

Form PTO-1594 (Rev. 07/05)
OMB Collection 0351-0027 (exp. 6/30/2008)

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

RECORDATION FORM COVER SHEET TRADEMARKS ONLY

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):
ServiceWare Technologies, Inc.

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

Citizenship (see guidelines) _____

Additional names of conveying parties attached? Yes No

2. Name and address of receiving party(ies) Yes
Additional names, addresses, or citizenships attached? No

Name: Knova Software, Inc.
Internal Address: Suite 350
Street Address: 10201 Tome Avenue
City: Cupertino
State: California
Country: _____ Zip: 95014

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)

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

Execution Date(s) 3/10/05

Assignment Merger
 Security Agreement Change of Name
 Other See Attached

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

A. Trademark Application No.(s) _____
B. Trademark Registration No.(s) 1919047

Additional sheet(s) attached? Yes No

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

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

Name: Camille M. Miller, Esq.
Internal Address: Cozen O'Connor
Trademark/Copyright Group
Street Address: 1900 Market Street
City: Philadelphia
State: PA Zip: 19103
Phone Number: 215-665-7273
Fax Number: 215-701-2273
Email Address: _____

6. Total number of applications and registrations involved: 3

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

Authorized to be charged by credit card
 Authorized to be charged to deposit account
 Enclosed previously

8. Payment Information:

a. Credit Card Last 4 Numbers: _____
Expiration Date: _____

b. Deposit Account Number _____
Authorized User Name _____

9. Signature: Camille M. Miller 7/7/06
Signature Date

Name of Person Signing _____

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

Documents to be recorded (including cover sheet) should be faxed to (571) 273-0140, or mailed to: Mail Stop Assignment Recordation Services, Director of the USPTO, P.O. Box 1450, Alexandria, VA 22313-1450

CH \$40.00 503111 1919047

Nature of Conveyance

Corrective change of name to delete registration number 2020848, 2191831 and 2515172, previously recorded on reel 3167 frame 0379.

TRADEMARK

REEL: 003354 FRAME: 0446

06/19/2006
08/05/2006
700264483

TRADEMARK ASSIGNMENT

Electronic Version v1.1
Stylsheet Version v1.1

SUBMISSION TYPE:	CORRECTIVE ASSIGNMENT
NATURE OF CONVEYANCE:	Corrective Assignment to correct the the mistaken Change of name recorded September 29, 2005 from Serviceware Technologies, Inc. to Krova Software, Inc. previously recorded on Reel 0031671 Frame 0378240. <i>REGISTRATION NUMBERS 2020846, 2191831, 2515172</i>

CONVEYING PARTY DATA

Name	Formerly	Execution Date	Entity Type
Serviceware Technologies		3/10/2005	Corporation, Delaware

RECEIVING PARTY DATA

Name:	
Street Address:	
City:	
State/Country:	
Postal Code:	
Entity Type:	

PROPERTY NUMBERS Total: 3

Property Type	Number	Word Mark
Registration Number:	1919047	Cognitive Processor
Registration Number:	2303097	SERVICWARE
Registration Number:		

CORRESPONDENCE DATA

Fax Number: (215)701-2273
Correspondence will be sent via US Mail when the fax attempt is unsuccessful.

file://C:\Documents%20and%20Settings\verifier\Local%20Settings\Temporary%20Inte... 5/15/2006

Phone: 215-665-7273
 Email: cmiller@cozen.com
 Correspondent Name: Camille M. Miller
 Address Line 1: 1800 Market Street
 Address Line 4: Philadelphia, PENNSYLVANIA 19103

ATTORNEY DOCKET NUMBER: KNOV-0013 (178849)

NAME OF SUBMITTER: Camille M. Miller

Signature: /Camille M. Miller/

Date: 05/12/2008

Total Attachments: 4
 source=RECv1#page1.tif
 source=RECv1#page2.tif
 source=RECv1#page3.tif
 source=RECv1#page4.tif

RECEIPT INFORMATION

ETAS ID: TM55321
 Receipt Date: 05/12/2008
 Fee Amount: \$90

file://C:\Documents%20and%20Settings\cmiller\Local%20Settings\Temporary%20Internet%20Files\5/15/2006

RightFax 8/28/05 7:21 PAGE 006/005 Fax Success

TRADEMARK ASSIGNMENT

Electronic Version v1.1
Signature Version v1.1

09/23/2005
500033039

SUBMISSION TYPE: NEW ASSIGNMENT

NATURE OF CONVEYANCE: CHANGE OF NAME

CONVEYING PARTY DATA

Name	Priority	Execution Date	Entity Type
ServiceNow Technologies, Inc.		09/10/2005	CORPORATION DELA

RECEIVING PARTY DATA

Name:	Kevin Schmitt, Inc.
Street Address:	11001 Towne Square, Suite 530
City:	Escondido
State/Country:	CALIFORNIA
Postal Code:	92024
Entity Type:	CORPORATION DELAWARE

PROPERTY NUMBERS Total: 6

Property Type	Number	Word Mark
Serial Number	78946758	KINDA
Registration Number	1878947	COGNITIVE PROCESSOR
Registration Number	2500027	SERVICEMARK
Registration Number	2181691	KNOWLEDGE PAK DESKTOP SUITE 2191831
Registration Number	2120649	KNOWLEDGE PAK 21778949
Registration Number	2518172	RIGHTANSWERS 2513172

CORRESPONDENCE DATA

Fax Number: 215791-2273
 Copyright notice will be sent via US Mail unless the fax message is successful.
 Phone: 215-665-7273
 Email: cozen@cozen.com
 Correspondent Name: Candie M. Miller
 Address Line 1: 1800 Market Street
 Address Line 2: Philadelphia, PENNSYLVANIA 19103-3688

NAME OF SUBMITTER: Candie M. Miller

RightFax

8/29/05 7:21 PAGE 005/005 Fax Server

Signature:	/Carole M. Mink
Date:	08/29/05
Total Attachments: 2 source-Cat of Amendment - Name Change page 1 of 2 source-Cat of Amendment - Name Change page 2 of 2	