

RECORDATION FORM COVER SHEET

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

**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**  
**75567245**

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: 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

**8. Payment Information:**

a. Credit Card      Last 4 Numbers **5653**  
  Expiration Date **11/09**

b. Deposit Account Number  
    Authorized User Name

**9. Signature.**  \_\_\_\_\_  
  Signature  
**Joseph D Borqman** \_\_\_\_\_  
  Name of Person Signing

\_\_\_\_\_  
Date  
**10/20/09**

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

OP \$115.00 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, 07/10/2000, executed by Assignor in favor of Secured Party recorded with the United States Department of Commerce, Patent and Trademark Office on 11/14/2000, Reel 2186, Frame 0579.

Dated: **October 19, 2009**

SILICON VALLEY BANK

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