TerraSAR-X Services Data Download via FTPS or Aspera Connect

Version 1.1

AIRBUS

1   Common

For accessing and downloading TerraSAR-X Services data either FTPS or Aspera Connect can be used. Especially on long distances the Aspera Connect solution will significantly speed up the download times (up to 100 times). This manual describes the usage of FTPS and Aspera Connect.

Please note that according to our "General Terms and Conditions for TerraSAR-X Data Supply", the CUSTOMER shall have a **fixed period of 5 days for the download**. Following this period, the data is deemed to be delivered.

2   Network Settings

2.1   Aspera

The TerraSAR-X Services Aspera system is secured with TLS on Port 443 (TCP) and accessible on https://delivery.terrasar.com. After the download selection, a connection from the Aspera Connect Plugin (Client) is established by opening up a communication on port 22 (TCP). After the authentication the data transfer is done using port 33001 (UDP).

So please, have these ports opened up on your site in the firewall for outgoing traffic if you want to use Aspera:

- 22 TCP
- 443 TCP
- 33001 UDP

If you are not sure about the network configuration, please contact your local network administrator regarding this point.

2.2   FTPS

The FTPS authentication is handled by the client via port 990 (TCP). The data is transferred over a dynamically assigned port between server and client (range 30200-30210 TCP).

Please be sure to have your firewall or proxy servers configured to allow these ports if you want to use FTPS:

- 990 TCP
- 30200-30210 TCP

If you are not sure about the firewall configuration, please ask your local network administrator about this point.

3   Client Software

3.1   Aspera

Currently, the Aspera Connect Plugin is available on http://downloads.asperasoft.com/connect2/ or a download possibility is available after login to our site (https://delivery.terrasar.com). The following Operating Systems and the corresponding web browsers are supported:

- Microsoft Windows (Internet Explorer and Mozilla Firefox)
- Macintosh (Safari and Mozilla Firefox)
- Linux (Mozilla Firefox)

Warnings:

- Note that in some cases, a non-administrator cannot perform a Web installation because ActiveX controls may be deactivated. If asked, please accept ActiveX plugins. This will be indicated by a yellow bar on the top of the page.
- You cannot install Aspera Connect under the Guest account.
- Aspera does not support local and system-wide installations on the same system.
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3.2   FTPS

For an FTPS download a capable client supporting FTP over TLS (explicit encryption) is mandatory, e.g.:

- FileZilla
- WS FTP Pro
- WinSCP

You can download our last proved Version of FileZilla on our website: http://www.geo-airbusds.com/en/228-terrasar-x-technical-documents

Commercial in Confidence

4   Download

4.1   with Aspera

After having logged in to https://delivery.terrasar.com, you can access the "delivery" folder on the page and download your desired file by simply clicking on the "Download" button.

4.2   with FPTS

Click on the "Computer" -Symbol on the very left side of the tool bar:
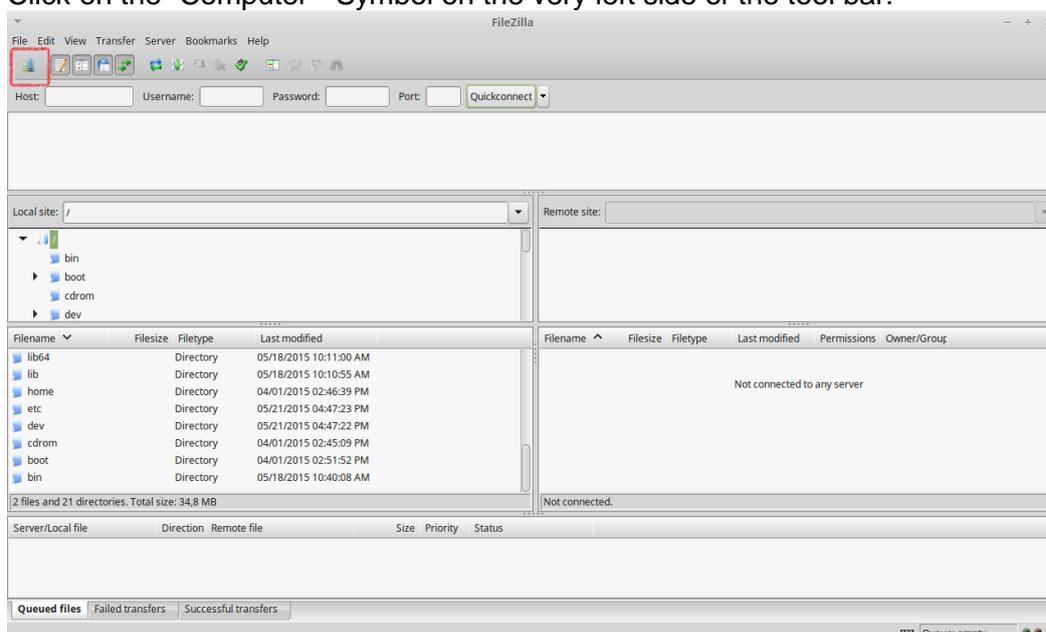
A window called "Servermanager" will open. Click the "New Site" button and fill in the name of the account (here: delivery.terrasar.com):
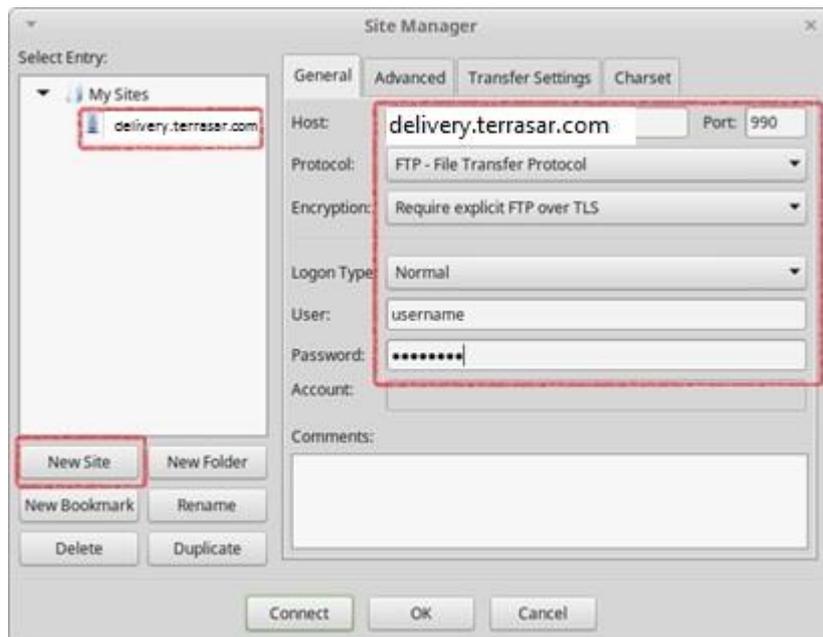
Complete the "Site Details" on the right handside of the window:

Host: delivery.terrasar.com
Port: 990
Servertype: FTP over TLS (explicit encryption)
Logontype: normal

User: - your User ID -

Password: - your Password –

Please ensure that "Passive Mode" is enabled as shown in the image below. Click "Edit" via the Main Menu of FileZilla, then click "Settings" and select "FTP":
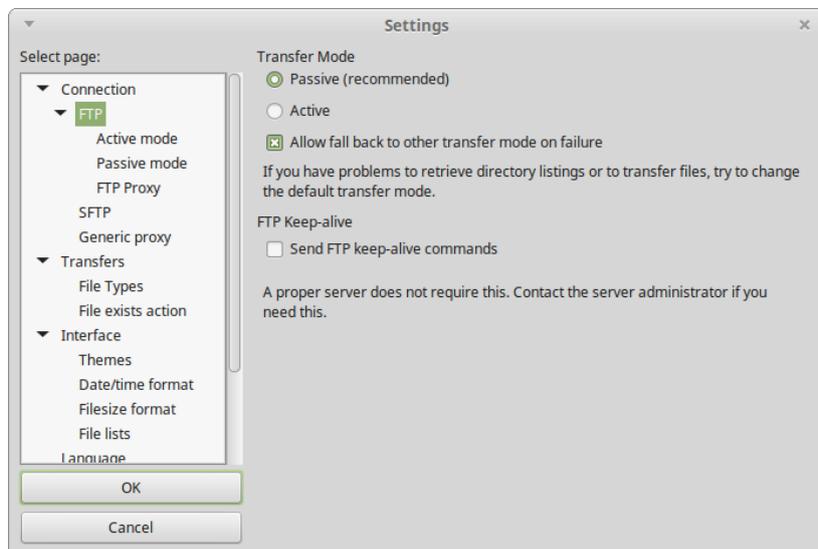
5 Troubleshooting

5.1 Aspera

An Aspera icon is displayed in the notification area. This is located right on the bottom of the desktop.

- Right-click the symbol and choose "Preferences…"
- Choose the "Transfers" Tab
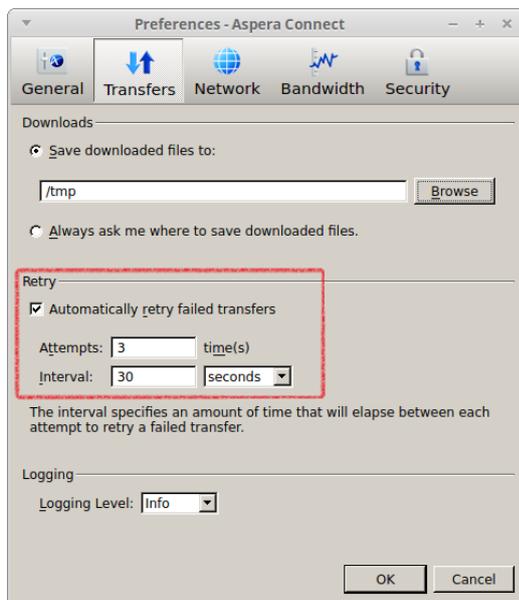
Be sure the "automatically retry for failed transfers" is activated and configured as shown in the picture above.

After a download has failed you have the possibility to resume a download by pressing the marked button: