UOF - Access restrictions for odds recovery

For security reasons we only allow connections from IP addresses that have been added to our whitelist. It is therefore necessary that you provide us with the relevant IP addresses from which you are accessing our server before using the production server. Otherwise your login requests will not be successful.

There is a limitation on how many recovery requests you can send to the server.

In general, these limits apply to all odds producers, but only to the Odds Recovery endpoints found in our self-service documentation (usually at the top of the page).
Clients that have more than 40 connections will not be able to add more connections before they have disconnected some of the old connections. However, the connections you already have will stay connected (they will not be disconnected).

The odds recovery endpoints will typically be found at the top of each API on https://iodocs.betradar. com/

Odds Recovery		List Methods | Expand Methods
POST Request recovery since after timestamp	/{product}/recovery/initiate_request	
POST Request full odds recovery	/{product}/recovery/initiate_request	
POST Recover sport event	/{product}/odds/events/{urn_type}:{id}/initiate_request	
POST Recover stateful-messages for a sport event	/{product}/stateful_messages/events/{urn_type}:{id}/initiate_request	

Recovery length and max requests overview:

Recovery length	Max requests per 10 minutes	Max requests per hour
< 30 minutes ago	20	60
>= 30 minutes & <1 day	4	10
>= 1 day (24 hours)	2 per 30 minutes	4 per 2 hours
Single events	100	300

When a customer is rate limited, we only block client from doing new recoveries. Ordinary messages still come through as usual, any already accepted recoveries will still complete. If the rate is X requests over Y minutes, we will at maximum block a client for Y minutes.The table above illustrates 4 different categories of recovery requests. A timestamp is used when performing a recovery, and will add the recovery request to the appropriate category. If you do a quick recovery after a disconnection ~5 minutes ago, the request will count towards the "< 30 minutes ago" category limits.

Please note

If you happen to hit the max requests per hour limit you will not be rate limited for an hour, but rather for 10 minutes if i.e. You made 10 recoveries in 6 minutes (< 30 minutes ago), you will be limited for 10 minutes from the point the last request was made.

An example of how the rate limits work (">= 30 minutes & < 1 day"):

Let us say you have 4 requests per 10 minutes.

Timeline (in minutes)	Numer of requests made by client	Rate limit status
0 - First request	**1** (1 request made - 10 minute and 1 hour timers started)	Open (3/4 requests left)
5	**1** (2 requests made)	Open (2/4 requests left)
6	**1** (3 requests made)	Open (1/4 request left)
7	**1** (4 requests made)	***Closed (0/4 requests left)***
9	**1** (5 requests made)	***Rejected. Is not counted (0/4 requests available)***
10 - Timer since first request has passed 10 minutes	**0**	Reopened (1/4 request left)
12	**1** (6 requests made)	***Closed (0/4 requests left)***
15 - Timer for the 2nd request (made at minute 5) has finished	**0**	Reopened (1/4 request left)
16 - Timer for the 3rd request (made at minute 6) has finished	**0**	Open (2/4 requests left)
17 - Timer for the 4th request made (made at minute 7) has finished	**1** (7 requests made)	Open (2/4 requests left)
18 - No request was made at minute 8	**1** (8 requests made)	Open (1/4 requests left)

There is also a limit on the number of messages:This means that we keep track of the time (the legal) requests were made, and remove them once they are outside of the 10-minute window.

- 20 000 messages in a single queue
- 400 000 messages in all queues together

If you exceed these limits, your account will be automatically suspended for ~60 minutes. The account can be reactivated by our support department immediately, once the spamming has been fixed.

Betradar support

If you need information outside of what is provided in this document, or something is unclear, please feel free to contact our support team.

EMAIL: Support@betradar.com

PHONE: +41 71 517 72 00