

THE MOST COMMON ERRORS AND SOLUTIONS

WITH POKERTRACKER, POSTGRESQL, HUDS AND THE HUD SWAP SCRIPT

POKERTRACKER IS SLOW OR ERROR APPEARING AT THE IMPORT

Cache is disabled or the limit of 1600 is reached

Go to **Hud** -> **Edit Hud Options**, open the **General Settings** tab and click on the **General** tab. Make sure that **Stats from the last X hands** and **Stats from the last X weeks** options are set to **0**. Otherwise your cache will be disabled.

Go to **Database** -> **Database Management**. Select your current database and click on **Rebuild Cache** -> **Custom Cache Rebuild**. If you get error during the process then the limit has been probably reached. Ask your developers to remove some premium huds or delete some of your columns in your custom stats.

vsHero Script

If you are using Spin&Go Master vsHero or SNG Master Hyhu hud, you should run the vsHero install script in all of your databases.

The installation script can be found here: http://www.snghud.com/res/sngm_vshero_install.txt

Please refer to this video on how to install the vsHero script:

<https://www.youtube.com/watch?v=zhpvmUYe0XU>

Postgre Tuning and minimum system requirements

PokerTracker4 is best compatible with PostgreSQL 9.2, 9.3 and 9.4 and it's crucial to install the 64-bit version. If you have different or 32-bit version of postgre, you can experience performance problems.

When you install a new database you need to optimize the settings with your system otherwise your database will not use all the resources available in your computer. To optimize, click on **Database** -> **Database Management** and go to **Housekeeping** -> **Tune PostgreSQL**. You can also tune your database manually to allow more resources in the case you have more than 8Gb of RAM and SSD with a lot of free space. For more details about manual tuning, please refer to this documentation:

https://wiki.postgresql.org/wiki/Tuning_Your_PostgreSQL_Server

The minimum system requirements to run PT comfortable:

- 4Gb RAM
- Intel Pentium Ivy Bridge (G2xxx) or Intel i3 Ivy Bridge (i3-3xxx) or similar AMD
- 7200 RPM HDD with at least 100Gb of free space

The optimal system requirements for PT are:

- 8Gb RAM
- Intel Haswell i5 (i5-4xxx) or Intel Skylake i3 (i3-6xxx) or similar AMD
- SSD with at least 100Gb of free space

Mined hands problem

The use of mined hands are not supported by PokerTracker so you can have some database problems if you import third-party hands. To avoid problems you should always find and replace your Hero name in all hand-history files you want to import. Otherwise some hands can be duplicated in your database once with Hero's name and once with an identical name who is not Hero. There are several find and replace programs, here is one of them: <https://findandreplace.codeplex.com/>
Make sure to use a non-existent name in your database when you replace your screenname in the text files.

Multiple database problem

If you are using multiple databases to manage and store your hands, you can experience performance issues if you use all your databases to read data from during the game. In general, it's faster to use a single but large database than use various small databases. You can of course use multiple databases for hand-analysis, different rooms or different game types, just make sure to read from one database only while you play. To manage the databases you use ingame, go to **Hud** -> **Edit Hud Options**, select **General Settings** tab and click on the **Advanced** tab. On the left side you can manage what databases you want to use to read data from.

HUDSWAP

No action happening when hotkey is pressed

Please make sure to always run this program as administrator. The script exe and the controller files should also stay in the same directory. Don't drag the program itself to the Desktop, create a shortcut instead if you want to run the script from your Desktop.

If the exe file is missing from the HudSwap folder please download the script again and set the file and folder as an exception to your Anti-Virus.

Missing PT icon error

The HudSwapper search for PT icon on the top part of the selected table, so please make sure to don't place your PT icon in the bottom or middle part of the table. For the best performance place your PT icon near the top-left part of your table.

If you still receiving the error please make sure that **Windows Magnification** is turned **off**. Open your **Control Panel** and click on your **Display Settings**. Find the setting called **Change the size of text, apps, and other items** and set to 100%.

Action happening but mouse clicks on wrong coordinates

Turn off Windows magnification.

If you made any modification in the configuration files of the HudSwapper, you need to restart to activate the modifications in the script.

HUD

There is no new Hud in PokerTracker

Open **Configure** -> **Options** and make sure that **Allow Premium Content** is enabled. Restart your PT after the changes.

Hud is slow or some panels are missing

Make sure that you didn't reach the limit of 1600 columns.

Turn off all options that can disable the caching of custom stats.

Install the vsHero script in all your databases.

Tune your Postgre Server

The panels on the hud are too large

Turn off windows magnification

Turn off vector scaling. **Go to Hud** -> **Edit Hud Options**, select **General Settings** tab and **Advanced** tab. Disable the option **Allow Vector Scaling**.