

TRADEMARK ASSIGNMENT

Electronic Version v1.1
 Stylesheet Version v1.1

SUBMISSION TYPE:	NEW ASSIGNMENT		
NATURE OF CONVEYANCE:	CHANGE OF NAME		
CONVEYING PARTY DATA			
Name	Formerly	Execution Date	Entity Type
ServiceWare Technologies, Inc.		03/10/2005	CORPORATION: DELAWARE
RECEIVING PARTY DATA			
Name:	Knova Software, Inc.		
Street Address:	10201 Torre Avenue, Suite 350		
City:	Cupertino		
State/Country:	CALIFORNIA		
Postal Code:	95014		
Entity Type:	CORPORATION: DELAWARE		
PROPERTY NUMBERS Total: 6			
Property Type	Number	Word Mark	
Serial Number:	78548755	KNOVA	
Registration Number:	1919047	COGNITIVE PROCESSOR	
Registration Number:	2303097	SERVICWARE	
Registration Number:	2191831	KNOWLEDGE-PAK DESKTOP SUITE	
Registration Number:	2020849	KNOWLEDGE-PAKS	
Registration Number:	2515172	RIGHTANSWERS	
CORRESPONDENCE DATA			
Fax Number:	(215)701-2273		
	<i>Correspondence will be sent via US Mail when the fax attempt is unsuccessful.</i>		
Phone:	215-665-7273		
Email:	cmiller@cozen.com		
Correspondent Name:	Camille M. Miller		
Address Line 1:	1900 Market Street		
Address Line 4:	Philadelphia, PENNSYLVANIA 19103-3508		
NAME OF SUBMITTER:	Camille M. Miller		

CH \$165.00 78548755

Signature:

/Camille M. Miller/

Date:

09/29/2005

Total Attachments: 2

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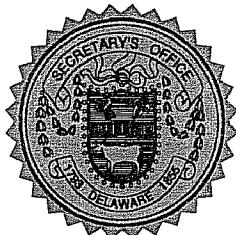
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Delaware

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The First State

I, HARRIET SMITH WINDSOR, SECRETARY OF STATE OF THE STATE OF DELAWARE, DO HEREBY CERTIFY THE ATTACHED IS A TRUE AND CORRECT COPY OF THE CERTIFICATE OF AMENDMENT OF "SERVICEWARE TECHNOLOGIES, INC.", CHANGING ITS NAME FROM "SERVICEWARE TECHNOLOGIES, INC." TO "KNOVA SOFTWARE, INC.", FILED IN THIS OFFICE ON THE TWENTY-SEVENTH DAY OF MAY, A.D. 2005, AT 9:37 O'CLOCK A.M.



3221928 8100

050480302

Harriet Smith Windsor
Harriet Smith Windsor, Secretary of State

AUTHENTICATION: 3936745

DATE: 06-08-05
TRADEMARK

REEL: 003167 FRAME: 0381

**CERTIFICATE OF AMENDMENT OF
THIRD AMENDED AND RESTATED
CERTIFICATE OF INCORPORATION OF
SERVICEWARE TECHNOLOGIES, INC.**

ServiceWare Technologies, Inc., a corporation organized and existing under the laws of the State of Delaware (the "Company"), does hereby certify:

FIRST: That the Board of Directors of the Company adopted the following resolutions on March 10 2005, with respect to amendment and restatement of Article I of the Company's Third Amended and Restated Certificate of Incorporation (the "Charter Amendment");

NOW, THEREFORE, BE IT RESOLVED, that Article I of the Third Amended and Restated Certificate of Incorporation be amended in its entirety to read as follows:

ARTICLE I

NAME

The name of the corporation is Knova Software, Inc.

SECOND: That pursuant to resolution of the Board of Directors, a meeting of the stockholders of the Company was duly called and held, upon notice in accordance with Section 222 of the General Corporation Law of the State of Delaware, at which meeting the necessary number of shares as required by the General Corporation Law of the State of Delaware were voted in favor of the Charter Amendment.

THIRD: That said Charter Amendment was duly adopted in accordance with the provisions of Sections 242 of the General Corporation Law of the State of Delaware.

IN WITNESS WHEREOF, ServiceWare Technologies, Inc. has caused this Certificate to be signed by Bruce Armstrong, its Chief Executive Officer and President, this 24th day of May, 2005.

SERVICEWARE TECHNOLOGIES, INC.

By: 

Name: Bruce Armstrong
Title: President and Chief Executive Officer

State of Delaware
Secretary of State
Division of Corporations
Delivered 09:37 AM 05/27/2005
FILED 09:37 AM 05/27/2005
SRV 050443111 - 3221928 FILE