

Escrow Live FAQ's

www.escrowlive.trust

General Questions

I can't see one of my Escrow Agreements, how do I gain access to it?

Visit the Contact Us area of the portal, select Escrow Live Portal in the 'My enquiry relates to' field and provide details of the agreement number(s) you need access to. A request will then be sent to our Escrow Live Team for processing.

You have incorrect contacts details for me, how do I update them?

Visit the Contact Us area of the portal, select Change Request in the 'My enquiry relates to' field and provide the new contact details.

Can I update the list of contacts that you have on file?

Visit the Contact Us area of the portal, select Change Request in the 'My enquiry relates to' field and provide a list of required updates and any new contact details.

I am unable to download a copy of my signed contract. How do I access this?

Visit the Contact Us area of the portal, select General Enquiry in the 'My enquiry relates to' field and provide the details of your request, including the relevant agreement number.

Deposit Questions

Can I submit a deposit electronically?

Yes. NCC Group can accept electronic deposits. The following two methods of transferring your escrow deposit electronically to NCC Group are available:

- Escrow Live Portal which enables the transfer of deposits easily and securely using HTML5 and HTTPS.
- Secure SFTP Transfer using an SFTP Client. NCC Group provides a secure SFTP Server which can be used to transfer escrow deposits over a secure 2048 bit encrypted channel using SFTP.

For both methods we ask that the deposit is compressed into a single archive with a file name matching the associated Escrow Agreement number, software name and date, e.g. 12345-softwarename-15.09.2015.zip.

How do I make a deposit online?

Instructions on how to upload deposits can be found in the

Escrow Live User Guide, available for download from www.escrowlive.trust.

Is the online depositing process secure?

Yes, www.escrowlive.trust operates using HTML5 over HTTPS within a 2048 encrypted SSL channel. All .trust registrants, including www.escrowlive.trust, sign up to rigorous security policies and procedures giving confidence that online transactions and interactions via a .trust domain are always safe.

Why do I need to complete a deposit form each time I upload?

All deposits must be identifiable during and post transfer. Therefore we require the completion of an online deposit form prior to uploading. This allows the uploaded files to be tracked and identified at all times based on the information you have provided. You can find further information on how to upload deposits by downloading the Escrow Live User Guide from www.escrowlive.trust.

Can I encrypt my deposit?

Yes, NCC Group's public PGP key is available for download from www.escrowlive.trust. Please note, if the data is protected in any way other than using a NCC Group public key then details of the protection method must be supplied. If a deposit has been encrypted or password protected then a copy of the decryption key or password must also be supplied. The password or decryption key will be verified as part of the Media Check process and stored in a separate location to the deposit. In the case of release, the password/encryption key will be passed to the licensee(s).

Can I stop and resume an upload?

Yes. Escrow Live now has the ability to stop your upload and if need be, resume at a more convenient time. You can also use the stop/resume functionality when depositing electronically via SFTP.

I've uploaded the wrong file(s), what do I do?

If your upload is still in progress, stop it and discard the upload session. If your upload has transferred in full and been submitted, you will need to contact us immediately to prevent it being processed. We are able to cancel uploads on your behalf but you will need to inform us of the deposit details. This applies to both SFTP and Escrow Live deposit submissions.

What is the maximum deposit size I can upload?

The maximum upload size accepted is 46GB. If your deposit is larger than 46GB, the file will need to be split into uploads of less than 46GB each.

If your deposit is going to be made up of multiple uploads, you will need to inform us immediately, via email at integrity@nccgroup.trust. If you fail to inform us of a deposit made up of multiple uploads, the received uploads will be processed individually and may incur additional costs.

Can I submit a deposit physically rather than electronically?

Yes, you can courier or hand deliver your deposit(s) to the respective NCC Group office associated with your escrow agreement. Please visit www.nccgroup.trust for further details of our office locations.

Please note, the deposit should be as comprehensive as possible, however NCC Group will accept up to a maximum of five media items for each copy of the deposit at no extra cost. A charge will be made for every media item over five media items. It is important that the deposit does not contain large amounts of unnecessary data and that the location of the source code on the deposited media is easily identifiable. If this is not the case a replacement deposit may be requested with the superfluous data removed. In addition, each package covered by an escrow agreement is expected to consist of only a single application.

Where possible, please use media items that are appropriate to the amount of data being deposited, e.g. use one DVD rather than five CDs. NCC Group reserves the right to make an additional charge if a considerable number of media items are lodged.

Do I need to supply a secondary copy of the deposit if my escrow agreement requires dual depositing?

If you are depositing electronically you do NOT need to upload a secondary copy of the deposit. NCC Group will burn the required number of copies based on the terms of your contract.

If you are submitting your deposit physically (either via courier or hand delivery) you are responsible for supplying the relevant number of copies. NCC Group can make supplementary copies of the material on your behalf which may incur additional costs.

Media Check Questions

How can I meet the requirements of a Media Check?

The purpose of Media checks are to ensure that media deposited in escrow is virus free, accessible and of the expected type. To avoid problems being encountered during testing, care should be taken as follows:

- Ensure that the items being deposited are virus free
- If a dual deposit has been submitted, ensure the two copies are identical
- Check that no errors occur when compressing your deposit
- Provide all information necessary to access the deposit, including decryption keys, passwords and bespoke decompression utilities where appropriate

- Verify that all the expected data has been copied to the media correctly
- Package physical deposits carefully to reduce the risk of damage during transit
- Complete the required Escrow Deposit Form in full and as accurately as possible. Include this with the deposit if you are submitting the deposit physically.

What happens to my deposit once it has been uploaded?

If specified in the terms of the signed contract, NCC Group will queue your deposit for a Media Check. Following successful testing, the uploaded data will then be transferred to CD, DVD, or Blu-ray for depositing.

You can now track the live progress of your deposit using the Escrow Live portal.

How long does the Media Check process take?

We aim to have your deposit tested within 30 days of receipt. Some deposits may take a little longer due to size and complexity. Should you require more information on testing timeframes you can contact the Integrity Team directly via email at integrity@nccgroup.trust.

What is the maximum deposit size I can upload?

The maximum upload size accepted is 46GB. If your deposit is larger than 46GB, the file will need to be split into uploads of less than 46GB each.

If your deposit is going to be made up of multiple uploads, you will need to inform us immediately, via email at integrity@nccgroup.trust. If you fail to inform us of a deposit made up of multiple uploads, the received uploads will be processed individually and may incur additional costs.

Can I submit a deposit physically rather than electronically?

Yes, you can courier or hand deliver your deposit(s) to the respective NCC Group office associated with your escrow agreement. Please visit www.nccgroup.trust for further details of our office locations.

Please note, the deposit should be as comprehensive as possible, however NCC Group will accept up to a maximum of five media items for each copy of the deposit at no extra cost. A charge will be made for every media item over five media items. It is important that the deposit does not contain large amounts of unnecessary data, and that the location of the source code on the deposited media is easily identifiable. If this is not the case a replacement deposit may be requested with the superfluous data removed. In addition, each package covered by an escrow agreement is expected to consist of only a single application. Where possible, please use media items that are appropriate to the amount of data being deposited, e.g. use one DVD rather than five CDs. NCC Group reserves the right to make an additional charge if a considerable number of media items are lodged.

Do I need to supply a secondary copy of the deposit if my escrow agreement requires dual depositing?

If you are depositing electronically you do NOT need to upload

a secondary copy of the deposit. NCC Group will burn the required number of copies based on the terms of your contract.

If you are submitting your deposit physically (either via courier or hand delivery) you are responsible for supplying the relevant number of copies. NCC Group can make supplementary copies of the material on your behalf which may incur additional costs.

Media Check Questions

How can I meet the requirements of a Media Check?

The purpose of a Media Check is to ensure that media deposited in escrow is virus free, accessible and of the expected type. To avoid problems being encountered during a Media Check, care should be taken as follows:

- Ensure that the items being deposited are virus free
- If a dual deposit has been submitted, ensure the two copies are identical
- Check that no errors occur when compressing your deposit
- Provide all information necessary to access the deposit, including decryption keys, passwords and bespoke decompression utilities where appropriate
- Verify that all the expected data has been copied to the media correctly
- Package physical deposits carefully to reduce the risk of damage during transit
- Complete the required Escrow Deposit Form in full and as accurately as possible. Include this with the deposit if you are submitting the deposit physically.

What happens to my deposit once it has been uploaded?

If specified in the terms of the signed contract, NCC Group will queue your deposit for testing. Following successful testing, the uploaded data will then be transferred to CD, DVD, or Blu-ray for depositing.

You can now track the live progress of your deposit using the Escrow Live portal.

How long does the integrity testing process take?

We aim to have your deposit tested within 30 days of receipt. Some deposits may take a little longer due to size and complexity. Should you require more information on testing timeframes you can contact the IntegrityTeam directly via email at integrity@nccgroup.trust.

About NCC Group

NCC Group is a global expert in cyber security and risk mitigation, working with businesses to protect their brand, value and reputation against the ever-evolving threat landscape.

With our knowledge, experience and global footprint, we are best placed to help businesses identify, assess, mitigate & respond to the risks they face.

We are passionate about making the Internet safer and revolutionising the way in which organisations think about cyber security.

About Escrow & Verification

With over 30 years' experience we are one of the world's leading software escrow providers protecting business critical software, data and information through escrow, verification testing and SaaS continuity services.

Over 15,000 organisations worldwide benefit from our ability to offer our services under a variety of international laws and the assurance that comes from our global network of secure storage vaults across the UK, North America and Europe. Our expertise, offering and global scale are backed up by in-house technical and legal teams, guaranteeing an independent and quality service.

The principle behind our escrow offering is clear – to protect all parties involved in the development, supply and use of business critical software applications, information and technology.

For more information from NCC Group, please contact:

response@nccgroup.trust
www.nccgroup.trust

UK:	+44 (0) 161 209 5324
Netherlands:	+31 (0) 20 620 7151
Switzerland:	+41 (0) 41 763 2800
Germany:	+49 (0) 89 599 7620
US:	+1 (800) 813 3523