

03-27-2007



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-Y FINANCE SECTION

103387591

To the Director of the U. S. Pat.

Attached documents or the new address(es) below.

3.23.07

1. Name of conveying party(ies):

Kana Software, Inc.

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

Citizenship (see guidelines) _____

Additional names of conveying parties attached? Yes No

2. Name and address of receiving party(ies)

Additional names, addresses, or citizenship attached? Yes No

Name: Bridge Bank National Association

Internal

Address: Technology Support Services

Street Address: 55 Almaden Blvd.

City: San Jose

State: CA

Country: U.S.A Zip: 95113

- Association Citizenship _____
- General Partnership Citizenship _____
- Limited Partnership Citizenship _____
- Corporation Citizenship _____
- Other Natl Assoc. 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) NOV 30, 2005

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

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

A. Trademark Application No.(s)

see attached pg.

B. Trademark Registration No.(s)

see attached page

Additional sheet(s) attached? Yes No

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

See attached pg.

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

Name: Bridge Bank National Association

Internal Address: Technology Support Services

Street Address: 55 Almaden Blvd

City: San Jose,

State: CA Zip: 95113

Phone Number: (408) 556-6503

Fax Number: (408) 423-8510

Email Address: _____

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 \$40 + 25 + 25 + 25

8. Payment Information:

a. Credit Card Last 4 Numbers _____
Expiration Date _____

b. Deposit Account Number _____
Authorized User Name _____

9. Signature:

Adriana M. Tonelli
Signature

Adriana M. Tonelli

Name of Person Signing

March 16 2007
Date

Total number of pages including cover sheet, attachments, and document: 12

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

03/26/2007 DBYRNE

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01 FC:8521
02 FC:8522

(40.00 OP
75.00 OP)

<u>SERIAL #</u>	<u>REGISTRATION #</u>	<u>REG. DATE</u>	<u>MARK NAME</u>
76315823	2851321	6/8/2004	ICARE
75564775	2540878	2/19/2002	KANA COMMUNICATIONS
75286164	2239545	4/13/1999	KANA
75337180	2500604	8/7/1997	BROADBASE

INTELLECTUAL PROPERTY SECURITY AGREEMENT

This INTELLECTUAL PROPERTY SECURITY AGREEMENT, dated as of November 30, 2005, (the "Agreement") between BRIDGE BANK, NATIONAL ASSOCIATION ("Lender") and KANA Software, Inc., ("Grantor") is made with reference to the Business Financing Agreement, dated as of November 30, 2005 (as amended from time to time, the "Financing Agreement"), between Lender and Grantor. Terms defined in the Financing Agreement have the same meaning when used in this Agreement.

For good and valuable consideration, receipt of which is hereby acknowledged, Grantor hereby covenants and agrees as follows:

To secure the Obligations under the Financing Agreement, Grantor grants to Lender a security interest in all right, title, and interest of Grantor in any of the following, whether now existing or hereafter acquired or created in any and all of the following property (collectively, the "Intellectual Property Collateral"):

(a) copyright rights, copyright applications, copyright registrations and like protections in each work or authorship and derivative work thereof, whether published or unpublished and whether or not the same also constitutes a trade secret, now or hereafter existing, created, acquired or held (collectively, the "Copyrights"), including the Copyrights described in Exhibit A;

(b) trademark and servicemark rights, whether registered or not, applications to register and registrations of the same and like protections, and the entire goodwill of the business of Borrower connected with and symbolized by such trademarks (collectively, the "Trademarks"), including the Trademarks described in Exhibit B;

(c) patents, patent applications and like protections including without limitation improvements, divisions, continuations, renewals, reissues, extensions and continuations-in-part of the same (collectively, the "Patents"), including the Patents described in Exhibit C;

(d) mask work or similar rights available for the protection of semiconductor chips or other products (collectively, the "Mask Works");

(e) trade secrets, and any and all intellectual property rights in computer software and computer software products;

(f) design rights;

(g) claims for damages by way of past, present and future infringement of any of the rights included above, with the right, but not the obligation, to sue for and collect such damages for said use or infringement of the intellectual property rights identified above;

(h) licenses or other rights to use any of the Copyrights, Patents, Trademarks, or Mask Works, and all license fees and royalties arising from such use to the extent permitted by such license or rights;

(i) amendments, renewals and extensions of any of the Copyrights, Trademarks, Patents, or Mask Works; and

(j) proceeds and products of the foregoing, including without limitation all payments under insurance or any indemnity or warranty payable in respect of any of the foregoing.

The rights and remedies of Lender with respect to the security interests granted hereunder are in addition to those set forth in the Financing Agreement, and those which are now or hereafter available to Lender as a matter of law or equity. Each right, power and remedy of Lender provided for herein or in the Financing Agreement, 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 Lender of any one or more of such rights, powers or remedies does not preclude the simultaneous or later exercise by Lender of any other rights, powers or remedies.

IN WITNESS WHEREOF, the parties have executed this Agreement as of the date first written above.

GRANTOR:

KANA SOFTWARE, INC.

LENDER:

BRIDGE BANK, NATIONAL ASSOCIATION

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

By Debra Bowman
Name: DEBRA BOWMAN
Title: VICE PRESIDENT

Address for Notices:
Attn:
181 Constitution Drive
Menlo Park, CA 94025
Tel: (650) 614-8350

Address for Notices:
Attn: Lee Shodiss
2120 El Camino Real
Santa Clara, CA 95050
Tel: (408) 556-6502
Fax: (408) 423-8510

of any of the rights included
not warranted for said use or

(c) claims for damage by way of such use, and
with the right, but not the obligation, to

EXHIBIT A

COPYRIGHTS

Description

Registration/
Application
Number

Registration/
Application
Date

EXHIBIT B

TRADEMARKS

Description

Registration/
Application
Number

Registration/
Application
Date

EXHIBIT C

PATENTS

Description

Registration/Application
Number

Registration/
Application
Date

Kana Software - Trademark Status by Country ~ 11/28/2005

Report Date: 11/28/2005

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Country	Mark	Classes	App. Number	App. Date	Reg. Number	Reg. Date	Status
Australia	KANA	09	802,012	7/29/1999	802,012	9/15/2000	Registered
Australia	K (and Design)	09	802,011	7/29/1999	802,011	12/15/2000	Abandoned
Canada	KANA		1,024,239	7/29/1999	TMA565,646	8/8/2002	Registered
Canada	BROADBASE		TMA522,710	8/7/1997	522,710	2/7/2000	Abandoned
Canada	K (and Design)	09	1,024,240	7/29/1999			Abandoned
Canada	BROADBASE EPM	09, 42	1,027,319	8/30/1999			Abandoned
European Union	KANA	09	1,267,004	7/30/1999	1,267,004	7/27/2000	Abandoned
European Union	K (and Design)	09	1,267,004	7/30/1999	1,267,046	7/31/2000	Registered
European Union	BROADBASE	09, 16, 42	746,164	2/9/1998	746,164	1/31/2000	Abandoned
European Union	SRM ON DEMAND	09, 35, 42	003,997,831	8/30/2004			Abandoned
European Union	BROADBASE EPM	09, 42	99,818,629	10/29/1999	99,818,629	10/20/1999	Abandoned
European Union	BROADBASE EPM	09, 16, 42	39,953,456/09	8/31/1999	39,953,456	8/31/1999	Abandoned
France	K (and Design)	09	868,719	7/29/1999			Abandoned
Germany	KANA	09	868,716	7/29/1999			Abandoned
India	KANA	09	11-69,494	8/3/1999			Pending
India	REALTIME	09	2000/17,590	2/28/2000			Abandoned
India	ASSIST	09	2000/17,588	2/28/2000			Abandoned
Japan	RESPONSE	09	2000/17,587	2/28/2000			Abandoned
Japan	CONNECT	09	2000/17,589	2/28/2000			Abandoned
Japan	K (and Design)	09	11-69,493	8/3/1999	4,401,924	7/21/2000	Abandoned
Japan	KANA COMMUNICATIONS	09, 42	2000/110,196	10/10/2000	4,551,455	3/15/2002	Abandoned
Japan	BROADBASE EPM	09, 42	H-077,928	8/30/1999	4,413,933	9/1/2000	Registered
Japan	BROADBASE	09, 42	10-9,775	2/6/1998	4,308,634	8/27/1999	Abandoned
Japan	BROADBASE EPM	09, 42	9,928,500	8/2/1999			Abandoned
South Korea	K (and Design)	09	99/28,501	8/4/1999	479,832	10/27/2000	Abandoned
South Korea	KANA	09	2002/30,090	6/28/2002	566,878	11/28/2003	Registered
South Korea	KANA & KOREAN CHARACTERS	39		4/13/1984	115,766	8/22/1985	Expired
Taiwan	KANA	09	88-037,847	8/2/1999	911,839	11/1/2000	Registered
Taiwan	K (and Design)	09	88-37,846	8/2/1999	949,851	1/16/2001	Abandoned
United Kingdom	BROADBASE EPM	09, 42	2,207,172	8/27/1999			Abandoned
United States	ICARE	09	76/315,875 12	9/21/2001	2,851,321	6/8/2004	Registered
United States	KANA COMMUNICATIONS (and Design)	09	75/564,775	10/5/1998	2,540,878	2/19/2002	Abandoned
United States	K (and Design)	09	75/564,799	10/5/1998			Abandoned
United States	CONNECTIFY	09	75/567,245	10/8/1998			Abandoned
United States	KANA	09	75/286,164	5/5/1997	2,239,545	4/13/1999	Registered
United States	KNOWLEDGE BUILDER	09	75/214,494	12/17/1996	2,241,450	4/27/1999	Lapsed
United States	WEB ADVISOR	09	75/154,081	8/20/1996	2,186,944	9/1/1998	Lapsed

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Kana Software - Trademark Status by Country ~ 11/28/2005

Report Date: 11/28/2005

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<u>Country</u>	<u>Mark</u>	<u>Classes</u>	<u>App. Number</u>	<u>App. Date</u>	<u>Reg. Number</u>	<u>Reg. Date</u>	<u>Status</u>
United States	BROADBASE	09, 42	75/337,180	8/7/1997	2,500,604	10/23/2001	Abandoned ? ✓
United States	INTELLIGENT CUSTOMER INTERACTIONS	09, 42	76/206,113	2/7/2001			Abandoned
United States	BROADBASE EPM	09, 42	75/786,032	8/26/1999			Abandoned
United States	SRM ON DEMAND	09, 42	78/472,905	8/24/2004			Pending
United States	APEIRO	35	75/485,641	5/15/1998	2,309,906	1/18/2000	Abandoned
United States	SERVICESOFT	38	74/417,788	7/28/1993	1,890,460	4/18/1995	Abandoned

Fenwick Case List By Client

FILE #	CLIENT NAME	SERIAL #	PLING DATE	PATENT NUMBER	ISSUE DATE	TITLE	INVENTORS	STATUS
Oct-04-2005								
Results for:								
File Number Starts with '20115'								
20115-03933	Kana Software, Inc.					Query Processing Using Compressed Bitmaps	Cetin Ozbulun, Jeffrey I. Cohen, Julian Hyde, Kahan Jakobsson, Mark Kremer, Michael Depledge, Quoc Tai Tran	Open
20115-03935/US	Kana Software, Inc.	08/807429	28-Feb-97			Query Processing Using Compressed Bitmaps	Cetin Ozbulun, Jeffrey I. Cohen, Julian Hyde, Kahan Jakobsson, Mark Kremer, Michael Depledge, Quoc Tai Tran	Closed
20115-06977	Kana Software, Inc.					Method And Apparatus For Performing Enterprise Email Management	Mark Gainey, Alex Broquet, Michael Horvath	Open
20115-06977/US	Kana Software, Inc.	09/193833	17-Nov-98	6941304	6-Sep-05	Method And Apparatus For Performing Enterprise Email Management	Mark Gainey, Alex Broquet, Michael Horvath	Issued
20115-07852	Kana Software, Inc.					Method And Apparatus For Performing Enterprise Email Management	Mark Gainey, Alex Broquet, Michael Horvath	Open
20115-07852/US	Kana Software, Inc.					Method And Apparatus For Performing Enterprise Email Management	Mark Gainey, Alex Broquet, Michael Horvath	Unified
20115-07853/US	Kana Software, Inc.	60/052779	2-Jul-97			Method, System, And Computer Program Product For Providing Customer Service Over The World-Wide Web	Pallipuram V. Kannan	Closed
20115-07858	Kana Software, Inc.					Method And Apparatus For Network Based Customer Service	Frank A. Galdes, Mark A. Ericson	Open
20115-07858/US	Kana Software, Inc.	09/137989	21-Aug-98	6177932	23-Jan-01	Method And Apparatus For Network Based Customer Service	Frank A. Galdes, Mark A. Ericson	Issued
20115-07859	Kana Software, Inc.					Method, System, And Computer Program Product For Providing Customer Service Over The World-Wide Web	Pallipuram V. Kannan	Open
20115-07859/US	Kana Software, Inc.	09/106011	29-Jun-98			Method, System, And Computer Program Product For Providing Customer Service Over The World-Wide Web	Pallipuram V. Kannan	Closed
20115-07859/US-PROV1	Kana Software, Inc.	60/085812	18-May-98			Method, System, And Computer Program Product For Providing Customer Service Over The World-Wide Web	Pallipuram V. Kannan	Closed
20115-07859/US-PROV2	Kana Software, Inc.	60/052252	11-Jul-97			Method, System, And Computer Program Product For Providing Customer Service Over The World-Wide Web	Pallipuram V. Kannan	Closed
20115-07860	Kana Software, Inc.					Method And Apparatus For Performing Enterprise Email Management	Mark Shaw, Ross Rosen	Open
20115-07860/US	Kana Software, Inc.	09/193290	17-Nov-98	6282565	28-Aug-01	Method And Apparatus For Performing Enterprise Email Management	Mark Shaw, Ross Rosen	Issued
20115-07861	Kana Software, Inc.					Method And Apparatus For Performing Enterprise Email Management	Mark Shaw, Ross Rosen	Open
20115-07861/US	Kana Software, Inc.	09/193285	17-Nov-98	6249807	19-Jun-01	Method And Apparatus For Performing Enterprise Email Management	Mark Shaw, Ross Rosen	Issued
20115-07869	Kana Software, Inc.					Method And Apparatus For Using Bayesian Networks To Automate Email Workflow	Michael Shwe, Christopher Domane, Mark Machado	Open
20115-07869/US	Kana Software, Inc.	09/261021	1-Mar-99			Method And Apparatus For Using Bayesian Networks To Classify Email	Michael Shwe, Christopher Domane, Mark Machado	Closed
20115-07870	Kana Software, Inc.					Method And Apparatus For Interprocess Messaging And Its Use For Automatically Generating Transactional Email	Nawwar Kasrawi, Jonni Kanera, Craig M. Ambrose, William R. Phelps	Open

FILE #	CLIENT NAME	SERIAL #	FILING DATE	PATENT NUMBER	ISSUE DATE	TITLE	INVENTORS	STATUS
20115-07870/US	Kana Software, Inc.	09/411666	4-Oct-99			Method And Apparatus For Interprocess Messaging And Its Use For Automatically Generating Transactional Email	Nawwar Kasrawi, Jonni Kanenra, Craig M. Ambrose, William R. Phelps	Closed
20115-07871	Kana Software, Inc.					Method And Apparatus For Multiple Tiered Matching Of Natural Language Queries To Positions In A Text Corpus	Michael Shwe	Open
20115-07871/US	Kana Software, Inc.	09/503983	14-Feb-00	6560590	6-May-03	Method And Apparatus For Multiple Tiered Matching Of Natural Language Queries To Positions In A Text Corpus	Michael Shwe, Brian O'Neill	Issued
20115-07872/US	Kana Software, Inc.	09/721460	22-Nov-00			Method And Apparatus For Network Based Customer Service	Frank A. Galdes, Mark A. Ericson	Closed
20115-07882	Kana Software, Inc.					System For Unified Transactional Access To Disparate Data Stores	Brad A. Mongeon, Yi Li	Open
20115-07882/US	Kana Software, Inc.	10/601099	20-Jun-03			Object Mapping Across Multiple Different Data Stores	Brad A. Mongeon, Allen F. Hillman, Yi Li, Chris Maeda	Pending
20115-07883	Kana Software, Inc.					Generic Engine For Multichannel Customer Interaction		Open
20115-07883/US	Kana Software, Inc.					Generic Engine For Multichannel Customer Interaction		Open
20115-07930	Kana Software, Inc.					JSP TO ASP .NET Transformations	Ilya Beyer	Unfiled
20115-07930/US	Kana Software, Inc.					JSP TO ASP .NET Transformations	Ilya Beyer	Open
20115-08060	Kana Software, Inc.					System Which Integrates Web Browsing With User Feedback And Which Uses Said Feedback To Match Individuals With Unsampled Item	Matthew Rabinowitz, Craig Rungaldier, Hughes, Ilya Abezgaiz, Druzchnikov, Stanley Hyungjung Kim, Andrei Stoica	Open
20115-08060/PCT	Kana Software, Inc.	PCT/US99/26783	10-Nov-99			System And Method For Matching Users With Items In A Network	Matthew Rabinowitz, Craig Rungaldier, Hughes, Ilya Abezgaiz, Druzchnikov, Stanley Hyungjung Kim, Andrei Stoica	Expired
20115-08060/US	Kana Software, Inc.	60/107747	10-Nov-98			System Which Integrates Web Browsing With User Feedback And Which Uses Said Feedback To Match Individuals With Unsampled Item	Matthew Rabinowitz, Craig Rungaldier, Hughes, Ilya Abezgaiz, Druzchnikov, Stanley Hyungjung Kim, Andrei Stoica	Expired
20115-08061/US	Kana Software, Inc.	09/543812	6-Apr-00			System And Method For Matching Users With Items In A Network Using The Time Dominant Information	Matthew Rabinowitz	Closed
20115-08062/US	Kana Software, Inc.	09/582925	5-Jul-00			System And Method For Matching Users With Items In A Network	Matthew Rabinowitz, Ilya Abezgaiz, Druzchnikov, Andrei Stoica, Stanley Hyungjung Kim, Craig Rungaldier, Hughes, Matthew Rabinowitz	Closed
20115-08063/US	Kana Software, Inc.	09/543803	6-Apr-00			System And Method For Matching Users With Items In A Network Using Time Dominant Information	Matthew Rabinowitz	Closed
20115-08911/US	Kana Software, Inc.	10/032532	22-Oct-01			System And Method For Partially Self-Training Learning System	Zachary J. Mason	Closed
20115-09254	Kana Software, Inc.					System And Method For Partially Self-Training Learning System	Zachary J. Mason	Open
20115-09254/US	Kana Software, Inc.	60/316345	30-Aug-01			System And Method For Partially Self-Training Learning System	Zachary J. Mason	Expired
20115-09255/PCT	Kana Software, Inc.	PCT/US02/27652	29-Aug-02			System And Method For Partially Self-Training Learning System	Zachary J. Mason	Expired
20115-09307	Kana Software, Inc.					Web Co-Navigating With Dynamic Content	Charles Graham, Erik Hartmann, Joe Lee, Thomas Kris Masotto, Mark Giuseppe Tacchi	Open
20115-09307/US	Kana Software, Inc.	09/689500	11-Oct-00	6871213	22-Mar-05	Web Co-Navigation With Dynamic Content	Charles Graham, Erik Hartmann, Joe Lee, Thomas Kris Masotto, Mark Giuseppe Tacchi	Issued

