

## **SUPPORT TROUBLESHOOT & SOLUTIONS – SOCCER 6,10,13**

### **Soccer 6, 10,13**

**Query:** Market is not available on our site

**Solution:** Escalate to the Betwiser Channel on slack and ask @hilton or @mark to load it.

**Query:** Soccer bet payout is incorrect

**Solution:** Escalate to the Betwiser channel on slack @barry or @hilton or @mark. Please include the ticket number.

**Query:** BettingGateway: Pool Closed no further bets

The screenshot shows a betting interface with a dark theme. At the top, a white box says 'POOL CLOSING Wed Jan 08 2025 - 19:45'. Below it is a form titled 'Please verify your bet'. The form has fields for 'Event' (Soccer 13), 'Times Taken' (0.0000), 'Combinations' (1), and 'Final Amount' (R2). A red error message 'BettingGateway: Pool Closed no further bets' is displayed. At the bottom, there are 'Change' and 'Place Bet' buttons. The footer says 'Active Bets'.

**Solution:** Check the official closing times on Soccer6 website. If times have been changed, notify @hilton on betwiser channel if it has not been changed on our site. If the time is correct then reload the tote. To do this go to Admin on Exchange and click on CLEAR FEEDS under the Data Feed heading. Click on Reload Tote Venues. This should load the latest updates on Tote.

The screenshot shows the Admin interface. On the left, there's a sidebar with 'Welcome Administrator.' and 'What would you like to do?'. Under 'Management', there are links like 'Manage Events / Manage Events Lite / Manage Related Events', 'Blocked (Featured)', 'Tote Gateway', 'Manage Bettingworld Venue Import', 'Tote/Venue/ Tote Venue Data', 'Manage Sport Types', 'Manage Venues / Manage Venue Limits / Coupons', 'Manage Users', 'Manage Password Reset Block', 'Manage General System Parameters', 'Manage Countries', 'Manage System Parameters', and 'Manage Messages'. Under 'Lotto', there's 'Manage Lotto Bet Types'. Under 'Data Feed', there's 'Manage Data Feed', 'Get Most Recent Bettingworld Prices By Date, Venue And Race', 'Manage Data Feed Event Data', 'Redirect Data Feed / Redirect Old Data Feed Bettingworld', 'Manage Event Conversion', and 'Clear Feeds' (highlighted in yellow). On the right, there's a 'Clear Feeds' section with buttons for 'Clear Odds Feed', 'Clear Tote Venues', and 'Reload Tote Venues'. The 'Reload Tote Venues' button has a red checkmark. There's also a 'Refresh Tote Balances' button.