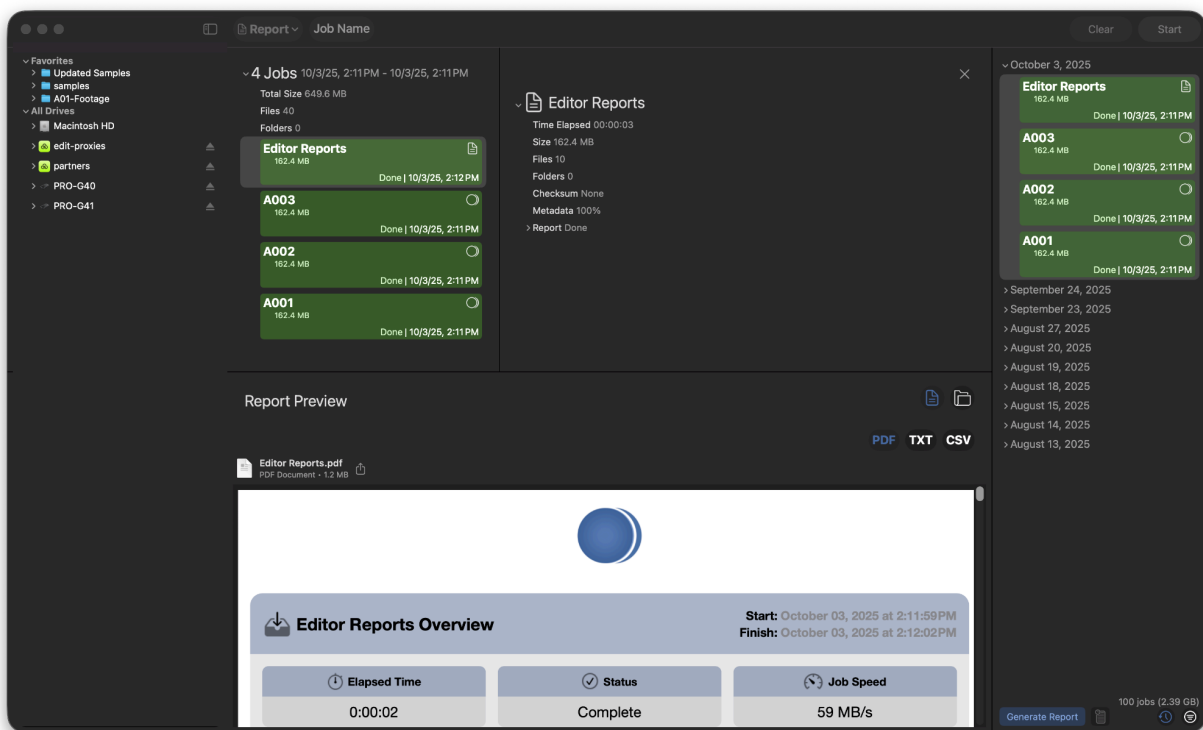
To view past copy jobs run in ShotPut Pro, through both the Preset tool and the Copy tool, users can select the *History icon* to the left of the Filters icon.

The jobs list will then change to show completed, errored, and canceled copy jobs from a chosen time period. By default, these jobs are grouped by the day in which they were finished. To edit both the length jobs are kept for as well as how they are grouped, select the *Filters icon*.

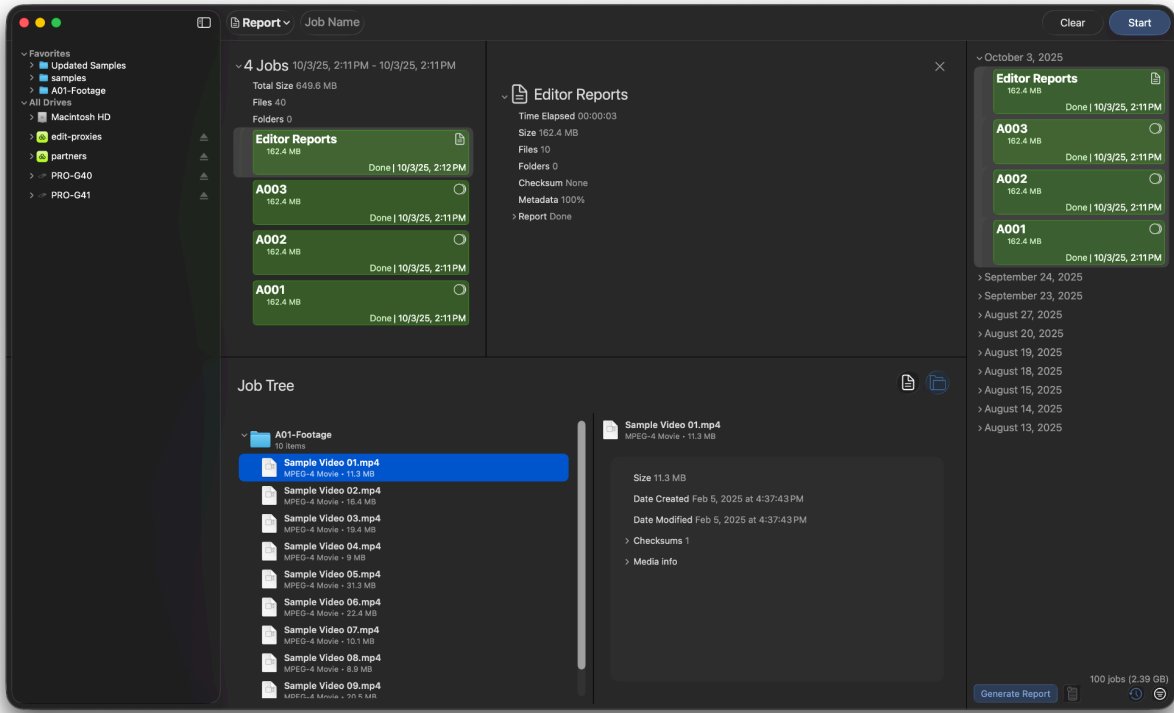


To view information about a job, select it from the list. Upon doing so the center queue will change to show the job's metadata provided the drive used in the offload is still connected.

Using the menu buttons in the upper right of the bottom section, users can switch between viewing the *Job Flow*, *Job Tree*, and the *Report Preview*, just as it is seen immediately after finishing a job.



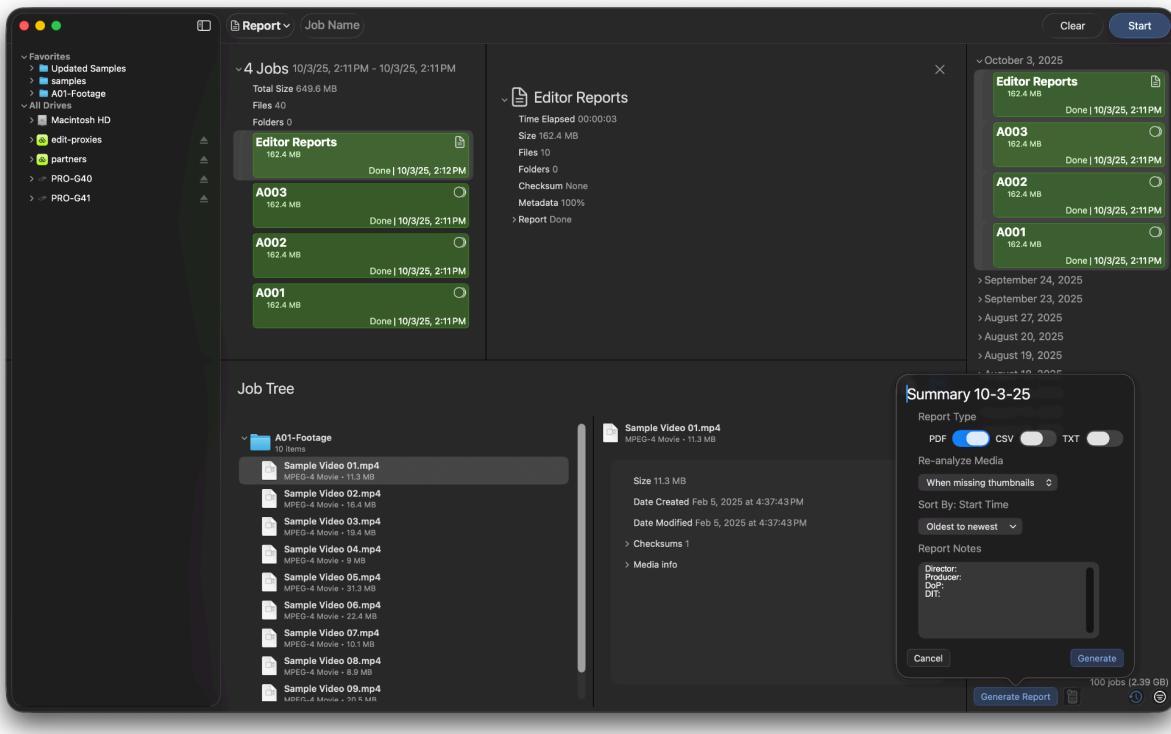
Users can also select a range of jobs, either by selecting the *Date Header* or by using a shortcut (*Shift + Click*, *Command + Click*).



When doing so, users will see aggregate information for the jobs selected, and can then select an individual job to view further information.

Wrap Reports

With either a single job, or range of jobs selected, users will be able to generate a *Wrap Report*.



This report type is perfect for wrapping up a shooting day or project, as it combines information from multiple copy jobs into a single detailed report.

After making the desired selection of jobs, click *Generate Report* at the bottom of the jobs list.

Upon doing so, a pop-up menu will appear allowing you to set a name and select the types of reports you would like to generate.

The name will default to *Summary (time range during which the jobs were run)*.

Report options include *PDF*, *CSV*, or *TXT*. This is also where you can re-run media analysis.

Selecting Always will collect new metadata and thumbnail images no matter what.

TIP: This is the option you would choose if you had previously selected to include thumbnails, but some were corrupted or appeared incorrectly.

When Missing Thumbnails will only rerun the media analysis if there are no thumbnails found in the initial job.

TIP: This is the option you would select if you did not include thumbnails in your initial job or if you didn't originally generate any reports.

The last option is to *Never Re-run Media Analysis*. Using this option will create a PDF report but will only use known metadata information and thumbnails that were gathered the first time.

Underneath this dropdown menu is another menu that allows you to select how you would like to sort the jobs in your report.

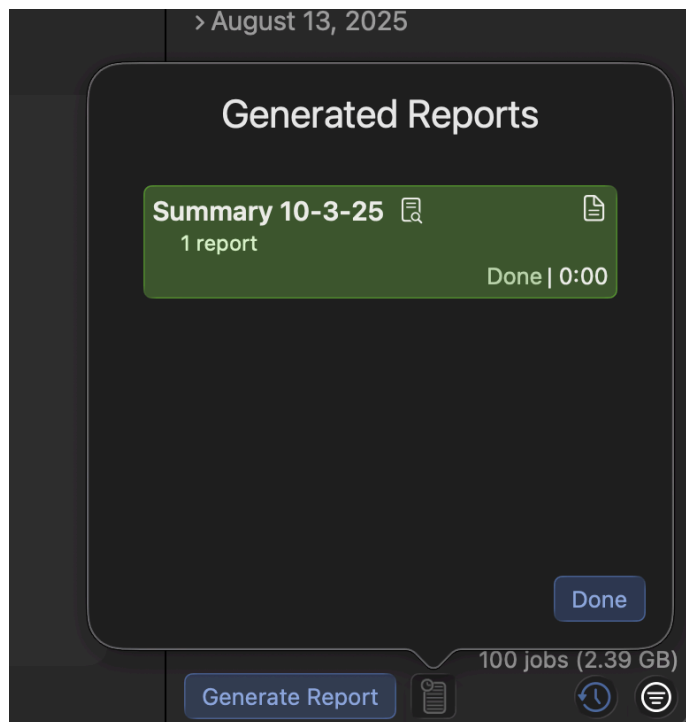
You can sort them in two ways, the first being by *Start Time*, either *Oldest to Newest* or vice versa.

The second way of sorting your jobs is by *Size*, either *Smallest to Largest* or vice versa.

NOTE: This option only applies to the file details section, not the media files section.

Finally, the *Report Notes* section. Here you can choose to include additional information in the report header such as Production info, DIT details, the project name etc...

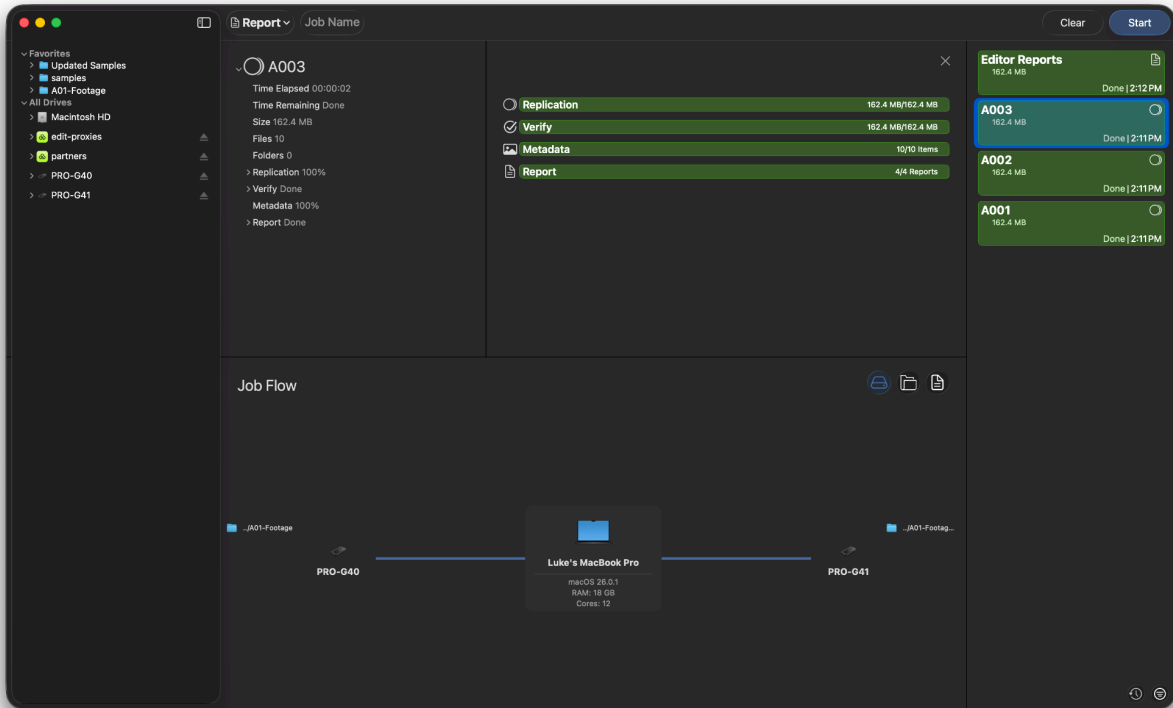
After you have chosen your options, selected *Generate*, and set the destination, you can view your report's progress by clicking the *Report Icon*.



Selecting the *Eye Icon*, will bring up the location the report was sent to. From here you can open and view your report.

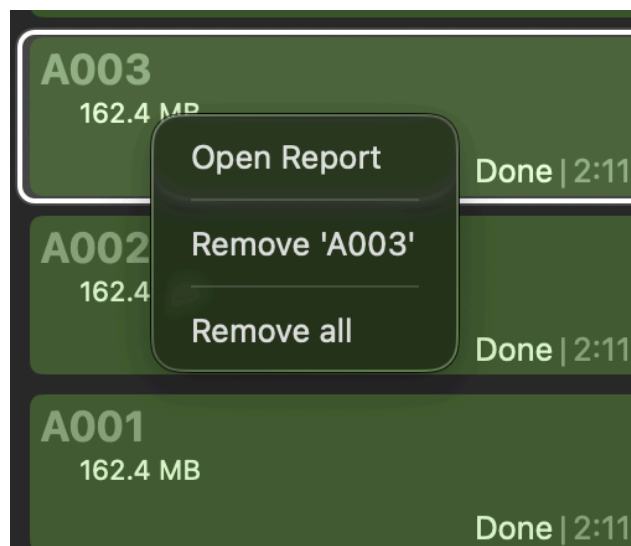
Copy Job Results

Selecting a completed *Copy Job* will show expanded details in the center window.



Right-Click Actions

A completed *Copy Job* offers two actions when *Right-Clicking* it.

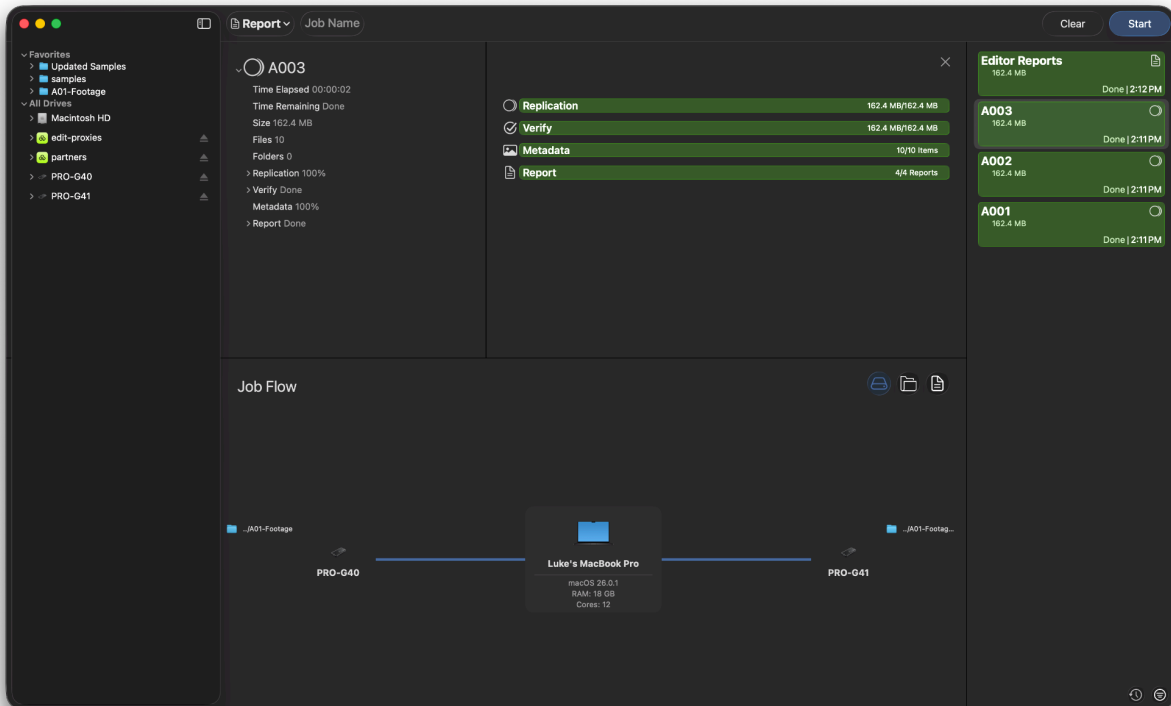


Open Report will open the location of any generated reports in Finder. From here you can view, move, or send them.

Remove will remove the completed job from the list.

Job Details

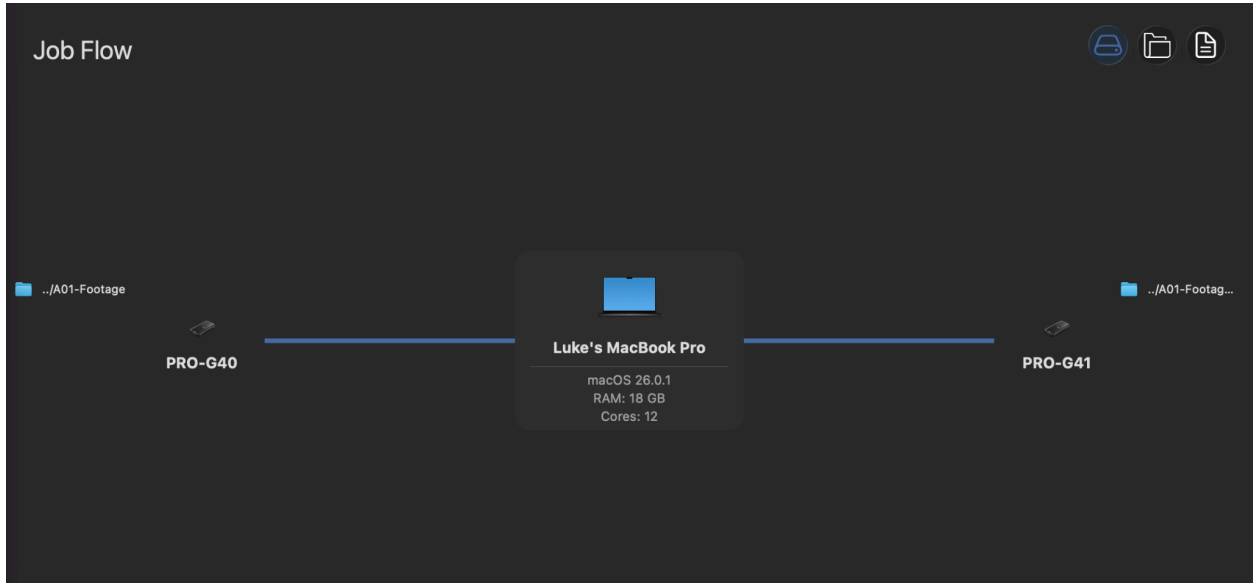
Selecting the job will bring up detailed information in the center area.



The upper left section displays the job type, as well as the job name. It also includes detailed metadata.

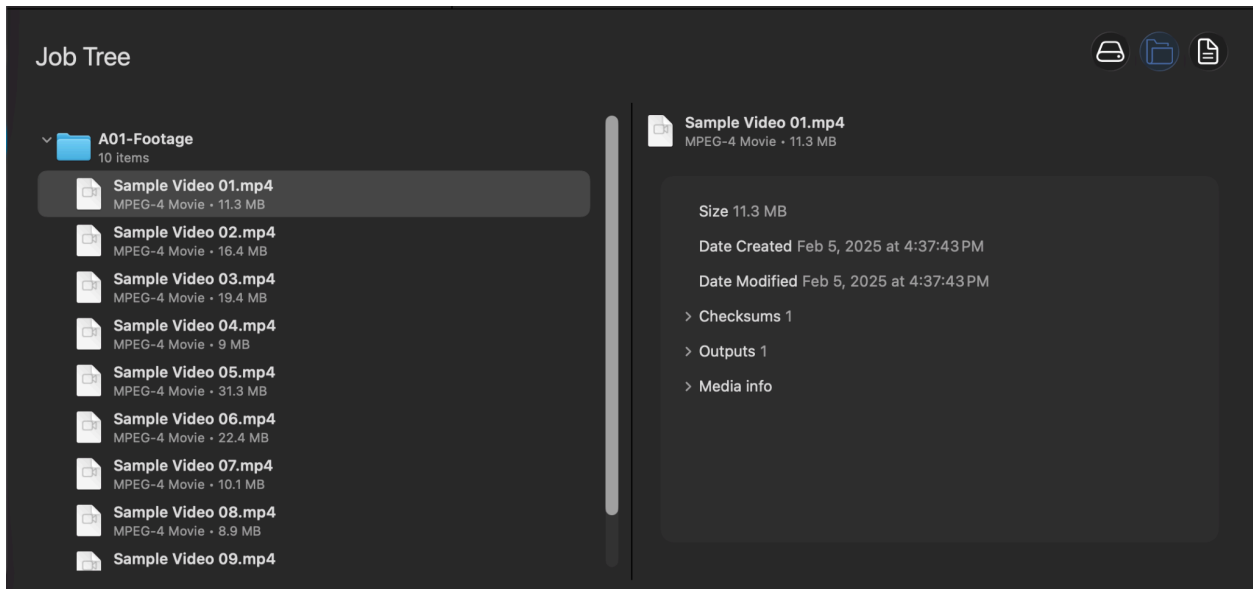
The upper right section breaks down the job's progress into each of its stages. If selected during the job's progress, these bars will be updated in real time.

The bottom section will default to the *Job Flow* displaying the sources and destinations of the job. This view gives a visual representation of the path the data took during the job.



Job Tree

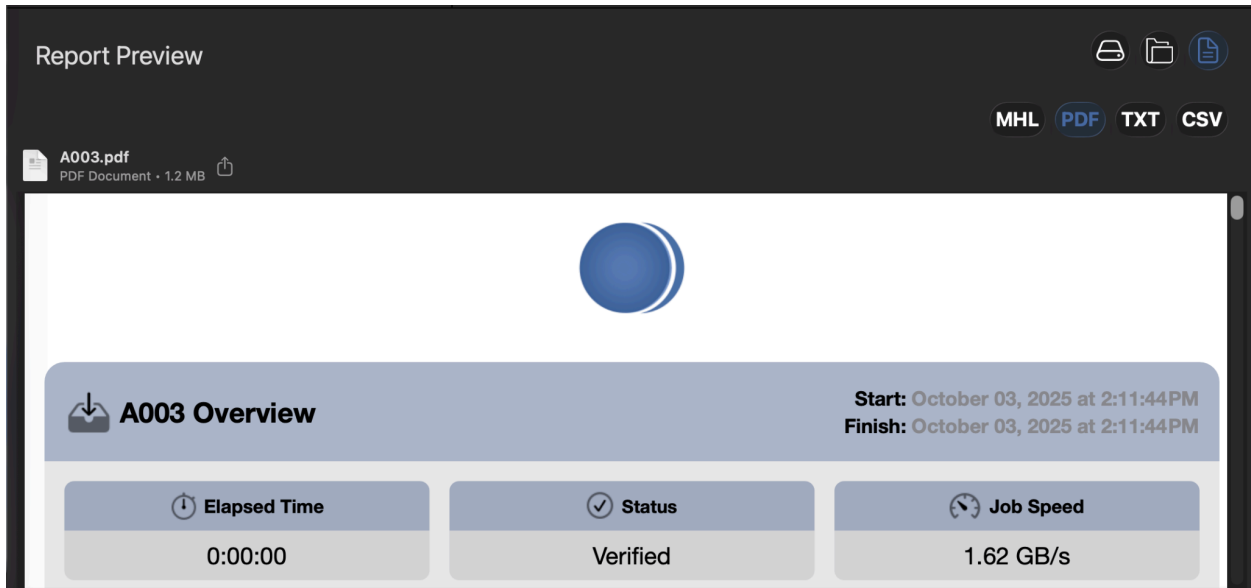
The *Job Tree* view allows you to view the folders and files that were copied.



Selecting the dropdown arrow to the left of the initial folder will reveal its contents. You can then continue to do so as needed to dive deeper into the data that was copied.

Report Preview

Selecting the *Report Icon* in the upper right of the bottom section will change the view seen in the bottom section to the *Report View*, provided reports were generated with the job.



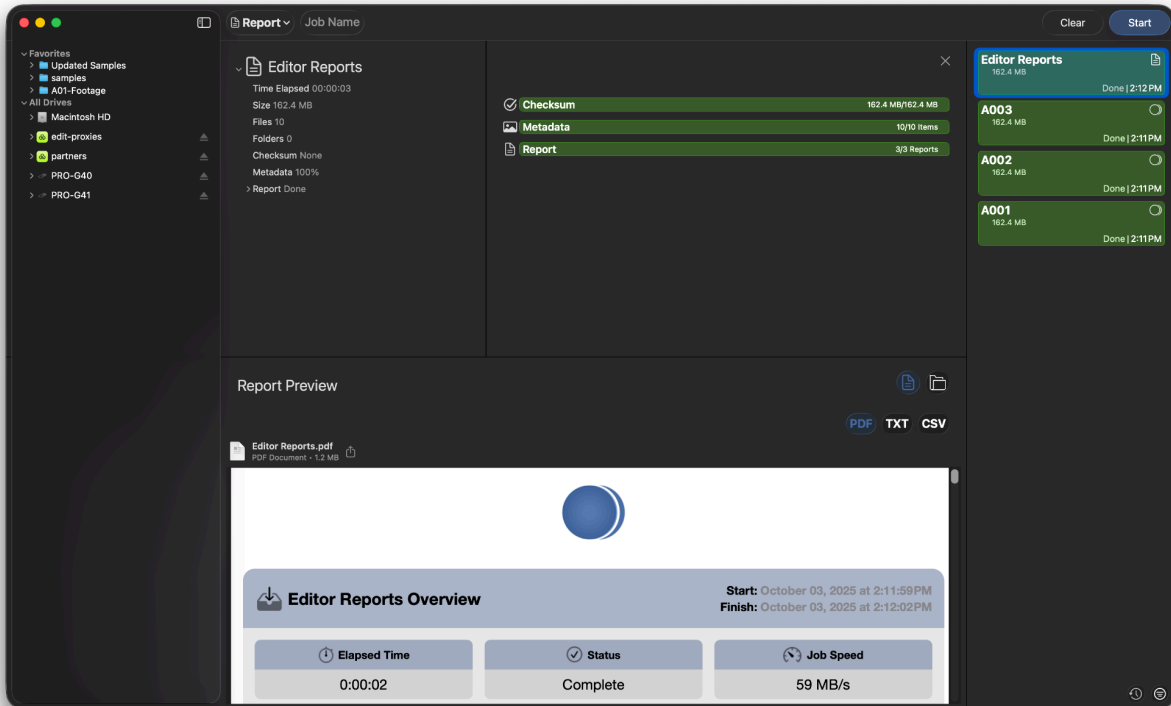
Underneath the *Report Icon*, select the desired report type to view it in this section. Click the *Browse* icon to the left of the report name to open its location in Finder.

Select the *Export Icon* to the right of its name to view different options for sharing your report.

TIP: Use the PDF report preview to quickly inspect completed jobs and make sure no clips were corrupted during the transfer.

Report Job Results

Selecting a completed *Report Job* will show its results in the center window.



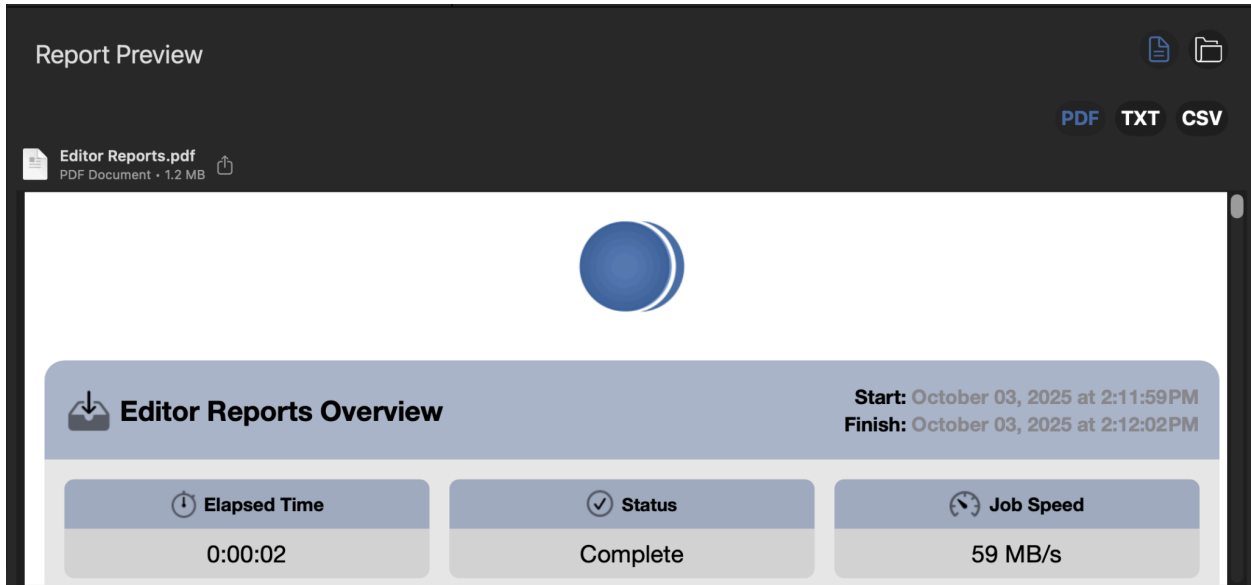
Job Details

The upper left section displays the job type, as well as the job name. It also included detailed metadata.

The upper right section breaks down the job's progress into each of its stages. If selected during the job's progress, these bars will be updated in real time.

Job Results

The bottom section will default to a preview of the *PDF Report* created. If no PDF report was created, it will default to either the CSV or TXT report.

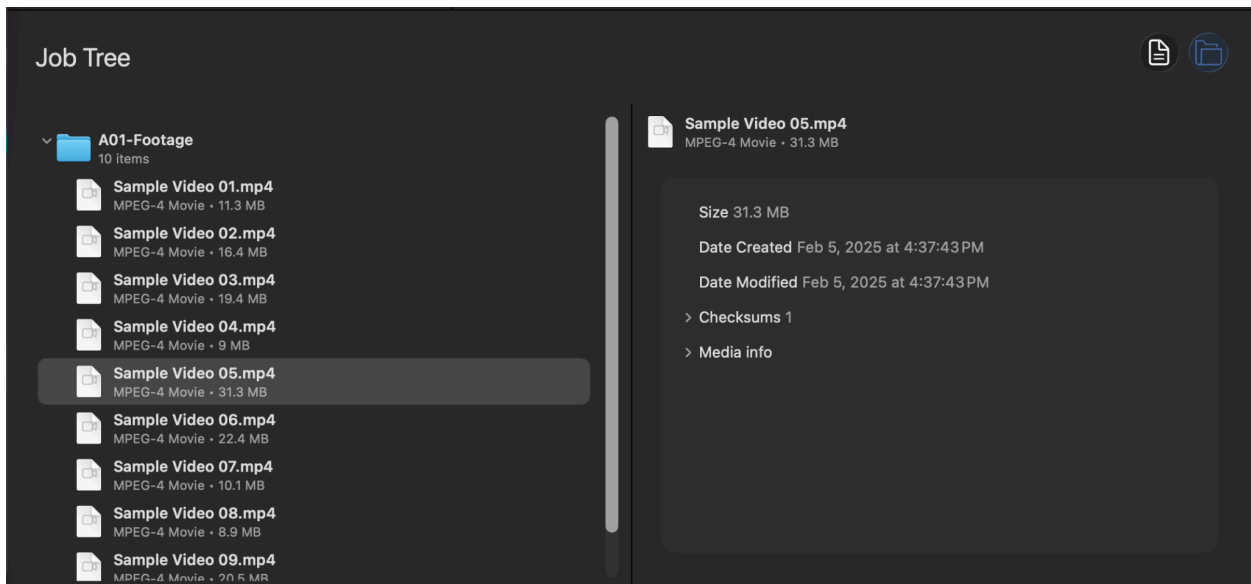


Similar to a *Copy Job*, use the buttons corresponding with the report types to cycle through the report previews shown. Click the *Browse* icon to the left of the report name to open its location in Finder or the *Export* icon to share it.

If you created multiple PDF reports with differing layouts, you can select which one to preview by clicking its name directly above the preview window.

Job Tree

Again, just like with Copy jobs, the *Job Tree* view allows you to view the folders and files that were involved in the report.



Selecting the dropdown arrow to the left of the initial folder will reveal its contents. You can then continue to do so as needed to dive deeper into the data that was reported on.

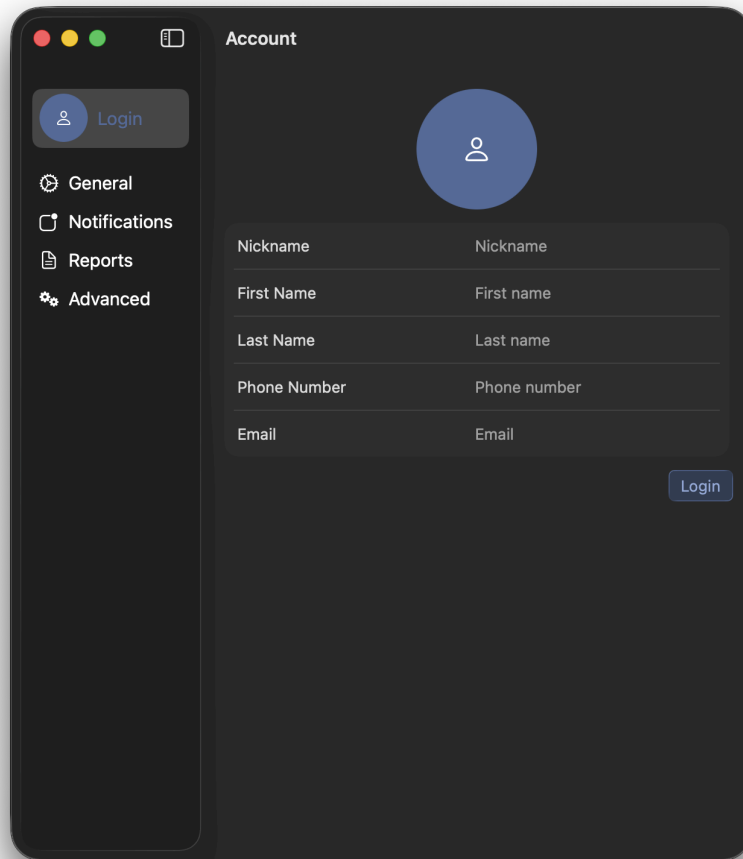
Settings

This section will help you enable the ShotPut Pro settings to perform in the manner you want when copying media cards, drives, or files and folders.

If this is your first-time starting ShotPut Pro, you will want to check a few default settings to customize them to your liking. From the Application Menu select the **Settings** menu.

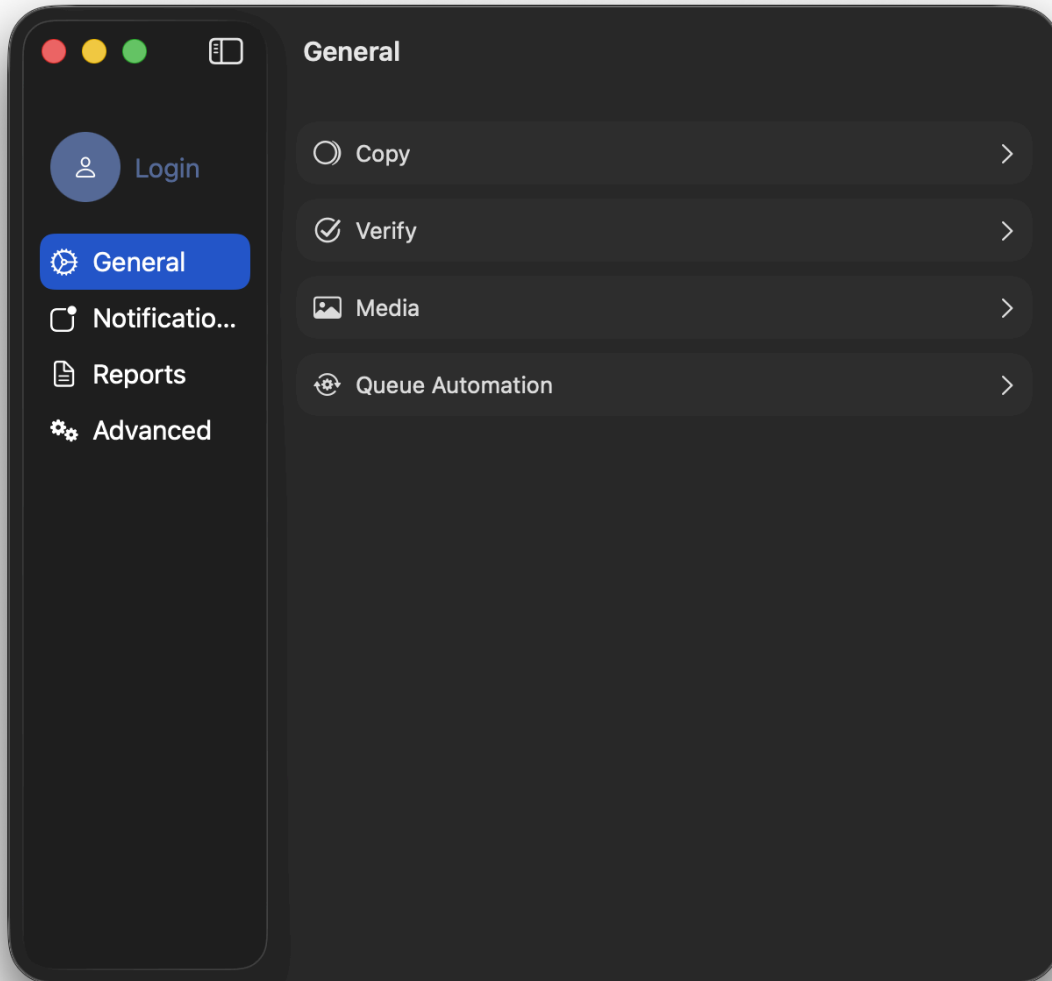
Account

Select *Login* to populate your account information. You must be logged into your ImagineProducts.com account to activate email and phone notifications.



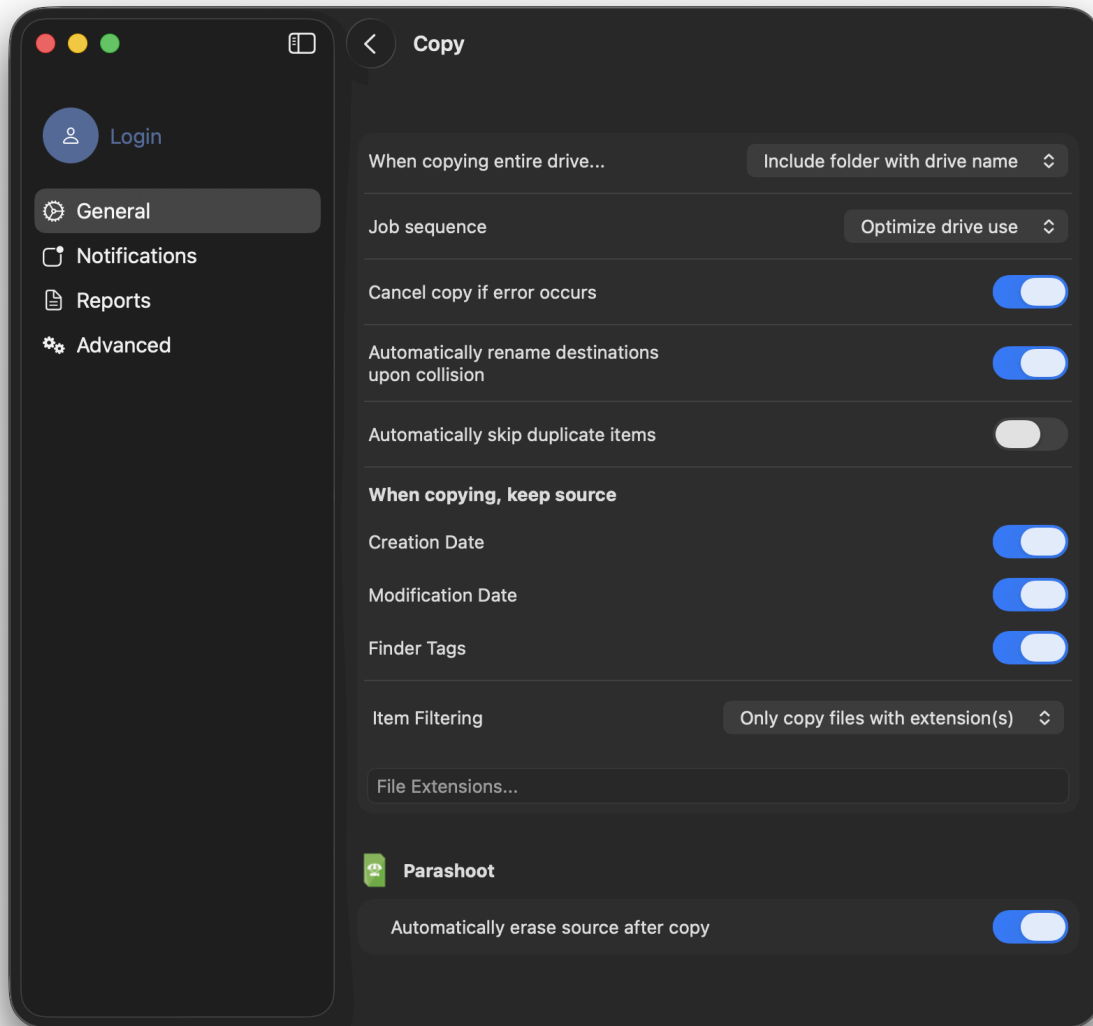
General Settings

Select *General* to set global options for multiple areas including, *Copy*, *Verify*, *Media*, and *Queue Automation*.



Copy Options

The *Copy Options* determine how copying will be initiated and include further settings related to what should be copied.



When Copying Entire Drive

This option lets you choose whether volume names should be included as the top folder name in the copies, or if you simply want to ignore that and copy the contents only.

Job Sequence

Job Sequence allows you to specify when and how offload jobs are to begin. The following are the job sequence options you can select:

Optimize Drive Use instructs the application to use built-in technology which will allocate offload resources based on the drives involved. This will optimize throughput and allow concurrent IO

when appropriate. Jobs which do not have access to sufficient IO resources will be queued and begin once these resources become available.

All at Once will begin each offload job immediately, regardless of any other ongoing replication job. If jobs have common IO resources, competition for these resources can occur and result in slower offload times and choppy throughput.

One at a Time will only permit one offload to occur at a time. This ensures there is no competition for IO resources, but will not permit jobs with disjoint IO needs from executing concurrently.

Cancel Copy if Error Occurs

Enable this option to immediately terminate the copy processes should a failure happen.

If it is not enabled, you will be alerted that an error occurred, but copying will be tried again until it skips and continues with the remainder of the copies.

NOTE: An error during the copy process will be indicated in the status and progress will turn red. If you've chosen not to cancel on errors, the copy will finish to the best of its ability. All reports, including checksum text files, will include *Error Warnings*.

If this option is not selected, the offload will be halted and resolution options will be displayed to the user. The user will have a predefined number of minutes to select an option on how to continue before the job will automatically retry copying or verification of the erred file.

Naming Collision Resolution

If you're copying multiple items to the same destination (output location), naming conflicts could occur. You can instruct ShotPut Pro to *Automatically Rename Destinations Upon Collision*. This option retains the same named items and differentiates with an extension (e.g. 2, 3, 4).

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 the *Preset Copy Tool*.

Automatically Skip Duplicate Files

When *Automatically Skip Duplicate Items* is enabled, users can direct ShotPut Pro to automatically detect duplicate files between the copy source(s) and destination(s) based on matching criteria, and if they are found, it will skip them during the copy. This can speed up your

offload, increase organization, and prevent unnecessary duplication. A file will be considered a duplicate under the following circumstances:

- A file already exists at the specified output path at each destination
- The modification dates for the source and existing output paths are equal
- The byte sizes for the source and existing output paths are equal

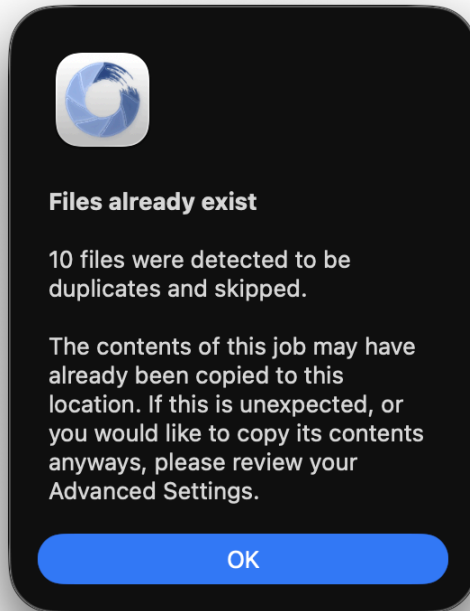
If the modification dates or sizes of the output file paths differ from that of the source, the outputs will not be considered duplicates and the actions taken will depend on the selections made in the app Settings.

NOTE: When this setting is enabled, ASC MHL seals will only produce partial results as items in the original source(s) that are being copied may not be copied to the destination(s) due to them already existing there.

NOTE: PDF and TXT reports will include a section which enumerates skipped file paths.

You will notice that when Automatically skip duplicate items is enabled certain settings are turned on and locked. This is because detection of duplicates relies on the information these settings provide. These settings include *Keep source creation date when copying* and *Keep source modification date when copying*. To turn these settings off, first disable Automatically skip duplicate items.

If every file in an attempted copy is deemed a duplicate, the job will be canceled and you will be met with the following pop-up message.



Date Options

Files copied from external devices or cards often incorporate the date the file was copied to the output destination, rather than original file information.

You may choose to *Keep Source Creation Date When Copying* and/or *Keep Source Modification Date When Copying*.

These options instruct ShotPut Pro to override the system default of today's date (when the copy was performed) with those gathered from the source file information.

NOTE: Not all cameras apply *Volume Date* information to files or cards. Please check the card information in Finder before using either of these options.

Finder Tags

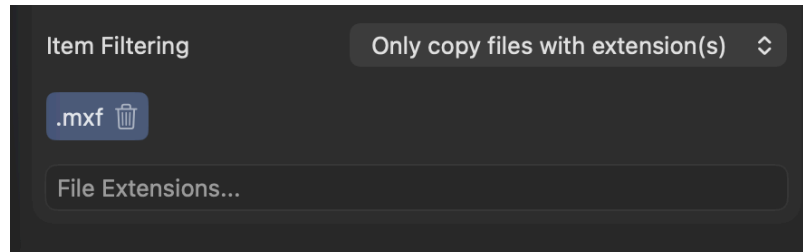
When this option is enabled, tags that you have set for both folder and files in Finder will be copied along with any data.

File Filtering

Users can direct ShotPut Pro to filter files out of a copy job in a number of ways.

Ignore Files with Extension(s) causes any file with the extension the user specified in the input box to not be copied during the replication process. If offload sources frequently contain unwanted files, enabling this setting will prevent these files from being copied to the output destinations

Inversely, you can use the dropdown arrow to change the settings to *Only Copy Files with Extension(s)*. This means only files with the file extension(s) specified in the box below this setting will be copied during the replication process.

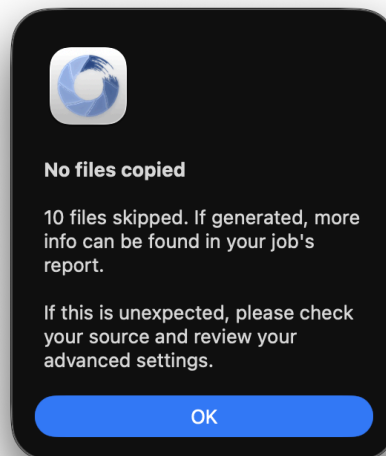


To utilize either of these functions, simply begin typing the desired file extensions in the box below. After each file extension either click *Enter* or type a *Space* to confirm the extension.

NOTE: PDF and TXT reports will include a section which enumerates ignored file paths.

CAUTION: When this setting is enabled, source files will be omitted from the replication process and will likely be permanently lost when the source drives are reformatted and reused.

If the specified file filters omit every file in an attempted copy, the job will be canceled and you will be met with the following pop-up message.



Parashoot Integration

ShotPut Studio natively integrates with **Parashoot** allowing users to automatically erase source cards immediately following copy job completion.

To enable the integration, first ensure that Parashoot is downloaded. Parashoot is completely free to download and use. In the case that Parashoot has not been downloaded, the option will appear greyed out.

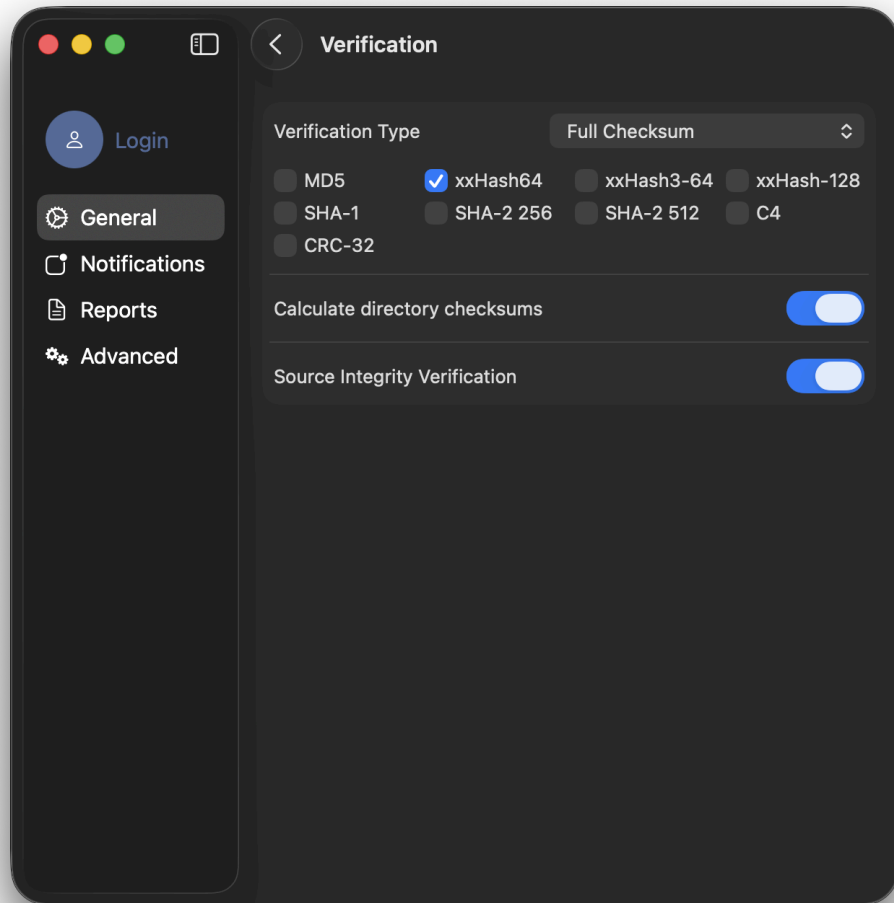
After downloading and launching Parashoot, the option titled *Automatically erase source after copy* underneath the header titled *Parashoot* will allow you to enable it.

TIP: For the integration to work as intended, you will need to set *Destinations* in Parashoot.

When enabled, ShotPut Pro will automatically trigger Parashoot upon the completion of a copy job with your selected source.

Verification Options

ShotPut Pro offers a number of verification types to choose from depending on you and your client's needs.



TIP: You may override verification settings within individual presets without changing options in your global preferences.

Verification Type

File Size – Source Checksum offers the fastest checksum as it is a less intensive verification option than full checksum comparisons. This option relies on the operating system’s report that the files made it to the output destinations correctly. It does not compare checksums of copies to source files.

However, *File Size* does obtain checksum values from the source(s) while reading the files. These values are included in reports and may be used for downstream file checking.

Full Checksum causes a read back of the copied files from the output destinations to acquire checksum values, and then compares those to the source values obtained during the copy process. This is a more thorough verification than relying only upon file size comparisons.

File Size Only compares the file size of the source to the copy and is faster than the checksum options.

NOTE: While our apps can detect some transit problems during the replication process, only a full checksum verification can ensure the bytes read match the bytes copied.

Checksum Types

Checksum 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 byte positions in which case a file size may match but a checksum would not.

Choose between the various checksum hash types, or any combinations of them, for comparison purposes. These values are then included in reports and Media Hash Lists (MHLs).

In general, *xxHash3-64* is the newest and fastest option. Therefore, it is set as the default for ShotPut Pro.

xxHash-128 may be specified by clients in cases where the files will be aggregated with many others. Because it uses 128-bit processing, it will take longer than *xxHash3-64*, but there is less of a chance of data collisions (where the same hash value applies to two different files).

Other checksum types may be required by clients as deliverables (e.g. where an asset management system is designed around a specific standard.)

Calculate Directory Checksums

You may also specify that a checksum value be calculated for entire directories (folders) of files. This value type is a way to compare large quantities of data sets without having to drill down to the individual file level. Currently this option is only added to *ASC MHL*, *PDF*, and *TXT* reports.

TIP: Enable Media Hash Lists (MHLs) under *Report Preferences* to Seal output copies. MHL files contain checksum file path information that allow analysis of copied files in downstream workflows to track any changes and determine that the contents still match originals.

Learn more about Media Hash Lists under *Report Preferences*.

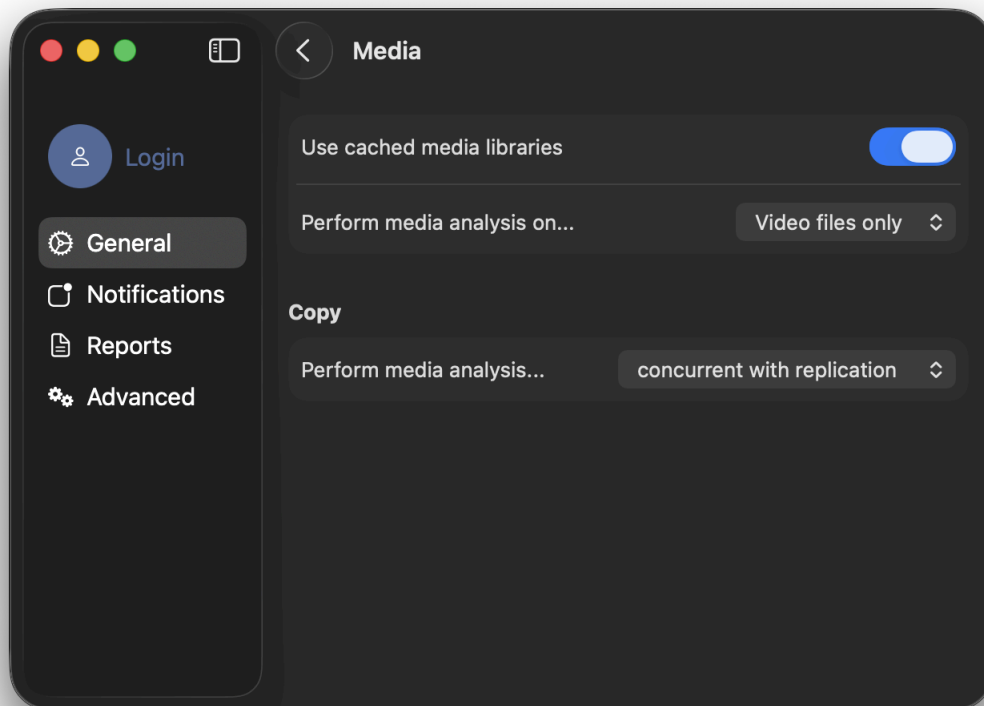
Source Integrity Verification

Sometimes media card readers overheat, begin to fail, or the cabling is faulty. The *Source Integrity Verification* option instructs ShotPut Pro to read the source a second time at the end of the backup session to ensure what it was initially given to copy has not changed.

TIP: Hardware failures may be detected in this manner. A matching checksum is not likely if anything is intermittent or changing. This option adds more time to read the source again, but is a strong insurance against corrupt incoming files.

This option is only available when *Full Checksum* is selected.

Media Options



Use Cached Media Libraries

Selected by default, this option allows the user to select whether or not to cache media libraries into RAM when performing media analysis for the fastest possible result. Because media analysis utilizes multiple third party SDKs, it is possible to experience performance degradation and memory bloating after continued use of the same in-memory libraries.

If you are experiencing media issues with media analysis, we recommend unchecking this option. When this option is unchecked, each media analysis operation will utilize freshly loaded media libraries and remove them from RAM once the analysis is complete.

NOTE: While this option is slower, it can be more reliable if media analysis is failing while using the *Cached Media Libraries*.

Perform Media Analysis On

Using this dropdown menu, you can select the type of files that you would like to perform media analysis on.

When set to *Video Files Only*, metadata and thumbnails will only be collected for video files, and only information on these files will be included in the media section of your report.

When it is set to *Audio Files Only*, the same is true but for audio files rather than video files.

NOTE: In this context, audio files refer to standalone audio files and do not include video files that include audio.

If set to *All Media Files*, metadata for both video and audio files will appear in the media section of your reports.

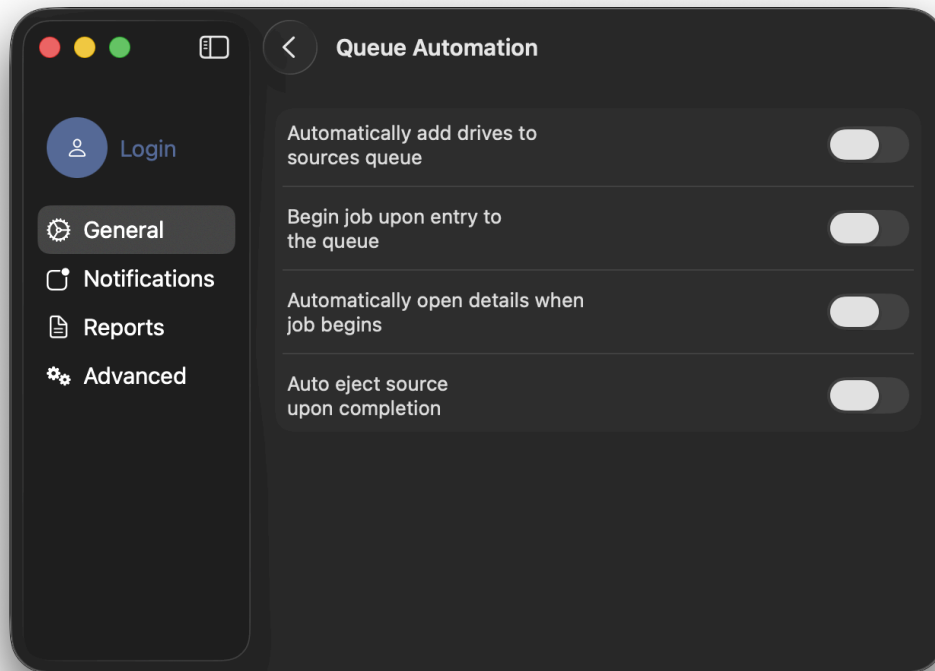
NOTE: Because audio files will not have thumbnail images collected, a single placeholder icon will appear in the thumbnail section for this file type.

Perform Media Analysis

Media analysis is the extraction of video file metadata and thumbnail generation. There are four options available when performing it, *Before Replication*, *Concurrent with Replication*, *Concurrent with Verification*, or *After Verification*.

To ensure a quick replication and verification time a user would want to select the last of these options. However, the fastest option overall is to analyze it *Concurrently with Replication*.

Queue Automation Options



Automatically Add Drives to Sources Queue

This setting, when enabled, will provide 3 different options for automated handling of newly connected media. Based on the option selection, ShotPut Pro will automatically place the contents of any newly detected removable drive or card into the queue, ready for copying.

NOTE: When this setting is enabled, ShotPut Pro will ignore already connected drives and mounted cards.

The option titled *All* will simply place any newly connected media into the queue. When this option is selected, it is best to ensure any unwanted media is not connected during copy operations.

Selection will allow you to specify the media you would like this setting to apply to. You can add entries to this list by using the *Add +* button to open Finder and select already connected media.

Alternatively, you can manually type in the file path of a drive or card, and click *Add +* to add it to the queue.

TIP: By manually typing in a file path, you are able to add a drive or card that is not yet connected.

The final option, titled *All, excluding selection*, allows you to add media to the list in the same manner as above. With this option selected the inverse will be observed, with all drives in the list being ignored from the automated behavior.

Begin Job Upon Entry to the Queue

This option starts copying without manually pressing the *Begin* button on the main window.

CAUTION: Do not connect any external media while the two automatic settings above are enabled unless you intend to copy its entire contents.

Automatically Open Details

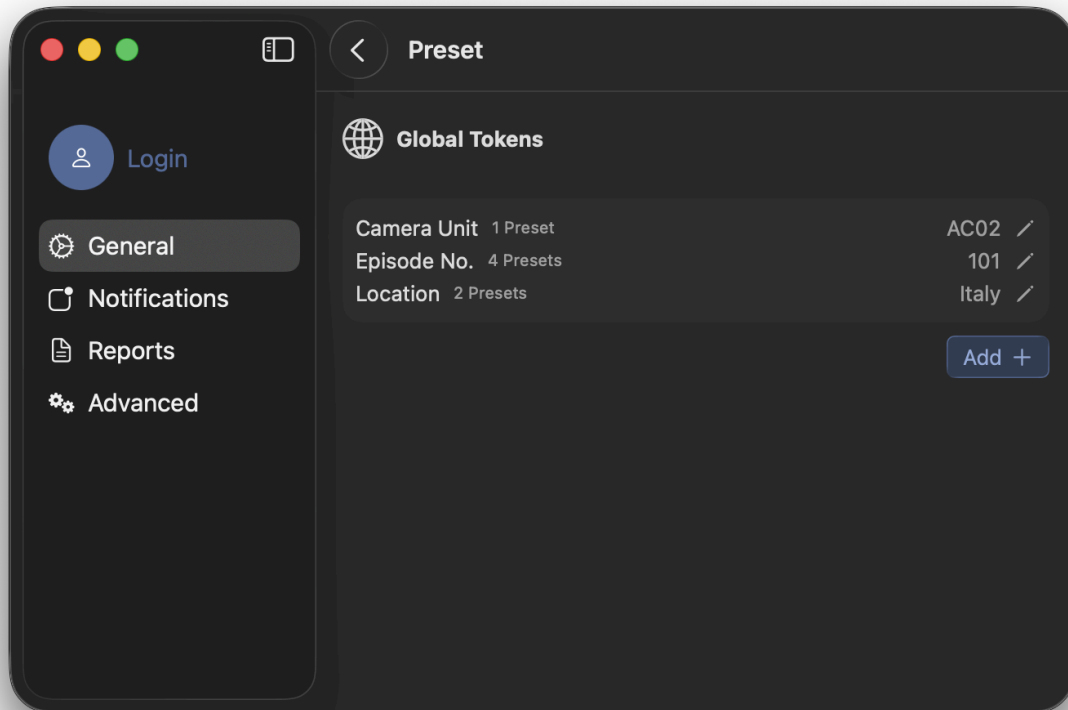
Enable this option to automatically open the Job Details page every time you start a new job.

Auto Eject Source Upon Completion

When enabled your source will eject upon completion of the job allowing it to be unplugged from your computer (it does not physically eject cards from readers).

NOTE: This option may not eject until Reports are complete.

Preset Options



Global Custom Token Manager

The *Global Custom Token Manager* provides a central location for you to view and edit all of your Global Custom Tokens.

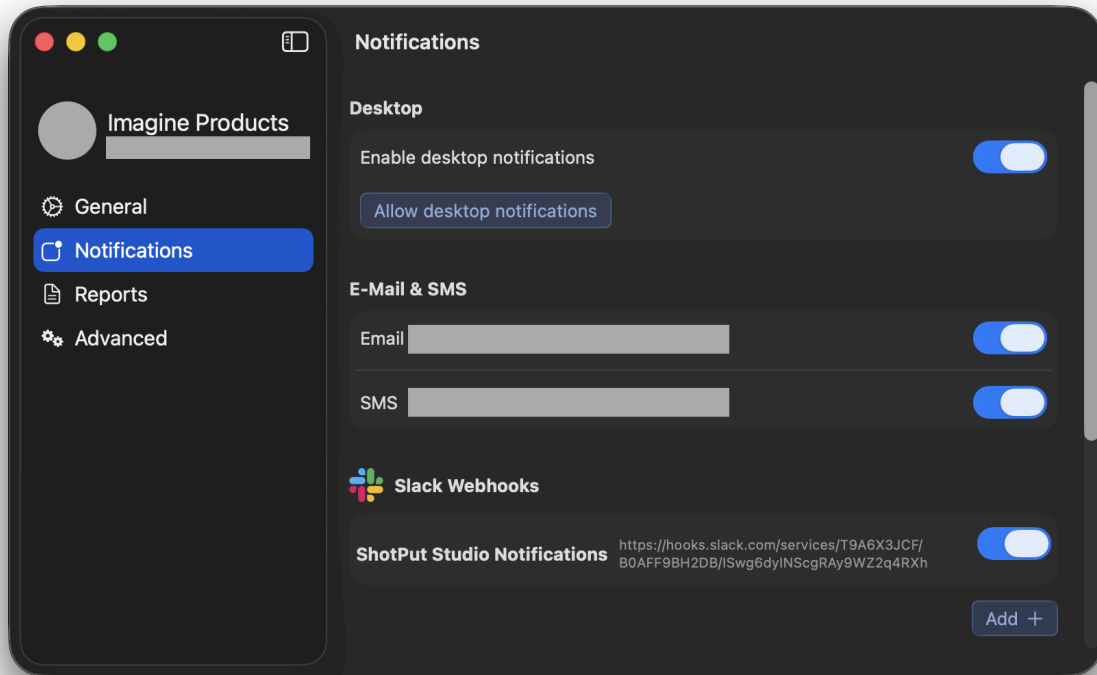
In this menu you can view the token's name, its value, and how many presets are using it. By using the *Edit Icon* to the far right of the token entry, you can change both the token name and value. Any changes made in this menu will automatically be applied to all instances of the Global Token used throughout your Presets.

This menu also allows you to Add new tokens using the corresponding button in the bottom right or delete existing tokens by right clicking them and selecting, *Remove*.

NOTE: Removing a Global Custom Token does not remove the token from existing Preset Naming Schemes completely. Instead, it removes the Global Token tag from the tokens.

Notifications

ShotPut Pro features several automated notifications to inform you about job progress.



Desktop

Enable Desktop Notifications will present a textual message when the application is 'not in focus'.

You may also choose sound alerts for completion and errors.

TIP: With sound options off, enabling *Desktop Notifications* will present a pop-up notice of activity, even when the application is minimized.

Email and SMS

You may send an Email or an SMS text message to yourself upon job completion, cancellation, or error.

NOTE: An Imagine account and up to date software are required. You must have an active (unexpired) Update Plan associated with your ShotPut Pro license to utilize Email and SMS features.

TIP: You may check the status of your license in the *About* screen, or from your Account on ImagineProducts.com by selecting *View Licenses* after signing in.

To set up notifications, ensure you have an Internet connection. Click the *Login* button. The email associated with your license will automatically populate.

Enter or edit other account information. If you intend to use SMS notifications you must add a phone number.

You must *Verify* the added phone number. A two-factor verification code will be sent to your phone. Once received, enter it and press *OK*.

TIP: Verification codes have a limited use time. If it has expired, clicking the *Refresh* button will send a new code.

NOTE: ShotPut Pro is a *send only* application. It will have no effect upon your other email or texting applications. Depending upon the receiving phone's data plan, you may incur additional charges for SMS messaging.

Slack Webhooks

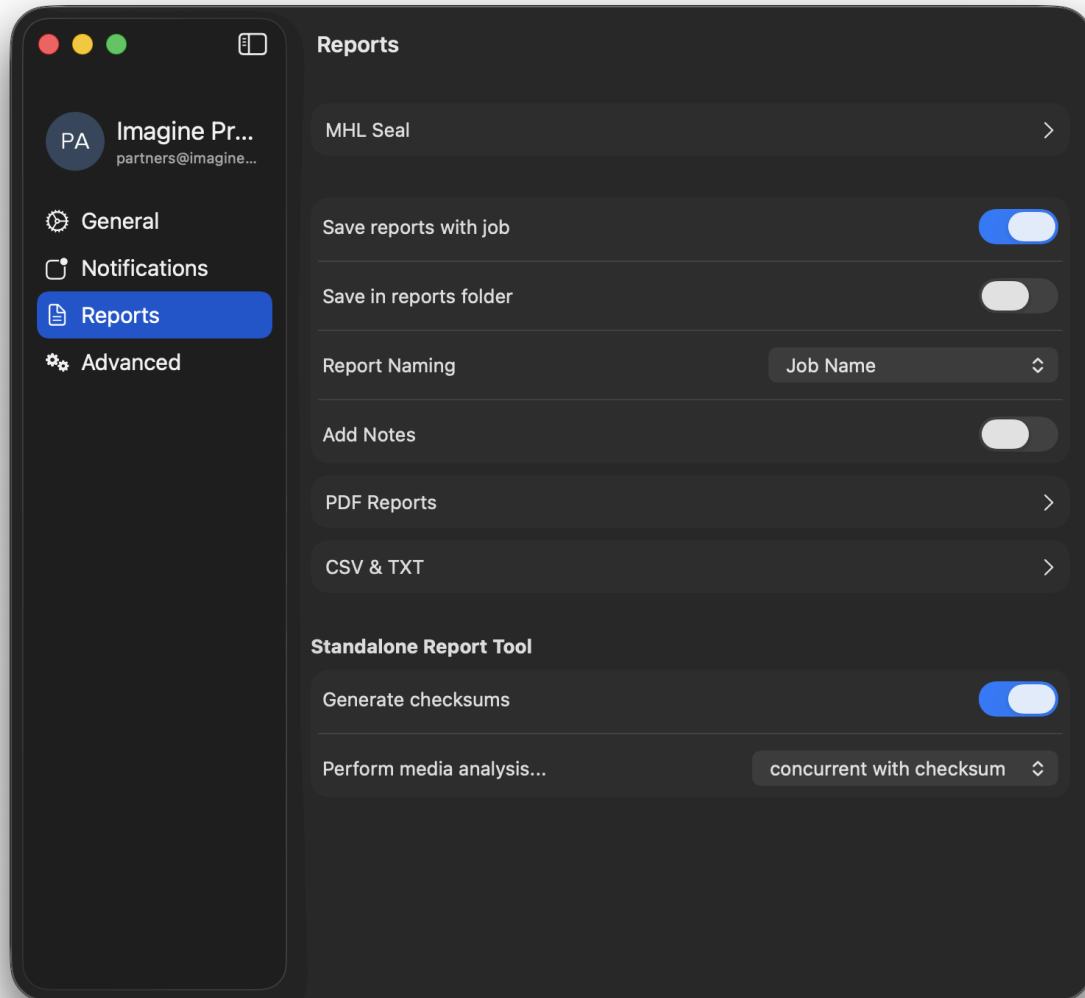
Through an integration with Slack Webhooks, notifications can be not received directly in a Slack channel.

To get started, follow the instructions in the following [Help Article](#) going over the creation of Slack Applications and webhooks.

After finishing, the created webhook URL can be added to ShotPut Studio to activate Slack notifications.

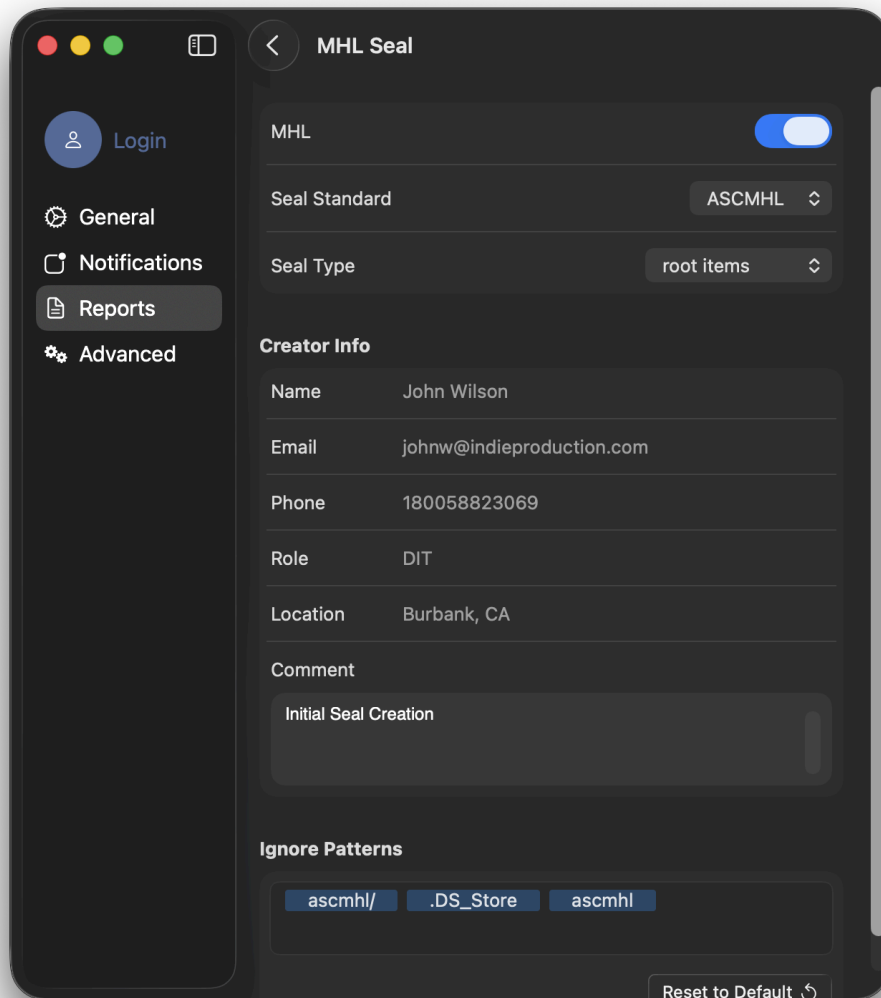
Reports

Reports can be an important bookkeeping tool and even used for simple offline search indices. Click the *Reports* button to choose your settings.



MHL Seal

ShotPut Pro can output two different types of checksum verification files, also known as *Seals*. The default is the new American Society of Cinematographers (ASC) industry standard Media Hash List (ASC MHL).



ASC MHL files adhere to the organization’s formatting and naming standards (see www.mediahashlist.org/mhl-specification). These XML lists contain relative paths to data files and folders, and their original checksum values. These are always saved with output copies inside the Destination location(s).

Version 1 MHL style seals place the XML file as a ‘sidecar’ (outside of the referenced folder of files) or embedded in the sealed directory. This older MHL form is less robust than ASC MHL, but is still common and may be a requirement for some clients.

With either of these type files, you can check the integrity of data files at any time to ensure they still match the originals.

Seal Type

You may customize the locations being sealed with either MHL seal type. Seal root items will generate an individual seal for each item being offloaded. For example, if multiple directories are being offloaded a seal will be generated for each directory at the offload destination.

Seal output folders will generate a single seal for all of the items at each offload location. For example, if multiple items are offloaded to a single folder called “OffloadDestination” a single seal will be generated for “OffloadDestination”, regardless of the number of items offloaded.

NOTE: MHL seals will only contain information pertaining to items involved in the offload process. Existing items at the offload location and reports generated and saved to the offload location will not be included in the seal information.

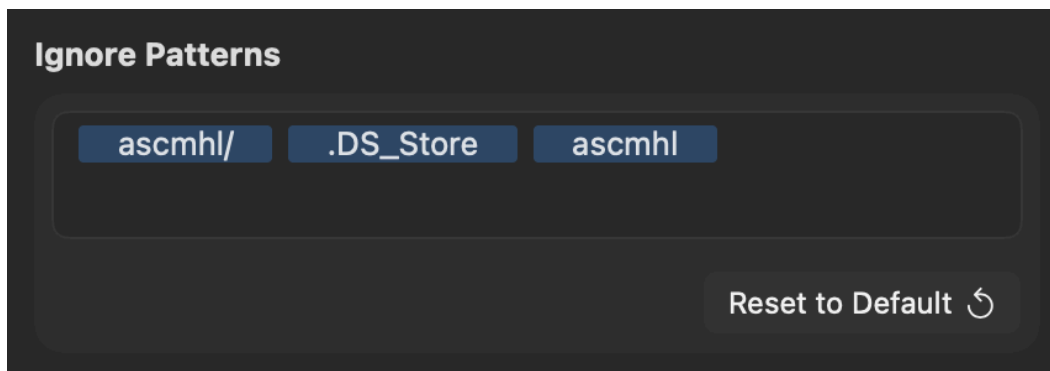
Creator Info

This is an optional section that can only be filled out when generating an ASCMHL seal. It allows you to fill in information about who is creating the seal, which will then be included in the seal itself.

This provides an extra step of protection if the seal becomes corrupted, as you can then trace it back to the Creator of the corrupted seal.

Ignore Patterns

This is another section that only appears when generating an ASCMHL seal.



Ignore patterns are a way to specify items that should not be included in the ASCMHL seal.

Files which are not relevant to the integrity of the data, such as system files, can be omitted to prevent the seal from being incorrectly flagged as broken; the `.DS_Store` files present on macOS are another example of files which should be ignored.

Report Location

Save Reports with Job places reports in a *Report Folder* at the root of the copy destination(s).

Save in Reports Folder allows you to browse to an existing location on your computer (or attached drive) to save all your reports together.

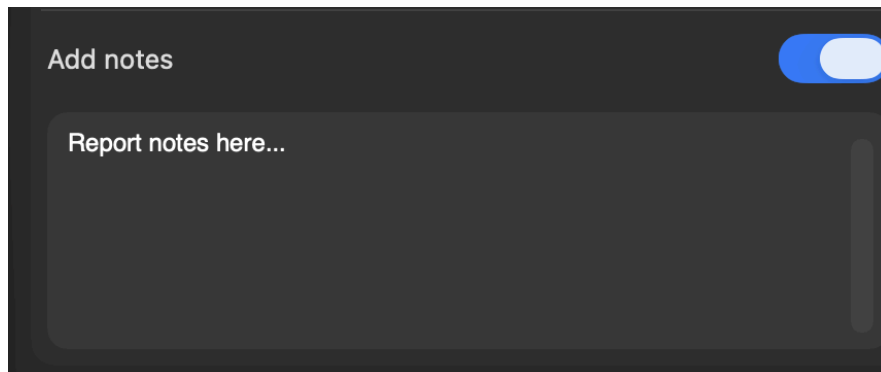
TIP: You may choose to save a report in both places - with the job and in a common reports folder.

Report Naming

Reports can be labeled automatically by the *Job Name*, or you can set a *Custom Name*.

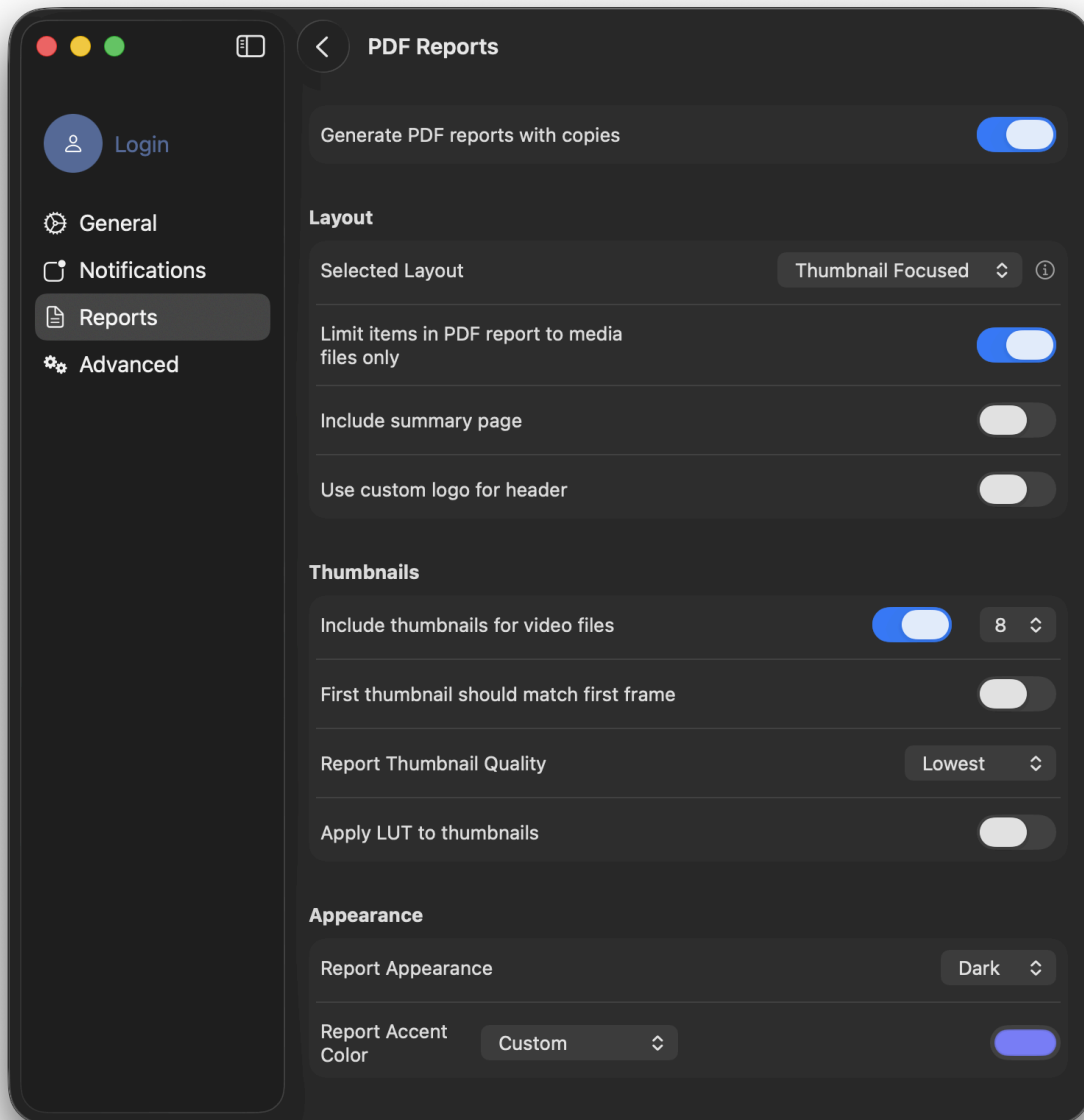
Add Notes

Here you can choose to include additional information in the report header such as Production info, DIT details, the project name etc...



PDF Reports

ShotPut Pro offers several job report formats, including *PDF*.



To generate PDF reports with copy jobs, ensure the first option is selected.

NOTE: When using the *Report Tool*, the reports being generated will be decided based on the types selected in the staging screen. However, the exact PDF options will match your settings.

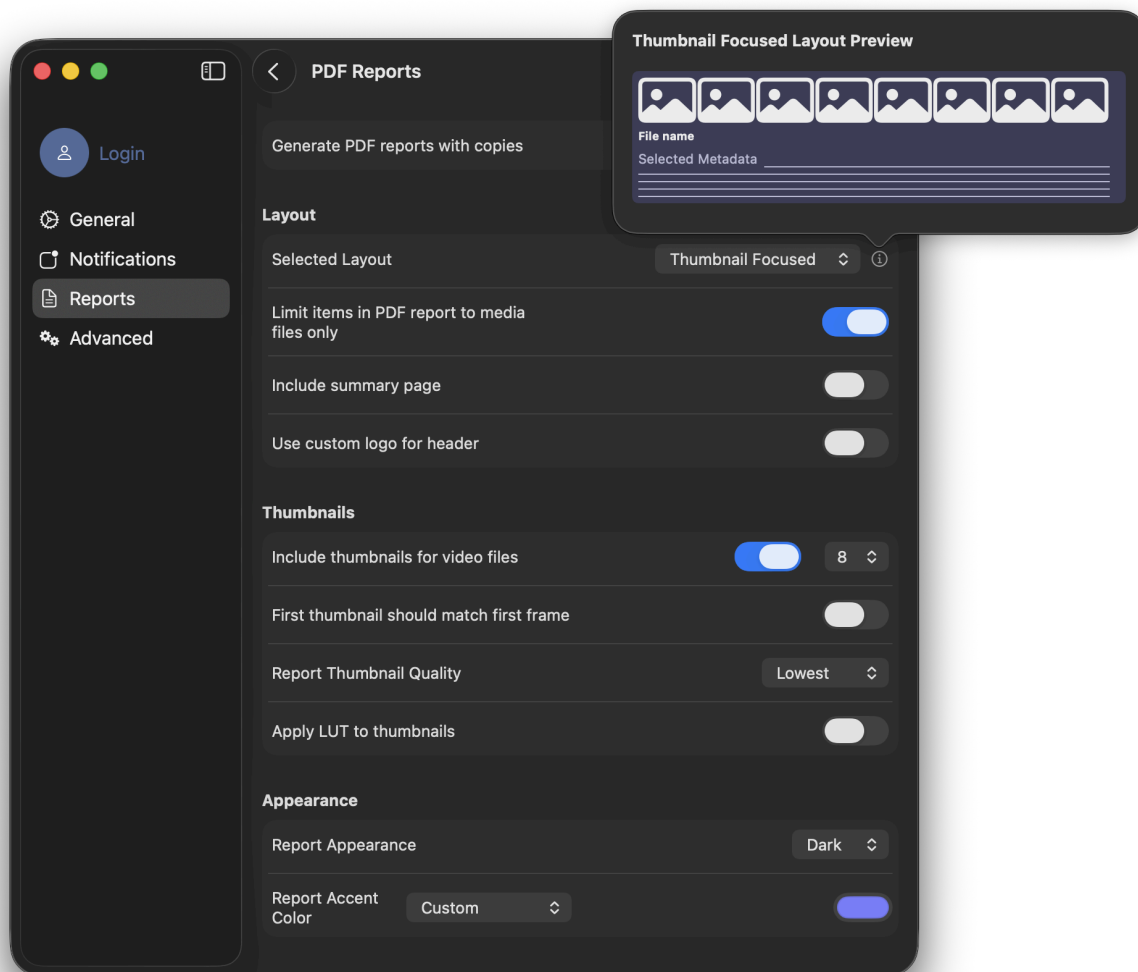
ShotPut Pro is 'video aware' and can extract file metadata and thumbnails for over 20 different camera/video formats, including MOV, MXF, MTS, MPEG, DPX, ARI, AVI, and more.

PDF Layout

The PDF layout section allows you to select from 4 different layout types to generate with copy jobs..

To select your report layout, use the dropdown list.

Each report layout has a different look. To learn more about each one, select the *Info Icon* directly to the right of it. Upon doing so, a popup will appear giving you a preview of the layout.



Below your Report Layout selections, you can choose between including information about all files in the copy job, or *Video Files Only*.

All Files means the report may have thumbs and metadata for video files as well as textual metadata information about non-video files that were copied.

The setting below the layout selection allows you to decide whether or not to *Include a Summary Page*. This page replaces the report header and provides detailed information about your data and the job.



The final option in this section allows you to include a custom logo in your PDF reports. Enable *Use Custom Logo for Header* and browse to the image file you want to use.

To replace the ShotPut Pro logo, your new image must be formatted as PNG, JPG, TIF, GIF, or BMP file type and be 128 by 128 pixels. Larger files will be resized appropriately.

TIP: To remove the header image, replace it with a new file. To revert back to the ShotPut Pro logo, uncheck *Use Custom Logo*.

PDF Thumbnails

Thumbnails for videos are optional. Choose up to 10 sampled video frames to be included for each video file. The thumbs are sampled based on percentages within the clip.

Normally the first thumb is grabbed multiple frames into the clip to avoid potential black or useless frames. However, you can select the option *First Thumbnail Should Match Frame* if using a clapboard or other logging tool.

NOTE: Image sequence files such as RAW will be treated as one continuous clip and will be sampled accordingly.

Report Thumbnail Quality lets you dictate how you would like your report thumbnails to look. Keep in mind that the higher the quality, the larger the report size will be.

Finally, *LUT Application* allows you to have a LUT applied to any thumbnail that appears in your PDF reports. After activating this setting, select *Add LUTs* to add in your chosen LUT(s) file.

NOTE: Multiple LUT files can be added and saved, allowing you to swap between them without having to import them multiple times.

PDF Appearance

This section allows you to adjust basic appearance settings of your PDF report.

Report Appearance lets you choose between either a Dark or Light mode look.

Finally, *Report Accent Color*, allows you to choose which color you would like to complement your reports. This color will be used to highlight rows and give your report a unique look. You can select from a range of options such as *Default*, *Secondary*, *Match System*, and *Custom*.

A01-Footage 04/17/2026 - 04/17/2026 (0:00:00)
Status Verified • Total Size 162.4 MB
10 • 0 • 10

Verification: Full Checksum
xxHash 64 • xxHash H3

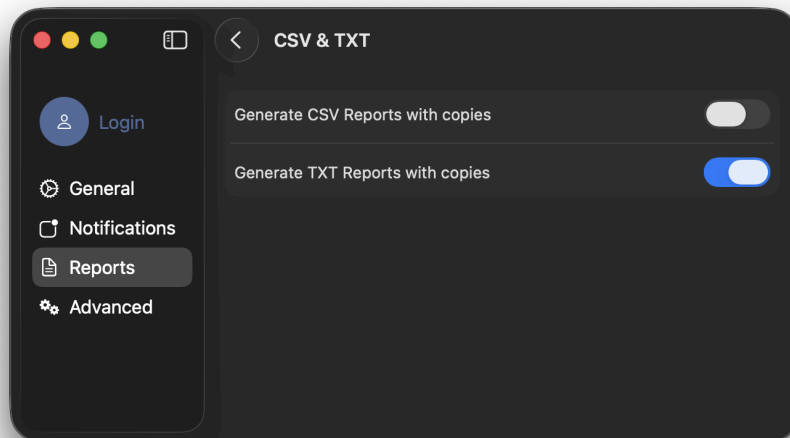
Sample Video 01.mp4
File Size: 11.3 MB • Date Created: 02/05/2025 • Date Modified: 02/05/2025 • xxHash 64: 3efc56b3c89b5814 • xxHash H3: dab5236e82f604fa • Media Format: MP4
Codec: 'avc1' • Video Duration: 0:00:08 • Video Resolution: HD - 1920 x 1080 • Frame Rate: 30 FPS • Audio Format: MPEG-4 AAC • Audio Tracks: 1 • Channels: Stereo
Sample Rate: 48 kHz • Audio Bit Rate: 2 KB/s • Audio Duration: 0:00:08

Sample Video 02.mp4
File Size: 16.4 MB • Date Created: 02/05/2025 • Date Modified: 02/05/2025 • xxHash 64: 70426be9a4d2bb4c • xxHash H3: 76d4ae9c5aa21b53 • Media Format: MP4
Codec: 'avc1' • Video Duration: 0:00:15 • Video Resolution: HD - 1920 x 1080 • Frame Rate: 30 FPS

CSV & TXT

In this window, you can select to generate CSV and/or TXT reports.

Simply use the slider beside the corresponding report type to have it automatically generated when running jobs with both the Copy and Report tools.



Standalone Report Tool

Underneath this header is the option to *Generate Checksums* for reports that are run using the Standalone Report Tool.

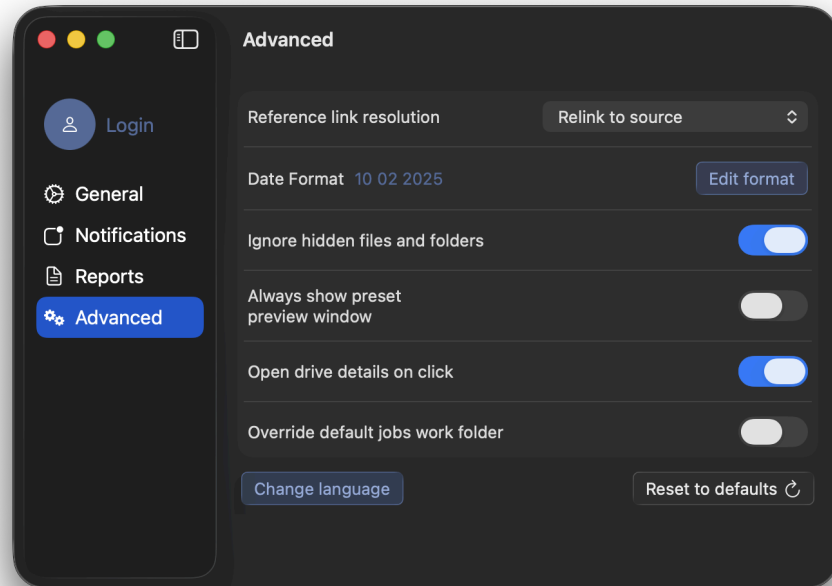
While this option defaults to OFF, if you are unsure about the data integrity of the media you are reporting on, generating checksums may be beneficial to your workflow.

With this setting turned on, a second option appears allowing you to select when media analysis should be performed during standalone report jobs.

This can be set to *Before Checksum*, *Concurrent with Checksum*, or *After Checksum*.

Advanced Settings

Click the **Advanced** button to open the panel. Settings here are generally changed infrequently.



Reference Link Resolution

Symbolic Links (B-reference links) are files containing path information such as references to other media files, etc. Often symbolic links are 'absolute paths' meaning when copied, they are no longer valid (because they're not relative paths).

While it's unlikely your data will contain such files, you can instruct ShotPut Pro how to handle these type files should they be encountered.

Relink to Source

This option recreates the link after the copy is complete to point back to the original source.

NOTE: Links to any drives that were not copied will break if the drives lose connection to each other.

Due to changes within the reference file, verification of it is skipped because the resulting link file contents are no longer the same as the original link file.

Relink to Replicated Source

If the original item was part of the copy, this option will recreate a link to the newly copied item.

If the item is not part of the copy, then the original link file will be copied.

Due to changes within the reference file, verification of it is skipped because the resulting link file contents are no longer the same as the original link file.

Copy original

Use this option to find the linked file or directory and copy it instead of the link.

Copy original link

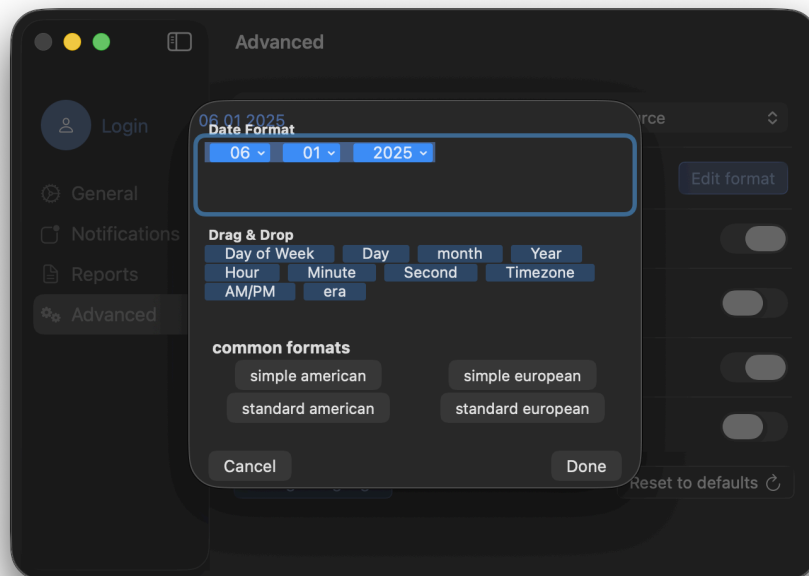
Use this option to copy the reference link 'as is' without any changes/resolution.

While the copied and original link files will be byte equivalent, there is no checking of links contained therein (so some references may be broken).

Date Format

Click *Edit Format* to change the style used in *Reports* and *Notifications*.

The preview is shown at the top of the dialog.



Select from one of the popular *Common Formats*. Alternatively, design your own format by dragging the items (month, day, year etc.) to the top area. You may also type in separators such as colons and commas.

To remove an item simply select it and press the *Delete* button on your keyboard.

Ignore Hidden Files and Folders

File systems can contain hidden files and folders. The function of these files vary from important os system files to simple indexing files used to make Spotlight function more efficiently. For media offloads, it is often desirable not to include these items as they often have no relevance to the integrity of the offload. This setting is turned on by default.

NOTE: Spotlight's ".DS_Store" files are ignored regardless of the option selection as copying these files can cause issues with verification.

Always Show Preset Preview Window causes a pop-up when starting a job with the *Preset Tool*. This window will also open if you are missing information, regardless of your preferences.

Open Drive Details on Click

Using this setting, users can decide when Drive Details should appear for a selected drive. By default, this option is set to *On Click*.

Using the slider to turn this setting off, users can have Drive Details open only when double-clicking or using right-click and selecting *View Details*.

Change Language

ShotPut Pro supports localization for certain languages. Click the *Change Language* button to open macOS System Preferences.

Under the *General* tab you can change your preferred language for the computer.

Click the *Apps* tab to choose ShotPut Pro. Select from System Default or other supported languages in the drop down menu.

Reset to Defaults

Click the *Reset to Defaults* button to change all *Preferences* back to default values.

CAUTION: Reset applies to ALL Preferences, not just *Advanced*. Be sure to review *Basic*, *Notifications* and *Report* Preferences after using this function.

TIP: ShotPut Pro will match your system display preferences. To turn on *Dark Mode* use the Operating System's General Preferences.

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 the application is already installed on your system.

Installing the Software

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

When you first run the ShotPut Pro application it will prompt whether to move it into the 'Applications' folder for you.

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.

NOTE: An active Update Plan is required to access the most current software and to use E-mail and SMS notification options.

An initial period of free updates is included with your purchase. Thereafter upgrades are sold in 12-month periods. To extend your Update Plan, go to ACCOUNT>VIEW LICENSES on the website and click UPDATE beside your license for options.

System Requirements

The recommended Macintosh configuration:

- macOS 13, 14, 15
- 4 GB RAM (minimum)
- 16 GB free disk space (minimum)

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, select 'ACTIVATE VIA INTERNET' and enter your account email and password for fast, easy activation. The software will attempt to connect to our server and select

the next available license to use. Alternatively, you may designate which license to use by entering it here.

For RENTAL LICENSES you must enter the individual license number. (Rental periods start from the day of activation, not purchase.)

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.

If you don't have an Internet connection on the target computer, a 'manual activation' may be performed. Scan the QR code with your smartphone to quickly go to the appropriate page on our activation site to receive the manual activation code.

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 'Application menu' just above 'Quit'.

How to Register

If you purchased from our webstore, you're already registered in our system. If you purchased from a reseller or other method, we can transfer ownership upon request. You must have or create an account on our website to transfer the license into.

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).

Check out our blog or follow us on social media platforms for timely and helpful information.

Appendix B - Troubleshooting

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 license was added to your account on our website. Upon first launch, the software will attempt to connect to our server and prompt an activation.

Use your email and account password, or the assigned license number, to activate.

Rental licenses MUST be activated using a license number.

If you don't have an Internet connection on the target computer, choose manual activation. Then, scan the QR code with your smartphone to receive a code.

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 Application menu just above Quit.

You may also Deactivate from the website on the ACCOUNT>VIEW LICENSES page. Click the edit pencil to the right of the license, then click DEACTIVATE.

When transferring or moving the software, always download the most recent version of the software from the View Licenses page onto the new computer and activate it normally.

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, if you need support, the specialists at Imagine can provide answers quickly and in terminology that you can understand.

Contacting Imagine Products

Visit [Imagine Product's website](#) to fill out a problem report for fast, free service.

Updated news and Frequently Asked Questions are available on the page.

To contact us, fill a support ticket from the website or send an email to support@imagineproducts.com.

Check for Updates

From the application's menu, select *Check For Updates* to manually check for updates. If your Update Plan isn't current, you may need to renew it in order to upgrade to a newer version of the software.

Diagnostic Logs

Should you experience operational problems, please send us the *Diagnostic Logs*. You'll find them under the *Help* menu of the application.

Appendix C – Third Party Copyrights

Portions of this application use certain unmodified FFmpeg libraries under the LGPLv2.1 licensing. FFmpeg is a trademark of Fabrice Bellard, originator of the FFmpeg project. Imagine Products, Inc. claims no ownership of FFmpeg or any of their code that may be downloaded from www.ffmpeg.org.

This application uses the Canon U.S.A., Inc. Software Development Kit for Cinema RAW Movie metadata extraction and is subject to restrictions set forth in subdivision (c)(1)(ii) of the Rights in Technical Data and Computer Software clause at 48 CFR 252.227-7013, or in subdivision (c)(1) and (2) of the Commercial Computer Software - Restricted Rights clause at 48 CFR 52.27- 19, as applicable.

This application uses ALEXA ARRIRAW metadata extraction, CPU and GPU rendering, and ALEXA ARI File Format information provided by partner agreement with Arnold & Richter Cine Technik GmbH & Co. Betriebs KG (“ARRI”).

Certain image files are processed using software developer routines provided by Adobe Systems Incorporated Copyright (c) 1999 - 2026, All rights reserved.

ShotPut Pro compatibility is made possible by a grant of License Agreement for the Blackmagic RAW Software Development Kit with Blackmagic Design Pty. Ltd.

R3D Software Developer Kit resources are used to process RED format video files by license agreement with RED Digital Cinema, RED.COM, Inc.

Sony RAW/X-CON (F55, F55, F5, FS700 and VENICE/CineAltaV) and MXF wrappers are processed using software developer kit license agreement with Sony Corporation, initiated May 2021.