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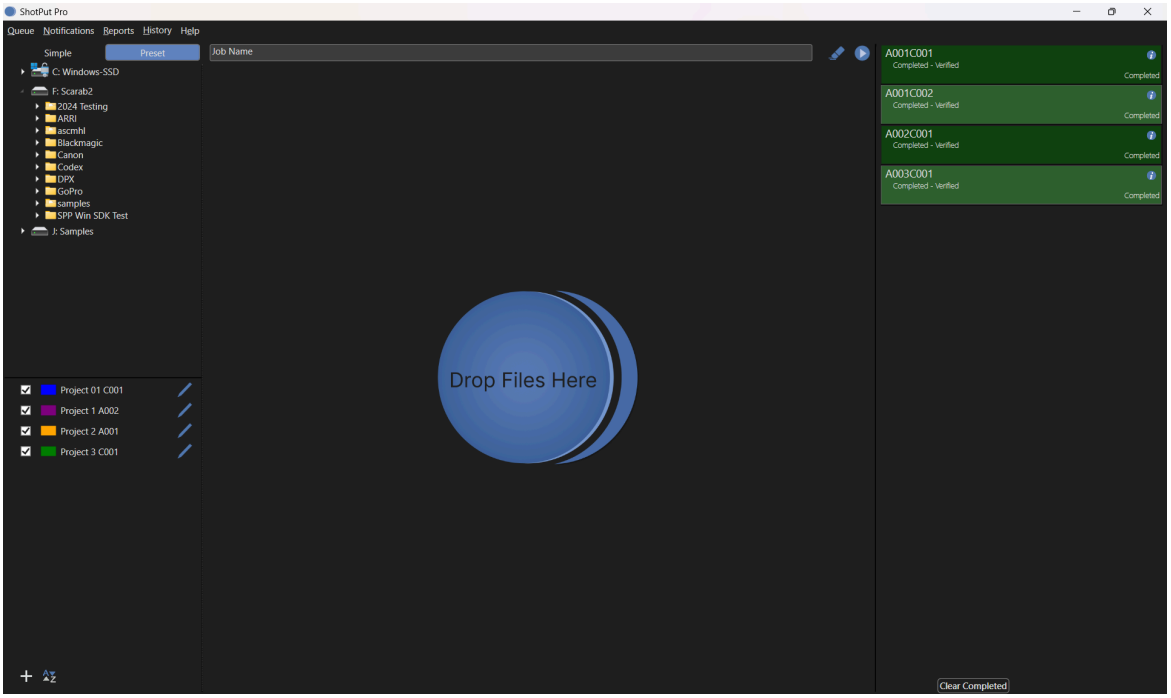
Welcome

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.



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!

Overview

ShotPut Pro® for Windows 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.

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 **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 4 extracted frames and metadata per clip from over 20 known camera types.

Personalize 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 info icon to open more details.

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.

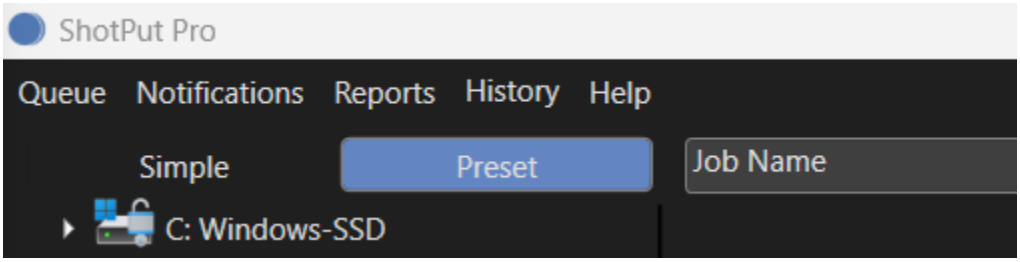
Error Checking: ShotPut Pro helps eliminate human errors by preventing accidental overwriting of existing files and folders, and checks whether there is available space at the output locations. An audible alert warns if a card or hard disk is disconnected during a job.

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.

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.

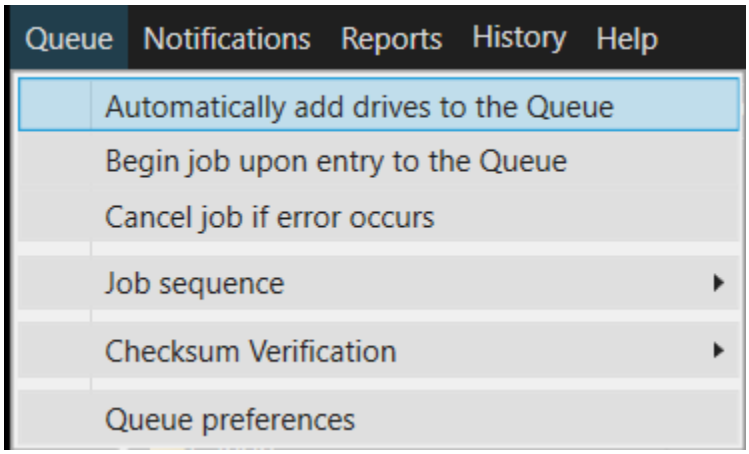
The most frequently changed settings are grouped in **Quick Select** menus at the top left of the application toolbar.



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 **Simple 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 Queue** to immediately begin offloading when any new removable drive or card is 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 its entire contents!

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

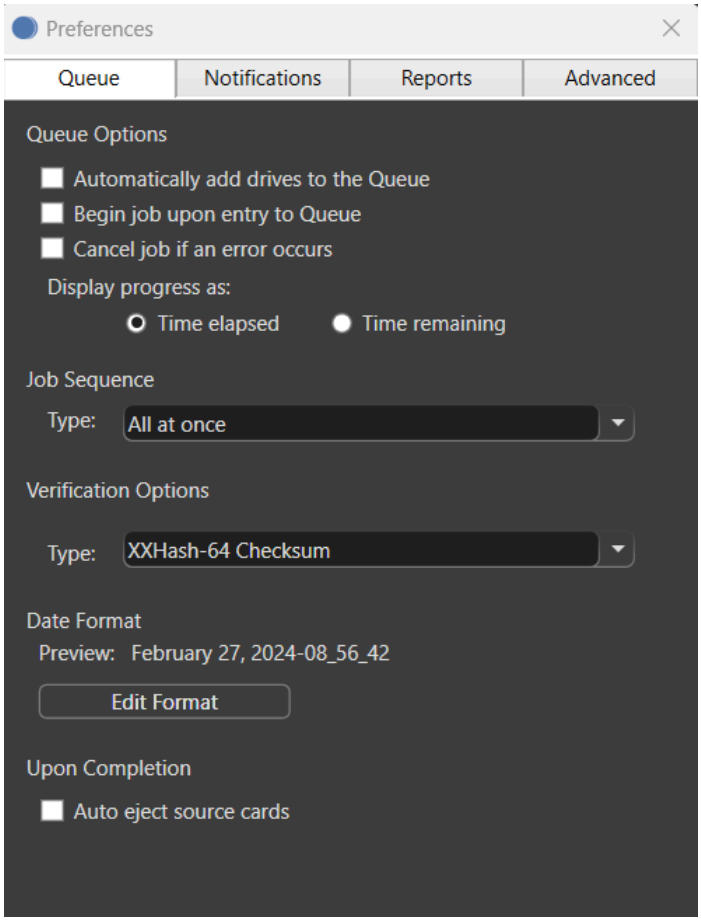
TIP: To automate Simple Mode add the '**Offload To**' destination(s) first then drag in the **'Offload From**' items.

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) ShotPut Pro will attempt to fix any copy or verification issues for you. If it's unable to correct the problems, the offload will finish what it can and all reports will include Error Warnings.

Job Sequence

The job sequence options are designed to give you more control over drive use. 'One at a time' simply performs the offloads in the queue in the order in which they were added.

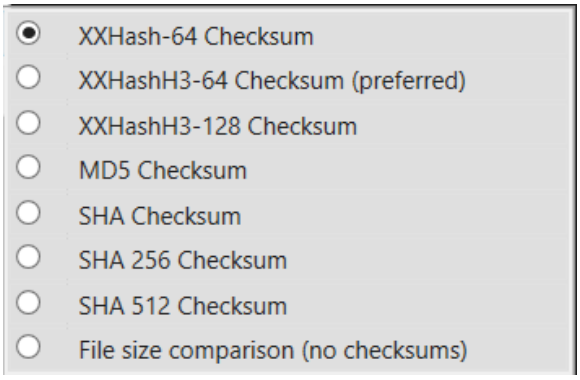


'All at once' means any queued offloads are all started at the same time when you click '**Begin**'. It also means all offloads will likely complete at about the same time.

TIP: Generally the '**All at once**' option should only be used in situations where both source and output drives are random access (not spinning media) and the connection ports have ample bandwidth to handle the data.

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.



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.

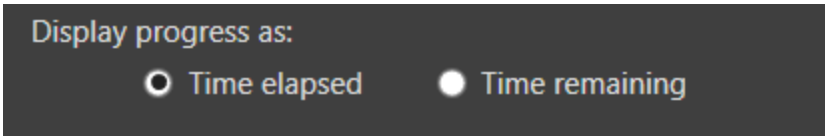
TIP: XXHash-64 is a new checksum method that employs near RAM speeds for processing. It can speed up verification to near read access and significantly improve throughput for RAW and other media with large quantities of files.

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.

TIP: Enable the option under **Reports Preferences** to output **MHL** Reports or **'Separate file of checksums'** and you'll be able to determine if the copied files still match the originals in downstream workflows.

Queue Preferences

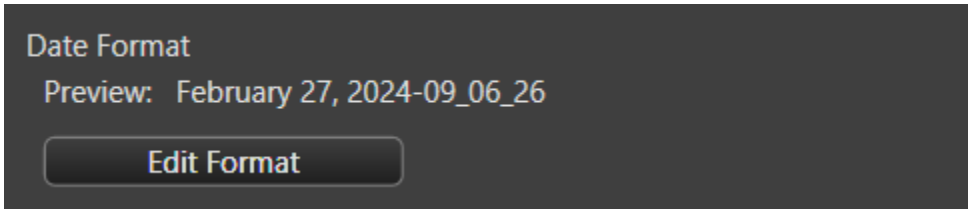
Additional options regarding the queue functions are found under expanded '**Queue Preferences**'.



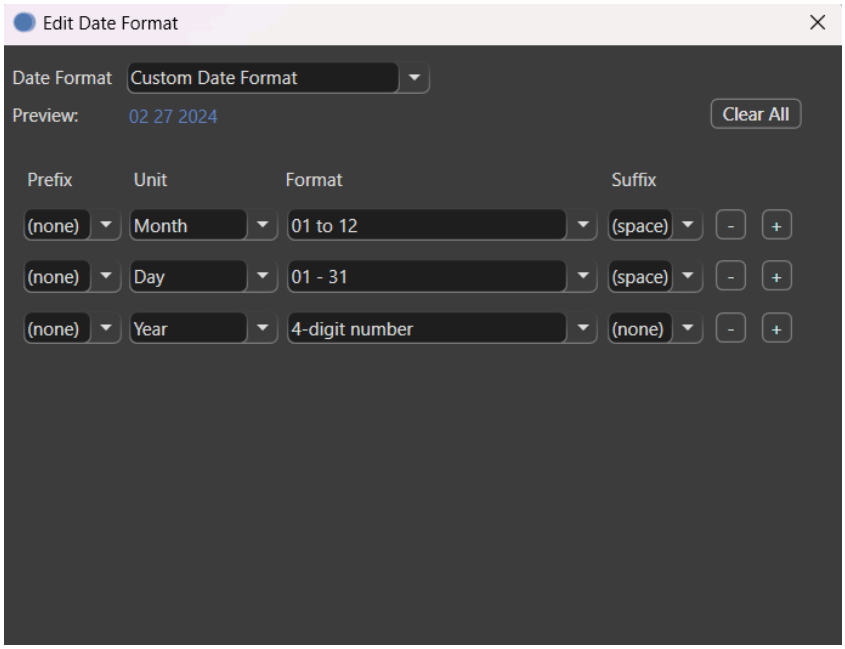
Progress may be displayed as '**Time elapsed**' estimated or '**Time remaining'**. The 'Time Remaining' option will attempt to project how long overall copying and verification may take and then count down the displayed time.

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. To build a Custom date format, choose the prefix, unit and suffix. Click the plus **(+)** button to the right to add more items. The preview is displayed near the top of the dialog.

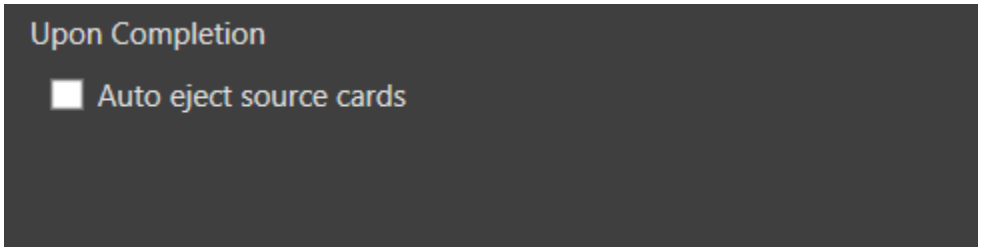


The date format set here is used across the application as the default.

TIP: You may override the date formatting within individual Presets without affecting this setting.

Upon Completion

You can save time by letting the software '**Auto eject source cards**' (or disks) from the Desktop upon completion of the offload.

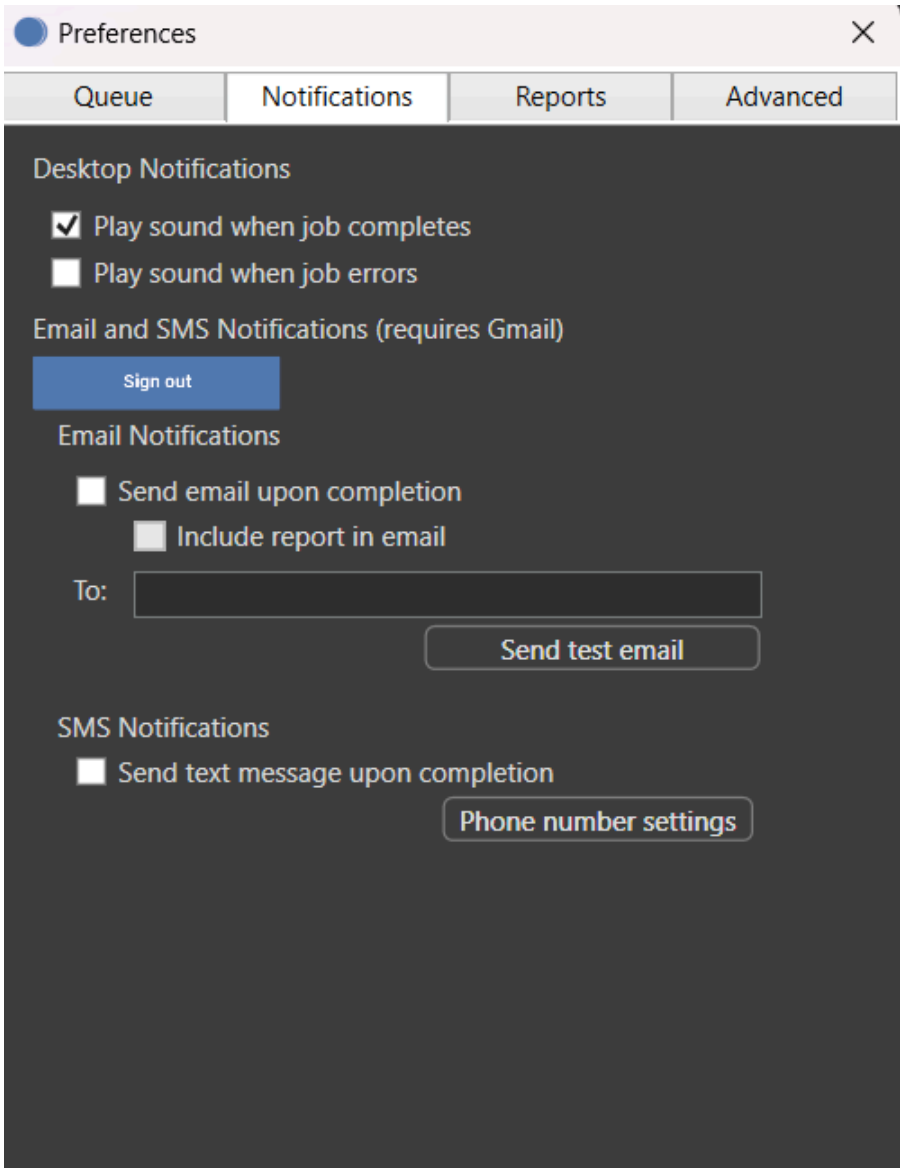


This simply makes it ready to unplug from your computer.

NOTE: Sources may not eject until Offload Reports are complete.

Notifications

ShotPut Pro features several automated notifications to inform you about offload progress. Select **'Notifications'** from the toolbar to open frequently changed notification options.



For desktop notifications choose '**Play sound when job completes**' and '**Play sound when job errors**'. ShotPut Pro can also send job completion status information via email or SMS text.

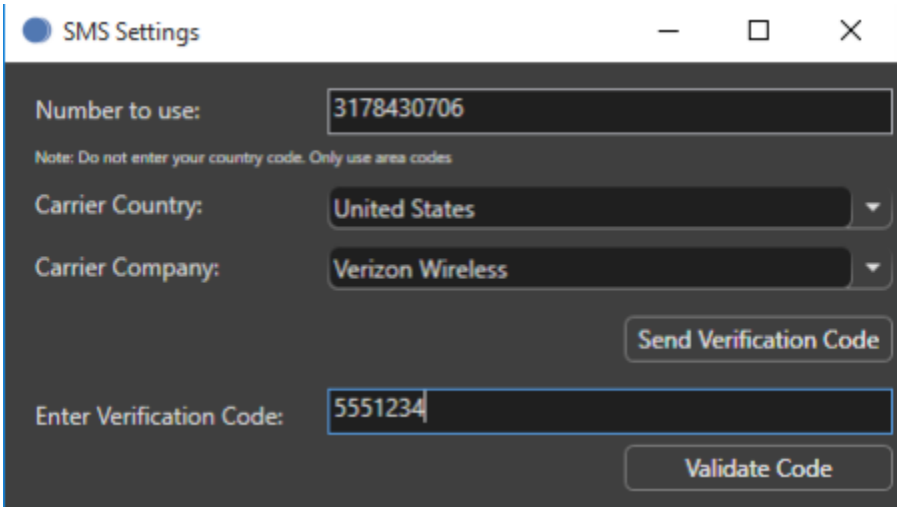
To set these up you must first link the application to a Gmail account. If you don't have one, create one—they're free. (**This is a 'send only' application so it will have no effect upon your other email communications).**

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**.



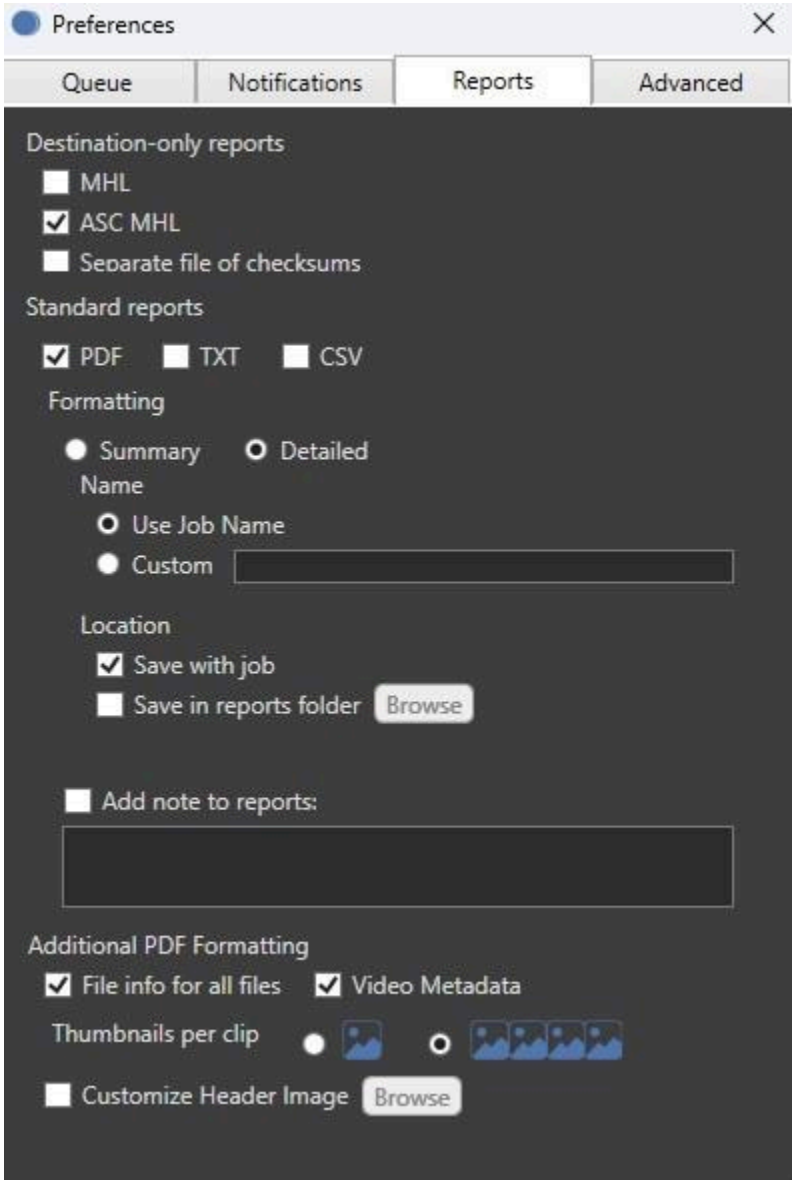
If the offload session fails or contains errors you'll receive notice of these as well as successful completion messages.

NOTE: Texting does not allow attachments due to size constraints. The SMS texting uses your carrier's incoming email server, use charges may apply. Some cell carriers no longer offer this option (text messages via email). Use email instead if necessary.

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

Report Preferences

Offload reports can be an important bookkeeping and even billing record of your data wrangling activities. Click the **'Reports'** button to set up.

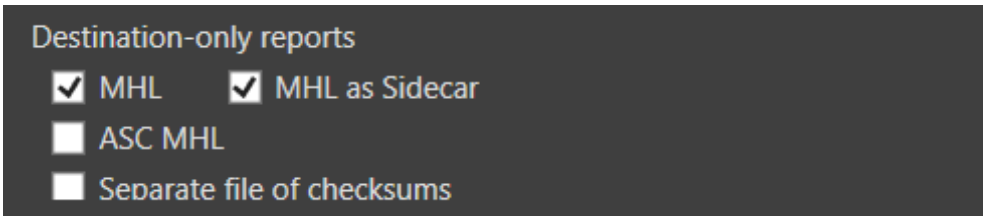


TIP: You may manually export reports at a later date from the **'History'** list (see next section of this manual).

Verification Files

ShotPut Pro can output three different types of checksum verification files. Select

a Media Hash List (MHL) seal , the newer American Society of Cinematographers (ASC) Media Hash List (ASCMHL), or a simple text list of files and checksums.



These are called 'Destination-only reports' because they must be saved as 'sidecars' to the offload material in order for their reference links to function properly.

ASC MHL

ASCMHL 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).

NOTE: When ASC MHL is enabled, you will receive warnings when attempting to copy to non-empty folders.

MHL

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 ASCMHL, but may still be in use or required by your 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.

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.

NOTE: When MHL seals are enabled, you will receive warnings when attempting to use incompatible checksums.

TXT Checksum File

'Separate file of checksums' enables Text Checksum Files which are named by the verification type (e.g. md5ChecksumFileSPP.md5).

Standard Reports

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

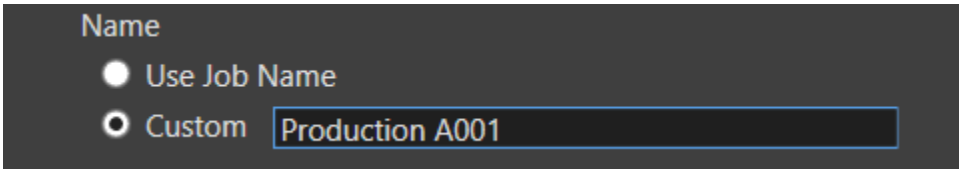
When you select a report type it will automatically be generated without further prompting after offloading has finished.

Report Formatting
Select how much detail your report will contain.

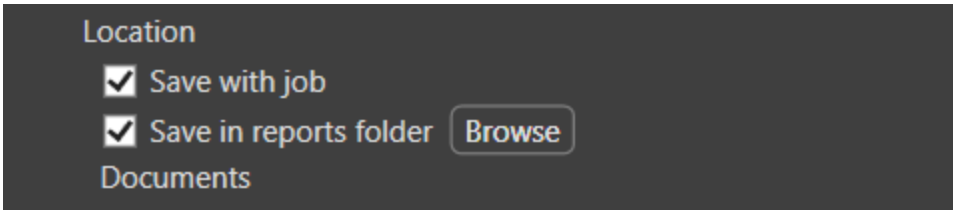
'Detailed' type reports contain a more thorough listing of each file's information including full path names, the name of the folders created, duration of each file's transfer, validation results, etc.

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

Report Name
Choose how to name the reports. They may be labeled automatically by the **Job Identifier** or you can type in a Custom name.



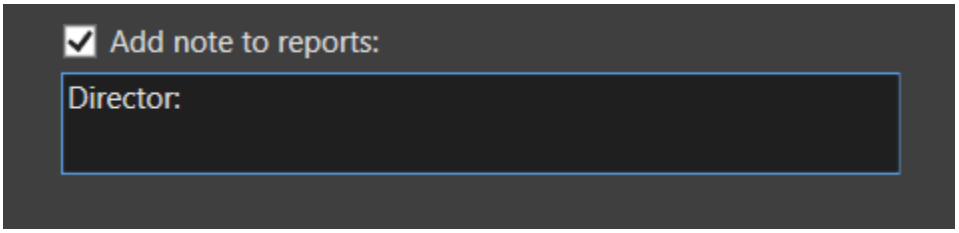
Report Location
'Save with job' places reports in a Report Folder in the root of the offload destination.



'Save in reports folder' allows you to browse to an existing location on your computer or attached drives to save all your reports together.

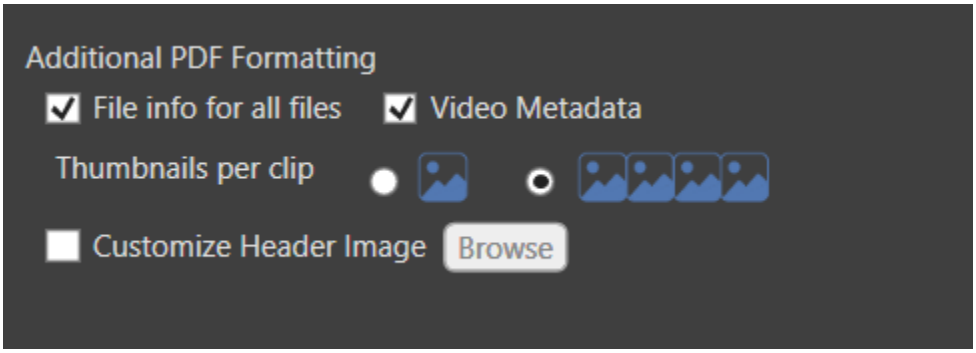
TIP: You may choose to save a report in both places—with the job and in a reports folder.

Notes
You may automatically '**Add notes to reports'.**



For example, this might be contact information, project details, etc. The notes will appear in each report at the bottom of summary information.

Additional PDF Formatting
ShotPut Pro is "video aware" and can extract file metadata and thumbnails for over 20 different camera/video formats including MOV, MXF, MTS, MPEG, AVI and more.



With PDF report type enabled above, choose whether to include information about '**File info for all files**' and **'Video Metadata'**.

Information for All Files means the report will include file system offload details about all files offloaded, not just video clips.

Video Metadata means camera reported details such as timecode, format type, frame rate, etc. These may vary from camera type to camera type. The metadata includes thumbnails. Choose one or four sampled video frames. These are sampled based on percentage locations within the clip.

NOTE: Frame based image sequence files such as RAW will be treated as if they're one continuous clip and sampled accordingly.

Customize Header Image
PDFs may be customized to include your own company logo if desired.

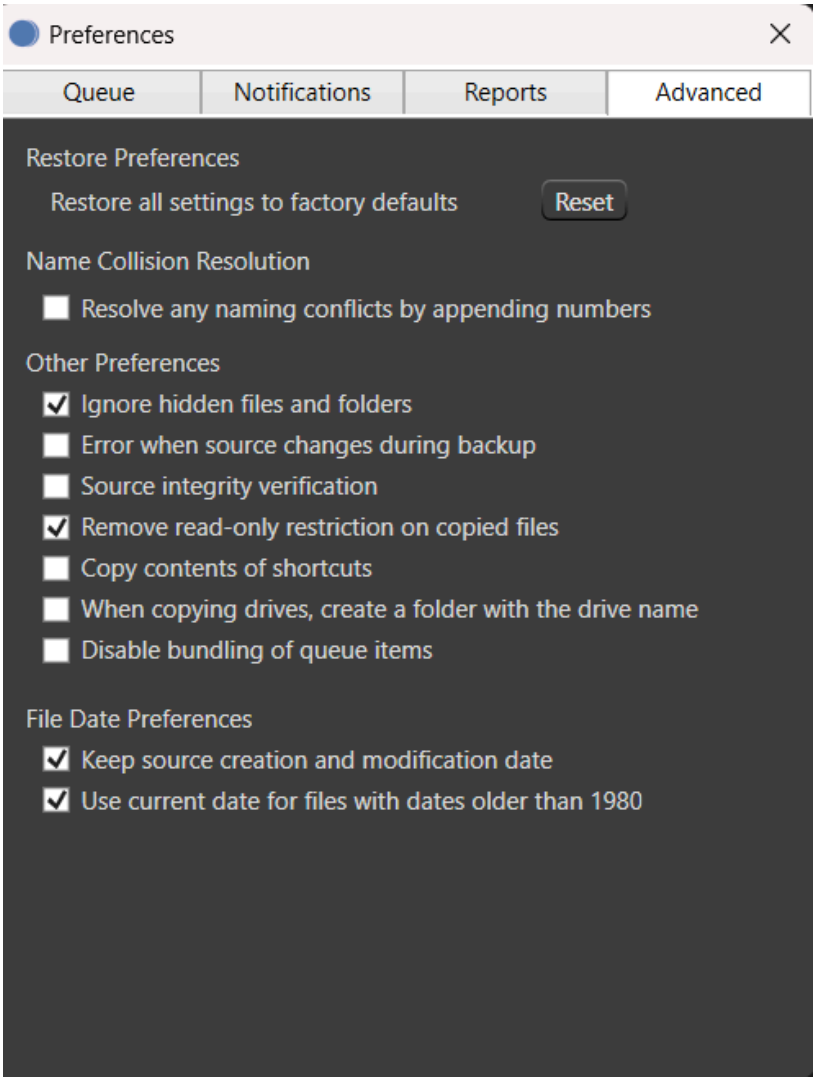
To replace the ShotPut Pro logo with yours, they must be PNG, JPG, TIF, GIF or BMP and 128x128 pixels. Larger files will be resized appropriately. Non-square files may be cropped or stretched to fit.

Enable the option and browse to the header image file.

TIP: To remove the header image, simply replace it with another. Or, you can **Reset** preferences factory defaults under **'Advanced Preferences**'.

Advanced Preferences

'Advanced Preferences' are defaults that generally are not changed frequently.



Reset Preferences

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

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

Name Collision Resolution

If you're copying multiple items to the same destination (output location) without creating unique folders, 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 to resolve manually.

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.

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 their contents are fully indexed by the operating system. Therefore, should an offload be started too quickly, some files may not be copied!

'Error when source changes during backup' feature 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.

Source Integrity Verification
Sometimes media card readers begin to fail, or the cabling to them is intermittent or faulty, etc. 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.

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.

Files containing Shortcuts
Files containing path information such as NLE project files may contain references to other media files that can cause copy errors.

While it's unlikely your data will contain such files, you can instruct ShotPut Pro to **'Copy contents of symbolic links'**, meaning follow the links and include the referenced files in the offload copy.

Drive Name Inclusion
Normally users want to ignore the card or volume name and just copy its 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 drives, create a folder with the drive name'.**

Disable Bundling
For best performance ShotPut Pro automatically combines (bundles) all items dropped into the queue 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**'. For example, with feature enabled two cards dropped into the Preset queue will result two separate jobs with individual statuses.

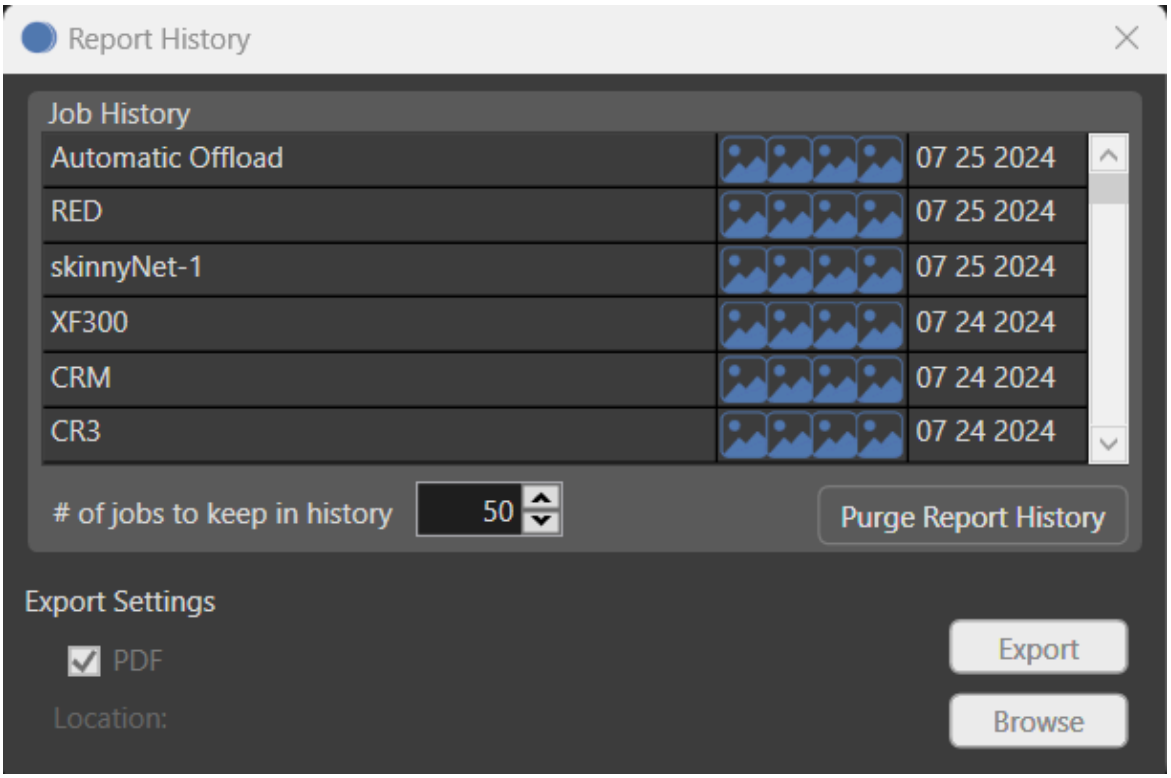
File Date Preferences
Files copied from external drives or devices may incorporate the date the file was created at the output destination rather than original information.

Choose **'Keep source creation and modification date'** to instruct 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'**.

Offload History

ShotPut Pro saves a history of your jobs and any video thumbnails sampled. PDFs can contain thumbnails only if the preference to collect them was selected during the offload process.



ShotPut Pro keeps as pool of recent offloads so you can manually generate reports at a later time. The **'Job History'** list includes the **'Offload Identifier'** and date/time stamp.

To export a report, select the job in the list and browse to the location where you'd like to save them. Then click **'Export'**. For historical reports, only PDF reports are able to be generated.

TIP: 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.

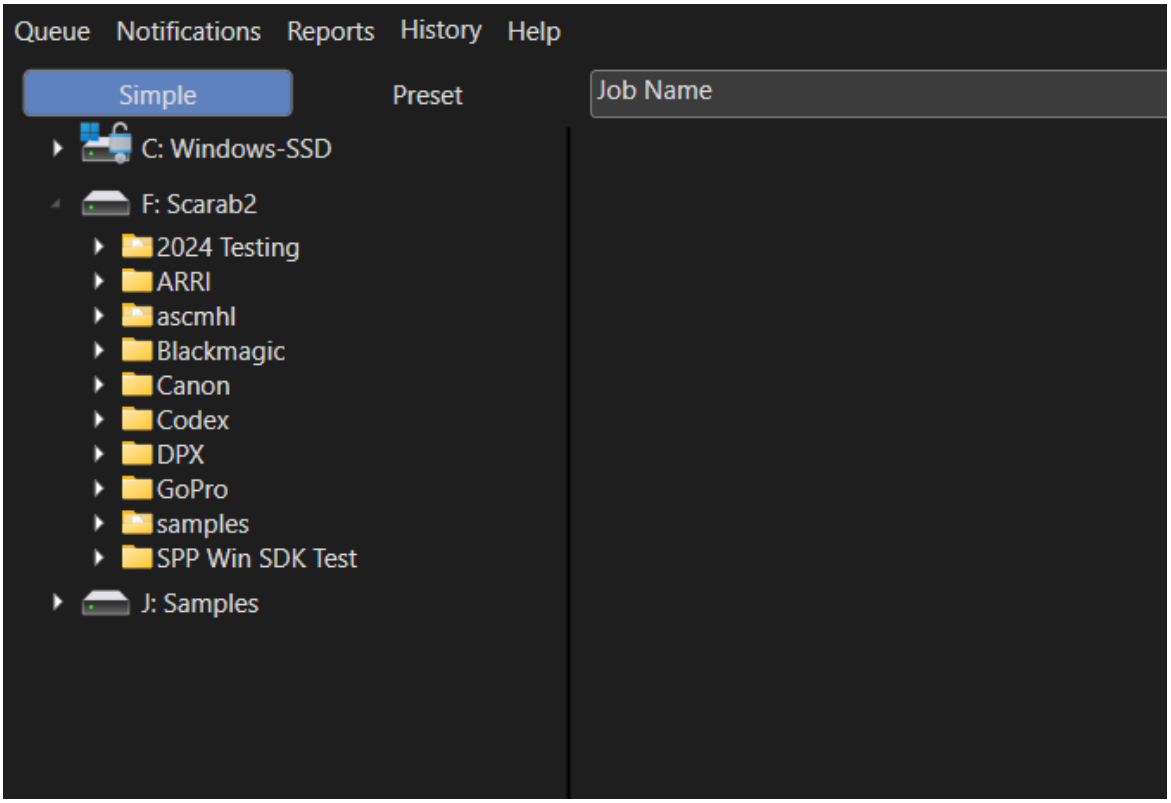
Offloading

ShotPut Pro has two different offloading views; **Simple** and **Preset** modes.

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 drive list into the top **'Offload From'** queue area. Likewise drag output destinations into the **'Offload To'** area. You may queue multiple 'From' and 'To' items.



Press the **'Begin'** button (upper right) to start the copy process.

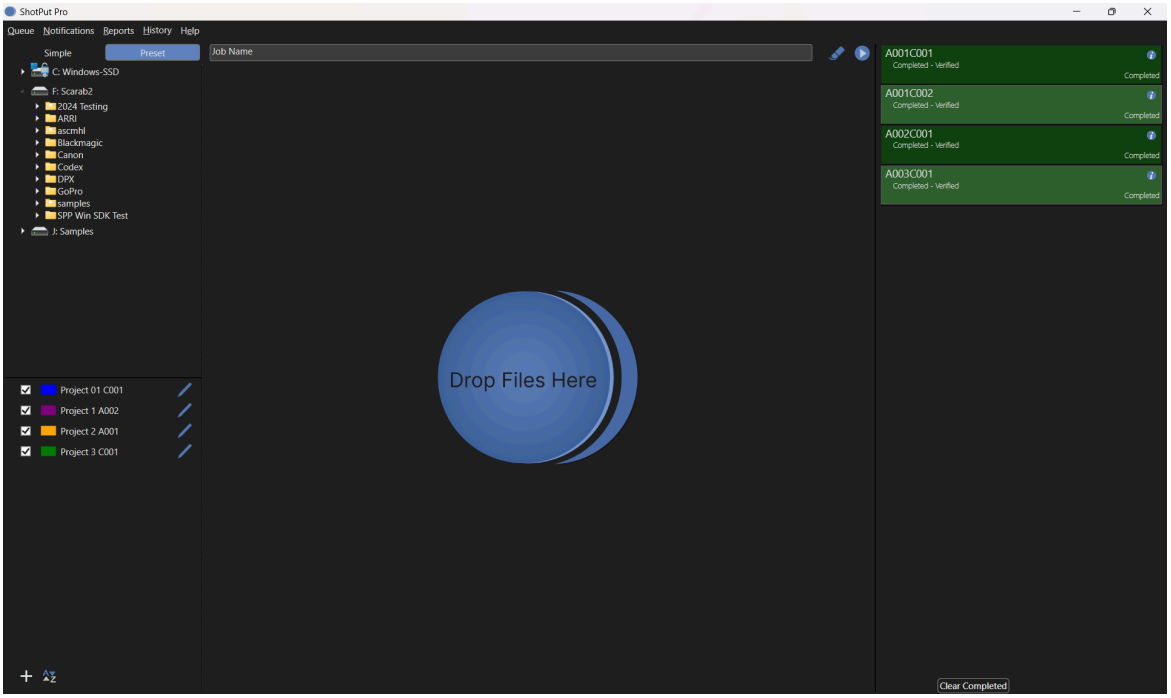
Even though you're not creating new folders, file copies in this mode are treated as jobs too. You can type in a **'Job Identifier'** and save Reports and checksum files for any items copied in this manner.

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

TIP: To automate starting copies, enable the option in Queue Preferences to **'Begin offloading upon entry to the Queue'** if you prefer copying to start without manually pressing the **'Begin'** button on the main window. In **Simple Mode**, add the **'Offload To'** destination(s) first then drag in the **'Offload From'** items.

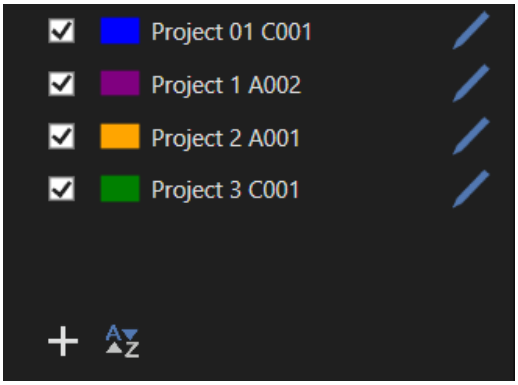
Preset Mode

Preset mode automatically creates and names folder for you in the output destination(s). Simply drag-and-drop files or entire volumes to be copied into the queue area and let ShotPut Pro do the rest.



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.**

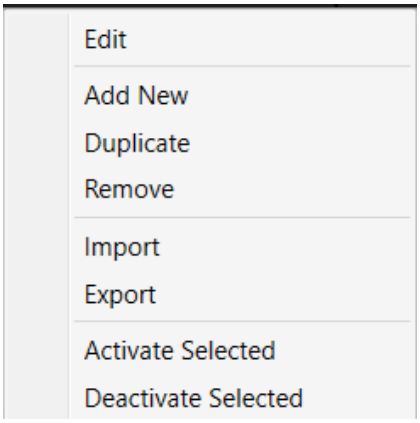
Create your own presets and turn them **'ON'** or **'OFF'** by the check box to the left of the name.



Click the Plus **[+]** button or **'RightClick'** anywhere in the list the list to '**Add New**'.

To delete a Preset, select it (or more than one) and **'Right-Click'** to **'Remove'**.

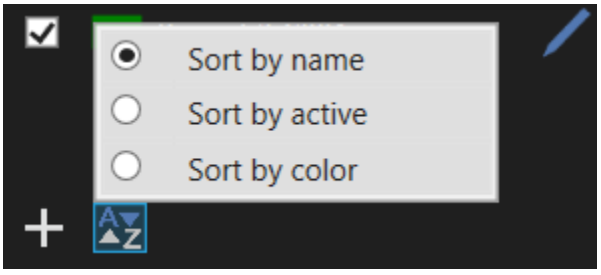
Other options available via **Right-Click** include **Duplicating**, **Import**, **Export** and activating or deactivating a preset.



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

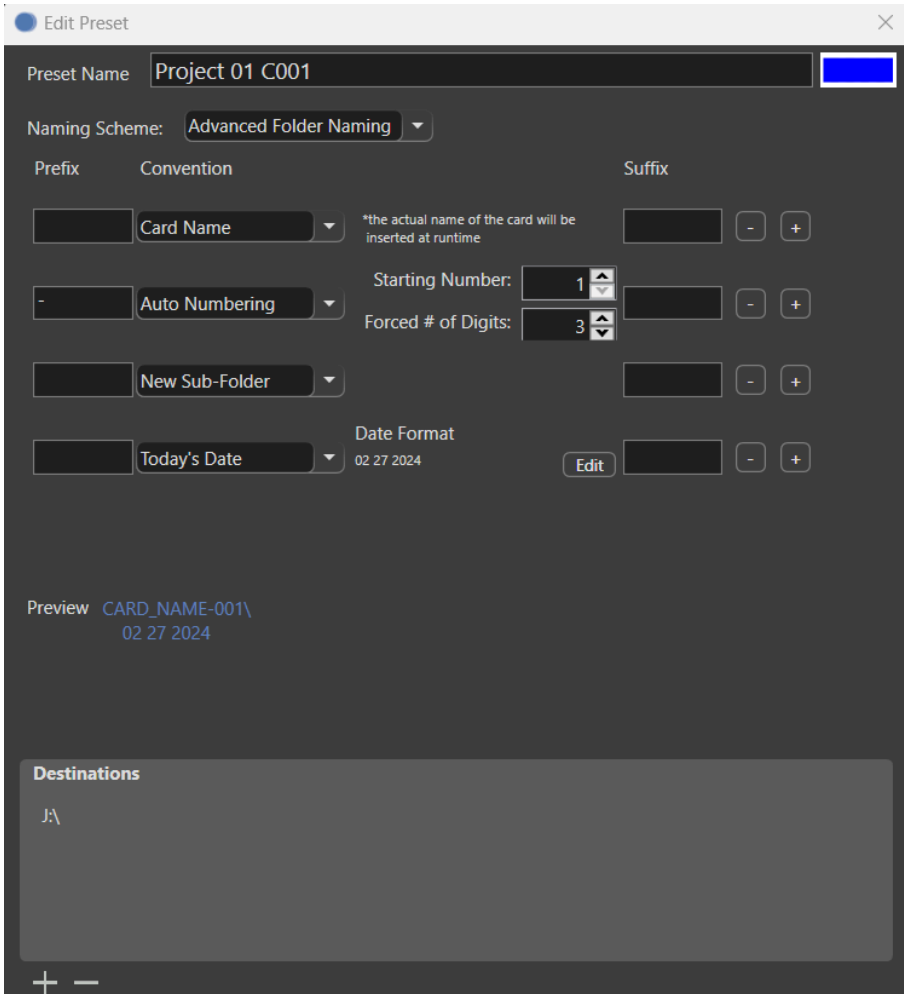
Presets may be **Imported** and **Exported** between computers and users for convenience and consistency.

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, or double-click on the preset to open it.



Type in a **'Preset Name'** that helps you differentiate between them. You may also use color to help group presets for easy reference.

Click the color box (upper right) to open a color 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 Folder Naming'** schemes.

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

Use **'Custom Value'**, **'Card Name'**, **'Auto Numbering'**, **'Today's Date'**, **'Date Drive Created'**, **'Date Drive Modified'** or **'Job Identifier'**.

To type in a name select **'Custom Value'** 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.

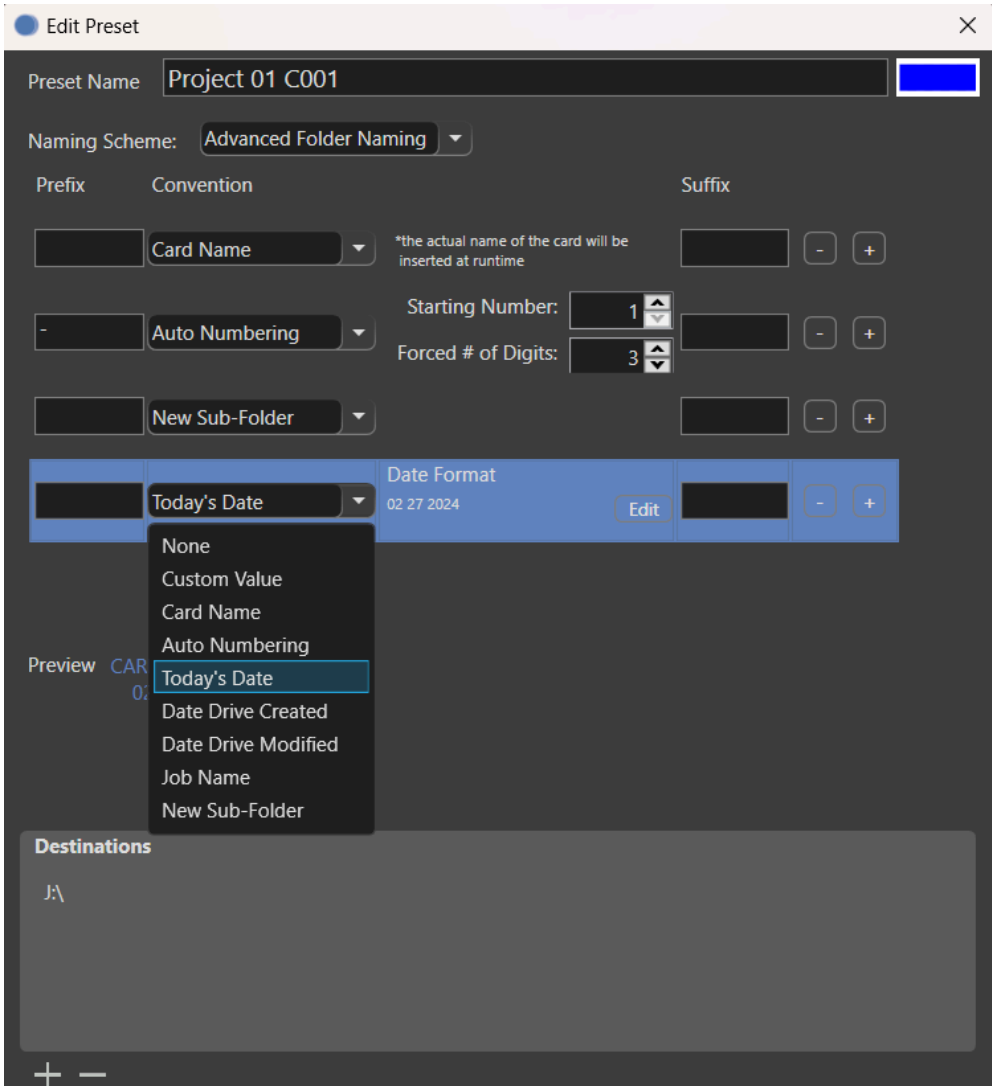
Output folder naming based on the date/time information can be useful to ensure unique labels as well as organizing your cards based on when they were shot (provided that the card contains this information).

You may override the global date format (set under Queue Preferences) 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.

Notice that the **'Preview'** shows how the path and folders will be created. Subfolders are presented in an indented fashion to help visualize the structure.

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 root folder or drive where you would like sub-folders to be created. Click the Minus **[-]** button to remove paths.

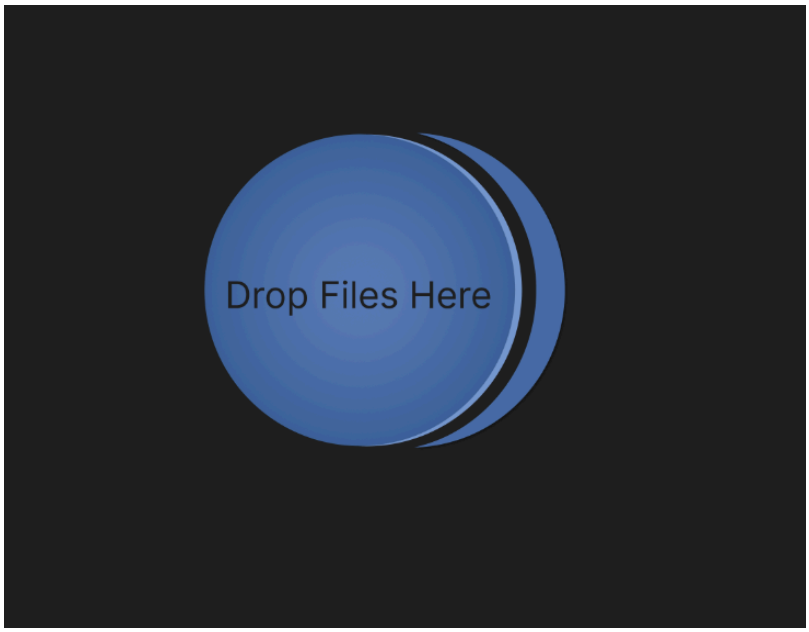
You may add as many destinations as desired and just select (checkmark) those to use. At least one valid output destination must be active before you will be allowed

to begin the offload using the preset.

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

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.

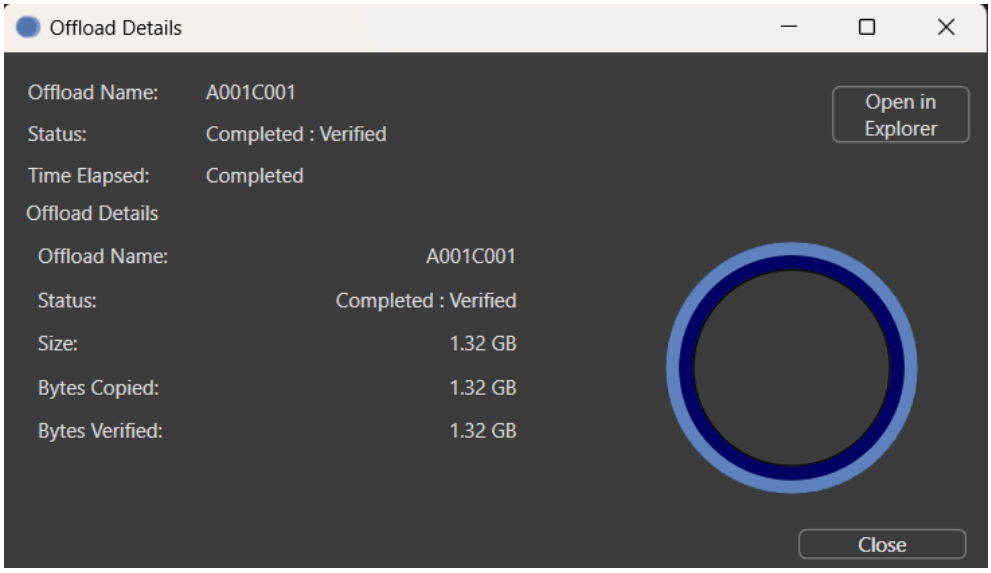
ShotPut Pro offers detailed information about offloads in progress or completed. Offload progress status are reflected by both color and text, and displays the estimated time remaining (or elapsed, depending upon preference settings).

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

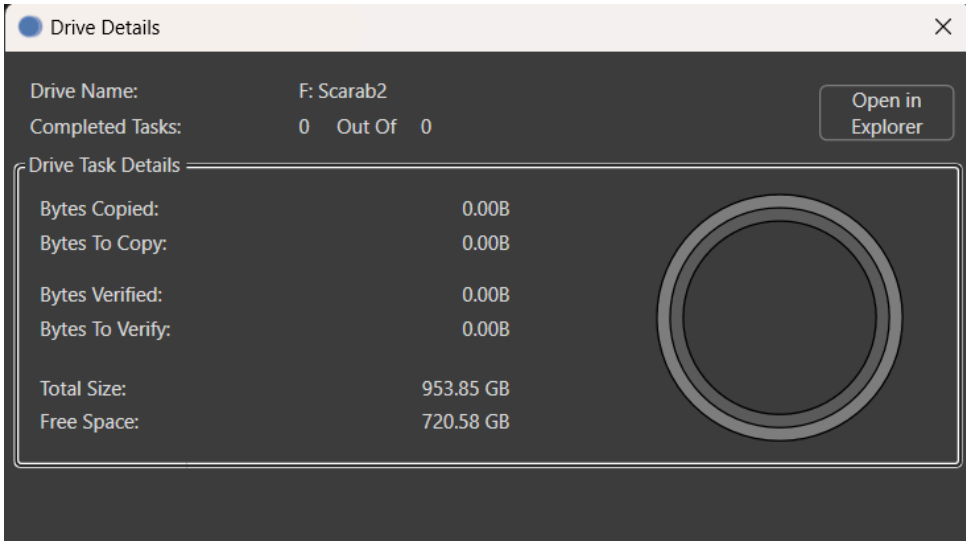
Click the folder-info button in the offload status to open **Details**.



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.

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

ShotPut Pro also offers rich details about any mounted volume. You can **'Get Info'** about any pending tasks involving the disk or card by right-clicking on the drive in the Drive List, and choose **'Drive Details'**.



TIP: Drives not currently in use may be **Ejected** from this **Drive Details** panel. This is a handy op

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 **windows** configuration:
-Windows 10 or 11 (64 bit)
- 2.0 GHz dual-core processor
-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).

Checkout 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 Cant 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 Imagines Web site to fill out a problem report
http://www.imagineproducts.com/ 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 applications menu, select **Check For Updates** to manually check for updates. If your Update Plan isnt 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 - 2014, 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.