



Data-Retriever v3.0 – Error Reference Manual

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The *Data-Retriever* efficiently produces two 'Error Logs' for each of the games (one each for **Standard** and **Turbo** version). These Error Logs can be used to see why a game hasn't been saved, or perhaps why it seems that the software is being slow/constantly 'connecting...'

More useful is its purpose to aid development if a problem/bug is found. If you do want to report a software bug then please Contact us (technical@lexso.co.uk) **and attach your relevant Error Log/s** to the email. This will greatly improve the chances of finding and fixing the bug/error!

Most errors occur due to the instability of the Betfair games server, **not** the actual program itself! Before reporting what you think may be a bug, try accessing the X-Games through your browser! Is it being extremely slow through the browser? You may find that the software is recording fine one minute, but then starts to struggle to connect (and reports such errors) or the recording 'freezes' because the Betfair server suddenly slows and is sometimes down/freezes for hours at a time. Once the games server starts to run normally again, the software should continue to record normally.

The software refreshes the market approximately every 2 seconds. The majority of errors have the ability to occur this often but will not. You may find that during an hour of recording, a **Minor** or sometimes a **Major** Error may occur roughly 1-5 times. Considering that the market will have been refreshed **1800** times in an hour, this is considered more than acceptable. **Serious** errors should in theory never occur unless the software has automatically disconnected for a good reason. If they do, you should contact the developer. All Errors, no matter how irrelevant their importance, are recorded to aid development if a problem is found.

Each of the following errors on the next page can be experienced, and are explained in detail for your reference.

Error	Category	Description	Suggestion/Advice	Frequency
 Connecting..	Minor	You are seeing the 'Connecting...' status flashing every now and then whilst the software should be 'Connected'. This 'Connecting...' status is shown when the market data isn't refreshed after 5 seconds.	Try decreasing your internet activity, or check the status of the Betfair server. This 'error' will usually result in stage data being missed and ultimately game data not being recorded!!	Depends on connection. Rare-Often
ERROR - Connection timed out	Minor	The connection timed out, usually caused by the instability of the Betfair Games server or you are not connected to the internet.	Check the status of the Betfair server and your internet connection.	Very Rare unless disconnected.
ERROR - Minor Parser Error	Minor	The market data has been incorrectly parsed.	Nothing, recording will continue.	Rare
GAME ERROR - INCORRECT DATA FORMAT!	Minor	The game was not saved as some data was not valid.	Nothing, recording will continue.	Very Rare
GAME ERROR - STAGE DATA MISSED!	Minor	The game was not saved as a stage of a game (e.g. preflop, flop, or turn in poker) was not recorded. This occurs when your internet connection or the Betfair Games server is being slow or is down, and the software 'skips' the stage (similar to not seeing the winner status through your browser due to 'freezing').	Check the status of the Betfair server and your internet connection. Recording will continue. If you are experiencing this error a lot, say 10/15 times an hour or more then try decreasing your internet activity or check Betfair Games Server Status through your browser or on the forums.	Depends on connection. Rare-Often
ERROR - ASSUMED BETFAIR GAMES SERVER IS DOWN	Major	The Data-Retriever has been collecting null data (occurs when the server is completely down – when Betfair show a message such as "The X-Games are currently unavailable for maintenance"). After approximately 1 hour of this occurring (25 games) the software will automatically disconnect and wait manual 'start' once more.	Check www.betfairgames.com and reconnect ('start') once server is back up. This error will cause game data to not be saved (for the preceding hour), which the Error Log will also report!	Depends on Betfair Server.
RECORDING FROZE! (5 mins)	Major	Recording has frozen for 5 minutes. This can be caused by the Betfair server being slow/down or similarly, your own internet connection. It is similar to looking through your browser and seeing the 'screen freeze'.	Check the status of the Betfair server and your internet connection. Recording will restart automatically. If your internet activity is high, or the Betfair server response is being slow then you will start to see this error occur more often.	Rare
ERROR on status bar – "Disconnected from X-[game] due to errors. See ErrorLog".	Serious	If the software has automatically disconnected then it is for a good reason! It will have done so if it thinks the Betfair server is down, or that your internet connection is not connected or too busy to be of effective use in recording data. It will also disconnect if any of the other errors are experienced a high number of times or occur at a high ratio compared to the number of games saved.	Check the advice given in the Error Log and try to 'start' recording again when appropriate.	Depends on other error frequencies.
ERROR - Parser Config Exception	Serious	The Parser has not been configured correctly. This error should in theory never occur.	This is a serious error and should be reported to the Developer if it does occur.	Theoretically Zero