



## Answers to the most frequently asked questions (FAQs) concerning statistical database STATcube

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1. [System requirements: What system configuration do I need?](#)

Supported browsers: Chrome - latest version, Edge - latest version, Firefox - latest version, Safari 7. Java-Script support in browser has to be enabled, recommended screen resolution 1280 x 1024 pixels or more

2. [General: Maintenance window; daily between 04:00-06:00 am \(CET\)](#)

Between 4:00 a.m. (CET) and 6:00 a.m. (CET) STATcube may be not available due to planned maintenance work.

3. [General: Dimension of tables and size limits \(number of cells in one table\)](#)

For building a table there are size limits (number of cells in one table); the counting depends on the number of cells occupied with values (cell value unequal zero; confidential cells and summations are not counted). The max. number of cells occupied with values in one table is 10 000 for users in guest-mode or registered users. The max. number of cells occupied with values in one table is 200 000 for subscription users.

For the selection of the table structure we offer an extended overall limit: 25 000 number of cells for users in guest-mode or registered users and 500 000 number of cells for subscription users. This overall limit is therefore higher to enable more freedom in the design of tables for users (e.g. for larger tables regarding to marginally occupied cells).

4. [SUB: I have not received an activation mail. Why?](#)

Please always use a valid email-address. This e-mail-address will be used for all e-mails concerning STATcube.

5. [SUB: When will I receive the invoice?](#)

Upon successful payment you will receive the invoice by mail within approx. 7 workdays.

6. [SUB: Upon successful payment when will I get the STATcube-subscription key \(product key\)?](#)

The subscription key for activation of your STATcube-subscription is named product key and it will be sent by e-mail immediately. Within this reply e-mail the product key is located on the lower range.

7. [SUB: Where do I find the STATcube-subscription key \(product key\)?](#)

Within the reply e-mail the STATcube-subscription key (product key) is located on the lower range, below the word "product key".

8. [SUB: What does the abbreviation „ELV“ stands for?](#)

If you choose bank collection you will see „ELV Überweisungsart“ in the HOBEX-form. In English you call that direct debit.



#### 9. [SUB: When does the subscription period start?](#)

The STATcube-subscription provides access limited in time and volume (see Terms of Use item 2.2). This stands for

1. a validity of either 14, 92, 366 or 1 098 days starting with activation.
2. During this period of validity STATcube may be accessed as frequently as desired.
3. The bought STATcube-subscription key (product key) has to be activated within a period of 366 days after buying.

#### 10. [SUB: Calculation of consumed data volume?](#)

The STATcube-subscription provides access limited in time and volume (see Terms of Use item 2.2). This signifies the following:

1. The building and alteration of a table in STATcube is not included by default in the calculation of data volume used. When you click on the button "retrieve data" or on the circular symbol to the right of the button "retrieve data", you will initiate the calculation of the volume of data retrieved. This circular symbol can be activated / deactivated.
2. Numerical values must differ from zero to be counted. Empty and secret data or total cells are not counted.

This use is recorded and displayed in per cents.

#### 11. [SUB: When does the STATcube-subscription end?](#)

You will be informed by e-mail in time (approx. 80 % of subscription period) that your STATcube-subscription is going to expire. The STATcube-subscription homepage also includes a note (column valid until). There is no automatic renewal.

#### 12. [SUB: Handling of residual data volume when STATcube-subscription is going to be expired or has already expired?](#)

The STATcube-subscription provides access limited in time and volume (see Terms of Use item 2.6). If you wish a renewal you have to purchase a new STATcube-subscription for the desired period. Therefore, the following points have to be considered:

1. If you activate the newly purchased STATcube-subscription during the period of the still active STATcube-subscription accumulation is carried out with regard to volume but not with regard to time.
2. If you activate the newly purchased STATcube-subscription after the STATcube-subscription has expired the residual volume of the expired STATcube-subscription lapses.

Example: If your STATcube-subscription expires at the end of the month and you have not consumed your entire data volume, as yet, activating your STATcube-subscription on the last but one day of the STATcube-subscription period will add the unused data volume to the overall volume of your new STATcube-subscription.

What happens with individual table templates and groups: they are stored for the registered user and are still available after the STATcube-subscription expires.



13. [SUB: How can I find information about used volume and remaining subscription period?](#)

The STATcube-subscription homepage displays at initial screen the number and kind of available STATcube-subscriptions, the pertaining validity, the use in % as well as the available data volume in total.

14. [SUB: When use is concerned 0 % is still displayed?](#)

Use is still displayed in % (percent) relating to the overall volume, mathematically rounded and without decimal points.

Example: In case of an available data volume of 6 000 000 data consumption has to be exceed 30 000 cells for reaching 1 % of the percentage value.

15. [SUB: Where are the differences between users with or without STATcube-subscription with regard to table dimensions?](#)

For the determined table dimension please see [Quick help](#). We recommend dividing larger queries into several tables.

16. [SUB: One STATcube-subscription – several users; is this possible?](#)

The terms of use point out that, to one STATcube-subscription only one user may be registered (see terms of use items 2.5 and 3.2).

17. [SUB: Is the purchase of STATcube-subscriptions on invoice possible?](#)

Payment can be carried out via credit card or by bank collection.

18. [SUB: Which kind of portal access should be used?](#)

Users from the public area should preferably use the access via portal interconnection. In this case, please address the portal developers of the authority responsible for you to arrange the activation of STATcube for your portal.

The support of the statistics portal can be of help with regard to problems connected with a portal user registered with Statistics Austria (forgotten password, etc.).

Note: If you use an e-mail-address ending at "gv.at" your STATcube-subscription access is possible exclusively via portal interconnection.

19. [SUB: Renewal of STATcube-subscription – what is to do?](#)

In the proper sense there exists no extension just a renewal of a STATcube-subscription. For a renewal you have to purchase a new STATcube-subscription for the desired period. Activation of the new STATcube-subscription has to be done with the new STATcube-subscription key (product key) using the already existing user identification (e-mail-address). If your STATcube-subscription expires at the end of the month and you have not consumed your entire data volume, as yet, activating your STATcube-subscription on the last but one day of the STATcube-subscription period will add the unused data volume to the overall volume of your new STATcube-subscription.

Note:

You don't have to register for the new STATcube-subscription. Just login with your already existing account (e-mail-address) and fill in the new STATcube-subscription key (product key) at the login screen.



## [20. SUB: STATcube-subscription for 14 days; attention regarding to data volume](#)

With a STATcube subscription for 14 days, subscribers have access to 100 000 cells of data. Please consider even with a subscription for 14 days it is possible in special constellations to exceed this data limit to up to 200 000 values. Although the subscription is not expired you have to buy and activate a new subscription to make further queries. Due to the exceedance of the data volume of the previous subscription the data volume of the new subscription will be reduced by the exceeded volume immediately (e.g. 100 000 values).

Please note, this case only occurs if the subsequent subscription is activated within the term of the previous subscription.

## [21. PORTAL: Login is not possible – what could be the reason?](#)

Usually portal user IDs are in the form of an e-mail-address. If you try to login using an ISIS-database user ID this will not work. Please register for a new user or contact your portal administration.

## [22. PORTAL: Download does not work – what could be the reason?](#)

If when trying to download a message as the following appears:

"xxx cannot be downloaded.

The internet site could not be opened. It is either not available or could not be found. Please try again later."

To modify settings please proceed as follows:

1. Open menu "extras" / internet options / extended
2. Do not store encrypted sites on data carriers / setting has to be selected

Save setting, download should be possible now.

## [23. STATcube: Error message by using a filter for the table](#)

Please do not combine facts with filter option; currently this would cause a database error.

Solution: Please use for the adding of facts the options "Row", "Column" or "Wafer". In order to ensure filter behaviour, you have to insert the required fact to the option "Wafer" – the visual result will be the same.

## [24. STATcube: Why do I get the German version of a datacube from the English website?](#)

The basic setting of the language depends on the language setting in your internet browser (language set on "German").

You can also change the language in STATcube itself by the menu (the tree dots).



## [25. STATcube: How do I change my custom data definition when it figures in a stored table?](#)

When you change the definition of a variable that you have already once defined inside "custom data", without changing the name of this variable that figures inside a stored table, then you have to follow the steps below:

1. Open the stored table with the custom data definition inside.
2. Drag&Drop this custom data definition in the trash.
3. Retrieve the new defined custom data from the selection window and drop it again into the table.
4. Retrieve Data. Now the table calculates the data with the new definition.

## [26. API: Is a STATcube-subscription required for using API? Attention: data volume](#)

For using of API you will be in the need of a valid STATcube-subscription.

API-calls are reducing the data volume of the STATcube-subscription.

The Open data portal is an alternative way for using machine-readable data sets. The data offered conforms to the principles of Open Data: <https://data.statistik.gv.at>.

You can find an add-on package "STATcubeR" for the free software environment for statistical computing R: <https://www.statistik.at/services/tools/services/opendata>.

## [27. API: Are there any size limits for API-calls?](#)

There are the same size limits for API-calls as well as for STATcube-subscriptions. Currently the max. number of cells (occupied with values) in one table is 200 000.