

F97000001471



ACCOUNT NO. : 072100000032

REFERENCE : 479465 7192788

AUTHORIZATION :

COST LIMIT : \$ 35.00

99 NOV 15 PM 4:54  
FILED  
SECRETARY OF STATE  
TALLAHASSEE, FLORIDA

*Patricia Pizot*

ORDER DATE : November 11, 1999

ORDER TIME : 3:41 PM

ORDER NO. : 479465-045

900003044889--9

CUSTOMER NO: 7192788

CUSTOMER: Ms. Vanese Blackmar  
Wilson, sonsini, goodrich &  
8911 Capitol Of Texas Highway  
Suite 3350  
Austin, TX 78759

FOREIGN FILINGS

NAME: MISSION CRITICAL SOFTWARE -  
NORTH AMERICA, INC.

XXXX AMENDMENT (TYPE: CO)

PLEASE RETURN THE FOLLOWING AS PROOF OF FILING:

       CERTIFIED COPY  
XX PLAIN STAMPED COPY  
       CERTIFICATE OF GOOD STANDING

CONTACT PERSON: Janna Wilson

*N.C.*

C. COULLETTE NOV 30 1999

99 NOV 15 PM 4:45  
RECEIVED  
DEPARTMENT OF STATE  
DIVISION OF CORPORATION  
TALLAHASSEE, FLORIDA



FLORIDA DEPARTMENT OF STATE

Katherine Harris  
Secretary of State

November 16, 1999

CSC

TALLAHASSEE, FL

SUBJECT: MISSION CRITICAL SOFTWARE, INC.  
Ref. Number: F97000001471

We have received your document for MISSION CRITICAL SOFTWARE, INC. and the authorization to debit your account in the amount of \$35.00. However, the document has not been filed and is being returned for the following:

Photocopies are not acceptable, please send original signature.

Please return your document, along with a copy of this letter, within 60 days or your filing will be considered abandoned.

If you have any questions concerning the filing of your document, please call (850) 487-6903.

Cheryl Coulliette  
Document Specialist

Letter Number: 299A00054914

RECEIVED  
99 NOV 29 PM 4:42  
DEPARTMENT OF STATE  
DIVISION OF CORPORATIONS  
TALLAHASSEE, FLORIDA

**RESUBMIT**  
Please give original  
submission date as file date.

**PROFIT CORPORATION**  
**APPLICATION BY FOREIGN PROFIT CORPORATION TO FILE AMENDMENT TO**  
**APPLICATION FOR AUTHORIZATION TO TRANSACT BUSINESS IN FLORIDA**  
(Pursuant to s. 607.1504, F.S.)

**SECTION I**  
**(1-3 MUST BE COMPLETED)**

1. Mission Critical Software, Inc.  
Name of corporation as it appears on the records of the Department of State.
2. Delaware 3. 03/21/97  
Incorporated under laws of Date authorized to do business in Florida

**SECTION II**  
**(4-7 COMPLETE ONLY THE APPLICABLE CHANGE)**

4. If the amendment changes the name of the corporation, when was the change effected under the laws of its jurisdiction of incorporation? 07/29/99

5. Mission Critical Software - North America, Inc.  
Name of corporation after the amendment, adding suffix "corporation" "company" or "incorporated," or appropriate abbreviation, if not contained in new name of the corporation.

6. If the amendment changes the period of duration, indicate new period of duration.

\_\_\_\_\_  
New Duration

7. If the amendment changes the jurisdiction of incorporation, indicate new jurisdiction.

\_\_\_\_\_  
New Jurisdiction

  
Signature

11/15/99  
Date

Leslie D. Willard  
Typed or printed name

Vice President, Finance  
Title

**FILED**  
**99 NOV 15 PM 4:54**  
**SECRETARY OF STATE**  
**TALLAHASSEE, FLORIDA**

*State of Delaware*  
*Office of the Secretary of State*

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I, EDWARD J. FREEL, SECRETARY OF STATE OF THE STATE OF DELAWARE, DO HEREBY CERTIFY THAT THE SAID "MISSION CRITICAL HOLDING COMPANY, INC.", FILED A CERTIFICATE OF AMENDMENT, CHANGING ITS NAME TO "MISSION CRITICAL SOFTWARE, INC.", THE TWENTY-NINTH DAY OF JULY, A.D. 1999, AT 9:01 O'CLOCK A.M.

3073722 8320

991504801

0103345

11-24-99



*Edward J. Freel*  
Edward J. Freel, Secretary of State

AUTHENTICATION:

DATE: