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IBM Aspera Desktop Client (v3.8) FAQ - 2018

We are pleased to announce that Starting March 01, 2018, IBM Aspera Desktop Client (v3.8) for Linux, Windows and Mac OSX, will be available for download at no charge. We believe that access to IBM Aspera Desktop client (v3.8), will be a great benefit to customers, giving them additional options to help with the business, using our products effectively.

As part of this decision, we wanted to provide you with answers to some FAQ you may have:

When can I begin to download IBM Aspera Desktop client (v3.8), at no charge?

Starting March 01, 2018, we now have Linux, Windows and Mac OSX IBM Aspera Desktop client (v3.8), available for download on Aspera Downloads site as well as on IBM Passport Advantage for no charge.

Where do I go to get this?

You can download Linux, Windows and Mac OSX IBM Aspera Desktop client (v3.8) from Asperasoft downloads site or IBM Passport Advantage

Which OS platforms will Aspera Desktop Client (v3.8) be available in its first release?

Starting March 01, 2018, we now have IBM Aspera Desktop client (v3.8) for Mac OS X, Linux and Windows, available for download on Aspera Downloads site as well as on IBM Passport Advantage for no charge.

IBM Aspera Desktop client (v3.8) for AIX and Solaris will be released in 2H 2018.

What are the options for current customers waiting for IBM Aspera Desktop client (v3.8) for AIX and Solaris?

On a very limited basis AND only as part of a sales transaction (for something other than the Client), we could give the customer access to IBM Aspera Desktop client (v3.7.3) by issuing a permanent license key

Are there any limitations?

No

Are there any client-side Bandwidth restrictions?

Bandwidth is unlimited; however, it's capped based on the server-side settings. Please check your Bandwidth limitations configured on the server.

Do I need a license key to make it work?

Yes; it is included with the installer.

How to use IBM Aspera Desktop client (v3.8)?

IBM Aspera Desktop client (v3.8), connects to a remote Aspera High-Speed Transfer Server or High-Speed Transfer Endpoint and request a transfer with that server.

The Aspera High-Speed Transfer Server or High-Speed Transfer Endpoint, receives transfer requests from IBM Aspera Desktop client (v3.8), determines if the user has permission to access the Aspera High-Speed Transfer Server or High-Speed Transfer Endpoint and authorization to the target area of the file system (source or destination with read or write access), and participates in transfers. The server can be:

- an on-premises installation of IBM Aspera High-Speed Transfer Server or High-Speed Transfer Endpoint,
- an IBM Aspera High-Speed Transfer Server installed as part of IBM Aspera Sharing Server

an IBM Aspera High-Speed Transfer Server utilizing object storage as an IBM Aspera On Demand instance, an IBM Aspera Transfer Service, an on-premises installation of Aspera High-Speed Transfer Server installed as part of IBM Aspera Files, an IBM Aspera Transfer Service installed as part of IBM Aspera Files, or an IBM Aspera Transfer Cluster Manager node. You need to still get the server-side license.

What transfer client comes with IBM Aspera Server on Demand?

Previous to Desktop Client (v3.8), licenses distributed with the client for Aspera On Demand and Aspera Transfer server were restricted to transfer with those services. As of (v3.8), the included license lifts those restrictions, and allow the user to connect to any licensed IBM Aspera Enterprise Server, IBM Aspera Connect Server, IBM Aspera High Speed Transfer Server, IBM Aspera High Speed Transfer Endpoint (Previously IBM Aspera Point to Point), Aspera on Demand, or Aspera Transfer Service installation.

What level of support can I expect?

Since the IBM Aspera Desktop Client (v3.8), can only be used in conjunction with an IBM Aspera High-Speed Transfer Server or High-Speed Transfer Endpoint, Support is

only provided for customers that have purchased an associated IBM Aspera Server Product and have a current IBM Aspera support entitlement.

IBM Aspera support can also be contacted in situations for example, Customer A is the Server owner (and content distributor), and Customer B is instructed to install IBM Aspera Desktop Client(v3.8), (formerly customer would have been asked to buy it) by Customer A and latter is facing issues with their setup following instructions from Customer A (Provided Customer B has the written authorization and the server-side credentials and detailed instructions from Customer A).

I just received IBM Aspera Sharing Server link or an IBM Aspera Files link via email. Shall I download IBM Aspera Desktop client to use for my content uploads/downloads?

No, in this case, please download IBM Aspera Connect client, that's available for download at <http://downloads.asperasoft.com/connect2/>

I installed the IBM Aspera Desktop client (v3.8) for windows, which asks me to create a windows user account. What is this windows user account for and can this be created automatically by installer during installation, If I don't provide one?

IBM Aspera Desktop client (v3.8) on windows provides a feature called Hot Folders. Basically, it can push/pull files automatically to/from an IBM Aspera High-Speed Transfer Server.

This feature is running as a Windows Service and requires a Windows User to run the service.

This user can be automatically created by the installer as local user or can be a pre-existing user with ability to run services: in this case users from Windows Active Directory could be used). In addition, the user must have the full access to the resource where the files are transferred to/from, in particular if the location is expressed an UNC path.