Greyhorse bot Know issues and setting issues.

Watching these videos could help

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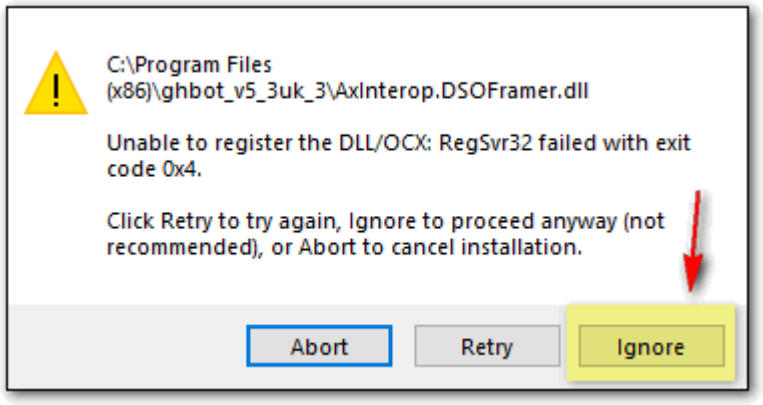
Loggin in issue

Installation.

1. If you get "Windows Protected Your PC"

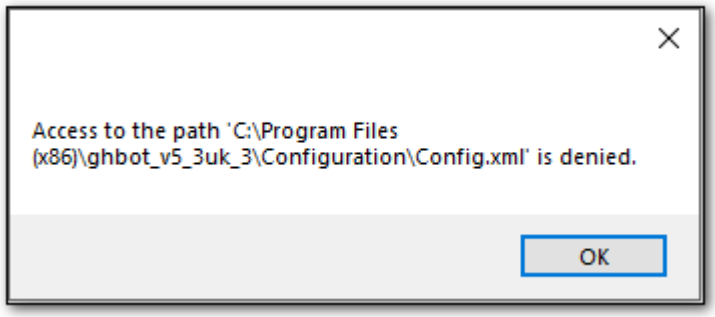
Click the "More Info" and then "Run Anyway".

2. I have uploaded a new installer which has to register some .DLL's which are not needed on some PC's so you will may get this message...



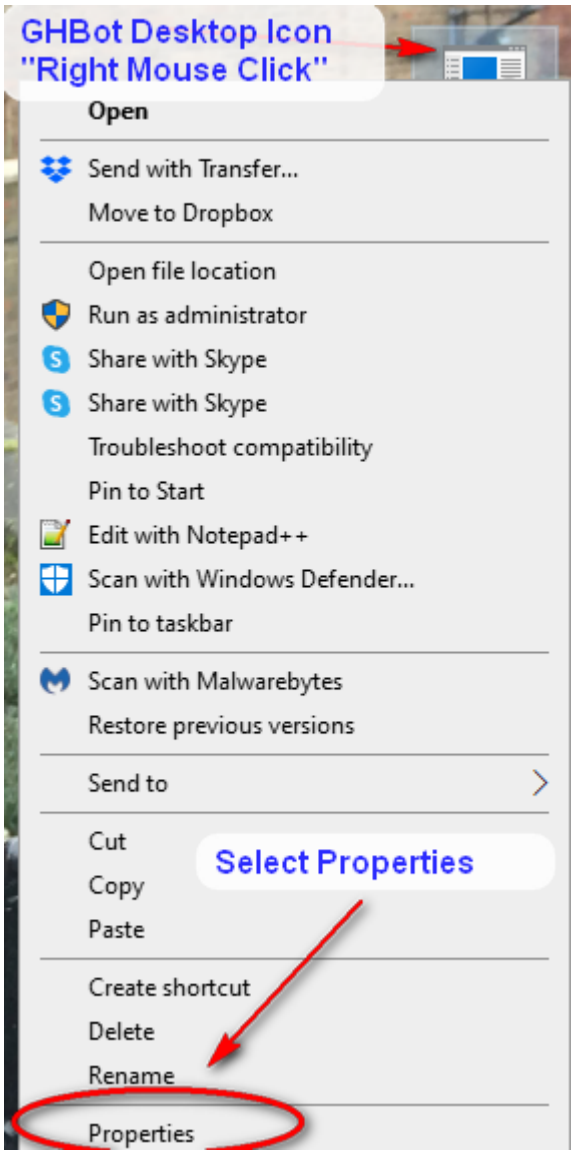
DO NOT "ABORT" instead use "Ignore" (You should only have to click it once or twice although some users have reported they had to do it a few times).

3. Once installed please "Run As Administrator" (below) this will stop any .xml issues you may get or if you have issues saving the settings.

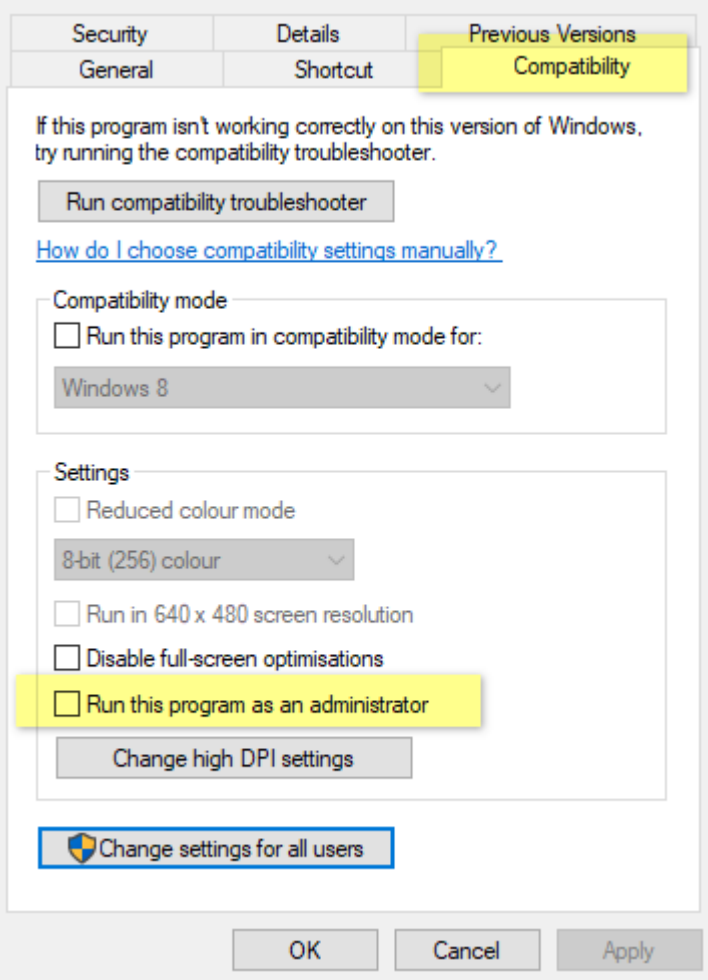


1) Close down the bot

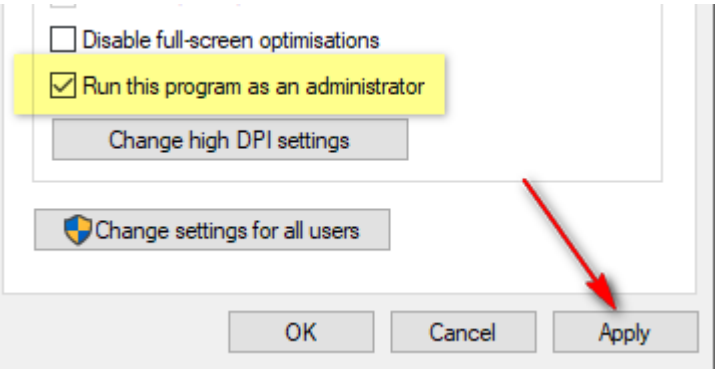
2) Right click over the Grey Horse Bot(URL) SPB shortcut on your desktop and choose properties



3) Select the compatibility tab from this screen



4) Tick the box that states run as administrator (You may want to select the “Change settings for all users” button and select “Run the program as an administrator”).



5) Press apply and then ok and restart the bot.

The above will get the bot running.

The rest of the things listed here are common things that will stop the bot placing bets.

Please read through them because this will cover 99.9% of issues.

1. API activation (Step 1 in the members area)
If you haven't used the bot for some time please check in the members area for the latest bot version.

You will normally get a "Contact SPB" message if you haven't done that.

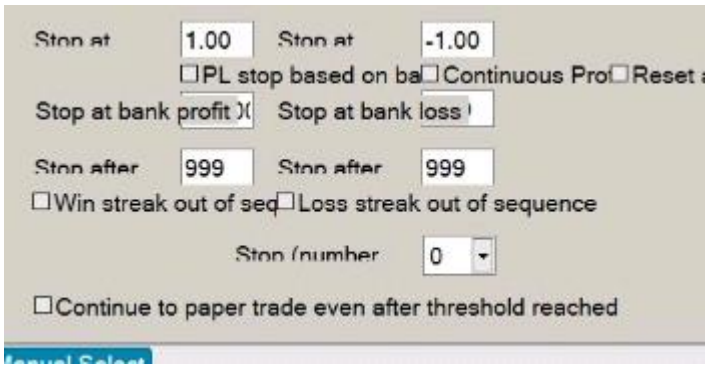
Betfair update their API from time to time and we make changes which make the bot better to use.

Any login issues are normally down to an update to the API and you may have to use Step 1. In the members area to reconnect the bot to your Betfair account.

If you are new to the bot and didn't do step 1. Then please do that now.

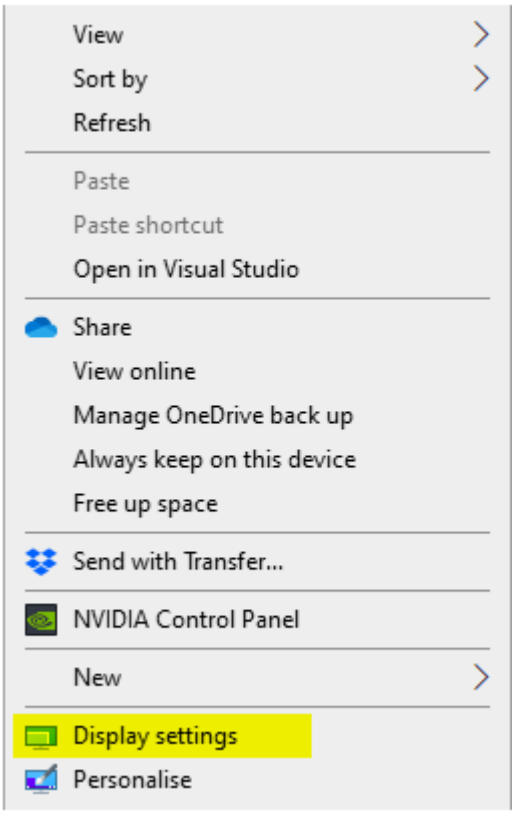
Messy looking screens.

We have had a couple of reports of the screens on the bot's looking messy.

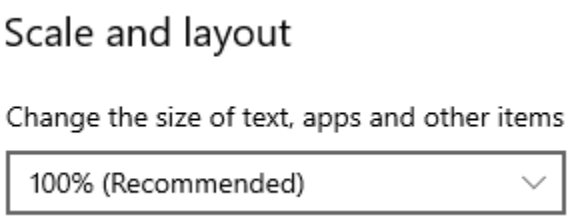


After looking into this it was found that the issue was "Scaling"

If you right click on your desktop and go to "Display Settings"



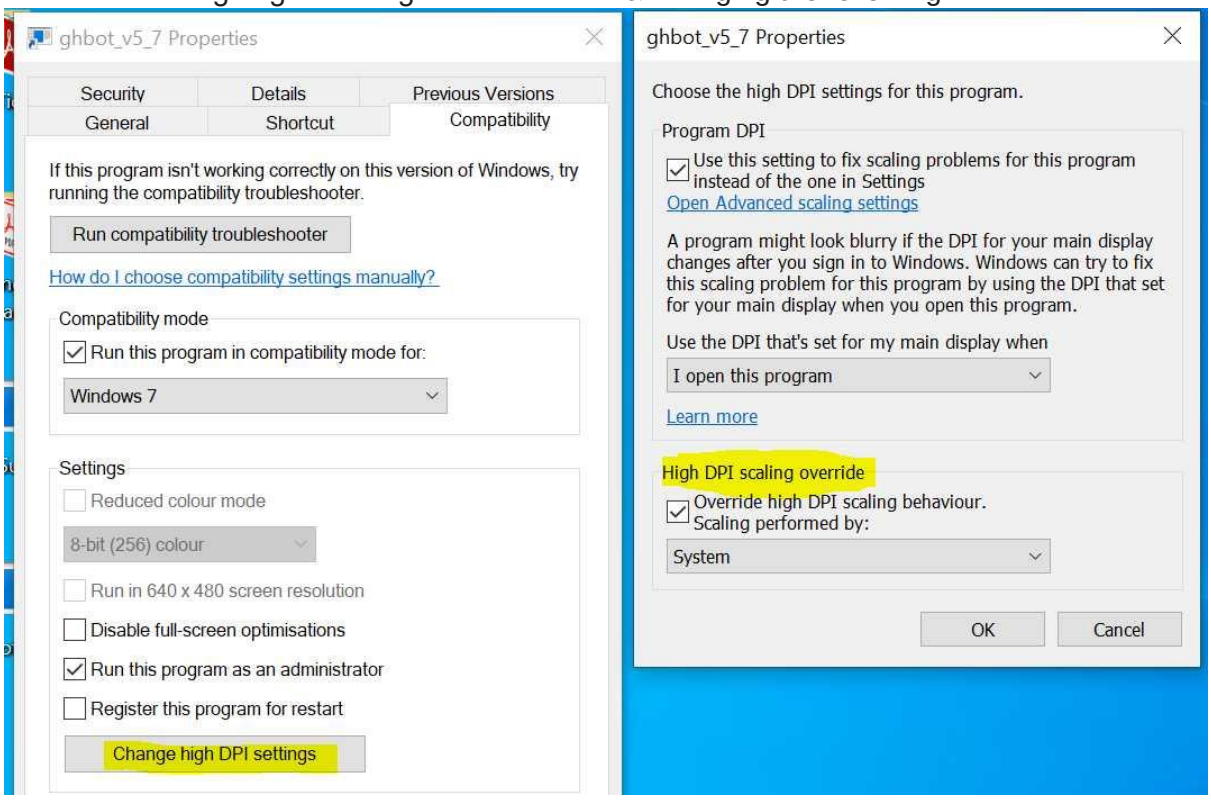
It is likely that under “Scale and Layout” that you have it set to anything other than 100%.



If this is the case then change it back to 100% while you set the bot up.

A second work around from a customer was this.

“I solved it through right clicking on the bot icon & changing the following: “



Log in.

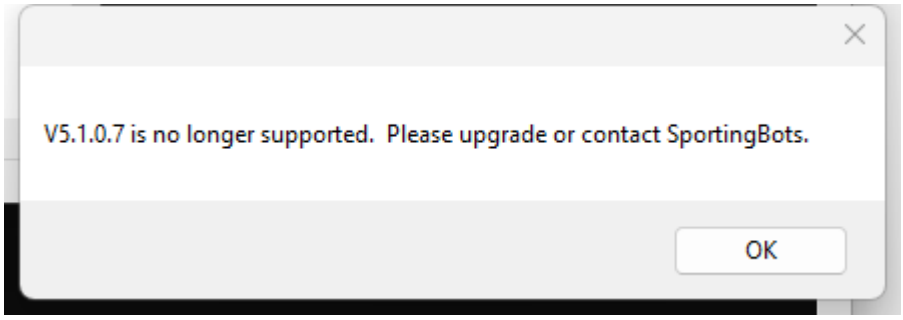
The bot does two security checks when it logs in as accordance with the Betfair API instructions.

If you haven’t carried out Step 1 in the members area and got authorisation then this will result in a “Contact support issue.

Just go back and run step 1 and wait for “Success”.

The other issue is if you are running a Virus Killer or VPN that is stopping the correct identification being submitted.

You will probably get this error.



Betfair insist we have a version number check so that we can turn off a bot if we need to.

If you are getting this message then the bot can not contact the site to authorise the version number.

The normal culprit is a VPN but it could be Malware, Virus Killer or an IP blocker.

You only need to turn this off while you login then after that you can turn them back on.

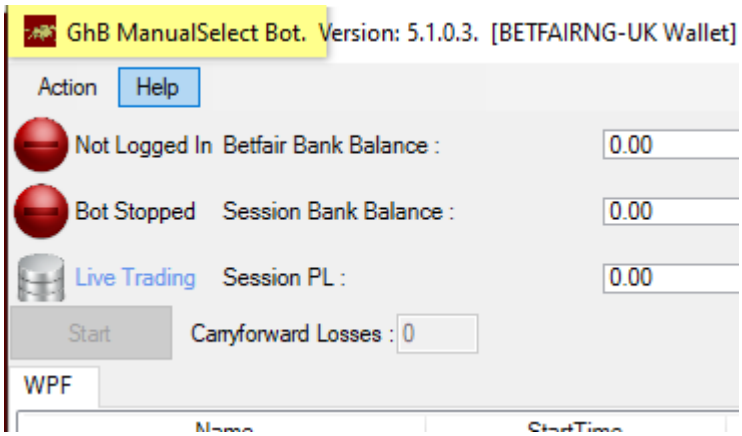
Note: Betfair does detect your IP country so if you are running a VPN and have chosen a different country then they may keep rejecting connection.

Settings

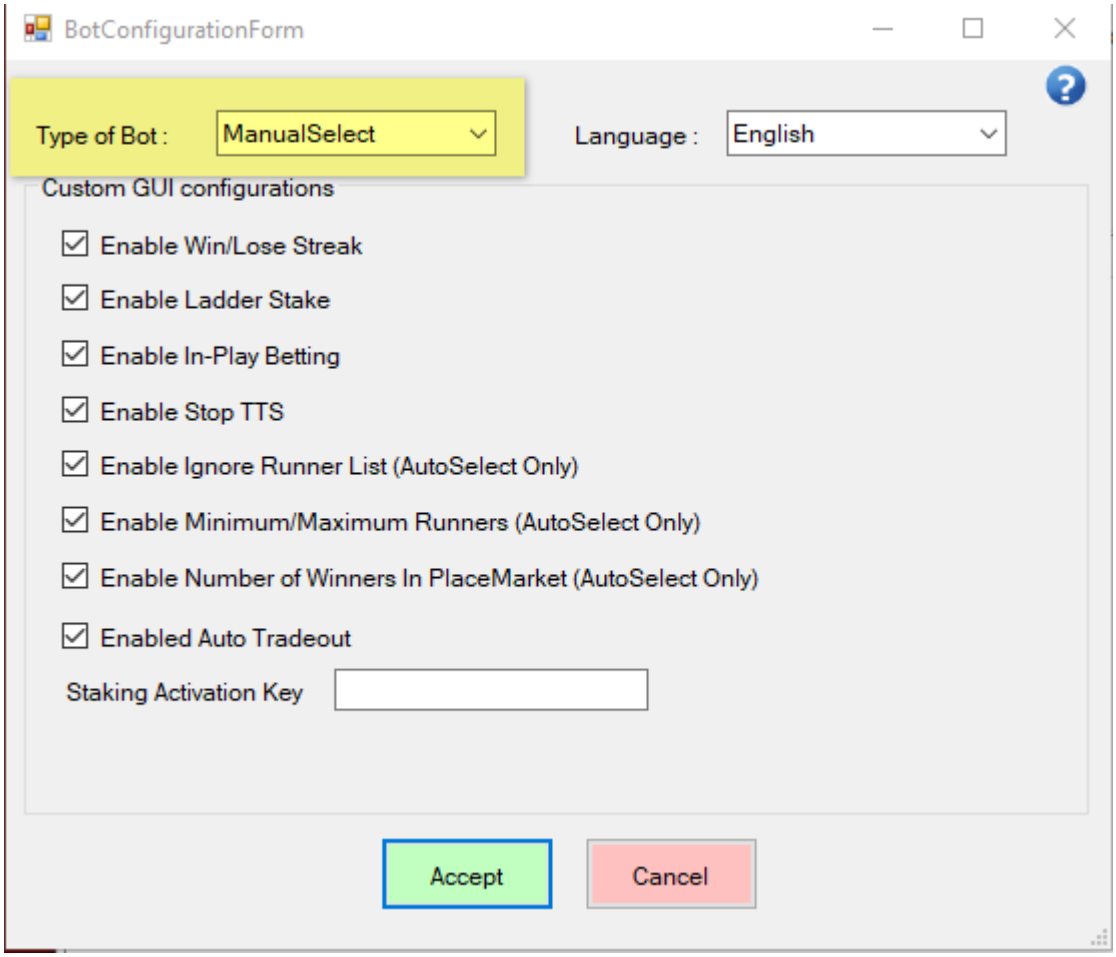
2. Manual mode.

If you are selecting your own runners or using one of our links then the bot must be in “manual mode”.

The standard installer is set this way.



Action>Bot Configuration



This is what you should see.

3. Paper Trading (Warning).

Paper trading will not show results at the moment because Betfair killed their RS results feed. As the bots do not place bets in paper mode we have no way of getting the results. So all you will see is the selections that could have been placed.

There is a big warning with “Paper Trading” Betfair hate it and they are starting to charge people who paper trade without placing bets. We do not recommend it now days especially as you can bet with 40p.

4. Under 2.00 betting.

In some countries (Like the UK) you can still do under £2.00 betting but it is getting more difficult especially with Betfair latest “Unfair Bet” rules.

At the moment the smallest bet you can place is 0.40 but we have always suggested that you should stick to a minimum of 0.50p

What ever happens keep the low odds to no lower than 1.10.
We are hoping that there will be more reporting shortly but if you go to Action>Transaction log and look at the file from the date you are betting although it is a bit messy (It is a dump from betfairs API) you will see things like…

"insufficient funds" "Unfair Bet" "INVALID_BET_SIZE" all these are reported by the API when Betfair won't accept your bet or stake size.

You may also have a limit on your account to the Maximum size you can bet. Check your Betfair accounts page or "Player Protection tools".

5. PC/VPS clock.
We have found on occasions (Especially on servers) that the clock is wrong causing betting issues. Please make sure you clock is accurate even a few seconds out could cause issues.

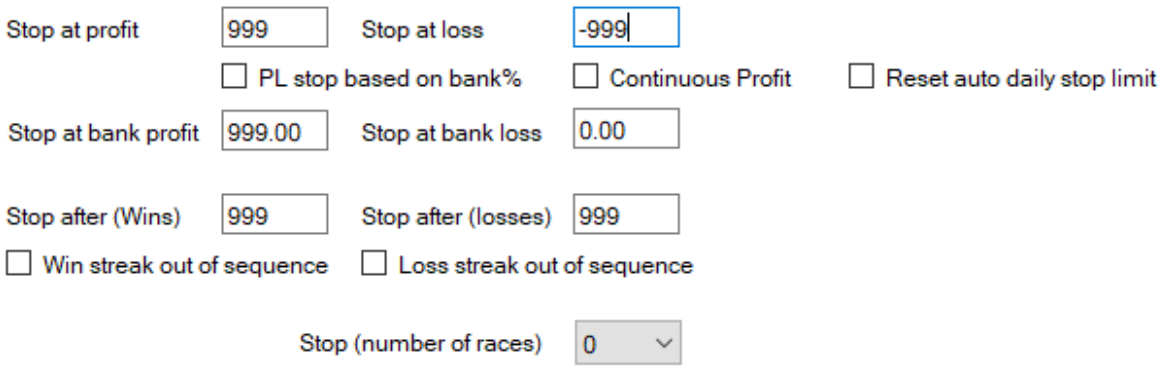
Options screen

Most betting issues happen because of the option screen settings so we now go through the most common.

1. Large numbers.

Do not set any number on the option scree (accept TTS or trading) higher than 999 or -999.

This is a typical looking set up of a (non stop) setting.

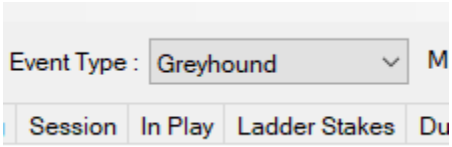


If you are using "Stop at loss" pleas leave "Stop at bank loss" at 0.00.

Avoid figures like -9999 or 9999

2. Event type.

Don't forget to change the event type to the sport you want to use the bot for.



3. Stop (Number of races).

Please set this to 0 unless you are specifically using it in the way it was intended.
https://greyhorsebot.co.uk/help/help-page.asp?id=6

4. Odds range.

Generally, you can set your odds range from 1.10 to any number you like…

…But we have seen issues when it is set to a number betfair don't have in their range.

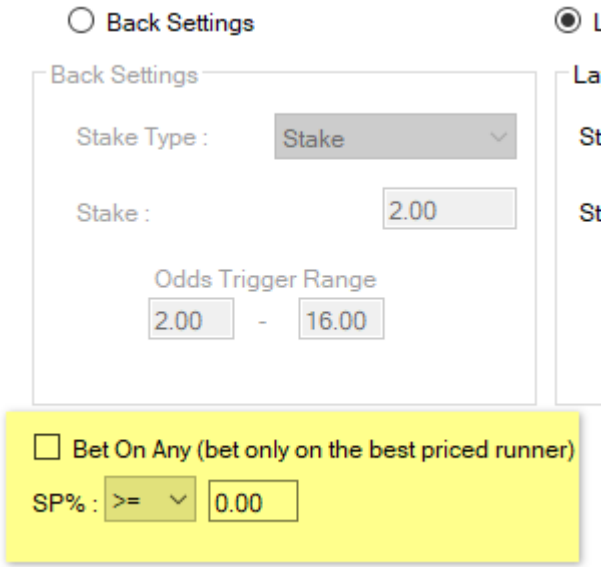
We suggest you probably make your maximum high end 99 unless there is a reason for going higher.

But please make sure your low end always starts at 1.10.

5. Bet on any

When messing about when you first get the Greyhorsebot it is easy to change settings without remembering what you have done.

A common mistake it to change SP% to <=0.00 instead of



This will stop the bot betting.

6. Stake value.

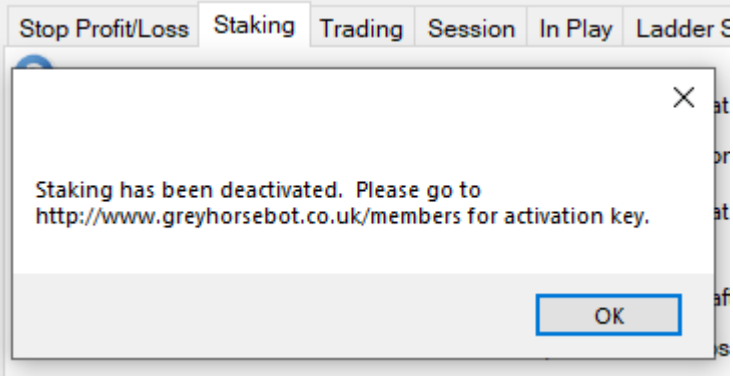
At the moment the lowest stake value is 0.40p but if you are using "Liability", "Dutching" or "Target Stake" you may feel larger stakes will be enough.

But if you laying to liability at £2.00 and a selection is 10 then that will be under 40p.

If you are missing bets this is a common issue.

7. Staking.

If you hit the staking tab you will get this message.



You only need this tab if you decide to do “Recover Staking” otherwise you do not need to activate it.

If you wish to activate it then go into the members area and then to your “Accounts” page and you will find out how to get the key at the bottom of the page.

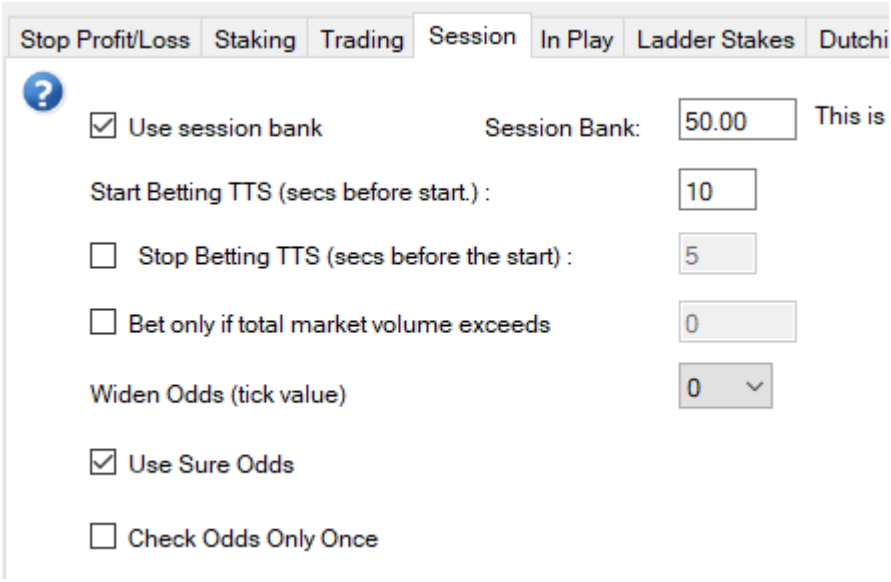
7. Session

The session tab needs to be set-up in order to get the bot to work properly.

If you tick “Use session bank” (Which we suggest you do) make it a figure that will allow the bot to keep betting within your stop profit/loss settings.

If you are not using a session bank but your bot keeps stopping and reporting that you have met your stop profit /loss then the session bank figure will probably now be

a “–“ (Eg -10). Stop the bot then change it to a positive figure and all should be well.

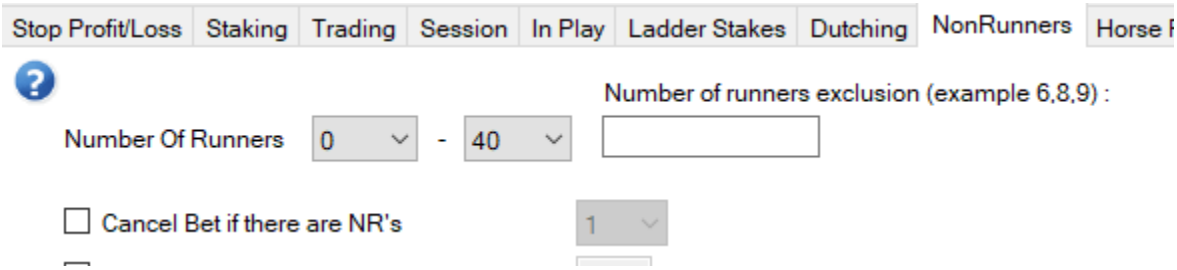


To give yourself the maximum chance to get matched them make sure you select “Use sure odds” (You don’t need to use Widen odds) because this will place a bet into the market within your Max/Min price range.

7. NonRunners.

Sometimes users set the “Number of runners” and then forget to reset it for a new method or system the are following.

It is worth checking this is set to what you are expecting

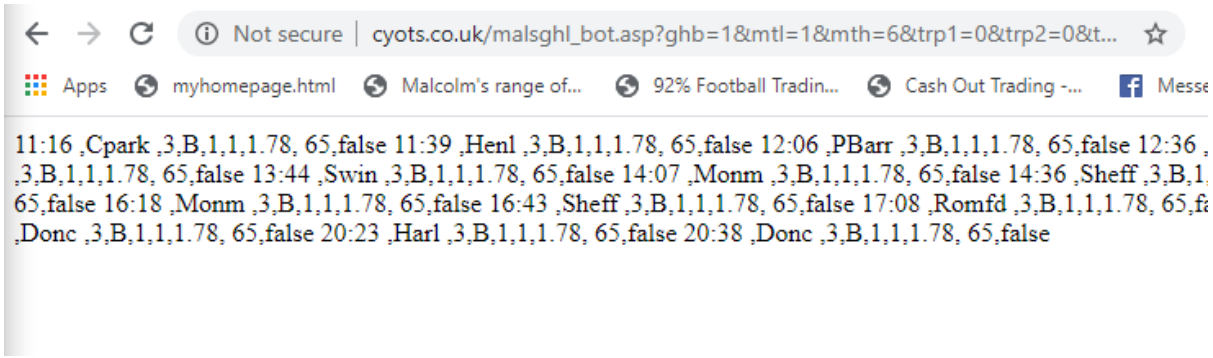


Session settings.

1. Spaces in links. Action>Session>server tips

Our unique csv linking tool helps users automatically run selections from many of our tools and services.

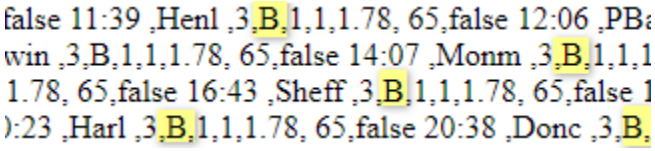
You can check a csv link works by putting into a standard browser lie google or ie.



It looks a bit weird but it at least you can see it works and is finding selections.

Please remember that some links will not become active until the software creates the selections.

Note the “B”’s this tells the Greyhorse bot that these are back selections.



And so it is expecting the greyhorse bots “Back” odds range and stake to be set.

The most common problems with the link not working in the bot.

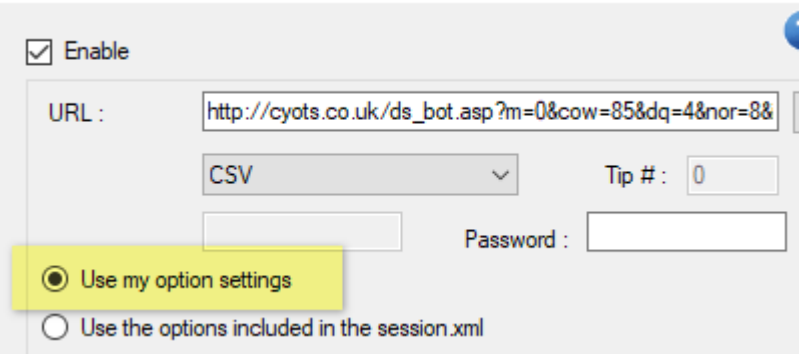
A) picking up spaces before the http:// or at the end.

Please make sure you have only captured the link and not blank spaces as well.

B) Not having the members ID or SI code in the link.

C) not having the full link (Check it in a browser).

D) not having “Use my option settings” selected.



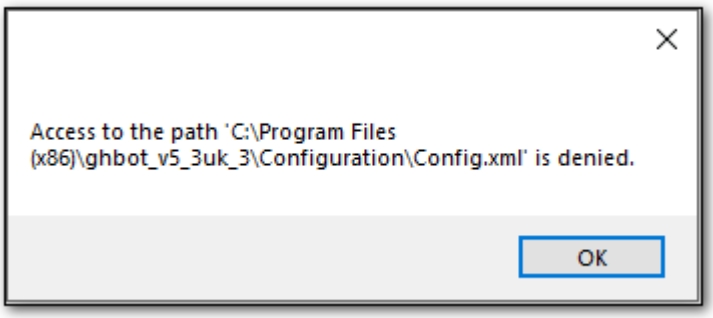
Common errors reports.

LOGIN_UNAUTHORISED

This means you have not been added to Betfairs API as an official user of the our bot (or your subscription has expired) please use the form provided in the members area and note this can take up to 24hrs and longer at weekends.

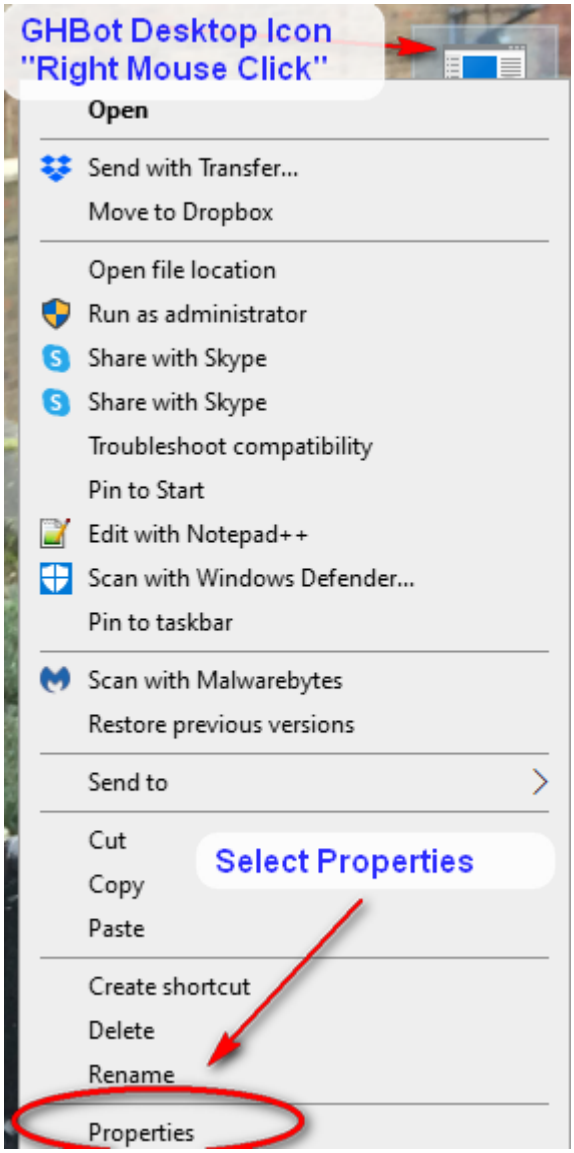
Please follow step 1 in the members area.

Access denied (Or similar)

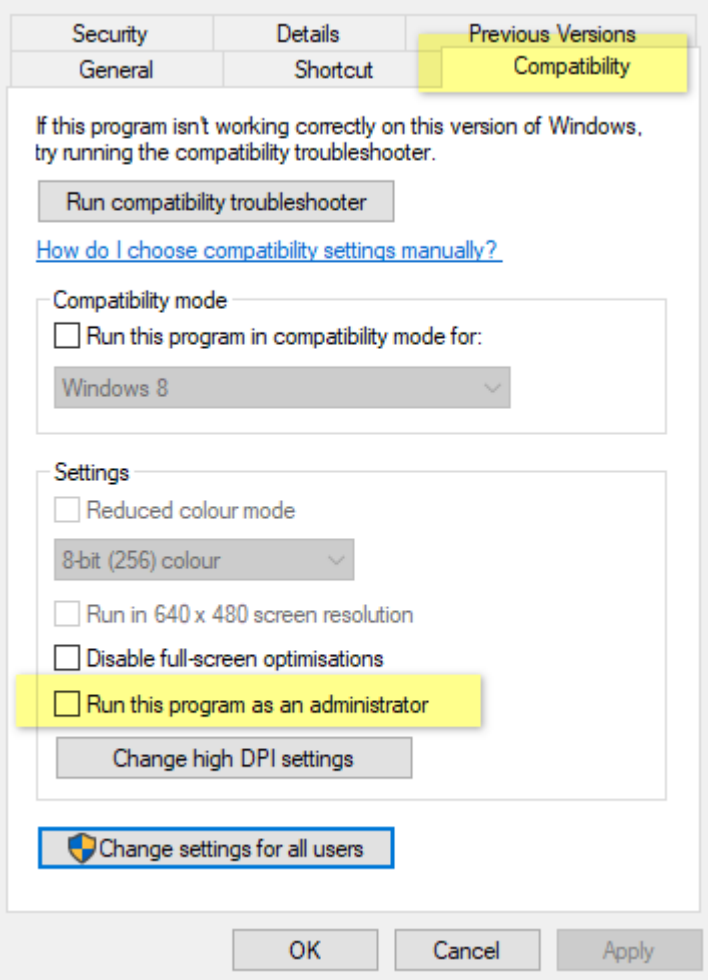


1) Close down the bot

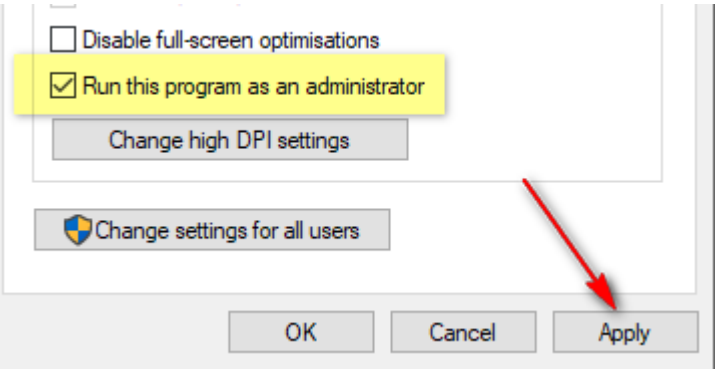
2) Right click over the Grey Horse Bot(URL) SPB shortcut on your desktop and choose properties


GHBot Desktop Icon
"Right Mouse Click"
Open
Send with Transfer...
Move to Dropbox
Open file location
Run as administrator
Share with Skype
Share with Skype
Troubleshoot compatibility
Pin to Start
Edit with Notepad++
Scan with Windows Defender...
Pin to taskbar
Scan with Malwarebytes
Restore previous versions
Send to
Cut
Copy
Paste
Select Properties
Create shortcut
Delete
Rename
Properties

3) Select the compatibility tab from this screen

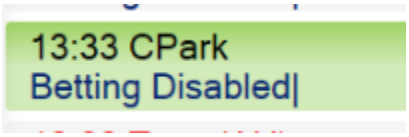


4) Tick the box that states run as administrator (You may want to select the “Change settings for all users” button and select “Run the program as an administrator”).



5) Press apply and then ok and restart the bot.

Betting Disabled



Betting disabled is caused by one of your Stop Profit/Loss settings being hit.

This can also happen if your “Session Bank Balance” goes into a negative figure. (The bot presumes you have no more money to bet with).

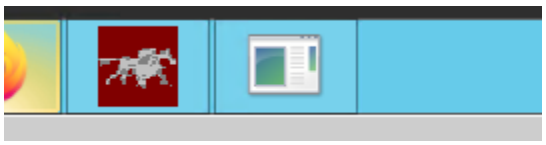
It can also happen “Stop Bank Loss” is set to anything other than 0.

Other issues.

I click on the bot but it doesn’t seem to open.

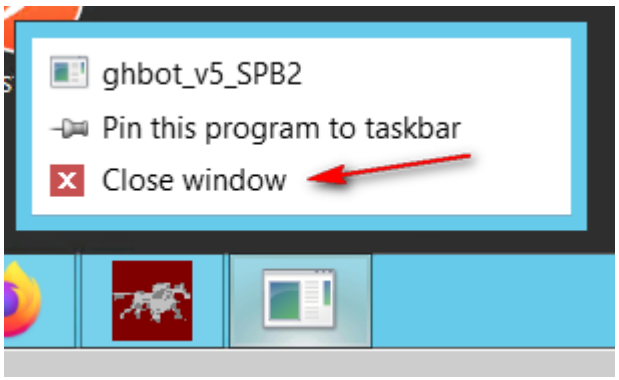
Sometimes when you close the bot using the “X” instead of “Action>Exit it doesn’t seem to open next time.

What is actually happening is it is opening to your “Task Bar”.

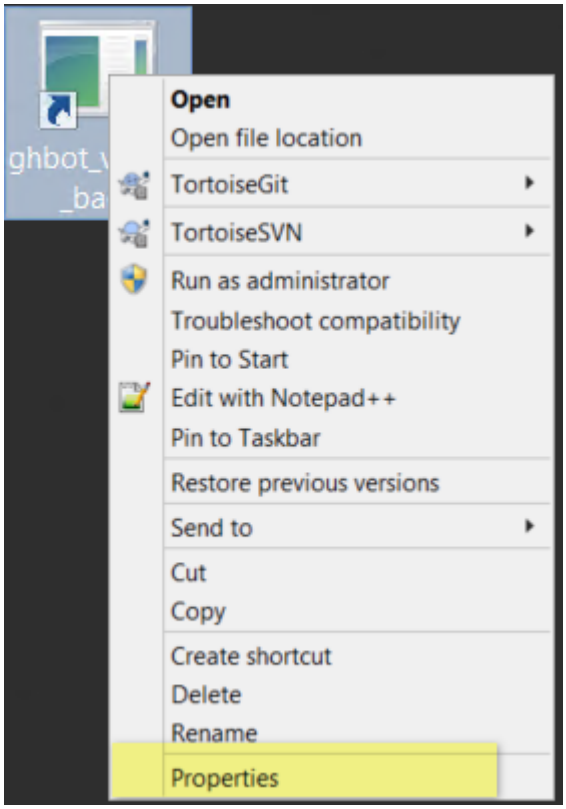


Some windows system will just allow you to “Right click” on the icon on your task bar and open the program fully (maximise).

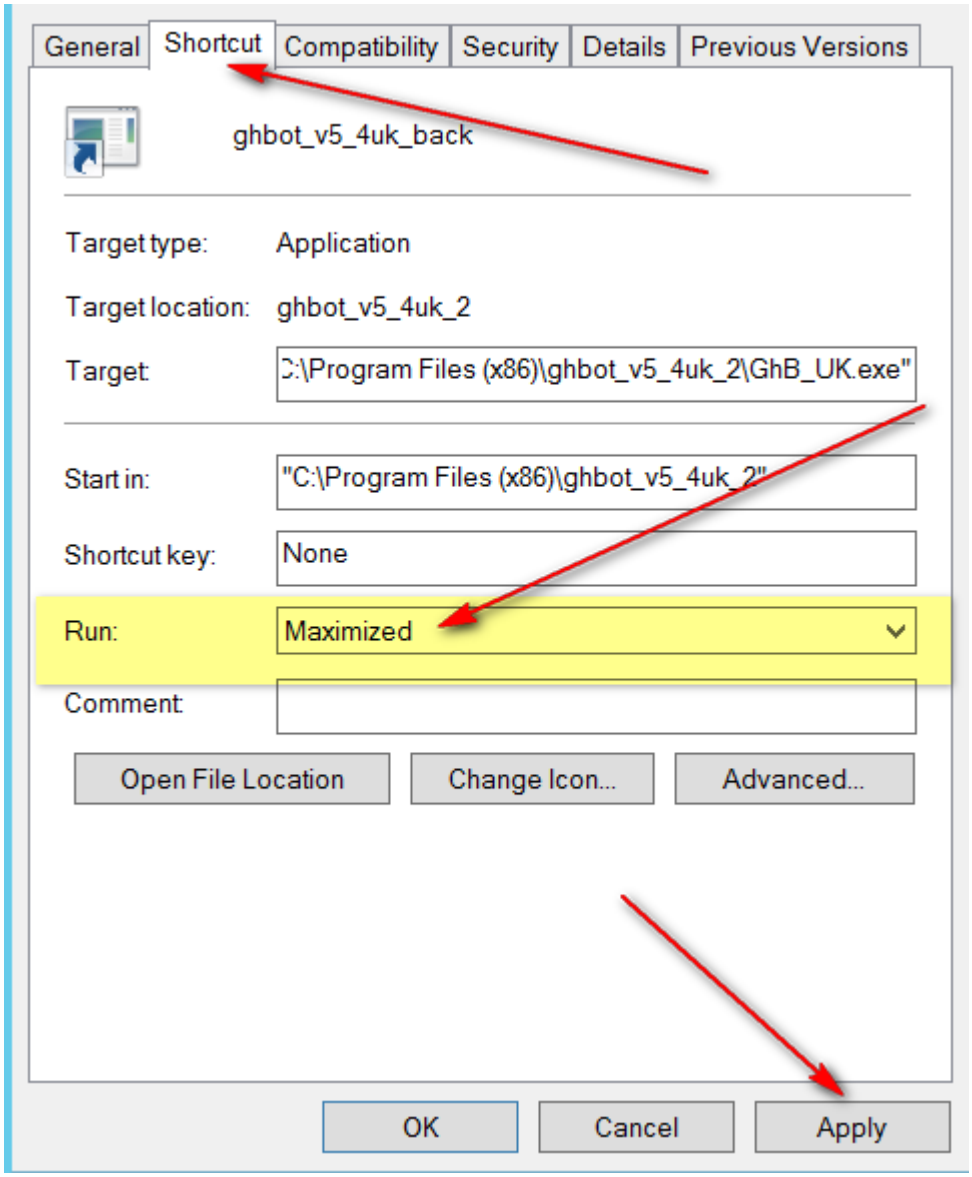
If this is not the case then right click on the icon in your task bar and click “Close Window”



Once it is closed find the Greyhorsebot desktop icon and right click and go to “Properties”



Now go to the “Shortcut” tab.
Change “Run” to Maximise
And then click “Apply”

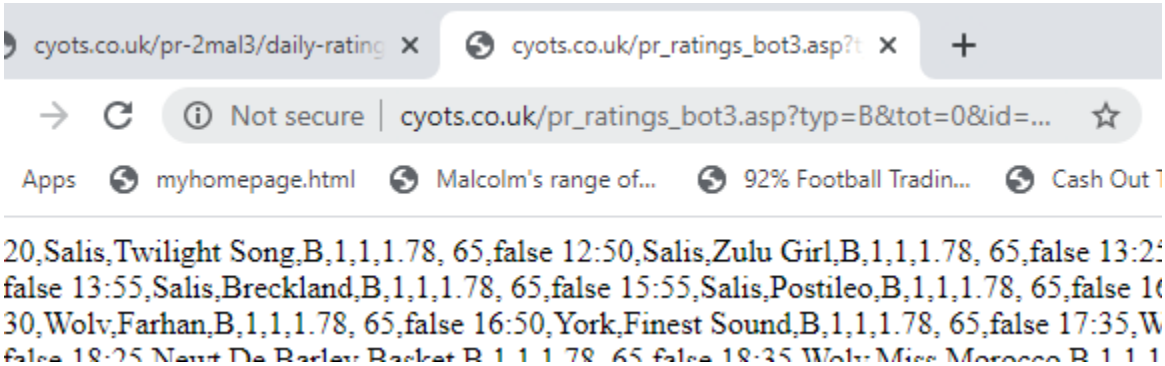


This will now open Greyhorsebot onto the screen again.

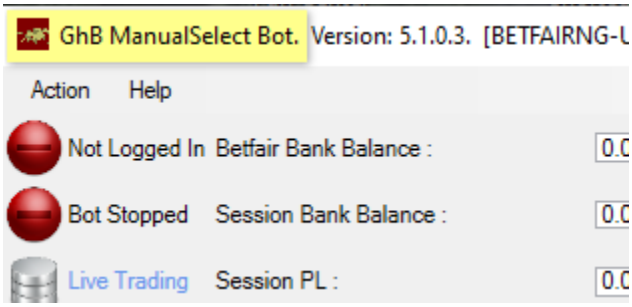
Things you should know.

Auto Link Not working
http://greyhorsebot.co.uk/vids/Auto_link_issues/

1. Paste the whole link into a browser and check that it is generating selections.

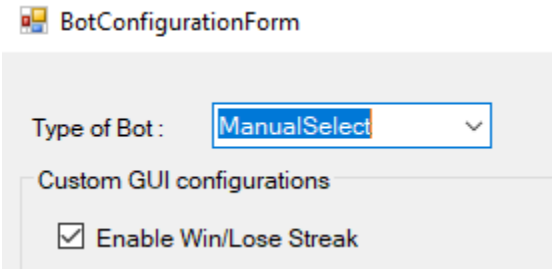


2. Make sure the bot is in manual mode.

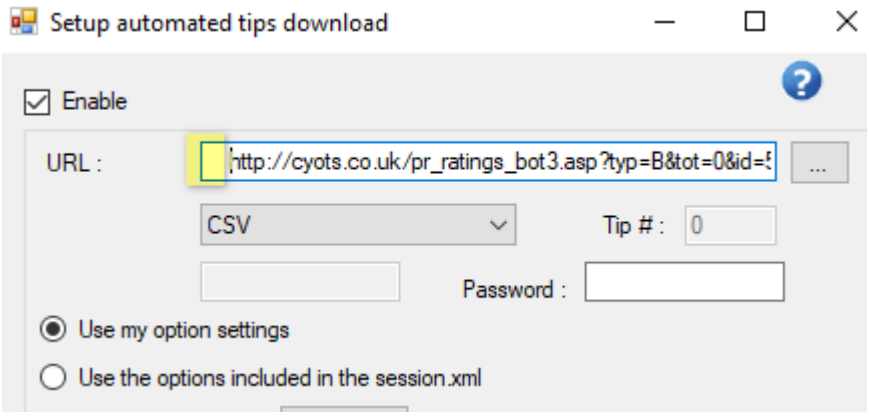


It will say this in the blue bar at the top or go to Action>Bot Configuration

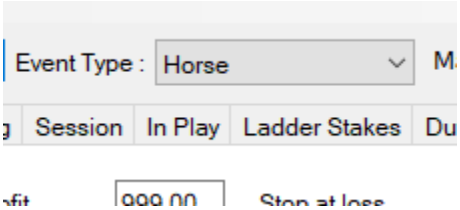
and check it says "ManualSelect" if not reset it.



3. When pasting the link into server tips check you have no spaces either end of the link but especially before the http.



4. Check you have changed the "Event Type" on the action>Option screen to the same event as the tips.



5. Once you have changed any of the above reset the bot double check everything the click "Start" and everything should be fine.

Helping us help you.

The bot can be quite complex for a beginner but if you stick to the basic settings then it is actually quite easy to use.

Any issue you come up with should be handled in this doc.

If you do run into an issue and after reading through this document and watching these videos…

https://greyhorsebot.co.uk/GHBNewMembers/
https://greyhorsebot.co.uk/vids/bot_links/
https://greyhorsebot.co.uk/vids/greyhoundselbot/
http://greyhorsebot.co.uk/vids/Auto_link_issues/

There are further help files here:

https://greyhorsebot.co.uk/help/help-page.asp?id=27

And Here

https://greyhorsebot.co.uk/help/

…If you still cannot get the bot to work then please do not hesitate to get in touch.

But please let us know the following.

1. Which Bot are you using (Full or URL)

2. Are you using a link or manually selecting runners.

3. Are you betting under £2.00

4. Are you using a multi-link or standard link (If yes to number 2).

5. Have you checked they are not NR's or haven't met a link criteria.

6. Are there any unmatched bets in your Betfair account?

7. Is the bot giving you any warnings?

8. Please add screenshots of your settings.
9. It would also be of help if you could send us some of the betting information.
If you go to action> Transaction Log and then find the date you are having issues with and copy what is in that file to a notepad. We can then analyse the betting and see what has been happening.

You can also send us the config.xml file from your bot so we can check it.

This is how to do that.

https://greyhorsebot.co.uk/How_to_send_config_file.pdf