Cube Avenue

Release Summary

This section documents changes included in each release of Cube Avenue. You may review:

- Version 6.4.4
- Version 6.4.3
- Version 6.4.2
- Version 6.4.1
- Version 6.4.0
Version 6.4.4

• Fix for crash when PKPTPHTHSIZ, PACKETLOG and INTERLOADINC are used
Version 6.4.3

- Fix for crash issue when using large number of time segments
Version 6.4.2

Fix for Avenue hang-up with variable demand matrix
Version 6.4.1

- Fixed a crash issue when using `ITERLOADINC` values greater than 1.
**Version 6.4.0**

- Avenue program has been upgraded to 64-bit compatible code. This means Avenue is not limited to memory usage restrictions which comes with any 32-bit software. Avenue is now capable of handling any large networks and trip matrices.

- The packet allocation methodology (PACKETS=PA) has been updated to select paths by sequential allocation to each "best path" in turn. Original random behavior now is accessible by using PACKETS=RPA.

- You can now generate new packets each iteration, and discard the old ones, using the new PACKETS GENPKTBYITER sub keyword. Citilabs recommends using this in conjunction with DYNAMICLOAD BUILDALLPATHS which forces generation of all possible OD paths each iteration. These are required where volumes in O-D pair(s) are changed to zero for particular iterations. This is common in applications which apply a toll-diversion process by iteration.

- Fix to relative gap calculation in Avenue to prevent erroneous volumes being included on links.

- For vehicles arriving on a link during a particular time segment, you can now store the queue time resulting from storage and capacity constraints on the link segment (averaged over all such vehicles) using the new dynamic variable AVGQDELAYSt_1. AVGQDELAY_1 is a similar dynamic variable, but it applies to the model period (excluding any "warm up" segment).

- You can now use the new DYNAMICLOAD DEMANDDISTRIB = RANDOM/UNIFORM clause, which allows the vehicle departure distribution to be selected to be either uniform random (default) or uniform constant in which packets depart uniformly spaced across a time segment.

- Fix for Avenue crash which involves a link with zero volumes.
• Updates to Avenue error reporting to correctly report the Avenue error message instead of the 'Path File Error'.

• Fixed issue with ITERLOADINC not working correctly with large O-D trips.

• Removed PARAMETERS MODELPERIOD from the list of disabled keywords for non-Avenue runs.

• Fixed Avenue gate processing to correctly process discharge rates and immediate packet issues in case where junction model returns no volume on turn.

• Modification to average queued time across the entire number of packets during a time segment, instead of just the delayed packets in that time segment.
Technical support and software updates

This section describes technical support options:

- Annual maintenance contract
- Technical support
- Software update

Annual maintenance contract

Citilabs combines the services of technical support and software updates into one software maintenance service contract. Clients wishing to receive software maintenance services are encouraged to purchase an annual contract. These contracts may be purchased at any time. However, an update fee will be charged if a client wishes to resume the maintenance service that has been discontinued for a period of time. Please contact your local distributor or Citilabs for more information about the annual maintenance contract.

Technical support

Citilabs attempts to provide timely answers to questions about the behavior and performance of our software products covered under a software maintenance contract. You can contact Citilabs using:

- World Wide Web support
  
  Submit your support query directly through our user support form at:
  
  http://www.citilabs.com/cubeoutputsupportform.html

  Submitting your support query through our Web-based support form allows your support request to enter our support request tracking and response system, where we assign it a tracking number and a support staff member for response.
may also access the support form directly from the Help menu in Cube by selecting the ‘Submit Support Request to Citilabs’ item.

Citilabs maintains a World Wide Web site (www.citilabs.com) that hosts a variety of pages with up-to-date information about our products. Answers to general technical support questions will be posted on the Frequently Asked Questions (FAQ) pages as well. A direct link to the Citilabs home page is provided under the Help menu.

Citilabs maintains and monitors a user group at (http://citilabs.com/usergroup/). This site provides a forum for product users to post questions and get answers and information from other users as well as Citilabs staff. Notices for training and workshop events or other special Citilabs events are also posted to the user group. There is a Files area for the group to post examples and share information. Citilabs staff and clients have posted a number of useful example scripts to the files area of the group.

- E-mail support

Clients who licensed Citilabs software through a local distributor should e-mail support questions to the distributor. A current list of distributors can be found at http://www.citilabs.com/about-us/contact-citilabs

Clients who licensed Citilabs software directly from Citilabs should submit support queries using the web based support form described above. If you have problems accessing the Web submission form, then you may e-mail support questions including license number to generalsupport@citilabs.com. Please do not send e-mail with large attachments (greater than 5 MB). Large attachments that need to be transmitted to Citilabs as part of a technical support issue should be uploaded to the Citilabs file transfer site (FTP). Detailed instructions for accessing the company FTP site are available at http://community.citilabs.com/citilabs/topics/ftp_site_information.
Software update

You can update Cube Avenue in one of two ways:

- Replacement DVD
- Citilabs Web site

A replacement DVD, with the latest version of Cube Avenue, will be sent to a client upon the renewal of the annual maintenance contract. Clients should re-install Cube Avenue from the replacement DVD to update the software as well as the maintenance contract expiration date.

Software updates can also be done from the Citilabs Web site ([www.citilabs.com](http://www.citilabs.com)). Detailed instructions for Web-updating Cube Avenue are available at www.citilabs.com. A current maintenance contract is required for web update.

**WARNING**: Do not attempt to update your software if your maintenance contract has expired, or you did not update the maintenance contract expiration date by re-installing from the replacement DVD. It will render your system inoperable.

From the **Help** menu, choose **Check for Update** to check for newer versions of the software on the Citilabs Web site. If a newer version is found, the program will display the version number and date of the new version. If your software has a current maintenance contract, the software will provide an option to go to the download page where you can download the latest version.

This program can also be set to automatically check for new updates once a month if an internet connection is available. This option can be turned on and off on the check update screen.