

2-17-05

02-28-2005

FORM PTO-1594

RE

U.S. DEPARTMENT OF COMMERCE

(Rev. 03/01)

OMB No. 0651-0027 (exp. 05/31/2002)



Patent and Trademark Office

102950023

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

1. Name of conveying party(ies): Kana Software, Inc. <input type="checkbox"/> Individual(s) <input type="checkbox"/> Association <input type="checkbox"/> General Partnership <input type="checkbox"/> Limited Partnership <input checked="" type="checkbox"/> Corporation-State DE <input type="checkbox"/> Other		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	
3. Nature of conveyance: <input type="checkbox"/> Assignment <input type="checkbox"/> Merger <input checked="" type="checkbox"/> Security Agreement <input type="checkbox"/> Change of Name <input type="checkbox"/> Other _____		<input type="checkbox"/> Individual(s) citizenship <input type="checkbox"/> Association <input type="checkbox"/> General Partnership <input type="checkbox"/> Limited Partnership <input checked="" type="checkbox"/> Corporation-State-Delaware <input type="checkbox"/> Other If assignee is not domiciled in the United States, a domestic representative designation is attached: <input type="checkbox"/> Yes <input type="checkbox"/> No Additional name(s) & address(es) attached? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
Execution Date: 7-10-00 (Addendum dtd 11-10-04)			

4. Application number(s) or registration number(s):	
A. Trademark Application No.(s)	B. Trademark No.(s)
78/472,905	
76/315,823	
76,315,875	
Additional numbers attached? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	

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OPR/FINANCE

5. Name and address of party to whom correspondence concerning document should be mailed:		6. Total number of applications and registrations involved: 3	
Name: Silicon Valley Bank Internal Address: Loan Documentation HA155 Street Address: 3003 Tasman Dr. City: Santa Clara State: Ca ZIP: 95054		7. Total fee (37 CFR 3.41): \$90.00 <input checked="" type="checkbox"/> Enclosed <input type="checkbox"/> 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

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.

Maibei Arteaga Maibei Arteaga 2/21/05
 Name of Person Signing Signature Date

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

Mail documents to be recorded with required cover sheet information to:
Commissioner of Patent & Trademarks, Box Assignments
Washington, D.C. 20231

02/28/2005 ECDOPER 00000179 78472905

01 FC:8521	40.00
02 FC:8527	50.00

TRADEMARK
REEL: 003129 FRAME: 0564

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 July 10, 2000. This Addendum to Intellectual Property Security Agreement is presented for recordation as constructive notice that Kana Software, Inc. ("Assignor"), with its principal office at 181 Constitution Drive, Menlo Park, CA 94025, 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 10, 2004.

KANA SOFTWARE, INC.

By: John M. Thompson
Name: JOHN THOMPSON
Title: CFO



Kana Software, Inc. ~ Trademark Status Report by Mark - 11-29-04

Report Date: 11/29/2004

Page: 1

Mark	Country	Classes	App. Number	App. Date	Reg. Number	Reg. Date	Status
ICARE	United States	09	76/315,875	9/21/2001	2,851,321	6/8/2004	Registered
KANA	Australia	09	802,012	7/29/1999	802,012	9/15/2000	Registered
KANA	Canada		1,024,239	7/29/1999	TMA565,646	8/8/2002	Registered
KANA	European Union	09	1,267,004	7/30/1999	1,267,004	7/27/2000	Registered
KANA	India	09	868,716	7/29/1999			Pending
KANA	South Korea	09	2002/30,090	6/28/2002	566,878	11/28/2003	Registered
KANA	Taiwan	09	88-037,847	8/2/1999	911,839	11/1/2000	Registered
KANA	United States	09	75/286,164	5/5/1997	2,239,545	4/13/1999	Registered
KANA & KOREAN CHARACTERS	South Korea	39		4/13/1984	115,766	8/22/1985	Registered
KANA COMMUNICATIONS	Japan	09, 42	2000/110,196	10/10/2000	4,551,455	3/15/2002	Registered
SRM ON DEMAND	European Union	09, 35, 42	003,997,831	8/30/2004			Pending
SRM ON DEMAND	United States	09, 42	78/472,905	8/24/2004			Pending
CAVE			78,315,823				<i>Registered</i>

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RECORDED: 02/17/2005

TRADEMARK
REEL: 003129 FRAME: 0566