

2/24/5

02-28-2005



102949805

To the Honorable Commissioner of Patents and Trademarks: Please record the attached original documents or copy thereof.

1. Name of conveying party(ies):
Egain Communications Corporation

Individual(s) Association
 General Partnership Limited Partnership
 Corporation-State DE
 Other

Additional name(s) of conveying party(ies) attached? Yes No

2. Name and address of receiving party(ies):
 Name: **Silicon Valley Bank**
 Internal Address: HA155

Street Address: 3003 Tasman Drive

City: Santa Clara State: CA ZIP: 95054

OFFICE OF PUBLIC RECORDS
 2005 FEB 22 AM 10:32
 FINANCE SECTION

3. Nature of conveyance:

Assignment Merger
 Security Agreement Change of Name
 Other _____

Execution Date: 11-8-04

Individual(s) citizenship
 Association
 General Partnership
 Limited Partnership
 Corporation-State-Delaware
 Other

If assignee is not domiciled in the United States, a domestic representative designation is attached: Yes No
 Additional name(s) & address(es) attached? Yes No

4. Application number(s) or registration number(s): 3

A. Trademark Application No.(s)	B. Trademark No.(s)
	2,229,842
	1,323,851
	1,396,217

Additional numbers attached? Yes No

5. Name and address of party to whom correspondence concerning document should be mailed:

Name: **Silicon Valley Bank**

Internal Address: Loan Documentation HA155

Street Address: 3003 Tasman Dr.

City: Santa Clara State: Ca ZIP: 95054

6. Total number of applications and registrations involved: **3**

7. Total fee (37 CFR 3.41): **\$90.00**
 Enclosed
 Authorized to be charged to deposit account

8. Deposit account number:
 (Attach duplicate copy of this page if paying by deposit account)

DO NOT USE THIS SPACE

02/28/2005 6TON11 00000031 2229842

01 FC:0521 40.00 OP
 02 FC:0522 50.00 OP

9. Statement and signature.
 To the best of my knowledge and belief, the foregoing information is true and correct and any attached copy is a true copy of the original document.

Mairbel Arteaga
 Name of Person Signing

Margaret Fujii

Mairbel Arteaga
 Signature

2/8/05
 Date

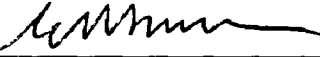
Total number of pages including cover sheet, attachments, and document:

ADDENDUM TO INTELLECTUAL PROPERTY SECURITY AGREEMENT

This Addendum to Intellectual Property Security Agreement is executed pursuant to, and is an addendum to, an Intellectual Property Security Agreement, dated September 22, 2002. This Addendum to Intellectual Property Security Agreement is presented for recordation as constructive notice that EGAIN COMMUNICATIONS CORPORATION ("Assignor"), with its principal office at 345 E. Middlefield Road, Mountain View, CA 94043, the owner of the intellectual property identified in the exhibits attached hereto, has granted to SILICON VALLEY BANK ("Assignee"), with its principal office at 3003 Tasman Drive, Santa Clara, CA 95054, a security interest in the intellectual property, and the exclusive rights comprised in the intellectual property, to secure payment of a debt.

IN WITNESS WHEREOF, Assignor has executed this Addendum to Intellectual Property Security Agreement as of November 8, 2004.

EGAIN COMMUNICATIONS CORPORATION,
a Delaware Corporation

By: 

Name: ERIC SMIT

Title: C.F.O.

Exhibit "A" attached to that certain Addendum to Intellectual Property Security Agreement dated November 8, 2004.

EXHIBIT "A"
COPYRIGHTS

SCHEDULE A - ISSUED COPYRIGHTS

<u>COPYRIGHT DESCRIPTION</u>	<u>REGISTRATION NUMBER</u>	<u>DATE OF ISSUANCE</u>
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SCHEDULE B - PENDING COPYRIGHT APPLICATIONS

<u>COPYRIGHT DESCRIPTION</u>	<u>APPLICATION NUMBER</u>	<u>DATE OF FILING</u>	<u>DATE OF CREATION</u>	<u>FIRST DATE OF PUBLIC DISTRIBUTION</u>
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SCHEDULE C - UNREGISTERED COPYRIGHTS (Where No Copyright Application is Pending)

<u>DESCRIPTION</u>	<u>CREATION</u>	<u>DISTRIBUTION FROM ASSIGNOR</u>	<u>ASSIGNOR</u>
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Exhibit "B" attached to that certain Addendum to Intellectual Property Security Agreement dated November 8, 2004.

EXHIBIT "B"
PATENTS

<u>PATENT</u> <u>DESCRIPTION</u>	<u>DOCKET NO.</u>	<u>COUNTRY</u>	<u>SERIAL NO.</u>	<u>FILING DATE</u>	<u>STATUS</u>
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Exhibit "C" attached to that Addendum to Intellectual Property Security Agreement dated November 8, 2004.

EXHIBIT "C"
TRADEMARKS

<u>TRADEMARK DESCRIPTION</u>	<u>COUNTRY</u>	<u>SERIAL NO.</u>	<u>REG. NO</u>	<u>STATUS</u>
Case Solutions	US		2,229,842	registered
Inference and Arrow Design	US		1,323,851	registered
Inference and Design	US		1,396,217	registered

Exhibit "D" attached to that certain Addendum to Intellectual Property Security Agreement dated November 8, 2004.

EXHIBIT "D"
SERVICE MARKS

<u>SERVICE MARK</u>	<u>COUNTRY</u>	<u>SERIAL NO.</u>	<u>REG. NO</u>	<u>STATUS</u>
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RECORDED: 02/22/2005

TRADEMARK
REEL: 003127 FRAME: 0811