

From: Richard Kahn [REDACTED]

To: Jeffrey Epstein <jeevacation@gmail.com>

Subject: Citrix vs Cloud

Date: Fri, 21 Mar 2014 14:46:22 +0000

Inline-Images: image003.png; 2014-03-19_11.59.15.png

James review of removing citrix has hit a wall

He summarizes below that in order to eliminate citrix we will need to have our files hosted on the cloud

Please advise on your thoughts of continuing with citrix or moving to cloud to host QB files

Richard Kahn
HBRK Associates Inc.



Begin forwarded message:

From: james | need mac help [REDACTED]

Subject: Fwd: Thank you for contacting sales

Date: March 20, 2014 3:29:39 PM EDT

To: Richard Kahn [REDACTED]

Cc: Sara Rychtarik [REDACTED]

Hi Rich,

I haven't heard anything further on the Murph / Citrix failure. Are things happening there / has it been resolved?

I've hit a fairly serious brick wall in my research of alternative configurations. Hidden in the QB Enterprise Solutions Installation and setup guide, in very small print, is that the server requires a 40 Mbps connection to the clients. As I recall, STT currently has a 15Mbps connection, with plans to go up to 25Mbps. 71st Street has a 50/5Mbps connection and the Lexington Ave office is around 4Mbps. Even *IF* we had the option to get the two offices up to that 40Mbps level, the costs for that level of service would be excessive.

I emailed the QuickBooks Enterprise Solutions sales team to confirm the requirement and ask about alternatives. Their response is below. Basically they're saying that they don't expect it to work and won't support it. Their solutions are the hosted (cloud based) service or Windows Terminal Services (Microsoft's basic version of the current Citrix configuration).

(Also, I looked at the QuickBooks Remote Access service closer and it isn't what I thought it was; it won't work for our purposes.)

Based on your gauging of the weather, is there any possibility of the boss opening up to cloud hosted QuickBooks?

On the other hand, I've created an AOL account to configure the scanner to send from. I can make that change the next time I am in the office.

--

James Ce
□ Certified Support Professional 10.6

Need Mac Help, Inc.
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Begin forwarded message:

From: "Miceli, Michael" [REDACTED]
Subject: Thank you for contacting sales
Date: March 20, 2014 at 2:54:17 PM EDT
To: [REDACTED]

Hi James-

I am responding to your request you made online; you reached out to the sales department on your question. Based on your questions all the documentation on the website is accurate. As for installing QBES we do not support VPN connections because of the speed and issues with multi-user. For businesses that need remote capability we only support Windows Terminal Services utilizing Remote Desktop or we offer a hosting solution but based on your comment that is not something your client wants.

If you have further questions about installation you will want to refer to support department as your client should have a support plan with us. That # is 866-340-7237.

Thank you and have a great day!

Michael Miceli | QuickBooks Enterprise | Intuit Mid-Market Direct Sales [REDACTED]
| Fax: [REDACTED]
Monday thru Friday 5:30 am to 2:00 pm PDT www.enterprisesuite.com



