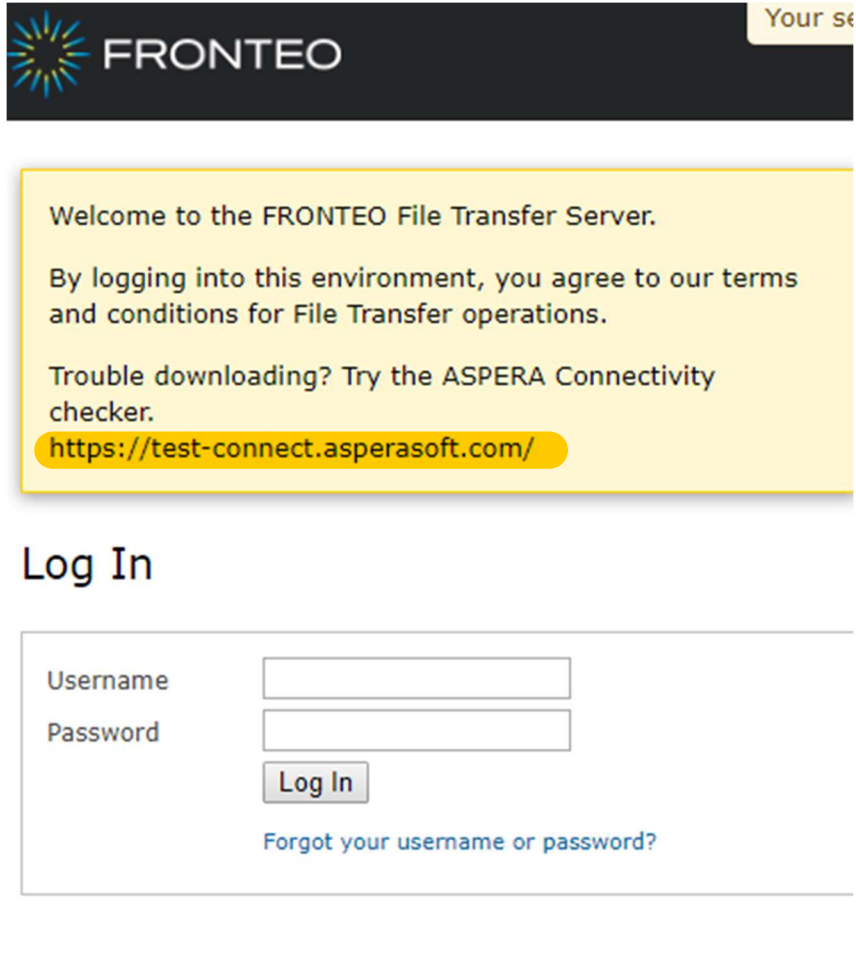


Testing Aspera Connectivity

Clients can test Aspera by going to <https://test-connect.asperasoft.com/>

- This is also listed on the Aspera log in Page



FRONTEO Your session

Welcome to the FRONTEO File Transfer Server.

By logging into this environment, you agree to our terms and conditions for File Transfer operations.

Trouble downloading? Try the ASPERA Connectivity checker.

<https://test-connect.asperasoft.com/>

Log In

Username

Password

[Forgot your username or password?](#)

- Once the page loads select the “Open IBM Aspera Connect”

Open IBM Aspera Connect?

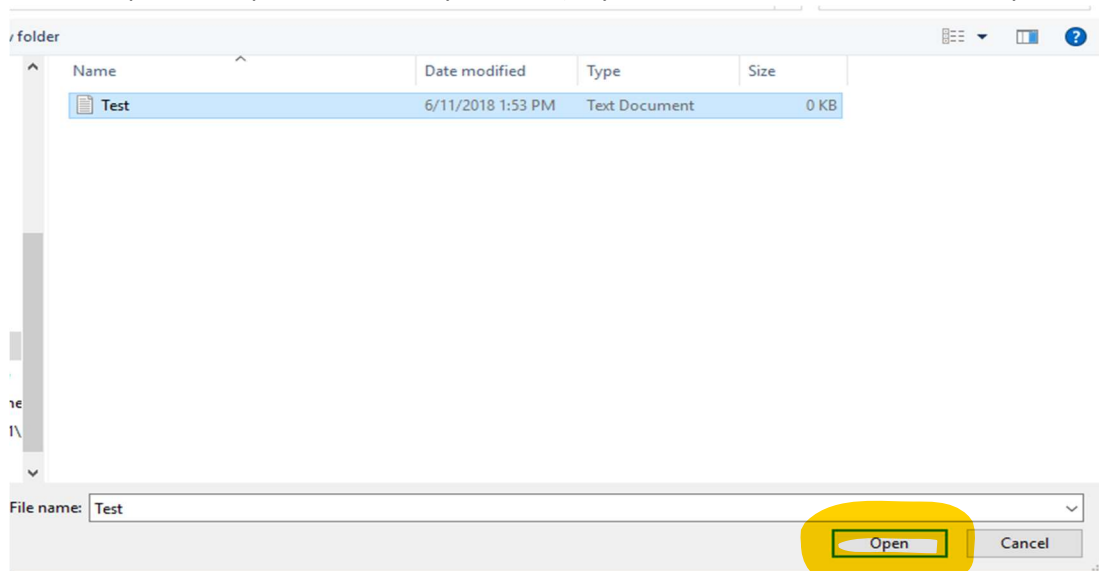
Always open these types of links in the associated app

- Next Select “TEST YOUR PORTS”

Your system status

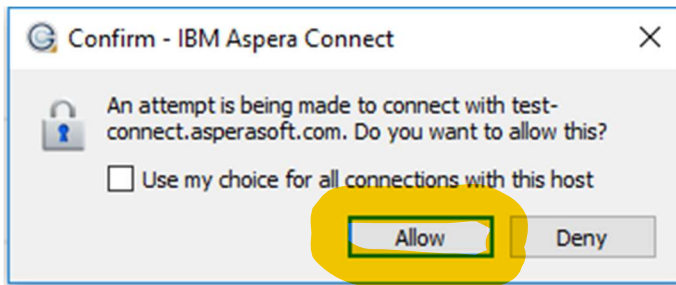
Operating System	Windows 10 (Desktop)
Browser	Chrome 67
Connect	3.8.0.158555
TCP Port <u>33001</u> ▼	
UDP Port 33001	
TEST YOUR PORTS	

- This will open file explorer, select any test file (Any small file is fine it is not saved anywhere).



- Click “Open”

- You might see a dialog box open. select “Allow”



- If everything is working properly your screen should look like the below screenshot

Your system status

Operating System	Windows 10 (Desktop)
Browser	Chrome 67
Connect	3.8.0.158555
TCP Port <u>33001</u> ▼	OK
UDP Port 33001	OK

TEST YOUR PORTS

- If either of the Ports fail the issue is most likely with firewall on clients end. They need to make sure the following is open and allowed on their network.

Url: aspera.fronteo.com
TCP: 8443,33001
UDP:33001-33010