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02-28-2005

FORM PTO-1595

U.S. DEPARTMENT OF COMMERCE

(Rev. 03/01)

RECOF



U.S. Patent and Trademark Office

OMB No. 0651-0027 (exp. 05/31/2002)

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

1. Name of conveying party(ies):
Kana Software, Inc.

Additional name(s) of conveying party(ies) attached? Yes No

2. Name and address of receiving party(ies):
 Name: **Silicon Valley Bank**
 Internal Address: Loan Documentation HA155

Street Address: 3003 Tasman Dr.
 City: Santa Clara State: Ca ZIP: 95054

Additional name(s) & address(es) attached? Yes No

3. Nature of conveyance:
 Assignment Merger
 Security Agreement Change of Name
 Other

Execution Date: 11-10-04

4. Application number(s) or patent number(s): 6
 If this document is being filed together with a new application, the execution date of the application is:

A. Patent Application No.(s)
09/689,500; 09/721,460; 10/601,099;

B. Patent No.(s)
6,249,807; 6,282,565; 6,177,932

Additional numbers attached? Yes No

OPR/FINANCE
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5. Name and address of party to whom correspondence concerning document should be mailed:
 Name: **Silicon Valley Bank**
 Internal Address: Loan Documentation HA155

Street Address: 3003 Tasman Dr.
 City: Santa Clara State: Ca ZIP: 95054

6. Total number of applications and patents involved: **6**

7. Total fee (37 CFR 3.41):\$240.00
 Enclosed
 Authorized to be charged to deposit account

8. Deposit account number:
 (Attach duplicate copy of this page if paying by deposit account)

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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.

Maribel Artega Name of Person Signing
Maribel Artega Signature
2/2/2005 Date

Total number of pages including cover sheets, attachments, and documents:

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

Commissioner of Patents & Trademarks, Box Assignments
Washington, D.C. 20231

02/28/2005 ECOOPER 00000178 09689500
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PATENT
REEL: 016309 FRAME: 0920

ADDENDUM TO INTELLECTUAL PROPERTY SECURITY AGREEMENT

This Addendum to Intellectual Property Security Agreement is executed pursuant to, and is an addendum to, an Intellectual Property Security Agreement, dated July 10, 2000. This Addendum to Intellectual Property Security Agreement is presented for recordation as constructive notice that Kana Software, Inc. ("Assignor"), with its principal office at 181 Constitution Drive, Menlo Park, CA 94025, the owner of the intellectual property identified in the exhibits attached hereto, has granted to SILICON VALLEY BANK ("Assignee"), with its principal office at 3003 Tasman Drive, Santa Clara, CA 95054, a security interest in the intellectual property, and the exclusive rights comprised in the intellectual property, to secure payment of a debt.

IN WITNESS WHEREOF, Assignor has executed this Addendum to Intellectual Property Security Agreement as of November 10, 2004.

KANA SOFTWARE, INC.

By: John M. Thompson
Name: JOHN THOMPSON
Title: CFO



EXHIBIT TO ADDENDUM TO INTELLECTUAL PROPERTY SECURITY AGREEMENT DATED NOVEMBER 10, 2004

KANA Software, Inc.
 Patents Issued

(rev 4/5/04)

Patent No.	Title	Status	Date Filed	Date Issued	Inventor	Notes
6,560,590 09/503,983	Method and Apparatus for Multiple Tiered Matching of Natural Language Queries to Positions in a Text Corpus	Issued	2/14/2000	5/6/2003	Shwe, O'Neill	Respond to natural language queries by returning links to content relative to the query
6,249,807		Issued	11/17/1998	6/19/2001	Shaw, Rosen	Examine incoming e-mails for attributes; route based on attributes; if messages is in queue too long, re-route
6,282,565		Issued	11/17/1998	8/28/2001	Shaw, Rosen	Examine incoming e-mails for attributes; route outside the enterprise based on attributes; if messages is in queue too long, re-route
6,177,932		Issued	8/21/1998	1/23/2001	Galdes, Ericson	Provide different levels of on-line help, specifiable by the customer

EXHIBIT TO ADDENDUM TO INTELLECTUAL PROPERTY SECURITY AGREEMENT DATED NOVEMBER 10, 2004

Patent Applications Pending
(as of 11/29/04)

Application / Patent	Title	Status	Filing Date	Issue Date	Inventors	General Subject Area
09/689,500	Web Co-Navigation with Dynamic Content	Pending: Received notice of allowance; patent assigned to Kana.	10/11/00	N/A	Graham, Hartmann, Lee, Masotto, Tachi	Use of proxy in mutual collaboration avoids double transactions on a server
09/193,833	Method and Apparatus For Performing Enterprise Email Management	Pending: 5/13 Fenwick filed notice of appeal; deadline 12/04.	11/17/1998	N/A	Gainey, Broquet, Horvath	Categorizing e-mails and routing them to according to categorization; generating automatic responses.
09/721,460	Method and Apparatus for network Based Customer Service	After review/discussion with patent committee decision made to abandon.	11/22/2000	N/A	Galdes, Ericson	Provide help on-line
10/601,099	Object Mapping Across Multiple Different Data Stores	After review with patent comm. decision that current claims are sufficient.	6/20/2003	N/A	Mongeon, Hillman, Li, Maeda	Data access across multiple different data stores

PATENT

REEL: 016309 FRAME: 0923

RECORDED: 02/17/2005