

IBM Aspera Drive User Guide 3.2.0

Windows

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Introduction

IBM Aspera Drive is a data transfer client application that you run on your desktop or mobile device, to move files or folders quickly and securely through your Aspera transfer server.

Features at a Glance

Drive provides the following services:

- Integrated desktop browsing of remote files.
- Drag-and-drop high-speed upload and download from cloud storage and traditional storage.
- Background synchronization of files.
- Sending and receiving of large files and data sets at global distances.

Installation

Installing Drive

To install Drive for the first time, follow the instructions in this section.

To upgrade an existing Drive installation, see [Upgrading Drive](#) on page 4.


Before installing Drive, obtain (from your system administrator) the URL and username/password credentials for at least one Aspera transfer server that you will use with Drive.

1. Download the Drive installer:

AsperaDrive-version.msi

2. Install Drive by running **AsperaDrive-version.exe**. Follow the onscreen instructions.

Note: During installation, the installer closes Windows Explorer.

You can select the checkbox in the setup wizard to start Drive automatically after installation, or you can start it manually from the Windows **Start** menu. When Drive is running, the Drive icon  appears in the system tray.

3. To begin using Drive, use the **Account Wizard** to create an account for use with an Aspera transfer server.

See the section that best matches your environment:

- [Adding a Drive Account for IBM Aspera on Cloud](#)
- [Adding a Drive Account for IBM Aspera Faspex](#)
- [Adding a Drive Account for IBM Aspera Shares](#)

4. Use the **Account Wizard** to create an account for use with an Aspera transfer server.


See the section that best matches your environment:

- [Adding a Drive Account for IBM Aspera on Cloud](#)
- [Adding a Drive Account for IBM Aspera Faspex](#)
- [Adding a Drive Account for IBM Aspera Shares](#)

Upgrading Drive

To upgrade an existing Drive installation, follow the instructions in this section.

1. Check the release notes for information on new features and fixes since your last installation.

2. In the Windows system tray, right-click the Drive icon  and select **Check for updates**.
3. If a newer release is available, download the Drive installer from the **Check for updates** link.
4. Install Drive by running **AsperaDrive-version.exe**. Follow the onscreen instructions.

Note: The installer closes Windows Explorer, and if it finds a version of Drive already running on your system, it shuts it down.

Uninstalling Drive

To remove the Drive application from your system, follow the instructions in this section.

Note: The uninstallation process closes Windows Explorer.

Either

- Select **Start > All Programs > Aspera > Uninstall Aspera Drive**.

or

- Select **Start > Control Panel > Uninstall a program**. Locate Drive in the list of installed programs; right-click it and select **Uninstall**.

Working with IBM Aspera on Cloud

Drive with Aspera on Cloud

You can use Drive in conjunction with IBM Aspera on Cloud, a SaaS platform for file transfer and collaboration.

When Aspera on Cloud is integrated into Drive, you can do the following:

- See all your Aspera on Cloud workspaces, files, and packages (sent, received, and archived) in a single view in the file browser.
- Share content with members of your organization.
- Send packages to an Aspera on Cloud inbox.
- See previews of image files.
- Transfer files and folders between your client computer and the server using the Windows Explorer file browser interface, with the following standard Windows Explorer functions:
 - browsing files and folders
 - transferring files to and from your transfer account
 - drag-and-drop ¹
 - creating new folders
 - copy-and-paste

Note: Drive does not currently support adding metadata to packages that it sends. Therefore, ensure that Aspera on Cloud is not configured to have any required metadata fields when sending packages. You can configure optional metadata fields, but Drive will ignore them.

For detailed information on using Aspera on Cloud, see the Help Center within the Aspera on Cloud application.

¹ You may not download an entire shared folder by drag-and-drop. Instead, select contents of the folder to download.

Adding a Drive Account for Aspera on Cloud

Use Drive's account wizard to configure a new AoC transfer account.

Have the following information available before configuring an account:

- Your organization name in Aspera on Cloud.
- The username and password that you have on Aspera on Cloud.

The steps below assume that you have Drive installed and running.

To add an Aspera on Cloud account to Drive, do the following:

1. If the Account Wizard is not open, launch it:

In the system tray, right-click the Drive icon  and select **Preferences > Accounts**. Then click  to add a Drive account.

2. Select your IBM Aspera product:

Click **IBM Aspera on Cloud**.

3. Select your organization:

In Aspera on Cloud, the *organization* is the primary administrative container.

Either

- Enter your IBMid or email address, so that Drive can find your organization for you.
- or
- Enter your organization URL.

4. In the new window that opens, sign in to Aspera on Cloud.

5. Set up content synchronization:

On the **Sync Setup** screen, either

- Set up syncing now.

To do so, either accept the default folder shown for **Place my files in**, or click **Change** to browse for a different folder (or create a new one).

By default, the sync folder is created inside your **Documents** folder, in a folder with the name you gave for the account in an earlier step. If you choose to use the default folder, it is created automatically.

or

- Set up syncing later.

To do so, click **I'd rather not set up file syncing now**.

6. If you opted to set up syncing on the previous screen, the Account Wizard prompts you to choose folders to sync.

You can either

- Select **Synchronize with the selected remote folders** and then select the folders on Aspera on Cloud to sync.

Click the arrows to expand or collapse the folder view, and select the check boxes for the folders you want to sync.

Choose the sync direction:

- **Two-Way**
- **Remote to Local** (default)
- **Local to Remote**

Note: For a detailed explanation of your options for sync direction, see [Understanding Sync](#).

or

- Select **I'll choose the folders to sync later**.

7. Set up package downloading:
 - Choose **Automatically download my packages to** and enter or browse to a location where you'd like to store your downloaded packages.
 - or
 - Choose **I'd rather not set up automatic downloading now**. You can change this setting later if you wish.
8. If you opted to set up package downloading in the previous step, now select a timeframe:
 - Choose to download packages from a date in the past.
Select **Download my packages from date sent** and choose an option from the drop-down:
 - **Yesterday** (default)
 - **A week ago**
 - **A month ago**
 - **The beginning of time**
 - or
 - Choose to download packages from now on.
9. Set up how you will check for new packages:
 - Automatically
Select **Check for new packages** and select an automated time interval from the drop-down list.
 - or
 - Manually
Select **I'll check manually using the Check Now option**.
10. Click **Finish** to complete your Aspera on Cloud account setup.

Working with IBM Aspera Faspex

Managing Drive Accounts for Faspex

An *account* in Drive allows you to use the browsing and transfer features between your client computer and the Faspex transfer server. Managing accounts involves adding, modifying, and deleting accounts.

Before you can set up and manage accounts, you must obtain the credentials for your Faspex user account from your system administrator. You will use these credentials to connect to the transfer server.

Adding a Drive Account for Faspex

Use Drive's account wizard to configure a new package transfer account.

Have the following information available before configuring an account:

- The address of the server where Faspex is installed and running.
- The username and password that you have on the Faspex server.

The steps below assume that you have Drive installed and running.

To add a Faspex account to Drive, do the following:

1. If the Account Wizard is not open, launch it:

In the system tray, right-click the Drive icon  and select **Preferences > Accounts**. Then click  to add a Drive account.

2. Select your IBM Aspera product:

Click **IBM Aspera Faspex**.

3. Fill in the fields with the following information about the Faspex transfer server:

Account name	A name for the account. The name is used only by Drive.
Server address	The URL for the server that is running Faspex.

Click **Next**.

4. Select your Faspex server's authentication method:

Either

- SAML Authentication

If you choose **SAML Authentication**, log in to the Faspex server with this user's SAML credentials.

or

- Basic Authentication

If you choose **Basic Authentication**, enter the username and password that this user has on the Faspex server.

5. If you are prompted to confirm the server's security certificate, indicate whether you trust the server.

6. Set up package downloading:

- Choose **Automatically download my packages to the following directory** and enter or browse to a location where you'd like to store your downloaded Faspex packages.

or

- Choose **I'd rather not set up automatic downloading now**. You can change this setting later if you wish.

7. If you opted to set up package downloading in the previous step, now select a timeframe:

- Choose to download packages from a date in the past.

Select **Download my packages from date sent** and choose an option from the drop-down:

- **Yesterday** (default)
- **A week ago**
- **A month ago**
- **The beginning of time**

or

- Choose to download packages from now on.

Click **Next**.

8. Set up how you will check for new packages:

- Automatically

Select **Check for new packages** and select an automated time interval from the drop-down list.

or

- Manually

Select **I'll check manually using the Check Now option**.



9. Click **Finish** to complete your Faspex account setup.

Modifying Your Package Download Settings

You can modify the following aspects of a package transfer account:

- The local destination folder for downloading received packages.
- How often Drive should look for new packages.
- Whether to overwrite packages that have the same title.
- Whether to automatically decrypt downloaded packages.

The steps below assume that you have Drive installed and running, and that you have created at least one Drive account that you want to modify.

1. Choose one of the following methods to open Drive's **Accounts** preferences:
 - Right-click the Drive icon  in the system tray and select **Preferences > Accounts**.
 - If you have the Drive **Activity** dialog open, select  **> Preferences > Accounts**.
2. On the left side of the dialog, select the transfer server account you want to modify.
3. Under **Account**, you can change the connection settings for the account:

Field	Description
Account name	The name of the account. The name is used only by Drive.
Server address	The URL for the server, and the port number (if applicable).
Username	The username that you have on the transfer server.
Password	The password that you have on the transfer server.
Do not verify host's SSL certificate	If selected, Drive will bypass the validation of your server's SSL certificate. Select this option if your server's certificate is not valid, but you trust the server.

4. In the **Services** area of the tab, click **Packages: Settings**.
The **Packages** dialog appears.
5. Modify the fields as needed:

Field	Description
Download received packages to	Specify the folder where downloaded packages will be saved. You can download packages to the default folder: C:\Users \windowsUsername\Aspera Drive\driveAccountName Inbox , or you can click Change to provide a different folder name.
Overwrite packages that have the same title	When a received package has the same title as an existing package, Drive can either reuse the same folder (overwriting the existing package), or create a new folder for the received package. If you select this check box, packages with the same name as an already existing downloaded package will be downloaded into the existing folder. If a file being downloaded has the same name as an existing file, that file from the older package is overwritten. If you do not select this check box, Drive will create a new folder for the new package, so that the existing one is not overwritten. For example, if you have already downloaded a package with a title of My_Files , and then download another package with the same title, the files will be placed in My_Files(2) .

Field	Description
	If you select this check box, Drive will place the new package into the existing My_Files folder instead of creating a new My_Files(2) folder. If My_Files already contains a file with the same filename, the existing file will be overwritten. By default, this check box is not selected.
Do not download packages sent by me	If this check box is selected, packages that you send to yourself or to work groups that you belong to are not downloaded. If this check box is not selected, packages that you send to yourself or to work groups that you belong to are downloaded. (By default, it is not selected.)
Packages are downloaded from Note: This field is not configurable.	Displays the date since which Drive will search for packages to download. For example, if this field displays 05/06/2014 , Drive downloads any packages that have arrived since May 6, 2014.
Check for new packages	Select the interval in which to check for newly arrived packages.
Automatically unlock encrypted files on download	If you have configured encryption for your packages, you can set Drive to automatically decrypt them when they are downloaded. To do so, select this checkbox and enter the decryption passphrase in the Passphrase field.

6. Click **OK** to apply and save your settings, or click **Cancel** to cancel your selections.

Package Transfer: Overview


IBM Aspera Faspex is a file-exchange application. With a Web-based GUI, Faspex offers advanced management options for *fasp* high-speed data transfer to match your organization's workflow.

When working with Faspex, you can perform the following tasks:

- Send packages.
- Receive packages.

Before you can send and receive packages using Drive, you must obtain the credentials for a user account from your system administrator. You will use these credentials to connect to Faspex.

Sending Faspex Packages with Drive

1. Open the **Send Files** dialog by doing one of the following:
 - In Windows Explorer, right-click the files or folders you want to send and select **Aspera Drive > Send files**.
 - If you have the Drive **Activity** window open, click  and select **Send files**.
2. In the **Send Files** dialog, enter the following:

Field or Button	Description
Email or Group	The recipient of the package (required).
Title	A short, relevant title for the package (required).
Notes	A short message to the recipient of this package.
Files	A list of the files and folders in the package that will be sent.


Field or Button	Description
	To add items to this list, click Add files or drag and drop from Windows Explorer into this dialog. Note: If the content is a <i>shortcut</i> to a folder, the behavior is different with Add Files versus drag-and-drop: If you use Add Files to add a shortcut to the package, the package contains the folder itself (and its contents). If you use drag-and-drop to add the shortcut to the package, the package contains a shortcut to the folder.
Encrypt sent files	Select this check box if you want to encrypt files before sending them. When you select Encrypt sent files and click Send Package , you are prompted to enter and confirm a passphrase. When you send encrypted packages, you must provide the recipients with the encryption passphrases so that they can decrypt packages after they receive them.
Add files	Click Add files to add a file or files to the package for transfer. You can also drag and drop from Windows Explorer into this dialog.
Add folder	Click Add folder to add a folder to the package for transfer. You can also drag and drop from Windows Explorer into this dialog.
Remove	To remove an item from the package to be sent, select it in the Files list and click Remove .





3. Click **Send** to send the package.

The Drive **Activity** window's **Transfers** tab opens to display the progress of the transfer.

Receiving Faspex Packages with Drive

- **Getting More Information About a Transferred Package**

- Right-click the Drive icon  in the system tray, and select **Activity**.
- Click **Transfers** to view a list of the recent packages that you have sent or downloaded.
- With the buttons in the **Transfers** tab, you can perform the following additional tasks:

	Opens the Transfer Monitor for more in-progress detail about the transfer. In the Transfer Monitor , you can adjust the transfer rate (if settings allow).
	Opens an Explorer window to the transfer destination folder (the "containing folder").
	Stops an in-progress transfer.
	Resumes a stopped or suspended transfer.

In addition to those actions, you can also right-click a package and select **Remove** to remove it from the list.

- **Clearing a Transfer**



If a transfer is not currently queued or running, you can remove it from the list:

On the **Transfers** tab, right-click a transfer in the list and select **Remove**.

- **Looking for New Packages**

If you have configured Drive to look for new packages at a certain interval, click the **Inboxes** tab to see when Drive will next check for newly arrived packages.

You can also do the following:

- To stop checking for packages, click .
- To resume automatic checking for packages, click .
- To check for packages immediately, right-click an inbox and select **Check now**.

Note: When you click the **Check now** button at the bottom right, Drive checks for new packages for all Faspex accounts in Drive. When you right-click an individual Faspex account and select **Check now**, Drive only checks for new packages for the selected account.

- **Decrypting Received Packages**

If you receive an encrypted package, see [Decrypting Packages](#) on page 17.

Working with IBM Aspera Shares

Managing Drive Accounts for Shares

An *account* in Drive allows you to use the browsing and transfer features between your client computer and the Shares transfer server. Managing accounts involves adding, modifying, and deleting accounts.

Before you can set up and manage accounts, you must obtain the credentials for your Shares user account from your system administrator. You will use these credentials to connect to the transfer server.

Adding a Drive Account for Shares

Use Drive's account wizard to configure a new Shares transfer account.

To set up a transfer account, make sure you have the following information from the system administrator who manages your Shares transfer server:

- A URL for the Shares transfer server, including a port and path (if applicable).
- A username and password that was set up on your Shares transfer server.

The steps below assume that you have Drive installed and running.

To add a Shares account to Drive, do the following:

1. If the Account Wizard is not open, launch it:

In the system tray, right-click the Drive icon  and select **Preferences > Accounts**. Then click  to add a Drive account.

2. Select your IBM Aspera product:

Click **IBM Aspera Shares**.

3. Fill in the fields with the following information about the Shares transfer server:

Account name	A name for the account. The name is used only by Drive.
Server address	The URL for the server that is running Shares.

4. If you are prompted to confirm the server's security certificate, indicate whether you trust the server.

5. Select your Shares server's authentication method:

Either

- SAML Authentication

If you choose **SAML Authentication**, log in to the Shares server with this user's SAML credentials.

or

- Basic Authentication

If you choose **Basic Authentication**, enter the username and password that this user has on the Shares server.

6. If the transfer server supports synchronization, either

- Set up syncing now.

To do so, either accept the default folder shown for **Place my files in the following directory**, or click **Change** to browse for a different folder (or create a new one).

By default, the sync folder is created inside your **Documents** folder, in a folder with the name you gave for the account in an earlier step. If you choose to use the default folder, it is created automatically.

or

- Set up syncing later.

To do so, click **I'd rather not set up file syncing now**.

7. If you opted to set up syncing on the previous screen, the Account Wizard prompts you to choose folders to sync. You can either

- Select **Synchronize with the selected remote folders** and then select the folders on Aspera on Cloud to sync. Click the arrows to expand or collapse the folder view, and select the check boxes for the folders you want to sync.

Choose the sync direction:

- **Two-Way**
- **Remote to Local** (default)
- **Local to Remote**

Note: For a detailed explanation of your options for sync direction, see [Understanding Sync](#).

or



- Select **I'll choose the folders to sync later**.

8. When the screen displays a success message, click **Finish** to exit the Account Wizard.

Modifying a Drive Account for Shares

The steps below assume that you have Drive installed and running, and that you have created at least one Drive account that you want to modify.

To modify a transfer account, do the following:

1. Choose one of the following methods to open Drive's **Accounts** preferences:
 - Right-click the Drive icon  in the system tray and select **Preferences > Accounts**.
 - If you have the Drive **Activity** window open, select  > **Preferences > Accounts**.
2. On the left side of the dialog, select the transfer server account you want to modify.
3. Under **Account**, you can change the connection settings for the account:

Field	Description
Account name	The name of the account. The name is used only by Drive.
Server address	The URL for the server, and the port number (if applicable).

Field	Description
Username	The username that you have on the transfer server.
Password	The password that you have on the transfer server.
Do not verify host's SSL certificate	If selected, Drive will bypass the validation of your server's SSL certificate. Select this option if your server's certificate is not valid, but you trust the server.

4. If your transfer server supports sync, you can modify sync settings under **Services > Settings**.
The **Sync Settings** dialog opens.

Field	Description
Synchronize with the selected remote folders	Add or remove server folders to sync.
Local Folder Path	Select an alternate sync folder location on your computer.
Direction	Select the direction of the sync. For more information, see Understanding Sync .
Continuous Mode	Click to have ongoing sync actions (rather than one-time or manually triggered sync actions).
Reset Sync	Click to clear your sync history and restart the sync relationship. For more information, see #unique_22/unique_22_Connect_42_resetting_sync

Click **OK** to put into effect any changes you have made.

5. Back in the **Preferences** dialog, click **Save** to put into effect any changes you have made.

Content Transfer: Overview

With a file-transfer account on Drive, you can transfer files and folders between your computer and the server, using drag-and-drop and copy-and-paste in the Windows Explorer interface. Additional Windows Explorer capabilities with a Drive transfer account include: creating, renaming, and deleting files and folders, and browsing the file system.

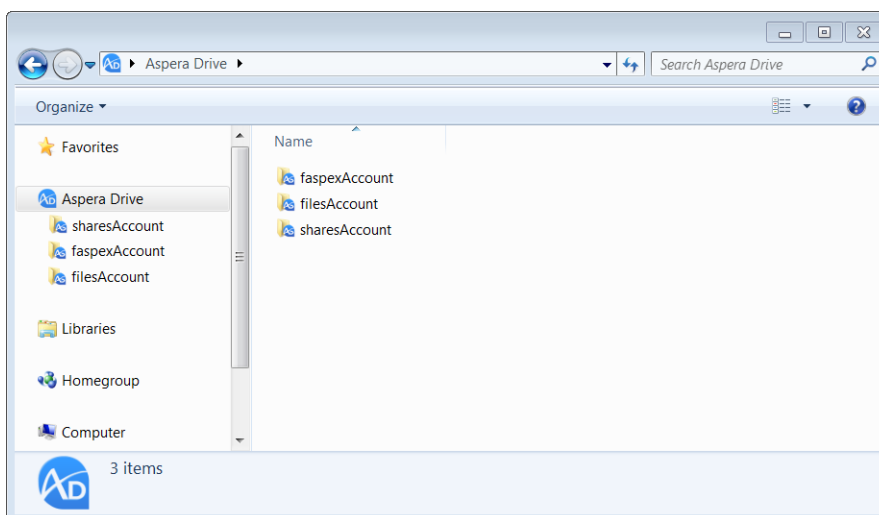
Before you can transfer files using Drive, you must obtain the credentials for a user account from your system administrator. You will use these credentials to connect to the accounts server.

Note: In order for Drive to run transfers, a Connect Server license is required on the node.

Transferring Content

Drive is accessible as a location in Windows Explorer. You can use standard Windows Explorer functions for moving and copying files between the server and your local computer.

1. In Windows Explorer, navigate to **Aspera Drive**. The folders under that entry represent the accounts you have created.



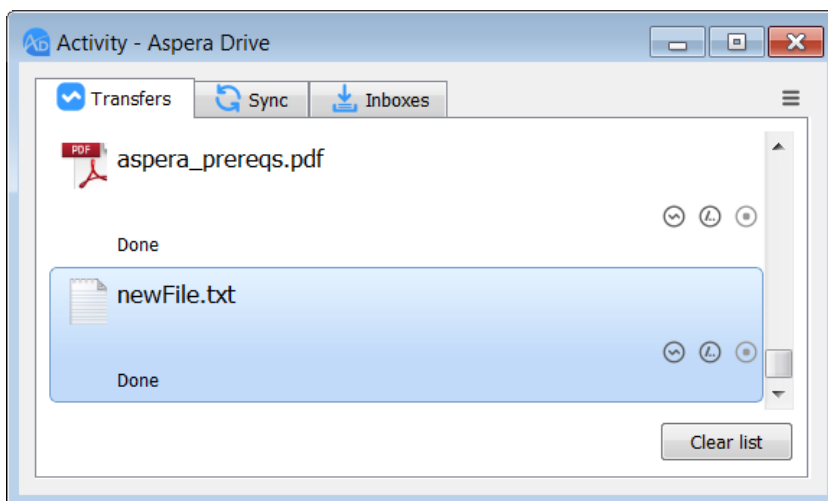
- Use standard Windows Explorer functions for browsing through files and folders of each account, transferring files to and from your transfer account, or creating new folders.

Note: Depending on your account's permissions on the file transfer server, you might encounter limitations on the following actions on the transfer server:

- browsing
- transfers
- file operations
- context menu options

- Verify the status of your transfer:

If it is not already open, open the Drive **Activity** window. On the **Transfers** tab, in the list of transferred files and folders, view the status of your transfer.



You can see its status during a transfer, or after it has completed.

The buttons on the **Activity** window's **Transfers** tab have the following meanings:

⏸	Opens the Transfer Monitor for more in-progress detail about the transfer. In the Transfer Monitor , you can adjust the transfer rate (if allowed).
📁	Opens a Windows Explorer window to the transfer destination folder (the <i>containing folder</i>).

⏏	Stops an in-progress transfer.
▶	Resumes a stopped or suspended transfer.

Note: If a transfer is reported as complete but the file or folder does not appear in Windows Explorer, refresh the Windows Explorer window.

Synchronization

Sync Capability: Overview

With Drive transfer accounts for Aspera on Cloud or Aspera Shares, you can set up Drive to sync folders automatically on your client computer and the server whenever the folder's content changes in either location. Content changes include

- modification of file contents
- changes in file and folder names
- creation and deletion of files and folders

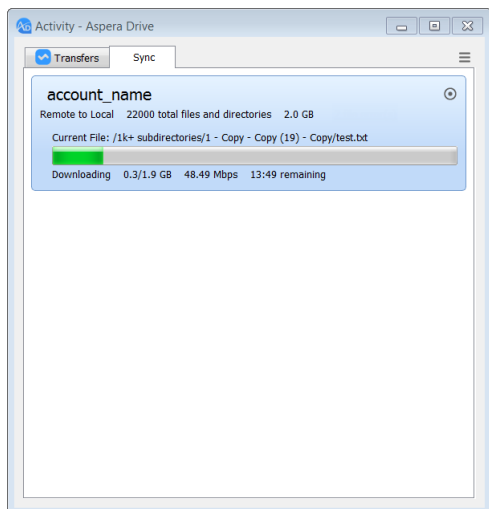
Before you can sync files and folders using Drive, you must obtain the credentials for a user account from your system administrator. You will use these credentials to connect to the transfer server.

Syncing Content

Monitoring Sync Status



You can monitor the status of a sync operation on the **Activity Window > Sync** tab.

A progress bar shows in-progress synchronizations, and a countdown timer shows when the next synchronization will take place.



Stopping and Starting Sync

You can stop and resume file syncing with these buttons on the **Activity Window > Sync** tab:

	Stops an in-progress synchronization.
	Resumes a stopped synchronization.

Resolving Sync Conflicts

A sync conflict occurs when the file on one side does not match the file on the other side. Files and folders may not be synchronized for reasons such as insufficient permissions for the destination folder on the local computer.

If a file or folder cannot be synchronized, a conflict warning appears on the **Activity Window > Sync** tab.

To resolve the conflict, do the following:

1. Click the red **conflict** link.
2. In the dialog that appears, select the file or folder that is in a conflict state.
3. Click **Resolve Selected Conflicts**.

Drive renames the content on the local file system, appending the phrase **conflict-mine**. For example, the file **log.txt** is renamed as **log.conflict-mine.txt**.

Working with Aspera Encrypted Files


Decrypting Packages

Encrypting a file protects it from unwanted access. When an encrypted file arrives after transfer, you must decrypt it before you can use it.

Note: Decrypting files requires a *passphrase* — a sequence of text that the sender of the package used to encrypt the package. Before decrypting files, ensure that you have the necessary passphrase.

IBM Aspera Crypt works with Drive to decrypt downloaded files.

To decrypt files you have downloaded, do the following:

1. Go to **Activity > Transfers** and select the encrypted package you want to decrypt.
2. Select  > **Unlock encrypted files**.

The encrypted files are automatically loaded into Crypt. The **Aspera Crypt** dialog appears.

3. Select a package or browse to the encrypted content.

When the encrypted content is loaded into Crypt, a status message appears at the bottom of the application, displaying the number of items ready for decryption.

4. Type the passphrase into the field and click **Decrypt**.

You can also choose to decrypt the content later.

5. View the output in the **Aspera Crypt** viewing window.

The decrypted contents appear in the same directory as the original encrypted contents.

If the decrypted file (without the **.aspera-encv** extension) already exists in the same folder, “*(decrypted)*” is added to the filename.

If your **Aspera Crypt** viewing window has multiple decrypted items listed, you can use the **View** drop-down list to sort the items by **latest**, **finished**, or **failed**.

Automatic Decryption

As an alternative to the manual process above, you can set Drive to automatically decrypt the packages that it downloads.

Choose one of the following ways to set up automatic decryption:

- When you create the Drive account for Faspex or Aspera on Cloud, select the option to **Automatically unlock encrypted files on download**.
- Modify an existing account to enable this option. For instructions, see [Modifying Your Package Download Settings](#) on page 9.

Configuring Your Decryption Settings

You can adjust the settings that are used when packages are decrypted. In the Crypt window, do the following:

1. Click **Settings**.
2. Configure the following:
 - **Delete encrypted files when finished**
When this check box is selected, Crypt removes the encrypted files from your system after the destination (decrypted) content has been created.
 - **Number of concurrent threads for decryption**
Select the number of threads that are decrypting at any given time. A higher setting means that files will be decrypted more quickly, but this may slow down the rest of your computer while it is running. The options are **1** (default), **2**, **4** and **8**.



Drive Preferences

Setting Your Preferences in Drive

Through the **Preferences** dialog, you can set your preferences for the following areas:

- general settings
- accounts
- transfers
- network
- bandwidth

To set your preferences, open the **Preferences** dialog by doing one of the following:

- With Drive running, right-click the Drive icon  in the system tray and click **Preferences**.
- If you have the Drive **Activity** window open, select  > **Preferences**.

General Preferences

To set your general preferences for Drive, select **Preferences > General**.

You can set the following preferences in **Preferences > General**:

Field	Description
Automatically launch Aspera Drive when Windows starts	Select this check box to automatically launch Drive when you log into your Windows account.
Remove transfer list items	Select whether to remove the entry automatically from the transfer view after it has completed, or to manually remove items. Manually is selected by default.
Logging Level	Choose the level of information to be recorded in the Drive logs. Options are: <ul style="list-style-type: none"> • Info • Debug • Trace Note: Do not change this setting unless Aspera Technical Support asks you to do so.

Click **Apply** or **OK** to apply and save your settings, or click **Cancel** to cancel your selections.

Account Preferences


To create, configure, modify, and remove Drive accounts, select **Preferences > Accounts**.

Adding an Account

- For instructions on adding Drive accounts for use with the Aspera on Cloud SaaS, see [Adding a Drive Account for Aspera on Cloud](#) on page 6.
- For instructions on adding Drive accounts for use with a Shares transfer server, see [Adding a Drive Account for Shares](#) on page 12.
- For instructions on adding Drive accounts for use with a Faspex transfer server, see [Adding a Drive Account for Faspex](#) on page 7.

Removing an Account

To remove an account, do the following:

1. In the list of accounts, select an account to be removed.
2. Click  to remove the account.

When you remove an account, all account transfers and services associated with that account are stopped and removed.

3. Click **Yes** to confirm the account removal, or click **No** to cancel the account removal.

Configuring Sync Settings

For Drive accounts that are set up with Aspera on Cloud or Shares as the transfer server, you can configure synchronization settings, such as which remote folders to sync with, and the direction of the synchronization relationship.

For instructions on using synchronization features, see [Syncing Content](#) on page 16.

Configuring Package Settings

For Drive accounts that are set up with Aspera on Cloud or Faspex, you can configure the following:

- The local folder for received packages.
- Whether to overwrite packages.
- How often Drive should look for new packages.

For instructions, see [Modifying Your Package Download Settings](#) on page 9.

Transfer Preferences

To set your transfer preferences, select **Preferences > Transfers**.

1. Configure settings on the **Transfers** tab:

Field	Description
Enable queuing	<p>When this check box is selected, Drive limits the number of concurrent transfers to the number specified in the Maximum concurrent transfers field.</p> <p>Any transfers above this value are queued and then started once the number of concurrent transfers drops below the specified value.</p> <p>Note: When transfers are queued, you can start them manually from the Activity > Transfers window.</p>
Maximum concurrent transfers	<p>If queuing is enabled, you can enter a maximum number of concurrent transfers in this field.</p> <p>By default, a maximum of three concurrent transfers are allowed.</p> <p>When queuing is not enabled, this field is not available.</p>
Automatically retry failed transfers <ul style="list-style-type: none"> • Attempts • Interval 	<p>When this check box is selected, Drive retries failed transfers.</p> <p>It will make the specified number of retry Attempts in a specified time Interval.</p> <p>If you want Drive to retry failed transfers, specify the number of attempts and the interval in which Drive will try to resend in seconds, minutes, or hours.</p> <p>By default, this feature is enabled, with three retry attempts and at 30-second intervals.</p>
Sync: Interval	<p>Specify the interval between synchronizations for each account that has the sync feature enabled.</p> <p>By default, synchronizations are set for 30-second intervals.</p>

2. Click **Apply** or **OK** to apply and save your settings, or click **Cancel** to cancel your selections.

Network Preferences

To set your network preferences, select **Preferences > Network**.

1. In the **HTTP Proxy** area, set the following preferences:

Field	Description
Obtain proxy configuration from	<p>Select whether to obtain the proxy configuration from the system, or to provide a manual proxy configuration.</p> <p>By default, System is selected.</p> <p>Note: If you select System and your system settings have changed since you last used system proxy configurations with Drive, you must restart Drive.</p>

Field	Description
	If you select Manual , the Use HTTP Proxy fields become available. See below for a description of these fields.
Use HTTP Proxy <ul style="list-style-type: none"> • Username • Password • Address and Port 	If you selected Manual from the previous drop-down list, use these fields to define your proxy configuration. Type the following information: <ul style="list-style-type: none"> • your username • your password • your server's URL or IP address, and port number <p>Note: For some proxies, username and password are optional.</p>

2. If you will use a FASP proxy for your transfers, set the following preferences in the dialog's **FASP Proxy** area:

Field	Description
Use FASP Proxy (DNAT)	If your transfers will use an IBM Aspera FASP Proxy server, select this check box.
Secure (DNATS)	Select this check box if your FASP Proxy uses a secure connection.
<ul style="list-style-type: none"> • Username • Password • Address and Port 	Use these fields to define your FASP Proxy configuration. Type the following information: <ul style="list-style-type: none"> • your server username • your server password • your server's URL or IP address, and port number <p>Note: These fields are enabled only if Use FASP Proxy (DNAT) is selected.</p>

3. Click **Apply** or **OK** to apply and save your settings, or click **Cancel** to cancel your selections.

Bandwidth Preferences

Transfer speeds depend on server settings and your network connectivity. To limit transfer rates, go to **Preferences > Bandwidth**.

Take care to click **Apply** or **OK** to make your settings take effect.

Manual Versus Automatic Transfers

The limits you set on the **Bandwidth** tab can be different for transfers that are initiated *manually* versus those that are *automatically* triggered. Automatic transfers can include sync-initiated transfers, script-initiated transfers, or any other kind of background method of starting a Drive transfer.

Settings

Area	Field Name	Description
Manual Transfers	Downloads: Limit to	When the Limit to check box is selected, you can set the download rate in either megabits per second (Mbps) or kilobits per second (Kbps). The limit you set here will apply to downloads that users initiate manually.

Area	Field Name	Description
	Uploads: Limit to	When the Limit to check box is selected, you can set the upload rate in either megabits per second (Mbps) or kilobits per second (Kbps). The limit you set here will apply to uploads that users initiate manually.
Automatic Transfers	Background downloads: Limit to	When the Limit to check box is selected, you can set the download rate in either megabits per second (Mbps) or kilobits per second (Kbps). The limit you set here will apply to transfers that are initiated for Inbox downloads or sync actions.
	Background uploads: Limit to	When the Limit to check box is selected, you can set the upload rate in either megabits per second (Mbps) or kilobits per second (Kbps). The limit you set here will apply to transfers that are initiated for sync actions.

Technical Support

Support Websites

For an overview of IBM Aspera Support services, visit <https://www.ibm.com/products/aspera/support>.

To view product announcements, webinars, and knowledgebase articles, as well as access the Aspera Support Community Forum, sign into the IBM Aspera Support site at <https://www.ibm.com/mysupport/> using your IBMid (not your company Aspera credentials), or set up a new account.

Technical Support

You may contact Aspera support using the IBM Aspera Support Guide: <https://www.ibm.com/support/home/pages/support-guide/?product=3712142>

You may contact an Aspera support technician 24 hours a day, 7 days a week, through the following methods, with a guaranteed 4-hour response time.

Phone (North America)	+1 (510) 849-2386, option 2
Phone (Europe)	+44 (0) 207-993-6653 option 2
Phone (Singapore)	+81 (0) 3-4578-9357 option 2

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