



IBM Aspera SendVault Quick Start Guide for External Users

This guide is for the recipient of a package sent via IBM Aspera SendVault.

New York State Tax Department must adhere to the Federal Information Processing Standards (FIPS) and FISMA (Federal Information Security Management Act) certified security methods. Once the data is transferred to the New York State Tax Department using the method above, it resides on a Tax Department file server behind the firewall. These servers have been populated with self-encrypting drives (SED’s) which utilize a 256-bit encryption AES key. These drives meet FISMA and are FIPS 140-2 Level 2 validated and are certified for U.S. government use.

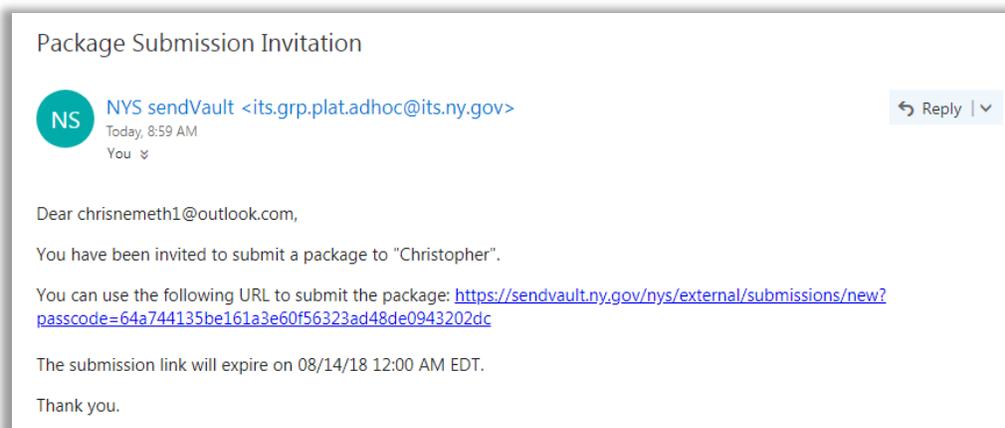
IBM Aspera SendVault, is the NYS Office of Information Technology Services (OITS) supported way to securely and efficiently send large and highly confidential files to other individuals. The IBM Aspera Web Plugin, (Aspera Connect) must be installed for use with the IBM Aspera SendVault application. The software allows for file encryption with a passphrase.

Contents

- Receiving email message with Invitation..... 2
- Installing IBM Aspera Web Plugin..... 3
- Attaching Files to Send (upload) using IBM Aspera SendVault..... 6
 - Creating a Passphrase for file transfer package..... 7
- IBM Aspera SendVault Instructions to Download a Package..... 9
- Troubleshooting:..... 11

Receiving email message with Invitation

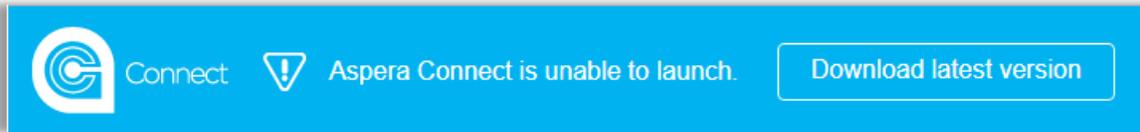
The NYS Department of Taxation & Finance will need to send taxpayer an email invitation with a custom URL. The link will allow external users to send files securely to the NYS Department of Taxation & Finance using the IBM Aspera SendVault application. To launch the application, click the URL linked to the email.



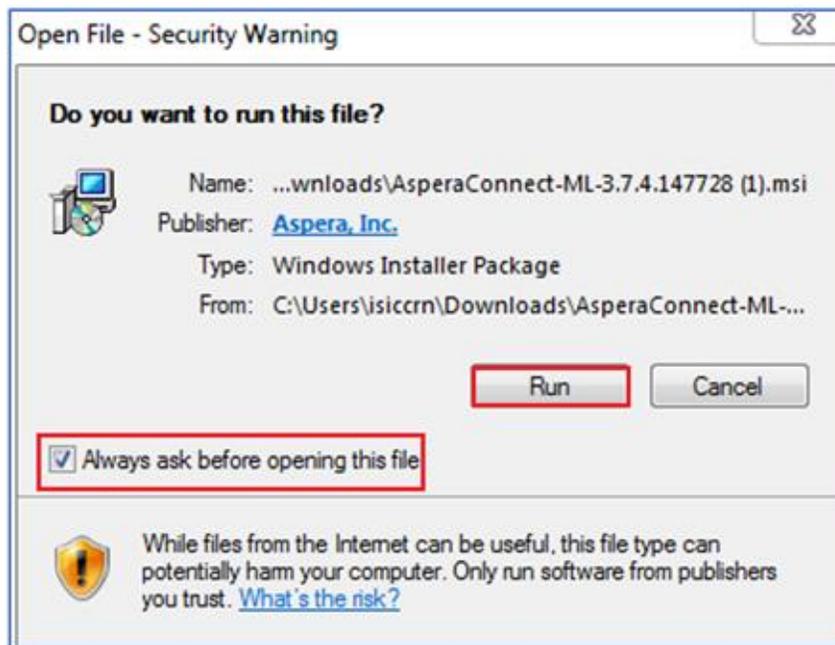
Installing IBM Aspera Web Plugin

Requirements to use IBM Aspera SendVault

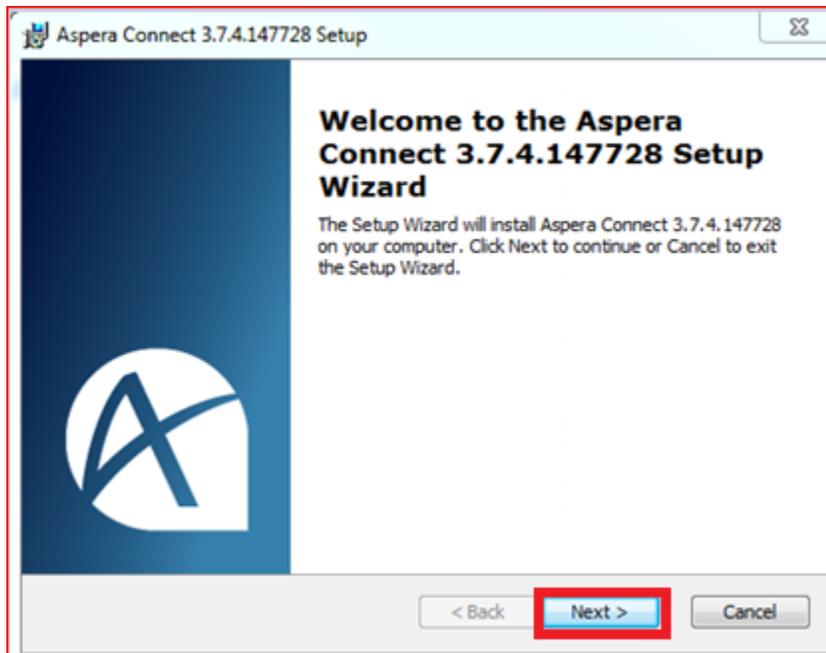
If prompted, click “**Download latest version**” of Aspera Connect, and follow install steps. Note: If you receive a message that you require Administrator rights to install software, you will need to contact the system administrator for your organizations’ computer environment.



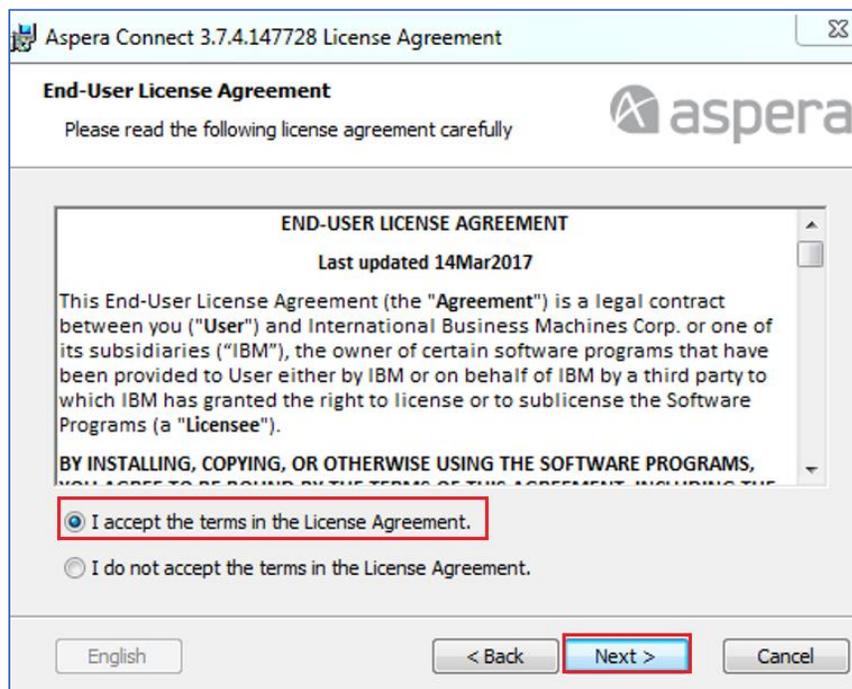
1. Check the *Always ask before opening this file* box and select the *Run* button:



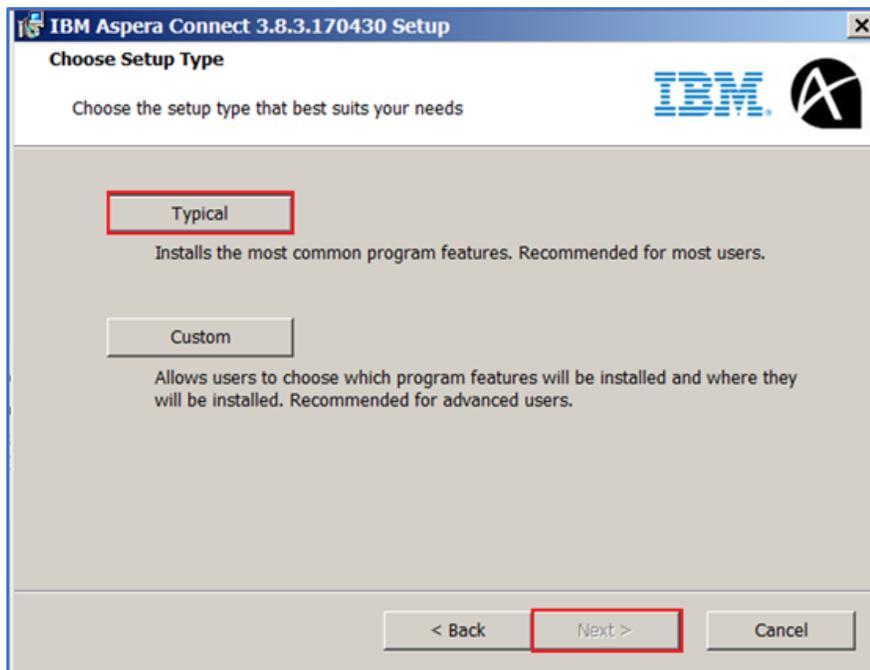
2. Click Next on the welcome screen



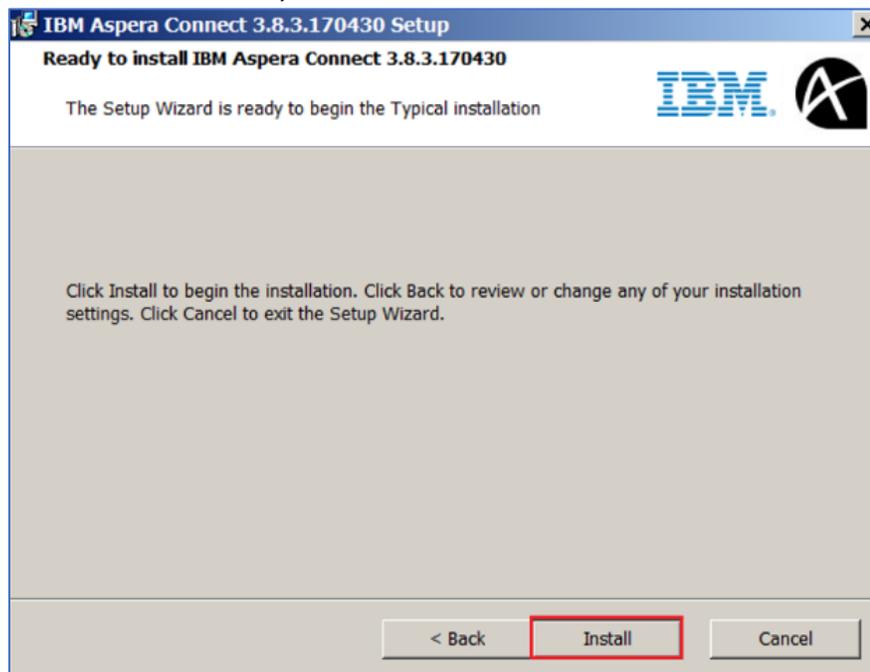
3. Click the radio button to Accept the terms in the License Agreement, then select the Next button:



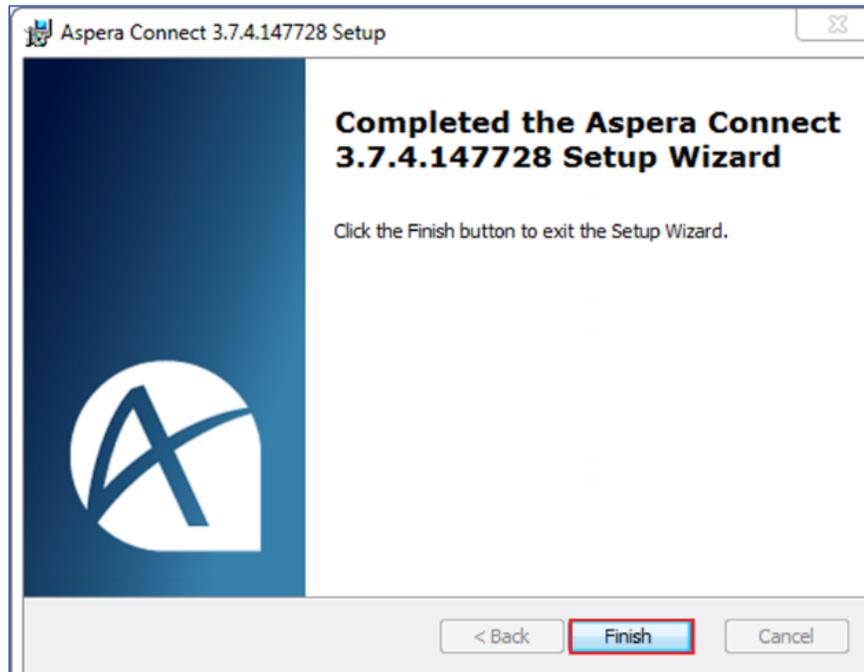
4. Select the Typical install, then click next



5. Click Install in the *Ready* to install window.



6. Then select Finish in the Aspera Setup Wizard



Attaching Files to Send (upload) using IBM Aspera SendVault

- 1) If prompted to download the latest version of Aspera Connect, please refer to **Installing IBM Aspera Web Plugin Instructions (page 3)**.
- 2) In the Title*: field enter your subject/topic; you will have an option to add additional information to the Notes fields.
- 3) Attach your files by selecting either the **Browse for files** button or **Browse for folders** button, navigate to the files you would like to include.
- 4) Click on the checkbox next to **Accept the Terms of Service**;
- 5) Click Send Package to submit files.
- 6) You will now be prompted to create a passphrase for the secure file transfer. (See Creating a Passphrase for file transfer package)

Instructions

The minimal password requirement for encryption is:

- Minimal 8 characters long.
- Contain letters and numbers with at least one uppercase.
- Include a special character.

Contact ITS.DL.PLAT.MFT@its.ny.gov if you have any questions or concerns.

Title*:
Maximum length: 245 characters

Note:
optional

Maximum length: 8000 characters

Contents*: OR 

Terms of Service: I accept the [Terms of Service](#)

Creating a Passphrase for file transfer package

You will be prompted to create a passphrase to encrypt your package. The passphrase needs to meet the following minimal requirements.

- Minimal 8 characters long.
- Contain letters and numbers with at least one uppercase.
- Include a special character: example: -, #, ^ and @

Note: Send the passphrase to the recipient in a separate communication (i.e. email or phone call)



Protected Content - IBM Aspera Connect

Enter a passphrase to store files in an encrypted format on the server. A passphrase is required.

Passphrase

Confirm

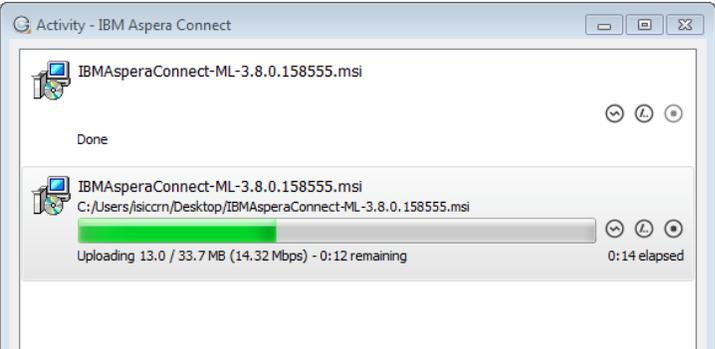
Keep files unencrypted

After the upload starts you will be able to monitor the progress.

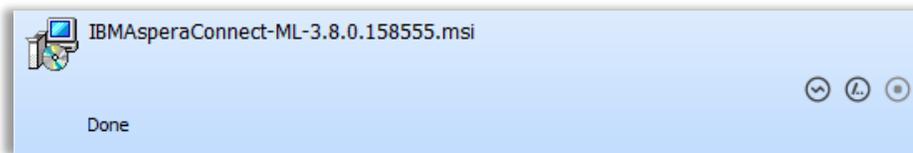
This page allows you to see the status of the package you submitted, as well as retry the transfer if it fails.

It is safe to close this web page, your transfer will not be affected. An email has been sent to you with a link to get back to this screen.

Title	Date Submitted	Size	Files	Status
Here are the files you need.	9:08 AM	33.7 MB	1	Uploading 11.3 MB/33.7 MB (33.6%) 00:00:22 remaining



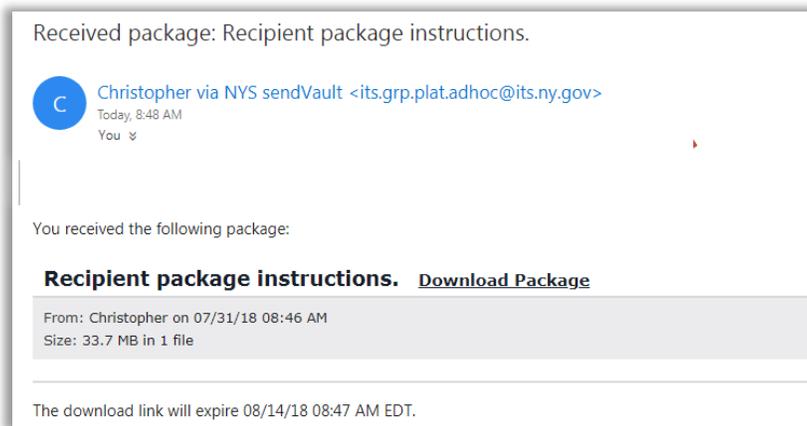
© Copyright IBM Corp
(v4.1.1.154434)
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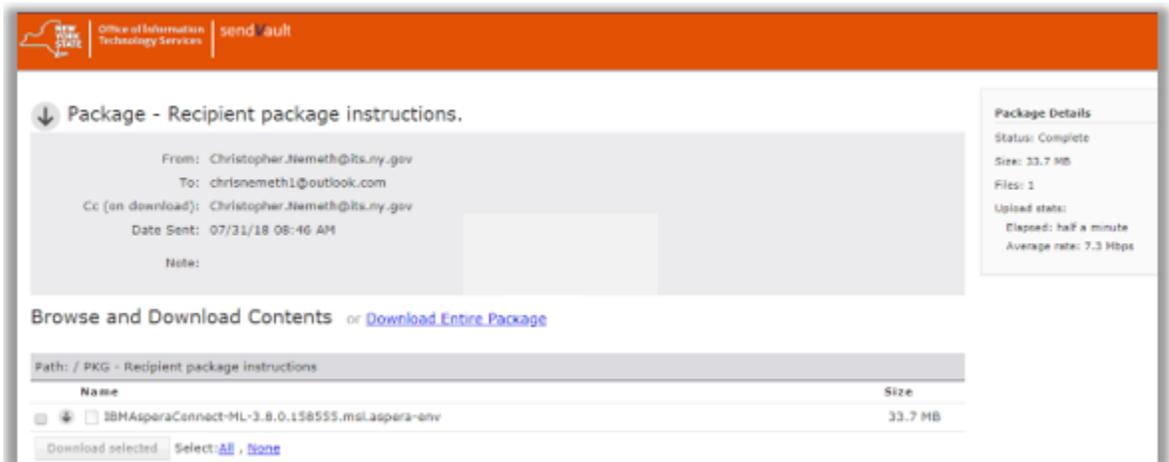
Once you see the message **done**, your package is on its way.

IBM Aspera SendVault Instructions to Download a Package

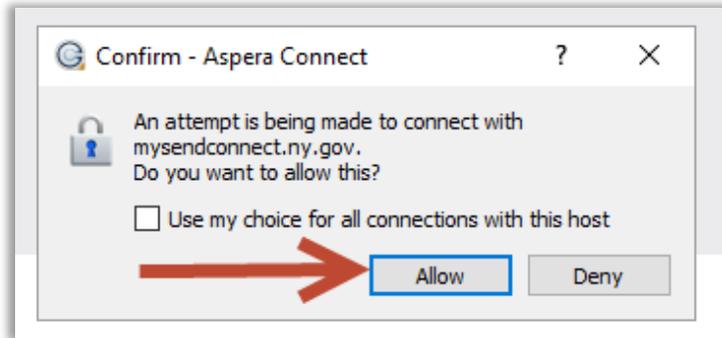
- 1) As a recipient you will receive an email that looks similar to the screenshot below. Click the **Download Package** button. This will launch the Aspera application. If you are prompted to **“Download latest version”** of Aspera Connect (please refer to Installing IBM Aspera Web Plugin Instructions – page 3)



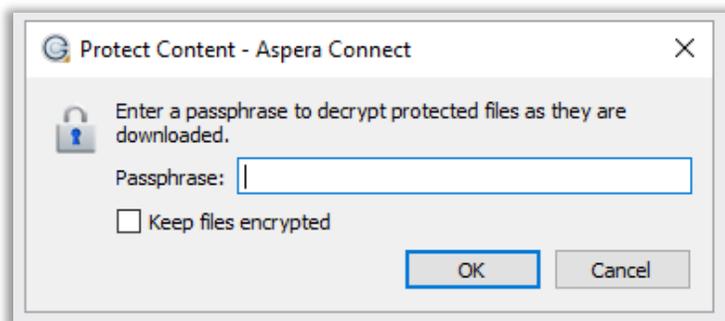
- 2) Once the IBM Aspera SendVault Connect client is installed, the user should be able to access the Aspera Software. Users can opt to **“Download Entire Package”** or you can check the individual files you want to download.



- 3) After making your selection you may be prompted with a popup to allow communication with mysendconnect.ny.gov. Click the “**Allow**” button.

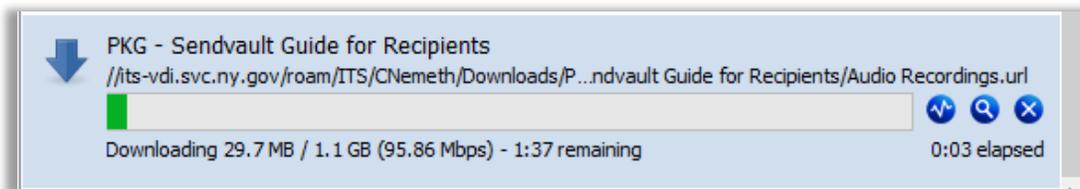


- 4) Next you will be prompted for the Passphrase that the sender of the package sent you via email or phone call.

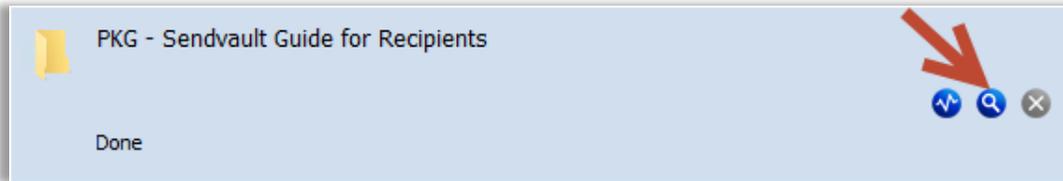


NOTE: If you check “Keep files encrypted” it **will not** decrypt the files now but will continue to save the files to your PC still encrypted. You can still decrypt the files when you open the files from your PC and use the specified passphrase created by the sender.

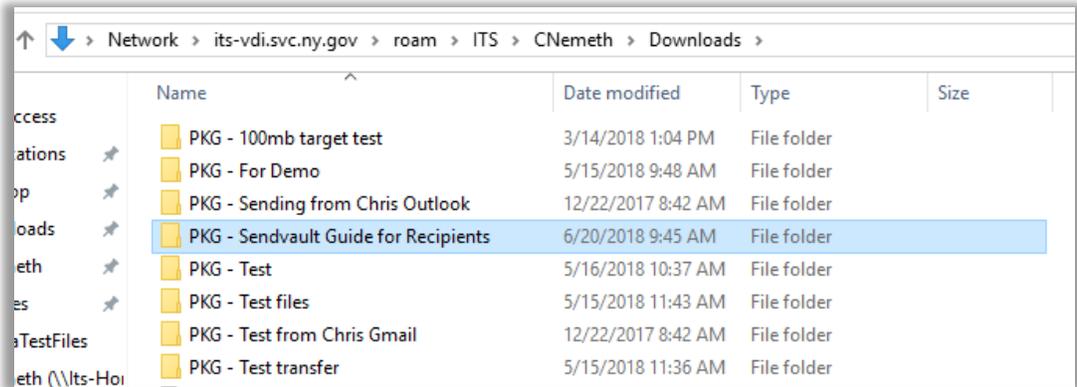
- 5) Next the download will start.



- When the download is complete it will say Done. Next you can click the magnifying glass to show the “Containing folder” where your downloads are saved. By default, this is the Downloads folder located on your PC.



- You can now access the files from your downloads folder.

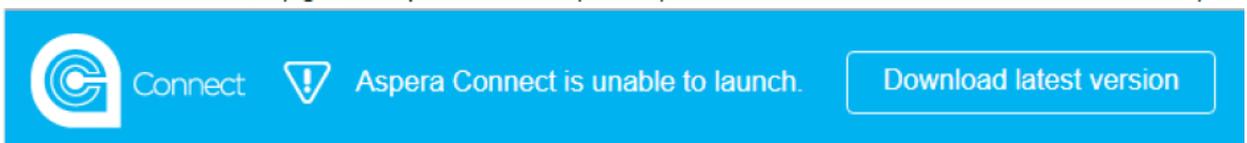


Troubleshooting:

The following steps may assist in resolving some issues and questions that have been reported with the installation of the Aspera Plug-in.

To verify if the Aspera plug-in installed on your device, you can:

- Click on Start Menu > and select Program Folder>IBM Aspera Folder
- Open **Internet Explorer** or **Google Chrome** and type in the URL for Aspera: <https://sendvault.ny.gov>, if the Aspera plug-in is installed it will run in the background while you use the website. There is no software to launch, you are installing the Aspera plug-in in order to use the website.
- If Aspera plug-in still needs to be installed, you may see reference on the webpage to download the Aspera plug-in.



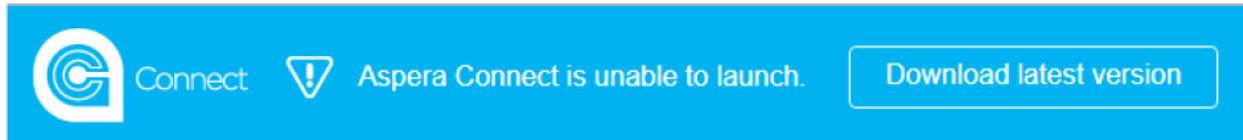


Microsoft Internet Explorer – known issues with Microsoft Internet Explorer and downloading the latest version of Aspera. (9/2019)

We have been receiving reports from end users that Microsoft Internet Explorer is not allowing the Aspera Connect to download the latest version of the Aspera plug-in.

The work around is to launch Google Chrome.

1. Type in the URL for Aspera: <https://sendvault.ny.gov>
2. Download the latest version, by clicking on the Download latest version button



For External users:

If the Download latest version button does not start the download, you may need to go to IBM Aspera download page to install the latest version. <https://downloads.asperasoft.com/connect2/>

Note: If you receive a message that you require Administrator rights to install software, you will need to contact the system administrator for your organizations' computer environment.