

This section will list some frequently asked questions and answers.

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## Q1: Why am I not getting any **odds\_change** messages, after I connect?

**Answer:** If this is the first time you connect or if you have not been disconnected, you first need to initiate a recovery sequence over the API, to start the odds message subscription. The SDK handles this recovery automatically for you if you are using it.

## Q2: Why do I receive multiple updates to markets with the same id in the **odds\_change** message?

**Answer:** A market is uniquely defined by its *id* AND *specifiers*. Many markets have multiple lines, and the Betradar system provides odds updates for multiple lines in the same odds-update (e.g. the totals markets). More details on markets and specifiers may be found in the [concept](#) section.

## Q3: Why am I not receiving the final score/result of a match (**match\_result**)?

**Answer:** The final score (**match\_result**) is not available through the prematch (CTRL) producer, and is only available within the last **odds\_change** message from the Live Odds **producer**. To receive the result, you will need to have booked the match **and** be subscribed to the Live Odds producer (and the match has to be covered). If these criteria are not met, you will need to pull the **match\_result** through the API. This can be done using the **summary.xml** [endpoint](#).

Sport event information List Methods Expand Methods

**GET** Summary information about a sport event `/sports/{language}/sport_events/{urn_type}/{id}/summary.xml`

Summary information about a sport event, specific to type of event. Prematch, Live or Post-match. Prematch info is very brief. Postmatch the results are there. [xml schema](#)

Parameter	Value	Type	Location	Description
Language ID	<input type="text" value="en"/>	string	path	Language code for translation.
Event ID	<input type="text" value="8696826"/>	integer	path	Displays the results for the specified event.
Event type	<input type="text" value="sr:match"/>	enum	path	Type of event.

[Try it!](#)

#### XML example of returned result

```
<match_summary
<sport_event_status status="4" home_score="2" away_score="2"
status_code="4">
  <period_scores>
    <period_score home_score="2" away_score="2" type="
regular_period" number="1"/>
    <period_score home_score="0" away_score="0" type="
regular_period" number="2"/>
  </period_scores>
</sport_event_status>
<coverage_info level="bronze" live_coverage="false">
  <coverage includes="basic_score"/>
</coverage_info>
</match_summary>
```

#### Q4: Why do I sometimes receive a `bet_cancel` message instead of a `bet_settlement` message with void factor?

A `bet_cancel` message is sent when we can't settle a market as voided for the whole time frame. As an example; a producer offers a market in error on an event, but then a live producer correctly offers the market. This means that the first producers can't send a `bet_settlement` with the market voided.

#### Q5: If I initiate a recovery after timestamp, are the fixture changes that were sent out after the timestamp also sent as part of the recovery?

No, even though the fixtures changes are a high priority message, they are always obtained from the API. As such, all old `<fixture_change>` messages would be irrelevant.

For this use case, please follow the documented recovery sequence [HERE](#).

#### Q6: If I have the pre-match and live package enabled, and a template for sport X set in Ctrl, and oddskey configured in [Betradar.com](#). Is it normal to receive fixture changes from the Live Odds producer?

Yes, the live odds producer will send fixture changes if e.g. A match goes from *unbookable* to *bookable*.

#### Q7: Is the replay server accessible with an integration token during the weekends?

Yes, we only limit access to the Unified Feed Integration RabbitMQ during weekends.

#### Q8: I am receiving `odds_change` messages from the Live Odds producer before the `handover` message from pre-match, is this normal?

In most cases the `odds_change` from the live producers will be sent before the `handover` message. You can ignore pre-match odds changes as long as you deactivate the markets that pre-match offered, and is not offered by the live producer. However, it is best to handle the messages as they are supposed to be. Deactivate the markets which pre-match sends as deactivated, and ignore the markets that pre-match send with status *"handed over"*.