UOF - FAQ



This section will list some frequently asked questions and answers.

- Q1: Why am I not getting any odds_change messages, after I connect?
- Q2: Why do I receive multiple updates to markets with the same id in the odds_change message?
- Q3: Why am I not receiving the final score/result of a match (match_result)?
- Q4: Why do I sometimes receive a bet_cancel message instead of a bet_settlement message with void factor?
- 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?
- 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?
- Q7: Is the replay server accessible with an integration token during the weekends?
- Q8: I am receiving odds_change messages from the Live Odds producer before the handover message from pre-match, is this normal?

Q1: Why am I not getting any odds_change messages, after I connect?

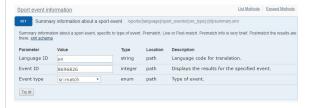
Answer: If this is the first time you connect or if you have not been disconnected, you first need to initiate a recovery sequence over the API, to start the odds message subscription. The SDK handles this recovery automatically for you if you are using it.

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 though the API. This can be done using the summary.xml endpoint.



XML example of returned result

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> massages 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*".