

# Release Notes: IBM Aspera Connect 3.9.6

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Product Release: July 8, 2019

Release Notes Updated: July 25, 2019

The 3.9.6 release of IBM Aspera Connect provides the new features and fixes described below. These notes also list system requirements, supported platforms, and known issues.

The key change introduced in the 3.9 release series is that Connect and the Connect SDK now make use of browser extension technology to facilitate the app's communication with the web browser. The use of browser extensions benefits users of on-premises servers as well as users of Aspera on Cloud.

The Connect 3.9 series offers:

- more reliable detection and launching of Connect, removing the need for launch prompts.
- improved security.
- improved browser integration.
- easier installation and upgrade procedures that include guided assistance.

Connect 3.9.6 introduces new changes described below in *What's New*.

**Upgrading Connect to v3.9 is strongly recommended to ensure uninterrupted Connect availability.** For this reason, Aspera encourages you to take immediate action:

- End users should upgrade to Connect 3.9.6.
- Administrators should configure Faspex and Shares to use Connect SDK 3.9.6.
- Web developers should integrate Connect SDK 3.9.6 in their web applications.

**Feedback Program:** We welcome your feedback. Customers interested in providing it for Connect 3.9 can register at the [IBM Feedback Program](#). IBMid required. You can submit your feedback on the [Submit Problem Report](#) page.

## WHAT'S NEW

### What's New in 3.9.6

The quick installer now supports upgrading a system-wide installation. If you run the quick installer (for example, you used the guided install), and the installer detects there is a system-wide installation, you are prompted for a password. If the password is valid, the installer performs a system-wide upgrade. If you cancel, the install fails with the error message, "A system-wide installation already exists. Removing or upgrading requires administrator-level access."

### What was New in 3.9.5

- **Improved Experience for Installation and Upgrade**

Connect 3.9.5 introduced a new UI for guided installation, redesigned to improve clarity.


Users are prompted with the Required Steps dialog shown below and guided through the installation steps:


x


## Required Steps

To enable Aspera uploads and downloads, you need to install or upgrade to IBM Aspera Connect 3.9.6.

New

Step 1  Install Extension

Step 2  Download the App

Step 3  Install Connect

Already installed? [Refresh](#) / [Troubleshoot](#)  
[Try returning to previous version.](#)

For Safari and Internet Explorer, the order of steps is slightly different.

- **Internet Explorer Now Includes Guided Installation**

Installing Connect on Internet Explorer now uses the same guided installation steps as on all other supported browsers.

- **New "Quick" Installer**

The *quick installer* (or *one-click installer*) installs the Connect application and requires little interaction from the user. The **Install Connect** step in the guided installation prompts users to launch the quick installer. Once it's launched, and the user clicks **Start**, the Connect app is installed without further user interaction.



The Connect SDK now includes the `oneClick` option for the `AW4.ConnectInstaller` class.

## SDK-REQUIRED ACTIONS

1. Upgrade your web application to use the Connect 3.9.6 SDK. You can use either the Aspera-hosted version of the SDK on Cloudfront, or download the the SDK files and install them at your own site. For links and downloads, see the Connect SDK documentation on the ADN: <https://developer.asperasoft.com/web/connect-client/hosting>
2. Set the minimum version of Connect to "3.9". For details, see `minVersion` here: [https://developer.asperasoft.com/api\\_docs/connect/3.9/web/api/AW4/Connect/new/index.html](https://developer.asperasoft.com/api_docs/connect/3.9/web/api/AW4/Connect/new/index.html)
3. If you will not use the `ConnectInstaller` experience, implement support for installing extensions.

## FIXED ISSUES

### Fixed in 3.9.6

ASCN-1791 - [macOS] Quick installer shows system-wide error if user moves Connect into `/Applications`.  
Workaround: Remove previous version of Connect installation.

### Fixed in 3.9.5

ASCN-1765 - API - `/resume` doesn't apply token option to resumed transfers.

ASCN-1578 - Windows returns error `0xc0000018` when launching `Connect / Crypt / Connect-nmh`.

ASCN-1400 - Users are allowed to update even though Connect was installed system-wide by admin.

ASCN-1389 - [Linux] Transfers fail with "FASP management terminated unexpectedly." Appears to be related to password entry. Workaround: Restart the transfer.

ASCN-1253 - Aspera Connect transfer monitor shows inaccurate transfer rates for small files transfers.

ASCN-22 - When switching between System and Manual proxy settings, the "Use HTTP Fallback proxy" checkbox is not remembered.

## SYSTEM REQUIREMENTS

**Note:** The only versions of Firefox now supported for Connect 3.9 are Firefox ESR 60 and Firefox 66-67.

### Windows

- OS versions: 7 SP1, 8.1, 10, Windows Server 2008 R2, 2012 R2, 2016
- Browsers: Chrome 68-75, Firefox ESR 60, Firefox 66-67, Internet Explorer 11, Microsoft Edge 40-44

### macOS (64-bit)

- OS versions: macOS 10.11 - 10.14
- Browsers: Chrome 68-75, Firefox ESR 60, Firefox 66-67, Safari 11-12

### Linux (64-bit)

- OS versions (glibc 2.9 and higher): RHEL 6.7,7.3, 7.4, CentOS 6-7, Debian 7-9, Fedora 26-27, SLES 11-12, OpenSUSE 42.3, Ubuntu 14.04 LTS, 16.04 LTS, 17.10
- Required Libraries: OpenSSL 1.0.2g or higher, Mesa EGL, glib2 2.28 or higher
- Browsers: Chrome 68-75, Firefox ESR 60, Firefox 66-67

## KNOWN ISSUES

ASCN-1829 - [Mac] Upgrade: progress bar stuck 'Verifying "Aspera Connect"...'

ASCN-1773 - [Firefox] Error on the Firefox Add-on page when you try to obtain the extension: "Download failed. Please check your connection". *Workaround:* Try upgrading your browser. For more information, see <https://blog.mozilla.org/addons/2019/05/04/update-regarding-add-ons-in-firefox/>

ASCN-1698 - Connect crashes when user attempts to trust host too quickly.

ASCN-1672 - Transfers incorrectly retried when "Token expired X seconds ago". **Note:** Certain types of errors cannot be retried, and retrying them does not help. For such errors the retry button is now disabled.

ASCN-1603 - If Connect with AoC is running on Safari and is left running for an extended period of time (overnight, for example), Connect may no longer be recognized and the user is prompted to install Connect. To resolve this, open a new tab or restart Safari.

ASCN-1601 - [SDK] In some cases, `showDirectory` does not bring Explorer dialog to foreground

ASCN-1577 - [Mac] Safari 10 may require a restart after Connect is upgraded.

ASCN-1557 - After upgrading, drag-and-drop does not work until the browser is restarted.

ASCN-1513 - Firefox generates an unhelpful error dialog when the FASP protocol is not registered: "There is no program associated to perform the requested action. Please install a program or, if one is already installed, create an association in the Default Programs control panel."

ASCN-1487 - [Mac] Safari extension-approval step appears even if the installation started in a different browser.

ASCN-1448 - [Edge] Connect windows do not always appear in front.

ASCN-1318 - [Mac] Connect on Mac 10.14 does not detect system proxy settings. *Workaround:* Configure the proxy manually in Connect preferences.

ASCN-898 - Getting error message "Connect (Not Responding)" after clearing hundreds of transfers.

ASCN-797 - Main menu bar for Crypt is not translated for all languages.

ASCN-754 - [Windows] Internet Explorer crashes during a Connect upgrade.

ASCN-705 - If Connect is not able to connect to the server through SSH, a misleading error message, "Failed to authenticate," is reported rather than indicating it's a connection problem. (CIM-72)

ASCN-580 - [Windows] Accessibility: Install wizard not properly displayed in high contrast mode.

ASCN-362 - The Preferences icon (link) is not available in the Transfers window.

ASCN-355, ATT-364 - When using HTTP fallback, downloads with in-line decryption sometimes fail after an upload to a server with EAR. Workaround: Download without in-line decryption, then decrypt locally.

ASCN-271 - When encrypted-at-rest files are downloaded, the decryption dialog does not ask for passphrase confirmation. As a result, if the passphrase is invalid, the files are transferred in their encrypted state. (CIM-635)

ASCN-262 - JAWS does not say how to select hosts from the hosts list in the Security sub-tabs. This issue is found in other Security sub-tabs, as well.

ASCN-179 - This release of Connect does not support Microsoft ISA proxies.

ASCN-149 - Connect does not switch "desktops" to reveal Connect when asking the user to select files or folders. Workaround: Select Connect from the dock.