



# Aspera Connect User Guide

Windows XP/2003/Vista/2008/7 Browser: Firefox 2+, IE 6+

Version 2.3.1

---

|                  |   |
|------------------|---|
| <b>Chapter 1</b> | <b>Introduction</b>                       |
| <b>Chapter 2</b> | <b>Setting Up</b>                         |
|                  | 2.1 Installation                          |
|                  | 2.2 Configure the Network Environment     |
|                  | 2.3 Connect Preferences                   |
| <b>Chapter 3</b> | <b>Getting Started</b>                    |
|                  | 3.1 Start a Transfer                      |
|                  | 3.2 Manage Transfers                      |
|                  | 3.3 Monitor and Adjust the Transfer Speed |
|                  | 3.4 Content Protection                    |
|                  | 3.5 Manage Connect Servers                |
|                  | 3.6 Bandwidth Measurement                 |
| <b>Appendix</b>  | 1 Transfer Policies and Transfer Rate     |
|                  | 2 Uninstall Aspera Connect                |
|                  | 3 Troubleshooting                         |

---

## 1. Introduction

Aspera Connect is a file transfer browser plugin that allows web applications to take advantage of *fasp*-enhanced transfers. It includes the following features:

### Features

|   |  |
|---|--|
| <b><i>fasp</i><sup>™</sup> file transport</b> | High-performance transport technology  |
| <b>Browser Plug-in</b>                        | Upload/download clients transparently launched by browser  |
| <b>Resume transfers</b>                       | Automatic retry and resume of partial or failed transfers  |
| <b>Browser-independent transfer</b>           | Web browser can be closed during transfer operation  |
| <b>Transfer Monitor</b>                       | Built-in transfer monitor for visual, rate control and monitoring  |
| <b>HTTP Fallback</b>                          | HTTP fallback mode for highly-restrictive network environments   |
| <b>Content Protection</b>                     | Password-protect files that are being transferred and stored onto the remote server. Encrypt and decrypt files on-the-fly during the transfer. |

---

**Queuing**

Allow certain number of concurrent transfers, and place the rest in queue.

On Windows, Connect supports the following web browsers:

- Internet Explorer 6+ *32bit version-only.*
- Firefox 2+ *32bit version-only.*

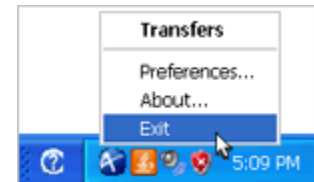
## 2. Setting Up

### 2.1 Installation

#### 2.1.1 Upgrade from a Previous Version

If you have a previous version of Connect installed, right-clicking the Aspera Connect's icon in the System Tray, select **Exit** to close it.

Go to the following download page and download the Aspera Connect for your operating system:



<http://asperasoft.com/connect>

To upgrade the Aspera Connect, close your web browsers (Internet Explorer and Firefox), double-click the downloaded installer, and follow the instructions to complete the process.

#### 2.1.2 Fresh-Install the Aspera Connect

If your computer doesn't have the Aspera Connect installed, point your browser to the Connect Server website that you will be transferring files with. Click **Install Now** or **Download Aspera Connect** on the page.

If your computer supports Java, and you are connecting to a newer Connect Server, clicking the **Install Now** triggers the auto installation. When finished, refresh the page and the Aspera Connect should be installed.

If your computer doesn't support Java, or you are connecting to an older version of the Connect Server, click the link to go to the Aspera Connect download page (<http://asperasoft.com/connect>), and download the Aspera Connect for the version of your operating system. When downloaded, locate and double-click the installer, and follow the instructions to complete the installation process.

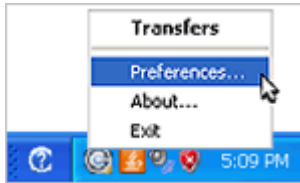
### 2.2 Configure the Network Environment

#### 2.2.1 Configure the Firewall

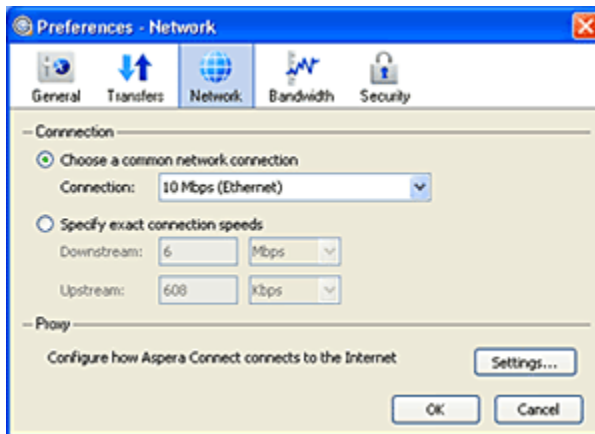
The following table is a basic guideline and simple instructions to configure your firewall. Please refer to the appropriate documentation for specific instructions on configuring your firewall:

- Allow outbound connection for the SSH. (**TCP/22**)
- Allow outbound connection for the *fast*<sup>™</sup> transfers. (**UDP/33001**)

## 2.2.2 Set the Connection Speed

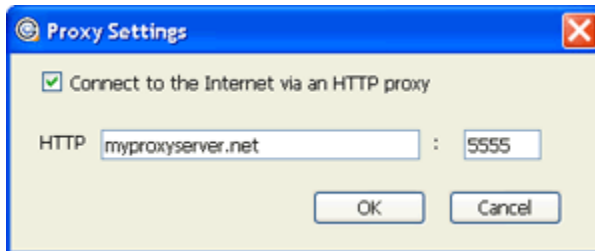


You may want to specify your network's connection speed for better transfer efficiency. To do that, launch Connect, right-click the Connect icon in the System Tray, and select **Preferences**.



In the *Preferences* window, navigate into the **Network** preferences option, and specify your network speed under the *Connection* section.

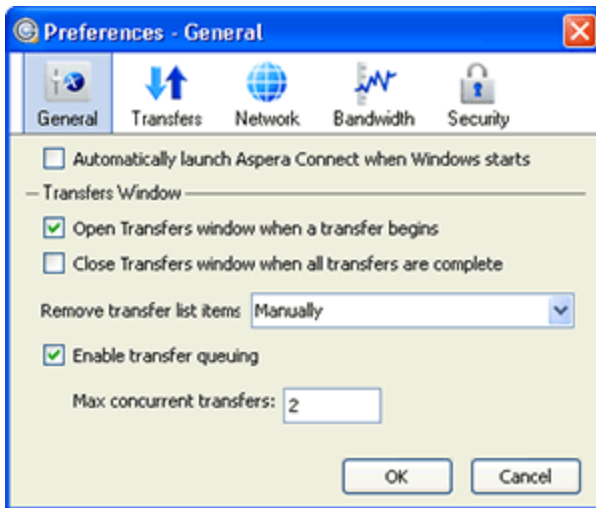
## 2.2.3 Set the Proxy Server



To specify the HTTP Proxy server for Connect, in the Connect preferences window ( **System Tray** > right-click **Connect icon** > **Preferences** ), go to the *Network* preferences option, and click **Settings** under the Proxy section. Enter the proxy server's address and port number into the specified fields.

## 2.3 Connect Preferences

### 2.3.1 General Application Settings



You can change the Connect application behavior through the preference settings. In the Connect preferences window ( **System Tray** > right-click **Connect icon** > **Preferences** ), go to the *General* preferences option, you should see the options shown in the graph.

### 2.3.2 The Download Location

By default, Connect downloads the files to the current user's desktop. To change that, in the Connect preferences window ( **System Tray** > right-click **Connect icon** > **Preferences** ), go to the *Transfers* preferences option, and set the download rule under the *Downloads* section:

- Save downloaded files to: *Specify the path to save the downloaded files.*
- Always ask me where to save downloaded files.

### 2.3.3 The Transfer Retry Rule

You can set a retry rule if a transfer failed. In the Connect preferences window ( **System Tray** > right-click **Connect icon** > **Preferences** ), go to the *Transfers* preferences option, and set the retry rule under the *Retry* section:

- Automatically retry failed transfers *Check this option to enable the retry feature.*
- Attempt *Specify how many times Connect should retry the transfer.*
- Interval *Specify an amount of time that elapses between each attempt.*

## 3. Getting Started

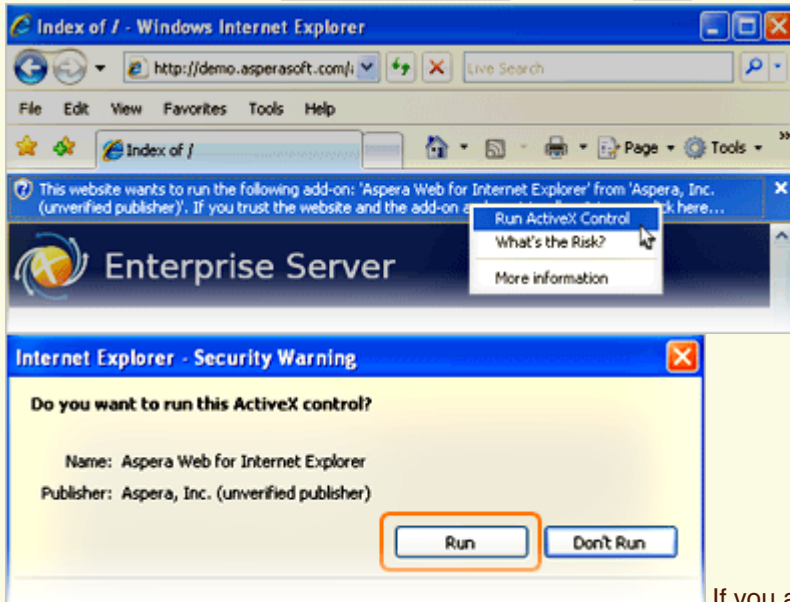
### 3.1 Start a Transfer

To make sure the software is working properly, follow these steps to test transfers between your system and the Aspera Demo Server. Open either the Internet Explorer or the Firefox, go to the following address, and enter the credentials when prompted:

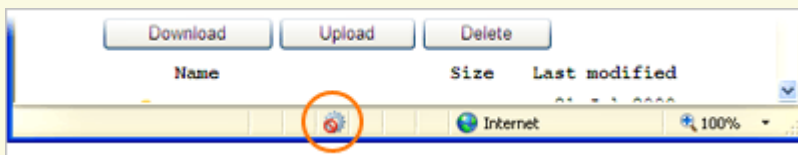
- <http://demo.asperasoft.com/aspera/user/>

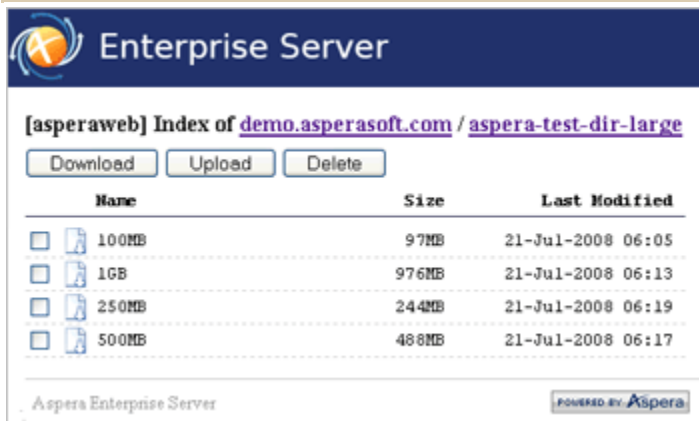
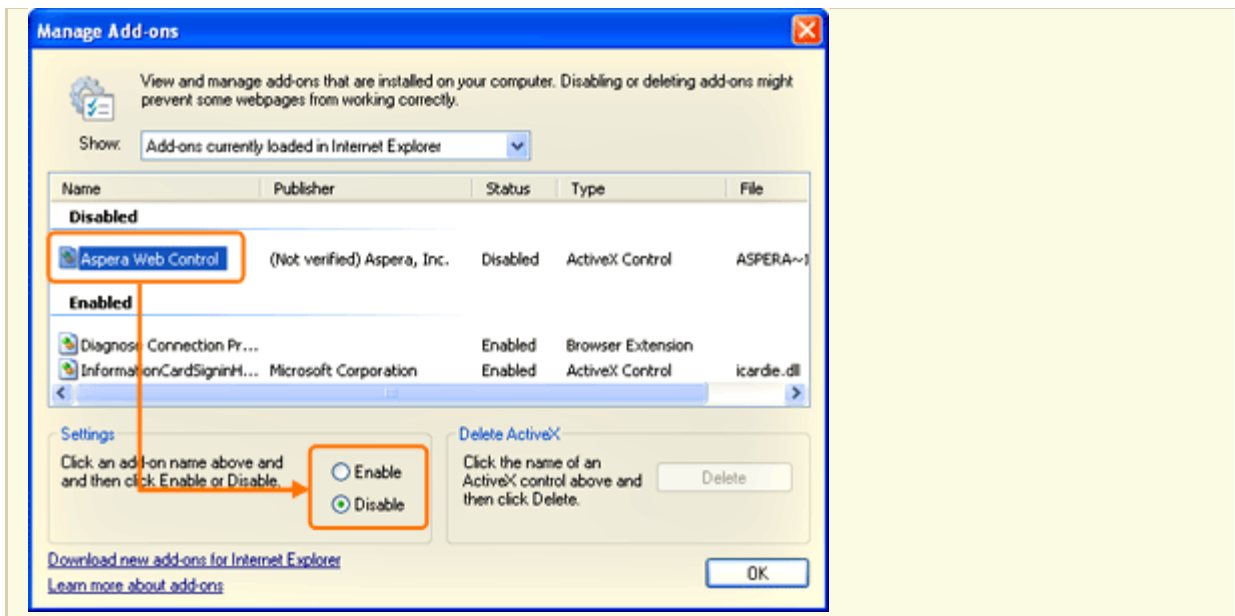
- User: asperaweb
- Password: demoaspera

**Internet Explorer 7 Security Settings:** If you are using Internet Explorer 7, when opening a Connect Server page, the Information Bar will appear and ask for the permission to use the Connect add-on. Click the bar and select **Run ActiveX Control**, and click **Run** in the Security Warning window.

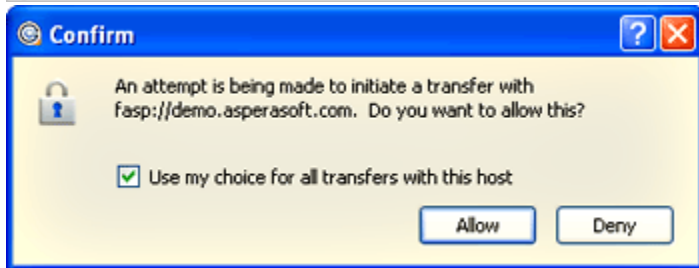


If you accidentally clicked **Don't Run**, click the gear icon at the bottom of the Connect Server page to bring up the *Manage Add-Ons* window. Select **Aspera Web Control** and set **Enable** under *Settings*.





In the Connect Server page, browse into the folder /aspera-test-dir-large, click the file's icon directly to download, or check items to download and click **Download** to transfer multiple files.



When clicked a download link, a dialog box will prompt you to confirm the transfer. Select **Allow** to start. Check the **Use my choice for all transfers with this host** option to skip this dialog in the future.

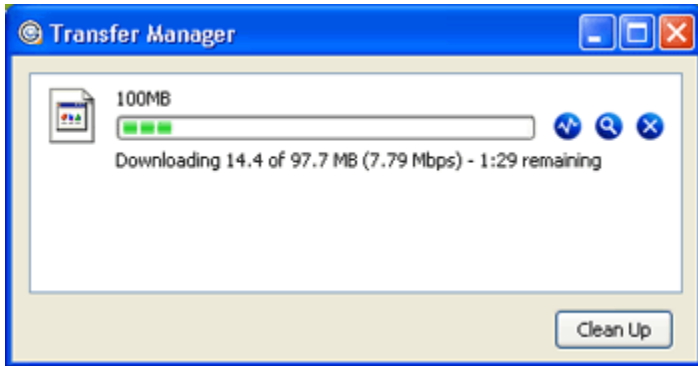
If the test transfer works, you can start transfers with your designated Connect Server. Point your browser to the server's address, for example, <http://192.168.1.210/aspera/user>, or <http://companyname.com/aspera/user>.


When uploading files, avoid transferring files with the following characters in the file name:

- Characters to avoid: / \ " : ' ? > < & \* |


### 3.2 Manage Transfers

You may view and manage all transfer sessions in the Transfer Manager. Double click the Connect icon in the System Tray's task bar to open it. The Transfer Manager window contains the following items:




-  Open the Transfer Monitor.


---

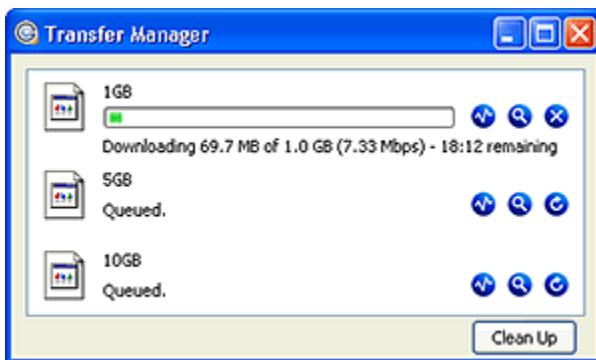
-  Reveal the file on your computer.

---


-  Stop the transfer session.

---

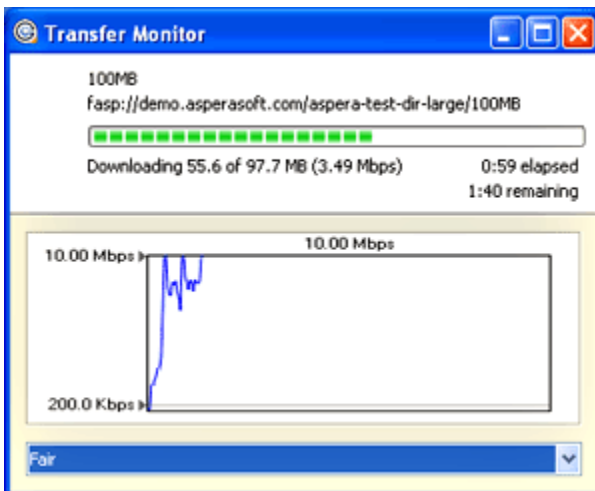
-  Resume the stopped, queued, or canceled transfer.




When the queuing option is enabled, only a certain number of concurrent transfers are allowed. The additional transfers will be queued in the *Transfer Manager* and initiated when a transfer is finished.

You can manual-start a queued transfer by clicking the  (Resume) button.

### 3.3 Monitor and Adjust the Transfer Speed

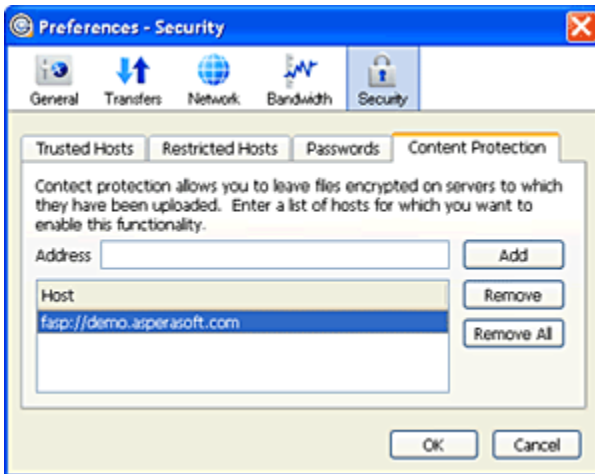


To monitor and adjust the transfer speed, in the Transfer Manager window, click the  (Transfer Monitor icon) to open Transfer Monitor. You can specify the transfer policy and the transfer speed if the Connect Server you are transferring files with allows. For more information about the transfer policies and transfer rate, refer to the [Appendix 1. Transfer Policies and Transfer Rate](#).

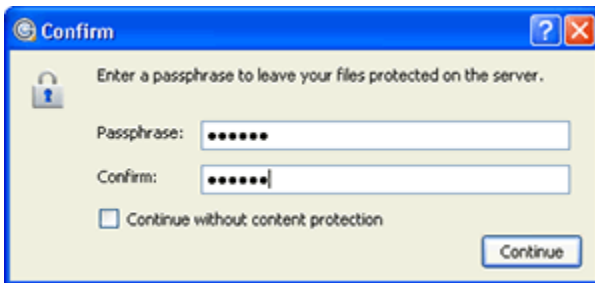
### 3.4 Content Protection

The content protection is a feature that allows the uploaded files be encrypted during a transfer, to protect them while stored on the remote server. The uploader sets a password while uploading the file, and the password is required to decrypt the protected file.

### 3.4.1 Encrypt the File to Upload

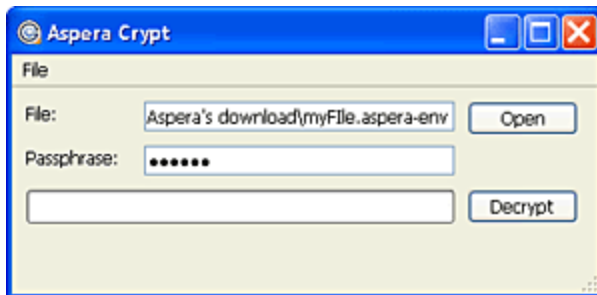


To enable this feature, in the Connect preferences window ( **System Tray** > right-click **Connect icon** > **Preferences** ), go to the *Security* preferences option, and click the **Content Protection** tab. Enter the Connect Server's address in the Address text field and click **Add**. The Connect Server should be added to the Host list below.



While uploading files to a server that is added to the Content Protection host, a confirmation window will appear and prompt you for a passphrase to encrypt the file. You can enter the passphrase in the text field, or check **Continue without content protection** to proceed without using this feature. Click **Continue** to start the transfer.

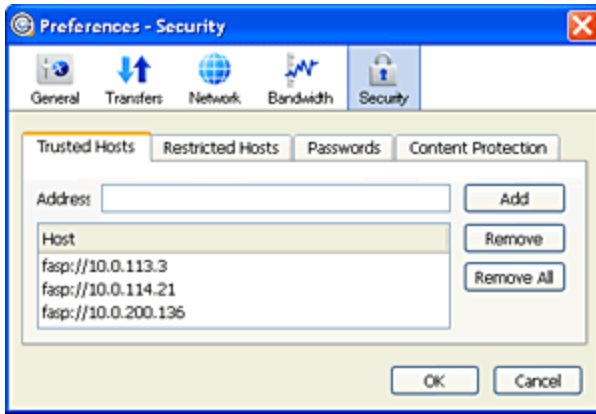
### 3.4.2 Decrypt the File on Your Computer



If you have the encrypted file downloaded, the downloaded file will have the extension *aspera-env* attached, and the file type is known as the *Aspera Security Envelope* on your computer. To decrypt it, double-click the file to bring up the *Aspera Crypt* window, enter the passphrase into the specified text field, and click **Decrypt**. The decrypted file will appear in the same directory.

## 3.5 Manage Connect Servers

You can manage Connect Servers by adding them to the trusted hosts to avoid the confirmation dialog, or to the restricted hosts to prevent the transfers. To do that, in the Connect preferences window ( **System Tray** > right-click **Connect icon** > **Preferences** ), and go to the *Security* preferences option.



Click to the **Trusted Hosts** tab to add hosts that you want to always allow transfers. Enter the host's address in the specified text field and click **Add**.

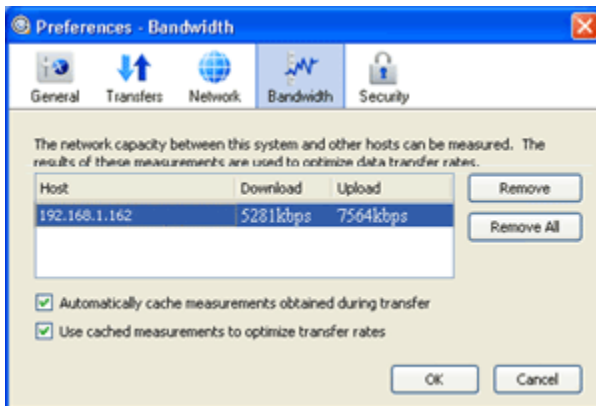
Click to the **Restricted Hosts** tab to add hosts that you want to permanently deny transfers. Enter the host's address in the specified text field and click **Add**.

If you have the credential saved during a transfer, the information will be saved in the **Passwords** tab. Here you can remove the saved credentials.

When a transfer is initiated, and the **Use my choice for all transfers with this host** option is checked in the confirmation window, the server that you are allowing or denying transferring files with will be added to the *Trusted Hosts* or *Restricted Hosts* list, respectively.

### 3.6 Bandwidth Measurement

Aspera Connect can measure the bandwidth to an Aspera Connect Server during the transfer, and use the cached rate to optimize the transfer speed.



To manage or configure the bandwidth measurement, in the Connect preferences window ( **System Tray** > right-click **Connect icon** > **Preferences** ), go to the *Bandwidth* preferences option. You can remove the cached transfer rate between servers.

Check the **Automatically cache measurements obtained during transfer** to enable the bandwidth measurement. Check the **Use cached measurements to optimize transfer rates** to apply the cached bandwidth to the transfers with the server.

## Appendix 1. Transfer Policies and Transfer Rate

The transfer policy and speed determine how you utilize the network resource for *fasp™* file transfers. Four transfer policies described below:

### *fasp™* Transfer Policies

**Fixed** *fasp™* attempts to transfer at the specified target rate, regardless of the actual network capacity. This policy transfers at a constant rate and finishes in a guaranteed time. In this mode, a maximum rate value is required.

**Fair / Adaptive** *fasp™* monitors the network and adjusts the transfer rate to fully utilize the available

bandwidth up to the maximum rate. When other traffic builds up and congestion occurs, *fast*<sup>™</sup> shares the bandwidth with other traffic and transfers at a fair rate. In this mode, both the maximum and the minimum transfer rates are required.

---

|                |  |
|----------------|--|
| <b>Trickle</b> | Similar to Fair mode, the Trickle policy uses the available bandwidth up to the maximum rate, but much less aggressive than other network traffic. When congested, the transfer rate is reduced down to the minimum rate, until no competition with other flows. |
|----------------|--|

---

## Appendix 2. Uninstall Aspera Connect

To uninstall the Aspera Connect, go to the *Control Panel*. Depending on the version of the Windows operating system, choose [Add/Remove Programs](#) or [Uninstall a program](#).

## Appendix 3. Troubleshooting

### Troubleshooting Items

1. [Problem installing the MSI package when logged in as a non-admin](#)
2. [On Windows 2003, the Connect installation button doesn't appear on the Connect Server webpage.](#)

#### 1. Problem installing the MSI package when logged in as a non-admin

You may encounter error when executing the installer MSI file, for example:

---

|                     |   |
|---------------------|---|
| <b>Windows 2003</b> | The system administrator has set policies to prevent this installation.   |
| <b>Windows XP</b>   | You do not have access to make the required system configuration modifications. Please rerun this installation from an administrators account / Error 1925. You do not have sufficient privileges to complete this installation for all users of the machine. Log on as administrator and retry this installation |

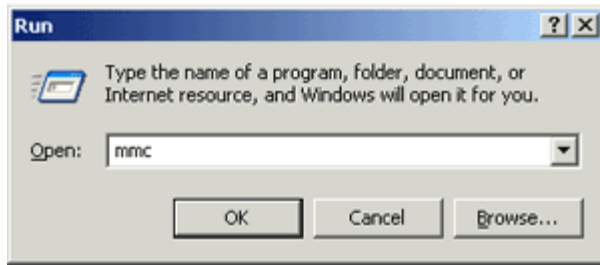
---

These error messages are due to not having permissions to install an MSI package as a non-admin account. Other than login as an administrator to install the Aspera Connect, another solution is to have the administrator grant the group policy access for non-admin users to install applications.

The following example shows you how to grant the group policy access for non-admin to install software on Windows 2003:

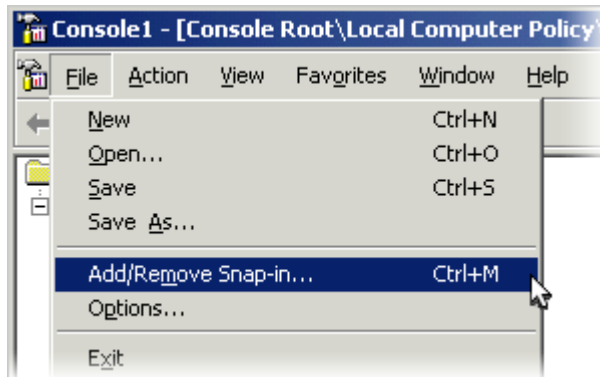
---

#### Step 1 Launch the Microsoft Management Console (MMC)

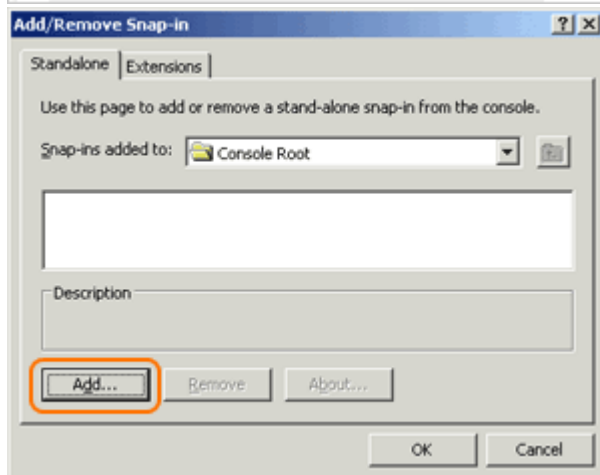


Go to **Start menu** > **Run...** and enter **mmc**, click **OK** to launch it.

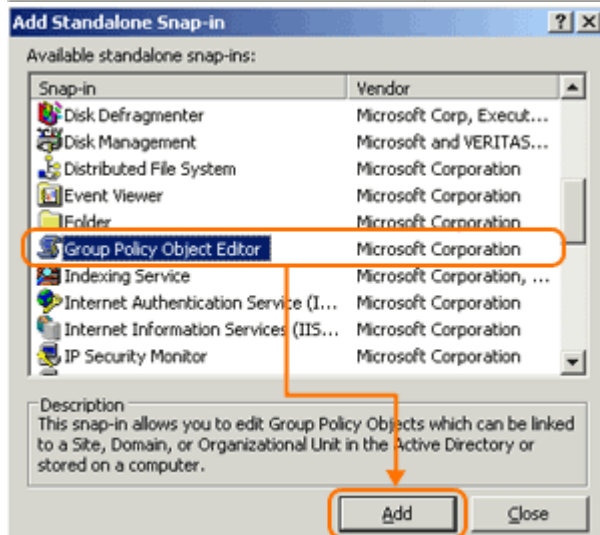
## Step 2 Add the Group Policy Object Editor Snap-in



In the MMC, go to **File** in the toolbar and select **Add/Remove Snap-in...**



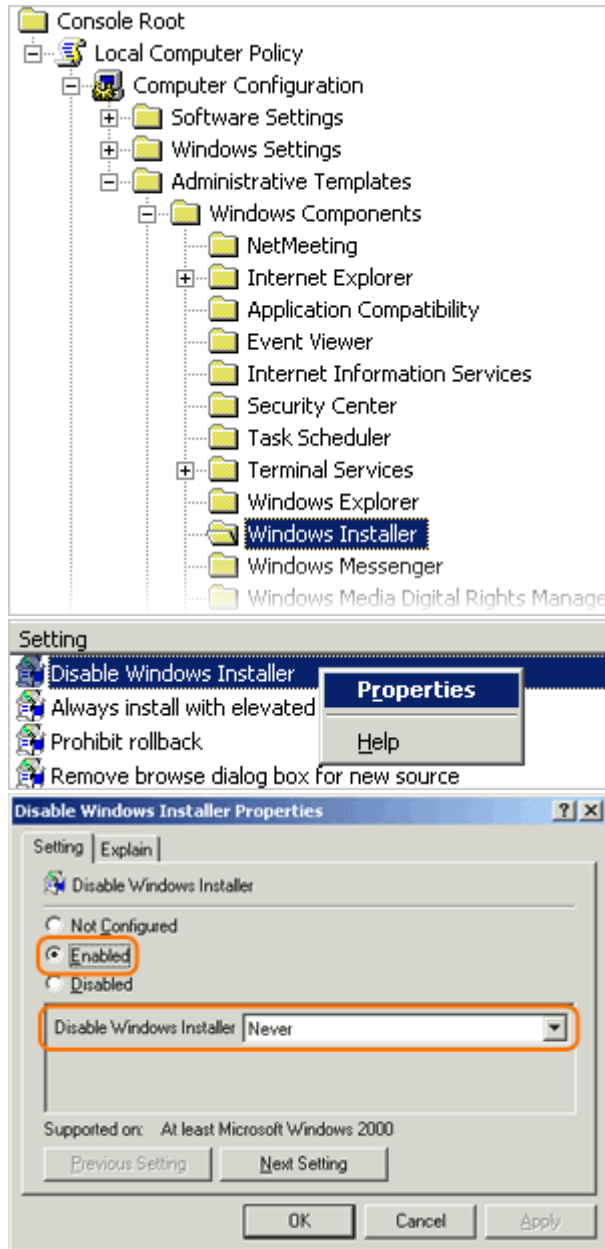
In the *Add/Remove Snap-in* window, click **Add...** to bring up the *Add Standalone Snap-in* window.



Select the **Group Policy Object Editor** and click **Add**.

In the *Group Policy Wizard* window, click **Finish**. Close the *Add Standalone Snap-in* window, and click **OK** in the *Add/Remove Snap-in* window to save the changes.

### Step 3 Grant the Windows installation group policy



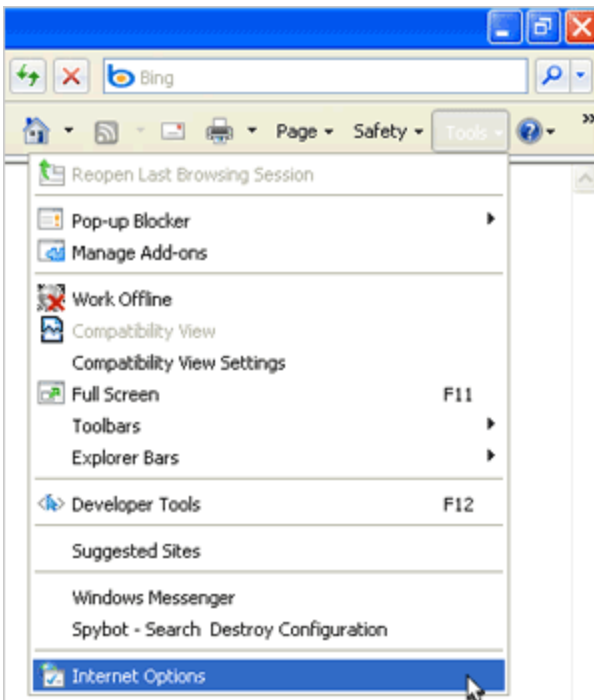
In the MMC, navigate into **Console Root** > **Local Computer Policy** > **Computer Configuration** > **Administrative Templates** > **Windows Components** > **Windows Installer**.

Locate the **Disable Windows Installer**, right-click and select **Properties**.

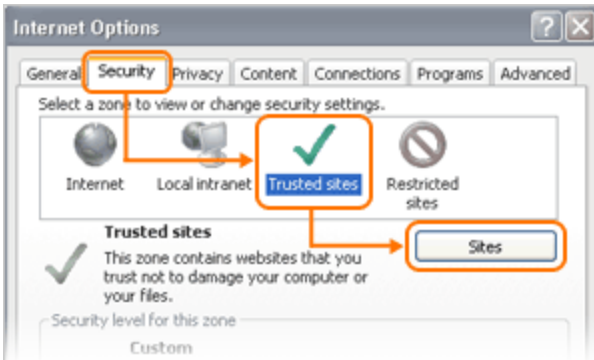
In the *Properties* window, select **Enabled** from the radio button options, and select **Never** in the *Disable Windows Installer*. Click **OK** when finished.

Close the MMC, click **Yes** to save the settings to a file. Reboot the computer to apply the changes.

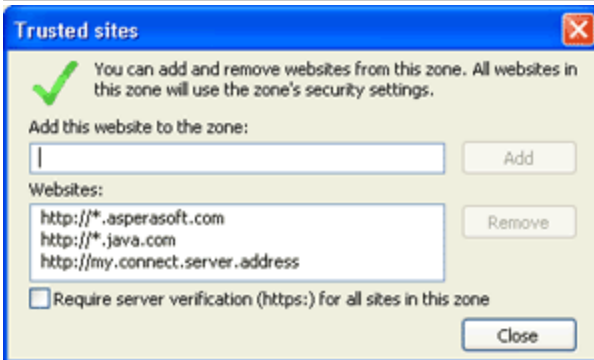
2. On Windows 2003, the Connect installation button doesn't appear on the Connect Server webpage



This problem may be due to additional security restrictions on the Internet Explorer (version 8). To resolve this, launch the Internet Explorer, click **Tools** from the Toolbar, and select **Internet Options**.



In the *Internet Options* window, go to **Security** and select **Trusted Sites**. Click **Sites** to bring up the *Trusted sites* window.



In the *Trusted sites* window, first un-check the option **Require server verification (https:) for all sites in this zone**, then add the following websites. Replace the "my.connect.server.address" with the address of the Connect Server that you are browsing:

- `http://*.asperasoft.com`
- `http://java.com`
- `http://my.connect.server.address`