

Beam | Aspera Connect

Beam uses Aspera FASP technology for some delivery protocols via our website. This is a network traffic acceleration tool which will allow you to transfer large media files much more quickly. The details below are intended to guide you through the installation process. If you have any problems or questions please feel free to contact us at support@beam.tv.

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Installation

- 1) To use Aspera Please download and install Aspera connect on the workstation you wish to upload or download from. This can be done via the link on Beam when you log into the area of the site you are using or by visiting the Aspera home page directly at: http://asperasoft.com/download_connect/ and clicking on the 'Download now' button.
- 2) Follow the on-screen prompts to install Aspera. Once it has finished, restart your web browser when prompted.
- 3) You will now need to make sure you have appropriate network access to use Aspera. Speak to your IT network administrator and ask them to open firewall ports (if necessary) for the following:

IP address 89.202.128.46

Port 33001/UDP

Port 33001/TCP

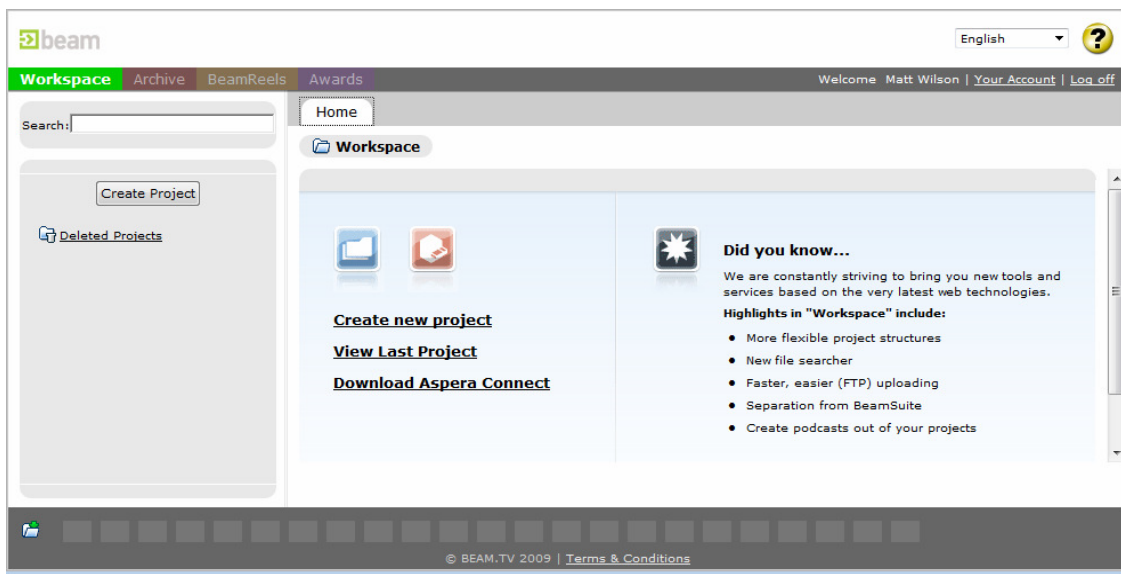


Figure 1 above: Link to Aspera Download: 'Download Aspera Connect'.

Uploading

Once you have installed the Aspera application you can use Aspera to accelerate your file transfers. Aspera will launch automatically when you select an Aspera option from the Beam site.

Note: Aspera will use the maximum data transfer bandwidth possible up to 45 Mb/s. Other network traffic on your PC or other devices on the same network may slow down when Aspera is in use.

- When uploading a file, click 'Use our Aspera uploader',

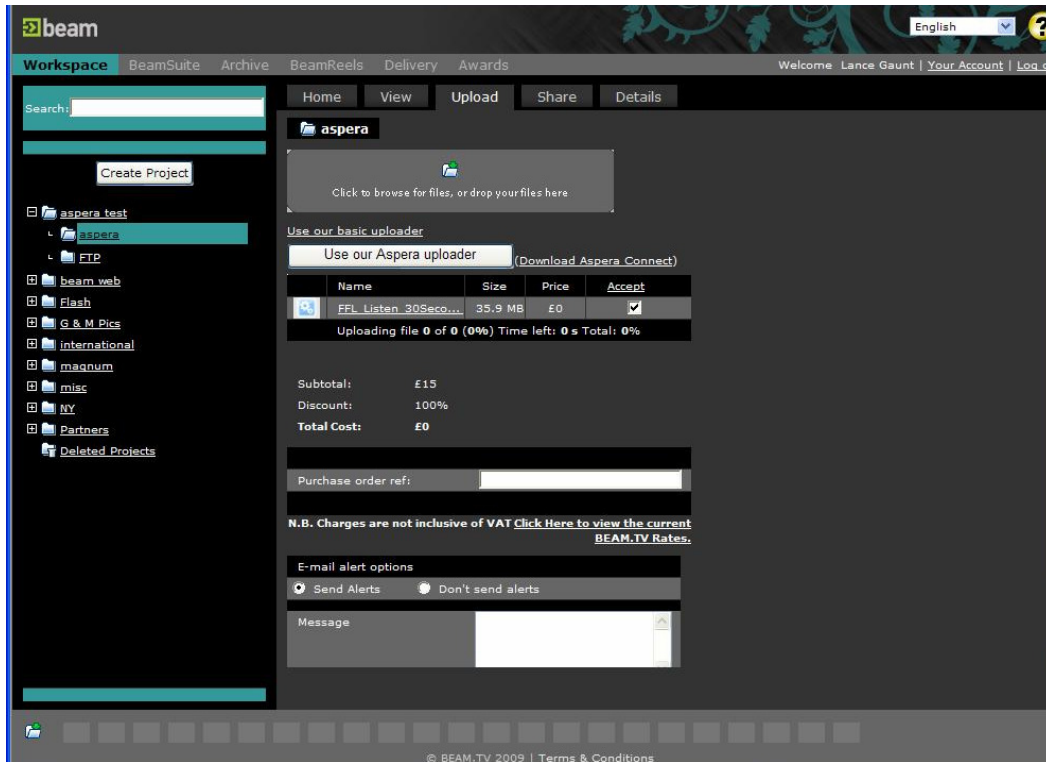


Figure 2, above: Screenshot showing 'Use our Aspera Installer' option.

- Accept the dialogue window if one appears,
- On IE if you need to allow the 'Aspera run on'. To do this, please right click on the yellow dialogue line that appears below your address bar and 'allow run on',
- Browse to your files,
- Upload,
- A pop up appears - you can click on the round blue icon with the wavy line to see your upload progress,

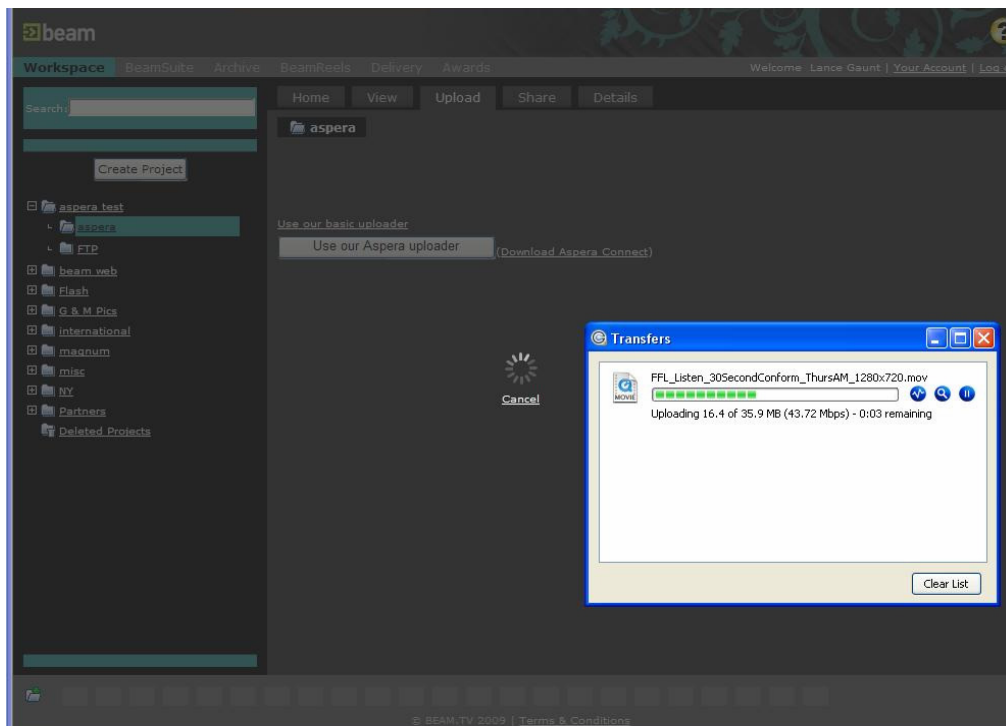


Figure 3: Aspera status pop-up

- When the pop up states 'Done', the transfer is complete but beam is still processing the data so **please wait until you get the 'accept charges' text on the Beam webpage,**
- Accept the charges and close the Aspera pop up.

Downloading

- When Downloading from Beam if you have Aspera installed when selecting download you will see the message 'Would you like to download this file using Aspera? (Choosing cancel will download the file normally)'. Click 'ok' your system will ask you where you want to save the file,
- Accept the dialogue window if one appears and a pop up will appear.

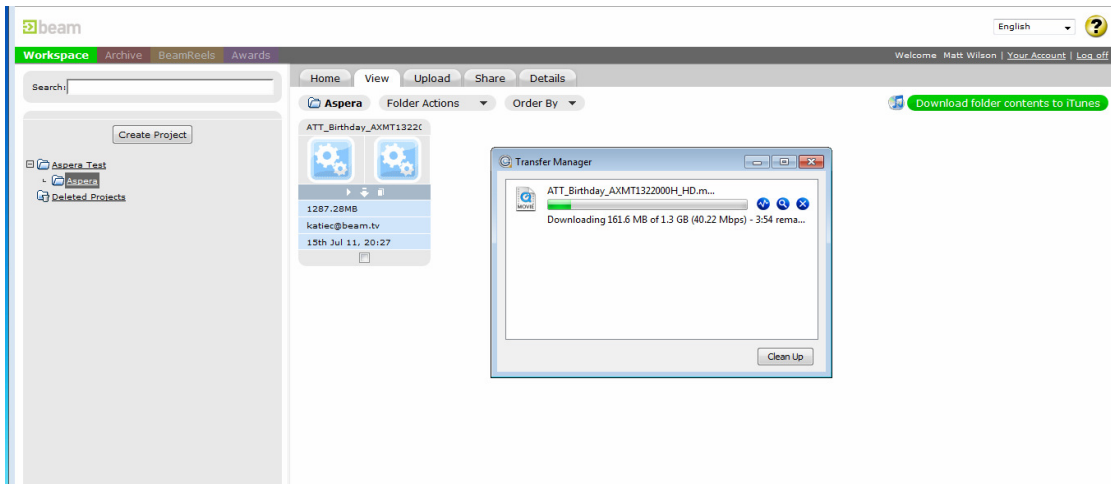


Figure 4: Aspera Status Pop up.

- When the pop up states 'Done' the file download is complete.

Documentation/Troubleshooting

- Aspera provides comprehensive documentation on how to configure and troubleshoot the application here: <http://asperasoft.com/en/documentation/8>
- Aspera is configured by default to retry data transfer three times, and then it will stop. If your network connection is intermittent this may occur. This retry value can be changed, and is again detailed in the documentation under 'Basic Configuration'.
- Aspera can also encrypt transfers – see the documentation under 'Content Protection'.

Supported Operating Systems/Browsers

Supported operating system and compatible web browsers are listed here.
http://asperasoft.com/en/support/platform_support_26/Platform_Support_26