

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):
Silicon Valley Bank
3003 Tasman Drive
Santa Clara, CA 95064

Individual(s) Association
 General Partnership Limited Partnership

Corporation-State
 Other

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

2. Name and address of receiving party(ies):
Additional name(s) of conveying parties attached? Yes No

Name: **Kana Software, Inc.**

Internal Address:

Street Address: **181 Constitution Drive**

City: **Menlo Park**
State: **CA**
Country: **USA**
Zip: **94025**

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

Execution Date(s): **October 5, 2009**

Assignment Merger
 Security Agreement Change of Name

Other: **Release**

Association Citizenship
 General Partnership Citizenship
 Limited Partnership Citizenship
 Corporation Citizenship: **United States, Delaware**
 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)

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

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

Additional sheets attached? Yes No

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

Name: **CT Lien Solutions**

Internal Address:

Street Address: **187 Wolf Rd Ste 101**

City: **Albany** State: **NY** ZIP: **12205**

Phone Number: **800-342-3676**

Fax Number: **800-962-7049**

Email Address:

6. Total number of applications and registrations involved: **3**

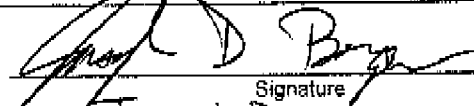
7. Total fee (37 CFR 2.6 (b)(6) & 3.41): **\$ 90.00**

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

8. Payment Information:

a. Credit Card Last 4 Numbers **3983**
Expiration Date **11/09**

b. Deposit Account Number
Authorized User Name

9. Signature: 
Signature
Joseph D. Borgman
Name of Person Signing

10/7/09
Date

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

TRADEMARK

OP \$90.00 76315875

**RELEASE OF SECURITY AGREEMENT COVERING
INTERESTS IN TRADEMARKS**

Silicon Valley Bank ("Secured Party"), hereby releases its security interest in the interests of **Kana Software, Inc.** ("Assignor") in the trademarked works set forth in that certain **Intellectual Property Security Agreement** dated, 07/10/2000, executed by Assignor in favor of Secured Party recorded with the United States Department of Commerce, Patent and Trademark Office on 02/17/2005, Reel 3129, Frame 0564.

Dated: **October 5, 2009**

SILICON VALLEY BANK

By: 

Name: Margaret Fujii

Title: Operations Manager