

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

103151176

To the Director of the U.S. Patent and Trademark Office: Please record the attached documents or the new address(es) below.

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

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

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 Merger
 Security Agreement Change of Name

Other Release

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

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

Street Address: 181 Constitution Drive

City Menlo Park
State California
Country USA
Zip 94025

Association Citizenship
 General Partnership Citizenship
 Limited Partnership Citizenship
 Corporation Citizenship
 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)
76315875 78472905

B. Trademark Registration No.(s)
2851321

01/04/2006 DBTRM 00000107 76315875
01 FC:8321 40.00 DP
02 FC:8322 50.00 DP

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: 3

7. Total fee (37 CFR 2.6 (b)(6) & 3.41): \$90.00

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

9. Signature. John R. Ross Signature 12/6/2005 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:

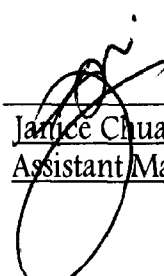
TRADEMARK
REEL: 003281 FRAME: 0542

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 **Addendum To 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 February 17, 2005, Reel 003129, Frame 0564.

Dated: **December 6, 2005**

SILICON VALLEY BANK

By: 
Name: Janice Chua
Title: Assistant Manager

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:

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	TMA.565,646	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	Already filed	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				Registered

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.

GRANTOR:

Address of Grantor:

740 Bay Road
Redwood City, CA 94063

Attn: _____

KANA COMMUNICATIONS, INC.,
A Delaware corporation

By: Jim P. King
Title: VP General Counsel

Address of Bank:

3003 Tasman Drive
Santa Clara, CA 95051-1191

Attn: Dean Chu

BANK:

SILICON VALLEY BANK

By: Dean Chu
Title: SVP - Senior Relationship Mgr