Cube Cloud

Release Summary

This document describes features introduced with various versions of Cube Cloud. Sections include:

- Version 6.4.4
- Version 6.4.3
- Version 6.4.2
- Version 6.4.1
- Version 6.4.0
- Version 6.1.0
- Version 6.0.2
- Version 6.0.1
Version 6.4.4

No changes.
Version 6.4.3

No changes.
Version 6.4.2

• There are no updates for Cube Cloud in Version 6.4.2
Version 6.4.1

There are no updates for **Cube Cloud** in Version 6.4.1.
Version 6.4.0
Version 6.1.1
Version 6.1.0

Please see “Version 6.0.2” on page 9.
Version 6.0.2

Cube Cloud is officially online! To learn more, visit http://www.citilabs.com/cloud/.

Cube Desktop 6.0.2 includes improvements to the Cloud Exporter, including:

• More streamlined behavior when packaging and uploading the model
• For consistency with Cube Cloud (web), “Catalog” is renamed to “Model.”
Cube 6 provides an optional cloud computing service where models and their data may be published to a hosted web-accessed service. Once the model and data have been uploaded, they are accessed through a web site interface http://www.planthecity.com.

In the cloud, the model is owned and managed by one or more model administrators. The administrator can easily invite others to use their model, to get maps and charts or results and to upload and download data.

Model tests are done within a cloud computing framework where computer resources are essentially unlimited to users.

Cube Cloud offers users many benefits including:

- **Processing Speed**: models can be run across many computing cores resulting in very large reductions of run-time. Model runs on over 500 cores are common.

- **Scalability**: the cloud offers unlimited resources allowing multiple scenarios to be launched and run simultaneously.

- **Safe Sharing**: the models and data may be easily shared with other users. The model administrator creates an invite in the administrator section of the service. Once accepted the new user may create and run scenarios and review the results through on-line maps, charts and tables. At no time, may the invited user view or download the model scripts. This effectively makes it possible to share the model while protecting the integrity of the model itself and the developer's intellectual property.

Cube Cloud will evolve over time. A new 'social' section is under development where users of the system can share knowledge, data and models with each other. We welcome feedback on Cube Cloud and encourage you to submit questions and ideas to mclarke@citilabs.com.
For costing and more information about Cube Cloud, please contact your sales representative at http://www.citilabs.com/about-us/sales-team.

Functions available in Cube Cloud 6.0.1

- Export and upload your model to Cube Cloud
- Create a contract with Citilabs to store and run your models
- Invite users to join your contract and models and manage their access rights
- Configure your models to use variable number of processors
- Run multiple scenarios simultaneously
- Publish and share your data with other users
- Perform basic analysis using mapping and charting tools
- Download your results and view them within Cube
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 Cloud in one of two ways:

- Replacement DVD
- Citilabs Web site

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


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.