

How to Use Aspera to Upload Large Files through the Mapping Information Platform Tools & Links Page

January 2025



FEMA

January 14, 2025 Update Notes For Users

- ▶ This document was updated on January 14, 2025 to advise users to upgrade their Aspera versions to 4.2 or newer and providing the updated steps to do so.
- ▶ Instructions to uninstall old versions of Aspera Connect (anything lower than 4.2) are on slide 3.
- ▶ For installing the new version of Aspera Connect (4.2 and higher), see slide 15.

Uninstalling Old Versions of Aspera Connect (Lower than version 4.2)

If you are using a version of Aspera Connect that is lower than 4.2, please uninstall it using the following steps below. Please note that failing to uninstall an older version will prevent you from uploading large files. If you have version 4.2 or higher installed, please disregard this step.

- ▶ **Step 1:** Open the Control Panel on your computer
- ▶ **Step 2:** Click on Programs
- ▶ **Step 3:** Click on Programs and Features
- ▶ **Step 4:** Select “Aspera Connect” and select “uninstall”

Introduction

- ▶ This document guides users in obtaining and using the Aspera plug-in tool to support large file uploads in the Mapping Information Platform (MIP)
- ▶ This guide has been updated to reflect Aspera changes that have been implemented in the MIP's Tools & Links – Data Upload. Aspera is now available for Studies, Revisions and Amendment data uploads, via Tools & Links.
 - Amendments and Revisions datasets should now be uploaded and tagged accordingly, via Tools & Links – Data Upload.
- ▶ Large Studies Data Capture task uploads (greater than 2 GB) should still occur under the Data Capture MIP workflow task when the task is available. This is important for data integrity and for capturing details related to the data being uploaded
- ▶ Tools & Links study data uploads should be reserved for items that are less than 2 GB in size (e.g., PDF's, Word Docs, Excel Docs, etc.) to avoid unvalidated data being available in Frisel
- ▶ This guide was created depicting screenshots from the Mozilla Firefox browser. The overall process using Microsoft Edge is similar, but actual screens may look different than the included screenshots. Please see the note on the next page regarding browser limitations
- ▶ If you encounter problems with Aspera launching but failing to connect, it may be due to firewall issues. Please troubleshoot using the instructions at the end of this guide (Slide 26)
- ▶ If, after troubleshooting, you still encounter difficulty using Aspera to upload files, contact FEMA Risk MAP IT Help at FEMA-RiskMAP-ITHelp@fema.dhs.gov



Aspera Usage and Functionality Notes

- ▶ **Aspera is intended for the upload of files over 2 GB.** Files smaller than 2 GB should continue to be uploaded in the existing MIP Workflow Data Capture Tasks; enabling Aspera (Managed Upload) is not needed
 - For example, MIP Amendments data is not typically over 2 GB, so it generally should be a Direct Upload. Some Studies and Revisions data is over 2 GB and therefore should be uploaded with Aspera through Tools & Links when that is the case, and a Data Capture workflow task is not available
 - For a complete list of data types, refer to Slide 25
- ▶ Aspera uploads might not upload successfully using the Edge browser on government-furnished equipment (GFE) laptops, though it has been tested successfully using Firefox on GFE and using Edge on non-GFE computers. Chrome has not yet been tested. GFE users may need to request permission to install the Aspera plug-in on their computers
- ▶ FEMA has tested uploads up to 20 GB in size. Larger files are probably possible, but this has not been tested. Individual's internet bandwidth may affect maximum GB size.
- ▶ Multiple files can be uploaded through Aspera and have been tested up to 20 GB as well. Users can execute up to three concurrent upload sessions at one time.
- ▶ Current upload capabilities do not yet address automatic registration of uploaded *.zip files. Users who upload *.zip files will need to contact FEMA Risk MAP IT Help (fema-riskmap-ithelp@fema.dhs.gov) to open a ticket and have the help desk register the zip file after upload



I. DOWNLOADING ASPERA

Note: if you already have Aspera installed, please skip to **II. Using Aspera to Upload Files (Slide 17)**



FEMA

1. In MIP, click on the “Tools & Links” tab, then the “Data Upload” Tab

The screenshot shows a web browser window displaying the FEMA Mapping Information Platform. The browser's address bar shows the URL: <https://miptest.msc.fema.gov/femaportal/wps/myportal/portal/toolsandlinks/!ut/p/z1/jVFNU8lwEP0tHnq0WUj...>. The page header includes the FEMA logo and navigation links such as Home, Studies Post, Tools & Links, eLOMA, Workbench, MIP User Care, Process Admin, and MARS. A red arrow points to the 'Data Upload' link in the 'Tools & Links' section. The main content area is titled 'Tools & Links' and contains several sections: 'Resources for Mapping Partners', 'MIP Web Services', 'Resources for Homeowners', and 'Other Resources'. The 'Download Plugin' section at the bottom notes that some links require a plug-in to view them.



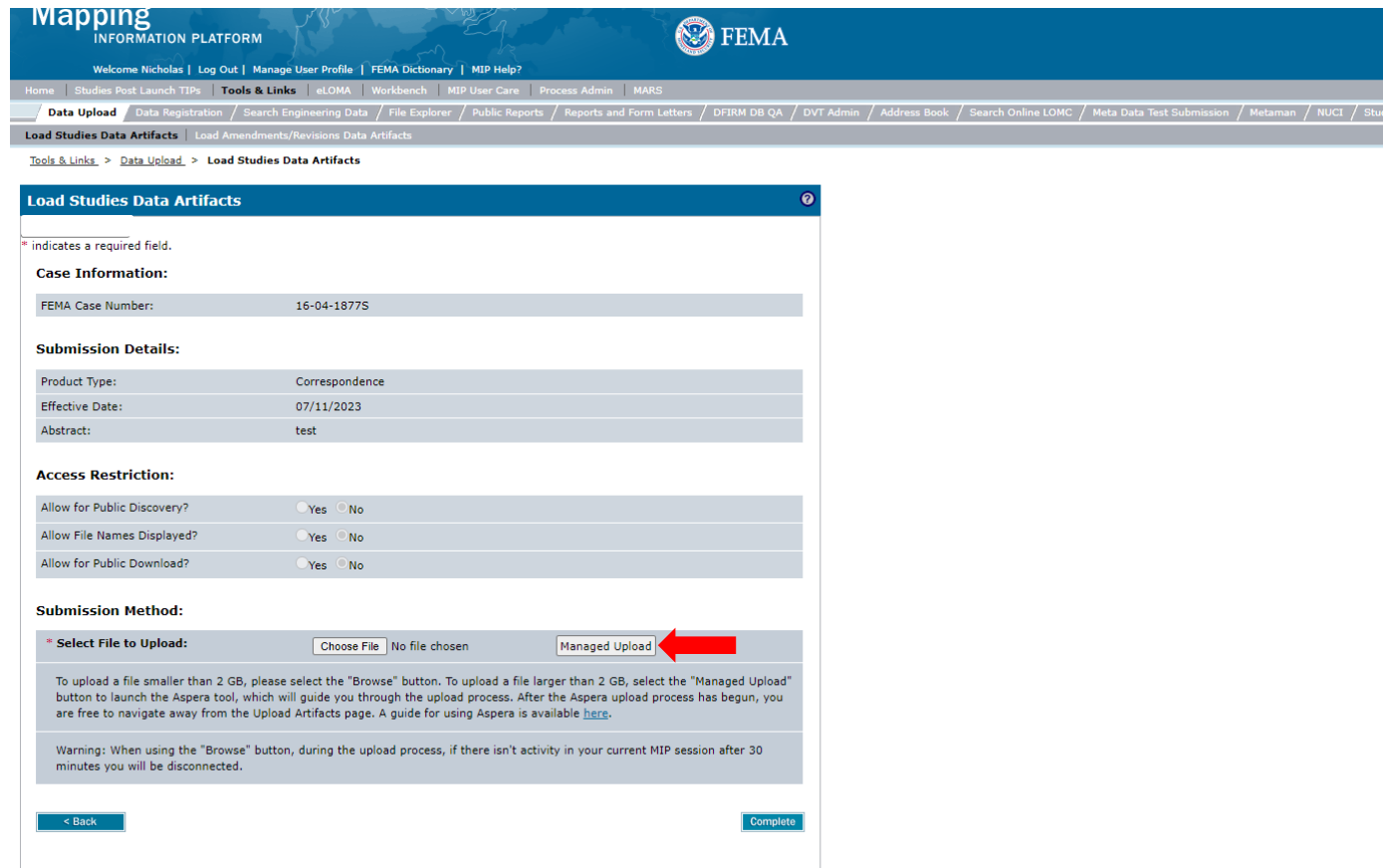
2. Click either the “Load Data Studies Artifacts” or “Load Amendment/Revisions Data Artifacts” depending on your workflow need
3. Fill in the case information, including FEMA Case Number and Submission Details, and click “Continue”

The screenshot shows the FEMA Mapping Information Platform interface. The page title is "Mapping INFORMATION PLATFORM" with the FEMA logo. The user is logged in as "Nicholas". The breadcrumb trail is: Tools & Links > Data Upload > Load Studies Data Artifacts. The form is titled "Load Studies Data Artifacts" and includes a note about the submission method, a file upload section with a warning, and a case information section with the following fields:

- Submission Method:** Note to Studies Users: Uploads here should be for Correspondence, Supporting Artifacts and FBS Reports only. Study data should be uploaded to a Study Data Capture Task when the task is available. If the data size is less than 2GB, please choose the "Browse" button to upload files. If the data size is greater than 2GB, please select the "Managed Upload" button. On the next screen, if there is an issue during the file upload process, please reach out to the Risk MAP IT Help Desk ([FEMA: RiskMAP-ITHelp@fema.dhs.gov](mailto:RiskMAP-ITHelp@fema.dhs.gov)) for additional support and guidance. If you have multiple files, please zip them together and upload as a single .zip file.
- File Upload:** Warning: When using the "Browse" button, during the upload process, if there isn't activity in your current MIP session after 30 minutes you will be disconnected.
- Case Information:**
 - FEMA Case Number:** 16-04-18775
- Submission Details:**
 - Product Type:** Correspondence
 - Effective Date:** 07/11/2023
 - Abstract:** test

A "Continue >" button is located at the bottom right of the form.

4. Click on the “Managed Upload” button



Mapping
INFORMATION PLATFORM

Welcome Nicholas | Log Out | Manage User Profile | FEMA Dictionary | MIP Help?

Home | Studies Post Launch TIPS | **Tools & Links** | eLOMA | Workbench | MIP User Care | Process Admin | MARS

Data Upload | Data Registration | Search Engineering Data | File Explorer | Public Reports | Reports and Form Letters | DFIRM DB QA | DVT Admin | Address Book | Search Online LOMC | Meta Data Test Submission | Metaman | NUCI | Stu

Load Studies Data Artifacts | Load Amendments/Revisions Data Artifacts

Tools & Links > Data Upload > Load Studies Data Artifacts

Load Studies Data Artifacts

* indicates a required field.

Case Information:

FEMA Case Number:	16-04-1877S
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Submission Details:

Product Type:	Correspondence
Effective Date:	07/11/2023
Abstract:	test

Access Restriction:

Allow for Public Discovery?	<input type="radio"/> Yes <input type="radio"/> No
Allow File Names Displayed?	<input type="radio"/> Yes <input type="radio"/> No
Allow for Public Download?	<input type="radio"/> Yes <input type="radio"/> No

Submission Method:

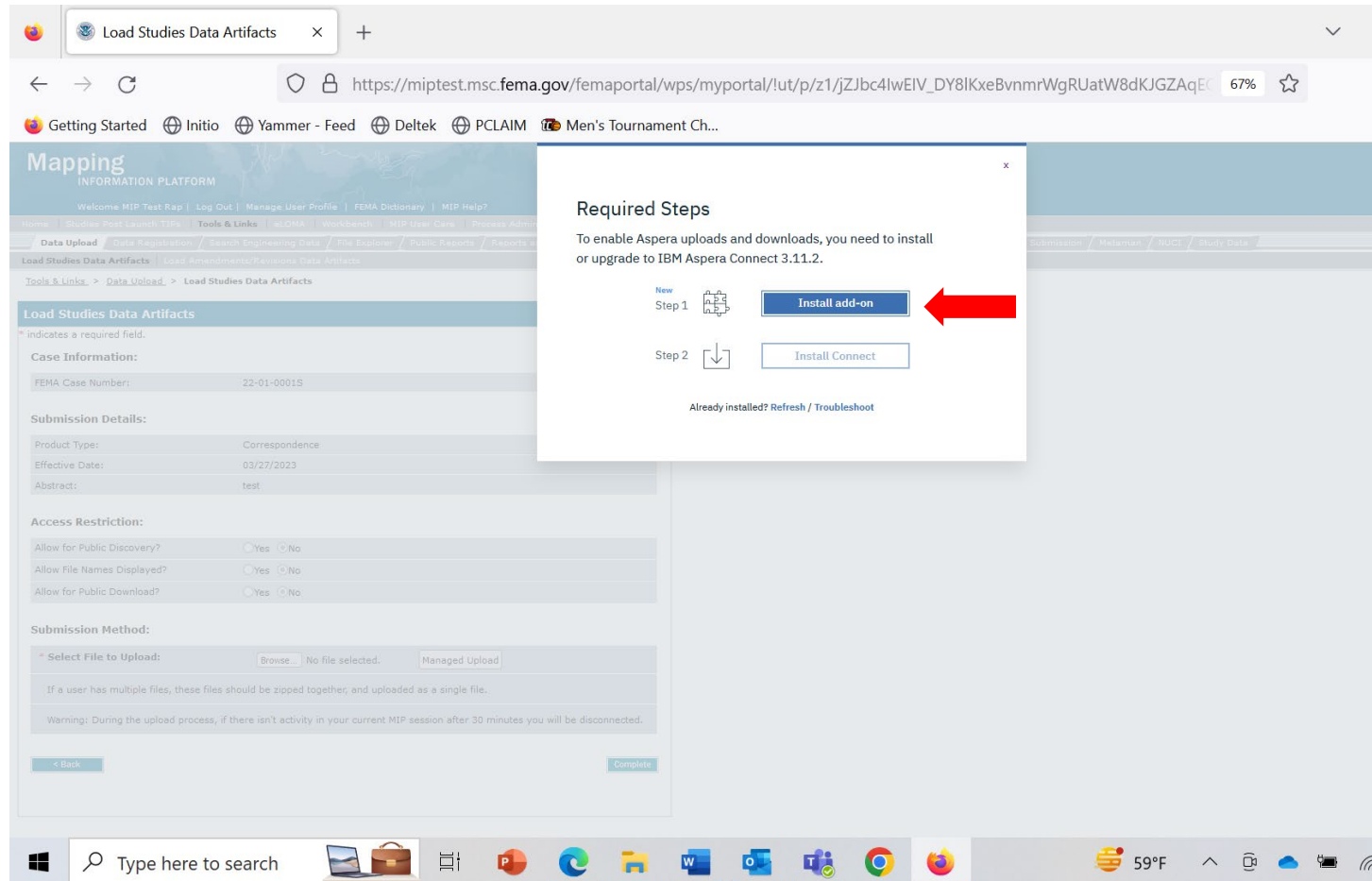
* **Select File to Upload:** No file chosen

To upload a file smaller than 2 GB, please select the "Browse" button. To upload a file larger than 2 GB, select the "Managed Upload" button to launch the Aspera tool, which will guide you through the upload process. After the Aspera upload process has begun, you are free to navigate away from the Upload Artifacts page. A guide for using Aspera is available [here](#).

Warning: When using the "Browse" button, during the upload process, if there isn't activity in your current MIP session after 30 minutes you will be disconnected.

< Back Complete

5. A pop-up labeled “Required Steps” should appear with instructions to install Aspera. Click on Step 1 “Install Extension”



The screenshot shows a web browser window with the URL https://miptest.msc.fema.gov/femaportal/wps/myportal/!ut/p/z1/jzJbc4lwEIV_DY8IKxeBvnmrWgRUatW8dKJGZAqEC. The page title is "Mapping INFORMATION PLATFORM". A pop-up dialog titled "Required Steps" is overlaid on the page. The dialog contains the following text: "To enable Aspera uploads and downloads, you need to install or upgrade to IBM Aspera Connect 3.11.2." Below this text, there are two steps: "Step 1" with a puzzle piece icon and a blue button labeled "Install add-on", and "Step 2" with a download icon and a button labeled "Install Connect". A red arrow points to the "Install add-on" button. At the bottom of the dialog, there is a link: "Already installed? Refresh / Troubleshoot". The background page shows a form for "Load Studies Data Artifacts" with sections for Case Information, Submission Details, Access Restriction, and Submission Method.



FEMA

6. A new page should open for your browser's add-on for IBM Aspera Connect. Click the button to get/add the extension

Firefox Browser
ADD-ONS Extensions Themes More...
Find add-ons

IBM Aspera Connect
by IBM Aspera

49,126 Users 38 Reviews 3.3

5 ★
4 ★
3 ★
2 ★
1 ★

⚠ This add-on is not actively monitored for security by Mozilla. Make sure you trust it before installing.
Learn more

This add-on enables the use of IBM Aspera Connect with Firefox. This add-on requires the IBM Aspera Connect application, version 3.9.0 or newer.

[Add to Firefox](#)

https://addons.mozilla.org/firefox/downloads/file/3909084/ibm_aspera_connect-4.1.1.1.xpi



7. When a pop-up appears asking to add IBM Aspera Connect to your browser, click to add the extension

The screenshot shows the Firefox Add-ons page for the IBM Aspera Connect extension. The browser's address bar displays the URL <https://addons.mozilla.org/en-US/firefox/addon/ibm-aspera-connect/>. The page header includes the Firefox logo and the text "Firefox Browser ADD-ONS". The extension's name "IBM Aspera Connect" is prominently displayed, along with the developer "IBM Aspera". A warning message states: "This add-on is not actively monitored for security by Mozilla. Make sure you trust it before installing." Below this, a description reads: "This add-on enables the use of IBM Aspera Connect with Firefox. This add-on requires the IBM Aspera Connect application, version 3.9.0 or newer." On the right side, the extension's statistics are shown: 49,126 Users, 38 Reviews, and a 3.3 Stars rating. A star distribution chart is also visible, showing 14 one-star reviews, 0 two-star reviews, 2 three-star reviews, 3 four-star reviews, and 19 five-star reviews. A permission pop-up is overlaid on the page, asking "Add IBM Aspera Connect? This extension will have permission to:" and listing permissions: "Access your data for all websites" and "Exchange messages with programs other than Firefox". A red arrow points to the "Add" button in the pop-up. The Windows taskbar at the bottom shows the time as 2:39 PM on 3/27/2023, with a temperature of 59°F.

8. A pop-up stating that IBM Aspera Connect was added should appear. Although the extension is now installed, Aspera cannot yet be used! Continue to Step 9.

The screenshot displays the FEMA Mapping Information Platform interface. The top navigation bar includes the FEMA logo and the text 'Mapping INFORMATION PLATFORM'. Below this, there are links for 'Home', 'Studies Post Launch TIPS', 'Tools & Links', 'eLOMA', 'Workbench', 'MIP User Care', 'Process Admin', and 'MARS'. The main content area is titled 'Load Studies Data Artifacts' and contains several sections: 'Case Information' with a 'FEMA Case Number' of '16-04-1877S'; 'Submission Details' with 'Product Type' as 'Correspondence', 'Effective Date' as '07/11/2023', and 'Abstract' as 'test'; 'Access Restriction' with three radio button options: 'Allow for Public Discovery?' (Yes/No), 'Allow File Names Displayed?' (Yes/No), and 'Allow for Public Download?' (Yes/No); and 'Submission Method' with a 'Select File to Upload' section containing 'Choose File' (No file chosen) and 'Managed Upload' buttons. A warning message at the bottom states: 'Warning: When using the "Browse" button, during the upload process, if there isn't activity in your current MIP session after 30 minutes you will be disconnected.' At the bottom left is a '< Back' button and at the bottom right is a 'Complete' button. A red circle highlights a notification pop-up in the top right corner that reads: 'IBM Aspera Connect was added. Manage your add-ons and themes through the application menu. Allow this extension to run in Private Windows. Okay'.



9. Return to the MIP tab and once again click “Managed Upload”

Mapping
INFORMATION PLATFORM

Welcome Nicholas | Log Out | Manage User Profile | FEMA Dictionary | MIP Help?

Home | Studies Post Launch TIPS | **Tools & Links** | eLOMA | Workbench | MIP User Care | Process Admin | MARS

Data Upload | Data Registration | Search Engineering Data | File Explorer | Public Reports | Reports and Form Letters | DFIRM DB QA | DVT Admin | Address Book | Search Online LOMC | Meta Data Test Submission | Metaman | NUCI | Stud

Load Studies Data Artifacts | Load Amendments/Revisions Data Artifacts

[Tools & Links](#) > [Data Upload](#) > [Load Studies Data Artifacts](#)

Load Studies Data Artifacts

* indicates a required field.

Case Information:

FEMA Case Number:	16-04-1877S
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Submission Details:

Product Type:	Correspondence
Effective Date:	07/11/2023
Abstract:	test

Access Restriction:

Allow for Public Discovery?	<input type="radio"/> Yes <input type="radio"/> No
Allow File Names Displayed?	<input type="radio"/> Yes <input type="radio"/> No
Allow for Public Download?	<input type="radio"/> Yes <input type="radio"/> No

Submission Method:

* **Select File to Upload:** No file chosen 

To upload a file smaller than 2 GB, please select the "Browse" button. To upload a file larger than 2 GB, select the "Managed Upload" button to launch the Aspera tool, which will guide you through the upload process. After the Aspera upload process has begun, you are free to navigate away from the Upload Artifacts page. A guide for using Aspera is available [here](#).

Warning: When using the "Browse" button, during the upload process, if there isn't activity in your current MIP session after 30 minutes you will be disconnected.

[< Back](#) [Complete](#)



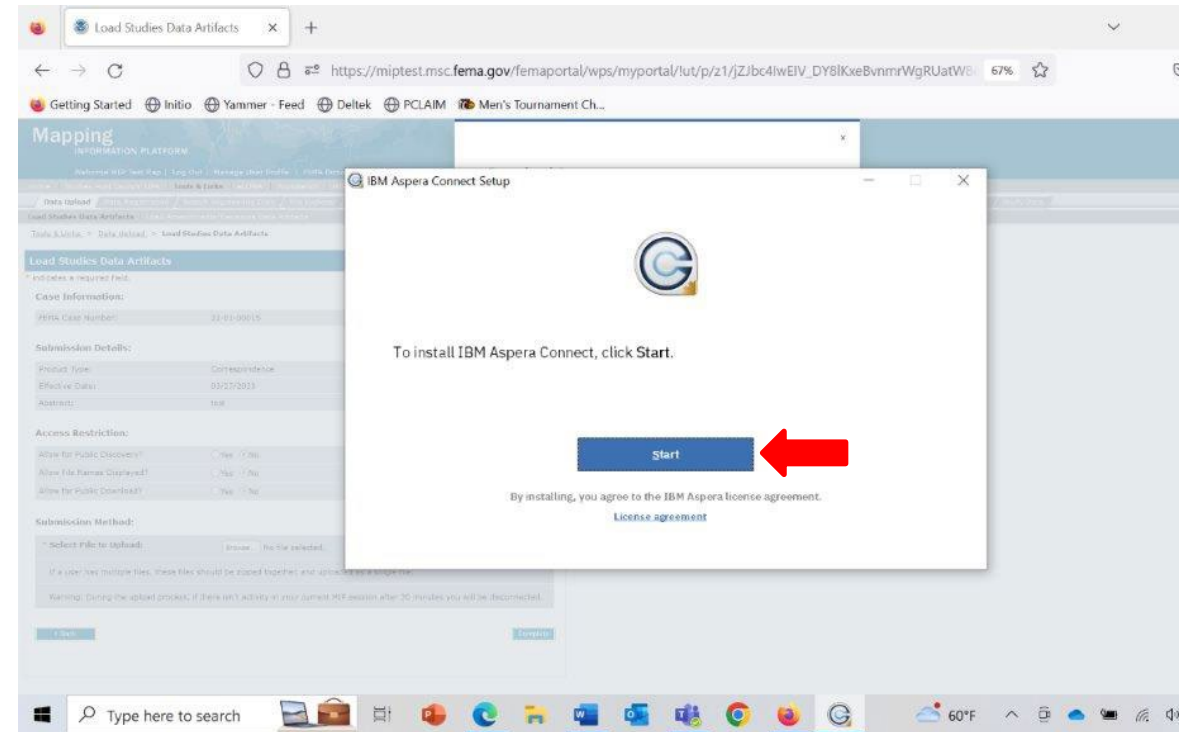
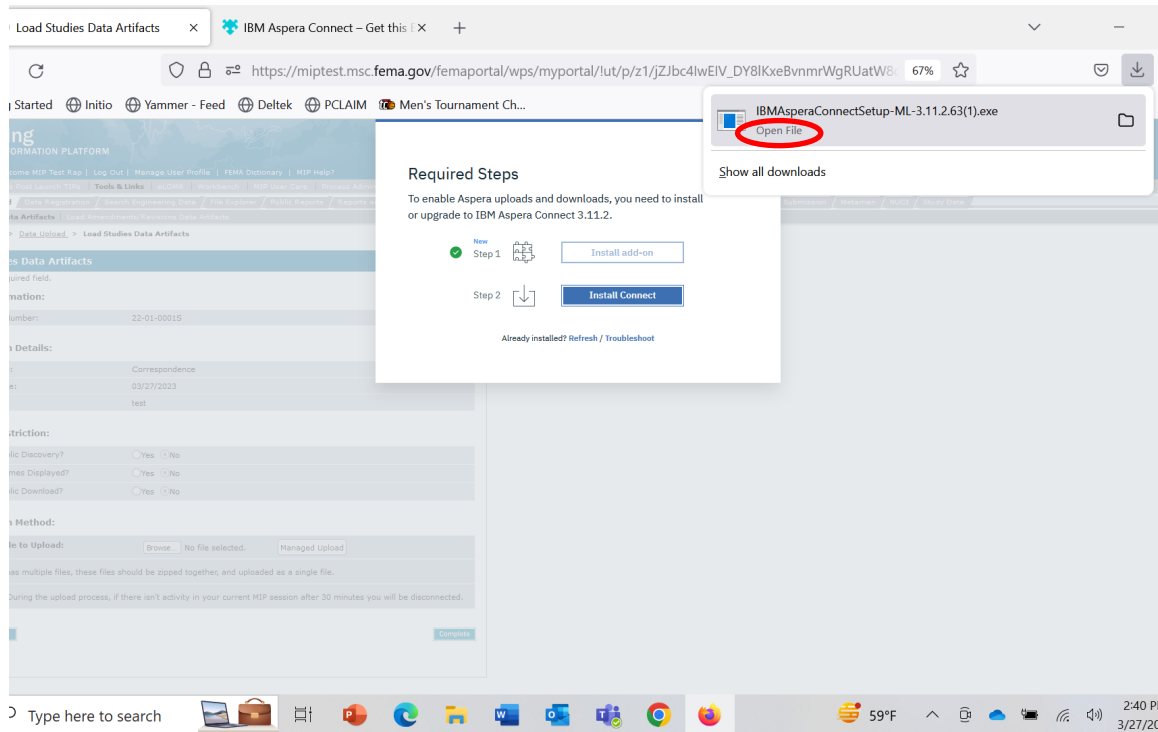
10. The same “Required Steps” popup should appear, but a green checkmark will indicate that the extension has been installed. Now click Step 2 “Install Connect.”

The screenshot shows a web browser window with two tabs: "Load Studies Data Artifacts" and "IBM Aspera Connect - Get this". The address bar shows the URL: https://miptest.msc.fema.gov/femaportal/wps/myportal/!ut/p/z1/jZJbc4lwEIV_DY8IKxeBvnmrWgRUatW8dKJGZ. The page content is partially obscured by a "Required Steps" modal dialog box. The dialog box contains the following text: "Required Steps", "To enable Aspera uploads and downloads, you need to install or upgrade to IBM Aspera Connect 3.11.2.", and a list of steps: "Step 1" with a green checkmark and an "Install add-on" button, and "Step 2" with a red arrow pointing to an "Install Connect" button. Below the steps, it says "Already installed? Refresh / Troubleshoot". The background page is the "Mapping Information Platform" with a navigation menu and a form for "Load Studies Data Artifacts". The form includes sections for "Case Information", "Submission Details", "Access Restriction", and "Submission Method". The Windows taskbar at the bottom shows the time as 2:39 PM on 3/27/2023 and the temperature as 59°F.

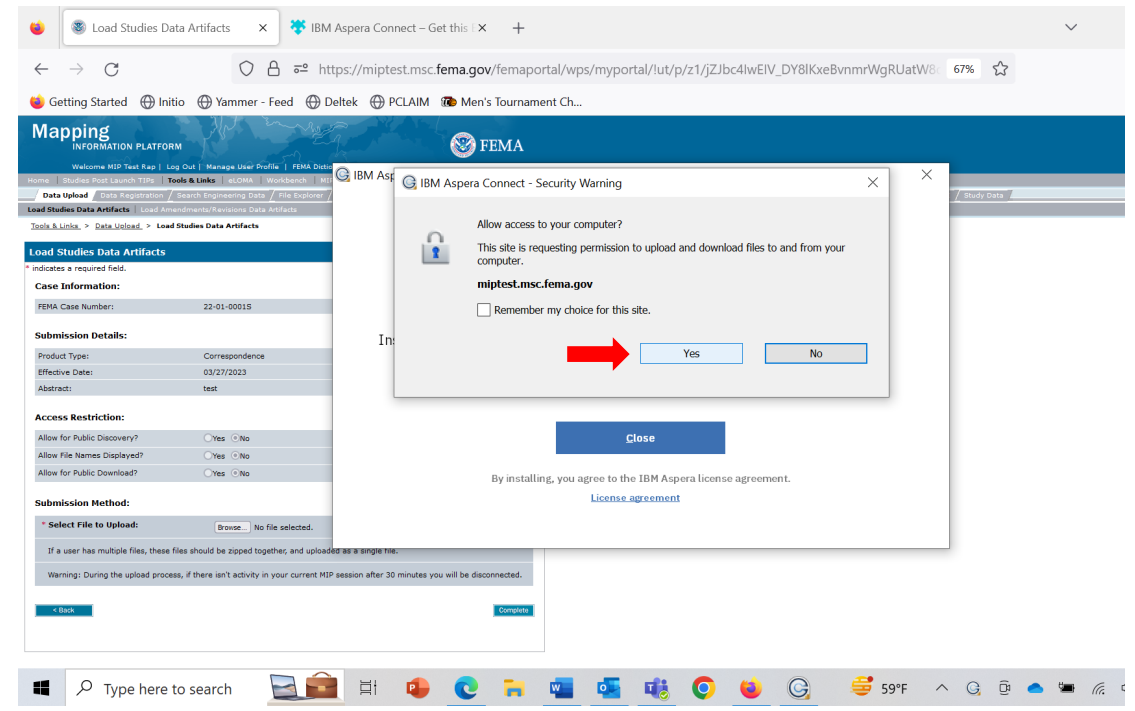
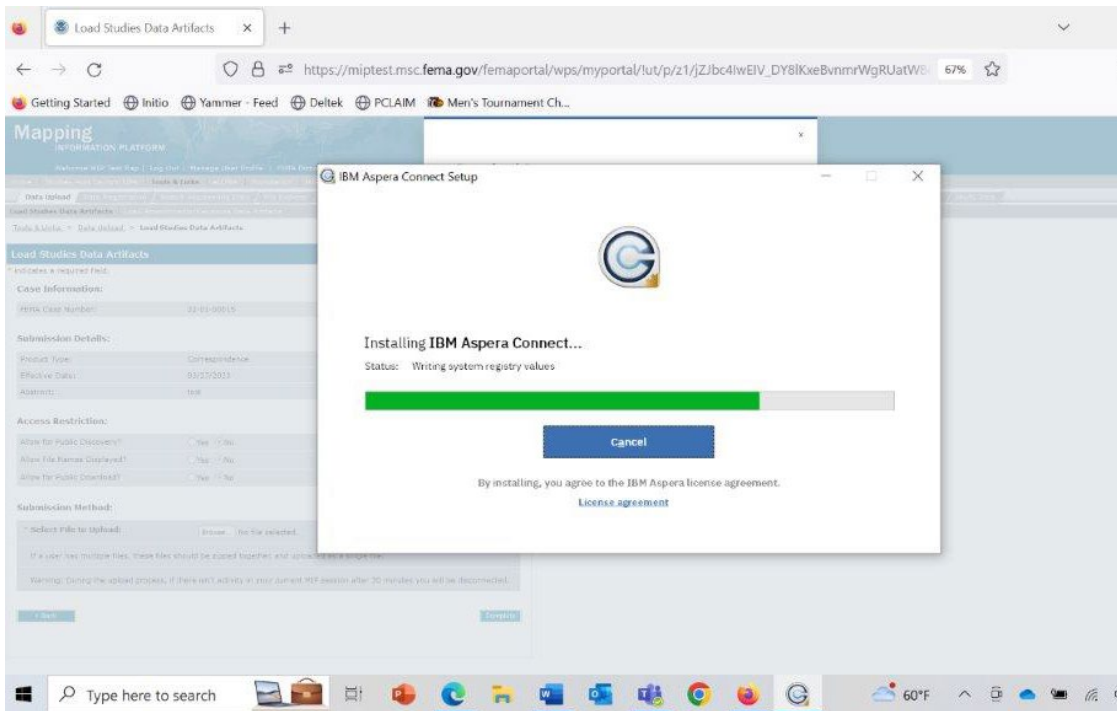


11. A download should begin labeled “IBMAsperaConnectSetup...” Once the download has completed, click “Open file.”

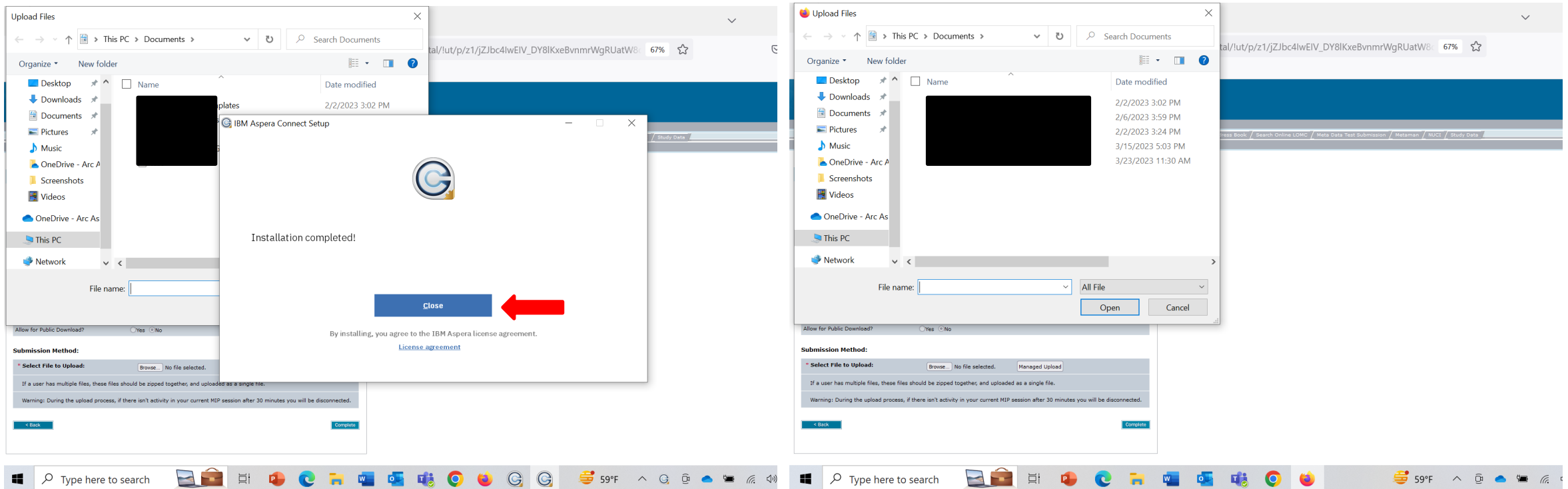
12. A popup labeled “IBM Aspera Connect Setup” should appear. Click “Start”



13. A green bar will show the progress of the installation. Once completed, a security warning should appear asking to allow IBM Aspera Connect access to your computer. Click “Yes.”



14. When the set-up pop-up says the installation is complete, click “Close.” Back on the MIP page, you should no longer receive any Aspera installation popups if you click “Managed Upload.” Rather, you will see an Upload Files popup to choose files to upload to Aspera.



II. USING ASPERA TO UPLOAD FILES



FEMA

1. Open the Mapping Information Platform ([MIP](#))
2. Click on the “Tools & Links” tab, then the “Data Upload” Tab
3. Click either the “Load Data Studies Artifacts” or “Load Amendment/Revisions Data Artifacts depending on your workflow need

Home | Studies Post List | **Tools & Links** | eLOMA | Workbench | MIP User Care | Process Admin | MARS

Data Upload | Data Registration | Search Engineering Data | File Explorer | Public Reports | Reports and Form Letters | DFIRM DB QA | DVT Admin | Address Book | Search Online LOMC | Meta Data Test Submission | Metaman | NUCI | Study Data

Load Studies Data Artifacts | Load Amendment/Revisions Data Artifacts

Tools & Links > Data Upload > Load Studies Data Artifacts

Load Studies Data Artifacts

* indicates a required field.

Submission Method:

Note to Studies Users: Uploads here should be for Correspondence, Supporting Artifacts and FBS Reports only. Study data should be uploaded to a Study Data Capture Task when the task is available.
If the data size is less than 2GB, please choose the "Browse" button to upload files.
If the data size is greater than 2GB, please select the "Managed Upload" button.
On the next screen, if there is an issue during the file upload process, please reach out to the Risk MAP IT Help Desk (FEMA-RiskMAP-IThelp@fema.dhs.gov) for additional support and guidance.
If you have multiple files, please zip them together and upload as a single .zip file.

File Upload

Warning: When using the "Browse" button, during the upload process, if there isn't activity in your current MIP session after 30 minutes you will be disconnected.

Case Information:

* FEMA Case Number:

Submission Details

* Product Type:

* Effective Date:

* Abstract:

[Continue >](#)



4. Fill in the case information, including the FEMA Case Number and Submission Details, and click “Continue”

Note: Review the “Submissions Method” section for more guidance.

The screenshot shows the 'Load Studies Data Artifacts' form in the FEMA RiskMAP IT Help Desk. The form is divided into several sections:

- Submission Method:** Contains a note for users regarding file uploads, including instructions on file size (less than 2GB vs. greater than 2GB) and a warning about session timeout during uploads.
- File Upload:** Contains a warning message: "Warning: When using the 'Browse' button, during the upload process, if there isn't activity in your current MIP session after 30 minutes you will be disconnected."
- Case Information:** Includes a required field for "FEMA Case Number" with the value "16-04-1877S".
- Submission Details:** Includes a required field for "Product Type" (set to "Correspondence"), a required field for "Effective Date" (set to "07/11/2023"), and a required field for "Abstract" containing the text "test".

A red arrow points to the "Continue >" button at the bottom right of the form.



5. The page for the chosen case should appear as shown below. Click the “Managed Upload” button

Home | Studies Post Launch TIPS | **Tools & Links** | ELOPA | Workbench | RFP User Care | Process Admin | RARS

Data Upload | Data Registration | Search Engineering Data | File Explorer | Public Reports | Reports and Form Letters | DFIRM DB QA | DVT Admin | Address Book | Search Online LOMC | Meta Data Test Submission | Metaman | NUCI | Stud

Load Studies Data Artifacts | Load Amendments/Revisions Data Artifacts

Tools & Links > Data Upload > Load Studies Data Artifacts

Load Studies Data Artifacts

CMProcess Upload

* indicates a required field.

Case Information:

FEMA Case Number:	16-04-1877S
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Submission Details:

Product Type:	Correspondence
Effective Date:	07/11/2023
Abstract:	test

Access Restriction:

Allow for Public Discovery?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Allow File Names Displayed?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Allow for Public Download?	<input type="radio"/> Yes <input checked="" type="radio"/> No

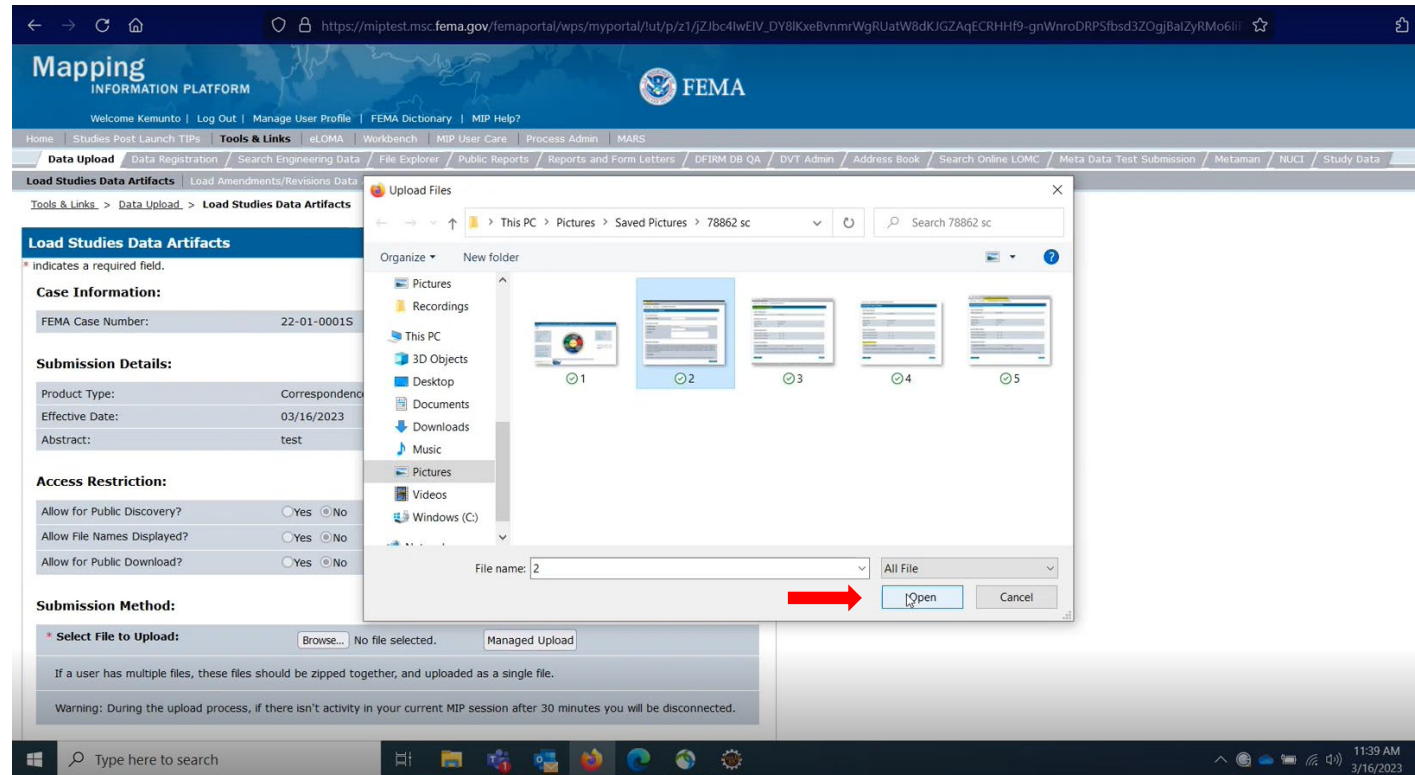
Submission Method:

* **Select File to Upload:** No file chosen ←

To upload a file smaller than 2 GB, please select the "Browse" button. To upload a file larger than 2 GB, select the "Managed Upload" button to launch the Aspera tool, which will guide you through the upload process. After the Aspera upload process has begun, you are free to navigate away from the Upload Artifacts page. A guide for using Aspera is available [here](#).

Warning: When using the "Browse" button, during the upload process, if there isn't activity in your current MIP session after 30 minutes you will be disconnected.

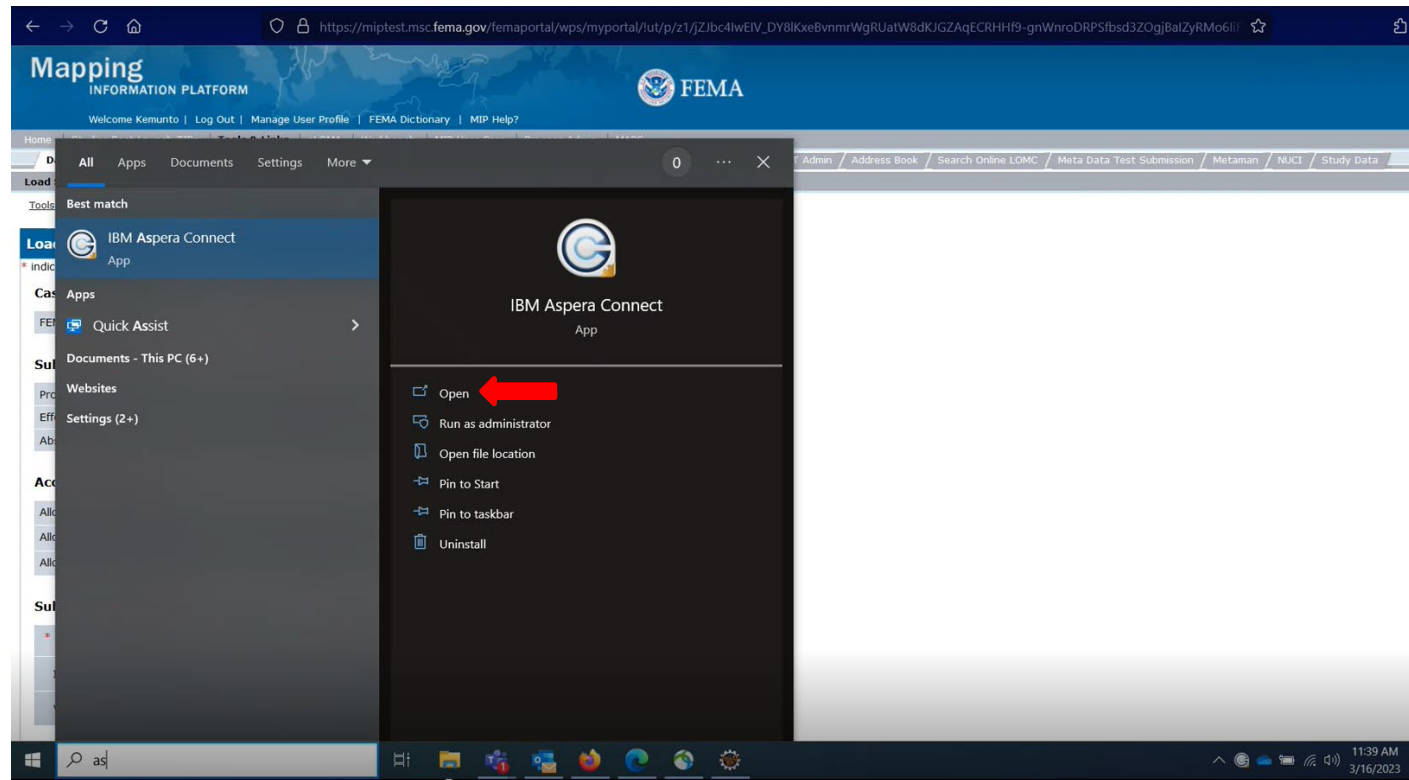
6. Your File Explorer should pop up. Select the file you wish to upload and click “Open”



The screenshot displays the FEMA Mapping Information Platform interface. The browser address bar shows the URL: https://miptest.msc.fema.gov/femportal/wps/myportal/!ut/p/z1/JZbc4lwEIV_DY8lkXeBvnmrWgRUatW8dKJGZAqECRHHf9-gnWnroDRPSfbsd3ZOgjBalZyRMo6ll. The page header includes the FEMA logo and navigation links such as "Home", "Studies Post Launch TIPS", "Tools & Links", "eLOMA", "Workbench", "MIP User Care", "Process Admin", and "MARS". The main content area is titled "Load Studies Data Artifacts" and contains a form with sections for "Case Information", "Submission Details", "Access Restriction", and "Submission Method".

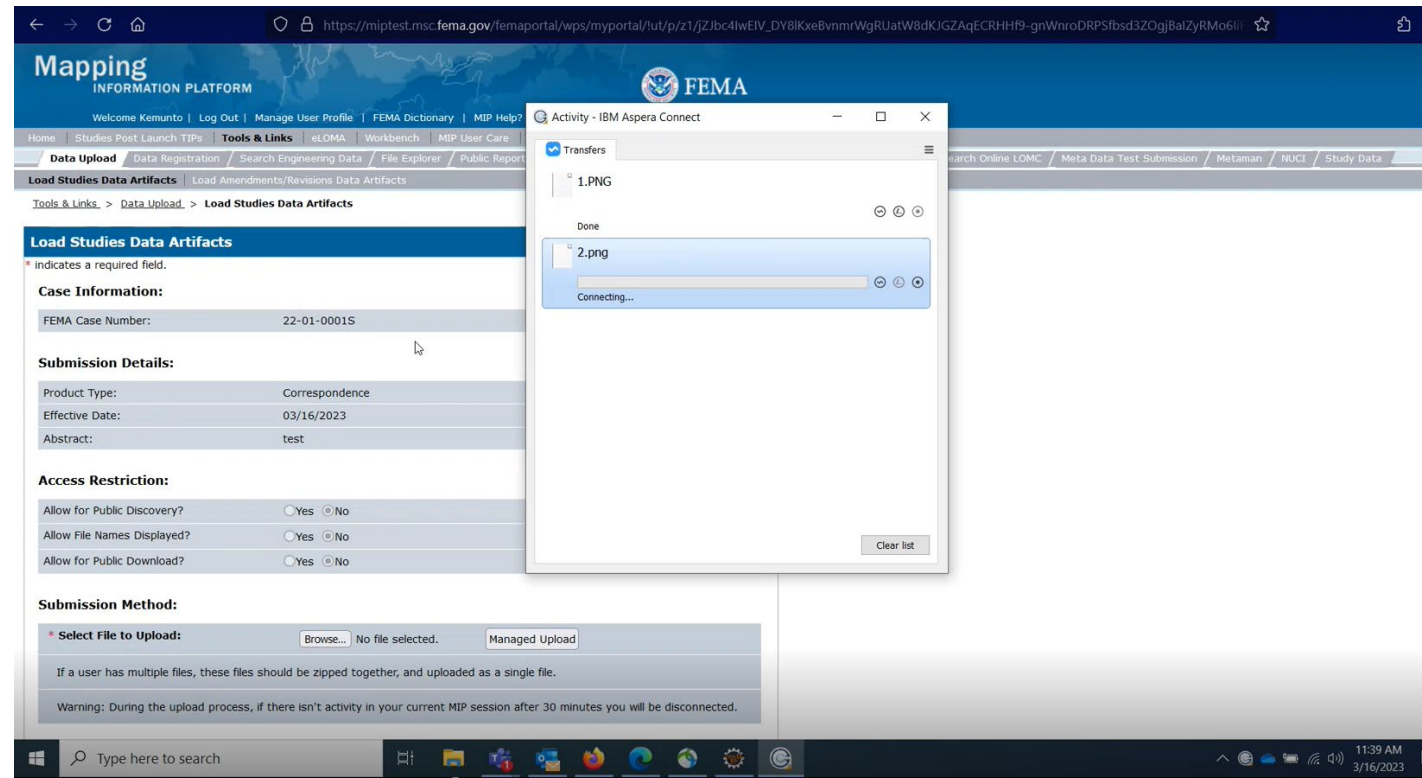
An "Upload Files" dialog box is open over the form. The dialog shows the file path "This PC > Pictures > Saved Pictures > 78862.sc" and a search bar containing "78862.sc". The file list displays five thumbnails, with the second one (labeled "2") selected. The "File name" field contains "2" and the file type is set to "All File". A red arrow points to the "Open" button at the bottom right of the dialog box.

7. To see the status of the upload, go to your computer's search bar (typically in the lower left corner) and search for/click the IBM Aspera Connect App and click "Open"



8. The window below should open showing the progress of the Aspera transfer. Once completed, the bar that says “Connecting...” will say “Done”

Note: The “Load Studies Data Artifacts” screen does not need to remain open, and users do not need to remain connected to the MIP, for the transfer to occur. All progress can be tracked in the “Activity” window shown.



9. After submission, you will receive a notification email from mip@fema.dhs.gov confirming a successful upload
- If you successfully uploaded a .zip file, you will receive a “success” notification, but you will still need to contact the Risk MAP IT Help Desk for assistance in registering the contents of the .zip file
 - You should also receive a notification of an unsuccessful upload. If you receive no notification at all, please contact the help desk.

From: mip@fema.dhs.gov <mip@fema.dhs.gov>
Sent: Tuesday, July 18, 2023 4:38 PM
To: Uploader email address
Subject: MIP Studies: Your file(s) has been uploaded and registered

Date: Tue Jul 18 16:37:30 EDT 2023

Dear Aspera User,

The following file(s) has been successfully uploaded and registered to the following case number in MIP:

FEMA CASE Number #: XX-XX-XXXXX

Product type: (will depend on what user indicates)

Effective Date: MM/DD/YYYY |

Abstract: (will depend on what user indicates)

To view additional project information please go to hazards.fema.gov. This message has been generated automatically. Please do not reply to this message. If you have further questions please reach out to MIP Help desk.



FEMA

MIP Data Types

Studies

- Correspondence
- Supporting Artifacts
- FBS

Amendments

- Correspondence/Data
- Final Letter
- Cover Letter
- Final Determination
- Violation Letter
- Other Response
- Supporting Artifacts
- 216 Letter
- ESA Documentation

Revisions

- Modeling Hydraulics
- Modeling Hydrology
- Review Notes
- Annotations
- Final Determination
- Correspondence
- Cover Letter
- Special Response Letter
- Violation Letter
- 116 Letter
- Best Available Data Letter
- 316 PMR
- FEDD File
- Supporting Artifacts
- Work Maps
- 316 Letter
- ESA Documentation



Firewall Issue Troubleshooting Guidance

If the Aspera client launches but fails to connect, the failure could be due to the user's firewall. To allow Aspera through your firewall, follow the instructions below:

- Check whether the 33001 port is open for the Aspera connection
 - To check, input the following command into the Windows console or command line: **telnet.tools.hazards.fema.gov 33001**
 - *Note: Users may need to install telnet if it is not available*
 - If the port is open, the command will not return output. If the port is closed, the user will see an error message such as “*Could not open connection to the host, on port 33001: Connect failed*”.
- If the port is not open, the user should contact their IT department to request a change to their firewall. The following rule is required:
 - **Destination: tools.hazards.fema.gov**
 - **Ports to allow: TCP/UDP port 33001 and UDP port range 33002-33026**
- If the organizational firewall is open/configured as above and the Aspera connection still does not work, check any firewall software used on the workstation.
 - If there is firewall software active (such as Windows firewall), check whether the outbound rule is blocking traffic.
 - Change the firewall configuration to enable the above outbound rule.

