

PATENT ASSIGNMENT

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SUBMISSION TYPE:	NEW ASSIGNMENT										
NATURE OF CONVEYANCE:	ASSIGNMENT										
CONVEYING PARTY DATA											
<table border="1"> <thead> <tr> <th>Name</th> <th>Execution Date</th> </tr> </thead> <tbody> <tr> <td>Mark Gentile</td> <td>04/18/2011</td> </tr> <tr> <td>Jim Sullivan</td> <td>04/29/2011</td> </tr> <tr> <td>Mark Wade</td> <td>04/28/2011</td> </tr> <tr> <td>Mark Hanson</td> <td>04/29/2011</td> </tr> </tbody> </table>		Name	Execution Date	Mark Gentile	04/18/2011	Jim Sullivan	04/29/2011	Mark Wade	04/28/2011	Mark Hanson	04/29/2011
Name	Execution Date										
Mark Gentile	04/18/2011										
Jim Sullivan	04/29/2011										
Mark Wade	04/28/2011										
Mark Hanson	04/29/2011										
RECEIVING PARTY DATA											
Name:	Odyssey Software, Inc.										
Street Address:	150 Lucius Gordon Drive, Suite 200										
City:	West Henrietta										
State/Country:	NEW YORK										
Postal Code:	14586-9687										
PROPERTY NUMBERS Total: 1											
<table border="1"> <thead> <tr> <th>Property Type</th> <th>Number</th> </tr> </thead> <tbody> <tr> <td>Application Number:</td> <td>13020424</td> </tr> </tbody> </table>		Property Type	Number	Application Number:	13020424						
Property Type	Number										
Application Number:	13020424										
CORRESPONDENCE DATA											
Fax Number:	(512)478-9192										
<i>Correspondence will be sent via US Mail when the fax attempt is unsuccessful.</i>											
Phone:	512-478-9190										
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Correspondent Name:	Hulsey Intellectual Property Lawyers										
Address Line 1:	919 Congress Ave., Ste 919										
Address Line 4:	Austin, TEXAS 78701										
ATTORNEY DOCKET NUMBER:	ODSY003US0										
NAME OF SUBMITTER:	Shyamkrishna Palaiyanur										
Total Attachments: 4 source=ODSY003US0-Assignment_EXECUTED#page1.tif source=ODSY003US0-Assignment_EXECUTED#page2.tif source=ODSY003US0-Assignment_EXECUTED#page3.tif source=ODSY003US0-Assignment_EXECUTED#page4.tif											

OP \$40.00 13020424

ASSIGNMENT

This Assignment is made by Mark Gentile and Mark Hanson of Rochester, New York, Jim Sullivan of Pittsford, New York, and Mark Wade of Bellingham, Washington (hereinafter referred to as "Assignor").

WHEREAS, Assignor has invented a new and useful invention entitled **METHOD, SYSTEM, AND COMPUTER READABLE MEDIUM FOR REMOTE ASSISTANCE, SUPPORT, AND TROUBLESHOOTING**, for which an application for United States Letters Patent was made, said application filed with the U.S. Patent and Trademark Office on February 3, 2011, U.S. Application Serial No. 13/020,424; and

WHEREAS, Assignor believes himself to be the original inventor of the invention disclosed and claimed in said application for Letters Patent; and

WHEREAS, the parties desire to have a recordable instrument assigning their entire right, title and interest in and to said invention, said application and any Letters Patent that may be granted for said inventions in the United States and throughout the world;


NOW, THEREFORE, in accordance with the obligations to assign the invention and other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, Assignors sell, assign, and transfer to **ODYSSEY SOFTWARE, INC.** (hereinafter referred to as "Assignee"), the entire right, title, and interest in and to said invention, said application and any Letters Patent that may be granted for said invention in the United States and throughout the world, including the right to file foreign applications directly in the name of the Assignee and to claim for any such foreign applications any priority rights to which such applications are entitled under international conventions, treaties, or otherwise.

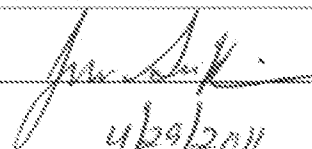
Assignor agrees that, upon request and without further compensation, but at no expense to Assignor, and/or their legal representatives and assigns will do all lawful acts, including the execution of papers and the giving of testimony, that may be necessary or desirable for obtaining, sustaining, reissuing, or enforcing Letters Patent in the United States and throughout the world for said invention, and for perfecting, recording, or maintaining the title of Assignee, its successors and assigns, to said invention, said application, and any Letters Patent granted for said invention in the United States and throughout the world.

Assignor represents and warrants that he has not granted and will not grant to others any rights inconsistent with the rights granted herein.

Assignor authorizes and requests the Commissioner for Patents of the United States and of all foreign countries to issue any Letters Patent granted for said invention, whether on said application or on any subsequently filed utility, divisional, continuation, continued prosecution application or reissue application, to Assignee, its successors and assigns, as the assignee of the entire interest in said invention.

IN WITNESS WHEREOF, Assignor has executed this Assignment on the date provided below.

FULL NAME OF FIRST INVENTOR: Mark Gentile
INVENTOR'S SIGNATURE: 
DATE: 4/18/2011
RESIDENCE: UNITED STATES

FULL NAME OF SECOND INVENTOR: Jim Sullivan
INVENTOR'S SIGNATURE: 
DATE: 4/29/2011
RESIDENCE: UNITED STATES

FULL NAME OF THIRD INVENTOR: Mark Hanson
INVENTOR'S SIGNATURE: _____
DATE: _____
RESIDENCE: _____

FULL NAME OF FOURTH INVENTOR: Mark Wade
INVENTOR'S SIGNATURE: _____
DATE: _____
RESIDENCE: _____

Assignor authorizes and requests the Commissioner for Patents of the United States and of all foreign countries to issue any Letters Patent granted for said invention, whether on said application or on any subsequently filed utility, divisional, continuation, continued prosecution application or resale application, to Assignor, its successors and assigns, as the assignee of the entire interest in said invention.

IN WITNESS WHEREOF, Assignor has executed this Assignment on the date provided below.

1.1. NAME OF FIRST INVENTOR: Mark Gentile
 INVENTOR'S SIGNATURE: *[Signature]*
 DATE: *[Date]*
 RESIDENCE: *[Residence]*

1.2. NAME OF SECOND INVENTOR: Jim Sullivan
 INVENTOR'S SIGNATURE: _____
 DATE: _____
 RESIDENCE: _____

1.3. NAME OF THIRD INVENTOR: Mark Hansen
 INVENTOR'S SIGNATURE: *[Signature]*
 DATE: *4-29-2011*
 RESIDENCE: *United States*

1.4. NAME OF FOURTH INVENTOR: Mark Wade
 INVENTOR'S SIGNATURE: _____
 DATE: _____
 RESIDENCE: _____

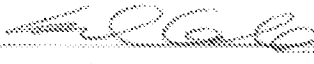
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IN WITNESS WHEREOF, Assignor has executed this Assignment on the date provided below.

FULL NAME OF FIRST INVENTOR: Mark Gentile
 INVENTOR'S SIGNATURE: 
 DATE: 4/14/2011
 RESIDENCE: UNITED STATES

FULL NAME OF SECOND INVENTOR: Jim Sullivan
 INVENTOR'S SIGNATURE: _____
 DATE: _____
 RESIDENCE: _____

FULL NAME OF THIRD INVENTOR: Mark Hanson
 INVENTOR'S SIGNATURE: _____
 DATE: _____
 RESIDENCE: _____

FULL NAME OF FOURTH INVENTOR: Mark Wade
 INVENTOR'S SIGNATURE: 
 DATE: 4/28/2011
 RESIDENCE: United States