

Automatic data update in billetix

The update robot

Automatic data updating only works on online sources.
(Aside and the various web services).

There are two time intervals for triggering the update robot: a long time interval and a short time interval. These two intervals can be configured in the source management settings.

When the times are set to zero, there is no automatic update.

By default

The long time is set at 8 hours for all sources

The time frame is 10 seconds for Aparté sources and 300 seconds for WS sources.

How are these intervals applied ?

1 - For a dated performance:

From the moment the representation is subject to access control (PDA checked in the Back Office).

Extended time applies up to 4 hours before the date and time of the performance
The short time period applies from 4 hours before the date and time of the performance.

The automatic update stops at the date and time set at the end of the import.

2 – For an undated representation:

The declaration of a performance as "undated performance" will be made in the Back Office (currently you need to ask Gilles).

From the moment the representation is subject to access control (PDA checked in the Back Office).

The extended time period applies up to 4 hours before the performance time and restarts from the import completion time.

The short time applies from 4 hours before the time of the performance until the end of the import.

The automatic update stops at the date and time set at the end of the import.

If the import start time (performance time minus 4 hours) is the same as the import end time, there is no short import time.

You can trigger an update of a representation at any time by clicking on the robot icon located on that representation's row. After a few moments, you will need to refresh the counters on that row to see the new information.