

## TRADEMARK ASSIGNMENT COVER SHEET

Electronic Version v1.1  
Stylesheet Version v1.2

ETAS ID: TM425427

<b>SUBMISSION TYPE:</b>	NEW ASSIGNMENT		
<b>NATURE OF CONVEYANCE:</b>	RELEASE OF SECURITY INTEREST		
<b>CONVEYING PARTY DATA</b>			
<b>Name</b>	<b>Formerly</b>	<b>Execution Date</b>	<b>Entity Type</b>
PNC Bank, NA		04/27/2017	National Banking Association:
<b>RECEIVING PARTY DATA</b>			
<b>Name:</b>	SERVICEWARE, INC.		
<b>Street Address:</b>	333 ALLEGHENY AVENUE		
<b>City:</b>	OAKMONT		
<b>State/Country:</b>	PENNSYLVANIA		
<b>Postal Code:</b>	15139		
<b>Entity Type:</b>	Corporation: PENNSYLVANIA		
<b>PROPERTY NUMBERS Total: 2</b>			
<b>Property Type</b>	<b>Number</b>	<b>Word Mark</b>	
<b>Serial Number:</b>	75035696	KNOWLEDGE-PAKS	
<b>Serial Number:</b>	75219087	KNOWLEDGE-PAK DESKTOP SUITE	
<b>CORRESPONDENCE DATA</b>			
<b>Fax Number:</b>			
<i>Correspondence will be sent to the e-mail address first; if that is unsuccessful, it will be sent using a fax number, if provided; if that is unsuccessful, it will be sent via US Mail.</i>			
<b>Email:</b>	j.wood@pnc.com		
<b>Correspondent Name:</b>	Jessica Wood		
<b>Address Line 1:</b>	6750 Miller Rd		
<b>Address Line 2:</b>	149758		
<b>Address Line 4:</b>	Brecksville, OHIO 44141		
<b>NAME OF SUBMITTER:</b>	Jessica Wood		
<b>SIGNATURE:</b>	/ Jessica Wood /		
<b>DATE SIGNED:</b>	04/28/2017		
<b>Total Attachments: 1</b>			
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**NOTICE OF RELEASE OF  
SECURITY INTEREST IN UNITED STATES TRADEMARKS**

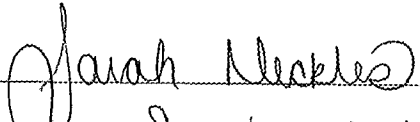
WHEREAS, by an Assignment of Security dated on or about 12/10/1999, recorded in the United States Patent and Trademark Office on 12/22/1999, at Reel 2012, Frame 0362, SERVICEWARE, INC. (“Assignor”) assigned to PNC Bank, National Association (“Assignee”) and granted to Assignee a security interest in all right, title and interest of Assignor in and to the trademark and registrations and applications pursuant to that certain Security Agreement dated on or about 12/10/1999, by and between Assignor and Assignee; and an Assignment of Security dated on or about 11/21/1997, recorded in the United States Patent and Trademark Office on 01/26/1998, at Reel 1681, Frame 0328, Assignor assigned to Assignee and granted to Assignee a security interest in all right, title and interest of Assignor in and to the trademark and registrations and applications pursuant to that certain Security Agreement dated on or about 11/21/1997, by and between Assignor and Assignee; and

WHEREAS, Assignee wishes 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 security interest in the trademarks listed in said security agreements;

NOW, THEREFORE, in consideration of and in exchange for good and valuable consideration, Assignee hereby relinquishes, releases and discharges its security interest in the trademarks listed in said security agreements.

IN WITNESS WHEREOF, Assignee has caused this Notice of Release of Security Interest in United States Trademarks to be duly executed as of April 27, 2017.

**PNC BANK, NATIONAL ASSOCIATION**

By:   
Print Name: Sarah Moides  
Title: Officer