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**Electronic Trademark Assignment System**

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ETAS v.1.5

PTO-1594 (Rev. 10/02)

OMB No. 0651-0027 (Exp. 6/30/2008)

**Signature**

The request must be signed by the filer. The request will not be "signed" in the sense of a traditional paper document. To sign the request, the signer must enter any combination of printable characters that have been adopted to serve the function of a signature, preceded and followed by the forward slash(/) symbol. Acceptable "signatures" could include: /john doe/; /jd/; and /123-4567/.

Sign the request by completing the following fields

**TRADEMARK ASSIGNMENT**

Electronic Version v1.1

Stylesheet Version v1.1

<b>SUBMISSION TYPE:</b>	CORRECTIVE ASSIGNMENT		
<b>NATURE OF CONVEYANCE:</b>	Corrective Assignment to correct the change of name to Knova Software, Inc. for registrations 2020849 and 2191831 previously recorded on Reel 003167 Frame 0379. Assignor(s) hereby confirms the change of name.		
<b>CONVEYING PARTY DATA</b>			
<b>Name</b>	<b>Formerly</b>	<b>Execution Date</b>	<b>Entity Type</b>
Servicewear Technologies, Inc.		03/10/2005	CORPORATION: DELAWARE
<b>RECEIVING PARTY DATA</b>			
<b>Name:</b>	Knova Software, Inc.		
<b>Street Address:</b>	10201 Torre Avenue, Suite 350		
<b>City:</b>	Cupertino		
<b>State/Country:</b>	CALIFORNIA		
<b>Postal Code:</b>	95014		
<b>Entity Type:</b>	CORPORATION: DELAWARE		
<b>PROPERTY NUMBERS Total: 1</b>			
<b>Property Type</b>	<b>Number</b>	<b>Word Mark</b>	

**Registration Number:**

1919047

COGNITIVE PROCESSOR

**CORRESPONDENCE DATA**

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

**NAME OF SUBMITTER:**

Camille M. Miller

**Signature:**

/Camille M. Miller/

**Date:**

10/12/2007

**Total Attachments: 7**  
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 source=Assign#page4.tif  
 source=Assign#page5.tif  
 source=Assign#page6.tif  
 source=Assign#page7.tif

<b>Signature: *</b>	/Camille M. Miller/
<b>Name: *</b>	Camille M. Miller
<b>Date:</b>	10/12/2007

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10/12/2007 04:14 PM EDT

<b>TRADEMARK ASSIGNMENT</b>
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 Stylesheet Version v1.1

09/29/2005  
 900033039

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

CH \$165.00 78548755

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
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Signature:	/Camille M. Miller/
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Date:	09/29/2005
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**Total Attachments: 2**

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**RECEIPT INFORMATION**

ETAS ID: TM38855  
Receipt Date: 09/29/2005  
Fee Amount: \$165