Frequently asked questions

Below you will find the frequently asked questions and issues that may occur while working on the Remote Access environment (RA). If you have other questions or come across other technical issues you can contact us preferably by email microdata@cbs.nl. Please include your username (starts with gst… or mee…) in the email.

For urgent technical issues you can call the RA-helpdesk: 070 – 3375444 (working days from 9-12 am and from 1-4 pm).

FortiClient VPN

When you logon for the first time via fixed network and the following error appears: "VPN Connection Failure"
Please answer the following questions and send us an email including your username.
-         Is it possible to connect via mobile hotspot?
-         Is it your private computer or your company computer?

FortiClient VPN request: "sms-code"
During the login procedure it's possible that you need to fill out a "sms-code". You will not receive a "sms-code". In this case you need to fill out the next code that appears on the display of your token.

Can't access the awareness questionnaire after succesfully setting up the VPN connection
Try to access the page with a different web browser. If you still can't access the page and you get an error on your screen, you are allowed to make a print screen of the error and send it to us by email.

VMware Horizon Client

The following error appears: "Your username or passcode is incorrect"
Please close and shut down VMware completely and try again. If it still doesn't work after three attempts, please contact us by email.

I didn't receive a SMS
It may take up to 10 minutes to receive the SMS. Turn on the Airplane Mode on your mobile phone and then turn it off again. Please close and shut down VMware completely and try again. Please contact us by email if you still don't receive a SMS.

Shutdown VMware
Click on X on the right top of your screen. Check in the taskbar whether VMware is still active. Close VMware in the taskbar by using the right mouse button and select "Exit".

Working in the RA-environment

I only see the F-drive. It looks like the other drives disappeared.
The other drives (G:, H:, etc) did not disappear but are invisible. Your settings were probably not set up correctly. We can check this for you and restore it. Please send us an email.

I want to submit output in the exportfolder on the F-drive but the following error appears "Access denied"
Your settings were probably not set up correctly. We can check this for you and restore it. Please send us an email.

I started an application but nothing happens. What should I do?
If you start the first application once you are logged on it may take 2 to 3 minutes before the application starts. Other applications will start up faster after the initial one.

I would like Packages or commands to use in R, Python or Stata
Check on the M-drive (Utilities) which packages and commands are available in the RA-environment. If your package or command is not available yet, we can install it for you. You can email us the location where we can download the packages or commands.

I would like to use Python
If you want to use Python for the first time you will need to make a new environment.yml and email it to microdata@cbs.nl. On the RA information page you can find more information about making a new environment.

What are the specifications of the regular desktop and the heavy desktop?

Specifications virtual environment for users, regular Virtual Machine	
CPU's	4
Memory	32 GB
Specifications virtual environment for users, heavy Virtual Machine	
CPU's	4
Memory	128 GB

I haven't received the login credentials for the project yet
Are you a new researcher and haven't you filled in the awareness questionnaire (20 questions) yet? You will receive the login credentials after completing the questionnaire without having more than 5 answers incorrect. Go to http://10.2.20.21:81/ to fill in the questionnaire. If you filled in the questionnaire but haven't received the login credentials yet, please send us an email.