QUBE Access for Mac Catalina Operating System Users

Overview

With the upgrade of the Apple Mac operating system to the Catalina version, QUBE is currently not able to run natively. This is being addressed by the QUBE technical team as a priority.

In the interim, there are two work around solutions:

1. Amazon Web Services provide a virtual Windows desktop product. This is effectively a Windows machine hosted in their data centre, which is accessed via the internet.
2. Using an application called Parallels, a virtual Windows machine can be launched on the Mac machine itself

This document provides a description of each solution, the usage scenarios for which it is suitable along with instructions on how to set it up.

Amazon Web Services (AWS) Workspaces

Description

The product is a Windows machine running in an AWS data centre which the user accesses via an AWS application loaded on their Mac machine.

The diagram below provides an overview of the deployment:
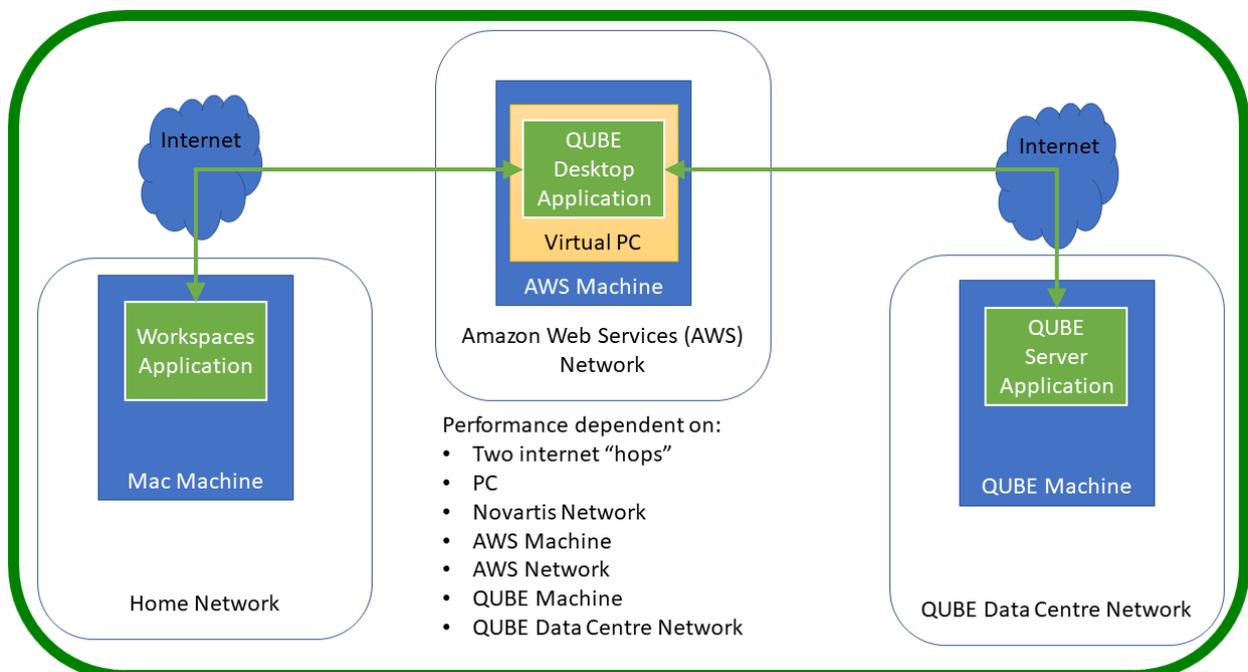
As can be seen from the diagram there are several variables that can affect the performance of QUBE operating on AWS Workspaces. The most notable is the fact that there are two internet hops. Depending on where the user is in relation to the AWS data centre (e.g. in Asia accessing a Europe based AWS data centre) the performance impact can be significant. The most notable impact is on audio where there can be a delay in the outbound audio traffic.

Usage Scenarios

AWS is easy to set up and the charge is on a "pay-as-you-go" basis.

If the planned usage is infrequent or the user is just getting up to speed with QUBE (e.g. introductory session) AWS is a good solution.

If usage is planned to be regular with QUBE in "always on" mode then the Parallels virtual machine is a more suitable option.

Set-up Instructions

1. Send an e-mail to the QUBE technical support team at QUBE@pentacelthevbs.com stating when you need access to AWS Workspaces.
2. They will provide a user ID and password for you to use
3. Download and install the Amazon client from https://clients.amazonworkspaces.com/
4. **Run the Amazon WorkSpaces application. When prompted for the registration code, enter wsdub+N5AQ4A**
5. You will then be asked for a username and password for Amazon WorkSpaces. Enter the user ID and password provided by the support team
6. On the virtual desktop, click on the QUBE icon in the bottom left.
7. The QUBE login screen will appear. Enter the QUBE username and password provided in your entry pass
8. Once you have finished your QUBE session, please remember to log out of AWS Workspaces

For any difficulties, e-mail the QUBE technical support team at QUBE@pentacelthevbs.com.

Parallels Virtual Machine

1. Download and install the Parallels software from:
   - https://www.parallels.com/uk/products/desktop/trial/
2. This is a 14-day trial version. At the end of this period, if you are still using QUBE regularly you will be prompted to purchase a license.
3. Download the Windows virtual machine using your browser from:
   - qube05.pentaclethevbs.com:8443/ext/QUBE.pvm.zip. This is a 3.6GB file so will take a while to download
4. Browse for the downloaded file (QUBE.pvm.zip) which will be most likely in your "downloads" folder.
5. Click on the file which will "unzip" it. The file is "QUBE.pvm".
6. Double click on the "QUBE.pvm" file. This will start the virtual machine in the Parallels application.
7. At this point you are working in a Windows Operating System, within the Mac. The Windows Virtual Machine will automatically load QUBE for you.
8. Enter your standard log in details to access QUBE.

For each subsequent usage of QUBE, open the Parallels application on your Mac, ensure the virtual machine is running and log into QUBE as normal.

For any difficulties, e-mail the QUBE technical support team at QUBE@pentaclethevbs.com.