Appendix A

Software Support:

CGI will provide support for its solutions in the event of application defects or failures. The CGI application suites do not provide specific support for virtualization solutions such as VMware. If a given application failure cannot be replicated in the native operating system, outside of a virtual environment, limited support will be provided, in the resolution of issues related to the operation of VMware as opposed to issues related to the operation of CGI's software solutions.

Use of Virtualization for Production Environment:

Although that CGI solutions are not typically certified for operation on virtualized environments using VMware or any other virtualization solution, CGI has provided Customer with the minimum hardware and software requirements (the "Minimum System Requirements") for the CGI solution. As long as Customer maintains compliance with these minimum requirements as stated below, CGI shall provide support in accordance with this Software Support Agreement.

Initials	
Date:	

Designated System – "Production" Environment

Description of the Environment

Application Server

Hardware

VMWare is used on servers only

Server:

OS   Windows 2008 R2 Standard

CPU   2.5 GHz (4 processors)

RAM   8 GB

Software

Database Server

CPU: Intel, 64-bit bit, Cores, 4 Threads, 2 Sockets

Distributor Version: Red Hat 4.4.7-18

Kernel Release: 2.6.32-696.3.1.el6.x86_64

Database Binary: Oracle EE 11.2.0.4.0 single instance (standalone)

OS: LINUX

Desktop

	Initials
Date:	

Mobile Units

Mobile devices:

Dell XT3-

Windows 7, 10—32 or 64bit; CPU 2.5-GHz Intel Core i5-2520m;

4gigabytes of ram, 128gig SATA drive;

Fujitsu lifebookT725-

Windows 7, 10—32 or 64bit; Intel® Core™ i5-5300U processor (3 MB cache, up to 2.9 GHz)

4gigabytes of ram, 256gig SSD drive;

Hp elitebook 8470p-

Windows 7, 10—32 or 64bit, Intel Core i7-3540M @ 3.00 GHz (Intel Core i7);

8gigabytes, 500gig SATA drive;

Dispatch devices:

Lenovo Thinkcenter 10B1S0BR00-

Windows 7, 10—32 or 64bit; Intel(R) Core(TM) i7-4770 CPU @ 3.40GHz, 3401 Mhz, 4 Core(s), 8 Logical Processor(s)

4gigbyte ram, 232gig SATA drive;

All other pc's loaded with the Dispatch software are very similar to this one above…

	Initials
Date:	