

02-14-2001

Substitute Form PTO-1595  
Attorney Docket No.: 09595-003002

COVER SHEET

101613225

JULY

2.5.01

Commissioner for Patents: Please record the attached original document(s) or copy(ies).	
1. Name of conveying party(ies): <b>TIOGA SYSTEMS, INC.</b> Additional name(s) attached? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	2. Name and address of receiving party(ies): <b>SUPPORT.COM, INC.</b> 575 Broadway Redwood City CA 94063 <b>RECEIVED</b> FEB - 5 2001 Additional names/addresses attached? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
3. Nature of conveyance: <input type="checkbox"/> Assignment <input type="checkbox"/> Merger <input type="checkbox"/> Security Agreement <input checked="" type="checkbox"/> Change of Name <input type="checkbox"/> Other: Execution Date: 11/30/1999	
4. Application number(s) or patent number(s): If this document is being filed with a new application, the execution date of the application is: A. Patent Application No(s).: <u>09/377,669</u> B. Patent No(s).: Additional numbers attached? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
5. Name/address of party to whom correspondence concerning document should be mailed: <b>HANS R. TROESHC</b> Fish & Richardson P.C. 2200 Sand Hill Road, Suite 100 Menlo Park, CA 94025	6. Total number of applications/patents involved: 1 7. Total fee (37 CFR §3.41): \$40 <input checked="" type="checkbox"/> Enclosed <input type="checkbox"/> Authorized to charge Deposit Account. 8. Deposit Account No.: 06-1050 Please apply any additional charges, or any credits, to our Deposit Account No. 06-1050.
DO NOT USE THIS SPACE	
9. Statement and Signature: <i>To the best of my knowledge and belief, the foregoing information is true and correct and any attached copy is a true copy of the original document.</i>	
Richard A. Dunning, Jr. Reg. No. 42,502 Name of Person Signing	<u>2/2/01</u> Signature <u>[Signature]</u> Date
Total number of pages including coversheet, attachments and document: 3	

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## CERTIFICATE OF MAILING BY FIRST CLASS MAIL

I hereby certify under 37 CFR §1.8(a) that this correspondence is being deposited with the United States Postal Service as first class mail with sufficient postage on the date indicated below and is addressed to the Commissioner of Patents, Washington, D.C. 20231.

02-02-01  
Date of Deposit

Cynthia K. Dawn  
Signature

Cynthia K. Dawn  
Typed Name of Person Signing Certificate

**PATENT**  
**REEL: 011505 FRAME: 0262**

*Office of the Secretary of State*

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I, EDWARD J. FREEL, SECRETARY OF STATE OF THE STATE OF DELAWARE, DO HEREBY CERTIFY THE ATTACHED IS A TRUE AND CORRECT COPY OF THE RESTATED CERTIFICATE OF "TIOGA SYSTEMS, INC.", CHANGING ITS NAME FROM "TIOGA SYSTEMS, INC." TO "SUPPORT.COM, INC.", FILED IN THIS OFFICE ON THE THIRTEENTH DAY OF DECEMBER, A.D. 1999, AT 9 O'CLOCK A.M.



A handwritten signature in cursive script, reading "Edward J. Freel", is written over a horizontal line.

Edward J. Freel, Secretary of State

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0193545

AUTHENTICATION:

01-11-00

DATE:

**PATENT**

**REEL: 011505 FRAME: 0263**

AMENDED AND RESTATED  
CERTIFICATE OF INCORPORATION  
OF  
TIOGA SYSTEMS, INC.

TIOGA SYSTEMS, INC., a corporation organized and existing under the General Corporation Law of the State of Delaware (the "Corporation"), DOES HEREBY CERTIFY:

FIRST: The original Certificate of Incorporation of the Corporation was filed with the Secretary of State of Delaware on December 3, 1997 under the name Replicase, Inc.

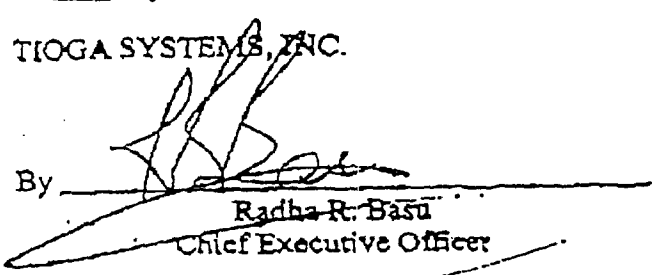
SECOND: The Restated Certificate of Incorporation of the Corporation in the form attached hereto as Exhibit A has been duly adopted in accordance with the provisions of Sections 245, 242 and 228 of the General Corporation Law of the State of Delaware by the directors and stockholders of the Corporation.

THIRD: The Restated Certificate of Incorporation so adopted reads in full as set forth in Exhibit A attached hereto and is hereby incorporated herein by this reference.

IN WITNESS WHEREOF, the Corporation has caused this Certificate to be signed by the Chief Executive Officer of the Corporation this 30th day of November, 1999.

TIOGA SYSTEMS, INC.

By

  
Radha R. Basu  
Chief Executive Officer