

Verint Aspera Customer Troubleshooting



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Introduction

To use Verint Aspera at URL <https://client-shares.verint.com> certain firewall ports will need to be open from your network to Verint's network. You may receive the message "problems establishing a FASP connection, UDP or TCP ports being blocked by firewall" when trying to upload/download files to Aspera. The following steps will help you to determine if the ports are open to the Verint proxy servers. If ports are not opened then please work with your internal network team to ensure they are.

Check if Aspera ports are open

Run the test by going to URL <https://test-connect.asperasoft.com/> and clicking on the "Test Your Ports" button. A popup will open prompting you to select a file to upload. Select any file, no file will be saved as this is just to test the communication on these ports.

Example of the test screen:

The screenshot shows the Aspera Support Connect Diagnostic Tool interface. At the top, it says "aspera an IBM® company Aspera Support Connect Diagnostic Tool 1.4.0". The interface is divided into three main sections: Instructions, Your system status, and Results.

Instructions: This diagnostic tool is designed to help troubleshoot Connect issues. It includes three steps: 1. Allow Connect if prompted, 2. Test your ports, and 3. Copy your results.

Your system status: A table showing system details:

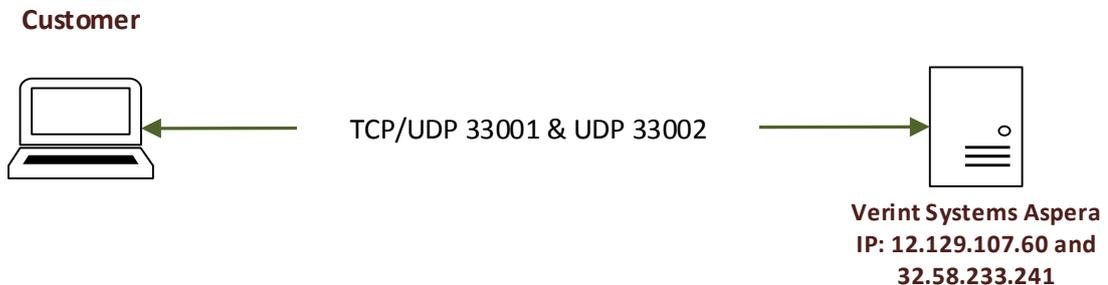
Operating System	Windows 10 (Desktop)
Browser	Chrome 70
Connect	3.8.1.161274
TCP Port 33001	OK
UDP Port 33001	OK

Below the table is a red button labeled "TEST YOUR PORTS".

Results: Shows a red error message: "Your version of Connect may not be compatible with your browser. Please consult the Connect release notes for compatibility information." It also shows green checkmarks for "Your Connect is at the latest version" and "Your UDP and TCP connections appear to be working properly." A "SYSTEM STATS" window is open, showing details like Browser: Chrome 70, OS: Windows 10 (Desktop), and Listening on: 43003.

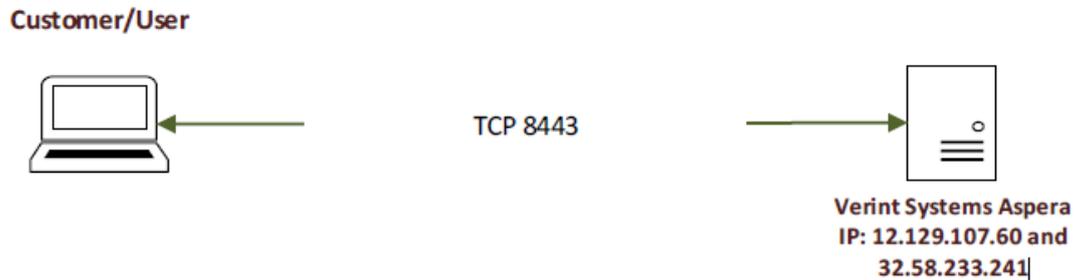
Test Fails/Returns a blank screen

If the test comes back with Failed (Not OK) or a blank screen, please ask your network group to check that the firewall ports in the diagram below are open bi-directional to the Verint Systems Aspera servers from your users devices. For optimum transfer speeds it is recommend opening the ports shown in the diagram below.



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If you cannot open ports 33001 and 33002, file transfers can be done on TCP port 8443. File transfers done on this port will not utilize IBMs FASP technology and will be at slower rate than the configuration above.



As another check rerun the test above on another user's device to see if it fails or passes. If it passes the issue is isolated to that user's device and would need to be addressed your network group.

Test Passes

If the test comes back with all OK, please provide the following information to Verint to further troubleshoot the issue.

1. A copy of the results from the test. On the right side of the test screen click on the clipboard and provide this information to contact.center@verint.com.

```
SYSTEM STATS
Browser: Chrome 70
OS: Windows 10 (Desktop)
CONNECT: v3.8.1.161274
Compatible with browser: No
PORTS
UDP port: OK
TCP port: OK

Listening on: 43003
=====
Diagnostic tool 1.4.0
```

2. The external IP of the user experiencing the issue. Go to <https://www.whatismyip.com/> and provide the Public IP address or just type "What is my ip" in any browser search engine.
3. The users verintconnect account name.