Cube Land

Release Summary

This section documents changes included in each release of Cube Land. 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

No changes.
Version 6.4.3

No changes.
Version 6.4.2

There are no updates for **Cube Land** in Version 6.4.2.
Version 6.4.1

There are no updates for Cube Land in Version 6.4.1.
Version 6.4.0

- Cube Land is not supported in the 64-bit installation of Cube 6.4.0. However, Cube Land can be set-up to work with the 32-bit installation of Cube 6.4.0. More information on setup, please refer to Cube Help.
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 Land in one of two ways:

- Replacement DVD
- Citilabs Web site

A replacement DVD, with the latest version of Cube Land, will be sent to a client upon the renewal of the annual maintenance contract. Clients should re-install Cube Land 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.