

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
SILICON VALLEY BANK (As Administrative Agent)		02/03/2014	CORPORATION: CALIFORNIA

RECEIVING PARTY DATA

Name:	Kana Software, Inc.
Street Address:	840 W. California Avenue, Suite 100
City:	Sunnyvale
State/Country:	CALIFORNIA
Postal Code:	94086
Entity Type:	CORPORATION: DELAWARE

PROPERTY NUMBERS Total: 7

Property Type	Number	Word Mark
Registration Number:	2239545	KANA
Registration Number:	3880557	OPENMIC
Registration Number:	3785731	OPEN MIC
Registration Number:	3986170	OPEN MIC
Registration Number:	4033750	OPEN MIC
Registration Number:	3868106	OVERTONE
Registration Number:	3804112	OVERTONE

CORRESPONDENCE DATA

Fax Number: 2127557306  
*Correspondence will be sent to the e-mail address first; if that is unsuccessful, it will be sent via US Mail.*  
 Phone: 212-326-3939  
 Email: NYTEF@JONESDAY.COM  
 Correspondent Name: Nancy L. Hoffman  
 Address Line 1: Jones Day

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Address Line 2: 222 East 41st Street  
Address Line 4: New York, NEW YORK 10017

ATTORNEY DOCKET NUMBER: 623738-620012

NAME OF SUBMITTER: Nancy L. Hoffman

Signature: /NANCY L. HOFFMAN/

Date: 02/03/2014

Total Attachments: 3  
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**TERMINATION AND RELEASE OF SECURITY INTEREST IN TRADEMARKS**

This **TERMINATION AND RELEASE OF SECURITY INTEREST IN TRADEMARKS**, dated as of February 3, 2014 ("Release"), is made by **SILICON VALLEY BANK**, as Administrative Agent ("Administrative Agent"), in favor of **KANA SOFTWARE, INC.**, a Delaware corporation (the "Grantor").

**WHEREAS**, pursuant to that certain Guarantee and Collateral Agreement dated as of July 30, 2012 (as amended, restated, supplemented, modified, extended, renewed or replaced from time to time, the "Guarantee and Collateral Agreement") by and among the Administrative Agent, the Grantor, and the other parties thereto, and the Trademark Security Agreement dated as July 30, 2012 ("Trademark Security Agreement") by and between the Administrative Agent and the Grantor, the Grantor granted to the Administrative Agent a security interest in all of the Grantor's right, title and interest in, to and under the Trademarks; and

**WHEREAS**, the Trademark Security Agreement was recorded at the United States Patent and Trademark Office ("USPTO") on July 31, 2012 at Reel 4832 Frame 0344.

**NOW THEREFORE**, in consideration of the mutual promises and undertakings set forth herein and for other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, and with the intention of being legally bound hereby, Administrative Agent and the Grantor agree as follows:

**SECTION 1. Defined Terms.** Capitalized terms used herein without definition shall have the meanings ascribed to such terms in the Guarantee and Collateral Agreement or the Trademark Security Agreement.

**SECTION 2. Termination and Release.** Administrative Agent hereby terminates the Trademark Security Agreement, and discharges, and releases the lien on and security interest in and to the Trademarks, including, but not limited to, the foregoing listed on Schedule A attached hereto. Administrative Agent understands and agrees that this Release may be recorded with the USPTO at the Grantor's expense.


**SECTION 3. Further Assurances.** Administrative Agent, at the Grantor's expense, hereby agrees to duly execute and deliver any further documents and to do such other acts as may be reasonably necessary to effect the security interest release contemplated herein. To the extent that any other filings with any other governmental authority have been made with respect to any of the Trademarks, Administrative Agent will, at the Grantor's expense, execute and deliver a reasonable release or other instrument that will terminate any such filing and/or release any interests conveyed therein.

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**IN WITNESS WHEREOF**, the Administrative Agent has caused this Termination and Release of Security Interest in Trademarks to be duly executed as of the date first set forth above.

Administrative Agent:


**SILICON VALLEY BANK,**  
as Administrative Agent

By:   
Name: Mona O'Neil  
Title: Vice President

**Schedule A**

**U.S. Trademarks Subject to Security Interest  
Granted by Kana Software, Inc.  
In Favor of Silicon Valley Bank  
Recorded July 31, 2012 at Reel 4832 Frame 0344**

Registered Trademarks and Trademark Applications

<b>Mark</b>	<b>Jurisdiction</b>	<b>Serial No./ Filing Date</b>	<b>Reg. No./ Reg. Date</b>	<b>Current Owner</b>
KANA	U.S.	75/286164 5/5/1997	2239545 4/13/1999	Kana Software, Inc.
OPENMIC	U.S.	77/637142 12/19/2010	3880557 11/23/2010	Kana Software, Inc.
OPEN MIC	U.S.	77/637150 12/19/2008	3785731 5/4/2010	Kana Software, Inc.
OPEN MIC	U.S.	77/637130 12/19/2008	3986170 6/28/2011	Kana Software, Inc.
OPEN MIC and Design  open  mic	U.S.	85/114034 8/23/2010	4033750 10/4/2011	Kana Software, Inc.
OVERTONE	U.S.	77/637192 12/19/2008	3868106 10/26/2010	Kana Software, Inc.
OVERTONE	U.S.	77/637172 12/19/2008	3804112 6/15/2010	Kana Software, Inc.

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