

Virtual Server Addendum

This Schedule ("Schedule") is made pursuant to the terms of the Master Software License and Assurance Agreement ("Agreement") between ConnectWise.Com, Inc. (ConnectWise) and the Client ("Client", "You") specified below, and shall be effective as of the date of the Client Signature ("Effective Date").

Sign this agreement and fax to:

Fax#: 813-463-4701

Attn: Sales/Virtual Server Addendum

Client Signature (Business Owner)	ConnectWise Authorized Signature 
Printed Name Title	Arnie Bellini President Printed Name Title
Full Business Name of Client Date	Date 9/19/2011

ConnectWise can run in a VMware, Microsoft Hyper-V or Citrix XenServer environment if the requirements are carefully followed and performance is monitored. ConnectWise reserves the right to modify these requirements. You will be required to comply with all changes to these requirements.

- Virtual Environment Version:** ConnectWise requires VMware ESX, ESXi 3.5, or vSphere 4; Microsoft Hyper-V Server 2008 or Citrix XenServer 5.
- Dedicated RAM:** ConnectWise requires a minimum of 4GB of RAM to support VMware, Hyper-V or XenServer. Those 4 GB must be dedicated to the ConnectWise virtual machine and not shared. Therefore your VMware Server, XenServer or Hyper-V Server should have 8 GB or more of RAM.
- Virtual CPUs:** ConnectWise requires 2 virtual CPUs if You are running Microsoft SQL and IIS on the same virtual server.
- Performance Setting High.** The ConnectWise server must be run in a high performance environment. In your virtual environment You must set your ConnectWise Server's share priority to **High**.
- Supported Operating System:** ConnectWise must be installed on a Windows Server running:
 - Microsoft Windows Server 2008 Standard Edition; or
 - Microsoft Windows Server 2008 Enterprise Edition.
- Knowledgeable on Virtual Environment:** The Client agrees that they fully understand the functionality of VMware, Hyper-V or XenServer and will maintain and manage the virtual machine's configuration.
- Client understands and agrees as follows:**
 - You are willing to show proof that the current virtual environment meets all of the current requirements of this addendum at any time as requested by ConnectWise.
 - If the initial installation of ConnectWise fails testing, You agree to replace the virtual server with a dedicated physical server.
 - You are responsible for your virtual server and must make sure to provide enough RAM, CPU and Priority. ConnectWise does not troubleshoot performance issues in your virtual environment.
 - ConnectWise will charge \$150.00/hour for any additional support required to accommodate the ConnectWise Server in your virtual environment.