

# Exhibit 8A



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# CHROMIUM

<b>Word Mark</b>	<b>CHROMIUM</b>
<b>Goods and Services</b>	IC 009. US 021 023 026 036 038. G & S: computer software for accessing, browsing, sharing, and communicating information over computer networks and secure private networks; computer software for use in connecting to and searching the contents of remote computers, computer networks, and secure private networks; computer software for assisting users in navigating through computer networks and secure private networks; computer software for running web applications. FIRST USE: 20081200. FIRST USE IN COMMERCE: 20081200
	IC 042. US 100 101. G & S: technical support services, namely, troubleshooting of computer software problems. FIRST USE: 20081200. FIRST USE IN COMMERCE: 20081200
<b>Standard Characters Claimed</b>	
<b>Mark Drawing Code</b>	(4) STANDARD CHARACTER MARK
<b>Serial Number</b>	77980388
<b>Filing Date</b>	September 2, 2008
<b>Current Filing Basis</b>	1A;1B
<b>Original Filing Basis</b>	1B
<b>Published for Opposition</b>	June 30, 2009

**International  
Registration  
Number** 0995055  
**Owner** (APPLICANT) **Google** Inc. CORPORATION DELAWARE 1600 Ampitheatre Parkway Mountain  
View CALIFORNIA 94043  
**Attorney of  
Record** Terri Y Chen  
**Type of Mark** TRADEMARK. SERVICE MARK  
**Register** PRINCIPAL  
**Live/Dead  
Indicator** LIVE

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**Serial Number:** 77980388 [Assignment Information](#) [Trademark Document Retrieval](#)

**Registration Number:** (NOT AVAILABLE)

**Mark**

**CHROMIUM**

**(words only):** CHROMIUM

**Standard Character claim:** Yes

**Current Status:** Applicant's response has been entered to a non-final Office action issued after review of the Statement of Use. The application is being returned to the examining attorney for further review. To view all documents in this file, click on the Trademark Document Retrieval link at the top of this page.

**Date of Status:** 2011-05-04

**Filing Date:** 2008-09-02

**Transformed into a National Application:** No

**Registration Date:** (DATE NOT AVAILABLE)

**Register:** Principal

**Law Office Assigned:** LAW OFFICE 107

**Attorney Assigned:**  
DUBOIS MICHELLE E

**Current Location:** L7X -TMEG Law Office 107 - Examining Attorney Assigned

**Date In Location:** 2010-11-03

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**LAST APPLICANT(S)/OWNER(S) OF RECORD**

---

## 1. Google Inc.

**Address:**

Google Inc.  
1600 Ampitheatre Parkway  
Mountain View, CA 94043  
United States

**Legal Entity Type:** Corporation**State or Country of Incorporation:** Delaware**Phone Number:** 650-253-0000**Fax Number:** 650-618-8571

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**GOODS AND/OR SERVICES**

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**International Class:** 009**Class Status:** Active

computer software for accessing, browsing, sharing, and communicating information over computer networks and secure private networks; computer software for use in connecting to and searching the contents of remote computers, computer networks, and secure private networks; computer software for assisting users in navigating through computer networks and secure private networks; computer software for running web applications

**Basis:** 1(a)**First Use Date:** 2008-12-00**First Use in Commerce Date:** 2008-12-00**International Class:** 042**Class Status:** Active

technical support services, namely, troubleshooting of computer software problems

**Basis:** 1(a)**First Use Date:** 2008-12-00**First Use in Commerce Date:** 2008-12-00

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**ADDITIONAL INFORMATION**

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(NOT AVAILABLE)

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**MADRID PROTOCOL INFORMATION**

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**USPTO Reference Number:** A0015255**International Registration Number:** 0995055**International Registration Date:** 2009-02-12**Original Filing Date with USPTO:** 2009-02-12**International Registration Status:** Application For IR Registered By IB**Date of International Registration Status:** 2009-03-26**International Registration Renewal Date:** 2019-02-12**Irregularity Reply by Date:** (DATE NOT AVAILABLE)**Madrid History:**

12-03-2010 - 17:49:51 - Division Of Base Application Processed By IB  
09-21-2010 - 21:03:56 - Divisional Of Base App Notice Sent To IB  
09-21-2010 - 04:00:47 - Divisional Of Base App Notice Created, To Be Sent To IB  
05-28-2010 - 09:01:53 - Subsequent Designation Processed By IB  
05-03-2010 - 21:01:30 - Subsequent Designation Sent To IB  
05-03-2010 - 19:06:49 - Subsequent Designation Received  
03-26-2009 - 14:02:12 - Application For IR Registered By IB  
03-05-2009 - 21:05:14 - Irregularity Response Sent To IB  
03-05-2009 - 10:00:46 - Response To Irregularity Reviewed And Accepted  
03-04-2009 - 19:22:35 - Irregularity Response Received From Applicant  
02-25-2009 - 14:10:11 - Irregularity Notice Received From IB (Response Required)  
02-13-2009 - 21:01:56 - IR Certified And Sent To IB  
02-13-2009 - 11:11:44 - Manually Certified  
02-12-2009 - 18:02:42 - New Application For IR Received

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### PROSECUTION HISTORY

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**NOTE: To view any document referenced below, click on the link to "Trademark Document Retrieval" shown near the top of this page.**

2011-05-04 - Teas/Email Correspondence Entered  
2011-05-03 - Communication received from applicant  
2011-05-03 - TEAS Response to Office Action Received  
2011-05-03 - TEAS Change Of Correspondence Received  
2010-11-03 - Notification Of Non-Final Action E-Mailed  
2010-11-03 - NON-FINAL ACTION E-MAILED  
2010-11-03 - SU - Non-Final Action - Written  
2010-09-30 - Previous Allowance Count Withdrawn  
2010-09-30 - Allowed for Registration - Principal Register (SOU accepted)  
2010-09-21 - Notice Of Approval Of Extension Request E-Mailed  
2010-09-20 - Statement Of Use Processing Complete  
2010-09-13 - Use Amendment Filed  
2010-09-20 - Divisional processing completed  
2010-09-13 - Divisional request received  
2010-09-20 - Extension 2 granted

2010-09-13 - Extension 2 filed  
2010-09-13 - TEAS Request To Divide Received  
2010-09-13 - TEAS Extension Received  
2010-09-13 - TEAS Statement of Use Received  
2010-04-16 - Notice Of Approval Of Extension Request E-Mailed  
2010-04-15 - Extension 1 granted  
2010-03-08 - Extension 1 filed  
2010-04-03 - Case Assigned To Intent To Use Paralegal  
2010-03-08 - TEAS Extension Received  
2009-09-22 - NOA Mailed - SOU Required From Applicant  
2009-06-30 - Published for opposition  
2009-06-10 - Notice of publication  
2009-05-28 - Law Office Publication Review Completed  
2009-05-27 - Approved For Pub - Principal Register  
2009-05-06 - Teas/Email Correspondence Entered  
2009-05-06 - Communication received from applicant  
2009-05-06 - Assigned To LIE  
2009-05-04 - TEAS Response to Office Action Received  
2008-11-16 - Notification Of Non-Final Action E-Mailed  
2008-11-16 - Non-final action e-mailed  
2008-11-16 - Non-Final Action Written  
2008-11-07 - Assigned To Examiner  
2008-09-05 - New Application Entered In Tram

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**ATTORNEY/CORRESPONDENT INFORMATION**

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**Attorney of Record**  
Terri Y Chen

**Correspondent**

Terri Y Chen

Google Inc.

1600 Ampitheatre Parkway

Mountain View CA 94043

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## SOU Extension Request (15 U.S.C. Section 1051(d))

The table below presents the data as entered.

Input Field	Entered
<b>SERIAL NUMBER</b>	77560651
<b>LAW OFFICE ASSIGNED</b>	LAW OFFICE 107
<b>MARK SECTION</b>	
<b>OWNER SECTION (current)</b>	
<b>NAME</b>	Google Inc.
<b>STREET</b>	Building 41
<b>CITY</b>	Mountain View
<b>STATE</b>	California
<b>ZIP/POSTAL CODE</b>	94043
<b>COUNTRY</b>	US
<b>PHONE</b>	650-253-0000
<b>FAX</b>	650-618-8571
<b>EMAIL</b>	tmdocketing@google.com
<b>OWNER SECTION (proposed)</b>	
<b>NAME</b>	Google Inc.
<b>STREET</b>	1600 Ampitheatre Parkway
<b>CITY</b>	Mountain View
<b>STATE</b>	California
<b>ZIP/POSTAL CODE</b>	94043
<b>COUNTRY</b>	United States
<b>PHONE</b>	650-253-0000
<b>FAX</b>	650-618-8571
<b>EMAIL</b>	tmdocketing@google.com

<b>GOODS AND/OR SERVICES SECTION</b>	
<b>INTERNATIONAL CLASS</b>	009
<b>CURRENT IDENTIFICATION</b>	computer software for accessing, browsing, sharing, and communicating information over computer networks and secure private networks; computer software for use in connecting to and searching the contents of remote computers, computer networks, and secure private networks; computer software for assisting users in navigating through computer networks and secure private networks; computer software for running web applications
<b>GOODS OR SERVICES</b>	KEEP ALL LISTED
<b>INTERNATIONAL CLASS</b>	041
<b>CURRENT IDENTIFICATION</b>	educational services, namely, providing workshops and seminars in the field of computer software
<b>GOODS OR SERVICES</b>	KEEP ALL LISTED
<b>INTERNATIONAL CLASS</b>	042
<b>CURRENT IDENTIFICATION</b>	technical support services, namely, troubleshooting of computer software problems
<b>GOODS OR SERVICES</b>	KEEP ALL LISTED
<b>REQUEST TO DIVIDE</b>	YES
<b>EXTENSION SECTION</b>	
<b>EXTENSION NUMBER</b>	2
<b>ONGOING EFFORT</b>	product or service research or development
<b>ALLOWANCE MAIL DATE</b>	09/22/2009
<b>STATEMENT OF USE</b>	YES
<b>PAYMENT SECTION</b>	
<b>NUMBER OF CLASSES</b>	3
<b>SUBTOTAL AMOUNT</b>	450
<b>TOTAL AMOUNT</b>	450
<b>SIGNATURE SECTION</b>	
<b>SIGNATURE</b>	/Christine Hsieh/
<b>SIGNATORY'S NAME</b>	Christine Hsieh
<b>SIGNATORY'S POSITION</b>	Trademark Counsel
<b>DATE SIGNED</b>	

<b>DATE SIGNED</b>	09/13/2010
<b>FILING INFORMATION</b>	
<b>SUBMIT DATE</b>	Mon Sep 13 19:41:23 EDT 2010
<b>TEAS STAMP</b>	USPTO/ESU-216.239.45.4-20 100913194123354369-775606 51-470d0f7941a97cbb820852 ebd26f988c4be-DA-6279-201 00913193827723624

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**SOU Extension Request  
(15 U.S.C. Section 1051(d))**

To the Commissioner for Trademarks:

**MARK: CHROMIUM**

**SERIAL NUMBER: 77560651**

The applicant, Google Inc., having an address of  
1600 Ampitheatre Parkway  
Mountain View, California 94043  
United States

requests a six-month extension of time to file the Statement of Use under 37 C.F.R. Section 2.89 in this application. The Notice of Allowance mailing date was 09/22/2009.

For International Class 009:

Current identification: computer software for accessing, browsing, sharing, and communicating information over computer networks and secure private networks; computer software for use in connecting to and searching the contents of remote computers, computer networks, and secure private networks; computer software for assisting users in navigating through computer networks and secure private networks; computer software for running web applications

The applicant has a continued bona fide intention to use or use through the applicant's related company or licensee the mark in commerce on or in connection with all of the goods and/or services listed in the Notice of Allowance or as subsequently modified for this specific class.

For International Class 041:

Current identification: educational services, namely, providing workshops and seminars in the field of computer software

The applicant has a continued bona fide intention to use or use through the applicant's related company or licensee the mark in commerce on or in connection with all of the goods and/or services listed in the Notice of Allowance or as subsequently modified for this specific class.

For International Class 042:

Current identification: technical support services, namely, troubleshooting of computer software problems

The applicant has a continued bona fide intention to use or use through the applicant's related company or licensee the mark in commerce on or in connection with all of the goods and/or services listed in the Notice of Allowance or as subsequently modified for this specific class.

The applicant has submitted a Request to Divide in paper or is filing a Request to Divide as part of the

TEAS Allegation of Use form.

This is the second extension request. The applicant has made the following ongoing efforts to use the mark in commerce on or in connection with each of those goods and/or services covered by the extension request: product or service research or development

A Statement of Use is being submitted along with the Extension request as evidence that applicant believes that it has made valid use of the mark in commerce. If the USPTO finds the Statement of Use to be fatally defective, the applicant requests additional time to file an amended or substitute Statement of Use.

A fee payment in the amount of \$450 will be submitted with the form, representing payment for 3 classes.

### **Declaration**

The undersigned, being hereby warned that willful false statements and the like so made are punishable by fine or imprisonment, or both, under 18 U.S.C. Section 1001, and that such willful false statements may jeopardize the validity of the form or any resulting registration, declares that he/she is properly authorized to execute this form on behalf of the applicant; he/she believes the applicant to be the owner of the trademark/service mark sought to be registered; and that all statements made of his/her own knowledge are true; and that all statements made on information and belief are believed to be true.

Signature: /Christine Hsieh/ Date Signed: 09/13/2010

Signatory's Name: Christine Hsieh

Signatory's Position: Trademark Counsel

RAM Sale Number: 6279

RAM Accounting Date: 09/14/2010

Serial Number: 77560651

Internet Transmission Date: Mon Sep 13 19:41:23 EDT 2010

TEAS Stamp: USPTO/ESU-216.239.45.4-20100913194123354

369-77560651-470d0f7941a97cbb820852ebd26

f988c4be-DA-6279-20100913193827723624

**TEAS ROUTING SHEET**

**To: INTENT TO USE UNIT**

**Work Loc: INTENT TO USE SECTION**

**Doc Type: Extension Request for SOU**



**Serial Number: 77560651**



**Mark: CHROMIUM**

**Mail Date: 2010/09/13**



**Examiner Number: 78353**



**Examiner Name:  
DUBOIS, MICHELLE E**

**LIE Number: 68171**



**LIE Name:  
CAMPBELL, TAWANA E**

**L.O. Assigned: LAW OFFICE 107**

**Special Instruction(s):**

<u>Transaction</u>	<u>Fee Code</u>	<u>Transaction Date</u>	<u>Fee per Class</u>	<u>Number of Classes</u>	<u>Total Fee</u>
Extension Request for SOU	7004	20100913	\$150	3	\$450

**Note: SOU has been previously filed. Do NOT automatically grant the extension.**

## Trademark/Service Mark Request to Divide

The table below presents the data as entered.

Input Field	Entered
<b>SERIAL NUMBER</b>	77560651
<b>LAW OFFICE ASSIGNED</b>	LAW OFFICE 107
<b>EXTENSION OF USE</b>	YES
<b>MARK SECTION</b>	
<b>MARK</b>	CHROMIUM
<b>REQUEST TO DIVIDE</b>	YES
<b>GOOD(S)/SERVICE(S) IN USE</b>	9, 42
<b>GOOD(S)/SERVICES INTENT TO USE</b>	41
<b>SIGNATURE SECTION</b>	
<b>DECLARATION SIGNATURE</b>	/Christine Hsieh/
<b>SIGNATORY'S NAME</b>	Christine Hsieh
<b>SIGNATORY'S POSITION</b>	Trademark Counsel
<b>DATE SIGNED</b>	09/13/2010
<b>REQUEST TO DIVIDE SIGNATURE</b>	/Christine Hsieh/
<b>SIGNATORY'S NAME</b>	Christine Hsieh
<b>SIGNATORY'S POSITION</b>	Trademark Counsel
<b>DATE SIGNED</b>	09/13/2010
<b>AUTHORIZED SIGNATORY</b>	YES
<b>PAYMENT SECTION</b>	
<b>NUMBER OF CLASSES IN USE</b>	2
<b>SUBTOTAL AMOUNT [ALLEGATION OF USE FEE]</b>	200
<b>REQUEST TO DIVIDE FEE</b>	100
<b>TOTAL AMOUNT</b>	300
<b>PAYMENT METHOD</b>	DA

<b>FILING INFORMATION</b>	
<b>SUBMIT DATE</b>	Mon Sep 13 19:36:12 EDT 2010
<b>TEAS STAMP</b>	USPTO/SOU-216.239.45.4-20 100913193612892141-775606 51-470707112bd856967bf4ce 22a69ac8e7a-DA-6247-20100 913192233294573



## **Trademark/Service Mark Request to Divide**

To the Commissioner for Trademarks:

**MARK: CHROMIUM**

**SERIAL NUMBER: 77560651**

### **REQUEST TO DIVIDE**

The applicant is requesting to divide the application and specifies the following:

The following good(s) or service(s) is/are now in use: 9, 42

The following good(s) or service(s) remain(s) under the Section 1(b), intent to use basis: 41

A fee payment in the amount of \$200 will be submitted with the form, representing payment for the allegation of use for 2 classes.

A fee payment in the amount of \$100 will be submitted with the form, representing payment for the request to divide fee.

### **Declaration**

Applicant requests registration of the above-identified trademark/service mark in the United States Patent and Trademark Office on the Principal Register established by the Act of July 5, 1946 (15 U.S.C. Section 1051 et seq., as amended). Applicant is the owner of the mark sought to be registered, and is using the mark in commerce on or in connection with the goods/services identified above, as evidenced by the attached specimen(s) showing the mark as used in commerce.

The undersigned, being hereby warned that willful false statements and the like so made are punishable by fine or imprisonment, or both, under 18 U.S.C. Section 1001, and that such willful false statements may jeopardize the validity of the form or any resulting registration, declares that he/she is properly authorized to execute this form on behalf of the applicant; he/she believes the applicant to be the owner of the trademark/service mark sought to be registered; and that all statements made of his/her own knowledge are true; and that all statements made on information and belief are believed to be true.

Signature: /Christine Hsieh/     Date Signed: 09/13/2010  
Signatory's Name: Christine Hsieh  
Signatory's Position: Trademark Counsel

### **Request to Divide Signature:**

Signature: /Christine Hsieh/     Date Signed: 09/13/2010  
Signatory's Name: Christine Hsieh  
Signatory's Position: Trademark Counsel

The signatory has confirmed that he/she is an attorney who is a member in good standing of the bar of the highest court of a U.S. state, which includes the District of Columbia, Puerto Rico, and other federal territories and possessions; and he/she is currently the applicant's attorney or an associate thereof; and to the best of his/her knowledge, if prior to his/her appointment another U.S. attorney or a Canadian attorney/agent not currently associated with his/her company/firm previously represented the applicant in this matter: (1) the applicant has filed or is concurrently filing a signed revocation of or substitute power of attorney with the USPTO; (2) the USPTO has granted the request of the prior representative to withdraw; (3) the applicant has filed a power of attorney appointing him/her in this matter; or (4) the applicant's appointed U.S. attorney or Canadian attorney/agent has filed a power of attorney appointing him/her as an associate attorney in this matter.

Serial Number: 77560651  
Internet Transmission Date: Mon Sep 13 19:36:12 EDT 2010  
TEAS Stamp: USPTO/SOU-216.239.45.4-20100913193612892  
141-77560651-470707112bd856967bf4ce22a69  
ac8e7a-DA-6247-20100913192233294573

**FEE RECORD SHEET****Serial Number:** 77560651**RAM Sale Number:** 6247**Total Fees:** \$300**RAM Accounting Date:** 20100914

<u>Transaction</u>	<u>Fee Code</u>	<u>Transaction Date</u>	<u>Fee per Class</u>	<u>Number of Classes</u>	<u>Total Fee</u>
Statement of Use (SOU)	7003	20100913	\$100	2	\$200
Request to Divide (per new app.)	7006	20100913			\$100

**Transaction Date:** 20100913



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The Chromium OS designs and code are preliminary. Expect them to evolve.

## Chromium

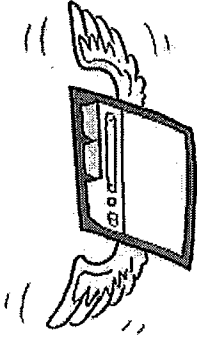
Chromium is an open-source browser project that aims to build a safer, faster, and more stable way for all Internet users to experience the web. This site contains design documents, architecture overviews, testing information, and more to help you learn to build and work with the Chromium source code.

## Learn how to

- Browse or [search](#) the sources online
- Build Chromium on [Windows](#), [OS X](#), [Linux](#) or [ChromeOS](#).
- Debug on [Windows](#), [OS X](#), or [Linux](#)
- [Submit a patch](#)
- [Report a bug](#)

## Other important links

- [Discussion Groups](#) (such as [chromium-discuss](#))
- [Chromium Blog](#)
- [Chromium Issues List](#)
- [Chromium Release Calendar](#)
- [For Webmasters: Common pitfalls making a site work in multiple browsers.](#)
- [For Web Developers: Google Chrome Developer Tools](#)



## Sections

- [Getting Involved](#): learn how you can help the Chromium project
- [For Developers](#): design docs, how-tos, and other useful information for developers
- [For Testers](#): bug reporting guidelines, test plans, and other quality-related documentation
- [User Experience](#): the design philosophy behind many of Chromium's features
- [Contact](#): report a bug or a security issue, or get in touch with individual members of the team
- [Get the Code](#): get the source code. To learn how to build it, refer to the [For Developers](#) page
- [Security](#): learn about Chromium security, and how to contact us or get involved

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<http://www.chromium.org/Home>

9/13/2010



## The Chromium Projects

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The Chromium OS designs and code are preliminary. Expect them to evolve.

[For Developers](#) > [How-Tos](#) >

## Get the Code

The Chromium codebase consists of hundreds of thousands of files, which means that a checkout straight from the Subversion (SVN) repository can take a long time. To speed up the process, we have provided a tarball that you can use to bootstrap the download. Alternatively, you can skip the tarball and download straight from SVN (not recommended).

**Note:** There is no advantage to checking out straight from SVN. The tarball includes SVN directories so that after you unpack the tarball, you can get up to the latest revision by using `gcclient sync`.

If you just want to just browse the code, you can [do so online](#) without checking it out.

If you only want to look at the source code on your own machine, you'll need at least 1.6 GB of hard drive space available. (Somewhat less for Linux, since it already has some of the dependencies installed.) If you want to build it, you will need just under 10 GB of space, including all the object files and executables.

## Bootstrap using the tarball

1. Make sure that you have a program that can untar `.tar.gz` files.
  - o Mac OS X and Linux both have `tar` built in. (On a Mac, use a shell in the Terminal application.)
  - o Examples for Windows include the open-source [7-Zip](#) archiver, the free [BsdTar](#) utility (part of [LibArchive](#)), and [WinZip](#). **Note:** Cygwin's tar tool will not work; it will mess up the file permissions.
2. Download the source tarball. Some download applications change the file suffix without extracting the file. If yours did, rename it back to `chromium.rxxxxx.tar.gz`.
3. Choose a directory to hold your source code. **Important:** Make sure the directory path has **no spaces**.
  - o Windows example: `c:\chromiumtrunk`
  - o Mac OS X (Terminal) or Linux example: `~/chromium`
4. Untar the source tarball into the directory you've chosen. Examples: If you're using 7-Zip, extract the `.tgz` file, then extract the resulting `.tar` file. If you're using LibArchive, issue the following command:  

```
"C:\Program Files\GnuWin32\bin\bsdtar.exe" -xzf chromium.tgz
```

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- 2 Check out the sources
  - 2.1 Windows
  - 2.2 Mac OS X
  - 2.3 Linux
- 3 Check out the source for a specific release
- 4 Staying Green most of the time
  - 4.1 Continuous build
  - 4.1.1 LKGR
  - 4.1.2 Setup
- 5 Reducing the size of your checkout
- 6 Update to the latest revision
- 7 Checking out subpart of the tree

C:\Documents and Settings\mikeyoung\My Documents\Downloads\chromium.r58910.tgz (1).tar
   
 File Edit View Favorites Tools Help
   
 Add Extract Test Copy Move Delete Info
   
 C:\Documents and Settings\mikeyoung\My Documents\Downloads\chromium.r58910.tgz (1).tar

Name	Size	Packed Size	Modified	Host OS	CRC
chromium.r5...	1,320,760,392	207,813,493	2010-09-09 02:11	Unix	4897E51

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[for](#)



## LinuxDebugging

*tips for debugging on Linux*

Updated Sep 08 (4 days ago) by [ishin@chromium.org](mailto:ishin@chromium.org)

Labels: [Linux](#)

This page is for Chromium-specific debugging tips; learning how to run gdb is out of scope.

- o [GDB](#)
  - [Multiprocess Tricks](#)
    - [Getting renderer subprocesses into gdb](#)
    - [Choosing which renderers to debug](#)
    - [Connecting to a running renderer](#)
    - [Plugin Processes](#)
    - [Single-Process mode](#)
  - [Printing Chromium types](#)
- o [Running Tests](#)
  - [Browser tests](#)
  - [Layout tests](#)
  - [UI tests](#)
- o [Logging](#)
  - [Seeing all LOG\(foo\) messages](#)
  - [Seeing IPC debug messages](#)
- o [Using valgrind](#)
- o [f18n](#)
- o [Drag and Drop](#)
- o [Tracking Down Bugs](#)
  - [Regression Testing](#)
  - [Screen recording for bug reports](#)
- o [Version-specific issues](#)
  - [Google Chrome](#)
  - [Ubuntu Chromium](#)
  - [Fedora's Chromium](#)
- o [Libraries we depend on](#)
  - [GTK](#)
  - [Xlib](#)

<http://code.google.com/p/chromium/wiki/LinuxDebugging>

9/13/2010

**To:** Google Inc. ([trademarks@google.com](mailto:trademarks@google.com))  
**Subject:** TRADEMARK APPLICATION NO. 77560651 - CHROMIUM - N/A  
**Sent:** 09/20/10 02:22:24 PM  
**Sent As:** ecomitu@uspto.gov  
**Attachments:**

**UNITED STATES PATENT AND TRADEMARK OFFICE (USPTO)  
OFFICE ACTION (OFFICIAL LETTER) ABOUT APPLICANT'S TRADEMARK APPLICATION  
APPLICATION SERIAL NO. 77560651**

**77560651**

**APPLICANT:** Google Inc.

**CORRESPONDENT'S ADDRESS :**

TERRI Y CHEN  
GOOGLE INC.  
1600 AMPHITHEATRE PKWY BLDG 41  
MOUNTAIN VIEW, CA 94043-1351

**MARK:** CHROMIUM

**CORRESPONDENT'S REFERENCE/DOCKET NO.** N/A

**CORRESPONDENT'S EMAIL ADDRESS :**

[trademarks@google.com](mailto:trademarks@google.com)

**NOTICE OF DIVISIONAL REQUEST COMPLETED**

**ISSUE/MAILING DATE: 9/20/10**

Serial Number 77560651

The request to divide application serial no. 77560651, filed on September 13, 2010, has been processed as follows:

(1) Parent (original) application serial no. 77560651 contains the following goods/services/class(es): 41 Educational services, namely, providing workshops and seminars in the field of computer software. To avoid abandonment, applicant must continue to file requests for extension of time to file a statement of use (extension requests) or a statement of use within the six-month period after the issuance of the notice of allowance or before expiration of a previously granted extension period. 37 C.F.R. §§2.88(a), 2.89(a)-(b).

(2) Child application serial no. 77980388 contains the following goods/services/class(es): 9 Computer software for accessing, browsing, sharing, and communicating information over computer networks and secure private networks; computer software for use in connecting to and searching the contents of remote computers, computer networks, and secure private networks; computer software for assisting users in navigating through computer networks and secure private networks; computer software for running web applications; 42 Technical support services, namely, troubleshooting of computer software problems. A statement of use filed on September 13, 2010, has been placed in the child application and routed to the examining attorney for examination.



37 C.F.R. §2.87; *see* TMEP §§1110 *et seq.*

Please contact the undersigned with any questions regarding the request to divide.

**/Pamela Smith/**

Paralegal Specialist  
ITU/Divisional Unit  
571 272-9509 (Phone)  
571 273-9509 (Fax)  
Pamela.Smith@uspto.gov

**NO RESPONSE TO THIS NOTICE IS REQUIRED.**

**PERIODICALLY CHECK THE STATUS OF THE APPLICATION:** To ensure that applicant does not miss crucial deadlines or official notices, check the status of the application every three to four months using Trademark Applications and Registrations Retrieval (TARR) at <http://tarr.uspto.gov/>. Please keep a copy of the complete TARR screen. If TARR shows no change for more than six months, call 1-800-786-9199. For more information on checking status, see <http://www.uspto.gov/trademarks/process/status/>.

**TO UPDATE CORRESPONDENCE/E-MAIL ADDRESS:** Use the TEAS form at <http://www.uspto.gov/teas/eTEASpageE.htm>.

**FOR INQUIRIES OR QUESTIONS ABOUT THIS OFFICE ACTION, PLEASE CONTACT THE ASSIGNED ITU STAFF MEMBER IDENTIFIED ABOVE.**

**To:** Google Inc. ([trademarks@google.com](mailto:trademarks@google.com))  
**Subject:** TRADEMARK APPLICATION NO. 77560651 - CHROMIUM - N/A  
**Sent:** 09/20/10 02:22:24 PM  
**Sent As:** ecomitu@uspto.gov  
**Attachments:**

**IMPORTANT NOTICE**  
**USPTO OFFICE ACTION HAS ISSUED ON 09/20/2010 FOR**  
**APPLICATION SERIAL NO. 77980388**

Please follow the instructions below to continue the prosecution of your application:

**VIEW OFFICE ACTION:** Click on this link

[http://tmportal.uspto.gov/external/portal/tow?DDA=Y&serial\\_number=77980388&doc\\_type=OOA&mail\\_c](http://tmportal.uspto.gov/external/portal/tow?DDA=Y&serial_number=77980388&doc_type=OOA&mail_c)  
(or copy and paste this URL into the address field of your browser), or visit  
<http://tmportal.uspto.gov/external/portal/tow> and enter the application serial number to access the Office action.

**PLEASE NOTE:** The Office action may not be immediately available but will be viewable within 24 hours of this notification.

**RESPONSE MAY BE REQUIRED:** You should carefully review the Office action to determine (1) if a response is required, (2) how to respond and (3) the applicable response time period. Your response deadline will be calculated from.

**Do NOT hit 'Reply' to this e-mail notification, or otherwise attempt to e-mail your response, as the USPTO does NOT accept e-mailed responses. Instead, the USPTO recommends that you respond online using the Trademark Electronic Application System response form at <http://www.uspto.gov/teas/eTEASpageD.htm>.**

**HELP:** For technical assistance in accessing the Office action, please e-mail [TDR@uspto.gov](mailto:TDR@uspto.gov). Please contact the assigned examining attorney with questions about the Office action.

**WARNING**

- 1. The USPTO will NOT send a separate e-mail with the Office action attached.**
- 2. Failure to file any required response by the applicable deadline will result in the ABANDONMENT of your application.**

**From:** TMOfficialNotices@USPTO.GOV  
**Sent:** Tuesday, September 21, 2010 00:11 AM  
**To:** trademarks@google.com  
**Subject:** Trademark Serial Number 77980388 : Official USPTO Notice of Approval of Extension Request

---

## NOTICE OF APPROVAL OF EXTENSION REQUEST

**Serial Number:** 77-980,388  
**Mark:** CHROMIUM(STANDARD CHARACTER MARK)  
**Owner:** Google Inc.  
**Extension Request Number:** 2  
**Reference Number:**  
**Notice of Allowance Date:** Sep 22, 2009

The USPTO issued a Notice of Allowance on **Sep 22, 2009** for the trademark application identified above. Applicant's **SECOND** request for Extension of Time to File a Statement of Use has been **GRANTED**.

### PLEASE NOTE:

1. Applicant must continue to file extension requests every six (6) months calculated from the date the Notice of Allowance was issued until a Statement of Use is filed, or the USPTO will hold the application abandoned.
2. Applicant may only request a total of five (5) extensions of time.
3. Applicant may **NOT** file a Statement of Use more than thirty-six (36) months from the date the Notice of Allowance was issued.

For further information, including information on filing and maintenance requirements for U.S. trademark applications and registrations and required fees, please consult the USPTO website at [www.uspto.gov](http://www.uspto.gov) or call the Trademark Assistance Center at 1-800-786-9199.

To check the status of an application, go to <http://tarr.uspto.gov/>.

## Trademark Snap Shot ITU Unit Action

(Table presents the data on ITU Unit Action)

### OVERVIEW

SERIAL NUMBER	77980388	FILING DATE	09/02/2008
REG NUMBER	0000000	REG DATE	N/A
REGISTER	PRINCIPAL	MARK TYPE	TRADEMARK
INTL REG #	N/A	INTL REG DATE	N/A
TM ATTORNEY	DUBOIS, MICHELLE E	L.O. ASSIGNED	107

### PUB INFORMATION

RUN DATE	09/21/2010		
PUB DATE	06/30/2009		
STATUS	748-STATEMENT OF USE - TO EXAMINER		
STATUS DATE	09/20/2010		
LITERAL MARK ELEMENT	CHROMIUM		
DATE ABANDONED	N/A	DATE CANCELLED	N/A
SECTION 2F	NO	SECTION 2F IN PART	NO
SECTION 8	NO	SECTION 8 IN PART	NO
SECTION 15	NO	REPUB 12C	N/A
RENEWAL FILED	NO	RENEWAL DATE	N/A
DATE AMEND REG	N/A		

### FILING BASIS

FILED BASIS		CURRENT BASIS		AMENDED BASIS	
1 (a)	NO	1 (a)	NO	1 (a)	NO
1 (b)	YES	1 (b)	YES	1 (b)	NO
44D	NO	44D	NO	44D	NO
44E	NO	44E	NO	44E	NO
66A	NO	66A	NO		
NO BASIS	NO	NO BASIS	NO		

### MARK DATA

STANDARD CHARACTER MARK	YES
LITERAL MARK ELEMENT	CHROMIUM

MARK DRAWING CODE	4-STANDARD CHARACTER MARK						
COLOR DRAWING FLAG	NO						
<b>CURRENT OWNER INFORMATION</b>							
PARTY TYPE	20-OWNER AT PUBLICATION						
NAME	Google Inc.						
ADDRESS	1600 Ampitheatre Parkway 1600 Amphitheatre Parkway Mountain View, CA 94043						
ENTITY	03-CORPORATION						
CITIZENSHIP	Delaware						
<b>GOODS AND SERVICES</b>							
INTERNATIONAL CLASS	009						
DESCRIPTION TEXT	computer software for accessing, browsing, sharing, and communicating information over computer networks and secure private networks; computer software for use in connecting to and searching the contents of remote computers, computer networks, and secure private networks; computer software for assisting users in navigating through computer networks and secure private networks; computer software for running web applications						
INTERNATIONAL CLASS	042						
DESCRIPTION TEXT	technical support services, namely, troubleshooting of computer software problems						
<b>GOODS AND SERVICES CLASSIFICATION</b>							
INTERNATIONAL CLASS	009	FIRST USE DATE	12/00/2008	FIRST USE IN COMMERCE DATE	12/00/2008	CLASS STATUS	6-ACTIVE
INTERNATIONAL CLASS	042	FIRST USE DATE	12/00/2008	FIRST USE IN COMMERCE DATE	12/00/2008	CLASS STATUS	6-ACTIVE
<b>MISCELLANEOUS INFORMATION/STATEMENTS</b>							
CHANGE IN REGISTRATION				NO			
CHILD OF				77560651			
<b>PROSECUTION HISTORY</b>							
DATE	ENT CD	ENT TYPE	DESCRIPTION				ENT NUM

09/21/2010	EXRA	E	NOTICE OF APPROVAL OF EXTENSION REQUEST E-MAILED	029
09/20/2010	SUPC	I	STATEMENT OF USE PROCESSING COMPLETE	028
09/13/2010	IUAF	S	USE AMENDMENT FILED	027
09/20/2010	DPCC	D	DIVISIONAL PROCESSING COMPLETE	026
09/13/2010	DRRR	I	DIVISIONAL REQUEST RECEIVED	025
09/20/2010	EX2G	S	EXTENSION 2 GRANTED	024
09/13/2010	EXT2	S	EXTENSION 2 FILED	023
09/13/2010	ERTD	I	TEAS REQUEST TO DIVIDE RECEIVED	022
09/13/2010	EEXT	I	TEAS EXTENSION RECEIVED	021
09/13/2010	EISU	I	TEAS STATEMENT OF USE RECEIVED	020
04/16/2010	EXRA	E	NOTICE OF APPROVAL OF EXTENSION REQUEST E-MAILED	019
04/15/2010	EX1G	S	EXTENSION 1 GRANTED	018
03/08/2010	EXT1	S	EXTENSION 1 FILED	017
04/03/2010	AITU	A	CASE ASSIGNED TO INTENT TO USE PARALEGAL	016
03/08/2010	EEXT	I	TEAS EXTENSION RECEIVED	015
09/22/2009	NOAM	O	NOA MAILED - SOU REQUIRED FROM APPLICANT	014
06/30/2009	PUBO	A	PUBLISHED FOR OPPOSITION	013
06/10/2009	NPUB	O	NOTICE OF PUBLICATION	012
05/28/2009	PREV	O	LAW OFFICE PUBLICATION REVIEW COMPLETED	011
05/27/2009	CNSA	P	APPROVED FOR PUB - PRINCIPAL REGISTER	010
05/06/2009	TEME	I	TEAS/EMAIL CORRESPONDENCE ENTERED	009
05/06/2009	CRFA	I	CORRESPONDENCE RECEIVED IN LAW OFFICE	008
05/06/2009	ALIE	A	ASSIGNED TO LIE	007
05/04/2009	TROA	I	TEAS RESPONSE TO OFFICE ACTION RECEIVED	006
11/16/2008	GNRN	O	NOTIFICATION OF NON-FINAL ACTION E-MAILED	005
11/16/2008	GNRT	F	NON-FINAL ACTION E-MAILED	004
11/16/2008	CNRT	R	NON-FINAL ACTION WRITTEN	003
11/07/2008	DOCK	D	ASSIGNED TO EXAMINER	002
09/05/2008	NWAP	I	NEW APPLICATION ENTERED IN TRAM	001

#### CURRENT CORRESPONDENCE INFORMATION

ATTORNEY	Terri Y Chen
CORRESPONDENCE ADDRESS	TERRI Y CHEN GOOGLE INC. 1600 AMPHITHEATRE PKWY BLDG 41 MOUNTAIN VIEW, CA 94043-1351

DOMESTIC REPRESENTATIVE	NONE
<b>PRIOR OWNER INFORMATION</b>	
PARTY TYPE	10-ORIGINAL APPLICANT
NAME	Google Inc.
ADDRESS	Building 41 1600 Amphitheatre Parkway Mountain View, CA 94043
ENTITY	03-CORPORATION
CITIZENSHIP	Delaware

# CHROMIUM



**Trademark Snap Shot Publication Stylesheet**  
(Table presents the data on Publication Approval)

**OVERVIEW**

SERIAL NUMBER	77980388	FILING DATE	09/02/2008
REG NUMBER	0000000	REG DATE	N/A
REGISTER	PRINCIPAL	MARK TYPE	TRADEMARK
INTL REG #	N/A	INTL REG DATE	N/A
TM ATTORNEY	DUBOIS, MICHELLE E	L.O. ASSIGNED	107

**PUB INFORMATION**

RUN DATE	10/01/2010		
PUB DATE	06/30/2009		
STATUS	643-PREVIOUS ACTION/ALLOWANCE COUNT WITHDRAWN		
STATUS DATE	09/30/2010		
LITERAL MARK ELEMENT	CHROMIUM		
DATE ABANDONED	N/A	DATE CANCELLED	N/A
SECTION 2F	NO	SECTION 2F IN PART	NO
SECTION 8	NO	SECTION 8 IN PART	NO
SECTION 15	NO	REPUB 12C	N/A
RENEWAL FILED	NO	RENEWAL DATE	N/A
DATE AMEND REG	N/A		

**FILING BASIS**

FILED BASIS		CURRENT BASIS		AMENDED BASIS	
1 (a)	NO	1 (a)	YES	1 (a)	NO
1 (b)	YES	1 (b)	YES	1 (b)	NO
44D	NO	44D	NO	44D	NO
44E	NO	44E	NO	44E	NO
66A	NO	66A	NO		
NO BASIS	NO	NO BASIS	NO		

**MARK DATA**

STANDARD CHARACTER MARK	YES
LITERAL MARK ELEMENT	CHROMIUM

MARK DRAWING CODE	4-STANDARD CHARACTER MARK
COLOR DRAWING FLAG	NO

### CURRENT OWNER INFORMATION

PARTY TYPE	20-OWNER AT PUBLICATION
NAME	Google Inc.
ADDRESS	1600 Ampitheatre Parkway 1600 Amphitheatre Parkway Mountain View, CA 94043
ENTITY	03-CORPORATION
CITIZENSHIP	Delaware

### GOODS AND SERVICES

INTERNATIONAL CLASS	009
DESCRIPTION TEXT	computer software for accessing, browsing, sharing, and communicating information over computer networks and secure private networks; computer software for use in connecting to and searching the contents of remote computers, computer networks, and secure private networks; computer software for assisting users in navigating through computer networks and secure private networks; computer software for running web applications
INTERNATIONAL CLASS	042
DESCRIPTION TEXT	technical support services, namely, troubleshooting of computer software problems

### GOODS AND SERVICES CLASSIFICATION

INTERNATIONAL CLASS	009	FIRST USE DATE	12/00/2008	FIRST USE IN COMMERCE DATE	12/00/2008	CLASS STATUS	6-ACTIVE
INTERNATIONAL CLASS	042	FIRST USE DATE	12/00/2008	FIRST USE IN COMMERCE DATE	12/00/2008	CLASS STATUS	6-ACTIVE

### MISCELLANEOUS INFORMATION/STATEMENTS

CHANGE IN REGISTRATION	NO
CHILD OF	77560651

### PROSECUTION HISTORY

DATE	ENT CD	ENT TYPE	DESCRIPTION	ENT NUM
------	--------	----------	-------------	---------

09/30/2010	ZZZX	Z	PREVIOUS ALLOWANCE COUNT WITHDRAWN	031
09/30/2010	CNPR	P	ALLOWED PRINCIPAL REGISTER - SOU ACCEPTED	030
09/21/2010	EXRA	E	NOTICE OF APPROVAL OF EXTENSION REQUEST E-MAILED	029
09/20/2010	SUPC	I	STATEMENT OF USE PROCESSING COMPLETE	028
09/13/2010	IUAF	S	USE AMENDMENT FILED	027
09/20/2010	DPCC	D	DIVISIONAL PROCESSING COMPLETE	026
09/13/2010	DRRR	I	DIVISIONAL REQUEST RECEIVED	025
09/20/2010	EX2G	S	EXTENSION 2 GRANTED	024
09/13/2010	EXT2	S	EXTENSION 2 FILED	023
09/13/2010	ERTD	I	TEAS REQUEST TO DIVIDE RECEIVED	022
09/13/2010	EEXT	I	TEAS EXTENSION RECEIVED	021
09/13/2010	EISU	I	TEAS STATEMENT OF USE RECEIVED	020
04/16/2010	EXRA	E	NOTICE OF APPROVAL OF EXTENSION REQUEST E-MAILED	019
04/15/2010	EX1G	S	EXTENSION 1 GRANTED	018
03/08/2010	EXT1	S	EXTENSION 1 FILED	017
04/03/2010	AITU	A	CASE ASSIGNED TO INTENT TO USE PARALEGAL	016
03/08/2010	EEXT	I	TEAS EXTENSION RECEIVED	015
09/22/2009	NOAM	O	NOA MAILED - SOU REQUIRED FROM APPLICANT	014
06/30/2009	PUBO	A	PUBLISHED FOR OPPOSITION	013
06/10/2009	NPUB	O	NOTICE OF PUBLICATION	012
05/28/2009	PREV	O	LAW OFFICE PUBLICATION REVIEW COMPLETED	011
05/27/2009	CNSA	P	APPROVED FOR PUB - PRINCIPAL REGISTER	010
05/06/2009	TEME	I	TEAS/EMAIL CORRESPONDENCE ENTERED	009
05/06/2009	CRFA	I	CORRESPONDENCE RECEIVED IN LAW OFFICE	008
05/06/2009	ALIE	A	ASSIGNED TO LIE	007
05/04/2009	TROA	I	TEAS RESPONSE TO OFFICE ACTION RECEIVED	006
11/16/2008	GNRN	O	NOTIFICATION OF NON-FINAL ACTION E-MAILED	005
11/16/2008	GNRT	F	NON-FINAL ACTION E-MAILED	004
11/16/2008	CNRT	R	NON-FINAL ACTION WRITTEN	003
11/07/2008	DOCK	D	ASSIGNED TO EXAMINER	002
09/05/2008	NWAP	I	NEW APPLICATION ENTERED IN TRAM	001

### CURRENT CORRESPONDENCE INFORMATION

ATTORNEY	Terri Y Chen
CORRESPONDENCE ADDRESS	TERRI Y CHEN

	GOOGLE INC. 1600 AMPHITHEATRE PKWY BLDG 41 MOUNTAIN VIEW, CA 94043-1351
DOMESTIC REPRESENTATIVE	NONE
<b>PRIOR OWNER INFORMATION</b>	
PARTY TYPE	10-ORIGINAL APPLICANT
NAME	Google Inc.
ADDRESS	Building 41 1600 Amphitheatre Parkway Mountain View, CA 94043
ENTITY	03-CORPORATION
CITIZENSHIP	Delaware

# CHROMIUM

## Change Of Correspondence Address

---

The table below presents the data as entered.

Input Field	Entered
SERIAL NUMBER	77980388
LAW OFFICE ASSIGNED	LAW OFFICE 107
MARK SECTION	
MARK	CHROMIUM
NEW CORRESPONDENCE ADDRESS	
NEW ADDRESS	
SIGNATURE SECTION	
SIGNATURE	/Emily Burns/
SIGNATORY NAME	Emily Burns
SIGNATORY DATE	05/03/2011
SIGNATORY POSITION	Trademark Counsel, California bar member
SIGNATURE	/Emily Burns/
SIGNATORY NAME	Emily Burns
SIGNATORY DATE	05/03/2011
SIGNATORY POSITION	Trademark Counsel, California bar member
AUTHORIZED SIGNATORY	YES
FILING INFORMATION SECTION	
SUBMIT DATE	Tue May 03 18:09:39 EDT 2011
TEAS STAMP	USPTO/ROA-216.239.45.4-20 110503180939004938-779803 88-48049feff20cbe77cb5c2d 9df1d8fe5921-N/A-N/A-2011 0503174110467574

## Response to Office Action

The table below presents the data as entered.

Input Field
<b>SERIAL NUMBER</b>
<b>LAW OFFICE ASSIGNED</b>
<b>MARK SECTION (no change)</b>
<b>ARGUMENT(S)</b>
Google provides troubleshooting services by providing interactive advice and response to
<b>GOODS AND/OR SERVICES SECTION (009)(no change)</b>
<b>GOODS AND/OR SERVICES SECTION (042)(current)</b>
<b>INTERNATIONAL CLASS</b>
<b>DESCRIPTION</b>
technical support services, namely, troubleshooting of computer software problems
<b>FILING BASIS</b>
<b>FIRST USE ANYWHERE DATE</b>
<b>FIRST USE IN COMMERCE DATE</b>
<b>GOODS AND/OR SERVICES SECTION (042)(proposed)</b>
<b>INTERNATIONAL CLASS</b>
<b>DESCRIPTION</b>
technical support services, namely, troubleshooting of computer software problems
<b>FILING BASIS</b>
<b>FIRST USE ANYWHERE DATE</b>
<b>FIRST USE IN COMMERCE DATE</b>
<b>STATEMENT TYPE</b>
<b>SPECIMEN FILE NAME(S)</b>
<b>ORIGINAL PDF FILE</b>
<b>CONVERTED PDF FILE(S)</b>

(1 page)

**SPECIMEN DESCRIPTION**

**CORRESPONDENCE SECTION**

**ORIGINAL ADDRESS**

**NEW CORRESPONDENCE SECTION**

**NAME**

**FIRM NAME**

**STREET**

**CITY**

**STATE**

**ZIP/POSTAL CODE**

**COUNTRY**

**EMAIL**

**AUTHORIZED EMAIL COMMUNICATION**

**SIGNATURE SECTION**

**DECLARATION SIGNATURE**

**SIGNATORY'S NAME**

**SIGNATORY'S POSITION**

**DATE SIGNED**

**RESPONSE SIGNATURE**

**SIGNATORY'S NAME**

**SIGNATORY'S POSITION**

**DATE SIGNED**

**AUTHORIZED SIGNATORY**

**FILING INFORMATION SECTION**

**SUBMIT DATE**

**TEAS STAMP**



## **Response to Office Action To the Commissioner for Trademarks:**

Application serial no. 77980388 has been amended as follows:

### **ARGUMENT(S)**

**In response to the substantive refusal(s), please note the following:**

Google provides troubleshooting services by providing interactive advice and response to

### **CLASSIFICATION AND LISTING OF GOODS/SERVICES**

**Applicant proposes to amend the following class of goods/services in the application:**

**Current:** Class 042 for technical support services, namely, troubleshooting of computer software problems

Original Filing Basis:

**Filing Basis: Section 1(a), Use in Commerce:** The applicant is using the mark in commerce, or the applicant's related company or licensee is using the mark in commerce, on or in connection with the identified goods and/or services. 15 U.S.C. Section 1051(a), as amended. The mark was first used at least as early as 12/00/2008 and first used in commerce at least as early as 12/00/2008, and is now in use in such commerce.

**Proposed:** Class 042 for technical support services, namely, troubleshooting of computer software problems

**Filing Basis: Section 1(a), Use in Commerce:** The applicant is using the mark in commerce, or the applicant's related company or licensee is using the mark in commerce, on or in connection with the identified goods and/or services. 15 U.S.C. Section 1051(a), as amended. The mark was first used at least as early as 12/00/2008 and first used in commerce at least as early as 12/00/2008, and is now in use in such commerce.

Applicant hereby submits a new specimen for Class 042. The specimen(s) submitted consists of a computer screen shot from applicant's web site.

**"The substitute (or new, if appropriate) specimen(s) was/were in use in commerce at least as early as the filing date of the application" [for an application based on Section 1(a), Use in Commerce] OR "The substitute (or new, if appropriate) specimen(s) was/were in use in commerce prior either to the filing of the Amendment to Allege Use or expiration of the filing deadline for filing a Statement of Use" [for an application based on Section 1(b) Intent-to-Use].**

**Original PDF file:**

SPU1-216239454-174110467 . CHROMIUM.class42.specimen.pdf

**Converted PDF file(s) (1 page)**

Specimen File1

**CORRESPONDENCE ADDRESS CHANGE**

Applicant proposes to amend the following:

**Current:**

TERRI Y CHEN

GOOGLE INC.

1600 AMPHITHEATRE PKWY BLDG 41

MOUNTAIN VIEW, CA 94043-1351

**Proposed:**

Terri Y Chen of Google Inc., having an address of

1600 Ampitheatre Parkway Mountain View, California 94043

United States

tmddocketing@google.com

**SIGNATURE(S)**

**Declaration Signature**

If the applicant is seeking registration under Section 1(b) and/or Section 44 of the Trademark Act, the applicant has had a bona fide intention to use or use through the applicant's related company or licensee the mark in commerce on or in connection with the identified goods and/or services as of the filing date of the application. 37 C.F.R. Secs. 2.34(a)(2)(i); 2.34 (a)(3)(i); and 2.34(a)(4)(ii); and/or the applicant has had a bona fide intention to exercise legitimate control over the use of the mark in commerce by its members. 37 C.F. R. Sec. 2.44. If the applicant is seeking registration under Section 1(a) of the Trademark Act, the mark was in use in commerce on or in connection with the goods and/or services listed in the application as of the application filing date or as of the date of any submitted allegation of use. 37 C.F.R. Secs. 2.34(a)(1)(i); and/or the applicant has exercised legitimate control over the use of the mark in commerce by its members. 37 C.F.R. Sec. 2.44. The undersigned, being hereby warned that willful false statements and the like so made are punishable by fine or imprisonment, or both, under 18 U.S.C. Section 1001, and that such willful false statements may jeopardize the validity of the application or any resulting registration, declares that he/she is properly authorized to execute this application on behalf of the applicant; he/she believes the applicant to be the owner of the trademark/service mark sought to be registered, or, if the application is being filed under 15 U.S.C. Section 1051(b), he/she believes applicant to be entitled to use such mark in commerce; to the best of his/her knowledge and belief no other person, firm, corporation, or association has the right to use the mark in commerce, either in the identical form thereof or in such near resemblance thereto as to be likely, when used on or in connection with the goods/services of such other person, to cause confusion, or to cause mistake, or to deceive; that if the original application was submitted unsigned, that all statements in the original application and this submission made of the declaration signer's knowledge are true; and all statements in the original application and this submission made on information and belief are believed to be true.

Signature: /Emily Burns/ Date: 05/03/2011

Signatory's Name: Emily Burns

Signatory's Position: Trademark Counsel, California bar member

**Response Signature**

Signature: /Emily Burns/ Date: 05/03/2011

Signatory's Name: Emily Burns

Signatory's Position: Trademark Counsel, California bar member

The signatory has confirmed that he/she is an attorney who is a member in good standing of the bar of the highest court of a U.S. state, which includes the District of Columbia, Puerto Rico, and other federal territories and possessions; and he/she is currently the applicant's attorney or an associate thereof; and to the best of his/her knowledge, if prior to his/her appointment another U.S. attorney or a Canadian attorney/agent not currently associated with his/her company/firm previously represented the applicant in this matter: (1) the applicant has filed or is concurrently filing a signed revocation of or substitute power of attorney with the USPTO; (2) the USPTO has granted the request of the prior representative to withdraw; (3) the applicant has filed a power of attorney appointing him/her in this matter; or (4) the applicant's appointed U.S. attorney or Canadian attorney/agent has filed a power of attorney appointing him/her as an associate attorney in this matter.

Mailing Address: Terri Y Chen  
Google Inc.  
1600 Ampitheatre Parkway  
Mountain View, California 94043

Serial Number: 77980388  
Internet Transmission Date: Tue May 03 18:09:39 EDT 2011  
TEAS Stamp: USPTO/ROA-216.239.45.4-20110503180939004  
938-77980388-48049feff20cbe77cb5c2d9df1d  
8fe5921-N/A-N/A-20110503174110467574



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**Issue 696: Single and Double quotes are not properly interpreted when one type lies within another** [Prev](#) 4 of 24266 [Next](#)  
25 people starred this issue and may be notified of changes. [Back to list](#)

Status: ExternalDependency  
Owner: ---  
Closed: May 2009  
Cc: [karen@chromium.org](mailto:karen@chromium.org)  
Type-Bug  
Pri-1  
OS-All  
Area-Webkit  
Has-Reduction  
Mstone-X  
reported-to-webkit  
not-extensions

Reported by [schroum...@hotmail.com](mailto:schroum...@hotmail.com), Sep 3, 2008

Product Version : Check the link below to test  
URLs (if applicable) : [http://www.greemountaininn.com/?gclid=CHHY\\_rPpV5UCFQ2gwodsJ4hQg](http://www.greemountaininn.com/?gclid=CHHY_rPpV5UCFQ2gwodsJ4hQg)

Other browsers tested:

Add OK or FAIL after other browsers where you have tested this issue:

Opera 9.5: FAIL

Firefox 3: OK

IE 7: OK

What is the expected result?

The page is supposed to be showing the normal html formatted infos on the page.

What happens instead?

It is showing some javascript code.

Please provide any additional information below. Attach a screenshot if possible.

Is was printed from Chrome.

← question submitted by user

 TheGreeMountainInn\_ChromeVersion.JPG  
515 KB [View](#) [Download](#)

Comment 1 by [mal.chromium](mailto:mal.chromium), Sep 29, 2008

(No comment was entered for this change.)

Labels: -area-unknown Area-Misc

Comment 2 by project member [sunandt@chromium.org](mailto:sunandt@chromium.org), Oct 1, 2008

The way single and double quotes are interpreted when one type of quotes are within another. Line `sd+="

is causing the issue. This looks like a webkit issue.`

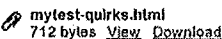
FF3 and IE7 handle this better but not Safari/Chrome(Webkit?)

Google employee offering technical support services

Reductions

<http://go/reductions/696/mytest-standard.html>  
<http://go/reductions/696/mytest-quirks.html>

 mytest-standard.html  
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Summary: Single and Double quotes are not properly interpreted when one type lies within another

Status: Untriaged

Labels: -Area-Misc Area-Webkit Has-Reduction v-153.1

Comment 3 by project member [jon@chromium.org](mailto:jon@chromium.org), Oct 6, 2008

This does not repro in Safari 3.1 so we may pick up the fix in the merge?

Status: Available

Comment 4 by project member [jon@chromium.org](mailto:jon@chromium.org), Oct 29, 2008

(No comment was entered for this change.)



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★ **Issue 696: Single and Double quotes are not properly interpreted when one type lies within another** [Prev](#) 4 of 24266 [Next](#)  
25 people starred this issue and may be notified of changes. [Back to list](#)

Status: ExternalDependency  
Owner: ---  
Closed: May 2009  
Cc: [karen@chromium.org](mailto:karen@chromium.org)  
Type-Bug  
Pri-1  
OS-All  
Area-WebKit  
Has-Reduction  
Mstone-X  
reported-to-webkit  
not-extensions

[Add a comment below](#)

Reported by [schtroum...@hotmail.com](mailto:schtroum...@hotmail.com), Sep 3, 2008

Product Version : Check the link below to test  
URLs (if applicable) : [http://www.greemountaininn.com/?qolid=CHRY\\_xPpv5UCFQ%qawoda34hQg](http://www.greemountaininn.com/?qolid=CHRY_xPpv5UCFQ%qawoda34hQg)


Other browsers tested:  
Add OK or FAIL after other browsers where you have tested this issue:  
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Firefox 3: OK  
IE 7: OK

What is the expected result?  
The page is supposed to be showing the normal html formatted info on the page.

What happens instead?  
It is showing some javascript code.

Please provide any additional information below. Attach a screenshot if possible.  
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← question submitted by user

 TheGreeMountainInn\_ChromeVersion.JPG  
515 KB [View](#) [Download](#)

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(No comment was entered for this change.)

Labels: -area-unknown Area-Misc

Comment 2 by project member [sunandi@chromium.org](mailto:sunandi@chromium.org), Oct 1, 2008

The way single and double quotes are interpreted when one type of quotes are within another. Line sd+ "<div style='&rt+ '>"; is causing the issue. This looks like a webkit issue.

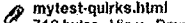
FF3 and IE7 handle this better but not Safari/Chrome(WebKit?)

Google employee offering technical support services

Reductions

<http://go/reductions/696/mytest-standard.html>  
<http://go/reductions/696/mytest-quirks.html>

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(No comment was entered for this change.)

**To:** Google Inc. ([trademarks@google.com](mailto:trademarks@google.com))  
**Subject:** U.S. TRADEMARK APPLICATION NO. 77980388 - CHROMIUM - N/A  
**Sent:** 11/3/2010 9:41:24 PM  
**Sent As:** ECOM107@USPTO.GOV  
**Attachments:** [Attachment - 1](#)  
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[Attachment - 4](#)  
[Attachment - 5](#)  
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**UNITED STATES PATENT AND TRADEMARK OFFICE (USPTO)  
OFFICE ACTION (OFFICIAL LETTER) ABOUT APPLICANT'S TRADEMARK APPLICATION**

**APPLICATION SERIAL NO.** 77980388

**MARK:** CHROMIUM

**\*77980388\***

**CORRESPONDENT ADDRESS:**

TERRI Y CHEN  
GOOGLE INC.  
1600 AMPHITHEATRE PKWY BLDG 41  
MOUNTAIN VIEW, CA 94043-1351

**CLICK HERE TO RESPOND TO THIS LETTER:**

**<http://www.uspto.gov/teas/eTEASpageD.htm>**

**APPLICANT:** Google Inc.

**CORRESPONDENT'S REFERENCE/DOCKET  
NO:**

N/A

**CORRESPONDENT E-MAIL ADDRESS:**

trademarks@google.com

**OFFICE ACTION**

**STRICT DEADLINE TO RESPOND TO THIS LETTER**

TO AVOID ABANDONMENT OF APPLICANT'S TRADEMARK APPLICATION, THE USPTO MUST RECEIVE APPLICANT'S COMPLETE RESPONSE TO THIS LETTER **WITHIN 6 MONTHS** OF THE ISSUE/MAILING DATE BELOW.

**ISSUE/MAILING DATE: 11/3/2010**

The statement of use has been reviewed by the assigned trademark examining attorney. Applicant must respond timely and completely to the issue(s) below. 15 U.S.C. §1062(b); 37 C.F.R. §§2.62, 2.65(a); TMEP §§711, 718.03.

**REFUSAL – ACTIVITIES ARE NOT REGISTRABLE SERVICES – International Class 42**

Registration is refused because the activities recited in the identification of services, when viewed in conjunction with the specimen, are not registrable services as contemplated by the Trademark Act. Trademark Act Sections 1, 2, 3 and 45, 15 U.S.C. §§1051-1053, 1127; *see* TMEP §§904.07(b), 1301.01 *et seq.*

The activities set forth as services in an application are reviewed using the following criteria to determine whether they constitute registrable services:

- (1) A service is a real activity, not an idea, concept, process or system;
- (2) A service is performed primarily for the benefit of someone other than the applicant; and
- (3) A service is an activity that is sufficiently separate and qualitatively different from an applicant's principal activity, i.e., it cannot be an activity that is merely incidental or necessary to an applicant's larger business.

TMEP §1301.01(a); *see In re Canadian Pac. Ltd.*, 754 F.2d 992, 994-95, 224 USPQ 971, 973 (Fed. Cir. 1985); *In re Betz Paperchem, Inc.*, 222 USPQ 89, 90 (TTAB 1984); *In re Integrated Res., Inc.*, 218 USPQ 829, 831 (TTAB 1983); *In re Landmark Commc 'ns, Inc.*, 204 USPQ 692, 695 (TTAB 1979).

In this case, the description set forth in the identification of services is as follows: “technical support services, namely, troubleshooting of computer software problems.” The specimen indicates that these activities are not registrable services because it appears that the “troubleshooting services” pertain to providing documentation to customers regarding how to solve problems regarding applicant’s own software.

The provision of troubleshooting information regarding one’s own software is a type of informational service that is ancillary the offering of the computer software. It is merely incidental, and is offered by many computer software manufacturers or providers (see attached website evidence). It is merely a type of customer-support function and will not be viewed as a separate service.

Applicant may respond to this refusal by submitting the following:

- (1) A substitute specimen showing the mark in use in commerce for the services specified in the statement of use; and
- (2) The following statement, verified with an affidavit or signed declaration under 37 C.F.R. §2.20: **“The substitute specimen was in use in commerce prior to the expiration of the time allowed applicant for filing a statement of use.”** 37 C.F.R. §2.59(b)(2); TMEP §904.05; *see* 37 C.F.R. §2.193(e)(1). If submitting a substitute specimen requires an amendment to the dates of use, applicant must also verify the amended dates. 37 C.F.R. §2.71(c); TMEP §904.05.

Examples of specimens for services are signs, photographs, brochures, website printouts or advertisements that show the mark used in the sale or advertising of the services. *See* TMEP §§1301.04 *et seq.*

Applicant may not withdraw the statement of use. 37 C.F.R. §2.88(g); TMEP §1109.17.

If applicant has questions about its application or needs assistance in responding to this Office action, please telephone the assigned examining attorney.

/Michelle E. Dubois/  
Michelle E. Dubois  
Trademark Attorney  
U.S. Patent & Trademark Office  
Law Office 107  
(571) 272-5887

**TO RESPOND TO THIS LETTER:** Use the Trademark Electronic Application System (TEAS)



response form at <http://teasroa.uspto.gov/roa/>. Please wait 48-72 hours from the issue/ mailing date before using TEAS, to allow for necessary system updates of the application. For *technical* assistance with online forms, e-mail [TEAS@uspto.gov](mailto:TEAS@uspto.gov).

**WHO MUST SIGN THE RESPONSE:** It must be personally signed by an individual applicant or someone with legal authority to bind an applicant (i.e., a corporate officer, a general partner, all joint applicants). If an applicant is represented by an attorney, the attorney must sign the response.

**PERIODICALLY CHECK THE STATUS OF THE APPLICATION:** To ensure that applicant does not miss crucial deadlines or official notices, check the status of the application every three to four months using Trademark Applications and Registrations Retrieval (TARR) at <http://tarr.uspto.gov/>. Please keep a copy of the complete TARR screen. If TARR shows no change for more than six months, call 1-800-786-9199. For more information on checking status, see <http://www.uspto.gov/trademarks/process/status/>.


**TO UPDATE CORRESPONDENCE/E-MAIL ADDRESS:** Use the TEAS form at <http://www.uspto.gov/teas/eTEASpageE.htm>.

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## Troubleshooting

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[Download AccuW2C - 2010 Tax Year](#)  
[Download AccuWage - 2009 Tax Year](#)  
[Download AccuW2C - 2009 Tax Year](#)  
[EFW2 - EFW2C](#)  
[AccuWage 2010 Help Guide](#)  
[AccuW2C 2010 Help Guide](#)  
[AccuWage 2009 Help Guide](#)  
[AccuW2C 2009 Help Guide](#)  
[Installation Guide](#)

**Help and Information**  
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### Troubleshooting Installation Errors

In order for you to install and run AccuWage/AccuW2C, you must have administrative rights on the computer in which you are installing the software and saving wage report files. To check to see if you have the proper rights, follow these steps:

1. Locate the drive where the software and wage report files are saved.
2. Right select the file and select "Properties".
3. Select the Security tab, then the "Advanced" button.
4. If you are an administrator, your user name will be listed as having "Full Control".

**Some errors you might receive and/or problems you may encounter:**

- [440 Automation Run Time Error](#)
- [accuXX.exe is not a valid Win32 application\\*](#)
- [aw2cXX.exe is not a valid Win32 application\\*](#)
- [Run-time error '339': Component 'COMDLG32.OCX'...not correctly registered...](#)
- [Run-time error '75': Path/File access error](#)
- [Run-time error '3051': The Microsoft Jet database engine cannot open the file...](#)
- [Windows Vista Users...](#)

---

If you are part of a network, you may receive an error when you attempt to download, install, or try to run the AccuWage/AccuW2C software. If you receive the error message, "**440 Automation Run Time Error**" or something similar, check the following:

- Make sure your network profile allows you to download, install, and run software. A regular user profile may not have the necessary permissions.
- You must have administrative rights/access to the drive where you plan to use the software and where you save your W2Report/W2CReport files.
- If you are not sure what permissions you have or you are still experiencing problems, ask your network coordinator to review your access settings.

---

During installation you may receive a pop-up error message box that states, **"accuXX.exe is not a valid Win32 application" or "aw2cXX.exe is not a valid Win32 application"**. \* This error message may occur when trying to install the AccuWage/AccuW2C software and may be caused by firewall protection or other spam/virus filter that deletes .exe and .zip file extensions, preventing AccuWage/AccuW2C software installation (preventing Internet downloads).

---

During installation you may receive a pop-up error message box that states, **"Run-time error '339': Component 'COMDLG32.OCX' or one of its dependencies not correctly registered: a file is missing or invalid."** Submitters who receive this error message may not have the comdlg32.ocx in their System32 folder. This component is necessary for AccuWage/AccuW2C to function.

Follow the directions below to find out if your computer has the comdlg32.ocx in the System32 folder.

Note: The directions below may vary slightly depending on each system setup.

#### For Windows Vista

1. Select "My Computer/Computer" on your desktop.
2. Select the C: drive, then the "Windows" folder.
3. Under the System32 folder look for the comdlg32.ocx; or you can search for the file.
4. Select "Search".
5. Select "For Files or Folders".
6. On the "Search Results" screen, select the "Advanced Search" arrow.
7. In the "Indexed Locations" scroll box, Select the "C: " drive.
8. In the "name" box, type "comdlg32.ocx".
9. Check the "Include non-indexed, hidden, and system files (might be slow)".
10. Select "Search".
11. If the file is not found
  - o You will receive the message, "No items match your search".
  - o Please contact [accuwage.help@ssa.gov](mailto:accuwage.help@ssa.gov) to request a copy.

#### For Windows XP

1. Select "Start".
2. Select "Search".
3. Select "All files and folders".
4. In the first box, type all or part of the file name, "comdlg32.ocx".
5. In the "Look in" box, make sure the C: drive is displayed.

5. In the System32 box, make sure the C: drive is displayed.
6. Select "Search".
7. If the file is not found:
  - o You will receive the message, "There were no files found".
  - o Please contact [accuwage.help@ssa.gov](mailto:accuwage.help@ssa.gov) to request a copy.

**For Windows 7**

1. Select "Start".
2. In the "Search programs and files" box, type "comdlg32.ocx"
3. If the file is not found:
  - o You will receive the message, "No items match your search".
  - o Please contact [accuwage.help@ssa.gov](mailto:accuwage.help@ssa.gov) to request a copy.
4. If you located the comdlg32.ocx in your System32 folder:
  - o You may have a wrong or corrupted version of this file. A version lower than 6.1.97.02 may produce the error, "Failed to load control 'Common Dialog' from comdlg32.ocx".
  - o Rename the old comdlg32.ocx file to comdlg32.old.
  - o Contact [accuwage.help@ssa.gov](mailto:accuwage.help@ssa.gov) to request a new copy.

**When you receive the comdlg32.ocx, follow these steps:**

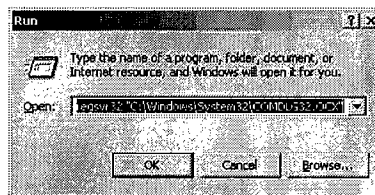
1. The comdlg32.ocx will be in a zip file.
2. Right select the zip file and choose "Save As".
3. Save in the System32 folder.
4. Go back to your System32 folder.
5. Right select the zipped file.
6. Select "WinZip".
7. Select "Extract to here".
8. The WinZip-Password for file:comdlg32.zip screen will open.
9. Enter the password that was given to you and select "OK".
10. The comdlg32.ocx folder will now be in your System32 folder.
11. Open the folder to view the comdlg32.ocx.
12. Restart your computer.
13. Try to run AccuWage again.
14. If AccuWage still does not run, you need to register the comdlg32.ocx.

**How to register the comdlg32.ocx:**

Go to Start, Run and copy the following command into the box, then select "OK":

**Regsvr32 "C:\Windows\System32\comdlg32.ocx"**

Depending on your system setup, the Run Screen might look like this:



If the cmdlg32.ocx registration is successful, you will receive the message, "DllRegisterServer in C:\Windows\System32\COMDLG32.OCX succeeded". Restart your computer and try running AccuWage again.

---

When attempting to run the AccuWage software, you may receive a pop-up error message that states, "**Run-time error '75': Path/File access error.**" Submitters who receive this error may not have proper administrative rights to the folder where AccuWage and/or the submission file are saved (Both should be saved on the C: Drive):

- Right select the folder where the software and/or test file is saved.
- Select "Properties" then select the "General Tab".
- If "Read Only" is checked, uncheck it.

Note: Follow the steps at the beginning of the Troubleshooting section to see if you have the proper administrative rights.

Note: For Windows Vista users, right select the "AccuWage Icon" on your desktop. In the context menu displayed select "Run as Administrator".

---

When attempting to open the AccuWage software, you may receive a pop-up error message that states, "**Run-time error '3051': The Microsoft Jet database engine cannot open the file 'C:\Program Files\AccuWage\ERRLOG.MDB. It is already opened exclusively by another user, or you need permission to view its data.'**" Submitters who receive this error may also not have proper administrative rights. Verify that you are an administrator on your PC:

- Right select "My Computer/Computer".
- Select "Manage".
- Select "Local Users/Groups".

- Select "Local Users/Groups".
- Select "Groups".
- Select "Administrators".
- Verify that you are on the list.

---

Windows Vista is high in security. To prevent administrative problems and to be able to run the AccuWage software you may need to disable the "User Account Control" (UAC):

- Open "My Computer/Computer" on the desktop.
- Select "Control Panel".
- Select "User Accounts" or "User Accounts and Family Safety".
- Select "Turn User Account Control on or off".
- Uncheck the "Use User Account Control (UAC) to help protect your computer" box and select "OK".
- Restart your computer.

Note: You can also right select the "AccuWage Icon" on your desktop. In the context menu displayed select "Run as Administrator".

---

Upon request, the AccuWage/AccuW2C software can be sent to you. If you need a copy of the software, contact [accuwage.help@ssa.gov](mailto:accuwage.help@ssa.gov).


If you are running anti-spam software, be sure to configure it so that SSA e-mail is not identified as spam:

1. On the Microsoft Outlook page, select "Tools", then "Options".
2. Under the Preferences tab for E-Mail, select "Junk E-Mail".
3. Under Junk E-Mail Options, select "Safe Senders".
4. On the Safe Senders screen, select "Add".
5. In the Add address or domain box, enter the e-mail address for Social Security, [www.ssa.gov](http://www.ssa.gov), and select "OK".

\* XX indicates the software version. (09, 10)

#### **More Information**

For more information about AccuWage, AccuW2C, the EFW2 and EFW2C formats, or for answers to other questions about wage reporting, please contact an [Employer Services Liaison Officer](#) or visit [How to Reach Us](#).



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Introduction

This document explains the causes of some Cisco IOS® software scheduler-related error messages, and how to troubleshoot them. These messages are not related to a specific platform. They can appear on every platform that supports Cisco IOS software.

These are the messages that this document covers:

- [SCHED-3-STUCKMTMR](#)
- [SCHED-3-THRASHING](#)
- [SCHED-3-UNEXPECTEDEVENT](#)
- [SCHED-2-WATCH](#)

If you encounter a "SCHED..." error message which is not explained on this page, use the feedback form at the top of this page in order to inform Cisco.

Prerequisites

Downloads

[Troubleshooting Cisco IOS Software Scheduler-Related Error Messages](#)

Related Documents

- [Troubleshooting Cisco IOS Software Scheduler-Related Error Messages](#)
- [Tools, Maintenance, and Troubleshooting Tips for Cisco IOS Software/Cisco IOS Software Releases 12.2 Mainline](#)
- [Tools, Maintenance, and Troubleshooting Tips for Cisco IOS Software/Cisco IOS Software Releases 12.0 Mainline](#)
- [Tools, Maintenance, and Troubleshooting Tips for Cisco IOS Software/Cisco IOS Software Releases 12.1 Mainline](#)
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and allows us to contact you if  
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• [PCC Historical Reporting - Scheduler...](#)

## Requirements

There are no specific requirements for this document.

## Components Used

This document is not restricted to specific software and hardware versions.

## Conventions

Refer to the [Cisco Technical Tips Conventions](#) for more information on document conventions.

## Background Information

The Cisco IOS software scheduler, which is part of the Cisco IOS software Kernel, manages all the processes in the system using a series of process queues that represent each process state. The queues hold context information for processes in that state. Processes transition from one state to another as the scheduler moves their context from one process queue to another. Some of the process queues are:

- **Idle queue**—Contains processes that are still active but wait on an event to occur before they run.
- **Dead queue**—Contains processes that have terminated, but need to have their resources reclaimed before they can be totally removed from the system.
- **Ready queues**—Contains processes that are eligible to run. There are four ready queues, one for each process priority. When a running process suspends, the scheduler regains control of the CPU and uses an algorithm to select the next process from one of its four ready queues.

## Troubleshoot

### SCHED-3-STUCKMTMR

A process can register to be notified when various events occur in the router. This specific message appears whenever a registered timer expires and the timer value is unchanged after the process executes two successive times. This is always a cosmetic software-related issue.

These messages on the console indicate such a problem:

```
%SCHED-3-STUCKMTMR: Sleep with expired managed timer 1C7410,  
time 0x1063F9C52 (00:00:00 ago).  
-Process= "IP SNMP", ipl= 6, pid= 44  
-Traceback= 31BC79A 31BC9C0 323E130
```

The process in which this error message occurs is a good indication for narrowing down the cause of these tracebacks. This list shows the more common reasons for these messages to appear:

- **IP Simple Network Management Protocol (SNMP) Process**—This message can appear during SNMP WriteNet request:

```
%SCHED-3-STUCKMTMR: Sleep w/expired mgd timer 13AF58,  
time 0xBDBE878A (00:00:03 ago).  
-Process= "IP SNMP", ipl= 6, pid= 29  
-Traceback= 313B218 313B5D2 3192A76 319BFEC 319F234 30FF17E 319F446 319F88E 30FEA70
```



```
-Traceback= 313B218 313B5D2 3192A76 319EFEC 319F234 30FF17E 319F446 319F88E 30FEA70
3304C1E 33045F0 32F78E4 32F82AE 32F383E 32F7ABA 30FF19A
%SYS-4-SNMP_WRITE: SNMP WriteNet request. Writing current configuration to
146.61.55.230.
%SYS-4-SNMP_WRITE: SNMP WriteNet request. Writing current configuration to
146.61.10.20.
```

Earlier Cisco IOS software releases contained some IP SNMP poll-related problems. An upgrade to the latest Cisco IOS Software Release 12.0 or 12.1 main release solves this issue. This is a cosmetic message, and there are no adverse side-effects which might affect the operation of the router (or the IP SNMP process).

- **Virtual Integrated Network Service (VINES) Protocols Process**—These tracebacks can be generated on a router configured for VINES:

```
%SCHED-3-STUCKMTMR: Sleep w/expired mgd timer 6100606C, time 0x222DF318
(00:00:00 ago).
-Process= "VINES Protocols", ipl= 6, pid= 60
```

The message(s) occur(s) randomly and do(es) not appear to affect VINES performance. They occur if VINES has missed processing an expired timed event (when the system processor is heavily loaded). The event eventually gets processed, but not when it first expires.

VINES uses timers for processing and handling VINES Address Resolution Protocol (ARP) services, Inter Processor Communication (IPC) sessions and retransmission, route aging, and some server services.

These messages have been fixed in the Cisco IOS Software Release 12.0S and 12.1 main releases.

- **Multi Protocol Label Switching (MPLS)-related Process**—These tracebacks can be generated on a router configured for MPLS:

```
%SCHED-3-STUCKMTMR: Sleep w/expired mgd timer 60C0E9B4, time 0x3952
(00:00:00 ago).
-Process= "TDP Hello", ipl= 5, pid= 58
-Traceback= 600867F0 60086BB8 604390D4 60077E88 60077E74

%SCHED-3-STUCKMTMR: Sleep w/expired mgd timer 60CC2548, time 0x43006
(00:00:00 ago).
-Process= "Tag Control", ipl= 5, pid= 56
-Traceback= 600867F0 60086BB8 60448320 604484F0 60077E88 60077E74
```

Analysis of the event loops for the Tag Distribution Protocol (TDP), TDP Hello, and Tag control processes shows that the loops could call a specific process\_wait\_for\_event process without processing all expired timers. The loops are fixed to ensure that all expired timers are processed before suspending. This issue is solved in the latest Cisco IOS Software Release 12.0S and 12.1 main releases.

This list of processes where this message can occur is non-exhaustive. It is always a cosmetic message and, therefore, does not justify a Cisco IOS software upgrade. Be sure to run the latest Cisco IOS software release in your train. If the message still appears in the latest Cisco IOS software release which is available on Cisco.com for registered users, contact [Cisco Technical Support](#) to open a case. At this time, provide a complete **show log** with the error message and a **show tech** of the router or switch on which the problem occurs.

### SCHED-3-THRASHING

This message means that the indicated process has relinquished control 50 consecutive times and there are still outstanding events to be processed.

These messages on the console indicate such a problem:

```
%SCHED-3-MBDA@HYZ: Process thrashing on watched queue
```

```
%SCHED-3-THRASHING: Process thrashing on watched queue
'ARP queue' (count 54).
-Process= "ARP Input", ipl= 5, pid= 6
-Traceback= 6020589C 60205BC4 60236520 601F4FD8 601F4FC4
```

These thrashing checks are intended to determine if a process is, for some reason, does not do its job. The thrashing check on watched queues (which is the troublesome message which is signaling) checks the number of elements on the queue. If this number remains the same for a given number of schedulings, the message is printed.

Some queues are length-limited. This means that if the router gets very busy, the queues always stay at the maximum. As a result, the thrashing code in the scheduler gets confused and thinks that these queues have not been handled. The thrashing code has determined that the process which was supposed to handle the queue was not doing its job and prints the thrashing message.

The scheduler has been changed in later Cisco IOS software code. In order to keep track of whether the queues have been changed (so it can better determine whether or not the process is thrashing), the scheduler now notes whenever an item is removed from the queue, and only prints the thrashing message if nothing gets removed for a while.

Most of the time, the queue thrashing message is cosmetic.

These messages are not always caused by a software bug. They can be issued in response to either instantaneous or sustained demand on the router. Increased or persistent messages can indicate that the traffic load needs to be reviewed.

**Note:** These code changes are reported under Cisco bug ID [CSCdl68470](#) (registered customers only).

### SCHED-3-UNEXPECTEDEVENT

This message appears whenever a process receives an event that it does not know how to handle. For example:

```
%SCHED-3-UNEXPECTEDEVENT: Process received unknown event (maj 10, min 0).
-Process= "IP SNMP", ipl= 0, pid= 23
-Traceback= 602842B8 6017CFB8 6017CFA4
```

There are several possible causes of this problem:

- The most likely cause is that one process directly wakes up another process, and passes major and minor event numbers to the process. If the sending process wakes up the wrong process, the receiving process does not know how to handle the received major and minor event numbers. The process might perform the wrong action if it expects an event with matching major and minor event numbers, or it might print this message. Use the output of the **show process** command to help determine which process(es) might have sent a direct wakeup to a process.
- Another possible cause of this problem is that a development engineer has added code to register for an event, but has not added the code to handle the event.
- A subroutine called by the process may have registered for a new event, but has not deregistered the event before it exits.

These messages are always due to a software bug. Based on the process that did not know how to handle an event, you can run into different bugs in the Cisco IOS software.

If the process is equal to either Exec or Virtual Exec, you are most likely to run into these issues:

```
%SCHED-3-UNEXPECTEDEVENT: Process received unknown event (maj 80, min 0).
-Process= "Exec", ipl= 0, pid= 20
-Traceback= 604A0D68 6049B400 6049C974 601B2F5C 601B338C 601CC384 601CC9E0 601F5628
602383EC 602383D8
```

```
6023B3EC 6023B3DB
```

or

```
%SCHED-3-UNEXPECTEDEVENT: Process received unknown event (maj 80, min 0).  
-Process= "Virtual Exec", ipl= 0, pid= 2  
-Traceback= 60479FAD 60474638 60476474 601B0E20 601B0A38 601E5088 601E5B08 601F0A54  
60231324 60231310
```

This error message is caused by debug code that was accidentally left in some older versions of code. It has reappeared in the Cisco IOS Software 12.0 mainline release. The error message is likely to occur if you have TACACS configured and you execute the **show line** command on the command line interface (CLI) of the router. The error message has no effect on the functionality of the router, so this can be considered as a cosmetic bug. The only way to get rid of this error message is to upgrade the Cisco IOS software to a later release.

You must run at least Cisco IOS Software Releases 12.0(11), 12.0(11)S, or 12.1(2), based on the train that you run. However, if you are faced with another bug, consider an upgrade to the latest Cisco IOS software available for the corresponding train. If the problem is still present in the latest Cisco IOS software release you can contact [Cisco Technical Support](#) to open a new bug. At this time, have ready the complete output of the **show logging** command with the error message and the output from the **show version** in order to decode the tracebacks.

Refer to Cisco bug ID [CSCdp17107](#) (registered customers only) for further information on this issue.

## SCHED-2-WATCH

This message displays whenever an attempt is made to register for an event without first creating the data structure for that event. This is an internal software bug in the Cisco IOS Software. The output looks something like this:

```
%SCHED-2-WATCH: Attempt to enqueue uninitialized watched queue (address 0).  
-Process= "Net Input", ipl= 0, pid= 29  
-Traceback= 601B821C 60193428 604F59EC 604F6110 601C09F8 601934E0 6019304C  
601A65E8 601A65D4
```

You can encounter this kind of error message during an Online Insertion and Removal (OIR) of any type of card. For instance, on a Cisco 12000 Series Internet router, you can see these messages after you replace a Gigabit Route Processor (GRP) card in a GSR 12016 series router.

```
%SCHED-2-WATCH: Attempt to set uninitialized watched boolean (address 0).  
-Process= "IC Crash Complete Process", ipl= 0, pid= 29  
-Traceback= 601B9CA8 60244E08 6017562C 60175618
```

Earlier versions of code contain some redundancy issues. Most of these problems are fixed in the latest Cisco IOS Software Release 12.0S. Be sure to run a Cisco IOS software release which is later than or at least equal to Cisco IOS Software Releases 12.0(18)S1 and 12.0(17)S2. A cold reload of the router should most likely fix this issue if a reset of the faulty card does not work.

The messages are similar to this output on a 7500 Series Router:

```
%OIR-6-REMCARD: Card removed from slot 3, interfaces disabled  
%SCHED-2-WATCH: Attempt to set uninitialized watched Boolean (address 0).  
-Process= "OIR Handler", ipl= 0, pid= 7  
-Traceback= 60236120 60C64838 60280594 60280874 602211BC 602211A8
```

Most of the time these SCHED error messages are due to an internal software bug in the Cisco IOS software. Therefore, the first step in troubleshooting these error messages is to look for a known bug.

An upgrade to the latest Cisco IOS software image in your release train gets rid of all fixed Cisco IOS software scheduler-related bugs.

An upgrade to the latest Cisco IOS software image in your release train gets rid of all fixed Cisco IOS software scheduler-related bugs.

If the problem still appears, contact your Cisco support representative with an exact copy of the error message, along with the output from a [show tech-support](#) and a [show log](#) command.

## Information to Collect If You Open a Cisco Technical Support Case

**If you still need assistance after you follow the troubleshooting steps in this document, you can open a case (registered customers only) with Cisco Technical Support. Be sure to include the information listed here:**


- Console captures that show the error messages.
- Console captures that show the steps you took to troubleshoot the problem and the boot sequence during each step.
- The hardware component that failed and the serial number for the chassis.
- Troubleshooting logs.
- Output from the [show technical-support](#) command.

Attach the collected data to your case in non-zipped, plain text format (.txt). You can upload information to your case with the [TAC Service Request Tool](#) (registered customers only). If you cannot access the Case Query tool, you can send the information in an E-mail attachment to [attach@cisco.com](mailto:attach@cisco.com). Include your case number in the subject line of your message to attach the relevant information to your case.

**Note:** Do not manually reload or power-cycle the router before you collect this information, unless required. This can cause you to lose important information that you need in order to determine the root cause of the problem.

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Updated: Jun 24, 2008

Document ID: 1242

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
简体中文

繁體中文

## iTunes for Windows XP: Troubleshooting unexpected quits, freezes, or launch issues

Last Modified: September 30, 2010  
Article ID: TS1421

Old Article: 902826

### Symptoms

This article provides some general suggestions when trying to troubleshoot an issue where iTunes for Windows XP won't open or unexpectedly quits. It may be useful to print this document before following the steps outlined below.

- For a discussion of troubleshooting similar issues in iTunes for Windows Vista or Windows 7, see iTunes for Windows Vista or Windows 7: Troubleshooting unexpected quits, freezes, or launch issues.
- If you are having trouble installing iTunes, see Trouble installing iTunes or QuickTime for Windows.
- If you see one of the following specific alert messages, click on the corresponding link for more information.
  - The iTunes application could not be opened. An unknown error occurred (0x866D743F).
  - iTunes for Windows: iTunes cannot run because it detects an issue with QuickTime

### Products Affected

iTunes 9 for Windows, iTunes 10 for Windows, Microsoft Windows XP

### Resolution

#### Create a New User Account

When troubleshooting a variety of issues, it can be useful to determine if the issue affects a specific Windows user account or all accounts. Follow the steps below to create a new user account in Windows XP:

1. From the Start menu, choose Control Panel.
2. Open User Accounts.

#### Related Videos

- iPhone '09: Brush Out or Relaunch Problem Areas
- iMovie '08: Adding Titles to Your Movie

4. Open user accounts.
3. Select **Create a new account** and follow the instructions to complete the account setup process.
4. Once the new account is created, choose **Log Off** from the **Start** menu.
5. Log in to the newly created user account.
6. Open iTunes and determine whether the issue you were experiencing persists in this new user.

If you see the same issue in the newly created user account, proceed to the **System-wide troubleshooting** section below. If you do not experience the same issue, consult the **User-specific troubleshooting** section below.

- **User-specific troubleshooting**
- **System-wide troubleshooting**

#### Additional Information

See also:

Troubleshooting iTunes for Windows XP and 2000 video playback performance issues

This document will be updated as more information becomes available.

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## Troubleshooting for the PC

This page is dedicated to helping those with various known computer problems. The tutorials below contain screen shots and captions outlining how to perform a few operations on your computer. It may prove useful to you even if you don't have any troubleshooting problems. Check our FAQ section for answers to the most commonly asked questions.

Download Problems | Install Problems | Display Problems  
Timing Out | Traceroute | Premature Disconnect |  
Uninstall Software

## Download Problems

Can't Find File | 99% Download Problem

## Can't Find File

If you are having a problem finding your download, go to your start menu at the bottom of the page. Click 'Start', then go to 'Find' and slide your mouse over to 'Files or Folders...'. See picture below.



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## Online Poker

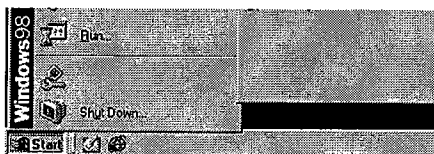
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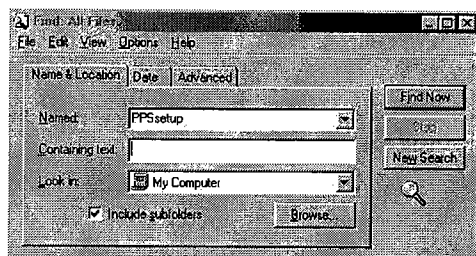
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## Top Tournaments

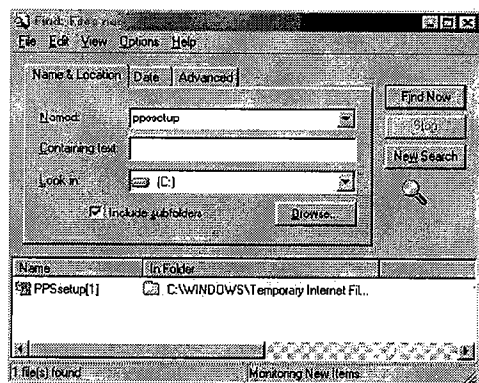




A new window will open. In this window, type PPSsetup on the 'named' line. Make sure that the 'Look in' line is set for 'My Computer' and the 'Include Subfolders' box near the bottom is checked. See picture below.



Now click the find button and wait for the computer to find the file. Once the file has been found, double click the PPSsetup icon that appears at the bottom. See picture



#### Top tournaments

World Series of Poker Circuit  
Event  
Venetian Deep Stack  
Extravaganza IV  
U.S. Poker Championship

Installation will begin at this point. Please follow the installation prompts exactly during this testing process. Click here if you run into any errors. Once the program is installed, a new icon (Ace of Spades) will appear on your desktop. It will have 'PokerPages.com' written under it. Double clicking this icon will launch the new software. Read General instructions to learn how the software works.

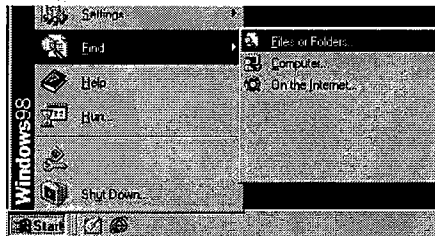
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### 99% Download Problem

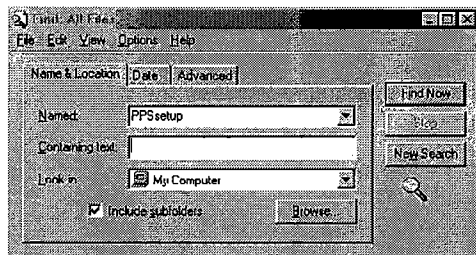
During the download, the download window may become stuck at 99%. Don't worry, the software has actually been completely downloaded and is in your temporary Internet files.

To handle this problem, close the stuck window by pressing the keys: Ctrl, Alt and Delete at the same time. Another window will open telling you that this program is not responding. Click 'End Task'. Another window will open to verify. Click 'End Task' in this window also. If your Windows program is giving you any problems over this, go ahead and restart your computer and then come back to this page.

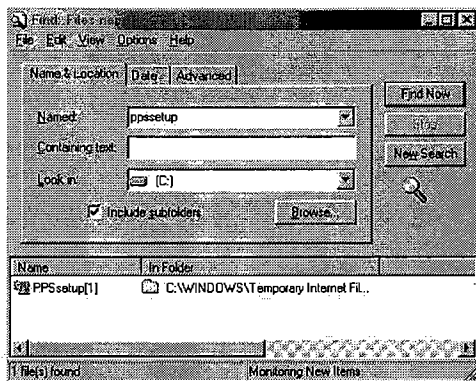
Now you can go find the downloaded file. Go to your start menu at the bottom of the page. Click 'Start', then go to 'Find' and slide your mouse over to 'Files or Folders...'. See picture below.



A new window will open. In this window, type PPSsetup on the 'named' line. Make sure that the 'Look in' line is set for 'My Computer' and the 'Include Subfolders' box near the bottom is checked. See picture below.



Now click the find button and wait for the computer to find the file. Once the file has been found, double click the PPSsetup icon that appears at the bottom. See picture



Installation will begin at this point. Please follow the installation prompts exactly during this testing process. Click here if you run into any errors. Once the program is installed, a new icon (Ace of Spades) will appear on your desktop. It will have 'PokerPages.com' written under it. Double clicking this icon will launch the new software. Read General Instructions to learn how the software works. [testing@pokerpages.com](mailto:testing@pokerpages.com) for further information and help.

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#### Install Problems

"The application has unexpectedly quit"

"Invocation Target Exception"

"java.lang.NoClassDefFoundError"

If you receive a message "VIEW HAS CAUSED AN INVALID PAGE FAULT AT MODULE MSJAVA.DLL" then:

Microsoft has identified a known bug in the product NETZIP that is used by Real Download and Download Demon. This interferes with the JAVA runtime process. You will need to remove NETZIP or apply updates. Please email [testing@pokerpages.com](mailto:testing@pokerpages.com) for further information and help.

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#### Display Problems

Some users may experience difficulty viewing the screen or buttons on our latest software. To change the screen

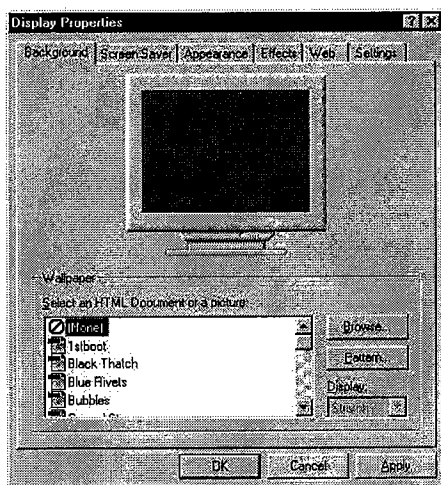
Some users may experience difficulty viewing the screen or buttons on our latest software. To change the screen resolution follow these steps:

1) Right Click on the "Desktop" and click on properties

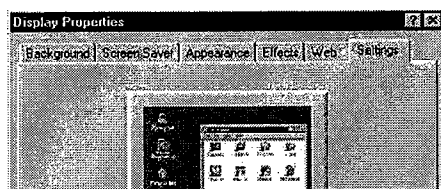
OR

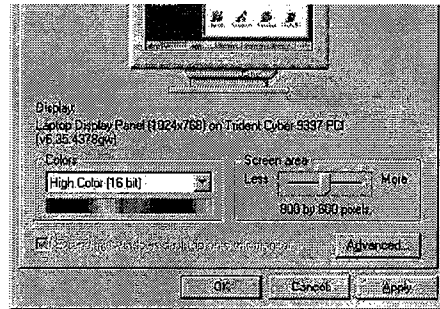
2) Click "Start" then "Setting" then "Control Panel" then "Display"

Either of these methods should take you to the following screen:

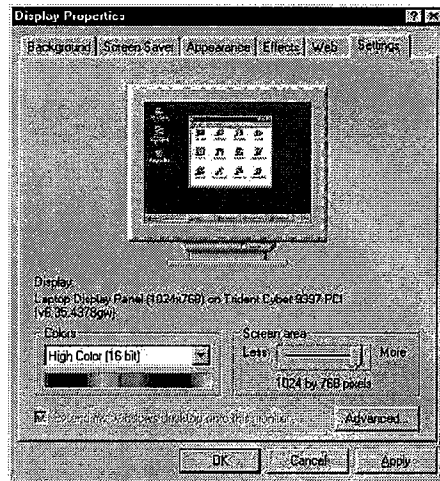


Now Click on the "Settings" tab and you should see:





Now drag the small slider, or click on the 'Less/More' line, in the screen area until it says 1024 x 768 pixels. See next image:



Now click apply.

A new window will open. This window will ask you if it is ok to resize the desktop. Click Ok.

Windows XP will then ask you if you want to keep the current resolution.

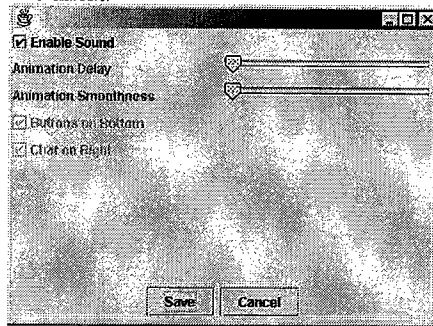
The above example is for Windows 98. Other Systems may vary.

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### Timing Out

If you are in the situation of constantly timing out against your will, please follow these trouble shooting steps.

- **Make sure that you have the proper system requirements.**
  - At least 96 MEGS of RAM
  - 200 Megahertz CPU
- **Turn off the animation on the software.**
  - In the lobby area, at the bottom of the screen, click the button called 'Preferences'.
  - Move the slider bars all the way to the left. See Picture below.
  - Click Save.



- **Turn off all other programs running on your computer**
  - It should be just you, your internet connection, and the PokerPages software.
- **Timing Out Form**  
If none of the above work, we have a troubleshooting form for you to fill out. Click here to use it. We will get back to you ASAP.

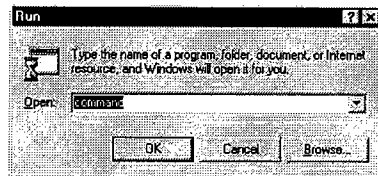
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### Perform TraceRoute

If you should experience any computer problems, you may be asked to perform a "Traceroute" by PokerPages' technical staff. Trace routes themselves will not cure the problem. They provide information about your current connection to the

stuff. Trace routes themselves will not cure the problem. They provide information about your current connection to the PokerPages server. Trace routes will only produce relevant information if performed at the time the problem occurs.

1. Do the trace route only at the time you are having the problem.
2. Click the "Start" button at the bottom left of your computer screen, and then choose "Run." A small window titled "Run" will open.
3. Type "command" without the quotes into the window titled "Run." Press enter, or click the "OK" button. A black window with white lettering, titled MS-DOS Prompt, will open.



4. In the MS-DOS window, type  
**tracert me2.pokerpages.com > tracert.txt**

Make sure to type this exactly. Wait about a minute for the command to finish. At that point, the ">" symbol followed by a blinking "\_" symbol will reappear.

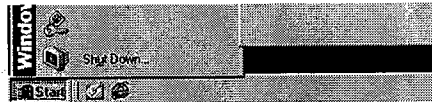


5. Go back to your desktop and you should find a file called tracert.txt. This contains the diagnostic information we need.

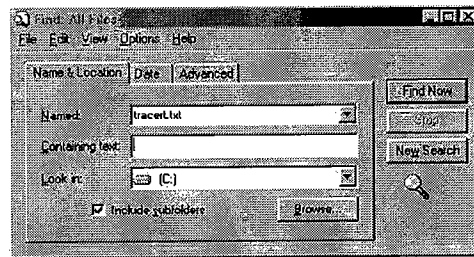
If you are filling out a form, you can either copy all of the information into the form or send it attached to an email to [testing@pokerpages.com](mailto:testing@pokerpages.com). Make sure that in the email, you state your username and mention that you have filled out a form.

If the file tracert.txt does not appear on your desktop, click "Start", then go to "Find" and slide your mouse over to "Files or Folders...", (or Start -> Search -> For Files or Folders, in Windows Me) See picture below.

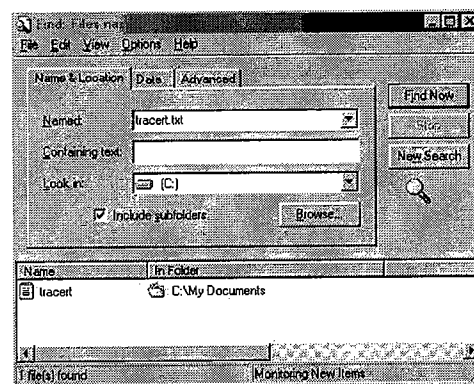




A new window will open. In this window, type `tracert.txt` on the 'named' line. Make sure that the 'Look in' line is set for 'My Computer' and the 'Include Subfolders' box near the bottom is checked. See picture below.



Now click the find button and wait for the computer to find the file. Once the file has been found, double click the `tracert` icon that appears at the bottom. See picture below.



Now you should see the `tracert` and be able to save it to your desktop.

If you are filling out a form, you can either copy all of the information into the form or send it attached in an email to



If you are filling out a form, you can either copy all of the information into the form or send it attached to an email to [testing@pokerpages.com](mailto:testing@pokerpages.com). Make sure that in the email, you state your username and mention that you have filled out a form.

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#### Premature Disconnect

If your computer disconnects from the Internet while you are playing, it is likely that your modem or Internet connection settings are configured so that they disconnect from the Internet when your connection stays idle for a certain period of time.

To solve this problem, you can do two things: either disable the automatic disconnection feature, or increase the amount of time that the connection will remain idle before the computer disconnects from the Internet.

#### Configure Your Modem Connection Settings

1. Click "Start", choose "Settings" and then "Control Panel".
2. Double-click "Modems".
3. In the "The following modems are set up on this computer" box, click your modem, and then click "Properties".
4. On the "Connection" tab, click to clear the "Disconnect a call if idle for more than # mins" check box, or type a higher number in the mins box, and then click "OK."
5. Click "Close".
6. Close Control Panel.

#### Configure Your Internet Connection Settings

##### Internet Explorer (4.x or later)

1. Click "Start", choose "Settings", and then click "Control Panel".
2. Double-click "Internet Options" or "Internet Settings".
3. On the "Connections" tab, choose "Settings".
4. In the "Dial-up Settings" box, click the dial-up connection you use to connect to the Internet, and then click "Settings".
5. If you are using Internet Explorer 4.x, go on to step 6. If are you using IE 5.0, click "Advanced".
6. Click to clear the "Disconnect if idle for # minutes" check box, or type a higher number in the "minutes" box.
7. Choose "OK" until you get back to the Control Panel.
8. Close Control Panel.

##### MSN, The Microsoft Network

1. Click the "The Microsoft Network" icon on the taskbar, choose "MSN Options", then click "Connection Setting".
2. On the "Options" tab, click to clear the "Disconnect if idle for more than # minutes" check box, or type a higher number in the "minutes" box.
3. choose "OK".

##### America Online (AOL)

It is not possible to configure the idle time disconnect feature in AOL software. If you use AOL to connect to the Internet, you will periodically receive the message "You have been idle for a while. Do you want to stay online?" When you receive this message, simply click "Yes" to stay connected to the Internet.

For more information and help regarding this problem, visit Microsoft Product Support Services.

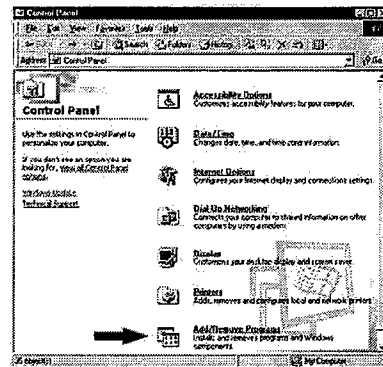
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11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100 101 102 103 104 105 106 107 108 109 110 111 112 113 114 115 116 117 118 119 120 121 122 123 124 125 126 127 128 129 130 131 132 133 134 135 136 137 138 139 140 141 142 143 144 145 146 147 148 149 150 151 152 153 154 155 156 157 158 159 160 161 162 163 164 165 166 167 168 169 170 171 172 173 174 175 176 177 178 179 180 181 182 183 184 185 186 187 188 189 190 191 192 193 194 195 196 197 198 199 200 201 202 203 204 205 206 207 208 209 210 211 212 213 214 215 216 217 218 219 220 221 222 223 224 225 226 227 228 229 230 231 232 233 234 235 236 237 238 239 240 241 242 243 244 245 246 247 248 249 250 251 252 253 254 255 256 257 258 259 260 261 262 263 264 265 266 267 268 269 270 271 272 273 274 275 276 277 278 279 280 281 282 283 284 285 286 287 288 289 290 291 292 293 294 295 296 297 298 299 300 301 302 303 304 305 306 307 308 309 310 311 312 313 314 315 316 317 318 319 320 321 322 323 324 325 326 327 328 329 330 331 332 333 334 335 336 337 338 339 340 341 342 343 344 345 346 347 348 349 350 351 352 353 354 355 356 357 358 359 360 361 362 363 364 365 366 367 368 369 370 371 372 373 374 375 376 377 378 379 380 381 382 383 384 385 386 387 388 389 390 391 392 393 394 395 396 397 398 399 400 401 402 403 404 405 406 407 408 409 410 411 412 413 414 415 416 417 418 419 420 421 422 423 424 425 426 427 428 429 430 431 432 433 434 435 436 437 438 439 440 441 442 443 444 445 446 447 448 449 450 451 452 453 454 455 456 457 458 459 460 461 462 463 464 465 466 467 468 469 470 471 472 473 474 475 476 477 478 479 480 481 482 483 484 485 486 487 488 489 490 491 492 493 494 495 496 497 498 499 500 501 502 503 504 505 506 507 508 509 510 511 512 513 514 515 516 517 518 519 520 521 522 523 524 525 526 527 528 529 530 531 532 533 534 535 536 537 538 539 540 541 542 543 544 545 546 547 548 549 550 551 552 553 554 555 556 557 558 559 560 561 562 563 564 565 566 567 568 569 570 571 572 573 574 575 576 577 578 579 580 581 582 583 584 585 586 587 588 589 590 591 592 593 594 595 596 597 598 599 600 601 602 603 604 605 606 607 608 609 610 611 612 613 614 615 616 617 618 619 620 621 622 623 624 625 626 627 628 629 630 631 632 633 634 635 636 637 638 639 640 641 642 643 644 645 646 647 648 649 650 651 652 653 654 655 656 657 658 659 660 661 662 663 664 665 666 667 668 669 670 671 672 673 674 675 676 677 678 679 680 681 682 683 684 685 686 687 688 689 690 691 692 693 694 695 696 697 698 699 700 701 702 703 704 705 706 707 708 709 710 711 712 713 714 715 716 717 718 719 720 721 722 723 724 725 726 727 728 729 730 731 732 733 734 735 736 737 738 739 740 741 742 743 744 745 746 747 748 749 750 751 752 753 754 755 756 757 758 759 760 761 762 763 764 765 766 767 768 769 770 771 772 773 774 775 776 777 778 779 780 781 782 783 784 785 786 787 788 789 790 791 792 793 794 795 796 797 798 799 800 801 802 803 804 805 806 807 808 809 810 811 812 813 814 815 816 817 818 819 820 821 822 823 824 825 826 827 828 829 830 831 832 833 834 835 836 837 838 839 840 841 842 843 844 845 846 847 848 849 850 851 852 853 854 855 856 857 858 859 860 861 862 863 864 865 866 867 868 869 870 871 872 873 874 875 876 877 878 879 880 881 882 883 884 885 886 887 888 889 890 891 892 893 894 895 896 897 898 899 900 901 902 903 904 905 906 907 908 909 910 911 912 913 914 915 916 917 918 919 920 921 922 923 924 925 926 927 928 929 930 931 932 933 934 935 936 937 938 939 940 941 942 943 944 945 946 947 948 949 950 951 952 953 954 955 956 957 958 959 960 961 962 963 964 965 966 967 968 969 970 971 972 973 974 975 976 977 978 979 980 981 982 983 984 985 986 987 988 989 990 991 992 993 994 995 996 997 998 999 1000

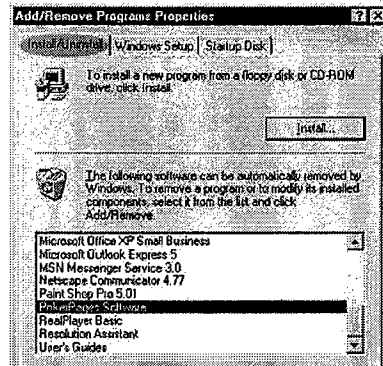
## Uninstall Software

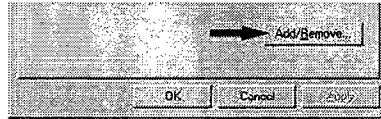
To remove the PokerPages software from your computer, follow these steps:

Go to your Start button, point to Settings, and click on Control Panel. In the Control Panel, click on "Add/Remove Programs." See Below.

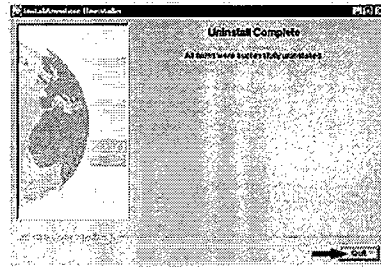


In the Add/Remove Programs Properties window, Click on Install/Uninstall tab at top left. Scroll through the list of your computer's installed software, and click on "PokerPages Software", highlighting it. Click on the "Add/Remove..." box. See below.





This brings up the InstallAnywhere Uninstaller dialog window. Look for the "Uninstall" box at the lower right, and click on it. After a brief time, the dialog window should show "Uninstall Complete." When you see this, click on the "Quit" button to the lower right. See below.





Occasionally, the PokerPages "Ace of Spades" shortcut icon on your desktop remains there even after you remove the PokerPages software. To remove this icon, simply click on it with your mouse, right click, and choose "Delete."

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[Rankings](#) [Schedule](#)

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If you are having trouble with any of our software, please contact us at [support@pokerpages.com](mailto:support@pokerpages.com) or call us at 1-800-888-8888.

**To:** Google Inc. ([trademarks@google.com](mailto:trademarks@google.com))  
**Subject:** U.S. TRADEMARK APPLICATION NO. 77980388 - CHROMIUM - N/A  
**Sent:** 11/3/2010 9:41:29 PM  
**Sent As:** ECOM107@USPTO.GOV  
**Attachments:**

**IMPORTANT NOTICE REGARDING YOUR  
U.S. TRADEMARK APPLICATION**

**USPTO OFFICE ACTION HAS ISSUED ON 11/3/2010 FOR  
SERIAL NO. 77980388**

Please follow the instructions below to continue the prosecution of your application:

**TO READ OFFICE ACTION:** Click on this [link](http://portal.uspto.gov/external/portal/tow) or go to <http://portal.uspto.gov/external/portal/tow> and enter the application serial number to access the Office action.

**PLEASE NOTE:** The Office action may not be immediately available but will be viewable within 24 hours of this e-mail notification.

**RESPONSE IS REQUIRED:** You should carefully review the Office action to determine (1) how to respond; and (2) the applicable response time period. Your response deadline will be calculated from 11/3/2010 (or sooner if specified in the office action).

**Do NOT hit "Reply" to this e-mail notification, or otherwise attempt to e-mail your response, as the USPTO does NOT accept e-mailed responses. Instead, the USPTO recommends that you respond online using the Trademark Electronic Application System Response Form.**

**HELP:** For *technical* assistance in accessing the Office action, please e-mail [TDR@uspto.gov](mailto:TDR@uspto.gov). Please contact the assigned examining attorney with questions about the Office action.

**WARNING**

**Failure to file the required response by the applicable deadline will result in the ABANDONMENT of your application.**

**Trademark Snap Shot Amendment & Mail Processing Stylesheet**  
(Table presents the data on Amendment & Mail Processing Complete)

**OVERVIEW**

SERIAL NUMBER	77980388	FILING DATE	09/02/2008
REG NUMBER	0000000	REG DATE	N/A
REGISTER	PRINCIPAL	MARK TYPE	TRADEMARK
INTL REG #	N/A	INTL REG DATE	N/A
TM ATTORNEY	DUBOIS, MICHELLE E	L.O. ASSIGNED	107

**PUB INFORMATION**

RUN DATE	05/05/2011
PUB DATE	06/30/2009
STATUS	814-SU - RESPONSE AFTER NON-FINAL ACTION - ENTERED
STATUS DATE	05/04/2011
LITERAL MARK ELEMENT	CHROMIUM

DATE ABANDONED	N/A	DATE CANCELLED	N/A
SECTION 2F	NO	SECTION 2F IN PART	NO
SECTION 8	NO	SECTION 8 IN PART	NO
SECTION 15	NO	REPUB 12C	N/A
RENEWAL FILED	NO	RENEWAL DATE	N/A
DATE AMEND REG	N/A		

**FILING BASIS**

FILED BASIS		CURRENT BASIS		AMENDED BASIS	
1 (a)	NO	1 (a)	YES	1 (a)	NO
1 (b)	YES	1 (b)	YES	1 (b)	NO
44D	NO	44D	NO	44D	NO
44E	NO	44E	NO	44E	NO
66A	NO	66A	NO		
NO BASIS	NO	NO BASIS	NO		

**MARK DATA**

STANDARD CHARACTER MARK	YES
LITERAL MARK ELEMENT	CHROMIUM

MARK DRAWING CODE	4-STANDARD CHARACTER MARK
COLOR DRAWING FLAG	NO

### CURRENT OWNER INFORMATION

PARTY TYPE	20-OWNER AT PUBLICATION
NAME	Google Inc.
ADDRESS	1600 Ampitheatre Parkway 1600 Amphitheatre Parkway Mountain View, CA 94043
ENTITY	03-CORPORATION
CITIZENSHIP	Delaware

### GOODS AND SERVICES

INTERNATIONAL CLASS	009
DESCRIPTION TEXT	computer software for accessing, browsing, sharing, and communicating information over computer networks and secure private networks; computer software for use in connecting to and searching the contents of remote computers, computer networks, and secure private networks; computer software for assisting users in navigating through computer networks and secure private networks; computer software for running web applications
INTERNATIONAL CLASS	042
DESCRIPTION TEXT	technical support services, namely, troubleshooting of computer software problems

### GOODS AND SERVICES CLASSIFICATION

INTERNATIONAL CLASS	009	FIRST USE DATE	12/00/2008	FIRST USE IN COMMERCE DATE	12/00/2008	CLASS STATUS	6-ACTIVE
INTERNATIONAL CLASS	042	FIRST USE DATE	12/00/2008	FIRST USE IN COMMERCE DATE	12/00/2008	CLASS STATUS	6-ACTIVE

### MISCELLANEOUS INFORMATION/STATEMENTS

CHANGE IN REGISTRATION	NO
CHILD OF	77560651

### PROSECUTION HISTORY

DATE	ENT CD	ENT TYPE	DESCRIPTION	ENT NUM
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05/04/2011	TEME	I	TEAS/EMAIL CORRESPONDENCE ENTERED	038
05/03/2011	CRFA	I	CORRESPONDENCE RECEIVED IN LAW OFFICE	037
05/03/2011	TROA	I	TEAS RESPONSE TO OFFICE ACTION RECEIVED	036
05/03/2011	TCCA	I	TEAS CHANGE OF CORRESPONDENCE RECEIVED	035
11/03/2010	GNRN	O	NOTIFICATION OF NON-FINAL ACTION E-MAILED	034
11/03/2010	GNRT	O	NON-FINAL ACTION E-MAILED	033
11/03/2010	CNRT	W	SU - NON-FINAL ACTION - WRITTEN	032
09/30/2010	ZZZX	Z	PREVIOUS ALLOWANCE COUNT WITHDRAWN	031
09/30/2010	CNPR	P	ALLOWED PRINCIPAL REGISTER - SOU ACCEPTED	030
09/21/2010	EXRA	E	NOTICE OF APPROVAL OF EXTENSION REQUEST E-MAILED	029
09/20/2010	SUPC	I	STATEMENT OF USE PROCESSING COMPLETE	028
09/13/2010	IUAF	S	USE AMENDMENT FILED	027
09/20/2010	DPCC	D	DIVISIONAL PROCESSING COMPLETE	026
09/13/2010	DRRR	I	DIVISIONAL REQUEST RECEIVED	025
09/20/2010	EX2G	S	EXTENSION 2 GRANTED	024
09/13/2010	EXT2	S	EXTENSION 2 FILED	023
09/13/2010	ERTD	I	TEAS REQUEST TO DIVIDE RECEIVED	022
09/13/2010	EEXT	I	TEAS EXTENSION RECEIVED	021
09/13/2010	EISU	I	TEAS STATEMENT OF USE RECEIVED	020
04/16/2010	EXRA	E	NOTICE OF APPROVAL OF EXTENSION REQUEST E-MAILED	019
04/15/2010	EX1G	S	EXTENSION 1 GRANTED	018
03/08/2010	EXT1	S	EXTENSION 1 FILED	017
04/03/2010	AITU	A	CASE ASSIGNED TO INTENT TO USE PARALEGAL	016
03/08/2010	EEXT	I	TEAS EXTENSION RECEIVED	015
09/22/2009	NOAM	O	NOA MAILED - SOU REQUIRED FROM APPLICANT	014
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05/28/2009	PREV	O	LAW OFFICE PUBLICATION REVIEW COMPLETED	011
05/27/2009	CNSA	P	APPROVED FOR PUB - PRINCIPAL REGISTER	010
05/06/2009	TEME	I	TEAS/EMAIL CORRESPONDENCE ENTERED	009
05/06/2009	CRFA	I	CORRESPONDENCE RECEIVED IN LAW OFFICE	008
05/06/2009	ALIE	A	ASSIGNED TO LIE	007
05/04/2009	TROA	I	TEAS RESPONSE TO OFFICE ACTION RECEIVED	006
11/16/2008	GNRN	O	NOTIFICATION OF NON-FINAL ACTION E-MAILED	005
11/16/2008	GNRT	F	NON-FINAL ACTION E-MAILED	004

11/16/2008	CNRT	R	NON-FINAL ACTION WRITTEN	003
11/07/2008	DOCK	D	ASSIGNED TO EXAMINER	002
09/05/2008	NWAP	I	NEW APPLICATION ENTERED IN TRAM	001

### CURRENT CORRESPONDENCE INFORMATION

ATTORNEY	Terri Y Chen
CORRESPONDENCE ADDRESS	Terri Y Chen Google Inc. 1600 Amphitheatre Parkway Mountain View CA 94043
DOMESTIC REPRESENTATIVE	NONE

### PRIOR OWNER INFORMATION

PARTY TYPE	10-ORIGINAL APPLICANT
NAME	Google Inc.
ADDRESS	Building 41 1600 Amphitheatre Parkway Mountain View, CA 94043
ENTITY	03-CORPORATION
CITIZENSHIP	Delaware



# CHROMIUM