Last Updated: January 14, 2016



This documentation (SRA) at the Nation	on provides an overview and lonal Center for Biotechnology	help manual for the So Information.	equence Read Archiv

iii

Table of Contents

Using the SRA	
Download Guide	
Overview	
Download with Prefetch	
The Run Browser	
SRA BLAST	
Direct downloading of fasta and fasta format	
Downloading metadata associated with SRA data files	
Aspera Transfer Guide	1:
Notice	
Overview	
Aspera	
Using ascp to Download by Command Line	
Using ascp to Upload by Command Line	1
Requirements	10
Troubleshooting	10

Using the SRA

Created: September 9, 2009; Updated: January 14, 2016.

Overview

The purpose of this document is to explain to users how to download datasets of interest and associated metadata.

Important Notes on Download Facilities

- One basic format (.sra) is provided by the SRA for all publicly available data. The SRA Toolkit is provided to allow conversion to several popular formats.
- At a minimum, users are advised to use Aspera Connect (or the equivalent command line tool, ascp) for bulk downloads, rather than HTTP or FTP. Aspera provides faster bandwidth, a higher level of flow control, user level encryption, and the ability to download trees of components.
- We most strongly recommend the use of the SRA Toolkit to download data files directly. The individual utilities are able to resolve SRA accessions and initiate downloads automatically. The 'prefetch' utility is specifically provided for researchers that wish to download SRA data using a command line utility.

Related Documents

NCBI Large Data Download Best Practices

Notices

Reference herein to any specific commercial products, process, or service by trade name, trademark, manufacturer, or otherwise, does not necessarily constitute or imply its endorsement, recommendation, or favoring by the United States Government. The views and opinions of authors expressed herein do not necessarily state or reflect those of the United States Government, and shall not be used for advertising or product endorsement purposes.

Software Version

This guide is current to SRA Toolkit version 2.5.x. Instructions for previous versions of the SRA Toolkit may be different from those provided in this guide. We recommend that users stay current with SRA Toolkit updates to benefit from feature additions and bug fixes.

Reference Compression

Compression by reference is a sequence alignment compression process for storing data. Compression by reference stores the difference in base pairs between sequence data and the segment(s) to which it is aligned. Throughout this document you will note that the behavior and properties of reference compressed SRA data and conventional data differ significantly. Notably,

- The SRA Toolkit can output reference-compressed data as aligned sam and can perform pileup analysis.
- The SRA Toolkit requires internet connectivity in order to download reference sequences in order to process aligned SRA data.
- Only aligned data can be viewed in the NCBI Sequence Viewer.
- Aligned data cannot be filtered in the SRA Run Browser.
- Aligned data cannot currently be searched in SRA BLAST (this is actively being developed).

Download with Prefetch

The SRA Toolkit can be used to directly download SRA data files and reference sequences (see the "Reference Compression" section above). We strongly encourage users to use these methods to access SRA data as they are simple to use and they avoid many of the manual steps required by other methods (searching FTP directories, browsing and clicking, etc.).

The SRA Toolkit will have to be properly configured in order to access NCBI servers and download data. Recent versions of the Toolkit are packaged with a 'default' configuration that should work for most users. Please review the pros and cons for using the default configuration here. If the default configuration does not work for your installation, or you wish to customize aspects of file handling by the Toolkit (e.g., where downloaded files are stored locally), you will need to configure the Toolkit and then test it to confirm that it is operating as expected. Please email sra@ncbi.nlm.nih.gov if you have any problems configuring or using the Toolkit.

Prefetch

The 'prefetch' utility in the SRA Toolkit can be used to download SRA data and any required reference sequences in a single operation. Prefetch can use either HTTP (default) or ascp (if installed) to contact the SRA, resolve the accessions that you have specified, and then download the data. Prefetch can be used on single data files or to batch download several at a time. Below is an example prefetch command with the expected output. More information can be obtained on the prefetch documentation page and by executing 'prefetch --help'.

```
$ prefetch SRR390728
Maximum file size download limit is 20,971,520KB
2016-01-14T16:57:02 prefetch.2.5.7: 1) Downloading 'SRR390728'...
2016-01-14T16:57:02 prefetch.2.5.7: Downloading via fasp...
2016-01-14T16:57:08 prefetch.2.5.7: fasp download succeed
2016-01-14T16:57:08 prefetch.2.5.7: 1) 'SRR390728' was downloaded successfully
2016-01-14T16:57:09 prefetch.2.5.7: 'SRR390728' has 25 unresolved dependencies
2016-01-14T16:57:09 prefetch.2.5.7: 2) Downloading 'ncbi-acc:GPC_000000394.1?vdb-
ctx=refseq'...
2016-01-14T16:57:09 prefetch.2.5.7: Downloading via fasp...
2016-01-14T16:57:13 prefetch.2.5.7: fasp download succeed
2016-01-14T16:57:13 prefetch.2.5.7: 2) 'ncbi-acc:GPC_000000394.1?vdb-ctx=refseq' was
downloaded successfully
2016-01-14T16:57:13 prefetch.2.5.7: 3) Downloading 'ncbi-acc:GPC_000000395.1?vdb-
ctx=refseq'...
2016-01-14T16:57:13 prefetch.2.5.7: Downloading via fasp...
2016-01-14T16:57:15 prefetch.2.5.7: fasp download succeed
```

Note that the example file is reference-compressed and that prefetch automatically obtains the reference sequences required to extract data from the .sra file. If your Toolkit installation is not properly configured, or you elect to block the ability of the Toolkit to contact NCBI, you will then need to determine (1) if your downloaded dataset is reference-compressed, (2) if so, which references are required to access the data (see vdb-dump for an example of how to determine this), and (3) acquire the reference sequences manually here.

Other Toolkit utilities

All SRA Toolkit functions - most notably the 'dump' utilities that convert SRA data into other formats - are able to download data "on-the-fly" at runtime. This works like prefetch, as the tools will also automatically acquire all needed reference sequences. To invoke a Toolkit utility to download data as they are converted to your preferred format, simply execute the utility on an SRA accession rather than a local file. In other words, the command

```
$ fastq-dump --split-files SRR390728
```

5

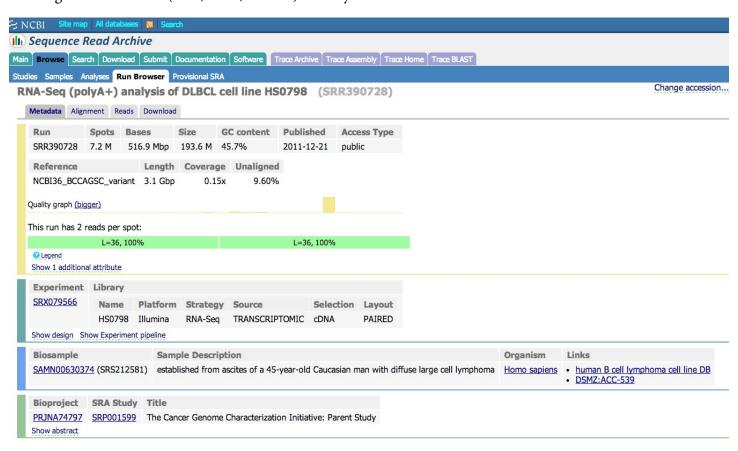
Is implicitly requesting that fastq-dump download SRR390728 and its references from the SRA and then output the data in fastq format. Conversely,

```
$ fastq-dump --split-files ~/Downloads/SRA/SRR390728.sra
```

Is instructing fastq-dump to operate on a local file that was previously downloaded from the SRA. In this case fastq-dump would still attempt to contact NCBI to obtain the references needed to convert the data to fastq (unless you have specifically configured the Toolkit to not contact NCBI).

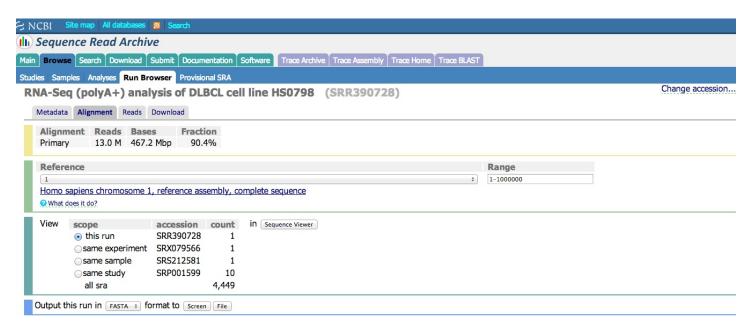
The Run Browser

The SRA Run Browser can display sequencing and instrumentation data on a given run. Typically the Run Browser is reached as a click through from an Entrez SRA Experiment report. Users may also navigate by entering a run accession (SRR, DRR, or ERR) directly in the Run Browser.

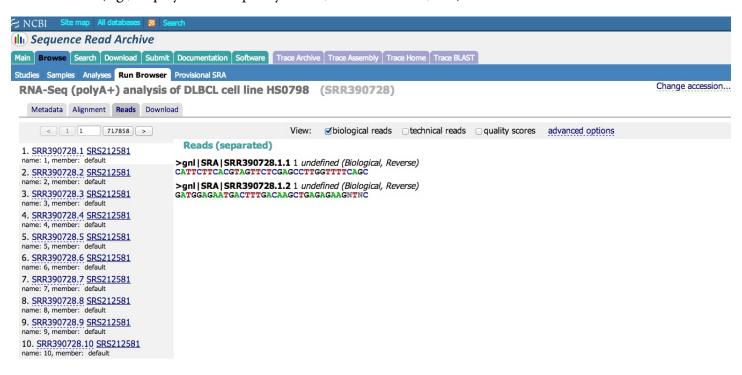


Viewing data in the Run Browser

Reference compressed (aligned) SRA data have an "Alignment" tab. Clicking on this tab will allow you to configure the NCBI Sequence Viewer to display the data aligned to a reference sequence.



To view the raw reads in a single Run, click on the "Reads" tab. Individual reads can be viewed and searched (see next section – note that only unaligned data can currently be searched). Various options can be applied using the "View" menu (e.g., display decimal quality scores, technical reads, etc.).



The Run Browser supports IUPAC single letter nucelotide codes (data submitted in color space are presented in base space; the SRA Toolkit can be used to download and output the data in color space, if required). Quality scores are presented in the Phred scale.

Filtering and Selection

The Reads tab in the Run Browser can be used to filter and search reads according to certain regular expression pattern matching:

• Sequence substring: one of the biological reads for a spot should contain the substring. Examples: ATTGGA, ^ATTGGA\$, ATTGGA\$, ATGDNNAT, and ATGGA&GCGC. The strings are case

insensitive, and belong to either 2NA or 4NA alphabets. String length limited to 29 characters in 4NA alphabet (includes IUPAC substitution codes) or 61 characters in 2NA alphabet (ACGT only). Search is case insensitive and strings may be combined with boolean operators & |! (AND, OR, NOT). See "SRA nucleotide search expressions" for more details.

- Name of a spot you are looking for. Example: EXWA4RL02G9Z6H
- Name of sample pool member, or "all" for all members. Example: M22_V2 will return all spots assigned to the sample pool member M22_V2 for run SRR031989.
- Spot Id. Example: 23

Please note that the filter searches across read boundaries within each spot. Thus, pattern matches within technical reads and across paired-end data boundaries will also be returned.

The filter provided in the Run Browser has limited functionality, but is quite fast if you are looking to quickly search a single Run for a defined sequence of interest. Please see the section below on SRA BLAST if you require more advanced searching or searches across multiple sequencing libraries.

Downloading Data from the Run Browser

Clicking on the "Download" tab in the Run Browser will present a selection of links that will allow you to download (1) an individual dataset (Run), (2) all datasets in a given sequencing library (Experiment), or (3) all datasets linked to a given project (Study). You are also provided with three download choices: Aspera (using the Aspera Connect plugin), HTTP (using your browser), FTP (using command line FTP or a client).



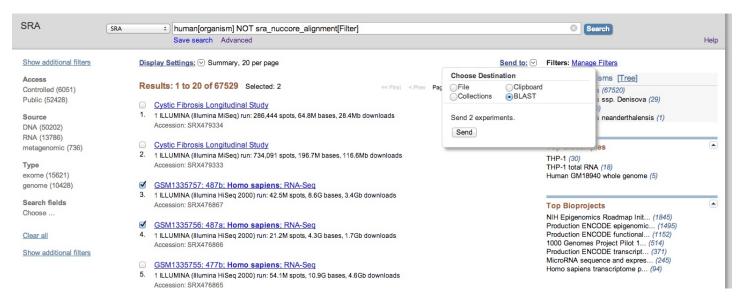
SRA BLAST

SRA BLAST can be used to for advanced searching of single or multiple sequencing libraries from the same or different projects. There are two ways to access SRA BLAST in order to build a "search space" from which you are attempting to pull matches to your sequence(s) of interest. Successful BLAST searches will lead you to a results / summary page that can be used to download reads of interest or be directed to the SRA Run Browser to further investigate or download the entire dataset.

Note that SRA BLAST currently has a limit of 2^{11} reads (approximately 2 billion) per search – attempts to add more than 2^{11} reads will result in an error and rejection of the search. Users that require more substantial search capability are advised to contact the SRA (sra@ncbi.nlm.nih.gov) to determine if other SRA BLAST tools might be of use.

Sending Entrez results to SRA BLAST

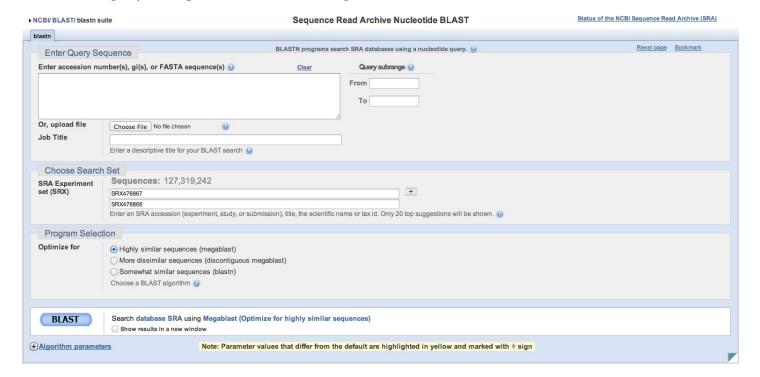
After performing an Entrez query to restrict results to datasets of interest, you may use the "Send to" feature to select datasets of interest and send them to SRA BLAST.



SRA-BLAST does not currently support reference compressed SRA datasets, so it is generally advised that you add the condition 'NOT sra_nuccore_alignment[Filter]' (as in the above example) to your queries to remove these datasets from the search results. Attempting to send incompatible datasets to BLAST will result in an error like the following:



If you believe that the data you are attempting to search against should be BLAST-able, but are not, please email sra@ncbi.nlm.nih.gov for assistance and advice. After successfully sending accessions to SRA BLAST, you are then able to input your sequence(s) of interest and perform the search.

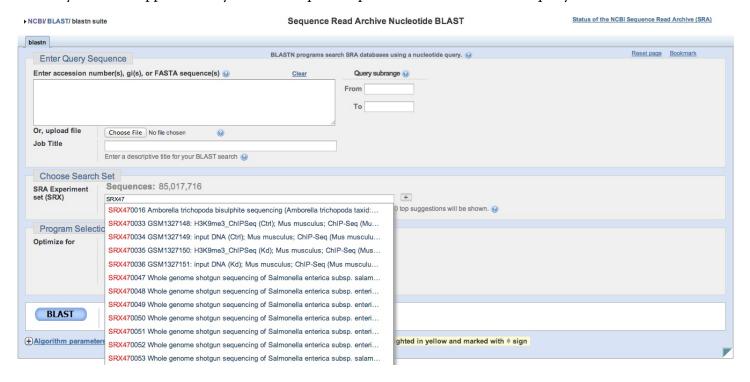


Building a search list in SRA BLAST directly

SRA BLAST can be accessed directly. You will then need to provide SRA Experiment (SRX, DRX, or ERX) accessions or use the autocomplete feature to help refine your search. You may enter 1 Experiment accession per

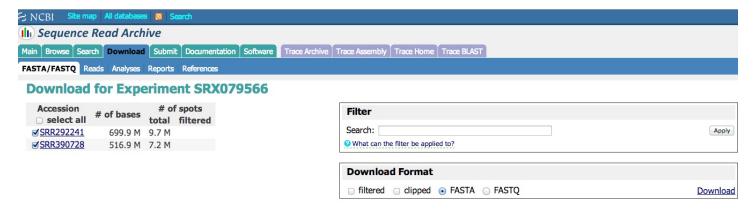
9

line in the search list. The '+' button can then be used to add additional sequencing libraries to the search space. Note that a running tally of the number of sequences is presented above the list of accessions. Again, there is currently a limit of approximately 2 billion sequences per individual SRA BLAST query.



Direct downloading of fasta and fastq format

The SRA provides a tool that can be used to download data directly in fasta or fastq format. You must provide one or more SRA Experiment (SRX, DRX, or ERX) accessions in a comma-separated list. The same filtering inputs available in the Run Browser (described above) are available here to restrict the number of returned reads. Certain reads can also be clipped to remove low quality data from the download. If more than one Run accession in the list is checked, all data will be downloaded into a single fasta or fastq file, rather than per-accession files. Note that the output format of this tool is pre-defined and cannot be adjusted at the time of download. Users with specific formatting needs (e.g., for downstream analysis) are encouraged to use the SRA Toolkit to download and convert the data (described above).



Downloading metadata associated with SRA data files

SRA data files do not contain any information about the metadata (sample information, etc.) linked to the data themselves. The SRA provides a few tools to allow downloading of metadata in batch. Note that these tools differ

from the Entrez Experiment, BioSample, and BioProject reports for a given dataset and may not contain all relevant metadata.

Viewing and downloading tabular metadata with the SRA Run Selector

The SRA Run Selector can be used to view metadata from one or more projects (SRA Study accessions – SRP, DRP, or ERP) entered into the field at the top of the page. The Run Selector provides a table view of library preparation and sample attribute metadata. The table can be filtered by sample attribute(s), accessions, etc. The "Get Metadata" button can be used to download a table (.txt, tab-delimited) of all or selected metadata.

	SRA RU		ector	Chan	ge Study SRP	001599	Change							
	attribute		nalyte typ				study nam	_			A Turns	Center Name	Platform	C
SRA Stud				-	accession		-							
SRP00159	9 phs000	235 RN	NA	phs0	00235	1	NCI Cancer (Genome C	haracterization	Initiative (CGCI)	RNA-Seq	BCCAGSC	ILLUMINA	public
	Runs	BioSa	mples	MBytes	MBases			Pe	ermaLink					
Total	20		10	13,363	22,364	Get Met	adata							
Filtered	20		10	13,363	22,364	+	- x							
Selected	0		0	0	0	☐ Sho	w selected	x Get M	Metadata					
Run	BioC	ample	Sample Name		RA Sample	DEMZ	body_si	ta.	cell line	sex	study_subject_	Library	MBases	MDuto
Kuli	Dios	ample	Name		KA Sample	DSMZ	Douy_si	LC .	cen_ine	JEX	study_subject_	iu ivaine	Pibases	Mbyte
SRR2922	40 SAMI	10063037	73 HS0685	S	RS212580	ACC 47	pleural et	ffusion	DOHH-2	male	DOHH-2	HS0685	395	23
SRR2922	41 SAM	10063037	74 HS0798	S	RS212581	ACC 539	peritonea fluid	al cavity	DB	male	DB	HS0798	667	95
SRR2922	42 SAMI	10063037	75 HS0841	S	RS212582	ACC 32	pleural ef	ffusion	Karpas 422	female	Karpas 422	HS0841	718	44
SRR2922	43 SAM	10063037	76 HS0842	S	RS212583	ACC 583	lymph no	de	NU-DHL-1	male	NU-DHL-1	HS0842	681	52
SRR2922	44 SAMI	10063037	77 HS0900	S	RS212584	ACC 572	peritonea fluid	al cavity	SU-DHL-6	male	SU-DHL-6	HS0900	766	69
SRR2922	45 SAMI	10063037	78 HS0901		RS212585	ACC 575	pleural et fluid	ffusion	WSU-DLCL2	male	WSU-DLCL2	HS0901	896	1,05
SRR2922			79 HS1163		RS212586	ACC 722	bone mar	rrow	OCI-LY1	male	OCI-LY1	HS1163	1,775	1,38
SRR2922	47 SAM	10063038	30 HS1182	S	RS212587	ACC 688	periphera	al blood	OCI-LY7	male	OCI-LY7	HS1182	2,140	1,60
SRR2922	48 SAM	10063038	31 HS1183	S	RS212588	ACC-528	bone mar		OCI-Ly19-R1	female	OCI-Ly19-R1	HS1183	1,619	1,26
SRR2922			32 HS2047		RS212589	ACC 579			NU-DUL-1		NU-DUL-1	HS2047	3,462	1,45
SRR3907	26 SAM	10063038	32 HS2047	S	RS212589	ACC 579	cerebros	oinal fluid	NU-DUL-1	male	NU-DUL-1	HS2047	3,394	82
SRR3907			73 HS0685		RS212580	ACC 47	pleural et fluid		DOHH-2		DOHH-2	HS0685	342	
SRR3907			74 HS0798		RS212581	ACC 539	peritonea fluid		DB		DB	HS0798	492	
SRR3907	29 SAM	10063037	75 HS0841	S	RS212582	ACC 32	pleural et fluid		Karpas 422	female	Karpas 422	HS0841	602	14
SRR3907	30 SAM	10063037	76 HS0842	S	RS212583	ACC 583	lymph no	de	NU-DHL-1	male	NU-DHL-1	HS0842	442	18
SRR3907			77 HS0900		RS212584	ACC 572	peritonea fluid		SU-DHL-6		SU-DHL-6	HS0900	501	18
SRR3907			78 HS0901		RS212585	ACC 575	pleural et fluid	ffusion	WSU-DLCL2		WSU-DLCL2	HS0901	557	23
SRR3907			79 HS1163		RS212586	ACC 722	bone mar	rrow	OCI-LY1		OCI-LY1	HS1163	1,021	63
SRR3907	34 SAM	10063038	30 HS1182	S	RS212587	ACC 688	periphera	al blood	OCI-LY7		OCI-LY7	HS1182	917	61
SRR3907	35 SAM	10063038	31 HS1183	S	RS212588	ACC-528	bone mar	rrow	OCI-Ly19-R1	female	OCI-Ly19-R1	HS1183	977	60

Command line access to metadata with the SRA Run Info CGI

Users can access the SRA Run Info CGI either through a browser or using a command line tool like wget.

wget -0 <file_name.csv> 'http://trace.ncbi.nlm.nih.gov/Traces/sra/sra.cgi? save=efetch&db=sra&rettype=runinfo&term=<query>'

As a parallel to the above example in the Run Selector,

wget -0 ./SRP001599_info.csv 'http://trace.ncbi.nlm.nih.gov/Traces/sra/sra.cgi? save=efetch&db=sra&rettype=runinfo&term= SRP001599'

Will return essentially the same information. Note that the CGI returns data in a comma-separated value (.csv) format, rather than the tab-delimited format of the Run Selector. The last component, <query>, can contain any set of Entrez parameters. Users may refine a search using Entrez and then copy over the search terms to a script for batch downloading. As an example, the search string

"Homo sapiens" [Organism] AND "cancer" [All Fields] AND "cluster_public" [prop] AND "strategy wgs" [Properties]

Will return these results in an Entrez search of the SRA. The equivalent Run Info CGI search would be

```
wget -0 ./query_results.csv 'http://trace.ncbi.nlm.nih.gov/Traces/sra/sra.cgi?
save=efetch&db=sra&rettype=runinfo&term="Homo sapiens"[Organism] AND "cancer"[All Fields]
AND "cluster_public"[prop] AND "strategy wgs"[Properties]'
```

Note that Entrez groups by Experiment accession, but that the CGI does not. It is, therefore, to be expected that the Run Info CGI will return a longer list of results than Entrez, but will still contain the same datasets.

Aspera Transfer Guide

Created: May 11, 2009; Updated: April 16, 2014.

Notice

Reference herein to any specific commercial products, process, or service by trade name, trademark, manufacturer, or otherwise, does not necessarily constitute or imply its endorsement, recommendation, or favoring by the United States Government. The views and opinions of authors expressed herein do not necessarily state or reflect those of the United States Government, and shall not be used for advertising or product endorsement purposes.

Overview

This document provides instructions on the use and installation of Aspera Connect for high throughput file transfer with NCBI. As the sizes of the datasets have increased, we have found that the traditional methods of *ftp* or *http* do not have the performance characteristics needed to support this load of data.

Requirements for large scale data transfer over the internet include high bandwidth, auto checksum, recursive copy, and security based on strong keys. NCBI has chosen to use a product from Aspera, Inc (Emeryville, CA) because of improved data transfer characteristics. FTP and HTTP access will continue to be available and are the default options for users without Aspera installed. Instructions are provided below for investigators to use this data transfer technology. NCBI also is open to using additional products with the appropriate performance characteristics.

Scope

This document is intended for users transferring large data files to and from NCBI. It applies to the Sequence Read Archive (SRA), dbGaP, and other archives where aspera download is enabled.

Aspera

Aspera Connect

Aspera Connect is software that allows download and upload via a web plugin for popular browsers on machines running Linux, Windows, and Macintosh. The software also includes a command line tool (ascp) that allows scripted data transfer. The software client is free for users exchanging data with NCBI.

Download and install Aspera Connect software from: http://downloads.asperasoft.com/connect2/

The website's download button will default to the detected operating system of the user's computer. To download for a different OS, click the link to 'See all installers'.

Please note the Requirements and consult with your network administrator to ensure transfers with aspera will not be blocked.

Aspera can be installed for individual users. However users of shared machine may want to have the software installed for all users by a system administrator.

The fasp Protocol

The FASP protocol from Aspera (www.asperasoft.com) uses UDP, eliminating the latency issues seen with TCP, and provides bandwidth up to 5 gigabit per second (Gbps) to transfer data. It has a restart capability if data transfer is interrupted midstream and is well behaved, so if there is other data traffic on your network

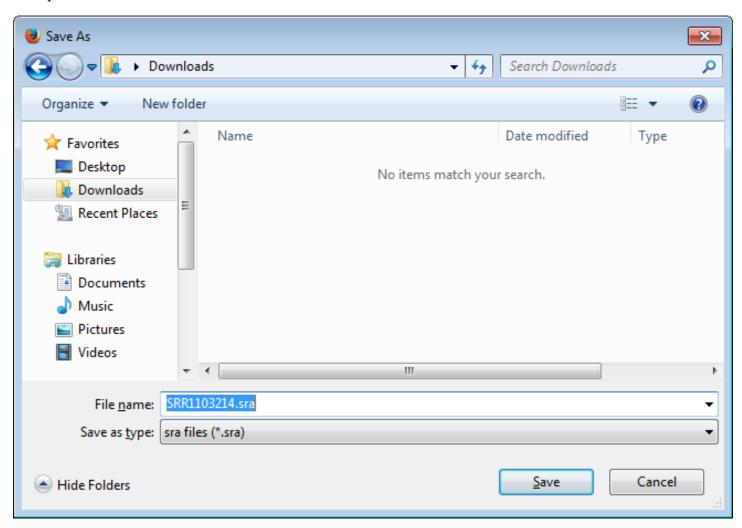
connections, it will back off in order to avoid starving other protocols. We have seen effective throughput up to 800 megabits per second (Mbps) to a single site.

Downloading Data with Aspera Connect Browser Plugin

Once the plugin has been installed in your browser, you may download files or entire directories from NCBI using Aspera. Example: In your browser window, go to

http://www.ncbi.nlm.nih.gov/public/?/ftp/sra/sra-instant/reads/ByRun/sra/SRR/SRR292/SRR292241

Click 'SRR292241.sra' to begin saving the data. You will be prompted to select where the file is to be saved. For example:



You can download full directories or a single file at a time. The Aspera Connect plugin works with Chrome, Internet Explorer (IE), Safari, and FireFox web browsers. In some cases Aspera Connect may create a popup window to get a confirmation for file transfer and this popup window can be hidden behind your current web browser.

Using ascp to Download by Command Line

The command line program *ascp* is a utility delivered along with the Aspera Connect product.

```
ascp -i <asperaweb_id_dsa.openssh with path> -k1 -Tr -l100m
anonftp@ftp.ncbi.nlm.nih.gov:/<files to transfer> <local destination>
```

Aspera Transfer Guide 15

• -i <asperaweb_id_dsa.openssh with path> = fully qualified path & file name where

this public key file is located. This file is part of Aspera Connect distribution and is usually located in the 'etc' subdirectory.

- T to disable encryption
- -k 1 enables resume of partial transfers
- -r recursive copy
- -l (maximum bandwidth of request, try 100M and go up from there)

Experiment with transfers starting at 100 Mbps and working up to 400 Mbps. Select the bandwidth setting that gives good performance with unattended operation.

- <files(s) to transfer> = names of files to transfer (including path)
- <local destination path> = location to store the downloaded data

Windows Executable Location

The ascp program for Microsoft Windows is located by default in "C:\Program Files\Aspera\Aspera Connect\bin \ascp.exe"

OS X Executable Location

The ascp Mac program location is /Applications/Aspera Connect.app/Contents/Resources/ascp

Linux Executable Location

The ascp Linux program location is /opt/aspera/bin/ascp

Additional information is available at the Aspera Web site: http://downloads.asperasoft.com/documentation/

Using ascp to Upload by Command Line

In order to use the Aspera upload service you will need to use a **private** SSH key, individual users can contact us at sra@ncbi.nlm.nih.gov to request an Aspera private key.

Upload Command

```
ascp -i <private key file> -T -l 100m <file(s) to transfer>
asp-****@upload.ncbi.nlm.nih.gov:<destination directory>
```

- -i < private key file > = fully qualified path & file name of the private SSH key
- -T to disable encryption
- -k 1 enables resume of partial transfers
- -l (maximum bandwidth of request, try 100M and go up from there)

Experiment with transfers starting at 100 Mbps and working up to 400 Mbps. Select the bandwidth setting that gives good performance with unattended operation.

- <files(s) to transfer> = names of files to transfer (including path)
- <destination directory> = deposit location of the uploaded data (typically either 'test' or 'incoming')

For password protected private keys, it is possible to run *ascp* in an autonomous, unattended manner that does not require repeated login. The environmental variable ASPERA_SCP_PASS can be used to store the private key path for a scripted series of bulk uploads.

Key Pairs

SSH keys are used for establishing secure connections to remote computers.

Submitters using a dedicated center account can find instructions for generating a key pair or converting PuTTY format private keys to OpenSSH format in this guide.

http://www.ncbi.nlm.nih.gov/books/NBK180157/

Requirements

Firewall Requirements

Your local firewall must permit UDP data transfer in both directions on ports 33001-33009 for the following IP ranges:

```
130.14.*.*
165.112.*.*
```

The firewall must also allow ssh traffic outbound to NCBI.

Troubleshooting

Here are some example commands demonstrating a test download.

Mac OS X:

```
ascp -T -1640M -i "/Applications/Aspera Connect.app/Contents/Resources/
asperaweb_id_dsa.openssh" anonftp@ftp.ncbi.nlm.nih.gov:1GB /tmp/
```

Linux:

```
ascp -T -1640M -i /opt/aspera/etc/asperaweb_id_dsa.openssh anonftp@ftp.ncbi.nlm.nih.gov:
1GB /tmp/
```

MS Windows:

```
C:\TEMP>"C:\Program Files (x86)\Aspera\Aspera Connect\bin\ascp.exe" -T -1640M - i "C:\Program Files (x86)\Aspera\Aspera Connect\etc\asperaweb_id_dsa.openssh " anon ftp@ftp.ncbi.nlm.nih.gov:1GB C:\Temp\
```

For additional assistance, please contact the NCBI Help desk at info@ncbi.nlm.nih.gov

When you are about to contact the NCBI Help desk please provide them some basic information like operating system, version of aspera connect, type of disk storage used for transferring files and the type of network connection your organization has to the internet.

If you have a Linux or MacOS X operating system you may run these commands and show us their output:

```
curl -o /dev/null ftp://ftp.ncbi.nlm.nih.gov/1GB
curl -o /dev/null http://www.ncbi.nlm.nih.gov/staff/beloslyu/large.tar
traceroute ftp.ncbi.nlm.nih.gov
```

First two commands download a 1GB file from NCBI using ftp and http protocols, the content is dumped to /dev/null. The third command will let us see the latency in your internet connection and possible congestions on the way to NCBI.

Another possibility is to make some test downloads from Aspera's demo server, for Linux the command line is:

Aspera Transfer Guide

env ASPERA_SCP_PASS=demoaspera ascp -L- -T -l100m aspera@demo.asperasoft.com:aspera-test-dir-large/1GB /tmp/

Aspera Connect is a commercial product and program specific support is available from the manufacturer at http://asperasoft.com/support/

The currently up-to-date documentation for ascp can be found at http://downloads.asperasoft.com/en/documentation/8