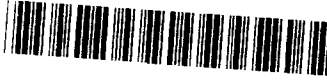


01-05-2006

FORM PTO-1594
(Rev. 07/05)
OMB No. 0651-0027 (exp. 06/30/2008)

U.S. DEPARTMENT OF COMMERCE
United States Patent and Trademark Office



103151175

To the Director of the U.S. Patent and Trademark Office, documents or the new address(es) below.

1. Name of conveying party(ies):
Silicon Valley Bank

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

Additional name(s) of conveying parties attached? Yes No

3. Nature of conveyance/ Execution Date(s): 12/06/2005

Execution Date(s): 12/06/2005

- Assignment
- Security Agreement
- Other Release
- Merger
- Change of Name

2. Name and address of receiving party(ies):
Kana Communications, Inc.

Additional name(s) of conveying parties attached? Yes No
Name: Kana Communications, Inc.

Internal Address
Street Address: 181 Constitution Drive
City Menlo Park
State California
Country USA
Zip 94025

- Association
- General Partnership
- Limited Partnership
- Corporation
- Other
- Citizenship

If assignee is not domiciled in the United States, a domestic representative designation is attached: Yes No
(Designations must be a separate document from assignment)

OFFICE OF PUBLIC RECORDS
2005 DEC 30 AM 10:10
FINANCE SECTION

4. Application number(s) or registration number(s) and identification or description of the Trademark:

A. Trademark Application No.(s)
75564799 75567245

B. Trademark Registration No.(s)
2239545 2540878

C. Identification or Description of Trademark(s) (and Filing Date if Application or Registration Number is unknown): Attached hereto as "Exhibit C"

Additional sheets attached? Yes No

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

Name: Silicon Valley Bank
Internal Address: Loan Collateral HF154
Street Address: 3003 Tasman Dr.
City: Santa Clara State: CA ZIP: 95054
Phone Number: (408) 654-4042
Fax Number: (408) 654-6313
Email Address: ldc@svbank.com

6. Total number of applications and registrations involved: 4

7. Total fee (37 CFR 2.6 (b)(6) & 3.41): \$115.00
 Authorized to be charged by credit card
 Authorized to be charged to deposit account
 Enclosed

8. Payment Information:

a. Credit Card Last 4 Numbers
Expiration Date
b. Deposit Account Number
Authorized User Name

01/04/2006 DBYRNE 00000106 75564799

01 FC:8521
02 FC:8522

40.00 OP
75.00 OP
Signature

12/06/2005
Date

John R. Ross
Name of Person Signing

Total number of pages including cover sheet, attachments, and document: 8

Documents to be recorded (including cover sheet) should be faxed to (571) 273-0140, or mailed to:

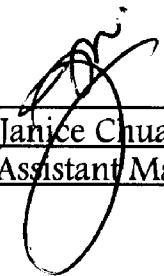
TRADEMARK
REEL: 003281 FRAME: 0535

RELEASE OF SECURITY AGREEMENT COVERING
INTERESTS IN TRADEMARKS

Silicon Valley Bank ("Secured Party"), hereby releases its security interest in the interests of **Kana Communications, Inc.** ("Assignor") in the trademarked works set forth in that certain **Intellectual Property Security Agreement** dated, July 10, 2000, executed by Assignor in favor of Secured Party recorded with the United States Department of Commerce, Patent and Trademark Office on November 14, 2000, Reel 2186, Frame 0579.

Dated: **December 6, 2005**

SILICON VALLEY BANK

By: 
Name: Janice Chua
Title: Assistant Manager

INTELLECTUAL PROPERTY SECURITY AGREEMENT

This Intellectual Property Security Agreement is entered into as of July 10, 2000 by and between SILICON VALLEY BANK ("Bank") and KANA COMMUNICATIONS, INC., a Delaware corporation ("Grantor"), successor by merger to Kana Communications, Inc., a California corporation.

RECITALS

A. Bank has agreed to make certain advances of money and to extend certain financial accommodation to Grantor (the "Loans") in the amounts and manner set forth in that certain Amended and Restated Loan and Security Agreement by and between Bank and Grantor dated July 10, 2000 (as the same may be amended, modified or supplemented from time to time, the "Loan Agreement"; capitalized terms used herein and not defined herein are used as defined in the Loan Agreement). Bank is willing to make the Loans to Grantor, but only upon the condition, among others, that Grantor shall grant to Bank a security interest in certain Copyrights, Trademarks, Patents, and Mask Works to secure the obligations of Grantor under the Loan Agreement.

B. Pursuant to the terms of the Loan Agreement, Grantor has granted to Bank a security interest in all of Grantor's right, title and interest, whether presently existing or hereafter acquired, in, to and under all of the Collateral.

NOW, THEREFORE, for good and valuable consideration, receipt of which is hereby acknowledged, and intending to be legally bound, as collateral security for the prompt and complete payment when due of its obligations under the Loan Agreement, Grantor hereby represents, warrants, covenants and agrees as follows:

AGREEMENT

To secure its obligations under the Loan Agreement, Grantor grants and pledges to Bank a security interest in all of Grantor's right, title and interest in, to and under its Intellectual Property (including without limitation those Copyrights, Patents, Trademarks and Mask Works listed on Schedules A, B, C, and D hereto), and including without limitation all proceeds thereof (such as, by way of example but not by way of limitation, license royalties and proceeds of infringement suits), the right to sue for past, present and future infringements, all rights corresponding thereto throughout the world and all re-issues, divisions, continuations, renewals, extensions and continuations-in-part thereof.

This security interest is granted in conjunction with the security interest granted to Bank under the Loan Agreement. The rights and remedies of Bank with respect to the security interest granted hereby are in addition to those set forth in the Loan Agreement and the other Loan Documents, and those which are now or hereafter available to Bank as a matter of law or equity. Each right, power and remedy of Bank provided for herein or in the Loan Agreement or any of the Loan Documents, or now or hereafter existing at law or in equity shall be cumulative and concurrent and shall be in addition to every right, power or remedy provided for herein and the exercise by Bank of any one or more of the rights, powers or remedies provided for in this Intellectual Property Security Agreement, the Loan Agreement or any of the other Loan Documents, or now or hereafter existing at law or in equity, shall not preclude the simultaneous or later exercise by any person, including Bank, of any or all other rights, powers or remedies.

Bank agrees that its security interest in Intellectual Property of Grantor is subject to the terms of any licenses or leases of its Intellectual Property granted by Grantor in accordance with the terms of this Agreement and further agrees that any sale or other disposition of any Collateral upon the enforcement of remedies hereunder shall be expressly subject to such licenses or leases or that new licenses or leases upon the same terms will be issued and executed by any Person acquiring rights in the Collateral upon enforcement of the remedies hereunder.

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IN WITNESS WHEREOF, the parties have cause this Intellectual Property Security Agreement to be duly executed by its officers thereunto duly authorized as of the first date written above.

Address of Grantor:

740 Bay Road
Redwood City, CA 94063

Attn: _____

Address of Bank:

3003 Tasman Drive
Santa Clara, CA 95054-1191
Attn: DEAN CHUN

GRANTOR:

KANA COMMUNICATIONS, INC.,
A Delaware corporation

By: Jan P. King
Title: VP General Counsel

BANK:

SILICON VALLEY BANK
By: Dean Chun
Title: SVP - Senior Relationship Mgr

EXHIBIT C

CONNECTIFY

US United States of America

CaseNumber: 026030.2080

Status: Published

Published

Application Number: 75567245

Registration Number: 08-Oct-98

Filing Date: 08-Oct-98

Registration Date: 08-Oct-98

Class(es):

Next Renewal Date:

Goods: Customer relationship management software, namely, computer software for electronic direct marketing that enables marketers to profile, target and communicate with customers via email.

Next Action:	ASSIGNMENT NEEDS TO BE FILED	Due On:	11/30/00
Next Action:	FILE POWER OF ATTY	Due On:	11/30/00
Next Action:	Statement of Use 1st Extension	Due On:	1/18/01
Next Action:	Statement of Use 2nd Extension	Due On:	7/18/01
Next Action:	Statement of Use 3rd Extension	Due On:	1/18/02
Next Action:	Statement of Use 4th Extension	Due On:	7/18/02
Next Action:	Statement of Use 5th Extension	Due On:	1/18/03
Next Action:	Statement of Use Final	Due On:	7/18/03

CaseNumber: 026030.2010 Status: Registered

KANA

US United States of America

Application Number: 75286164
Filing Date: 05-May-97
Class(es): 9
Goods: Computer software for use in the creation and transmission of electronic mail messages

Registration Number: 2239545
Registration Date: 13-Apr-99
Next Renewal Date: 13-Apr-09

Next Action: SECTION 8 DUE!
Next Action: First Renewal

Due On: 4/13/05
Due On: 4/13/09

CaseNumber: 026030.2030 Status: Published

KANA COMMUNICATIONS And Design

US United States of America

Application Number: 75564775
Filing Date: 05-Oct-98
Class(es): 9
Goods: Computer software for use in the creation and transmission of electronic mail messages, and instruction and user manuals therefor, sold as a unit.

Registration Number:
Registration Date:
Next Renewal Date:

Next Action: ALLOWANCE?
Due On: 7/18/00

K (AND DESIGN)

TW

Taiwan

CaseNumber: 026030.4026 Status: Pending

Application Number: 88037846

Registration Number:

Filing Date: 02-Aug-99

Registration Date:

Class(es): 9

Next Renewal Date:

Goods: Computer software for managing online customer interactions.

Next Action: FIRST ACTION?

Due On: 8/2/00

Next Action: AFFIDAVIT

Due On: 9/7/00

K (AND DESIGN)

US

United States of America

CaseNumber: 026030.2020 Status: Allowed

Application Number: 75564799

Registration Number:

Filing Date: 05-Oct-98

Registration Date:

Class(es): 9

Next Renewal Date:

Goods: Computer software for use in the creation and transmission of electronic mail messages, and instructi
and user manuals therefor, sold as a unit.

Next Action: Statement of Use 1st Extension

Due On: 11/9/00

Next Action: Statement of Use 2nd Extension

Due On: 5/9/01

Next Action: Statement of Use 3rd Extension

Due On: 11/9/01

Next Action: Statement of Use 4th Extension

Due On: 5/9/02

Next Action: Statement of Use 5th Extension

Due On: 11/9/02

Next Action: Statement of Use Final

Due On: 5/9/03