

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 95054

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 Communications, 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 19, 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)
75564799

B. Trademark Registration No.(s)
2239545
2540878

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: **UCC Direct Services**

Internal Address: **Attn: 14080632**

Street Address: **187 Wolf Road, Suite 101**

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

Phone Number: **1-800-342-3676 X 4065**

Fax Number: **1-800-962-7049**

Email Address: **cls-udsalbany@wolterskluwer.com**

6. Total number of applications and registrations involved: 3

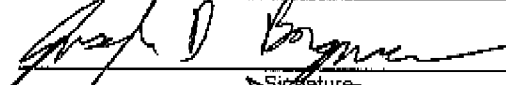
7. Total fee (37 CFR 2.6 (b)(6) & 3.41): \$ 90.00

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

8. Payment Information:

a. Credit Card Last 4 Numbers **5683**
Expiration Date **11/09**

b. Deposit Account Number
Authorized User Name

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

10/20/09
Date

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

OP \$90.00 75564799

**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 **Intellectual Property Security Agreement** dated, 03/03/1999, executed by Assignor in favor of Secured Party recorded with the United States Department of Commerce, Patent and Trademark Office on 07/16/1999, Reel 1931, Frame 0165.

Dated: **October 19, 2009**

SILICON VALLEY BANK

By: 
Name: **Romil Randhawa**
Title: **Operations Manager**