

**TRADEMARK ASSIGNMENT**

Electronic Version v1.1  
 Stylesheet Version v1.1

<b>SUBMISSION TYPE:</b>	NEW ASSIGNMENT		
<b>NATURE OF CONVEYANCE:</b>	RELEASE BY SECURED PARTY		
<b>CONVEYING PARTY DATA</b>			
<b>Name</b>	<b>Formerly</b>	<b>Execution Date</b>	<b>Entity Type</b>
Harris N.A., as Agent		05/28/2010	National Banking Association: DELAWARE
<b>RECEIVING PARTY DATA</b>			
<b>Name:</b>	Consona CRM Inc.		
<b>Street Address:</b>	450 E. 96th Street, Suite 300		
<b>City:</b>	Indianapolis		
<b>State/Country:</b>	INDIANA		
<b>Postal Code:</b>	46420		
<b>Entity Type:</b>	CORPORATION: WASHINGTON		
<b>PROPERTY NUMBERS Total: 14</b>			
<b>Property Type</b>	<b>Number</b>	<b>Word Mark</b>	
Registration Number:	2929050	DNA	
Registration Number:	2911313	DNA PROBE	
Registration Number:	3036467	HOMENET	
Registration Number:	3090946	LIVEASSIST	
Registration Number:	2802905	RESOLUTION SUITE	
Registration Number:	2943207	SMARTACCESS	
Registration Number:	2811109	SMARTISSUE	
Registration Number:	2906891	SMARTRESULT	
Registration Number:	2948263	SUPPORTACTION	
Registration Number:	2951959	SUPPORTACTION	
Registration Number:	2783201	SUPPORTSOFT	
Registration Number:	2799210	SUPPORTSOFT	
Registration Number:	2729784	SUPPORTSOFT	
Registration Number:	2952126	SUPPORTTRIGGER	

CH \$365.00 2929050

**TRADEMARK**

**900163384**

**REEL: 004215 FRAME: 0413**

CORRESPONDENCE DATA

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ATTORNEY DOCKET NUMBER:	CONSONA 308691-100
NAME OF SUBMITTER:	C. Rhem
Signature:	/CR/
Date:	05/28/2010

Total Attachments: 4  
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**RELEASE OF SECURITY INTEREST IN TRADEMARK COLLATERAL**


WHEREAS, pursuant to that certain Trademark Collateral Agreement, dated June 30, 2009 (the "*Collateral Agreement*"), recorded in the United States Patent and Trademark Office on July 13, 2009 at Reel 4023, Frame 0187, Consona CRM Inc. ("*Releasee*"), a Washington corporation, granted to Harris N.A. ("*Releasor*"), a national banking association, as administrative agent for the Secured Creditors (as defined in that certain First Lien Security Agreement, dated August 2, 2006, among Releasee, certain other debtors and Releasor, as amended, modified, supplemented or restated from time to time (the "*Security Agreement*")), a lien on, and a continuing security interest in (i) each trademark, trademark registration and trademark application listed on Schedule A-1 hereto, and all of the goodwill of the business connected with the use of, and symbolized by, each such trademark, trademark registration and trademark application; (ii) each trademark license listed on Schedule A-2 and all royalties and other sums due or to become due under or in respect of each such trademark license, together with the right to sue for and collect all such royalties and other sums; and (iii) all proceeds of the foregoing, including without limitation, any claim by Releasee against third parties for damages by reason of past, present or future infringement of any trademark or trademark registration listed on Schedule A-1 hereto or of any trademark license listed on Schedule A-2 or by reason of injury to the goodwill associated with any such trademark, trademark registration or trademark license, in each case together with the right to sue for and collect said damages (collectively, the "*Collateral*"); and

WHEREAS, Releasee has requested and Releasor has agreed to provide a document suitable for recording in the United States Patent and Trademark Office for purposes of recording the release, relinquishment and discharge of its lien on and security interest in the Collateral.

NOW, THEREFORE, in consideration of and in exchange for good and valuable consideration, the adequacy and sufficiency of which is hereby acknowledged, Releasor hereby relinquishes, releases and discharges its lien on and security interest in, and all other rights in the Collateral that Releasor has, had or could have had pursuant to the Collateral Agreement and the Security Agreement. Releasor hereby further authorizes Releasee to take any and all actions, including filing and recording this document with any and all appropriate governmental authorities, to effect and further document the release made hereby.

IN WITNESS WHEREOF, the Releasor has caused this Release of Security Interest in Trademark Collateral to be duly executed as of May 28, 2010.

HARRIS N.A., as Agent

By:   
Name: Barry Stratton  
Title: Senior Vice President

**SCHEDULE A-1**

**TRADEMARK REGISTRATIONS**

TRADEMARK	COUNTY	INTERNATIONAL CLASS NO.	REGISTRATION NO.	REGISTRATION DATE
DNA	United States	Class 9	2929050	03/01/05
DNA Probe	United States	Class 9	2911313	12/14/04
HOMENET	United States	Class 9	3036467	12/27/05
LIVEASSIST	United States	Class 9	3090946	05/09/06
RESOLUTION SUITE	United States	Class 9	2802905	01/06/04
SMARTACCESS	United States	Class 9	2943207	04/19/05
SMARTISSUE	United States	Class 9	2811109	02/03/04
SMARTRESULT	United States	Class 9	2906891	11/30/04
SUPPORTACTION	United States	Class 42	2948263	05/10/05
SUPPORTACTION	United States	Class 9	2951959	05/17/05
SUPPORTSOFT	United States	Class 42	2783201	11/11/03
SUPPORTSOFT	United States	Class 9	2799210	12/23/03
SUPPORTSOFT	United States	Class 42	2729784	06/24/03
SUPPORTTRIGGER	United States	Class 9	2952126	05/17/05
CoreOS	Canada	--	TMA544538	05/04/01
Core Networks	Canada	--	TMA529725	06/23/00
SupportSoft	Australia	Classes 9 & 42	926554	09/10/02
SupportSoft	Canada	Classes 9 & 42	TMA630673	01/20/05
SupportSoft	China	Class 9	3305346	02/21/06
SupportSoft	European Community	Classes 9 & 42	2685436	11/19/03
SupportSoft	Hong Kong	Class 9	B08573	06/26/03
SupportSoft	India	Class 9	1132499	09/11/02
SupportSoft	Japan	Classes 9 & 42	2003-084086	09/12/03
SupportSoft	Korea	Classes 9 & 42	0008894	12/17/03
SupportSoft	Malaysia	Class 9	02011248	09/12/02
SupportSoft	New Zealand	Class 9	994635	02/03/03
SupportSoft	Singapore	Class 9	TO2/14065C	07/01/03
SupportSoft	South Korea	Classes 9 & 42	4500088940000	12/17/03
SupportSoft	Taiwan	Class 9	01050454	05/16/01
SupportSoft	United Kingdom	Classes 9 & 42	2296798	10/11/02

**TRADEMARK APPLICATIONS**

None.

**SCHEDULE A-2**

**TRADEMARK LICENSES**

TRADEMARK	COUNTY	INTERNATIONAL CLASS NO.	DATE OF REGISTRATION
NEXUS	United States	Class 9	Registered 04/27/2004