

**PATENT ASSIGNMENT**

Electronic Version v1.1  
 Stylesheet Version v1.1

<b>SUBMISSION TYPE:</b>	NEW ASSIGNMENT
<b>NATURE OF CONVEYANCE:</b>	SECURITY AGREEMENT
<b>CONVEYING PARTY DATA</b>	
<b>Name</b>	<b>Execution Date</b>
Consona CRM Inc.	06/30/2009
<b>RECEIVING PARTY DATA</b>	
<b>Name:</b>	Harris N.A., as Agent
<b>Street Address:</b>	111 West Monroe Street
<b>City:</b>	Chicago
<b>State/Country:</b>	ILLINOIS
<b>Postal Code:</b>	60603
<b>PROPERTY NUMBERS Total: 6</b>	
<b>Property Type</b>	<b>Number</b>
Patent Number:	5996073
Patent Number:	6158001
Patent Number:	6442684
Patent Number:	6163859
Patent Number:	7010693
Patent Number:	6266788
<b>CORRESPONDENCE DATA</b>	
<b>Fax Number:</b>	(312)803-5299
<i>Correspondence will be sent via US Mail when the fax attempt is unsuccessful.</i>	
<b>Phone:</b>	(312) 845-3430
<b>Email:</b>	kalwa@chapman.com
<b>Correspondent Name:</b>	Richard Kalwa
<b>Address Line 1:</b>	111 West Monroe Street
<b>Address Line 2:</b>	Chapman and Cutler LLP
<b>Address Line 4:</b>	Chicago, ILLINOIS 60603
<b>ATTORNEY DOCKET NUMBER:</b>	1623818

**CH \$240.00 5996073**

NAME OF SUBMITTER:

Richard Kalwa

Total Attachments: 3

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## PATENT COLLATERAL AGREEMENT

This 30<sup>th</sup> day of June, 2009, Consona CRM Inc., a Washington corporation ("*Debtor*") with its principal place of business and mailing address at 450 East 96th Street, Suite 300, Indianapolis, Indiana 46240, in consideration of ten dollars (\$10.00) and other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, hereby grants a continuing security interest to HARRIS N.A., a national banking association ("*Harris*") with its mailing address at 111 West Monroe Street, Chicago, Illinois 60603, acting as administrative agent hereunder for the Secured Creditors defined in that certain Security Agreement referred to below (said Harris acting as such agent and any successor or successors to BMO acting in such capacity being hereinafter referred to as the "*Agent*"), in the following property:

(i) Each patent and patent application listed on Schedule A hereto and all of the inventions described and claimed therein and any and all reissues, continuations, continuations-in-part or extensions thereof; and

(ii) All proceeds of the foregoing, including without limitation any claim by Debtor against third parties for damages by reason of past, present or future infringement of any patent listed on Schedule A hereto, in each case together with the right to sue for and collect said damages;


to secure performance of all Secured Obligations as set out in that certain Security Agreement dated as of August 2, 2006 between Debtor, the other debtors party thereto, and the Agent, as the same has been or may be amended, supplemented, modified or restated from time to time (the "*Security Agreement*").

Debtor does hereby further acknowledge and affirm that the rights and remedies of the Agent with respect to the security interest in the patents and patent applications granted hereby are more fully set forth in the Security Agreement, the terms and provisions of which are incorporated by reference herein as if fully set forth herein.

[SIGNATURE PAGE TO FOLLOW]

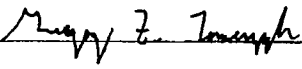
IN WITNESS WHEREOF, Debtor has caused this Patent Collateral Agreement to be duly executed as of the date and year last above written.

CONSONA CRM INC.

By:   
Name: Katherine Kinder  
Title: Vice President, Finance and Administration

Accepted and agreed to at Chicago, Illinois as of the day and year last above written.

HARRIS N.A., as Agent

By:   
Name: \_\_\_\_\_  
Its: \_\_\_\_\_

*(Signature Page to Patent Collateral Agreement)*

**SCHEDULE A  
TO PATENT COLLATERAL AGREEMENT**

**U.S. PATENT NUMBERS  
AND PENDING U.S. PATENT APPLICATION NUMBERS**

Country	Patent No. (App No.)	Issue Date	Title
United States	5,996,073	11/30/1999	SYSTEM AND METHOD FOR DETERMINING COMPUTER APPLICATION STATE
United States	6,158,001	12/5/2000	AUTOMATIC CONFIGURATION GENERATION
United States	6,442,684	8/27/2002	DETERMINING A CURRENT MACHINE STATE OF SOFTWARE
Brazil	(PI9814309-3)	n/a	AUTOMATIC CONFIGURATION GENERATION
China	ZL 98813215.X	7/2/2003	AUTOMATIC CONFIGURATION GENERATION
Israel	136,836	5/20/2004	AUTOMATIC CONFIGURATION GENERATION
India	5729/DELNP/2005	n/a	AUTOMATIC CONFIGURATION GENERATION
Korea	10-0623245	9/5/2006	AUTOMATIC CONFIGURATION GENERATION
Singapore	74,781	7/30/2002	AUTOMATIC CONFIGURATION GENERATION
WIPO (World Int'l Property Org)	PCT/US98/26863	n/a	AUTOMATIC CONFIGURATION GENERATION
United States	6,163,859	12/19/2000	SOFTWARE VAULT
United States	7,010,693	3/7/2006	SOFTWARE VAULT
United States	6,266,788	7/24/2001	SYSTEM AND METHOD FOR AUTOMATICALLY CATEGORIZING DATA DERIVED FROM A COMPUTER-BASED SYSTEM