

TEPS Uploader

Technical Setup & Operations Guide

Applies to: TEPS Uploader v26.0.0

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Minimum Operating System: macOS 14, Windows 11

Document type: Deployment, configuration, and operator guide

Purpose: TEPS Uploader is a production photo-ingestion and delivery client. It can watch a folder for new media, classify and queue files, select destination credentials, apply delivery timing and priority rules, upload automatically, and provide operators with queue, completion, retry, and manual-upload controls.

What's new at a glance

TEPS Uploader now supports uploading up to 10 images at a time. This means as soon as images land they can carry up to 10 concurrent upload connections to the Triprism servers. You can also now prioritize by lane and you can delay certain lanes to fit your operational needs.

Operational Model

TEPS Uploader supports two complementary workflows:

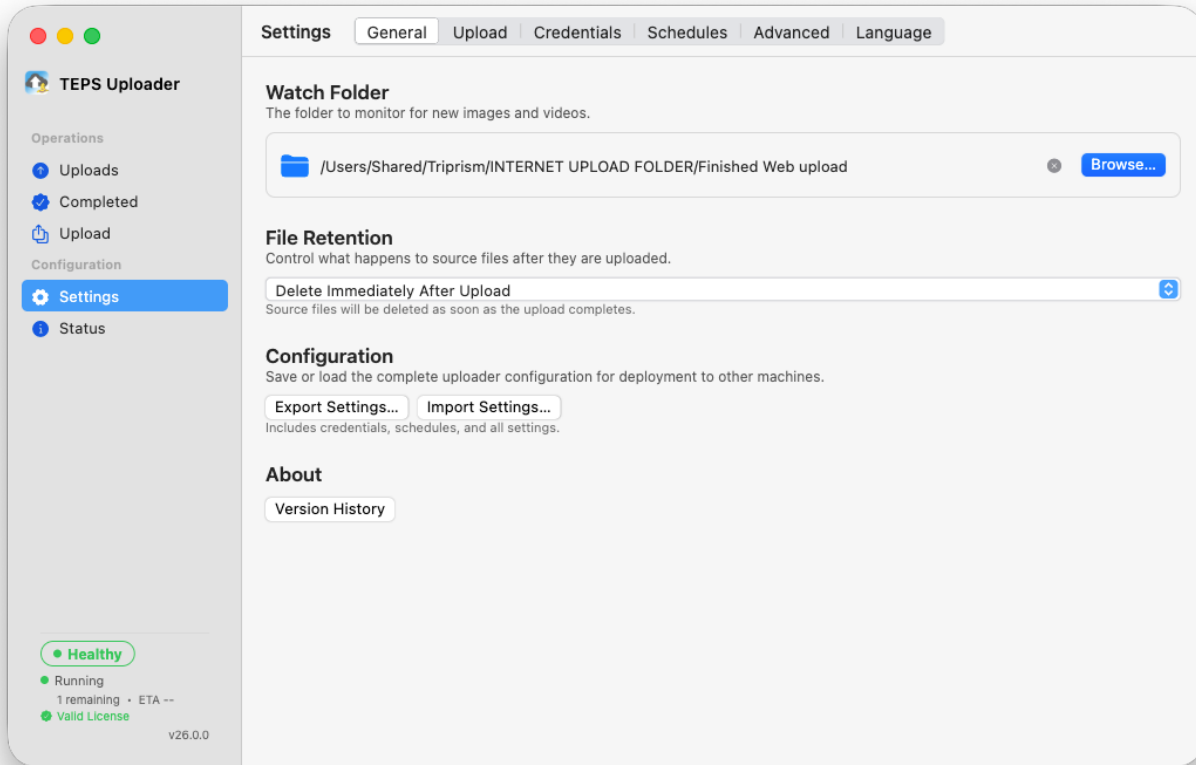
1. **Automated production workflow** - A configured watch folder is monitored. New files are discovered, classified, scheduled, queued, and uploaded according to the active configuration.
2. **Manual upload workflow** - An operator selects photos or folders and walks through a guided Photos → Destination → Customers → Galleries → Review workflow.

The sidebar separates the application into **Operations** (Uploads, Completed, Upload) and **Configuration** (Settings, Status). The health panel at lower left provides an at-a-glance indication of whether the uploader is running, how many items remain, and whether the license is valid.

1. Settings

1.1 Configure the Watch Folder

Open **Settings** → **General**. Under **Watch Folder**, select the directory that TEPS Uploader should monitor.

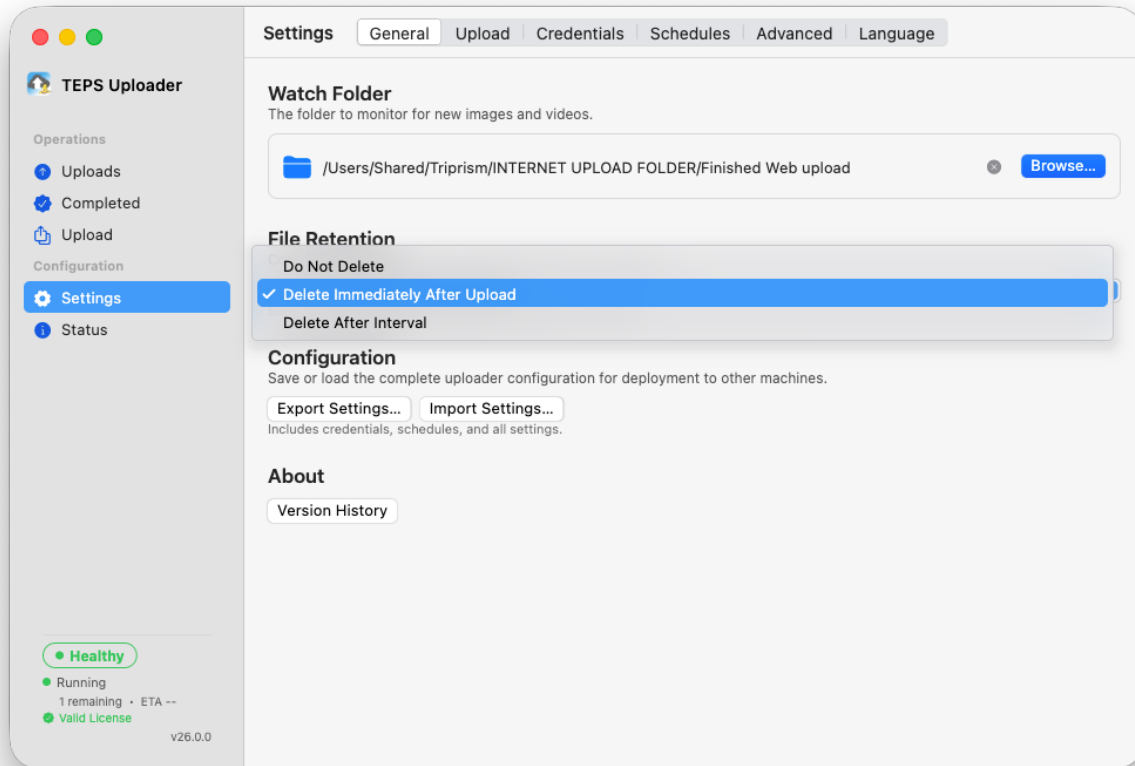


General settings and watch folder

The watch folder is the primary ingestion point for unattended operation. New images and videos placed in this folder are discovered by the uploader and evaluated against the current upload rules.

1.2 Configure File Retention

Under **File Retention**, choose what should happen to source files after successful upload.



File retention options

Available behaviors shown in the application are:

- **Do Not Delete** - Keep source media after upload.
- **Delete Immediately After Upload** - Remove the source as soon as the upload completes.
- **Delete After Interval** - Retain the source for a configured period before removal.

Operational caution: Use automatic deletion only when the upstream workflow or backup policy makes deletion acceptable. A successful upload should not automatically be treated as a substitute for an archival policy.

1.3 Export or Import a Configuration

The General tab includes **Export Settings...** and **Import Settings...** Use these to replicate a known-good uploader configuration across workstations. The UI indicates that exported configuration includes credentials, schedules, and application settings.

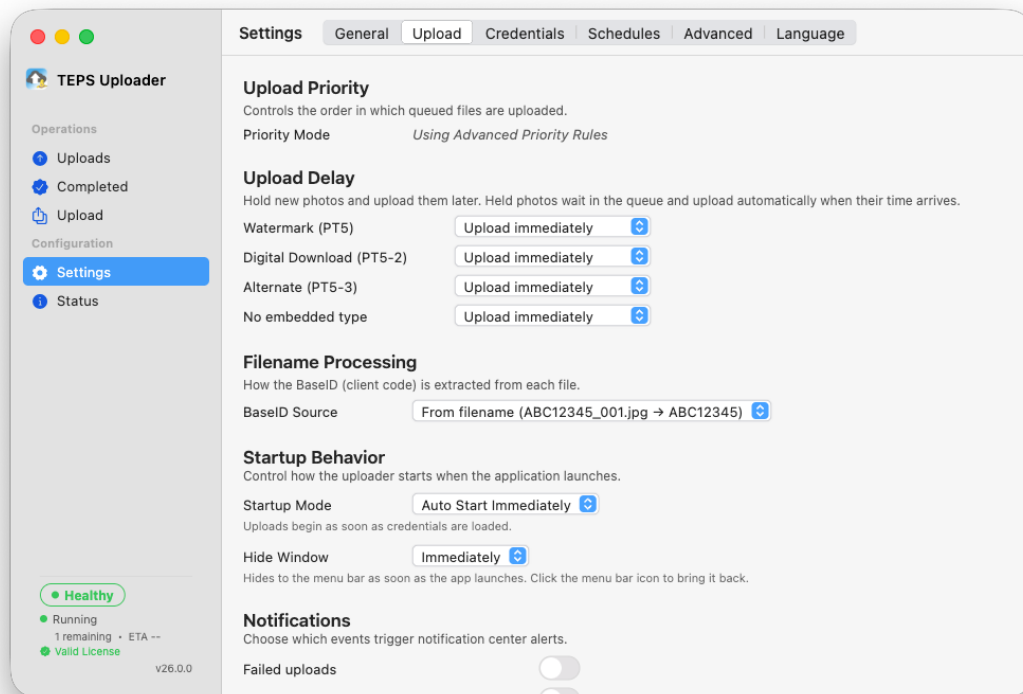
This is the preferred approach when deploying multiple similarly configured stations: configure and validate one station, export it, then import the configuration on additional systems.

2. App Settings “Upload Tab”

Open **Settings** → **Upload**.

2.1 Upload Priority

Upload Priority allows you to control the priority in which images are uploaded.



Available behaviors shown in the application are:

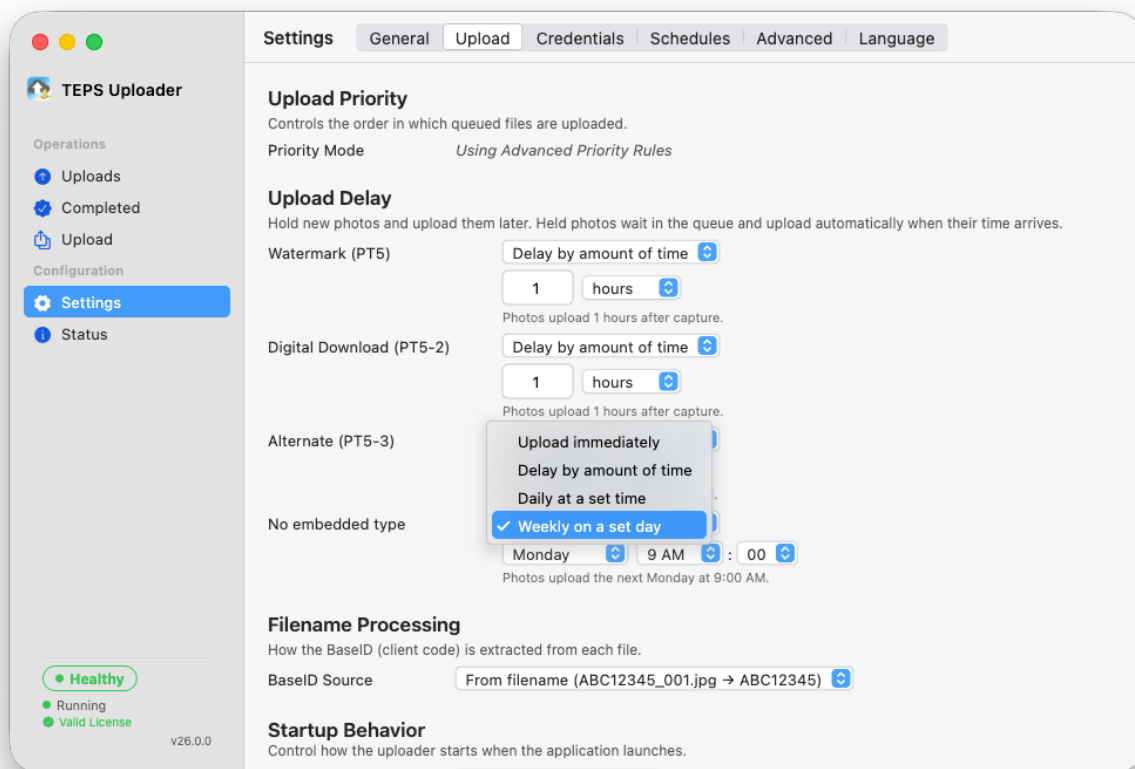
- **Root folder items first** – any photos or videos in the root upload folder upload first
- **Oldest files first** – the oldest files in the folder are uploaded first. Useful when a backlog has caused a delay in uploading. This allows the oldest ones to be the first ones online
- **Newest files first** – the newest files in the folder are uploaded first. Useful when a backlog has caused a delay in uploading. This says lets take care of the most recent customers first – the older customers already have been waiting anyway.
- **Downloads (PT5-2) first** - Any customer with a digital download gets the priority upload, watermark and other versions are delayed
- **Alternate (PT5-3) first** - Any customer with an alternate upload type image gets the priority upload, watermark and other versions are delayed – (most customers do not use Alternate – use caution if using)

- **Watermark (PT5) first** – This means all images for watermark go online first – digital downloads and alternate versions may be delayed.

Advanced mode: Advanced priority can be set in the Advanced tab for truly granular level controls

2.2 Upload Delay

Upload delay allows you to control when images are released for upload. Upload priority rules are still applied when upload delay and upload priority interact.



Upload timing policy menu

Supported policies include:

- **Upload immediately**
- **Delay by amount of time**
- **Daily at a set time**
- **Weekly on a set day**

This capability separates **capture time** from **online delivery time**. A file can be discovered immediately, remain visible in the queue, and intentionally wait until its release condition is reached.

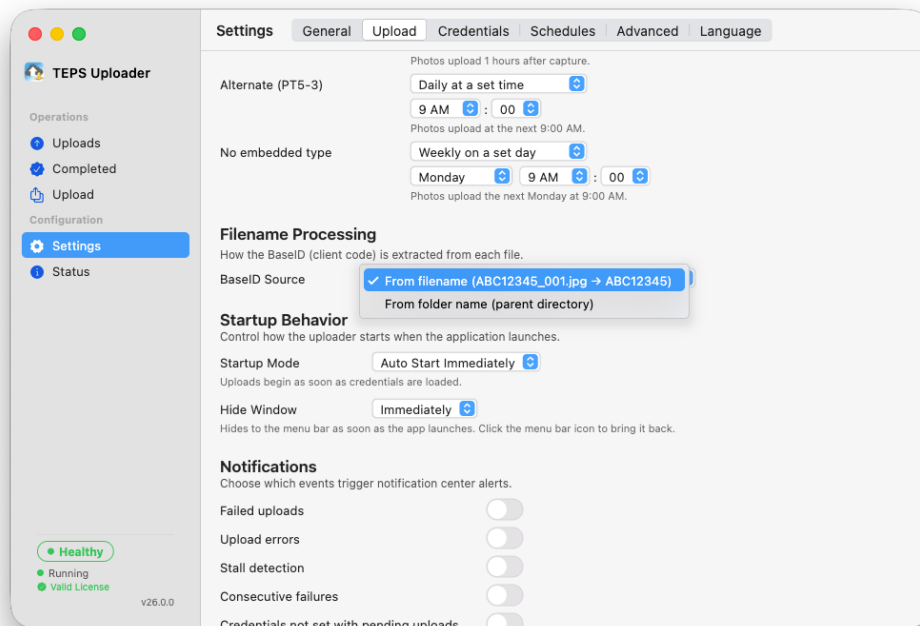
Examples:

- Watermarked sales images are held for one hour.
- Digital downloads are uploaded immediately
- Alternate files are released at a fixed daily time.
- Unclassified files are released on a specific weekday – for instance Monday morning at 9am

This is useful when online delivery must follow an operational or customer-experience window rather than occur immediately after capture.

2.3 Filename Processing / BaseID

The **Filename Processing** section controls how the BaseID (client code) is extracted.



BaseID source selection

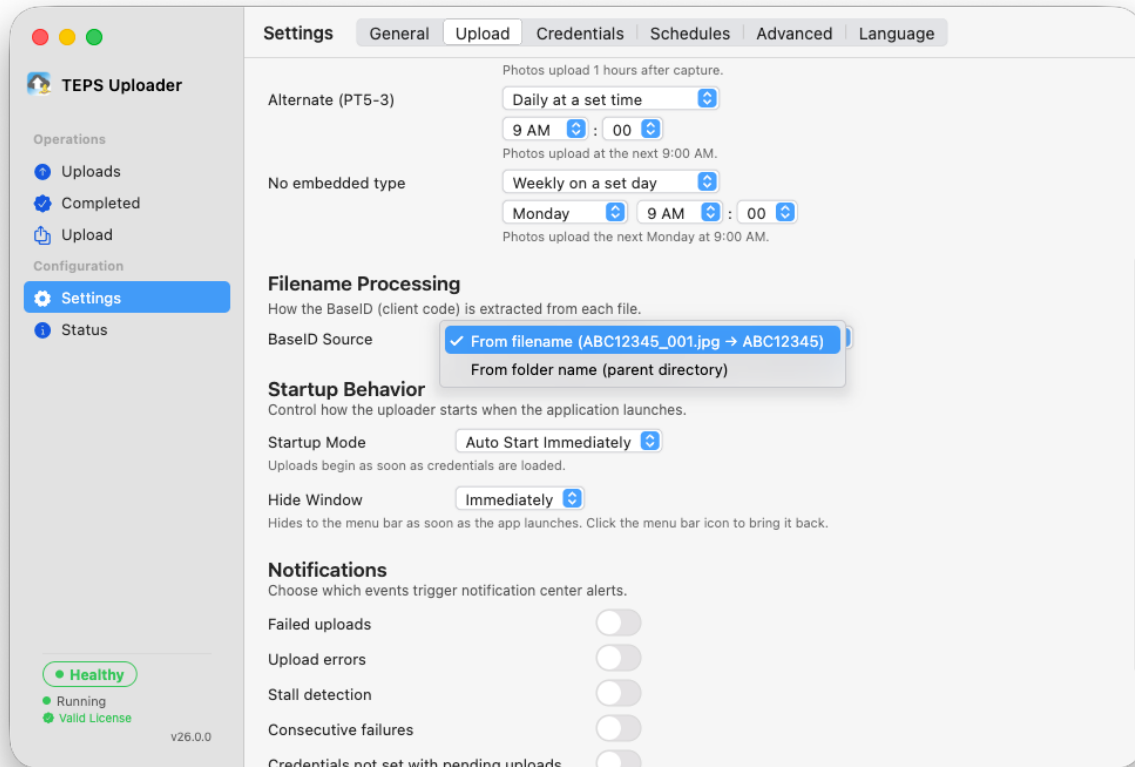
The captured UI provides two sources:

- **From filename** - Example: ABC12345_001.jpg → ABC12345
- **From folder name (parent directory)**

Choose the convention that matches the capture/export workflow used at the location.

2.4 Startup Behavior

The Upload settings include **Startup Behavior**.



Startup mode

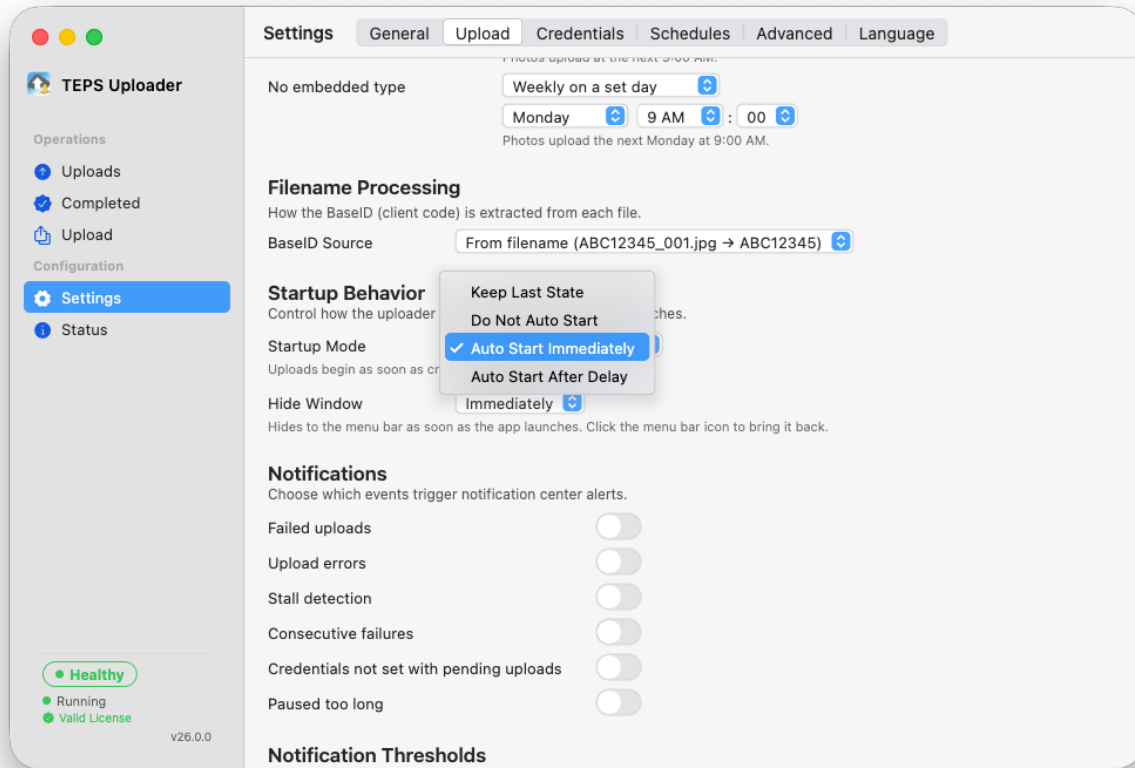
Startup modes shown include:

- **Keep Last State**
- **Do Not Auto Start**
- **Auto Start Immediately**
- **Auto Start After Delay**

For unattended production stations, **Auto Start Immediately** allows the uploader to resume processing as soon as credentials are loaded.

2.5 Window Behavior

The application can also control when the main window hides.



Hide window behavior

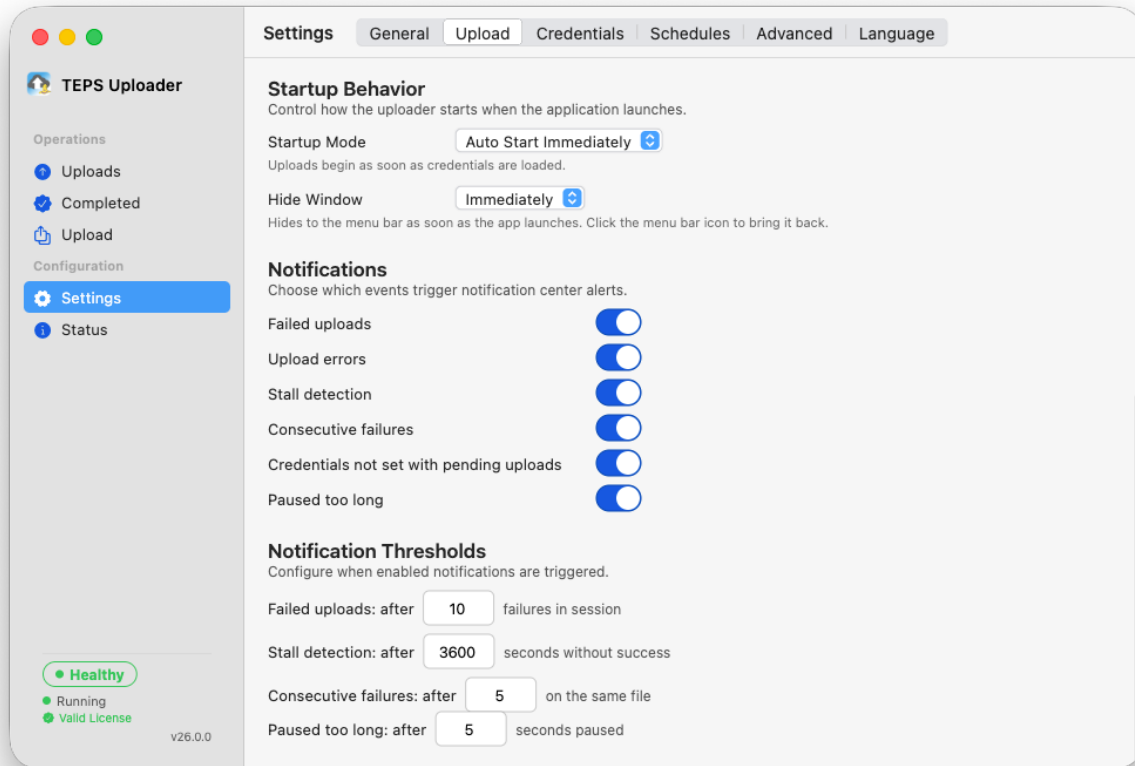
Options shown are:

- **Never**
- **Immediately**
- **After Delay**

When hidden, the application can continue operating in the background and can be reopened from its menu-bar presence.

2.6 Notifications and Thresholds

TEPS Uploader can issue macOS Notification Center alerts for operational exceptions.

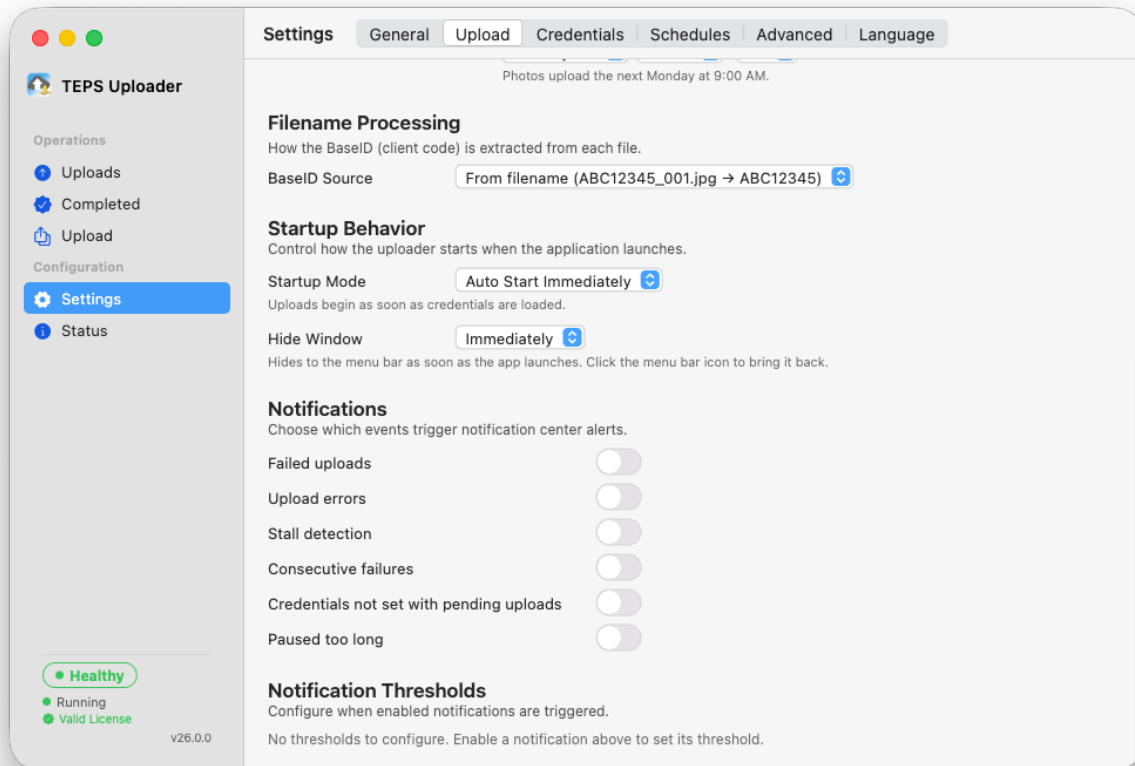


Notification controls

Available notification categories include:

- Failed uploads
- Upload errors
- Stall detection
- Consecutive failures
- Credentials not set with pending uploads
- Paused too long

When notifications are enabled, thresholds can be configured.



Notification thresholds

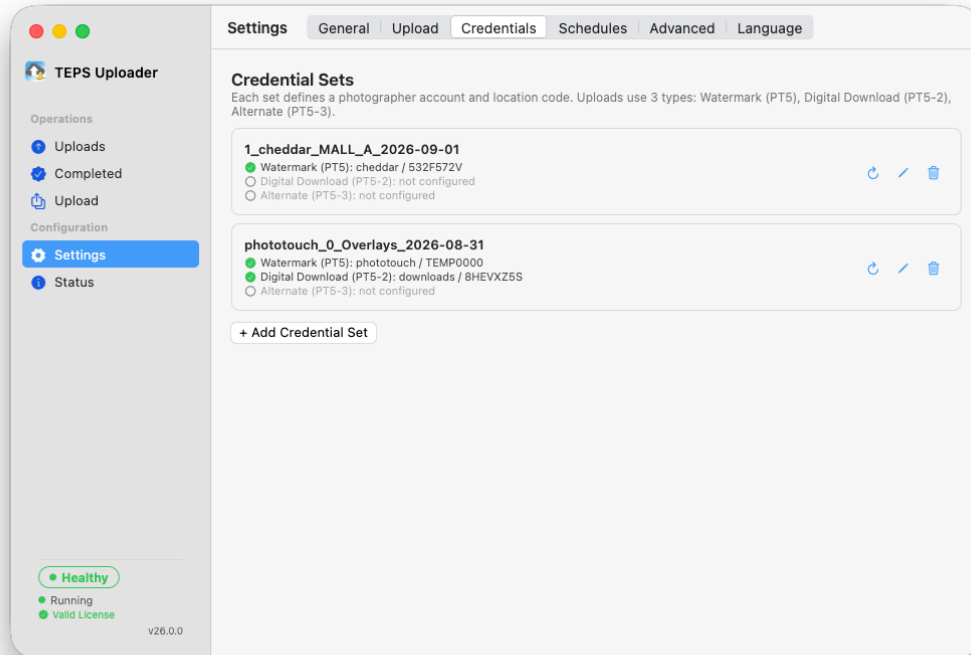
Thresholds shown include failure count, seconds without a successful upload, consecutive failures on the same file, and time spent paused.

Recommendation: Enable notifications on attended or staffed stations. Thresholds should be high enough to avoid alert fatigue but low enough to expose a genuine stalled production workflow.

3. Credential Sets and Destinations

3.1 Credentials

Open **Settings** → **Credentials**.



A **Credential Set** groups the account/location information used for the supported upload types:

- **Watermark (PT5)**
- **Digital Download (PT5-2)**
- **Alternate (PT5-3)**

A set may contain one, two, or all three types. The credential list shows which types are configured and their associated photographer account/location.

Bonus: Credentials can also be exported from admin.findyourpictures.com

When you export them from the server you can place them in the following locations and most apps will read from them:

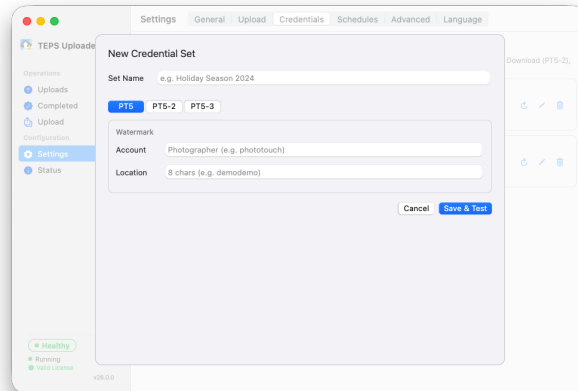
- 1) Desktop
- 2) ~/Documents/Credentials
- 3) /Users/Shared/Trip Prism/Credentials
- 4) /Users/Shared/Trip Prism/% < anywhere in the Trip Prism folder.

Once credentials are placed here most apps will auto discover your credentials sets and you can even set custom seasons.

3.1 Add a Credential Set

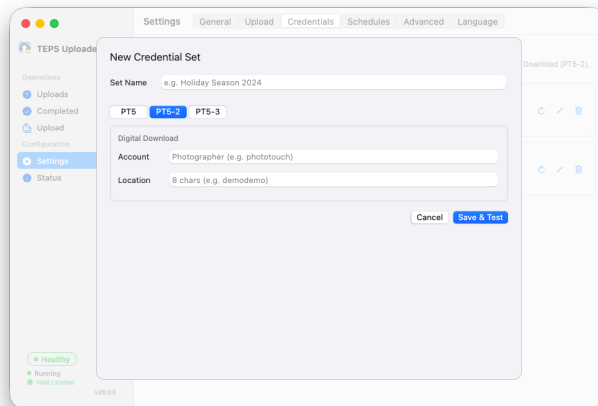
Select **+ Add Credential Set**, provide a descriptive set name, then configure the required tabs.

PT5 - Watermark



PT5 credential entry

PT5-2 - Digital Download



PT5-2 credential entry

PT5-3 – Alternate

Alternate credentials for other projects. Most accounts will not have a PT5-3 location.

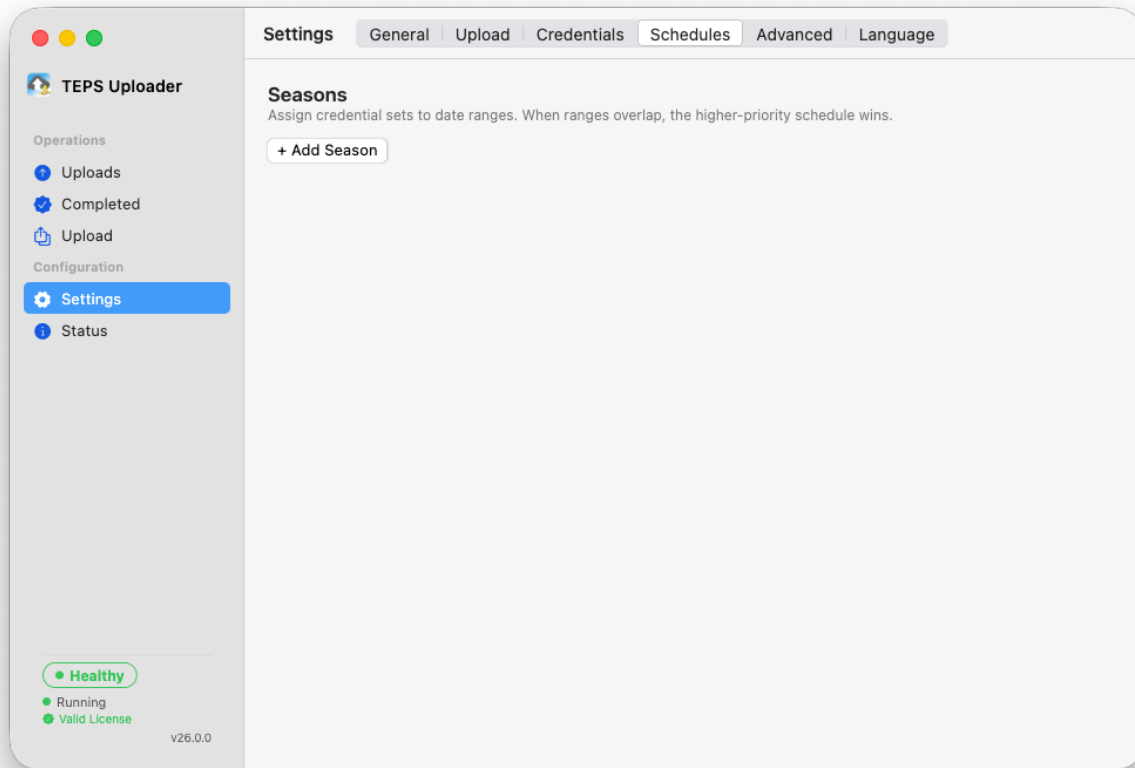
Each type accepts a photographer/account value and an 8-character location value. Use **Save & Test** so the destination can be validated when the set is created.

Naming recommendation: Use names that identify the customer/location and effective period, such as 1_cheddar_MALL_A_2026-09-01. Descriptive names make seasonal scheduling and troubleshooting substantially easier.

4. Seasonal Credential Scheduling

4.1 Schedules

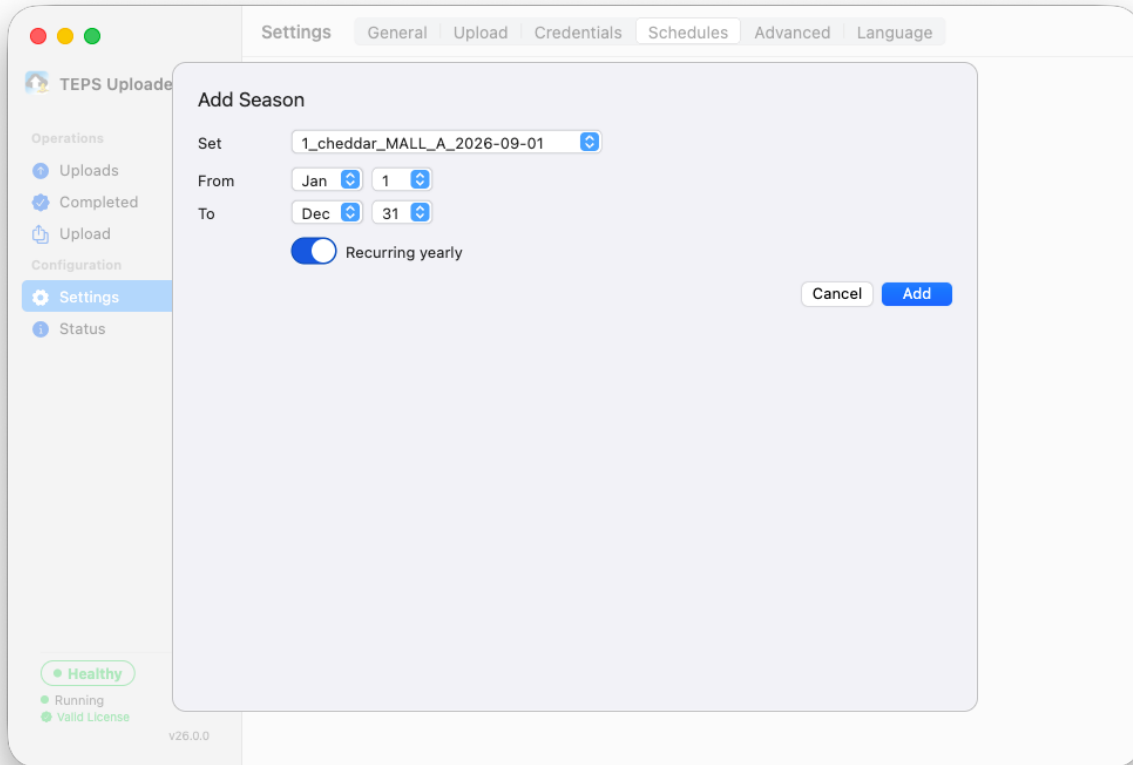
Open **Settings** → **Schedules**.



Schedules screen

Schedules allow credential sets to be assigned to date ranges. This is useful when a workstation serves different seasonal programs, customers, or locations during the year.

Select **+ Add Season** to create a mapping.



Configure:

- **Set** - Credential set to activate.
- **From / To** - Date range.
- **Recurring yearly** - Reuse the range every year.

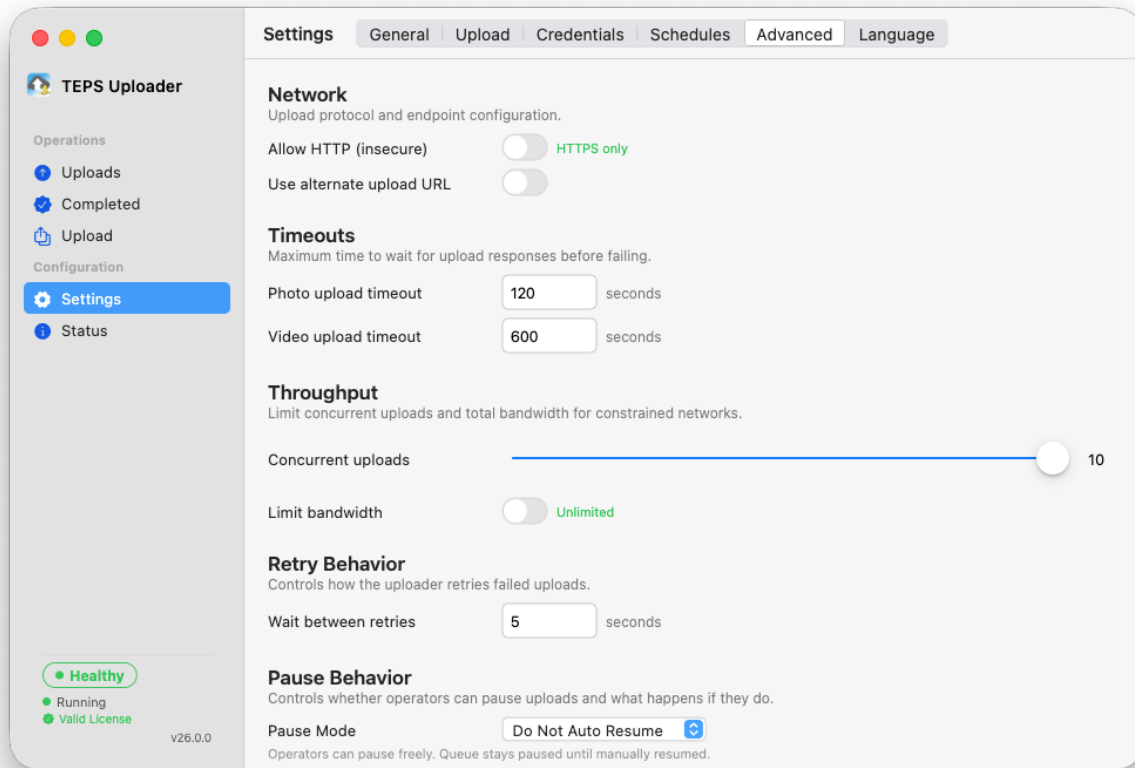
When date ranges overlap, the application indicates that the higher-priority schedule wins.

Deployment use case: A workstation can be provisioned before a season and automatically transition to the appropriate credential set when the configured date range begins.

5. Advanced Network and Retry Controls

5.1 Networking and Bandwidth

Open **Settings** → **Advanced** for low-level transport and queue controls.



Advanced network controls

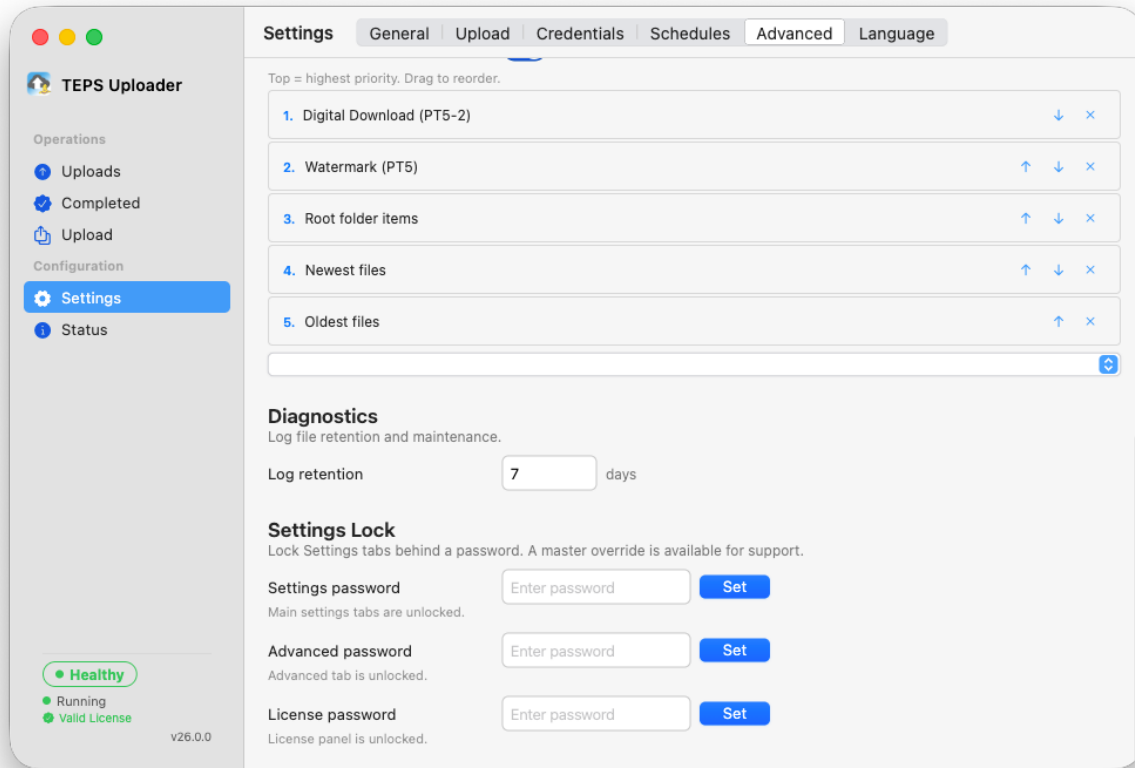
The captured configuration exposes:

- Allow HTTP (insecure) / HTTPS-only status
- Alternate upload URL
- Photo upload timeout
- Video upload timeout
- Concurrent upload limit
- Bandwidth limiting
- Retry wait interval
- Pause behavior

Recommendation: Leave these settings at validated defaults unless a deployment has a known network, endpoint, or bandwidth requirement. Changes here can materially affect reliability and throughput.

5.2 Priority Rules

The Advanced area also contains upload priority and administrative controls.



Priority, diagnostics and locks

Priority rules can order categories such as:

- Digital Download (PT5-2)
- Watermark (PT5)
- Root folder items
- Newest files
- Oldest files

The top rule has the highest priority. Rules can be reordered or removed.

5.3 Diagnostics

Diagnostics include configurable **log retention**.

5.4 Settings Locks

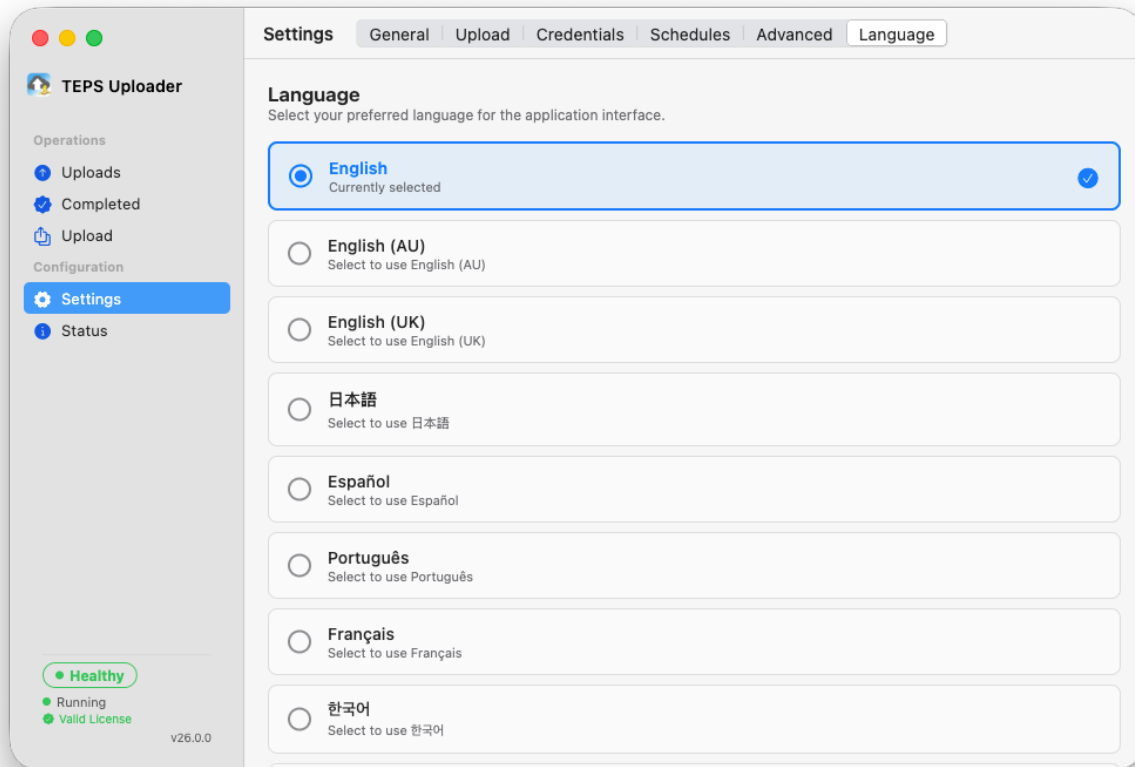
Settings can be protected separately with passwords for:

- Main settings
- Advanced settings
- License panel

This allows a deployed station to remain simple for an operator while preserving deeper configuration access for authorized deployment/support personnel.

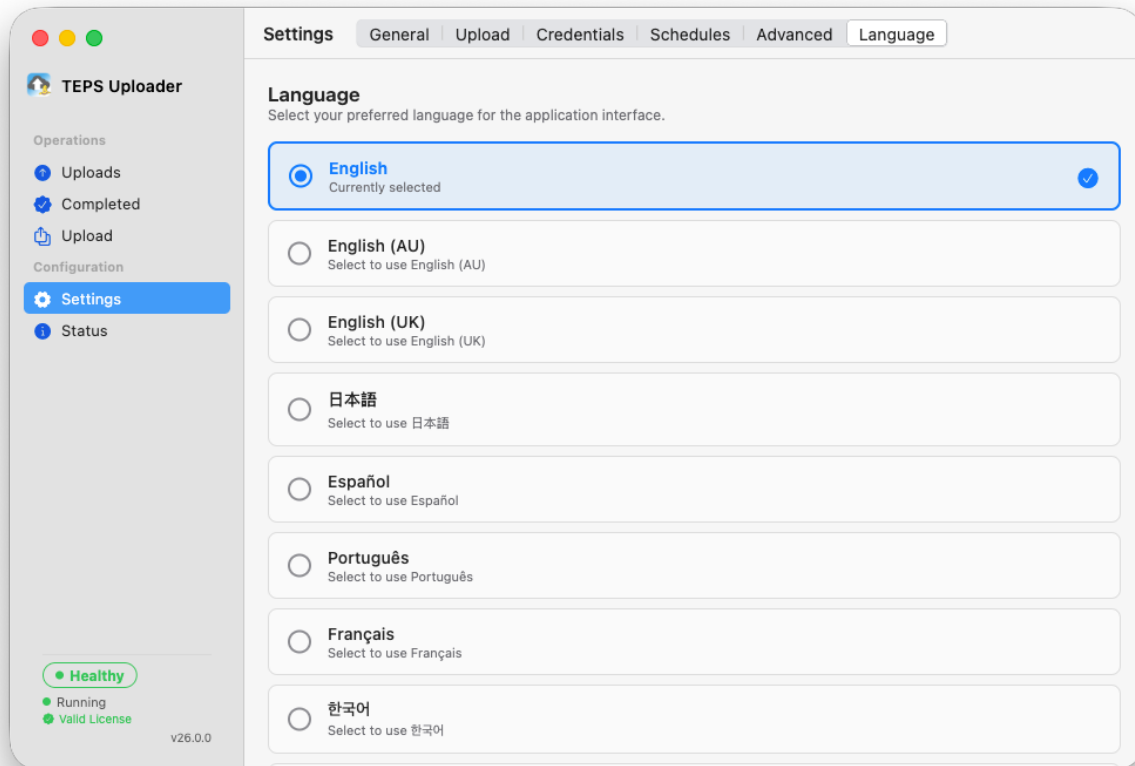
6. Language Selection

Open **Settings** → **Language**.



Language selection

The captured build includes English variants and additional interface languages, including Japanese, Spanish, Portuguese, French, Korean, Simplified Chinese, and Traditional Chinese.



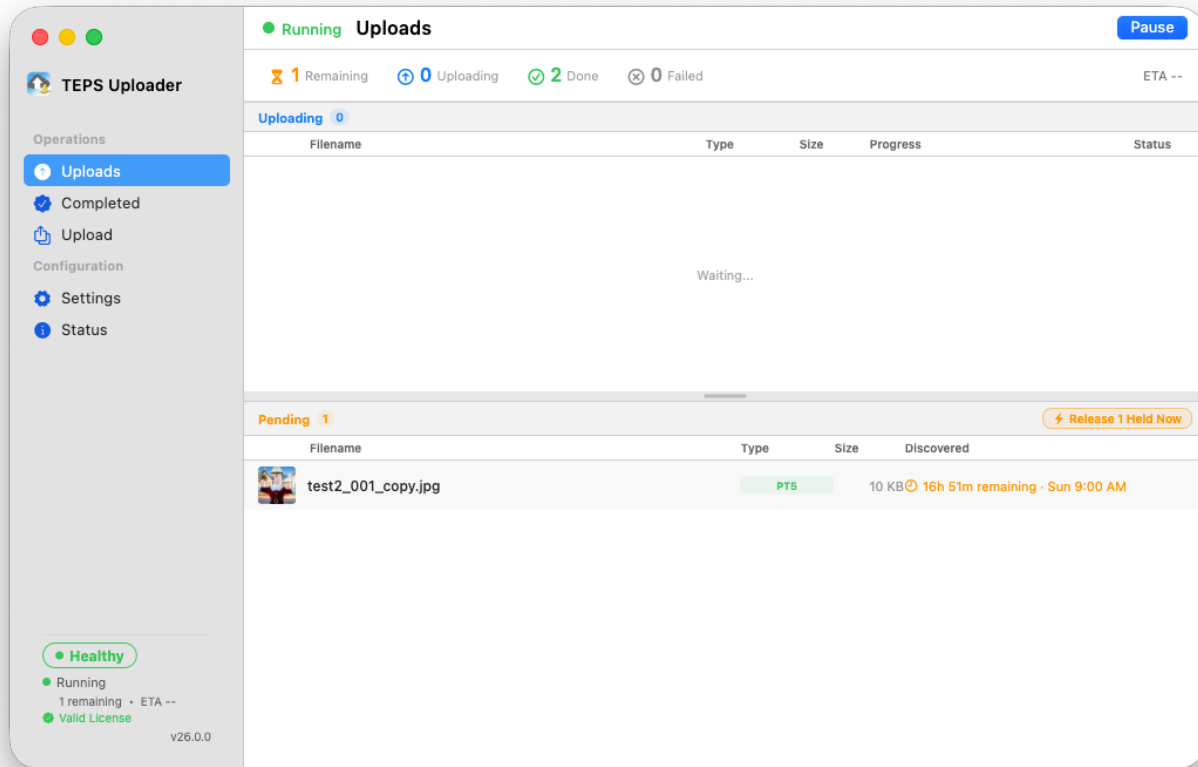
Additional languages

Choose the appropriate interface language for the deployment.

OPERATIONS

Queue Monitoring and Delayed Files

Select **Uploads** in the sidebar.



Uploads queue with held file

The queue provides a production-oriented status summary:

- Remaining
- Uploading
- Done
- Failed
- ETA

Files intentionally waiting for their delivery time appear under **Pending** rather than disappearing from view. The pending row displays the remaining hold time and scheduled release time.

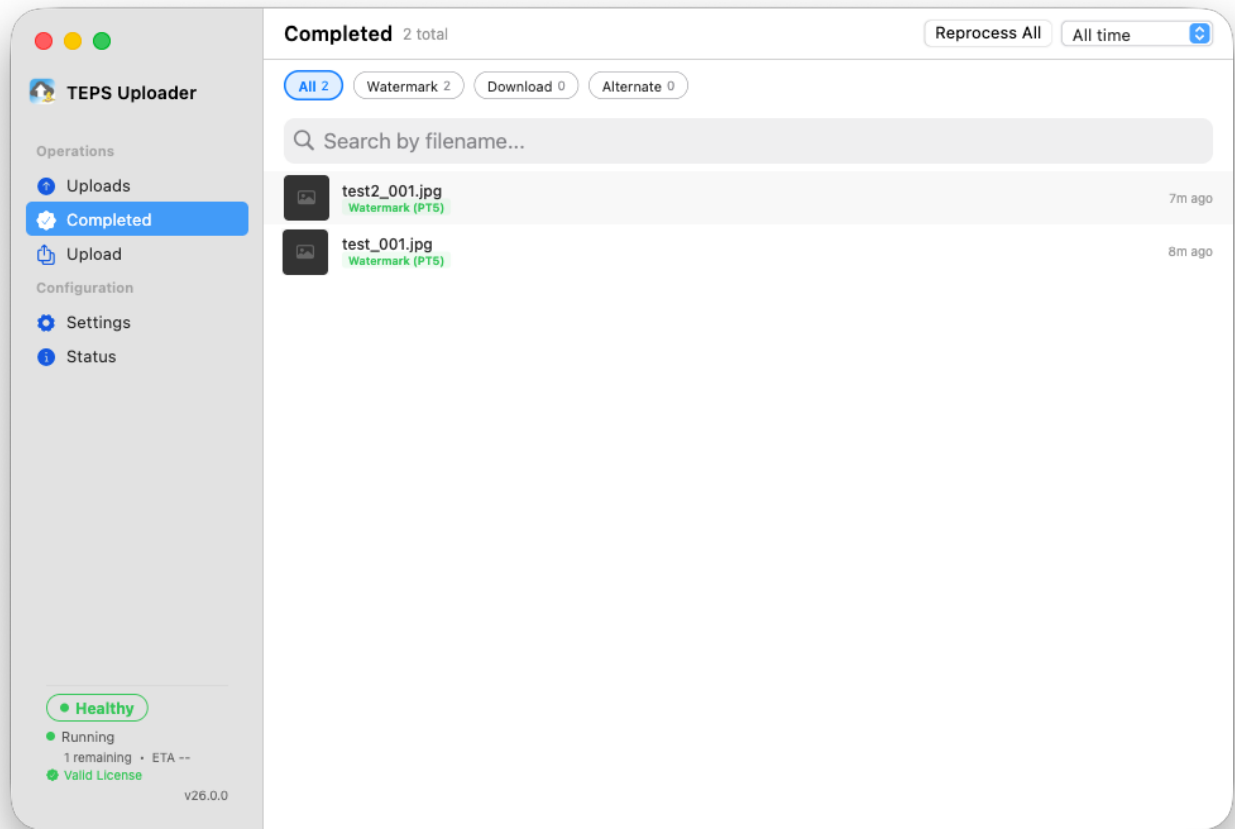
The **Release Held Now** control provides an operator override when a scheduled file needs to be sent immediately.

This distinction is operationally important:

- **Uploading/failed** indicates processing state.
- **Pending/held** indicates the application knows about the file and is intentionally waiting.

Completed Uploads and Reprocessing

Select **Completed**.



Completed uploads

The Completed view provides:

- Search by filename
- Filtering by upload type
- Time-range filtering
- Completion timestamps
- **Reprocess All**

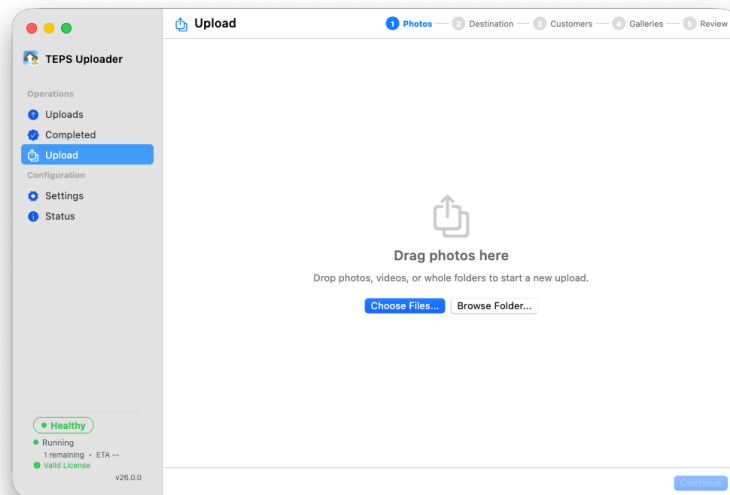
Use this view to verify that a file was processed and to locate recent uploads. Reprocessing should be used deliberately when a file needs to pass through the upload pipeline again.

Manual Upload Workflow

Select **Upload** from the sidebar when media should be uploaded interactively rather than through the watch folder.

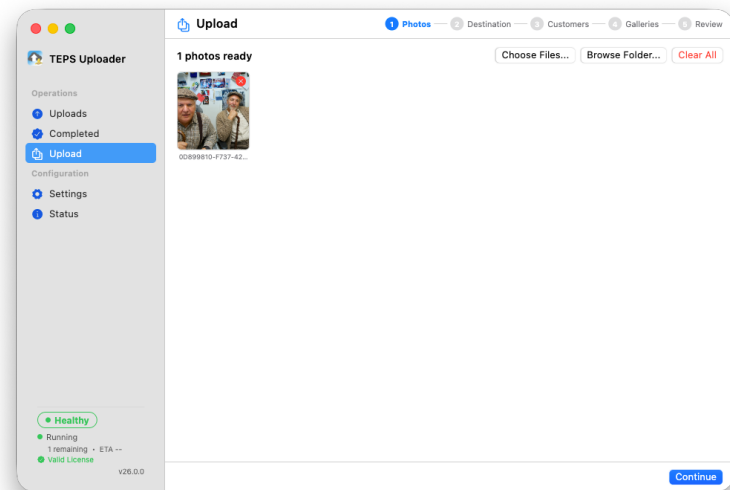
Step 1 - Photos

Drag media into the window, choose individual files, or browse for a folder.



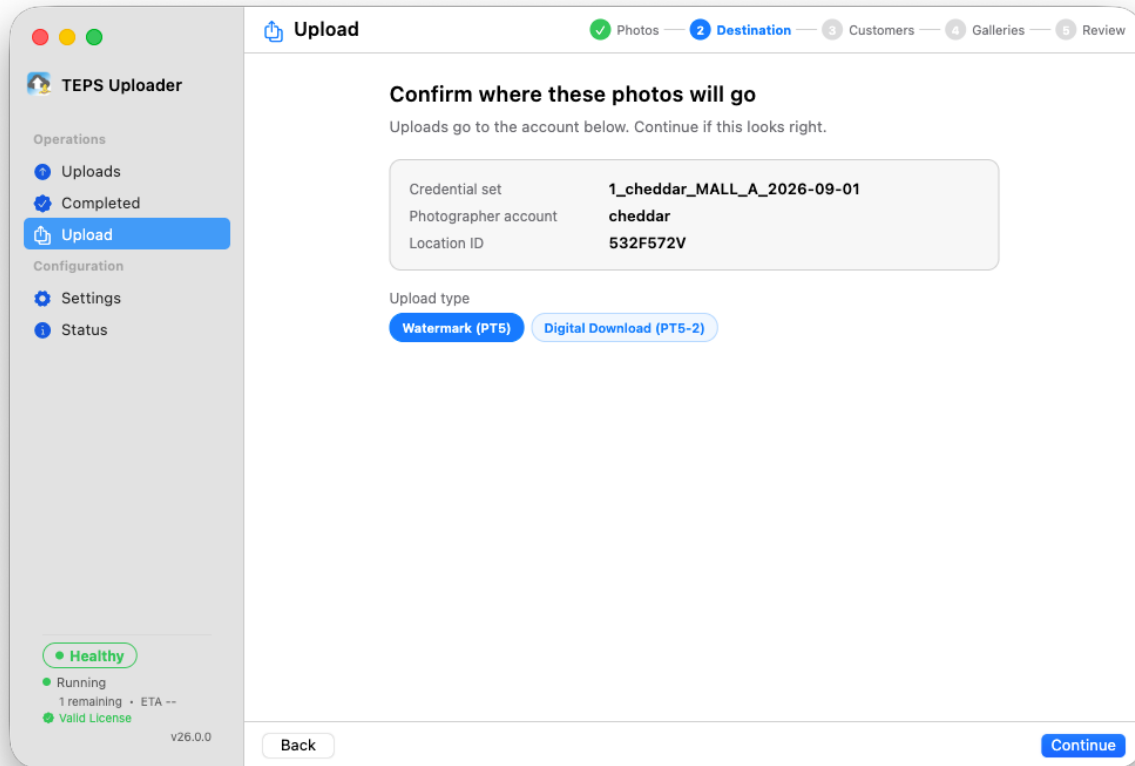
Manual upload - empty state

Selected media appears as thumbnails and can be removed before continuing.



Step 2 - Destination

Confirm the credential set, photographer account, and location. Select the intended upload type.

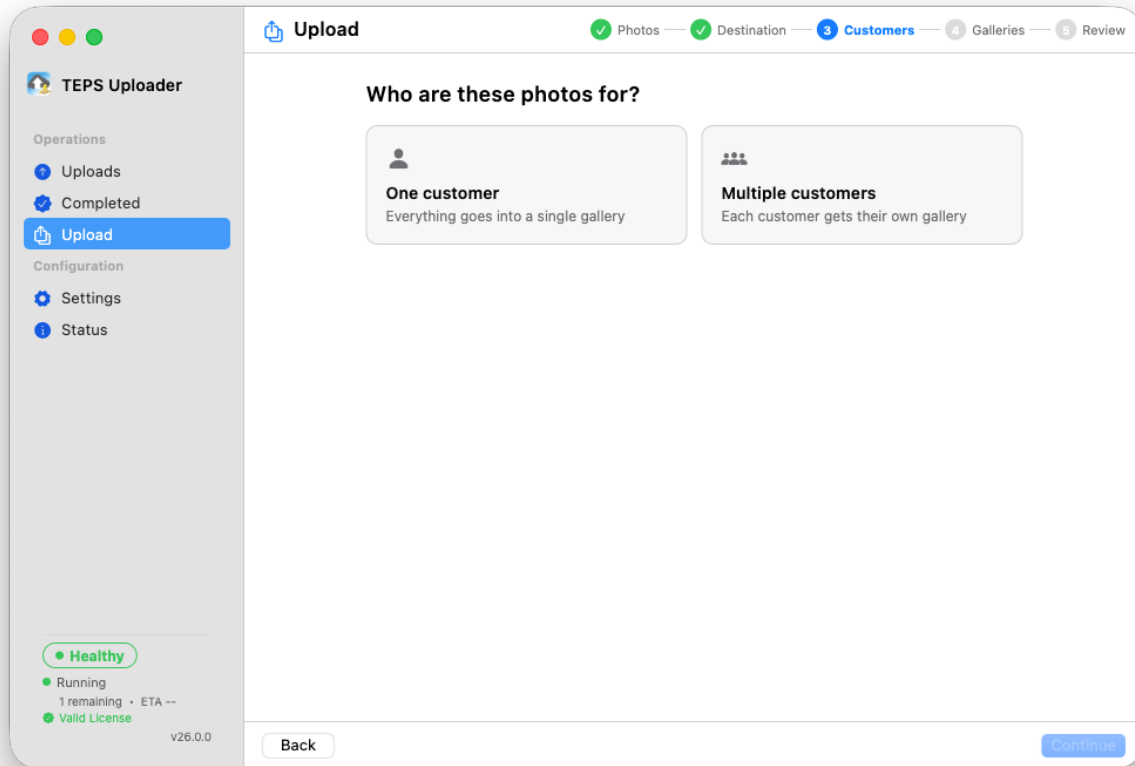


Manual upload - destination

The destination screen provides an important final check before customer/gallery metadata is entered.

Step 3 - Customers

Choose whether the media belongs to one customer or multiple customers.



Manual upload - customer mode

- **One customer** - Everything goes into a single gallery.
- **Multiple customers** - Each customer receives a separate gallery.

Step 4 - Galleries

Enter the gallery name. Customer email and mobile number are optional.

The screenshot shows the 'TEPS Uploader' application window. The title bar reads 'Upload' and the menu bar shows progress: Photos (checked), Destination (checked), Customers (checked), **Galleries** (active), and Review (disabled). The left sidebar contains a menu with 'Operations' (Uploads, Completed, **Upload**) and 'Configuration' (Settings, Status). At the bottom left, a status bar shows 'Healthy', 'Running' (1 remaining, ETA --), 'Valid License', and 'v26.0.0'. The main content area is titled 'Gallery name' and shows '1 photos ready'. It contains three input fields: 'e.g. SMITH2026', 'Customer email (optional)' (name@example.com), and 'Customer mobile (optional)' (555-123-4567). A note states: 'When the upload finishes, the customer gets an email or text with a link to their photos.' At the bottom are 'Back' and 'Continue' buttons.

TEPS Uploader

Operations

- Uploads
- Completed
- Upload**

Configuration

- Settings
- Status

Healthy

Running
1 remaining • ETA --

Valid License

v26.0.0

Upload

Photos — Destination — Customers — **4 Galleries** — 5 Review

Gallery name

1 photos ready

e.g. SMITH2026

Customer email (optional)

name@example.com

Customer mobile (optional)

555-123-4567

When the upload finishes, the customer gets an email or text with a link to their photos.

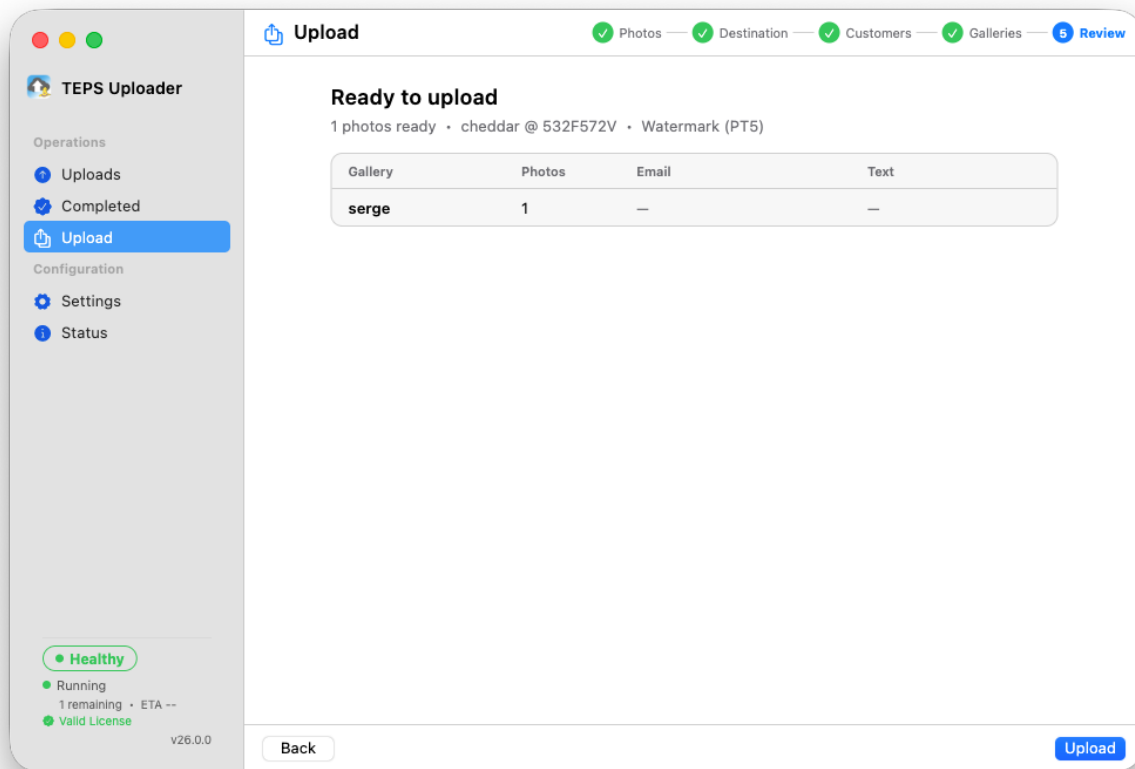
Back Continue

Manual upload - gallery details

When contact information is supplied, the UI indicates that the customer can receive an email or text with a link after the upload finishes.

Step 5 - Review

Verify the gallery, photo count, notification information, and upload type.



Manual upload - review

Select **Upload** to queue the job.

Upload Submitted

The final state confirms that the files have been queued and are uploading.

The operator can immediately choose **Start Another Upload** without waiting for the current job to finish.

Recommended Deployment Procedure

For a new production workstation:

1. Install and launch TEPS Uploader.
2. Open **Settings** → **General** and select the watch folder.
3. Select the required **File Retention** policy.
4. Open **Credentials** and create/test the required credential set.
5. Open **Upload** and confirm delivery timing for each upload type.
6. Confirm the **BaseID Source** matches the file/folder naming convention.
7. Configure startup and window behavior for unattended operation.
8. Enable appropriate operational notifications.
9. Add seasonal credential mappings when required.
10. Review Advanced settings only if the deployment requires custom network, retry, bandwidth, pause, or priority behavior.
11. Place a test image into the watch folder.
12. Verify the file appears in **Uploads** as uploading or intentionally pending.
13. Verify successful processing under **Completed**.
14. Export the validated configuration when additional stations will use the same deployment profile.

Troubleshooting Checklist

A file is visible under Pending

This normally indicates a configured delivery-timing rule. Check the remaining time and scheduled release shown in **Uploads**. Use **Release Held Now** only when an immediate override is intended.

A file does not upload

Check:

1. Is the application **Running**?
2. Is the license shown as **Valid License**?
3. Is the correct watch folder configured?
4. Does the file's classification have valid credentials?
5. Is the file intentionally delayed?
6. Is the queue paused?
7. Are there failed uploads or upload errors?
8. Are the active seasonal credentials correct for today's date?

A file went to the wrong destination

Check the active credential set and seasonal schedule. For manual uploads, confirm the Destination step before submission.

Files remain on disk after upload

Review **Settings → General → File Retention**.

The workstation should operate unattended

Review:

- Startup Mode
- Hide Window
- Notification settings
- Pause behavior
- Credential validity
- Seasonal schedule
- File retention policy

Operational Concepts at a Glance

Concept	Purpose
Watch Folder	Automatic ingestion source
Credential Set	Groups account/location destinations for PT5/PT5-2/PT5-3
Season	Activates a credential set for a date range
Upload Type	Determines the destination/behavior class of a file
Delivery Timing	Determines when a discovered file is released for upload
BaseID	Client/customer code extracted from filename or folder
Pending	File is known to the uploader but intentionally held
Completed	Successfully processed upload history
Priority Rules	Determines which queued work should be processed first
File Retention	Determines what happens to source files after upload

Support Handoff Information

When escalating an uploader issue, capture the following before changing configuration:

- TEPS Uploader version
- Current health/running state
- Number of remaining/uploading/done/failed items
- Filename involved
- Upload type
- Whether the item is Uploading, Pending, Completed, or Failed
- Active credential set
- Relevant seasonal schedule
- Scheduled release time, if delayed
- Recent error/notification text
- Whether the issue reproduces after a deliberate reprocess

Avoid changing Advanced settings during troubleshooting unless the change is part of a documented support procedure.