

POMFORT^{fn}

User Manual



Offload Manager

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Overview

Introduction

Thank you for purchasing Offload Manager. Offload Manager is a software by Pomfort that is based on technology used by professionals in video and film productions around the world. It includes a fast and reliable file copy engine, powerful reporting capabilities, and a comprehensive database for storing information about all performed activity.

To get a good understanding of the software and its features, we recommend that you read at least this introduction with the description of the main use case, and the chapter “Getting Started With Primary Features”.

For full coverage of all features including licensing topics, exchange of the library with other products, and application preferences, continue with the chapter “Additional Features”.

The chapter “Troubleshooting” contains a collection of topics that help you in certain use cases such as moving a license from one computer to another, or in case you run into unexpected situations.

Main Use Case of This Software

Offload Manager is intended to be used as an offload and reporting software for film productions. The software covers the simultaneous creation of verified, multiple backups of camera cards and other media during a video production. It can create reports about the offload activities and all processed files and clips. The information about all activity is stored in a database for later reference and for export to other software products.

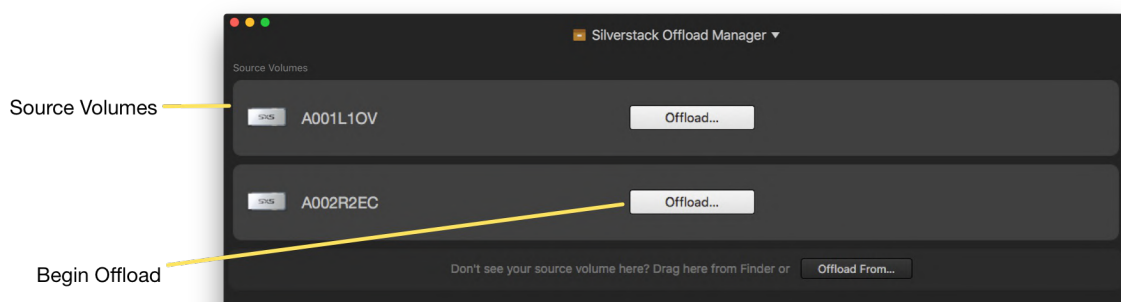
The main use case is to create backups and reports of media files from cameras and other devices. In Offload Manager this use case is split into two activities, offloading (creating the backups) and creating reports.

Offloading:

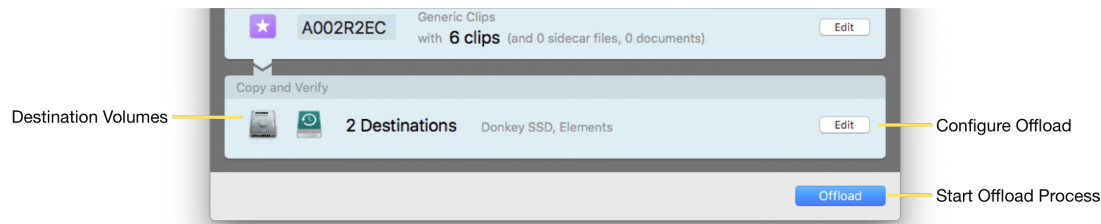
With Offload Manager you can create backups on multiple destination volumes simultaneously. Therefore two steps are necessary:

- Select the source volume (e.g. camera card)
- Configure the destination volumes (e.g. hard drives, SSDs or RAID systems)

You select the source volume in the main screen by clicking “Offload” on one of the volumes displayed in the source volume table:



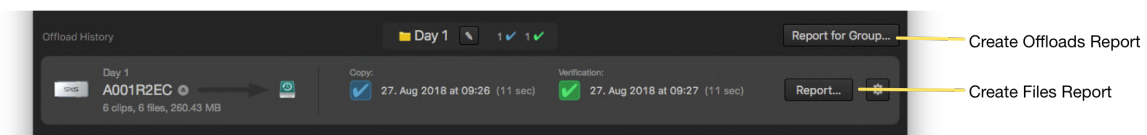
You configure the destination volumes in the offload wizard:



You can choose multiple file system folders as destinations for an offload process. By clicking “Offload” you start the offload process. Offload processes run in the background, so that you can continue to work with the software, e.g. by creating reports for already finished offloads, or starting new offloads.

Creating Reports:

For finished offloads you can create two types of reports (e.g. as PDF files), a “Files Report”, that contains summary and details of all offloaded files and clips, and a “Offloads Report”, containing summary information about multiple offloads. You can create these reports by clicking the corresponding “Report...” and “Report for Group...” buttons on offloads or groups of offloads.



System Requirements

To run Offload Manager, you need a Mac computer that runs macOS 11.0 or newer.

Deprecated Operating Systems

Offload Manager still works on the following macOS operating systems but a deprecation warning shows that support for those operating systems will likely to be removed soon:

- *currently no deprecated macOS for latest Offload Manager version*

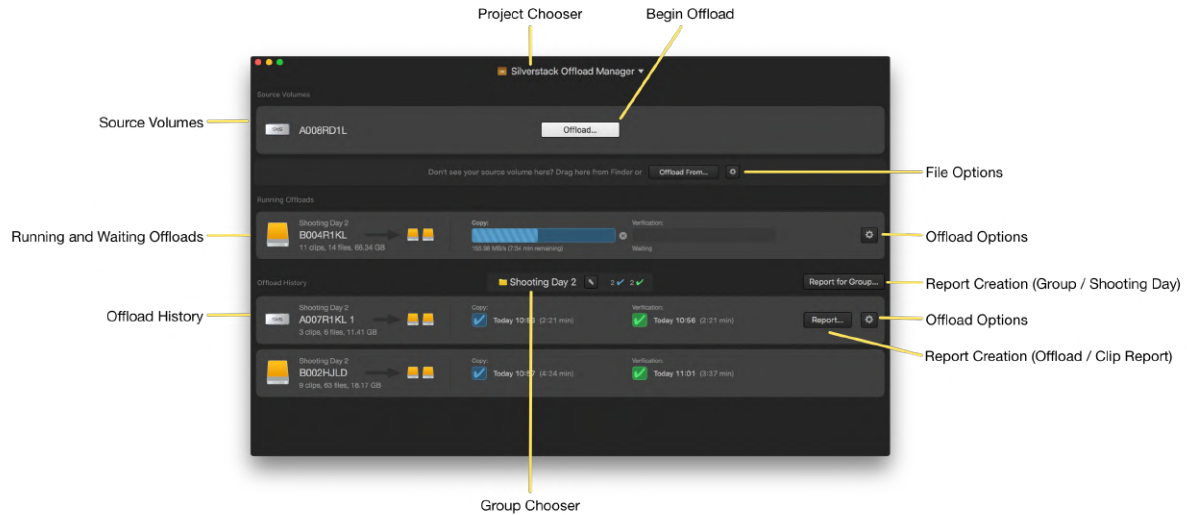
You can find a changelog for the released Offload Manager versions [here](#).



Getting Started With Primary Features

Main Screen

The main screen of Offload Manager contains all primary controls for operating the software. You can start offload processes and create reports, and you have an overview of all running and past activities.



Project Chooser:

Offload Manager lets you manage everything in projects. Dividing your work into independent projects helps when creating reports or browsing the offload history.

Source Volumes:

Offload Manager automatically lists detected camera cards. The source volumes are the starting point of any further activity.

Begin Offload:

Source volumes have a big “Offload...” button that starts the offload process by showing the offload wizard with further settings about destination volumes for the offload process.

File Options:

If you want to offload just a folder or your volume is not detected as a camera card, you can choose either one of any attached volumes or an arbitrary file system folder. You can also hide a volume from being displayed as a source volume.

Running and Waiting Offloads:

Offload Manager lists all running processes here. In addition to the progress, also remaining time and current disk read/write speeds are displayed.

You can cancel an offload at any time by clicking the “x” button besides the progress bar. If you cancel the copy process, the files on the destination will be incomplete. If you cancel the verification, the files are copied to the destinations, but are not verified there. You can resume copy and verification later by clicking the “...” button besides the progress bar.



Offload History:

Offload Manager stores a history of all offload processes in its library. The stored information includes source and destination volumes, finish dates, file sizes, and success status of copy and verification jobs.

If the offload process failed (e.g. because one of the destinations have been accidentally unplugged during the offload), an error message is shown in the offload row, and buttons for options to recover from the error are displayed.

The offload history table is sorted descending by the last finished date of that offload (offloads that finished latest are on top).

Group Chooser:

You can group offloads in the offload history in groups. Typically you would create a group e.g. for each shooting day. You can later create summary reports (“Offload Reports”) that contain all information (offloads, files, clips) contained in a group. With the group chooser you can limit the display of the offload history to the offloads of a certain group, or you can display all offloads of the entire project.

In the group chooser you can add new groups, rename the current group, and delete an empty group.

The group chooser displays summary information about the offloads contained in the currently displayed group:

- Number of successful copy jobs
- Number of successful verification jobs
- Number of failed offloads

The numbers for successful copy jobs and successful verification jobs contain the total number (e.g. “4/5”), if some offloads have been cancelled by the user.

Offload Options:

Depending on the current state of an offload (waiting, running or finished), you can choose from additional actions, such as:

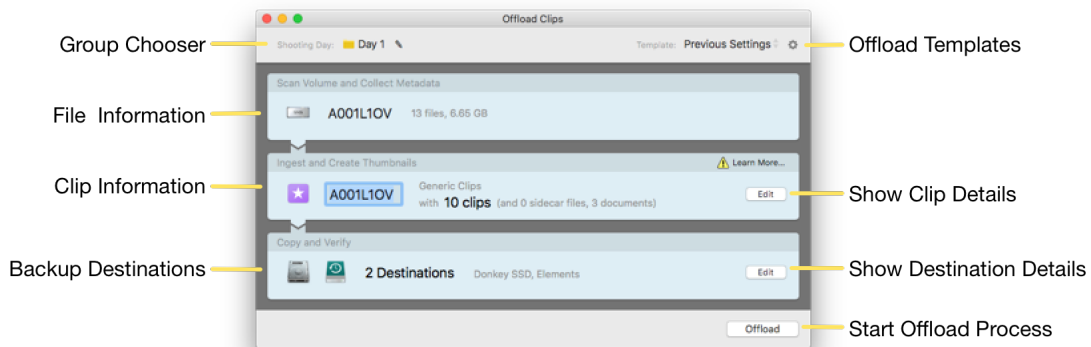
- showing job details for copy and verification processes ([see job details](#)),
- move and offload to another group,
- delete an offload,
- show files on source or destination volumes in Finder,
- offload a source volume again, and
- eject the source volume.

Report Creation:

You can create reports for individual offloads or for groups of offloads. When creating a report for a group, “Offload Report” is selected in the report export wizard. When creating a report for a single offload, “File Report” is selected in the report export wizard.

Offload Wizard

The offload wizard contains all controls to setup an offload process with a summary of to be offloaded files and clips, a selection of destination locations, and additional offload options. The offload wizard opens when clicking the “Offload...” button on a source volume or chose a volume or folder for offloading.



Group Chooser:

With the group chooser you can choose which group (e.g. shooting day) the offload belongs to. In the group chooser you can add new groups, rename the current group, and delete an empty group.

File Information:

Offload Manager scans a source volume or folder to gather information about all contained files. The file information area shows the scanning progress and shows a summary about the found files.

Clip Information:

Offload Manager detects video and audio clips for a broad range of professional camera models. The clip information shows which clip format has been detected and how many clips have been found.

Offload Manager chooses a meaningful name for the offloaded card. This “bin” name shows up as the name of the offload later. You can edit this name by clicking into the text field besides the pink icon with the star. Editing the bin name with your custom names can be helpful, if you are using a camera that always uses the same card name.

The clip information’s header bar can contain warnings or further information about the found clips, such as duplicate warnings (if the volume has been offloaded already), or information about ignored files (see [Ingest Preferences](#) for more about ignored files).

If you disable the “Allow ingest of duplicates” checkbox, the “Offload” button stays disabled when the scan process finds clips offloaded before in the same project. This further prevents the offload of duplicate files and cards.

Show Clip Details:

You can expand the clip information area to show a list of detected clips with additional information such as size, format, and duration by clicking the “Edit” button. You can allow the offload of duplicate clips (e.g. when you already offloaded a volume before) by checking the “Allow ingest of duplicates” checkbox. In the clip details you can also review and change the primary clip format that has been detected.



Backup Destinations:

The backup destinations displays a summary of the chosen destinations for the offload process. If more than three destinations are chosen, a “+” sign indicates more destinations.

The backup destinations’ header bar can contain warnings or further information about the destinations. Warnings could be that there is not enough space on one of the destinations or that no destination is selected.

Show Destination Details:

You can expand the backup destinations area to change the destinations and offload options by clicking the “Edit” button.

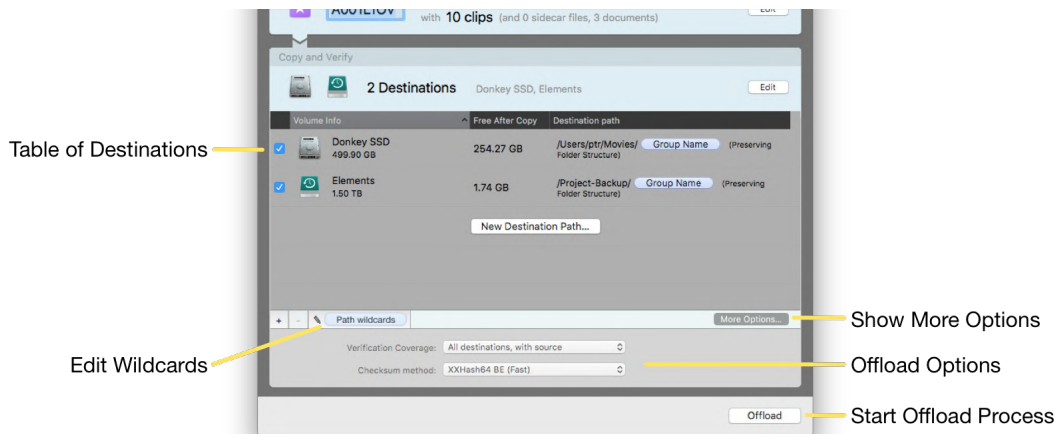


Table of Destinations:

The table of destinations contains a list of all file destinations for the offload process. Each row contains the icon of the volume, information about size and free space after copy on the volume, and the path on the volume where the offload will put the files.

You can add a new destination by either clicking the “New Destination Path...” button or the “+” button below the table. You can remove destinations by clicking the “-” button below the table. You can temporarily enable and disable destinations with the checkbox at the beginning of each row.

Show More Options:

You can show the offload options panel by clicking the “More Options...” button.

Offload Options:

In the offload options you can choose, how the source and destination volumes are covered by verification. Verification is performed by comparing checksums (hash values) of all files with the hash values created during reading of the files from the source volume. The options are:

- All destinations, with source: All destinations are read and verified. Also the source is read again and verified, this can detect reliability problems with the source medium. This is the most secure and recommended setting.
- All destinations, no source verification: All destinations are read and verified.
- No verification, file size check only: No verification is performed at all. Only the file sizes of the destinations are compared with the file sizes of the source after the copy process.



You can also choose the checksum method that is used for verification. The options are:

- XXHash64 BE (Fast): This is the fastest and recommended checksum method.
- MD 5 (Slow, widely used): This is a commonly used checksum method, which has the drawback that it is computationally heavy and limits the offload speed to around 300 MB /sec. It is only recommended if the receiver of the offloaded file demands MD 5 as the checksum method.
- SHA 1 (Slow): This is a checksum method, which has the drawback that it is computationally heavy and limits the offload speed to around 300 MB /sec. It is only recommended if the receiver of the offloaded file demands SHA 1 as the checksum method.

Start Offload Process:

By clicking “Offload” you start the offload process. A new offload will appear in the “Running Offloads” area in the main screen.

If the “Offload” button is disabled and greyed out, check the details in the areas above for warnings.

Wildcards:

You can let Offload Manager automatically create a folder structure for you on destination volumes. Therefore you can use “path wildcards”. Click on the “Path Wildcards” button below the destination table to open the wildcard editor for the currently selected destination volume.

The default path already has two wildcards, “Bin Name” (the name you can edit in the clip information), and “Folder Structure” (the file and folder names of the source card).

The wildcards for the default are set up to replicate the folder structure of the source card on the destination. Pay attention, as changes in the wildcards can break the behavior of keeping the source folder structure on the destination side.

You can drag wildcards from the wildcards table and drop them at any position in the path text, e.g. to add a date folder before the “Bin Name”. You can type into the path field to edit and extend the path, e.g. to with dash (“-”) or slash (“/”) symbols.

You can see previews of the wildcards in the table. A preview of the entire path on the destination can be seen in the “Example” row.

Offload Templates:

You can store the settings of the offload wizard in so called “offload templates”. These settings include all configured destinations, the wildcards, and the offload options with verification coverage and checksum method.

You can use offload templates for example to quickly access different destination sets e.g. for different camera formats, that should be copied to different destinations.

You can save the current settings of the offload wizard in a new template by clicking on the gear icon in the top right corner of the offload wizard and choosing “Save as new Template...”. You can then enter a custom name for the template. You can switch between saved templates by clicking on the name of the template. You can rename and delete custom offload templates also by clicking on the gear icon and choosing the corresponding menu entries. You can also update a template with changed options by choosing “Update current Template”. Modified templates are indicated with an asterisk (“*”) following the name.

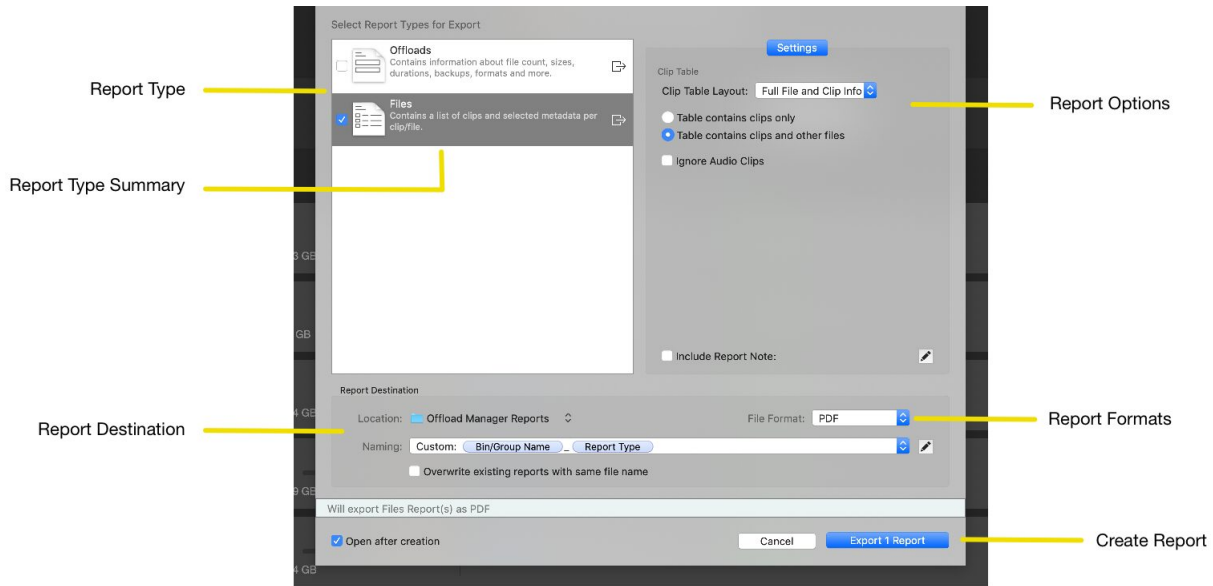
If no offload template has been saved, the offload wizard remembers the settings from a previous offload. This is indicated by “Previous Settings” as the template name.



Reports Dialog

In the reports dialog you can configure the report creation. You can choose the report format, type, and options.

The covered content of the report is chosen by the location from where you opened the reports dialog. E.g. if you clicked on the “Report...” button on an offload, the contents of that offload will be in the report, if you clicked the “Report for Group...” button, the contents of all offloads in the currently selected group will be on the report.



Report Type:

In Offload Manager you can choose between two different report types:

- **Files Report:** This report type contains a summary of file sizes and clip durations, and a table of files in the selected offload or group. This is the default report type when creating a report for an offload.
- **Offloads Report:** This report contains an extensive summary of file sizes and backups, running time and formats, and a list of all offloads in the selected group.

Enable both checkboxes for the report types to export a Files and an Offloads Report simultaneously.

Report Type Summary:

The report type summary displays a schematic preview and a description of the contents of the selected report type.

Report Options:

The report options let you further customize the selected report type.

The options for the Files report are:

- You can choose the column layout of the table in the report. Offload Manager defines several column layouts, that focus either on file information (e.g. file sizes, hashes), or on clip aspects (e.g. running time, fps, start timecode), or both.
- You can either choose to list all files in the table in the report or only clips.



- Enable the checkbox “Ignore Audio Clips” to exclude all audio clips from the report.
- Enable the checkbox “Include Report Note” to include a custom report note in the report.
 - Click the edit button and enter plain text or [markdown](#)

The options for the Offloads report are:

- You can choose which summary boxes and tables are shown in the report.
 - Available summaries are:
 - Offloads
 - Source Folders
 - Offloads
 - Video
 - Video Reels
 - Video Formats
 - Audio
 - Audio Tapes
 - Audio Formats
- Enable the checkbox “Include Report Note” to include a custom report note in the report.
 - Click the edit button and enter plain text or [markdown](#)

Report Destination:

In the report destination section you can select the export location, the file format and the naming for the report.

- Location: Select the folder the report should be stored on disk as a file when exporting.
- Naming: You can choose a template for automatically creating the filename for the report, or you can enter a custom file name (by selecting custom and using the edit button).
 - Enable the checkbox “Overwrite existing reports with same file name” to replace reports with identical file names at the export location.
- File Format: See “Report Formats” section right below.

Report Formats:

Offload Manager can create reports in PDF format and in HTML format for opening in a web browser and. The most commonly used and default format is the PDF format.

It is also possible to export metadata for each offload or the current group to a CSV file (learn more in the section [Export Metadata as CSV](#)).

Create Report:

By clicking the “Export Report” button you create the report at the specified location.

If you check the “open after creation” checkbox on the bottom left, the report will be opened with the default application directly after creation.



Example Files Report:

The files report contains detailed information about the contents of one or more offloaded volumes.

Files Report

11.09.18, 09:35

A008RD1L

Offload Manager Sample Project

Offloaded at 31.08.18, 11:42

Report Summary

	Clips	Duration	Files	Size
Video Clips	5	1:57 min	5	5.56 GB
Audio Clips				
Other Files	19		19	17.72 MB
Total			24	5.57 GB

Name	Duration	Codec	File Type	Creation Date
A004C001_180525Y6	15 sec	XAVC	mxf	31.08.18, 11:42
A004C002_180525Y7A	19 sec	XAVC	mxf	31.08.18, 11:42
A004C003_180525YCF	34 sec	XAVC	mxf	31.08.18, 11:42
A004C004_180525YI	23 sec	XAVC	mxf	31.08.18, 11:42
A004C005_180525Y85	27 sec	XAVC	mxf	31.08.18, 11:42

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The file report contains a report summary with statistics of how many video clips, audio clips and other files have been offloaded and displays total number of clips, sum of all durations, number of files and sum of all file sizes for each type. The total row sum up all files and sizes together. This information should be comparable to the information e.g. in Finder’s Info window.

The list with clips shows one row for each clip, which can represent one (e.g. a movie clip), a few (e.g. split clips), or many files (e.g. image sequences). Depending on the chosen columns you see a selection of file related (e.g. file size, hash/checksum values, paths) or clip related (e.g. duration, format) information. The clips are sorted by name.



Example Offloads Report:

The offloads report contains information about a group of offloads (e.g. for a shooting day) or the offloads of an entire project.

Offloads Report11.09.18, 09:34

Shooting Day 2

Offload Manager Sample Project
Offloaded between 31.08.18, 11:42
and 31.08.18, 11:54

Source Folder	Camera	Clips	Duration	Files	Size
A008RD1L		5	1:57 min	5	5.56 GB
B004R1KL	B	11	1:05:46 h	11	66.34 GB

Format	Resolution	FPS	Clips	Duration	Files	Size
Apple ProRes 422	mov 1920x1080	25	11	1:05:46 h	11	66.34 GB
XAVC	mxl 3840x2160	23.98	4	1:30 min	4	4.27 GB
XAVC	mxl 4096x2160	23.98	1	27 sec	1	1.29 GB

Offload	Copied	Backups	Volumes	Hash	Verified
Shooting Day 2 A008RD1L	31.08.18, 11:43	2	G-SPEED Shuttle TB3 OFFLOAD 1	xxHash64BE	31.08.18, 11:45
Shooting Day 2 B004R1KL	31.08.18, 12:12	2	OFFLOAD 1 G-SPEED Shuttle TB3	xxHash64BE	31.08.18, 12:27

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The source folder box lists all offloaded source volumes or folders. Each source folder is displayed with a camera identifier (if available), the number of detected clips, the total duration of all detected clips, the total number of files (which can include additional files such as sidecar files or other files), and the total file size of all files.

The format box lists all different formats of the detected clips on all source folders. Each format is displayed with codec and file extensions, the resolution, frames per second (fps), the number of clips for that format, the total duration of the clips, the total number of files (which can include additional files such as sidecar files or other files), and the total file size of all files.

The offload box lists the offloads, each offload is displayed with the finished date of the copy process, the number of backups, the name of the destination volumes, the hash/checksum format, and the finished date of the verification. If verification has been skipped or canceled, the “Verified” column doesn’t show a date. The offloads are sorted chronologically.

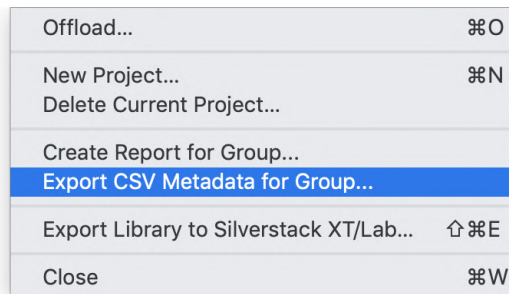
Export Metadata as CSV

Offload Manager allows to export metadata to a .csv (comma-separated values) file. Just like with reports, this can be done per offload or for the current group.



Export a .csv file for an offload: Select “Export CSV Metadata...” in the offload options (gear icon).

Export a .csv file for the current group: Select “Export CSV Metadata for Group...” in the “File” menu.



The sheet with the save dialog includes the following options:

- Clip Table Layout: Select the clips table layout (similar to files report options).
- Clip Table Content: Select the clip table content and whether to include clips, other files and/or audio clips or not.
- Separator / Delimiter: Select the separator / delimiter that separates single entries (columns, lines) in the csv file.

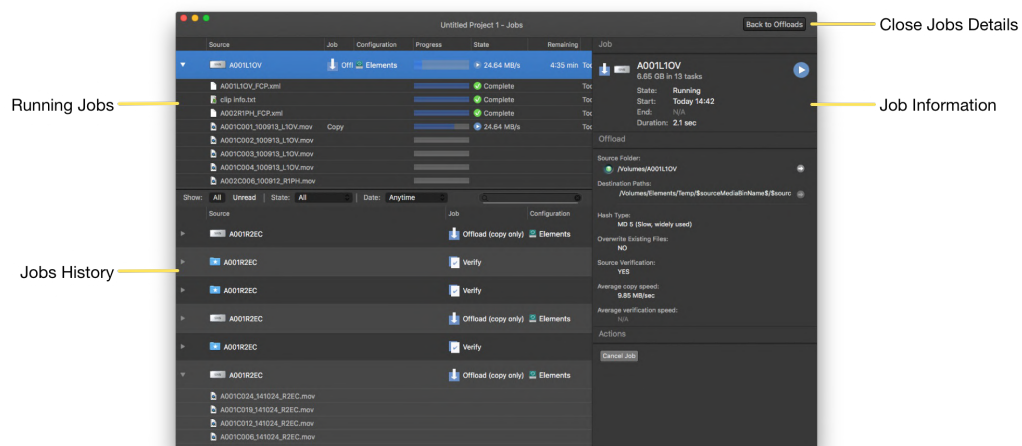
Additional Features

Job Details

In the job details you can review details about the offload process. The job details shows information also displayed in the main screen, but goes more into detail. You can see the job details by choosing “Show Job Details of This Offload” in the offload options.

In contrast to the main screen which shows “offloads”, the job details shows “jobs”. An offload consists of several jobs, e.g. one for copying files, and one for verifying the files. Each job consists of several tasks, e.g. one for each file of file sequence on the source volume or folder.

You can use the job details to further investigate issues with copy and verification speeds, get further information about an offload (e.g. which hashing method was used), and further details about error cases.



Running Jobs:

In the running jobs table the jobs of all running and waiting offloads are shown. When selecting a job, additional jobs of the same offload are also highlighted. Further details of the selected job can be seen in the job information area (see below). You can expand a job to review the individual tasks of the job and their status.

The running jobs table contains information about the source and destinations of the job, progress and status information, time information, and transfer speed details.

Jobs History:

In the job history table the jobs of all finished or failed offloads are shown. When selecting a job, additional jobs of the same offload are also highlighted. Further details of the selected job can be seen in the job information area (see below). You can expand a job to review the individual tasks of the job and their status.

The job history table contains information about the source and destinations of the job, status information, time information, and transfer speed details.

You can filter jobs by the selectors above the table (e.g. only “Succeeded” or “Failed” jobs). Jobs can be sorted by any criteria by clicking on the column header.

Create Incomplete MHL file



In the context menu (right click on finished job) it is possible to create an incomplete MHL (.mhl) file for

- Cancelled copy jobs
- Failed copy jobs

An MHL file is written to all copy destinations of the respective job.

Job Information:

The job information panel shows detailed information about the selected item in the running jobs or jobs history tables. A selected item can be either a job or a task, and depending on the type of selected item different information is shown in the job information panel.

By clicking the “Log...” button you can export a technical text log file for each finished job, that might help in troubleshooting or when in touch with Pomfort’s support.

Close Job Details:

By clicking the “Back to Offloads” button, the job details are closed and the user interface switches back to the main screen.

Preferences

The preferences window can be opened by choosing “Preferences...” in the “Offload Manager” menu. The settings in the preferences window influence the general behavior of the software. The settings are split into four tabs, one for general settings, one for copy job settings, one for format-specific settings, and one for the configuration of the scanning of files on source volumes.

The preferences are set to default settings in a way, that no changes need to be made for regular use of the software.

General Tab:

You can set if and how often the software shall try to look for an updated version of the software at Pomfort’s servers. To do so, a working internet connection needs to be available. The updated software versions might include bug fixes, improvements or new features. Such new software versions are always free of charge.

When a new version is found, a window opens that shows information about the changes of the new version and options to install the software now, later, or skip the new version at all.

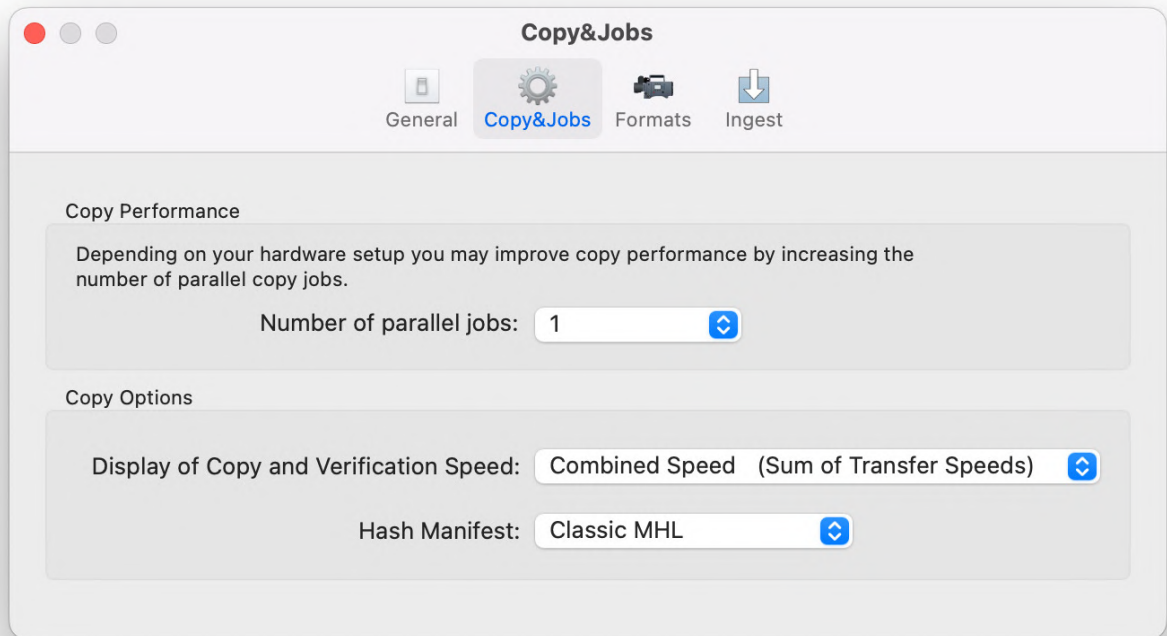
You can choose the default language of the user interface. Currently the options English and Chinese are available. When set to “Auto”, the language is chosen according to the language of the operating system. In order to change the language of the user interface, the software will need to quit and restart.

By default the “General” settings tab is the only shown in the preferences. You can enable additional tabs with advanced setting by checking the “Show advanced preferences” checkbox.

Copy&Jobs Tab:

The *Copy Performance* section of the Copy&Jobs tab makes it possible to increase the number of parallel jobs to be executed by the Offload Manager simultaneously. By default, the Offload Manager executes one offload job (including copy and verification) at a time, and other scheduled offload jobs are waiting in the queue until the running job finishes. Depending on your hardware setup (e.g., having available two card readers and capable storage) it can make sense to run more offload jobs in parallel.

In the *Copy Options* section, you can modify the display of offload and verification speeds for copy jobs with multiple destinations. By default, the option *Combined Speed* shows the *sum* of the reading or writing speeds on destinations. *De Facto Speed* shows the speed of the slowest drive in the offload job. Also you can switch the hash manifest type from *Classic MHL* to [ASC MHL](#).



Set the number of offload jobs to be executed in parallel, configure the speed display and hash manifest.

Formats Tab:

The formats tab allows to change import settings for specific camera formats. The effects of not all of these settings can be seen in the Offload Manager, but influence information that later can be exported and further processed in Silverstack or Silverstack Lab.

Settings with influence within Offload Manager are for example the timecode settings. Some formats store multiple time code values in a clip, and with the settings you can decide which timecode value shall be displayed in the file report.

Ingest Tab:

The ingest tab includes settings for files that should be ignored during copy, and file types that should be treated as a sequence of files instead of as individual files.

The default pattern entries for ignored files are chosen for hassle free operation of Offload Manager. Only change these settings if you have a good reason for. You can restore the default set of patterns by clicking on the “Restore Default Patterns” button.

By default Offload Manager treats numbered sequences of files as one clip or item in the report. For some file types, that behavior is not intended, for example the JPG files on a SD card from a DSLR contains usually individual files and should not be treated as an image sequence. The table for single file patterns includes patterns for file types that should not be treated as a sequence. You can add and remove patterns by clicking on the “+” and “-” buttons below the table. You can restore the default set of patterns by clicking on the “Restore Default Patterns” button.

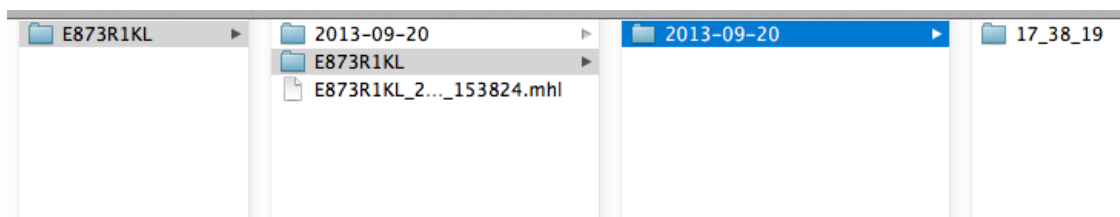


Hash Manifests

Classic MHL

During offloads, Offload Manager compares byte by byte the source file with all of its backup copies to ensure that no file has been corrupted during the copy process. If the verification process result is positive, Offload Manager is configured per default to create a hash manifest file in the main folder of each backup destination. A hash manifest contains (among other information) the path and checksum of each copied file and serves as a seal of file integrity of all copied files and folders. It allows to ensure completeness and consistency of a backup at a later point manually or with third party applications. You can find more information about hash manifests in our blog article “[Completeness of Data with Manifest Files](#)”.

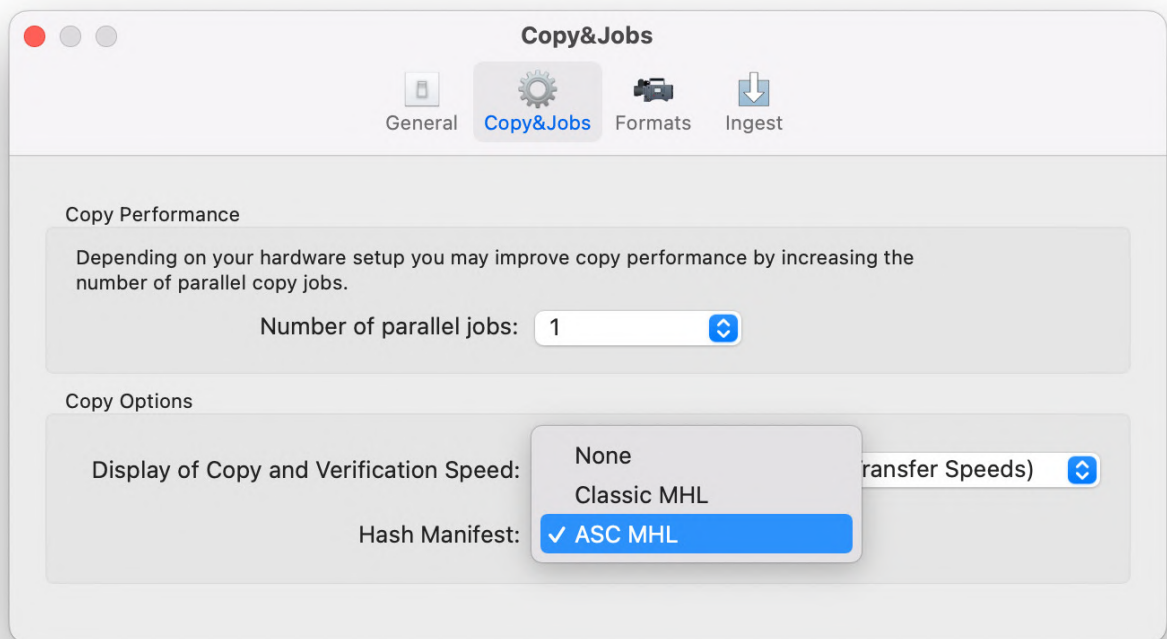
The default hash manifest in Offload Manager is the **Media Hash List** (Classic MHL). For more information about the MHL project, you can visit its website at <http://mediahashlist.org>.



The MHL file is created in the root folder of each backup path

ASC MHL

Offload Manager 1.5 introduced support for the new ASC MHL standard. Among other useful additions, this standard allows to create and continue histories of hash manifests for many generations of file backups. For more information, please check the [ASC MHL One-Sheet page](#). A command line tool is available via the [ASC MHL GitHub repository](#). You can choose your preferred manifest type in the “Copy&Job” preferences.



Choose a hash manifest in the Copy&Job preferences

Offloading media

During offload of files without existing ASC MHL history on the source volume (i.e., when offloading camera cards), a new history is created on the destination volume.

If an ASC MHL history is already on the source volume, the history is continued on the destination volume. There are some cases where an existing history cannot be continued (for example, if the hash formats of the existing history and the offload settings don't match). In this case the fallback behavior is to start a new history on the destination.

Additional Features

- Offload Manager indicates in the offload wizards if the source volume contains an existing ASC MHL history, checks if any files are missing and if a compatible checksum method is selected for offloading
- There is always an option to create a new ASC MHL history on offload and backup.
- You can choose in the Offload Managers's preferences if ASC MHL histories or the classic MHL manifests shall be created.
- The job detail view shows which manifest format ("ASC MHL" or the previous Classic "MHL") has been created, and allows to reveal the manifest file in Finder.

Current limitations

- If during offload an existing history has a different hash format than the selected hash format in the wizard, a new history will be created without warning.
- Offload Manager is currently not creating directory hashes.
- Currently there is no option to create ASC MHL collections and packing lists ("flattened" manifests).

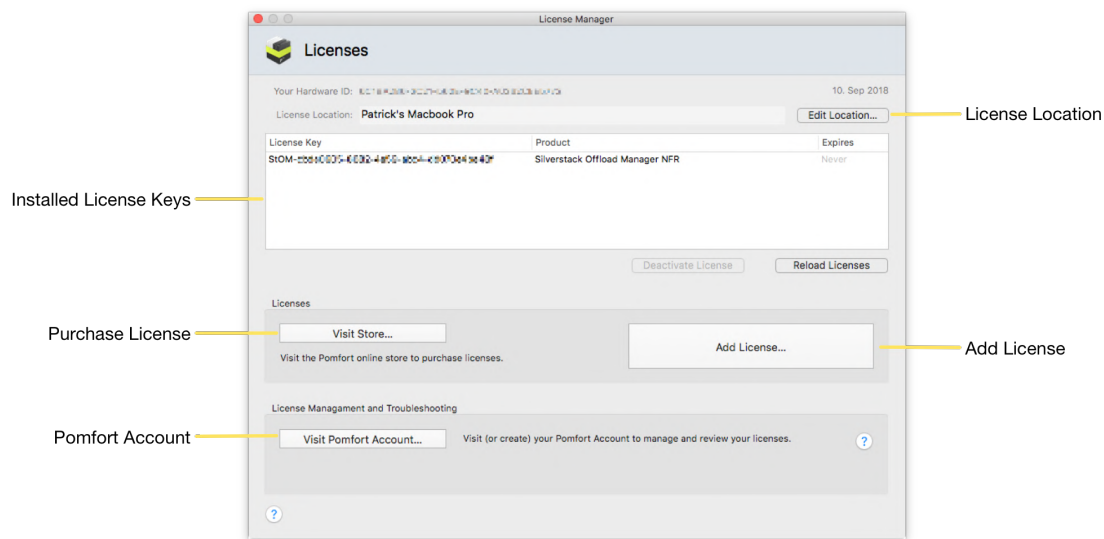
License Window

In the license window you can activate the software with a purchased license and manage other aspects of licensing.

Trial Period and Read-Only Mode:

Without a valid license you can use the software in a trial mode for 10 days. In trial mode all created folder and file names (e.g. during offloads) will be appended by “_trial”. You can remove this limitation at any time by entering a valid license.

After the trial mode or after a purchased license has expired, Offload Manager still works in read-only mode. You cannot perform any new offloads, but you can browse all information stored in the application’s offload library, and even create reports and export data.



Add License:

By clicking the “Add License...” button a panel opens that allows you to activate a license. In the “License Key” field you enter the license code that you received after purchase. A license code typically has the format: StOM-123456AB-12AB-12AB-12AB-123456ABCDEF.

If you have entered license codes before, you can choose them directly with the button with the triangle besides the license key field.

In the “License Location” field is a field for you to descriptive the computer you are running the license on (see “License Location” below).

Click “Activate License” to activate the license. A working internet connection is needed so that the software can validate the license code against Pomfort’s license servers.

If the activation fails with the error message “Activation failed”, there are three possible reasons for that:

- You don’t have a working internet connection (or the Pomfort license servers are temporarily not reachable),
- the license code is not correct (e.g. a character or number is missing), or
- the license is activated on another computer already.

If the license is activated on another computer already, deactivate the license there first.

Installed License Keys:

The license table shows all installed Pomfort licenses on the computer with their expiration date. It also includes licenses of other products. Licenses (e.g. of other products) that cannot activate the installed software version are greyed out.

By clicking “Reload Licenses” the licenses and their activation and expiration information are refreshed from the Pomfort’s license servers.

You can deactivate a license by selecting it in the table and clicking “Deactivate License”. The license can now be activated on another computer (see [Migrate a license from one computer to another](#)).

License Location:

The license location text will appear in the Pomfort Account (see below) and is helpful for managing and locating multiple licenses in different computers. You can edit the license location by clicking the “Edit Location...” button. You can either choose an arbitrary name (for example “Offload Notebook 3”), or use the computer’s name as set in the Sharing tab of the System preferences by clicking the “Use Hostname” button. When clicking “OK”, the license location will be transferred to Pomfort’s license servers.

Purchase License:

By clicking “Visit Store...” the Pomfort online store opens in a browser window where you can purchase a license. You will receive a license code by email only minutes after finishing the purchase process.

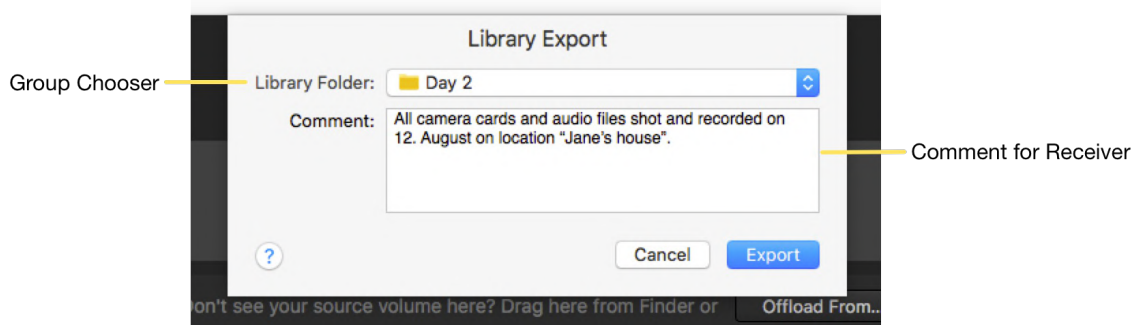
Pomfort Account:

After the purchase of your first Pomfort product, you can create your personal Pomfort Account on Pomfort’s license servers. In Pomfort Account online system you can see an overview of all your purchased licenses (of all products) and troubleshoot issues with your licenses.

Export Library to Silverstack XT and Silverstack Lab

Offload Manager stores information about all offloaded clips and files in its offload history. This information can be exported in lists and summaries with reports from within Offload Manager, but it can also be transferred to Pomfort’s Silverstack XT and Silverstack Lab software products.

With this feature the content of the offload library can become part of a larger project library in Silverstack XT and Silverstack Lab for further activities such as playback and QC, metadata management, extended reporting, and dailies transcoding.





You can export the offload library by choosing “Export Library Folder...” from the “File” menu. In the library export panel, you can choose the group (e.g. shooting day) that you want to export, and a comment for the receiver of the library export.

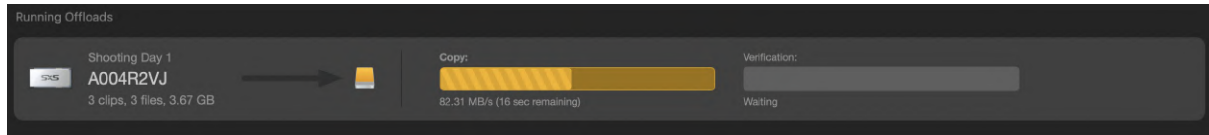
When exporting a group, the information can be successively (e.g. daily) merged into a larger project in Silverstack XT or Silverstack Lab. You can also choose to export the entire project.

Troubleshooting

Indication of Failed Files During Offload

It can happen that one or multiple files in an offload fail in copy or verification phase (this can be due to a variety of reasons not specified closer here, including e.g. hardware problems).

In this case the offload job still continues to execute all other file tasks that are part of the copy/verification, but will show as a failed job as soon as it finishes the process for all successful files. However, while the offload still runs but at least one file/task failed, a yellow progress bar indicates this state:



The screenshot above shows an offload with a yellow progress bar in the copy process, indicating failed files/tasks.

You can reveal the job details via the offload options gear menu of the offload to inspect the failed files/tasks in more detail.

Offload Manager doesn't start

In the unusual event of Offload Manager not being able to launch, you can try the following steps:

- Download the application again from <http://pomfort.com/downloads/>
- Reset the preferences
- Delete the Offload Manager Library

If you still experience issues after trying the steps above, please contact our [support team](#).

Deleting preferences

- Quit Offload Manager
- Open up the Terminal application (type terminal in your spotlight or navigate within the Utilities folder of your application folder)
- Copy&Paste the following command in your terminal window and hit enter:

```
defaults delete com.pomfort.OffloadManager
```

- Start Offload Manager

Now Offload Manager should start as usual without restoring all user preferences and window positions.

Deleting the Offload Manager Library

Warning: This can't be undone, deleting the library will delete all custom metadata, clip references and thumbnails. The actual clips won't be deleted.

To do so, close Offload Manager and rename the following folder in your home directory:

- Quit Offload Manager
- Rename the according folder in your home directory:
~/Library/Application Support/Pomfort/OffloadManager



The Library folder is hidden by default. You can open the Library folder in Finder when opening the “Go” menu and holding the “alt” key. You will see an extra entry “Library” in the “Go” menu. Choose this entry and a Finder window will open with the Library folder.

- Start Offload Manager again, it will automatically create a new library.

How do I migrate a license from one computer to another?

You can move a license of a Pomfort product from one computer to another. This may be useful if you move from an older Mac to a new model.

There are two activities involved:

- Unregistering the license from the old computer and
- registering the license on the new computer.

Please note, that you need an internet connection for the following steps.

1. Unregistering the license from the old computer

You now have to perform the following steps:

- Open the License Panel by choosing “Licenses...” from the application menu.
- Click on “Deactivate License”.

The Pomfort application will stop working on this machine and the license is free to use on another machine.

By logging into your [Pomfort Account](#) you can make sure that the deactivation of your license was successful. The license should now be shown as “Inactive”.

2. Registering the license on the new computer

Let’s assume you already have the application installed on your new computer.

You now have to perform the following steps:

- Open the program, the License Panel will appear. If not, choose “Licenses...” from the application menu.
- Click on “Add License...” and insert the license key you received after purchase.

In your [Pomfort Account](#) your license will now be shown as “Activated” with the name of the computer that your license is activated on.

Migrate an Offload Manager project from one computer to another

Sometimes it’s necessary to migrate an entire project from one computer to another, in addition to migrating the license you can also move the project library to a different computer.

Migrating the Library

Migrating the project with all it’s information is basically moving the Library’s database, the thumbnails and the application’s preferences to the new computer.



In order to transfer files from one computer to another please have an external hard drive or a large USB stick at hand or establish a network connection with file sharing between the two computers.

You have to perform the following steps to migrate the Library database:

- Quit Offload Manager on both computers
- In Finder on your old computer navigate to the following path in your home directory:
`~/Library/Application Support/Pomfort`

The Library folder is hidden by default. You can open the Library folder in Finder when opening the “Go” menu and holding the “alt” key. You will see an extra entry “Library” in the “Go” menu. Choose this entry and a Finder window will open with the Library folder.

- Copy the folder `OffloadManager` and all of its contents to the same destination on the new computer. You may have to create the `Pomfort` folder manually on the new computer.
- Start Offload Manager on the new computer

You can also optionally perform the following steps to migrate the application’s preferences as well:

- In Finder on your old computer navigate to `~/Library/Preferences` in your home directory.
- Copy the file `com.pomfort.OffloadManager.plist` to the same destination on the new computer.

How do I install a license for all users of a Mac?

You can register Offload Manager, Silverstack and Livegrade once on one machine and afterwards make the license available to all users.

After the activation just move the files in

`~/Library/Application Support/Pomfort/Licenses`

to `/Library/Application Support/Pomfort/Licenses`

(You will have to create the folders `Pomfort/Licenses`).

Please Note: Since OS X Lion the Library folder in your home directory is hidden. In Finder use Command-Shift-G (⌘⇧G) and enter `~/Library` to open the folder.

When restarting the application it will load the licenses from the system disk and every user should be able to use it. With that solution multiple users of this machine can use the Pomfort product license.