

ABSTRACT

The present application discloses a method and a device for processing data. The method includes the following: monitoring, by a server, a running status of a live data service; determining predicted recovery time when it is detected that an exception
5 occurs in the running status; calculating a first rate based on the predicted recovery time; and sending the calculated first rate to a terminal device, so that the terminal device displays live data based on the first rate. In this method, when an exception occurs in the live data service on the server, the server can decrease a current display rate of the terminal device, and prolong troubleshooting or recovery time of the back
10 end staff, without making an end user significantly aware of a change such as a jump, a rollback, or stagnancy of the live data. Correspondingly, after the live data service is recovered, the display rate of the terminal device can be increased, so that the terminal device can adapt to new live data sent by the server.