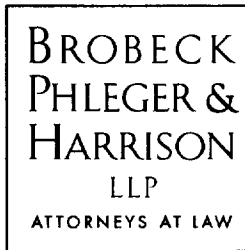


11-18-1998



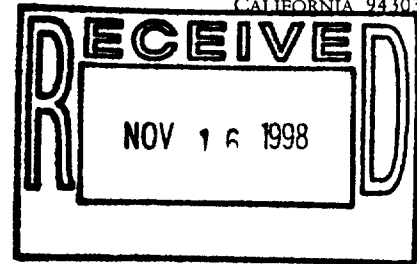
100901337

TWO EMBARCADERO PLACE  
2200 GENG ROAD  
PALO ALTO  
CALIFORNIA 94303-0913



TELEPHONE: (650) 424-0160  
FACSIMILE: (650) 496-2920  
WRITER'S DIRECT DIAL: (650) 496-2774  
EMAIL: boelsner@brobeck.com

November 13, 1998



**Via Express Mail**

Commissioner of Patents and Trademarks  
Box Assignment  
Washington, D.C. 20231

Re: Submission of Certificate of Amendment to the Second Amended  
and Restated Articles of Incorporation of Kana.Com, Inc. for  
Recordation  
Conveying Party: Kana.Com, Inc.  
Receiving Party: Kana Communications, Inc.  
Our Reference: 026030.0001

Dear Sir:

Enclosed for recordation, please find a true copy of the Certificate of Amendment to the Second Amended and Restated Articles of Incorporation of Kana.Com, Inc. executed October 9, 1997, wherein Kana.Com, Inc. changed its corporate name to Kana Communications, Inc.

Please find enclosed a check in the amount of \$40.00 for recordation of this document for one (1) trademark application.

The following is the required cover sheet information for recording the enclosed Certificate of Amendment to the Second Amended and Restated Articles of Incorporation of Kana.Com, Inc.:

1. **Conveying Party:** Kana.Com, Inc.  
(a California corporation)  
44 Encina Avenue, Suite C  
Palo Alto, California 94301

*MRD*  
*11-13-98*

2. **Receiving Party:** Kana Communications, Inc.  
(a California corporation)  
87 Encina Avenue  
Palo Alto, California 94301

11/18/1998 DNGUYEN 00000034 75286164  
01 FC:481 40.00 OP

SAN FRANCISCO PALO ALTO LOS ANGELES ORANGE COUNTY SAN DIEGO NEW YORK AUSTIN DENVER LONDON\*

\*BROBECK HALE AND DORR INTERNATIONAL OFFICE

\\ODMA\PCDOCS\PALLIB\1131356\1  
EL 149 644 091 US

**TRADEMARK**  
**REEL: 1815 FRAME: 0407**

3. **Nature of Conveyance:** Change of corporate name.

4. **Trademark Applications.:**

75/286,164

KANA

5. **Party to Whom Correspondence Regarding this Document Should Be Mailed:**

Benjamin P. Oelsner, Esq.  
Brobeck, Phleger & Harrison LLP  
2200 Geng Rd.  
Two Embarcadero Place  
Palo Alto, CA 94303

6. **Total Number of Applications/Registrations:** 1

7. **Total Fee:** \$40.00

In addition, please charge Deposit Account No. 02-3950 for any additional fees that might be necessary. A copy of this letter is enclosed.

To the best of the undersigned's knowledge and belief, the foregoing information is true and correct and the copy of the Restated Certificate of Incorporation of Arbor Software Corporation submitted herewith is a true copy of the original document.

Very truly yours,

BROBECK, PHLEGER & HARRISON LLP

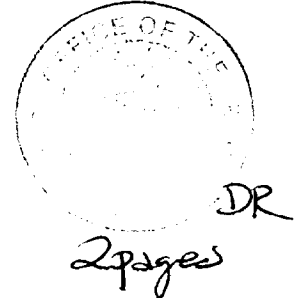
By: 

Benjamin P. Oelsner

cc: Ms. Trudy Nicolay

# State of California

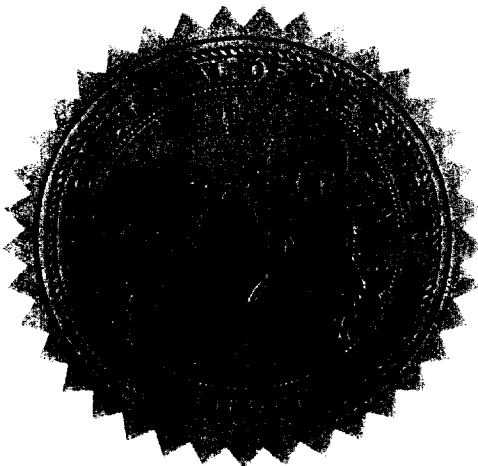
SECRETARY OF STATE



I, *BILL JONES*, Secretary of State of the State of California, hereby certify:

That the attached transcript has been compared with the record on file in this office, of which it purports to be a copy, and that it is full, true and correct.

**IN WITNESS WHEREOF**, I execute this certificate and affix the Great Seal of the State of California this



*Bill Jones*

Secretary of State

OCT 20 1997

BILL JONES, Secretary of State

**CERTIFICATE OF AMENDMENT  
TO THE  
SECOND AMENDED AND RESTATED ARTICLES OF INCORPORATION  
OF  
KANA.COM, INC.  
a California Corporation**

Mark S. Gainey and Elaine S. Llewelyn hereby certify that:

1. They are and at all times herein mentioned have been, respectively, the duly elected and acting President and Assistant Secretary of KANA.COM, INC., a California corporation (the "Corporation").
2. Article I of the Second Amended and Restated Articles of Incorporation is hereby amended to read in its entirety as follows:

**ARTICLE I**

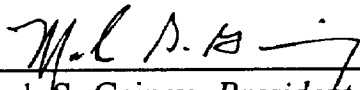
The name of this corporation is Kana Communications, Inc.


3. The foregoing amendment has been duly approved by the Board of Directors of the Corporation.
4. The foregoing amendment of the Second and Amended Articles of Incorporation has been duly approved by the required vote of the shareholders in accordance with Sections 902 and 903 of the California Corporations Code. The number of outstanding shares of the Corporation is 17,857,782. The total number of outstanding shares of Common Stock entitled to vote is 4,456,000, the total number of outstanding shares of Series A Preferred Stock entitled to vote is 5,923,078 and the total number of outstanding shares of Series B Preferred Stock entitled to vote is 7,453,704. There are no outstanding shares of Series A1 Preferred Stock or Series B1 Preferred Stock. The number of shares voting in favor of the amendment of the Second and Amended Articles of Incorporation equaled or exceeded the vote required. The percentage vote required was more than 50%, in the aggregate, of the outstanding shares of Common Stock and Preferred Stock.

The undersigned further declare under penalty of perjury that the matters set forth in this Certificate of Amendment are true and correct of their own knowledge.

IN WITNESS WHEREOF, the undersigned have executed this Certificate of

Amendment at Palo Alto, California, on this 9<sup>th</sup> day of October, 1997.

  
\_\_\_\_\_  
Mark S. Gainey, *President*

  
\_\_\_\_\_  
Elaine S. Llewelyn, *Assistant Secretary*

PALLIB\PO\1074134.01

2.



RECORDED: 11/13/1998

TRADEMARK  
REEL: 1815 FRAME: 0411