

Intellectual Property Management Secure Electronic Escrow Deposit Submission



OVERVIEW

Iron Mountain Digital's Intellectual Property Management (IPM) is pleased to provide our customers with a secure and reliable method of submitting their escrow deposits electronically. We do this through Secure File Transfer Protocol (SFTP) technology. SFTP is an effective solution because it is both highly secure and reliable, and is also among the most ubiquitous file transfer mechanisms to implement and operate. It also provides benefits such as ensuring transfer integrity, encrypting content, and assuring authenticity. SFTP transfers can occur over the Internet or a dedicated communications line.

HOW DOES IT WORK?

Once the files to be escrowed are transferred to Iron Mountain Digital's secure underground facility, they are placed in an inbound server directory specific to each customer. The server will process the files and store them within that customer's specified FTP directory.

GETTING STARTED

A customer must have an active contract in place with IPM. Once an interest in electronic escrow depositing is expressed, IPM will configure the FTP server and set up an account. After the set-up is complete, a username and password is provided via email.

Steps for Submitting an Electronic Escrow Deposit

1. Open the client SFTP application
2. Connect to Iron Mountain Digital's SFTP service by entering `ftp://ftpipm.ironmountain.com` in the address field
3. Enter user ID and password information

4. Select files to be transferred
5. Upload files into the appropriate directory (the directory will be named by the customer's deposit account number)
6. Confirm the files were transferred by opening the directory
7. Disconnect from the SFTP service
8. Email a copy of Exhibit B to ipmelectronicdepositing@ironmountain.com. This is extremely important since IPM will not be able to process deposited files without a corresponding Exhibit B. Please see the *Electronic Escrow Deposit Submission FAQ* below for instructions on completing IPM Exhibit B.

REQUIREMENTS

IPM's FTP servers require that the customer's IP address have an assigned nodeName within their DNS. If the IP address does not resolve back to a nodeName, a connection to IPM's server will not be established and files will not be transferred.

WHAT HAPPENS NEXT?

Once a customer's electronic escrow deposit has been received, IPM will send a deposit confirmation letter via email. Customers will not have access to their escrow deposit materials once they have been moved to IPM's secure server.

If you have any questions related to electronic escrow deposits, please contact ipmelectronicdepositing@ironmountain.com.

Frequently Asked Questions

ELECTRONIC DEPOSITING FREQUENTLY ASKED QUESTIONS

- 1. Can my account's username and password be the same?**
No.
- 2. Can my account's username have spaces?**
No.
- 3. Are account usernames case sensitive?**
Yes. All account usernames are assigned by Iron Mountain Digital and consist of lower case letters only. Usernames cannot contain upper case letters.
- 4. Are account passwords case sensitive?**
Yes. Upper and lower case versions of the same letter are considered to be separate characters and are not interchangeable when entering your password. Your password must be 8-12 characters in length and must NOT include your company name.
- 5. What is the duration of the account set-up process?**
Approximately 5-7 business days.
- 6. Does Iron Mountain Digital supply the SFTP application?**
No. Iron Mountain Digital does not provide the SFTP application. However, files can be transferred using your PC's command line prompt or an Internet browser. 3rd party client applications may also be purchased to transfer files.
- 7. Is there a file size limitation?**
No. However, larger files should be zipped before they are uploaded.

When sending large files, system timeouts come into play and your DNS must be set up with reverse lookup. See question #10 below.
- 8. Am I permitted to rename folders in my directory?**
No, but you are able to create sub-folders in your directory.
- 9. What TCP port is used for Secure FTP?**
Port 22 (SSH).
- 10. I can't access sftp://ftpipm.ironmountain.com. Why isn't this working?**
Making an SSH connection requires additional configuration in your client application. Please refer to your application's Help section or contact your IT department.
- 11. Will files of the same name be overwritten?**
Not generally. However, if an identical file name is uploaded on the same day as its predecessor, only the most recent version of the file is retained.
- 12. Can I access my files as soon as they have been transferred?**
Not immediately, but generally within 15-30 minutes. Once your files have been transferred and are idle for that period of time, they are moved to our secure server from where they may be accessed.
- 13. Whom do I contact with inquiries regarding my FTP account?**
Please email your inquiries to ipmelectronicdepositing@ironmountain.com.
- 14. What FTP applications do you support?**
You may use any FTP client that supports SFTP. If FTP-related problems are encountered, Iron Mountain will provide limited technical support only to those customers who are using WinSCP, which is a freeware FTP application available at www.winscp.net.
- 15. Can I encrypt my deposit prior to submitting?**
Yes. There are many encryption tools available. You will need to list the names and versions of any tools used to encrypt the information included in the deposit and provide the keys/passwords necessary to decrypt the deposit.



16. Is there a different Exhibit B Form for electronic escrow depositing?

Yes. When your FTP account is set up, you will be provided with an Exhibit B used specifically for electronic depositing.

17. Where else can I get this Exhibit B Form?

An Exhibit B is included as an attachment to your escrow agreement. You can also contact your account manager or sales representative, or send an email to: ipmelectronicdepositing@ironmountain.com.

18. What information is mandatory on the Exhibit B?

- Company name
- Escrow deposit account number
- Product name and version of deposit
- Media type(s) and quantity (physical deposits)
- Size & number of files & folders (electronic deposits)
- Deposit encryption
- Deposit certification

19. Does it matter who submits the Exhibit B?

Yes. Only Depositors identified in the agreement can make deposits to an account.

20. Can I submit my Exhibit B form online?

Yes, by use of the Exhibit B Wizard. There is no additional charge and this service is available through the Iron Mountain Connect™ Escrow Management Center portal.

The Exhibit B Wizard automates the creation of an Exhibit B form that is then electronically sent to Iron Mountain Digital, simplifying the technology escrow deposit process and strengthening chain-of-custody, handling and tracking.

For more information about the Exhibit B Wizard, please visit the Iron Mountain Digital's Intellectual Property Management support website at www.ironmountain.com/support/escrow.asp to view an on-demand presentation and download the *Exhibit B Wizard User's Guide* and *Frequently Asked Questions*.

21. How often can I make deposits?

As often as you wish.

22. Who gets notified when a deposit has been made?

Only Depositors and a Beneficiary's Designated Points of Contact are notified when a deposit to an account has been made.

23. How long will it take for me to be notified of a deposit?

Deposits are normally processed within 48 hours of receipt and deposit notifications sent out 24 hours after processing unless a problem exists with the deposit.

24. What if there is a problem with my deposit?

If discrepancies are found with the deposit (*e.g.*, no Exhibit B, incorrect quantity, missing account number, deposit name and account number do not match, *etc.*), Iron Mountain Digital will place the deposit in a troubleshooting status and work with the depositor to correct the issue.

Iron Mountain Digital will contact the individual who submitted the problematic deposit within 48 hours. The first contact is via email and each subsequent follow-up attempt (if necessary) will be made by phone. If, after 12 business days, Iron Mountain Digital has not heard from the depositor, we will return the deposit to the individual who submitted it.

25. Can Iron Mountain Digital make changes to the Exhibit B form over the phone?

Iron Mountain Digital cannot make changes to your Exhibit B (*e.g.*, add account numbers, change the deposit name or quantity, *etc.*). You will need to send in a corrected copy by email to IPMTroubleshooting@ironmountain.com or by fax to +1 770 239 9201.

26. How can I retrieve outdated deposit materials?

You can request that your previously deposited materials be returned or destroyed by either contacting your account manager or indicating this request on your current Exhibit B form. Such requests may be subject to joint instructions.

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