

TRADEMARK ASSIGNMENT

Electronic Version v1.1
 Stylesheet Version v1.1

SUBMISSION TYPE:	NEW ASSIGNMENT
NATURE OF CONVEYANCE:	RELEASE BY SECURED PARTY

CONVEYING PARTY DATA

Name	Formerly	Execution Date	Entity Type
Harris N.A., as Agent		05/28/2010	National Banking Association: DELAWARE

RECEIVING PARTY DATA

Name:	Knova GS, Inc.
Street Address:	450 E. 96th Street, Suite 300
City:	Indianapolis
State/Country:	INDIANA
Postal Code:	46420
Entity Type:	CORPORATION: DELAWARE

PROPERTY NUMBERS Total: 19

Property Type	Number	Word Mark
Registration Number:	2303097	SERVICEWARE
Registration Number:	1919047	COGNITIVE PROCESSOR
Registration Number:	3102180	KNOVA
Registration Number:	2812107	
Registration Number:	2492917	KANISA
Registration Number:	2805234	
Registration Number:	2817905	KANISA
Registration Number:	2827632	ACTIVE
Registration Number:	2871383	ACTIVE
Registration Number:	2832415	ACTIVE DECISIONS
Registration Number:	2791084	ACTIVE FINANCIAL ASSISTANT
Registration Number:	2427797	ACTIVE RESEARCH
Registration Number:	2661202	ACTIVE RESEARCH ADVISOR
Registration Number:	2665054	ACTIVE RESEARCH QUARTERLY

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Registration Number:	2661200	ACTIVE RESEARCH UPDATE
Registration Number:	2791085	ACTIVE SALES ASSISTANT
Registration Number:	2691864	ACTIVEFLASH
Registration Number:	2936060	TOTAL ASSIST
Registration Number:	2259373	ACTIVE BUYER'S GUIDE

CORRESPONDENCE DATA

Fax Number: (415)693-2222
Correspondence will be sent via US Mail when the fax attempt is unsuccessful.
Phone: 4156932440
Email: crhem@cooley.com
Correspondent Name: Cooley LLP
Address Line 1: 101 California Street, 5th Floor
Address Line 4: San Francisco, CALIFORNIA 94111

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

Total Attachments: 3
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RELEASE OF SECURITY INTEREST IN FIRST LIEN TRADEMARK COLLATERAL

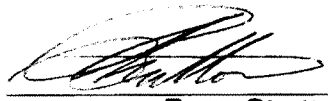
WHEREAS, pursuant to that certain First Lien Trademark Collateral Agreement, dated March 13, 2007 (the "*Collateral Agreement*"), recorded in the United States Patent and Trademark Office on March 16, 2007 at Reel 003502, Frame 0276, Knova GS, Inc. ("*Releasee*"), an Delaware corporation, granted to 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 First Lien 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

<u>MARK</u>	<u>App./Reg. No.</u>	<u>Status</u>
SERVICEWARE	2,303,097	Registered
COGNITIVE PROCESSOR	1,919,047	Registered
KNOVA	3,102,180	Registered
Kanisa Logo	2,812,107	Registered
KANISA	2,492,917	Registered
Kanisa Logo	2,805,234	Registered
KANISA	2,817,905	Registered
ACTIVE	2,827,632	Registered
ACTIVE	2,871,383	Registered
ACTIVE DECISIONS	2,832,415	Registered
ACTIVE FINANCIAL ASSISTANT	2,791,084	Registered
ACTIVE RESEARCH	2,427,797	Registered
ACTIVE RESEARCH ADVISOR	2,661,202	Registered
ACTIVE RESEARCH QUARTERLY	2,665,054	Registered
ACTIVE RESEARCH UPDATE	2,661,200	Registered
ACTIVE SALES ASSISTANT	2,791,085	Registered
ACTIVEFLASH	2,691,864	Registered
TOTAL ASSIST	2,936,060	Registered
ACTIVE BUYER'S GUIDE	2,259,373	Cancelled

TRADEMARK APPLICATIONS

None.

SCHEDULE A-2

TRADEMARK LICENSES

None.