

03-19-2001



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FORM PTO-1595
U.S. DEPARTMENT OF COMMERCE
1-31-92

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HEET

PATENTS ONLY

Patent and Trademark Office

To the Honorable Commissioner of Patents and Trademarks. Please record the attached original documents or copy thereof.

| | | | | | | | | | |
|--|------------------|--|--|------------------------------|------------------|---------------|--------------|---------------|--|
| <p>1. Name of conveying party(ies): ePeople, Inc.</p> <p>Additional name(s) of conveying party(ies) attached? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>3. Nature of Conveyance: <input checked="" type="checkbox"/> Assignment <input type="checkbox"/> Merger <input type="checkbox"/> Security Agreement <input type="checkbox"/> Change of Name</p> <p>Execution Date: February 2, 2001</p> | | <p>2. Name and address of receiving party(ies): Name: Support.com, Inc.</p> <p>Street Address: 545 Broadway Redwood City, CA 94063</p> <p>Additional name(s) & address(es) attached? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> | | | | | | | |
| <p>4. Application number(s) or patent number(s): If this document is being filed together with a new application, the execution date of the application is:</p> <table border="0"> <tr> <td>A. Patent Application No.(s)</td> <td>B. Patent No.(s)</td> </tr> <tr> <td>1) 08/994,840</td> <td>1) 6,167,358</td> </tr> <tr> <td>2) 09/108,273</td> <td></td> </tr> </table> <p>Additional numbers attached? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> | | | | A. Patent Application No.(s) | B. Patent No.(s) | 1) 08/994,840 | 1) 6,167,358 | 2) 09/108,273 | |
| A. Patent Application No.(s) | B. Patent No.(s) | | | | | | | | |
| 1) 08/994,840 | 1) 6,167,358 | | | | | | | | |
| 2) 09/108,273 | | | | | | | | | |
| <p>5. Name and address of party to whom correspondence concerning document should be mailed:</p> <p>Name: Timothy W. Lohse (Reg. No. 35,255) Internal Address: Gray Cary Ware & Freidenrich LLP 3340 Hillview Avenue Palo Alto, CA 94304 (650) 320-7426</p> | | <p>6. Total number of applications and patents involved: 2</p> <p>7. Total fee (37 CFR 3.41) \$ 80.00 <input checked="" type="checkbox"/> Enclosed <input type="checkbox"/> Authorized to be charged to deposit account</p> <p>8. Deposit account number: <u>07-1896</u> Please debit any underpayment or credit any overpayment to the above deposit account. </p> <p>Our Order No. 1060579-991100 & 991110</p> | | | | | | | |

DO NOT USE THIS SPACE

9. Statement and signature.

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.

Timothy W. Lohse (Reg. No. 35,255)
Name of Person Signing

Signature

February 26, 2001

Date

Total number of pages comprising cover sheet and assignment: [4]

OMB No. 0651-0011 (exp. 4/94)

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Mail documents to be recorded with required cover sheet information to:

Commissioner of Patents
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03/16/2001 GTON11 00000245 08994840

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80.00 UP

PATENT
REEL: 011584 FRAME: 0323

PATENT ASSIGNMENT AGREEMENT

WHEREAS, the undersigned, ePeople, Inc., a Delaware corporation having a principal place of business at 450 National Avenue, Mountain View, CA 94043 ("Assignor"), is the owner of the entire right, title and interest under the patent properties listed in the Exhibit A (the "Assigned Patent Properties"); and

WHEREAS, Support.com. Inc., a Delaware corporation having a principal place of business at 575 Broadway, Redwood City, CA 94063 ("Assignee"), is desirous of acquiring the Assigned Patent Properties and any rights in the Assigned Patent Properties as set forth in the Sale and License Agreement between the parties.

NOW, THEREFORE, in consideration of good and valuable consideration acknowledged by Assignor to have been received in full from Assignee:

1. Effective September 20, 2000, Assignor does hereby sell, assign, transfer and convey unto Assignee, all of its right, title and interest together with the benefits and privileges in and to said inventions and discoveries, said Application for Letters Patent or similar forms of protection of the United States of America, and all other applications for Letters Patent on said inventions and discoveries in whatsoever countries, including all provisionals, divisional, renewal, substitute, continuation and convention applications based in whole or in part upon said inventions or discoveries, or upon said application, and any and all Letters Patent, reissues and extensions of Letters Patent or similar forms of protection granted for said inventions and discoveries or upon said applications, and every priority right that is or may be predicated upon or arise from said inventions, said discoveries, said applications and said Letters Patent;

2. Assignor hereby covenants and agrees to cooperate with Assignee to enable Assignee to enjoy to the fullest extent the right, title and interest herein conveyed in the United States and any other foreign countries. Such reasonable cooperation by Assignor shall include production of pertinent facts and documents, giving of testimony, execution of petitions, oaths, specifications, declarations or other papers, and other assistance all to the extent deemed reasonably necessary or desirable by Assignee and agreed to by Assignor which agreement shall not be

unreasonably withheld, (a) for perfecting in Assignee the right, title and interest herein conveyed; (b) for filing and prosecuting substitute, divisional, continuing or additional applications covering the Assigned Patent Properties; (c) for filing and prosecuting applications for reissuance of any of the Assigned Patent Properties; (d) for interference or other priority proceedings involving the Assigned Patent Properties; and (e) for legal proceedings involving the Assigned Patent Properties for infringement actions and court actions; provided, however, that the expense incurred by Assignor in providing such cooperation shall be paid for by Assignee.

3. The terms and covenants of this assignment shall inure to the benefit of Assignee, their successors and assigns, and shall be binding upon Assignor and its assigns.

IN WITNESS WHEREOF, Assignor has executed and delivered this instrument to Assignee effective the 2nd day of February, 2001.

ASSIGNOR: ePeople, Inc.

Today's

Date: February 2, 2001

By: Jonathan Pinchas Spira

Signature: _____

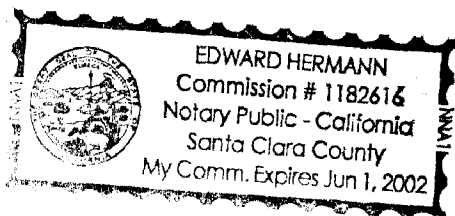
Title: CFO

State of California

County of Santa Clara

On 02/02/01 before me, Edward Hermann, Notary Public, personally appeared Jonathan Pinchas Spira, personally known to me (or proved to me on the basis of satisfactory evidence) to be the person whose name is subscribed to the within instrument and acknowledged to me that he/she executed the same in his/her authorized capacity(ies), and that by his/her signature on the instrument the person, or the entity upon behalf of which the person acted, executed the instrument.

Witness my hand and official seal.



Edward Hermann
Notary Public

EXHIBIT A
ASSIGNED PATENT PROPERTIES

| Patent/Application Number | Title | Issue/Filing Date |
|---------------------------|---|-------------------|
| 08/994,840 6,167,358 | System and Method for Remotely Monitoring A Plurality of Computer-Based Systems | December 19, 1997 |
| 09/108,273 | System and Method for Automatically Categorizing and Characterizing Data Derived from a Computer-Based System | July 1, 1998 |