

RECORDATION FORM COVER SHEET

PATENTS ONLY

To the Director of the U.S. Patents and Trademark Office: Please record the attached documents or the new address(es) below.

1. Name of conveying party(ies):
SERVICEWARE TECHNOLOGIES, INC.

2. Name and address of receiving party(ies)

Name: KNOVA SOFTWARE, INC.

Internal Address: Suite 350

Street Address: 10201 Torre Avenue

City: Cupertino

State: CA

Country: United States

Zip: 95014

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

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

3. Nature of conveyance:
Execution Date(s) 05/24/2005

- Assignment Merger
- Security Agreement Change of Name
- Government Interest Assignment
- Executive Order 9424, Confirmatory License
- Other _____

4. Application number(s) or patent number(s):

This document is being filed together with a new application.

A. Patent Application No.(s)

B. Patent No.(s)

5,797,135

5,787,234

Additional numbers attached? Yes No

5. Name and address of party to whom correspondence concerning this document should be mailed:

Name: Darryl W. Shorter

Firm Name: Cozen O'Connor

Street Address: 1900 Market Street

City: Philadelphia

State: PA

Zip: 19103

Phone Number: 215.665.7269

Fax Number: 215.701.2219

Email Address: dshorter@cozen.com

6. Total number of applications and patents involved: 2

7. Total fee (37 CFR 1.21(h) & 3.41) \$ 80

- Authorized to be charged by credit card
- Authorized to be charged to deposit account
- Enclosed
- None required (government interest not affecting title)

8. Payment Information

a. Credit Card Last 4 Numbers _____
Expiration Date _____

b. Deposit Account Number 50-1275

Authorized User Name Darryl W. Shorter 47.942

9. Signature :

May 26, 2006

Darryl W. Shorter

Signature

Date

Total number of pages including cover sheet, attachments, and documents

3

Name of Person Signing

Documents to be recorded (including cover sheet) should be faxed to (571) 273-0140, or mailed to: Mail Stop Assignment Recordation Services, Director of the USPTO, P.O. Box 1450, Alexandria, V.A. 22313-1450

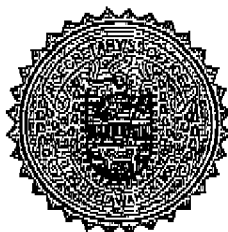
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Delaware

PAGE 1

The First State

I, HARRIET SMITH WINDSOR, SECRETARY OF STATE OF THE STATE OF DELAWARE, DO HEREBY CERTIFY THE ATTACHED IS A TRUE AND CORRECT COPY OF THE CERTIFICATE OF AMENDMENT OF "SERVICEWARE TECHNOLOGIES, INC.", CHANGING ITS NAME FROM "SERVICEWARE TECHNOLOGIES, INC." TO "KNOVA SOFTWARE, INC.", FILED IN THIS OFFICE ON THE TWENTY-SEVENTH DAY OF MAY, A.D. 2005, AT 9:37 O'CLOCK A.M.



3221928 8100

050480302

Harriet Smith Windsor

Harriet Smith Windsor, Secretary of State

AUTHENTICATION: 3936745

DATE: 06-08-05

PATENT

REEL: 017696 FRAME: 0968

**CERTIFICATE OF AMENDMENT OF
THIRD AMENDED AND RESTATED
CERTIFICATE OF INCORPORATION OF
SERVICEWARE TECHNOLOGIES, INC.**

ServiceWare Technologies, Inc., a corporation organized and existing under the laws of the State of Delaware (the "Company"), does hereby certify:

FIRST: That the Board of Directors of the Company adopted the following resolutions on **March 10, 2005**, with respect to amendment and restatement of Article I of the Company's Third Amended and Restated Certificate of Incorporation (the "Charter Amendment"):

NOW, THEREFORE, BE IT RESOLVED, that Article I of the Third Amended and Restated Certificate of Incorporation be amended in its entirety to read as follows:

ARTICLE I

NAME

The name of the corporation is Knova Software, Inc.

SECOND: That pursuant to resolution of the Board of Directors, a meeting of the stockholders of the Company was duly called and held, upon notice in accordance with Section 222 of the General Corporation Law of the State of Delaware, at which meeting the necessary number of shares as required by the General Corporation Law of the State of Delaware were voted in favor of the Charter Amendment.

THIRD: That said Charter Amendment was duly adopted in accordance with the provisions of Sections 242 of the General Corporation Law of the State of Delaware.

IN WITNESS WHEREOF, ServiceWare Technologies, Inc. has caused this Certificate to be signed by Bruce Armstrong, its Chief Executive Officer and President, this 24th day of May, 2005.

SERVICEWARE TECHNOLOGIES, INC.

By 

Name: Bruce Armstrong

Title: President and Chief Executive
Officer

State of Delaware
Secretary of State
Division of Corporations
Delivered 09:37 AM 05/27/2005
FILED 09:37 AM 05/27/2005
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