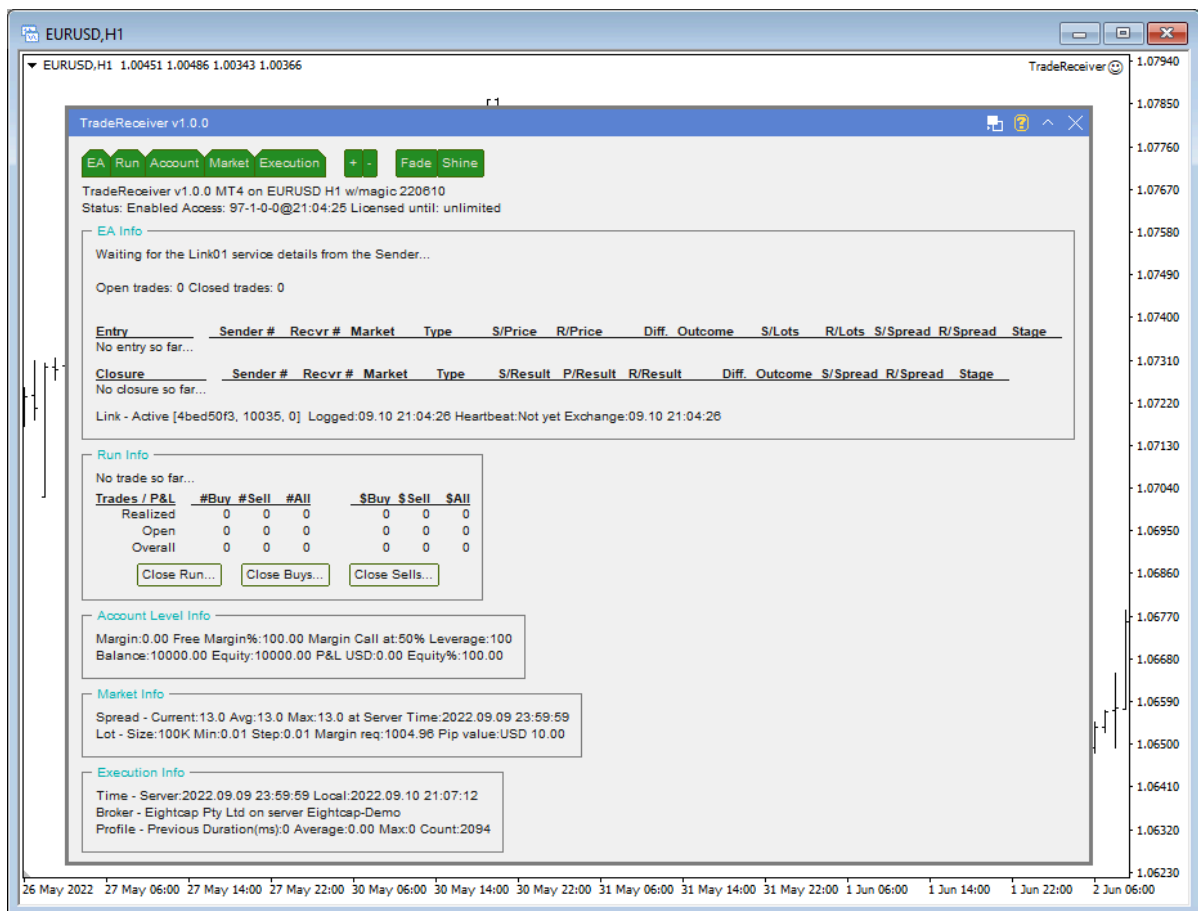


Expert4x TradeReceiver

EA for MT4

October 14, 2022



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Chapter

1

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Chapter 2

Getting Started with the TradeReceiver EA

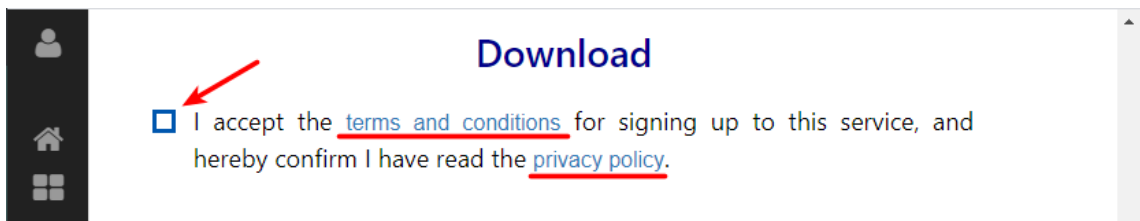
Getting Started provides a guided exploration of the TradeReceiver EA. It is geared for an audience that has little or no knowledge of installing an MT4 EA. It walks the novice user through downloading and installing the TradeReceiver EA.

2.1 Installing the TradeReceiver EA

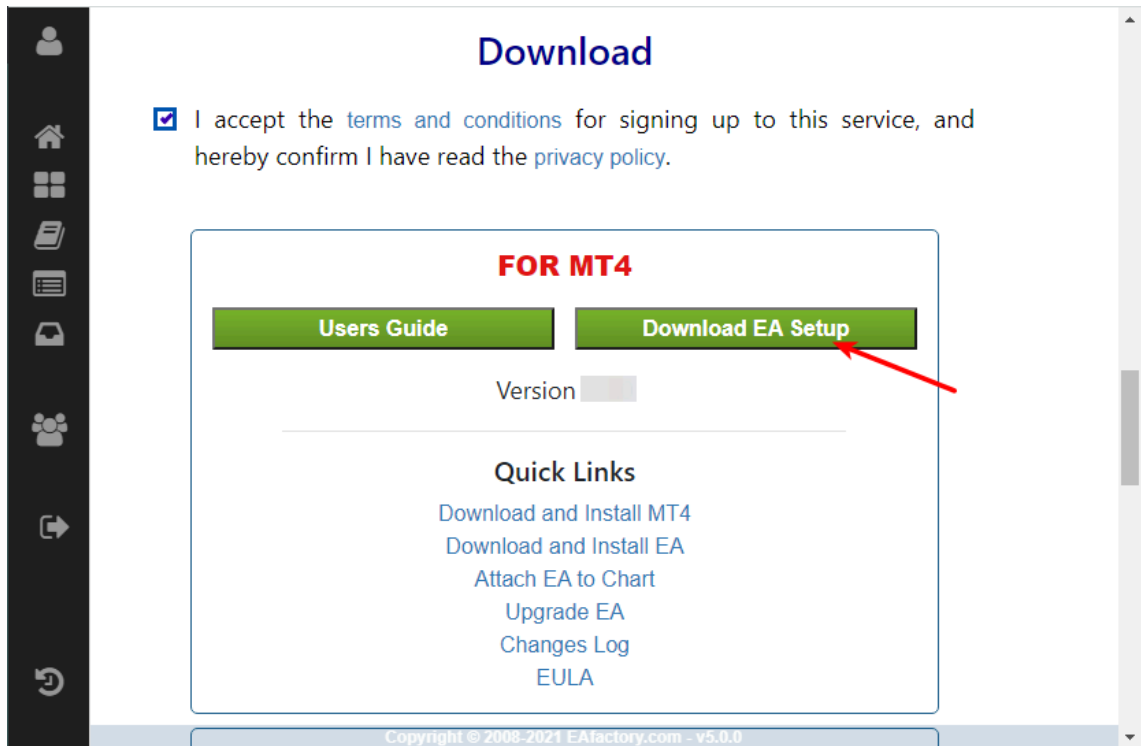
The TradeReceiver EA comes with a setup application to provide a wizard based installation process to the selected MT4 terminal.

Before you start...

- Ensure that you have the login credentials to the Web Support Centre.
 - Ensure that you have an MT4 terminal version 4.00 build 1353 or later installed.
1. Exit the MT4 if it was running.
 2. Visit the TradeReceiver EA [Web Support Centre](#) page.
 3. Read the Web Support Centre [Terms and Conditions](#) and [Privacy Policy](#) then tick the checkbox to accept them.

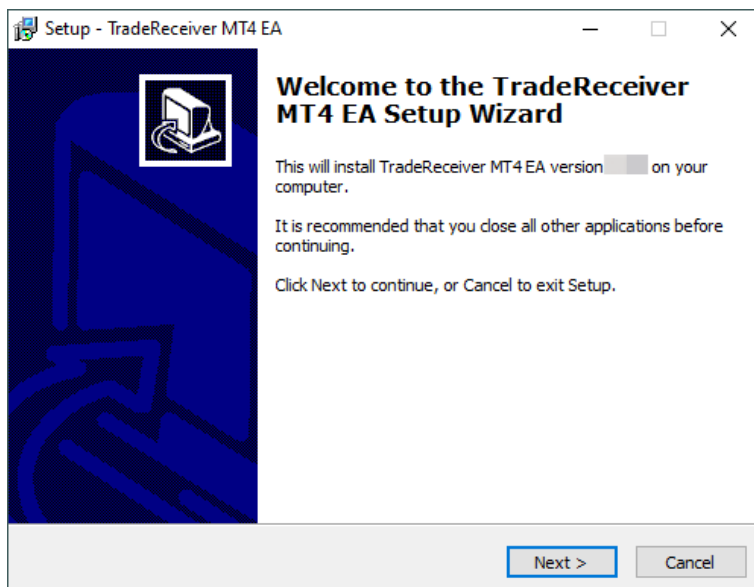


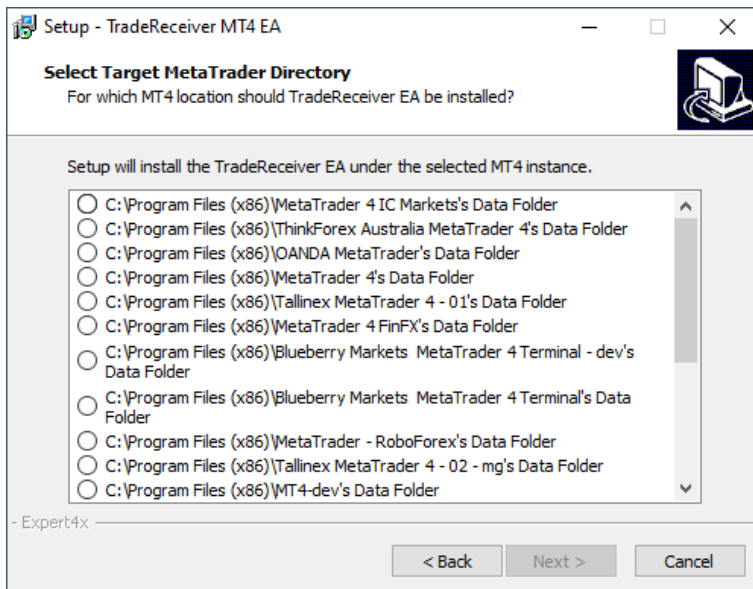
- Click on the **Download EA Setup** button to download the EA setup for the MT4 terminal.



- Run the downloaded setup application. Select the MT4 instance through the setup wizard pages to where you want the EA to be installed.
- When the setup completes start the MT4 up. The TradeReceiver EA entry should appear under the **Expert Advisors** node in the **Navigator** window (**View > Navigator**)

These pictures highlight the steps how to install the EA.

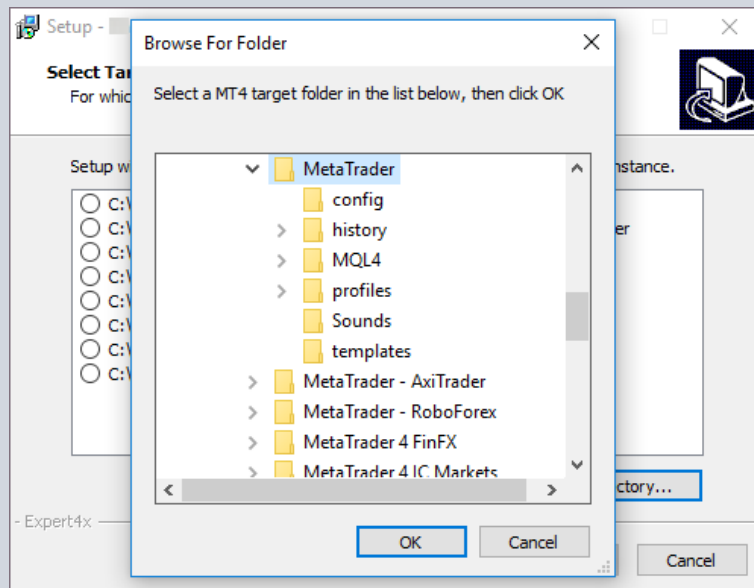




The setup application lists the available MT4 instances. Select one of them for installation target and click on the **Next**.

Note:

For some earlier version Windows version the list may not contain all the MT4 instances. In this case run the setup application as administrator and use the **Add target directory...** button to navigate and pick up the desired folder.



The default MT4 installation location would follow this pattern:

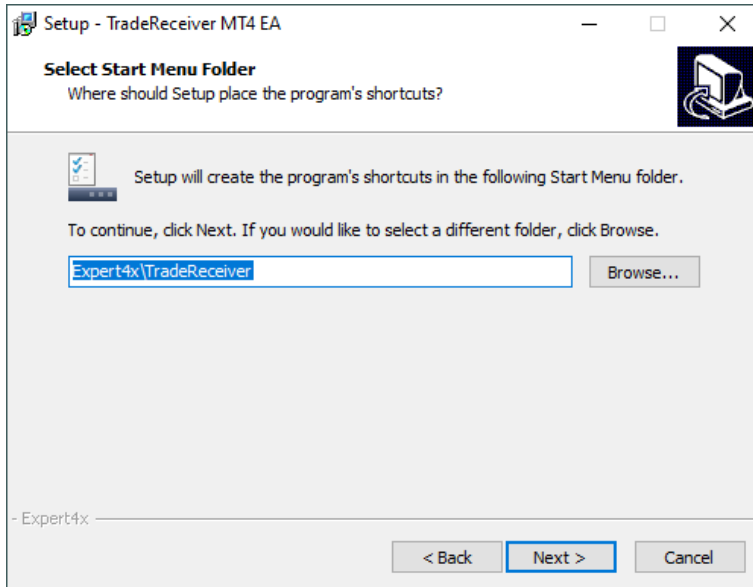
C:\Program Files (x86)*BrokerSpecificName*\

but you may have selected something else while performing the MetaTrader terminal installation. As a hint, the following shows you the default path to the main MT4 directory for some brokers:

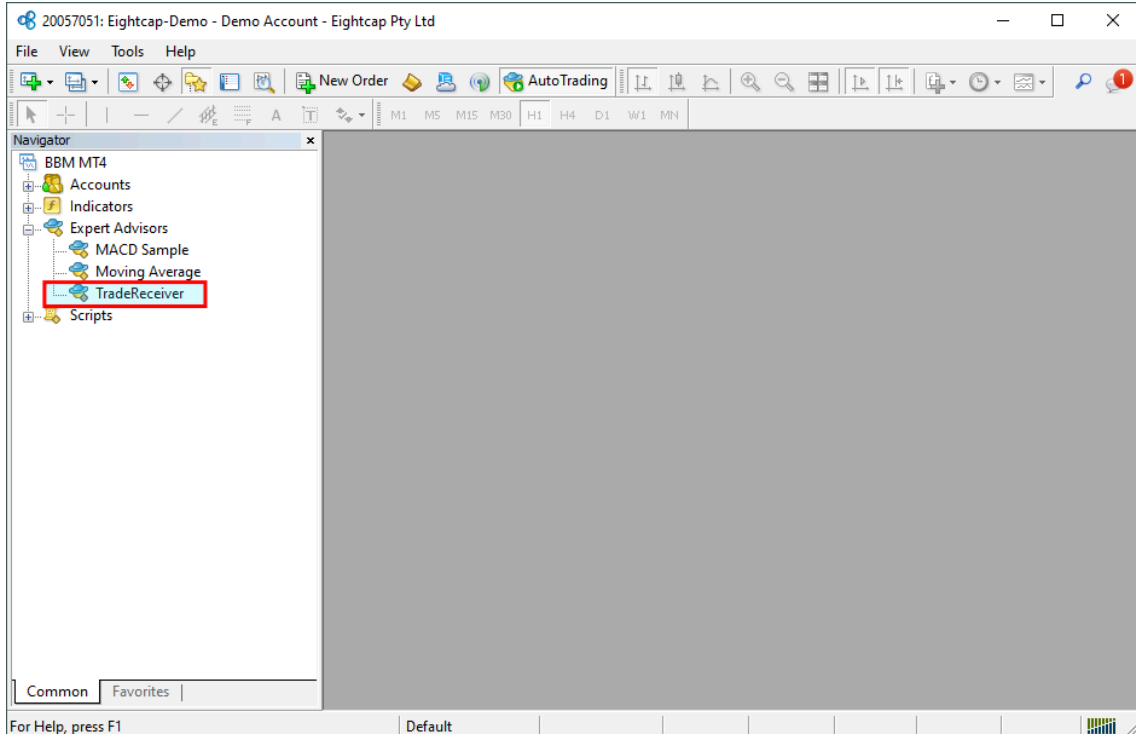
Broker	Default Path
Blueberry Markets broker	C:\Program Files (x86)\Blueberry Markets MetaTrader 4 Terminal
Dukascopy broker	C:\Program Files (x86)\Dukascopy MetaTrader 4
IG broker	C:\Program Files (x86)\IG MetaTrader 4 Terminal

Broker	Default Path
OANDA broker	C:\Program Files (x86)\OANDA - MetaTrader
Pepperstone broker	C:\Program Files (x86)\Pepperstone MetaTrader 4

Always select the main MT4 folder itself for installation target, not any of its sub-directories.



When the installation is complete start the MT4 up and check that the EA appears in the **Navigator** window (**View > Navigator**):



Now everything is set up for the first activation of the TradeReceiver Expert Advisor .

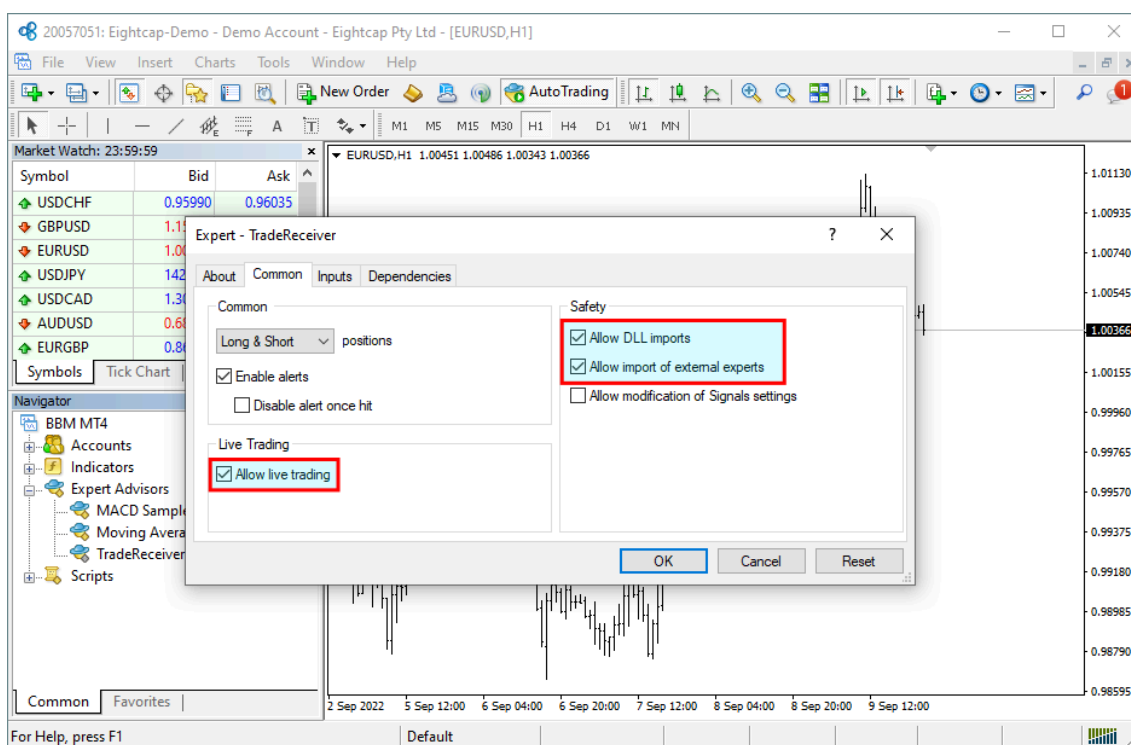
2.2 TradeReceiver Expert Advisor First Time Activation

Step by step guide to get the EA up and running on a chart for the first time.

The following pictures demonstrate the first time activation of the TradeReceiver Expert Advisor in a few steps.

Attach the EA to a chart

1. Drag & drop the TradeReceiver Expert Advisor from the **Navigator** window (**View > Navigator**) to a chart window and select the **Common** tab:



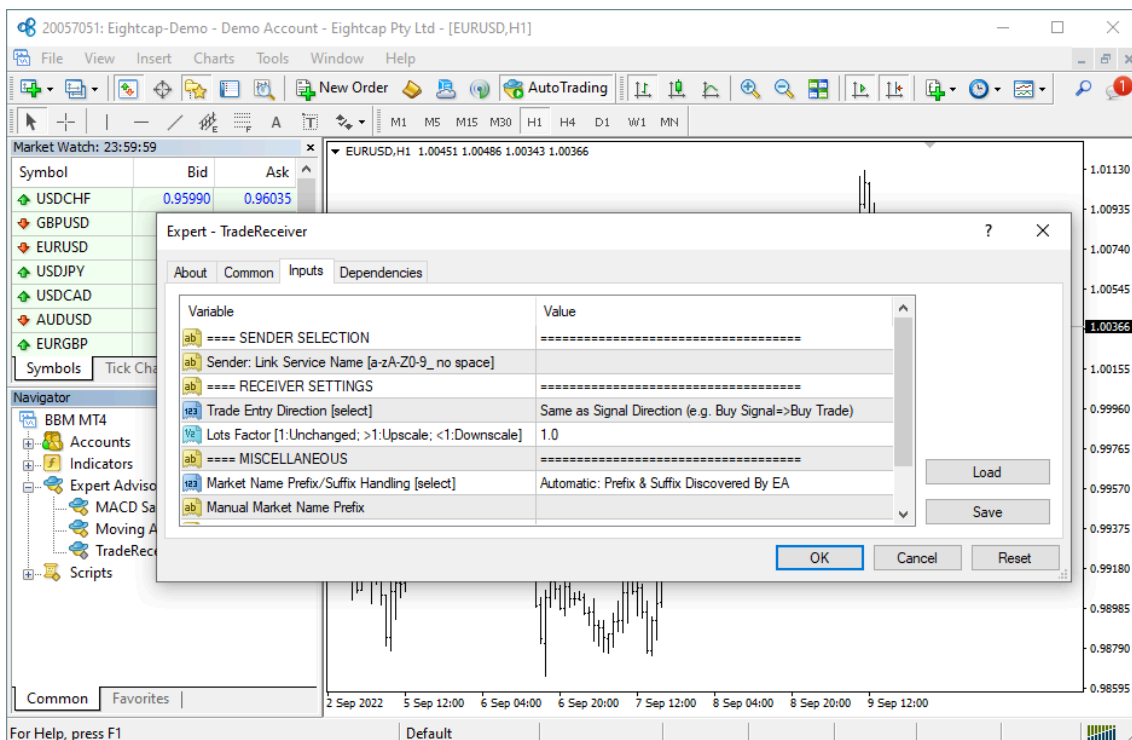
Note:

Ensure that the

- **Allow live trading,**
- **Allow DLL import and**
- **Allow import of external experts**

are ticked.

2. Select the **Inputs** tab:

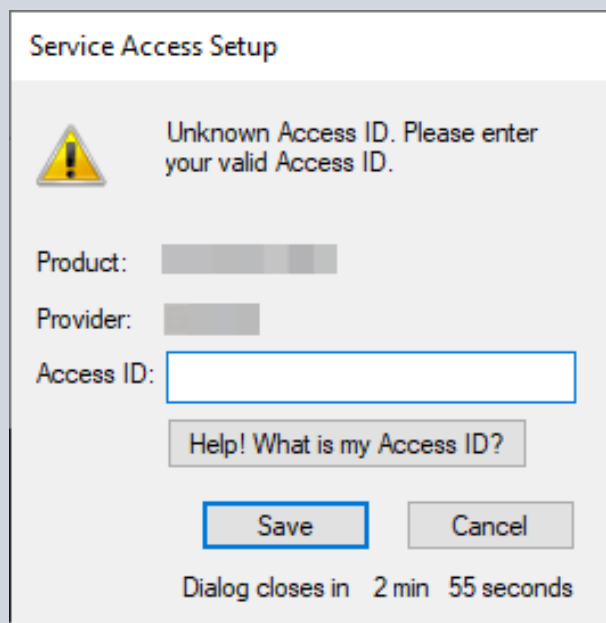


This lists the parameters of the EA where the operational aspect of the TradeReceiver EA can be set up. For more details see the [TradeReceiver EA Configuration Guide](#) – for now click on the **OK** button and let the EA start up with default settings.

Note:

At the very first time the EA may prompt for the Access ID to verify that the usage of product is licensed.

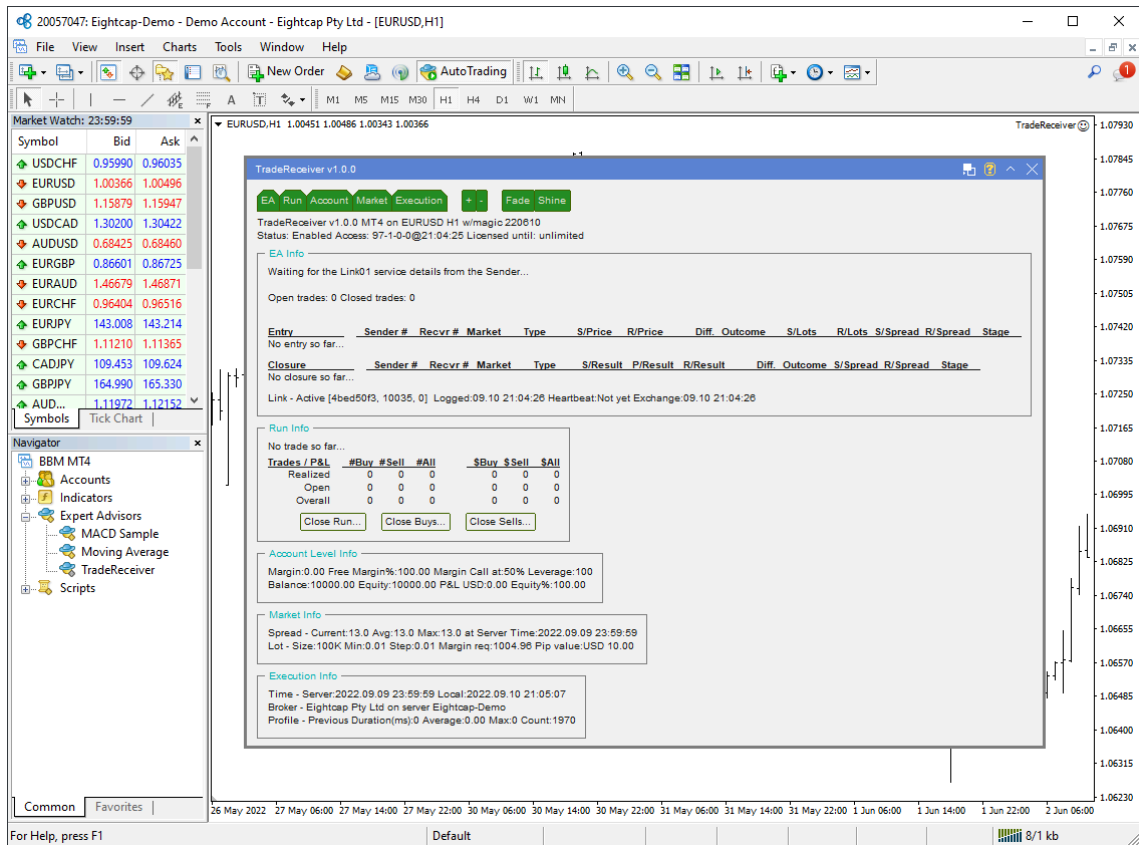
The Access ID is pre-configured and is the same as the login name to the web support site. Feel free to change your Access ID at the [Web Support Centre](#) and ensure not to share it with anyone else. Enter the Access ID and click on the **Save** button:



Tip: If you do not remember your Access ID then click on the **Help! What is my Access ID?** to see it on your [Web Support Centre user profile](#).

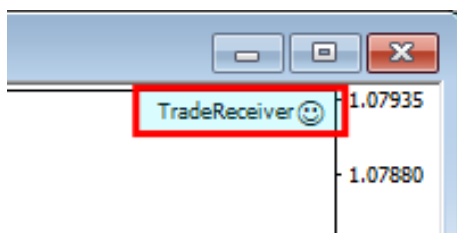
The TradeReceiver EA is up and running

After successful authentication the TradeReceiver EA starts up.



The TradeReceiver Expert Advisor has been attached to the chart. The smiley face in the top-right corner shows that the initialisation of the TradeReceiver Expert Advisor was successful and the EA is now looking for trading opportunities.

See the smiley face in the corner:



In case of a problem getting the EA up and running please refer to the [Knowledgebase section](#).

Chapter

3

System Requirements

Overview of prerequisites in order to install and get the product up and running.

3.1 Operating System Requirements

In order to operate the TradeReceiver EA a Microsoft Windows operating system is required which supports MetaQuotes MetaTrader version 4.00 platform.

Note that the MetaQuotes MetaTrader software is also known and often referred to as MT4.

3.2 Hardware Requirements

The minimum Random Access Memory (RAM) requirement is 512MB (0.5GB), however 1024MB (1GB) RAM is recommended to avoid extended virtual memory usage. Note that this memory requirement is for MetaTrader application only, excluding other applications running at the same time (e.g. MS Office). If other applications are running parallel with MetaTrader application please increase the RAM requirement accordingly.

3.3 MetaTrader (MT4) Requirements and Settings

The EA is compatible with MetaQuotes MetaTrader platform version 4.00 build 1353 or higher. In general this is referred to as MT4 terminal, build 1353 or newer.

3.4 Forex Broker Requirements

The TradeReceiver EA is compatible with both 4 and 5-digit data feeds based brokers. The TradeReceiver EA automatically detects the type of the feed and adjusts the EA parameter pip values if and when necessary.

Both fixed and variable spread broker platforms are supported.

The selected MetaTrader based broker should allow keeping open orders on the account for long period of time, i.e. the broker should not close and re-open orders over night for swap calculation, or should not merge open orders for any reason.

IMPORTANT: For smooth trade management the MetaTrader application and the EA should be online, up and running during all market open hours (usually Sunday to Friday).

3.5 Hedging Support Requirements

The EA may open BUY as well as SELL positions at the same time on the same market. Because of this the broker account must support the hedging of trades.

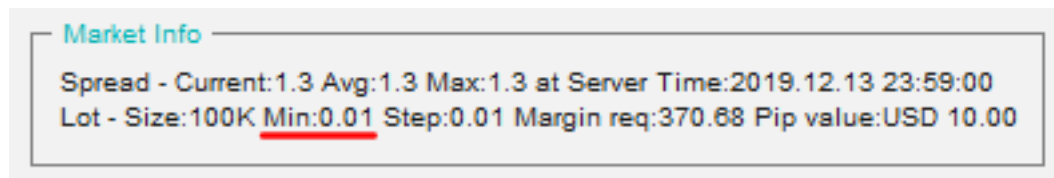
3.6 Non-FIFO Support Requirements

The TradeReceiver EA may open and close positions out of order of the first-in-first-out (FIFO) sequence. Therefore the broker account must support the order handling in non-FIFO manner.

3.7 Account Type and Minimum Lot Size Requirements

A so-called *Micro* broker account is necessary if the available funds for the EA trading is less than approx. \$1000. The micro account allows the EA to open a position with minimum lot size of 0.01. If you plan to use a broker account with the above funding please ensure that your broker account offers this minimum lot size.

An easy way to double check the minimum lot size available on the broker account is to attach the EA to a chart and check the *Market Info* section on the chart:



The *Lot* line shows *Min:0.01* which tells that the minimum lot size requirement is 0.01 on this broker account.

3.8 ECN/STP Broker Accounts

Many brokers offer Electronic Communications Network (ECN) or Straight Through Processing (STP) accounts. Common behaviour for these accounts is the variable spread and market orders where no initial stop loss and take profit targets can be specified. In this case the market order must be submitted with no SL and TP values, and these values are to be set in the second step using an additional order to the opened ticket.

The TradeReceiver EA is compatible with the above ECN/STP broker accounts and needs no additional settings to operate on them.

Chapter 4

TradeReceiver EA Configuration Guide

The TradeReceiver EA configuration guide.

In order to activate the TradeReceiver EA attach it to a chart window – for more details see [TradeReceiver EA First Time Activation](#) section.

4.1 Configuration and Operation Principles

The TradeReceiver EA operational overview.

The TradeReceiver EA manages only those tickets (a.k.a positions) on the account which belong to the TradeReceiver EA: every order submitted to the account is marked with the *MagicNumber* and, in return, only those tickets on the account will be considered by the TradeReceiver EA which are marked with this *MagicNumber*.

The Sender may signal trades across multiple forex pairs and timeframes at the same time. The Receiver EA executes them according to the Receiver EA configuration. The Receiver EA may enter positions for multiple forex pairs and keep them open for a period of time. The Receiver EA is NOT limited to the pair of the chart it is attached to, it may open positions on other pairs as well.

In general it is recommended to run one Receiver EA on the same broker account at a time. This helps understanding the ongoing trades and troubleshoot situation if and when needed. If multiple Receiver EA instances are run at the same time (i.e. multiple charts hosting the TradeReceiver EA) then each Receiver EA must have its own unique *MagicNumber* configured for each chart.

Using multiple 3rd party expert advisors on the same account is only viable if each and all expert advisor can manage only their own tickets on the account by following the magic number based separation logic.

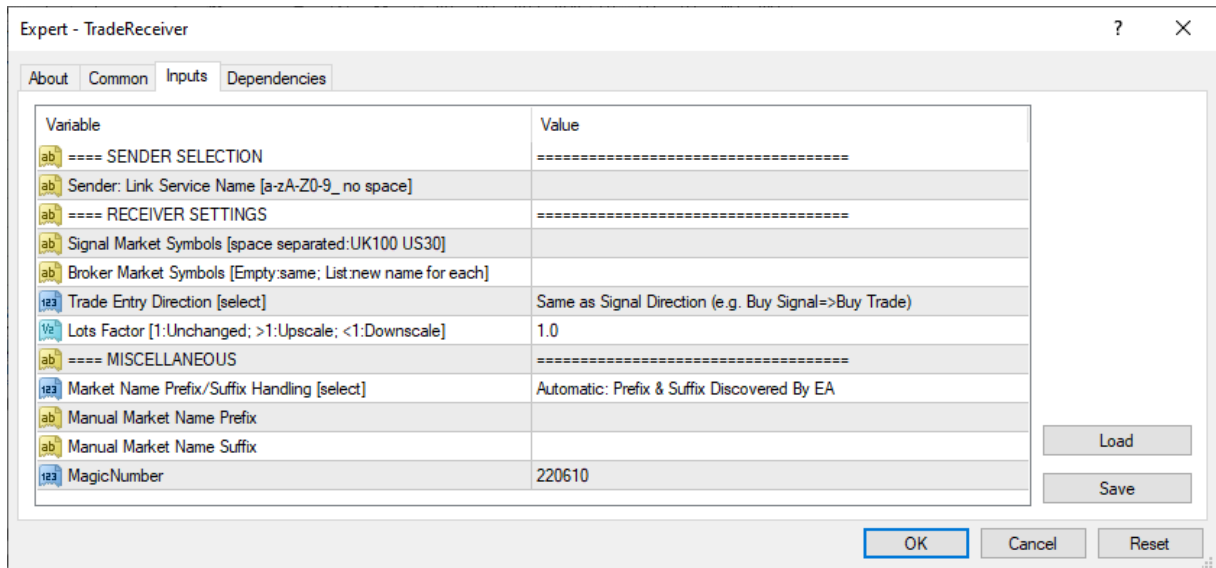
IMPORTANT: If you plan to use multiple expert advisors (other than the TradeReceiver EA) on the same account please ensure upfront with the expert advisor providers that their EA's are suitable for that as per the above.

Market	MagicNumber
Single chart with the EA	EA default or any other
Multiple charts: EURUSD chart 1	12400
Multiple charts: EURUSD chart 2	12401
Multiple charts: EURUSD chart 3	12402
Multiple charts: GBPUSD chart 1	12403
Multiple charts: GBPUSD chart 2	12404
Multiple charts: GBPUSD chart 3	12405

4.2 TradeReceiver EA Parameter Descriptions

The TradeReceiver EA parameter descriptions.

4.2.1 SENDER SELECTION



Sender: Link Service Name

Sender: Link Service Name

The name of the link service as the Sender party provides it. The name is created by the Sender so ask the Sender for the list of names which can be entered here.

The link name itself may look like Link01 or Swing_8 and it is up to the Sender to create the name.

4.2.2 RECEIVER SETTINGS

Signal Market Symbols

Signal Market Symbols

The list of symbols in the incoming signals which are to be replaced with the broker specific symbols on the receiver side. The new names are listed at the [Broker Market Symbols](#) input. In short, replacing a signal's US100 symbol with the US100Index symbol when the local broker offers the US100Index feed instead of the US100 feed.

The [Signal Market Symbols](#) and the [Broker Market Symbols](#) are working in tandem:

- The [Signal Market Symbols](#) lists the **signal symbols** which are to be replaced.
- The [Broker Market Symbols](#) lists the **new names** for those signal symbols where the new symbol names exist on and provided by the receiver's broker.

Refer to the [examples](#) for more details.

1. Example - Trade a regular FOREX pair like EURUSD symbol with my broker
2. Example - Trade the EURUSD.r symbol with my broker (with suffix)
3. Example - Trade the XAUUSD symbol with my broker
4. Example - Trade the XAUUSD.r symbol with my broker (with suffix)
5. Example - Trade the GOLD symbol with my broker
6. Example - Trade the US100 and UK100 symbols with my broker
7. Example - Trade the US100Index and UK100Index symbols with my broker

Broker Market Symbols

Broker Market Symbols

The list of new symbol names specific to the receiver's broker, replacing the symbol names in the incoming signals. The symbol names in the signals are listed at the [Signal Market Symbols](#) input. In short, replacing the signal's US100 symbol with the US100Index symbol when the local broker offers the US100Index feed instead of the US100 feed.

The [Signal Market Symbols](#) and the [Broker Market Symbols](#) are working in tandem:

- The [Signal Market Symbols](#) lists the **signal symbols** which are to be replaced.
- The [Broker Market Symbols](#) lists the **new names** for those signal symbols where the new symbol names exist on and provided by the receiver's broker.

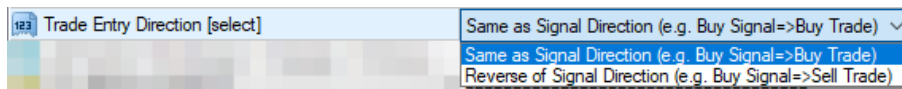
Refer to the [examples](#) for more details.

1. [Example - Trade a regular FOREX pair like EURUSD symbol with my broker](#)
2. [Example - Trade the EURUSD.r symbol with my broker \(with suffix\)](#)
3. [Example - Trade the XAUUSD symbol with my broker](#)
4. [Example - Trade the XAUUSD.r symbol with my broker \(with suffix\)](#)
5. [Example - Trade the GOLD symbol with my broker](#)
6. [Example - Trade the US100 and UK100 symbols with my broker](#)
7. [Example - Trade the US100Index and UK100Index symbols with my broker](#)

Trade Entry Direction

Trade Entry Direction

The Sender provides the new trade entries, including their buy or sell directions. This parameter decides to trade with that Sender's direction or trade against it.



Trade Entry Direction	Description
Same as Signal Direction	<p>The new trade is entered as follows:</p> <ul style="list-style-type: none"> • When a trade from the Sender is a BUY then the EA enters a BUY position. • When a trade from the Sender is a SELL then the EA enters a SELL position.
Reverse of Signal Direction	<p>The new trade is entered as follows:</p> <ul style="list-style-type: none"> • When a trade from the Sender is a BUY then the EA enters a SELL position. • When a trade from the Sender is a SELL then the EA enters a BUY position.

Lots Factor

Lots Factor

The Sender provides the new trade entries, including their position lots sizings. This [Lots Factor](#) parameter allows the Receiver to keep the same lots sizing or scale it up or down with this multiplier factor.

Refer to the [examples](#) for more details.

1. [Example - Trade with the same lots size](#)
2. [Example - Reduce the lots size](#)
3. [Example - Increase the lots size](#)

4.2.3 MISCELLANEOUS

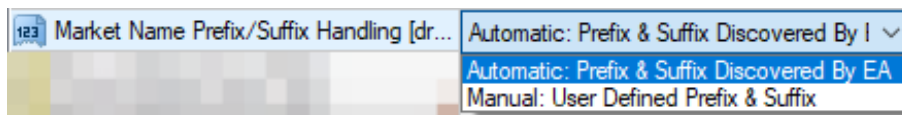
Market Name Prefix/Suffix Handling

Market Name Prefix/Suffix Handling

There are standard market names which are commonly used for currency pairs, like EURUSD, GBPUSD, USDCHF, USDJPY etc. Many broker offers these standard market names on their MT4 platform, however some brokers may add some prefix or suffix to the market names resulting in broker specific symbols like EURUSDecn, EURUSD.m or mEURUSD etc.

As a convenience, the EA makes an attempt to discover the broker specific prefix and suffix and use those automatically. This makes the configuration of the EA portable between brokers, less cluttered and visually clean.

When the EA is configured with markets other than FOREX pairs, or a mix of FOREX and non-FOREX markets with various prefix or suffix values then this feature may not work. In this case select the *Manual: User Defined Prefix & Suffix* option and enter the prefix and suffix as seen in the MT4 **Market Watch** window into the EA parameters [Manual Market Name Prefix](#) and [Manual Market Name Suffix](#), respectively.



Market Name Suffix Handling	Description
Automatic: Prefix & Suffix Discovered By EA	The EA identifies the broker specific market name prefix and suffix values. Attach the EA to a broker specific symbol name with the suffix, like EURUSD.r and the EA will automatically recognize the .r suffix.
Manual: User Defined Prefix & Suffix	In case of variable prefix or suffix values are used by the broker across the market names, or non-FOREX markets are used for the EA, the automatic discovery may not succeed. With this manual mode enter the prefix and the suffix as seen in the MT4 Market Watch window to the EA parameter Manual Market Name Prefix and Manual Market Name Suffix , respectively.

Manual Market Name Prefix

Manual Market Name Prefix

The user defined market name prefix, specific to the broker. This field is only relevant if the manual option is selected for the [Market Name Prefix/Suffix Handling](#).

If the broker has market name like mEURUSD then enter the character m into this field.

Manual Market Name Suffix

Manual Market Name Suffix

The user defined market name suffix, specific to the broker. This field is only relevant if the manual option is selected for the [Market Name Prefix/Suffix Handling](#).

If the broker has market name like EURUSDecn then enter the characters ecn into this field.

Magic Number Parameter

Magic Number

The EA marks its orders with this value when submitting to the broker account, and picks up orders which are marked with this magic number value. When you want to have multiple charts with the EA at the same time then change this *MagicNumber* to a new and unique number for each chart. Also ensure that none of other 3rd party EAs are using the same *MagicNumber* value. See [Configuration and Operation Principles section](#) for more explanation.

4.3 Examples

Settings examples.

4.3.1 Example - Trade a regular FOREX pair like EURUSD symbol with my broker

Example - Trade a regular FOREX pair like EURUSD symbol with my broker

- **Goal:** My broker provides the EURUSD symbol for the regular FOREX pair market. I want to trade the EURUSD symbol when a signal for the EURUSD comes in.
- **How-to:** Here is an example EA configuration how to achieve the above:
 1. Attach the EA to a FOREX pair without any suffix, e.g. EURUSD or GBPUSD
 2. Leave empty the [Signal Market Symbols](#) as no symbol replacement is required.
 3. Leave empty the [Broker Market Symbols](#) as no symbol replacement is required.
- **Description:** A signal comes in to trade the EURUSD symbol. The EA keeps the EURUSD name and executes the trade on the EURUSD symbol with my broker.

Note: A signal may come in for other regular FOREX pair symbols without any prefix or suffix as well. The above same settings can be used for those as well.

Related reference

[Example - Trade the EURUSD.r symbol with my broker \(with suffix\)](#) on page 18

[Example - Trade the XAUUSD symbol with my broker](#) on page 19

[Example - Trade the XAUUSD.r symbol with my broker \(with suffix\)](#) on page 19

[Example - Trade the GOLD symbol with my broker](#) on page 20

[Example - Trade the US100 and UK100 symbols with my broker](#) on page 21

[Example - Trade the US100Index and UK100Index symbols with my broker](#) on page 21

[Example - Trade with the same lots size](#) on page 22

[Example - Reduce the lots size](#) on page 22

[Example - Increase the lots size](#) on page 23

4.3.2 Example - Trade the EURUSD.r symbol with my broker (with suffix)

Example - Trade the EURUSD.r symbol with my broker (with suffix)

- **Goal:** My broker provides the EURUSD.r symbol for the EUR vs USD market as in general my broker offers the symbols with the .r suffix for trading. I want to trade the EURUSD.r symbol when a signal for the EURUSD comes in.
- **How-to:** Here is an example EA configuration how to achieve the above:
 1. Attach the EA to a FOREX pair with the .r suffix, e.g. EURUSD.r or GBPUSD.r
 2. Leave empty the [Signal Market Symbols](#) as no symbol replacement is required.
 3. Leave empty the [Broker Market Symbols](#) as no symbol replacement is required.
 4. [Market Name Prefix/Suffix Handling](#) = *Automatic: Prefix & Suffix Discovered By EA*

- **Description:** The EA picks up automatically the suffix of .r from the EURUSD.r chart name. A signal comes in to trade the EURUSD symbol. The EA keeps the EURUSD name and appends the .r suffix and executes the trade on the EURUSD.r symbol with my broker.

Note: A signal may come in for other regular FOREX pair symbols as well. The above same settings can be used to append the receiver side broker's suffix to those as well.

Related reference

[Example - Trade a regular FOREX pair like EURUSD symbol with my broker](#) on page 18

[Example - Trade the XAUUSD symbol with my broker](#) on page 19

[Example - Trade the XAUUSD.r symbol with my broker \(with suffix\)](#) on page 19

[Example - Trade the GOLD symbol with my broker](#) on page 20

[Example - Trade the US100 and UK100 symbols with my broker](#) on page 21

[Example - Trade the US100Index and UK100Index symbols with my broker](#) on page 21

[Example - Trade with the same lots size](#) on page 22

[Example - Reduce the lots size](#) on page 22

[Example - Increase the lots size](#) on page 23

4.3.3 Example - Trade the XAUUSD symbol with my broker

Example - Trade the XAUUSD symbol with my broker

- **Goal:** My broker provides the XAUUSD symbol for the gold market. I want to trade the XAUUSD symbol when a signal for the XAUUSD comes in.
- **How-to:** Here is an example EA configuration how to achieve the above:
 1. Attach the EA to a FOREX pair without any suffix, e.g. EURUSD or GBPUSD
 2. Leave empty the [Signal Market Symbols](#) as no symbol replacement is required.
 3. Leave empty the [Broker Market Symbols](#) as no symbol replacement is required.
- **Description:** A signal comes in to trade the XAUUSD symbol. The EA keeps the XAUUSD name and executes the trade on the XAUUSD symbol with my broker.

Note: A signal may come in for other symbols as well. If you want to replace any of those other symbols then list them at the [Signal Market Symbols](#) and [Broker Market Symbols](#) in order to get them replaced.

Related reference

[Example - Trade a regular FOREX pair like EURUSD symbol with my broker](#) on page 18

[Example - Trade the EURUSD.r symbol with my broker \(with suffix\)](#) on page 18

[Example - Trade the XAUUSD.r symbol with my broker \(with suffix\)](#) on page 19

[Example - Trade the GOLD symbol with my broker](#) on page 20

[Example - Trade the US100 and UK100 symbols with my broker](#) on page 21

[Example - Trade the US100Index and UK100Index symbols with my broker](#) on page 21

[Example - Trade with the same lots size](#) on page 22

[Example - Reduce the lots size](#) on page 22

[Example - Increase the lots size](#) on page 23

4.3.4 Example - Trade the XAUUSD.r symbol with my broker (with suffix)

Example - Trade the XAUUSD.r symbol with my broker (with suffix)

- **Goal:** My broker provides the XAUUSD.r symbol for the gold market as in general my broker offers the symbols with the .r suffix for trading. I want to trade the XAUUSD.r symbol when a signal for the XAUUSD comes in.
- **How-to:** Here is an example EA configuration how to achieve the above:
 1. Attach the EA to a FOREX pair with the .r suffix, e.g. EURUSD.r
 2. Leave empty the [Signal Market Symbols](#) as no symbol replacement is required.
 3. Leave empty the [Broker Market Symbols](#) as no symbol replacement is required.
 4. [Market Name Prefix/Suffix Handling](#) = *Automatic: Prefix & Suffix Discovered By EA*
- **Description:** The EA picks up automatically the suffix of .r from the EURUSD.r chart name. A signal comes in to trade the XAUUSD symbol. The EA keeps the XAUUSD name and appends the .r suffix and executes the trade on the XAUUSD.r symbol with my broker.

Note: A signal may come in for other symbols as well. If you want to replace any of those other symbols then list them at the [Signal Market Symbols](#) and [Broker Market Symbols](#) in order to get them replaced.

Related reference

[Example - Trade a regular FOREX pair like EURUSD symbol with my broker](#) on page 18

[Example - Trade the EURUSD.r symbol with my broker \(with suffix\)](#) on page 18

[Example - Trade the XAUUSD symbol with my broker](#) on page 19

[Example - Trade the GOLD symbol with my broker](#) on page 20

[Example - Trade the US100 and UK100 symbols with my broker](#) on page 21

[Example - Trade the US100Index and UK100Index symbols with my broker](#) on page 21

[Example - Trade with the same lots size](#) on page 22

[Example - Reduce the lots size](#) on page 22

[Example - Increase the lots size](#) on page 23

4.3.5 Example - Trade the GOLD symbol with my broker

Example - Trade the GOLD symbol with my broker

- **Goal:** My broker provides the GOLD symbol, not the XAUUSD for the gold market. I want to trade the GOLD symbol when a signal for the XAUUSD comes in.
- **How-to:** Here is an example EA configuration how to achieve the above:
 1. [Signal Market Symbols](#) = XAUUSD
 2. [Broker Market Symbols](#) = GOLD
 3. [Market Name Prefix/Suffix Handling](#) = *Manual: User Defined Prefix & Suffix*
- **Description:** A signal comes in to trade the XAUUSD symbol. The EA replaces the XAUUSD with the GOLD name and executes the trade on the GOLD symbol with my broker.

Note: A signal may come in for other symbols as well, however those other symbols are not replaced and the EA executes them as they come in. Only the symbols listed at the [Signal Market Symbols](#) and [Broker Market Symbols](#) are replaced.

Related reference

[Example - Trade a regular FOREX pair like EURUSD symbol with my broker](#) on page 18

[Example - Trade the EURUSD.r symbol with my broker \(with suffix\)](#) on page 18

[Example - Trade the XAUUSD symbol with my broker](#) on page 19

[Example - Trade the XAUUSD.r symbol with my broker \(with suffix\)](#) on page 19

[Example - Trade the US100 and UK100 symbols with my broker](#) on page 21

[Example - Trade the US100Index and UK100Index symbols with my broker](#) on page 21

[Example - Trade with the same lots size](#) on page 22

[Example - Reduce the lots size](#) on page 22

[Example - Increase the lots size](#) on page 23

4.3.6 Example - Trade the US100 and UK100 symbols with my broker

Example - Trade the US100 and UK100 symbols with my broker

- **Goal:** My broker provides the US100 and UK100 symbols for the DOW and FTSE 100 markets, correspondingly. I want to trade the US100 and UK100 symbols when a signal for the US100 or UK100 comes in.
- **How-to:** Here is an example EA configuration how to achieve the above:
 1. Leave empty the [Signal Market Symbols](#) as no symbol replacement is required.
 2. Leave empty the [Broker Market Symbols](#) as no symbol replacement is required.
 3. [Market Name Prefix/Suffix Handling](#) = *Manual: User Defined Prefix & Suffix*
- **Description:** A signal comes in to trade the US100 symbol. The EA keeps the US100 name and executes the trade on the US100 symbol with my broker.

A signal comes in to trade the UK100 symbol. The EA keeps the UK100 name and executes the trade on the UK100 symbol with my broker.

Note: A signal may come in for other symbols as well. If you want to replace any of those other symbols then list them at the [Signal Market Symbols](#) and [Broker Market Symbols](#) in order to get them replaced.

Related reference

[Example - Trade a regular FOREX pair like EURUSD symbol with my broker](#) on page 18

[Example - Trade the EURUSD.r symbol with my broker \(with suffix\)](#) on page 18

[Example - Trade the XAUUSD symbol with my broker](#) on page 19

[Example - Trade the XAUUSD.r symbol with my broker \(with suffix\)](#) on page 19

[Example - Trade the GOLD symbol with my broker](#) on page 20

[Example - Trade the US100Index and UK100Index symbols with my broker](#) on page 21

[Example - Trade with the same lots size](#) on page 22

[Example - Reduce the lots size](#) on page 22

[Example - Increase the lots size](#) on page 23

4.3.7 Example - Trade the US100Index and UK100Index symbols with my broker

Example - Trade the US100Index and UK100Index symbols with my broker

- **Goal:** My broker provides the US100Index and UK100Index symbols not the US100 and UK100 for the DOW and the FTSE 100 markets, correspondingly. I want to trade the US100Index and UK100Index symbols when a signal for the US100 or UK100 comes in.
- **How-to:** Here is an example EA configuration how to achieve the above:
 1. [Signal Market Symbols](#) = US100 UK100
 2. [Broker Market Symbols](#) = US100Index UK100Index
 3. [Market Name Prefix/Suffix Handling](#) = *Manual: User Defined Prefix & Suffix*

- **Description:** A signal comes in to trade the US100 symbol: The EA replaces the US100 with the US100Index name and executes the trade on the US100Index symbol with my broker.

A signal comes in to trade the UK100 symbol: The EA replaces the UK100 with the UK100Index name and executes the trade on the UK100Index symbol with my broker.

Note: A signal may come in for other symbols as well, however those other symbols are not replaced and the EA executes them as they come in. Only the symbols listed at the [Signal Market Symbols](#) and [Broker Market Symbols](#) are replaced.

Related reference

[Example - Trade a regular FOREX pair like EURUSD symbol with my broker](#) on page 18

[Example - Trade the EURUSD.r symbol with my broker \(with suffix\)](#) on page 18

[Example - Trade the XAUUSD symbol with my broker](#) on page 19

[Example - Trade the XAUUSD.r symbol with my broker \(with suffix\)](#) on page 19

[Example - Trade the GOLD symbol with my broker](#) on page 20

[Example - Trade the US100 and UK100 symbols with my broker](#) on page 21

[Example - Trade with the same lots size](#) on page 22

[Example - Reduce the lots size](#) on page 22

[Example - Increase the lots size](#) on page 23

4.3.8 Example - Trade with the same lots size

Example - Trade with the same lots size

- **Goal:** I want to enter my trades with the same lots size as of the Sender's signal.
- **How-to:** Here is an example EA configuration how to achieve the above:
 1. **Lots Factor** = 1.0
- **Description:** The EA enters the new trade with the same lots size as comes in with the Sender's signal. If the signal has say 1.00 lots then the EA enters the trade with 1.00 lots.



Warning: The Receiver broker may have restrictions about the minimum lots size what can

Related reference

[Example - Trade a regular FOREX pair like EURUSD symbol with my broker](#) on page 18

[Example - Trade the EURUSD.r symbol with my broker \(with suffix\)](#) on page 18

[Example - Trade the XAUUSD symbol with my broker](#) on page 19

[Example - Trade the XAUUSD.r symbol with my broker \(with suffix\)](#) on page 19

[Example - Trade the GOLD symbol with my broker](#) on page 20

[Example - Trade the US100 and UK100 symbols with my broker](#) on page 21

[Example - Trade the US100Index and UK100Index symbols with my broker](#) on page 21

[Example - Reduce the lots size](#) on page 22

[Example - Increase the lots size](#) on page 23

4.3.9 Example - Reduce the lots size

Example - Reduce the lots size

- **Goal:** I want to enter my trades with half of the signal's lots size.
- **How-to:** Here is an example EA configuration how to achieve the above:
 1. **Lots Factor** = 0.5

- **Description:** The EA enters the new trade with half of the Sender's lots size. If the signal has say 1.00 lots then the EA enters the trade with 0.50 lots.



Warning: The Receiver broker may have restrictions about the minimum lots size what can

Related reference

[Example - Trade a regular FOREX pair like EURUSD symbol with my broker](#) on page 18

[Example - Trade the EURUSD.r symbol with my broker \(with suffix\)](#) on page 18

[Example - Trade the XAUUSD symbol with my broker](#) on page 19

[Example - Trade the XAUUSD.r symbol with my broker \(with suffix\)](#) on page 19

[Example - Trade the GOLD symbol with my broker](#) on page 20

[Example - Trade the US100 and UK100 symbols with my broker](#) on page 21

[Example - Trade the US100Index and UK100Index symbols with my broker](#) on page 21

[Example - Trade with the same lots size](#) on page 22

[Example - Increase the lots size](#) on page 23

4.3.10 Example - Increase the lots size

Example - Increase the lots size

- **Goal:** I want to enter my trades with twice of the signal's lots size.
- **How-to:** Here is an example EA configuration how to achieve the above:
 1. **Lots Factor** = 2.0
- **Description:** The EA enters the new trade with doubled lots compared to the Sender's lots size. If the signal has say 1.00 lots then the EA enters the trade with 2.00 lots.



Warning: The Receiver broker may have restrictions about the minimum lots size what can

Related reference

[Example - Trade a regular FOREX pair like EURUSD symbol with my broker](#) on page 18

[Example - Trade the EURUSD.r symbol with my broker \(with suffix\)](#) on page 18

[Example - Trade the XAUUSD symbol with my broker](#) on page 19

[Example - Trade the XAUUSD.r symbol with my broker \(with suffix\)](#) on page 19

[Example - Trade the GOLD symbol with my broker](#) on page 20

[Example - Trade the US100 and UK100 symbols with my broker](#) on page 21

[Example - Trade the US100Index and UK100Index symbols with my broker](#) on page 21

[Example - Trade with the same lots size](#) on page 22

[Example - Reduce the lots size](#) on page 22

Chapter 5

Knowledgebase

Frequently Asked Questions and other common use cases.

5.1 How to Download MT4

Question

How can I install the MT4 platform?

I checked the MetaQuotes site and it looks like I can only download the MT5 platform.

Answer

The way to get and install MT4 is to download it directly from your broker.

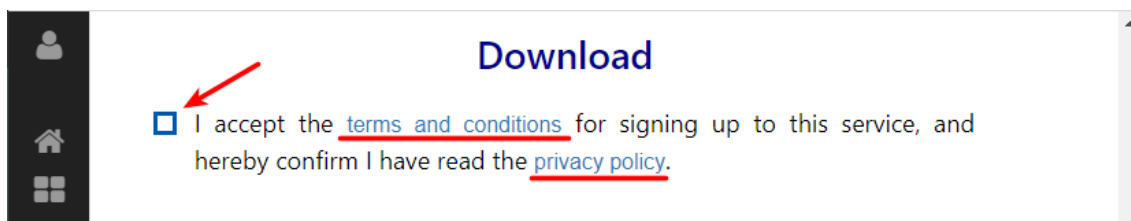
Please download the MT4 setup application directly from one of your preferred brokers web site.

5.2 How to Download the Setup Application

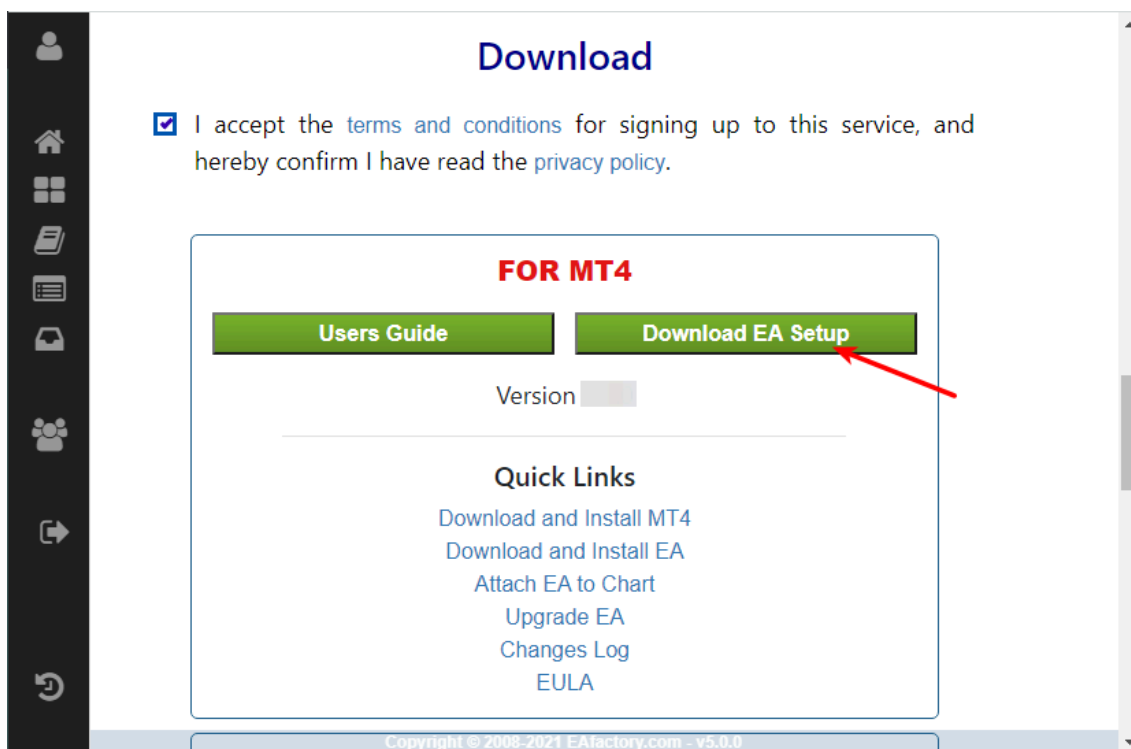
Question

How to download the TradeReceiver EA Setup application?

1. Visit the TradeReceiver EA [Web Support Centre](#) page.
2. Read the Web Support Centre [Terms and Conditions](#) and [Privacy Policy](#) then tick the checkbox to accept them.



3. Click on the **Download EA Setup** button to download the EA setup for the MT4 terminal.



5.3 How to Install the TradeReceiver EA

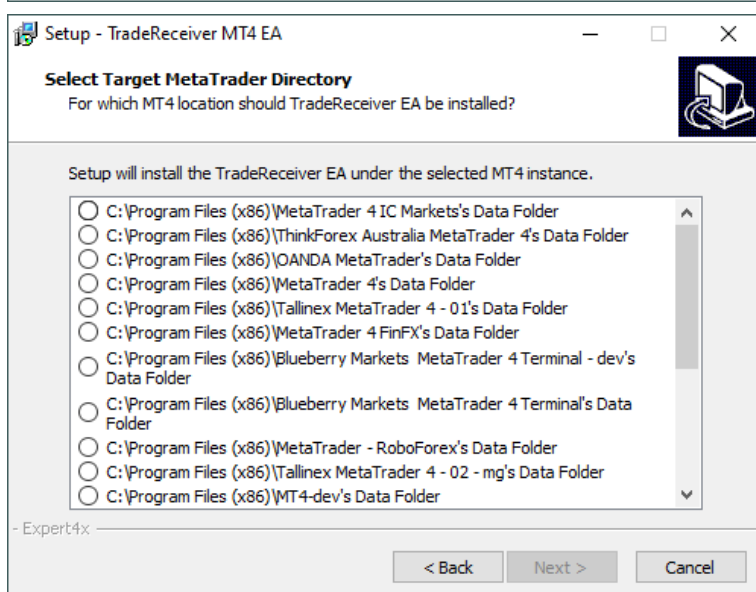
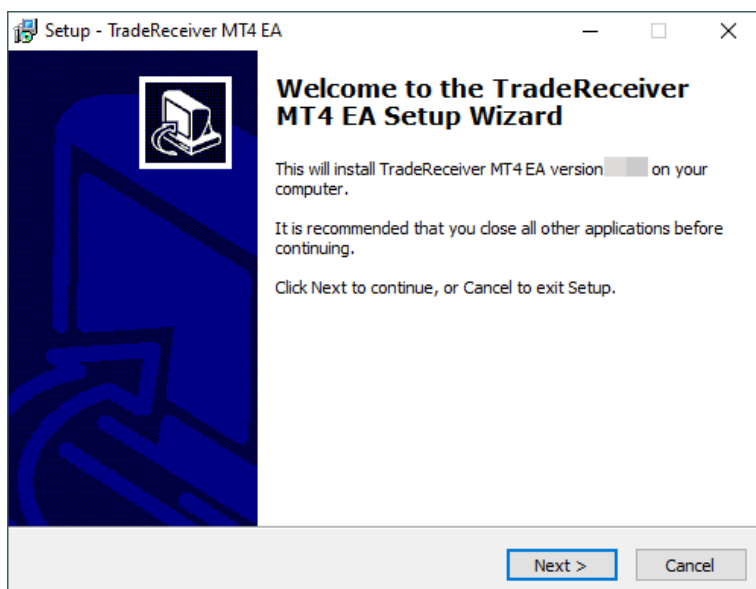
The TradeReceiver EA comes with a setup application to provide a wizard based installation process to the selected MT4 terminal.

Before you start...

- Ensure that you have the login credentials to the Web Support Centre.
- Ensure that you have an MT4 terminal version 4.00 build 1353 or later installed.

1. Exit the MT4 if it was running.
2. Download the latest version of the TradeReceiver EA for MT4 from the [Web Support Centre](#) page.
3. Run the downloaded setup application. Select the MT4 instance through the setup wizard pages to where you want the EA to be installed.
4. When the setup completes start the MT4 up. The TradeReceiver EA entry should appear under the **Expert Advisors** node in the **Navigator** window (**View > Navigator**)

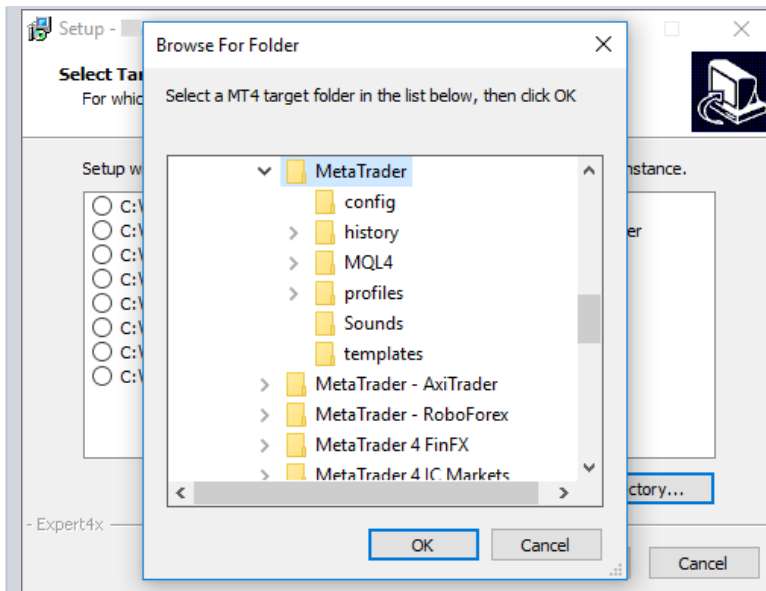
These pictures highlight the steps how to install the EA.



The setup application lists the available MT4 instances. Select one of them for installation target and click on the **Next**.

Note:

For some earlier version Windows version the list may not contain all the MT4 instances. In this case run the setup application as administrator and use the **Add target directory...** button to navigate and pick up the desired folder.



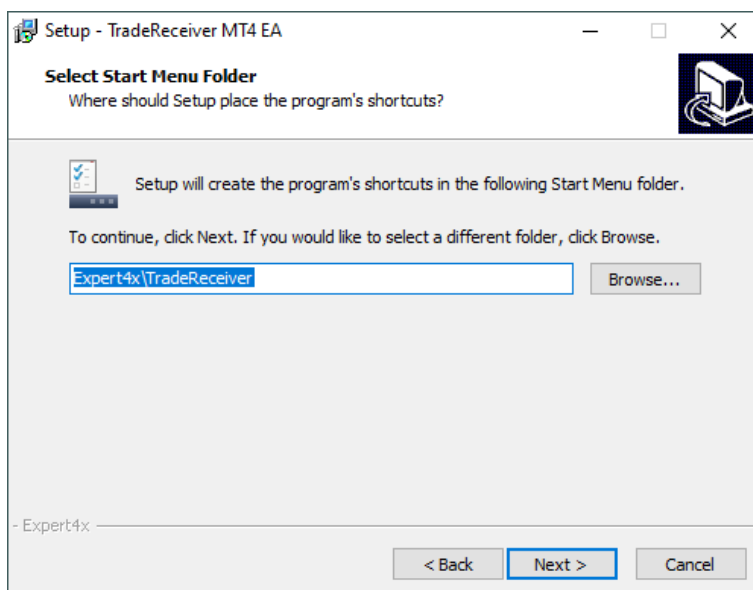
The default MT4 installation location would follow this pattern:

C:\Program Files (x86)\BrokerSpecificName\

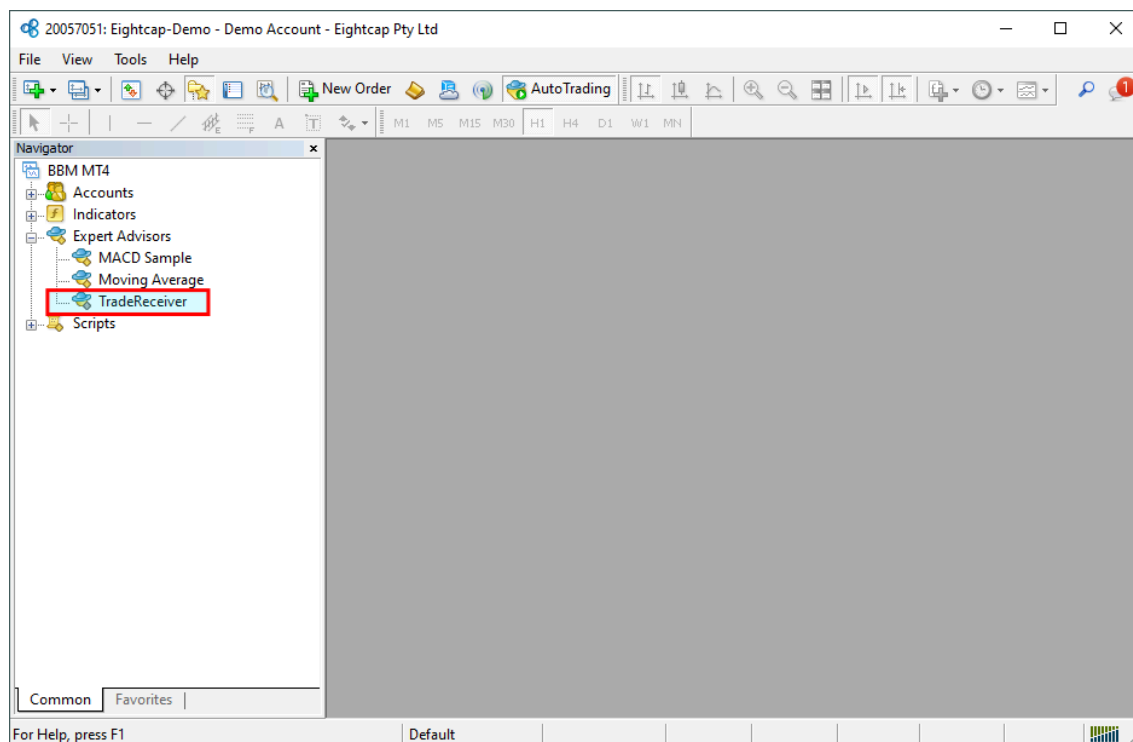
but you may have selected something else while performing the MetaTrader terminal installation. As a hint, the following shows you the default path to the main MT4 directory for some brokers:

Broker	Default Path
Blueberry Markets broker	C:\Program Files (x86)\Blueberry Markets MetaTrader 4 Terminal
Dukascopy broker	C:\Program Files (x86)\Dukascopy MetaTrader 4
IG broker	C:\Program Files (x86)\IG MetaTrader 4 Terminal
OANDA broker	C:\Program Files (x86)\OANDA - MetaTrader
Pepperstone broker	C:\Program Files (x86)\Pepperstone MetaTrader 4

Always select the main MT4 folder itself for installation target, not any of its sub-directories.



When the installation is complete start the MT4 up and check that the EA appears in the **Navigator** window (**View > Navigator**):



Now everything is set up for the first activation of the TradeReceiver Expert Advisor .

5.4 How to Upgrade the EA

Question

How to upgrade the TradeReceiver EA?

Answer

In order to upgrade the EA please follow these steps:

1. Download the latest TradeReceiver EA from the [Web Support Centre](#). For detailed steps refer to the [How to Download the Setup Application](#).
2. Exit the MT4 terminal if it was running.
3. Execute the downloaded TradeReceiver EA setup application. Follow through all of the wizard pages to complete the EA installation.
4. Start up the MT4 terminal.

The upgraded TradeReceiver EA will pick up and carry on managing any existing trades created by the previous EA version.

Related tasks

[Step-by-step Installation of Expert4x EAs and Indicators](#) on page 56

[How to download an EA setup in VPS environment](#) on page 61

Related information

[How to Download the Setup Application](#) on page 24

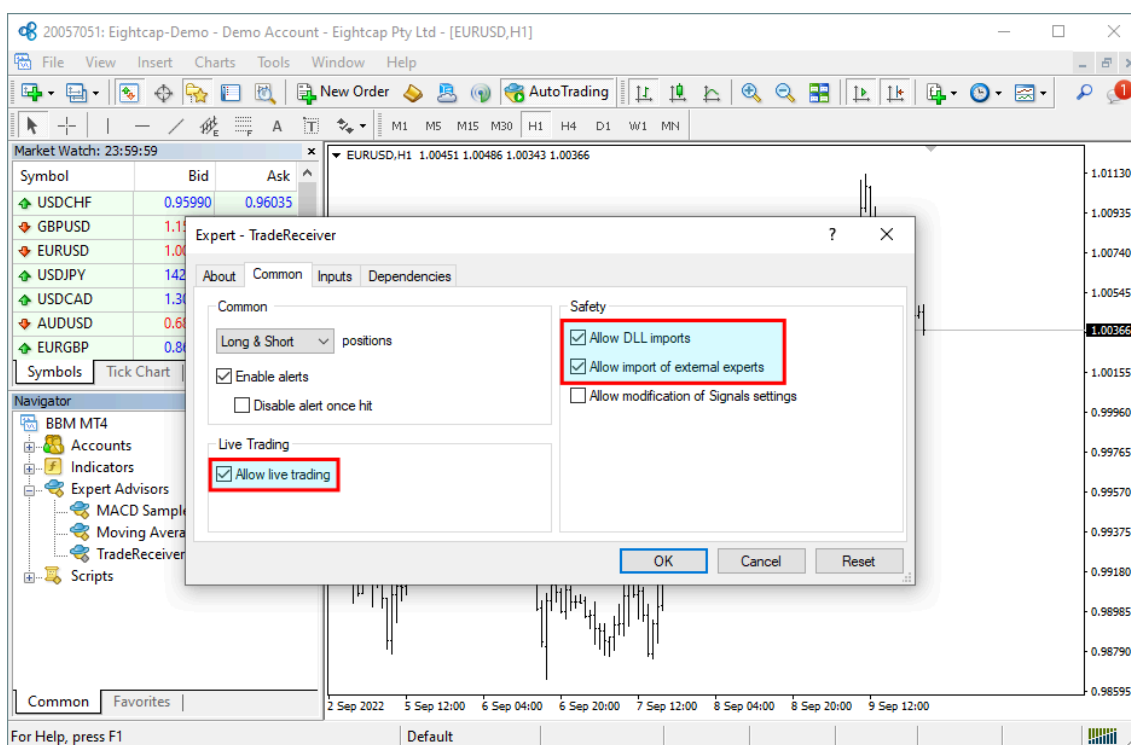
5.5 How to Attach the TradeReceiver Expert Advisor to a Chart

Step by step guide to get the EA up and running on a chart for the first time.

The following pictures demonstrate the first time activation of the TradeReceiver Expert Advisor in a few steps.

Attach the EA to a chart

1. Drag & drop the TradeReceiver Expert Advisor from the **Navigator** window (**View > Navigator**) to a chart window and select the **Common** tab:



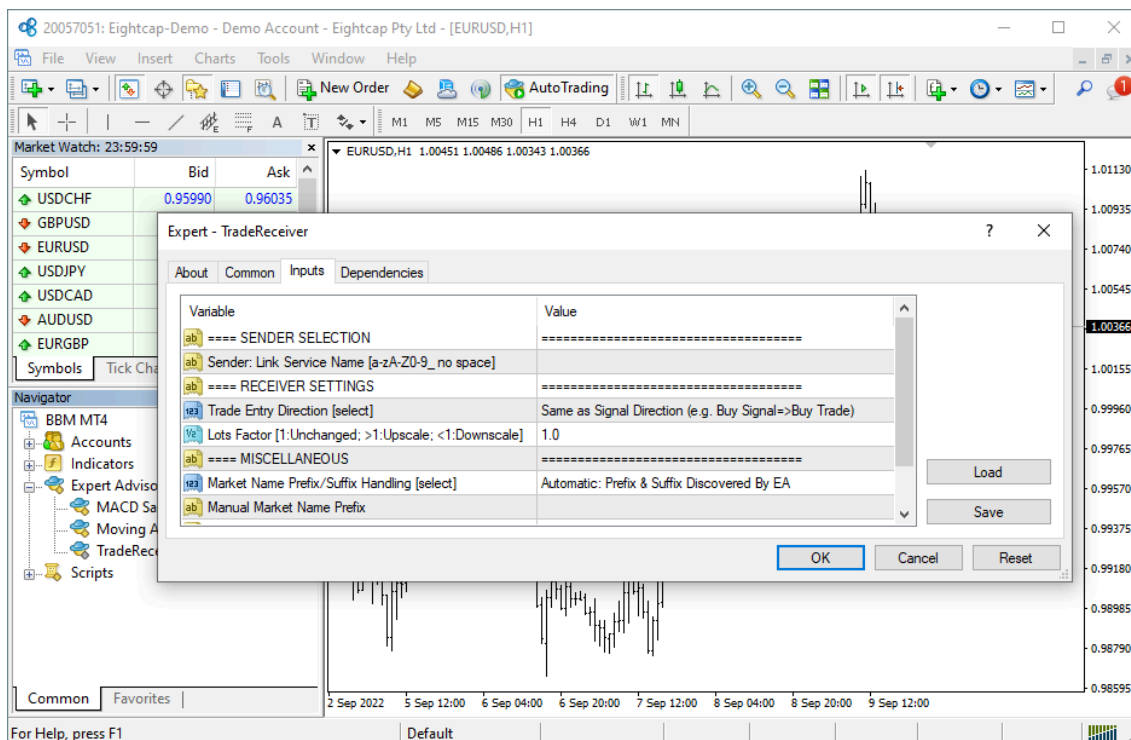
Note:

Ensure that the

- **Allow live trading,**
- **Allow DLL import and**
- **Allow import of external experts**

are ticked.

2. Select the **Inputs** tab:

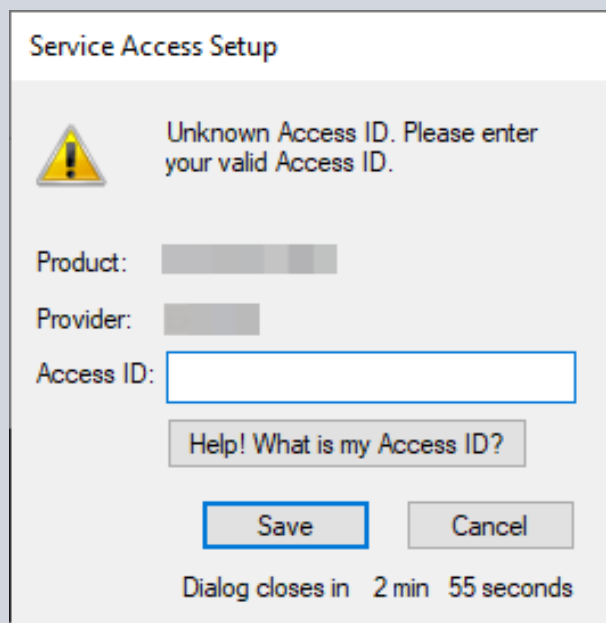


This lists the parameters of the EA where the operational aspect of the TradeReceiver EA can be set up. For more details see the [TradeReceiver EA Configuration Guide](#) – for now click on the **OK** button and let the EA start up with default settings.

Note:

At the very first time the EA may prompt for the Access ID to verify that the usage of product is licensed.

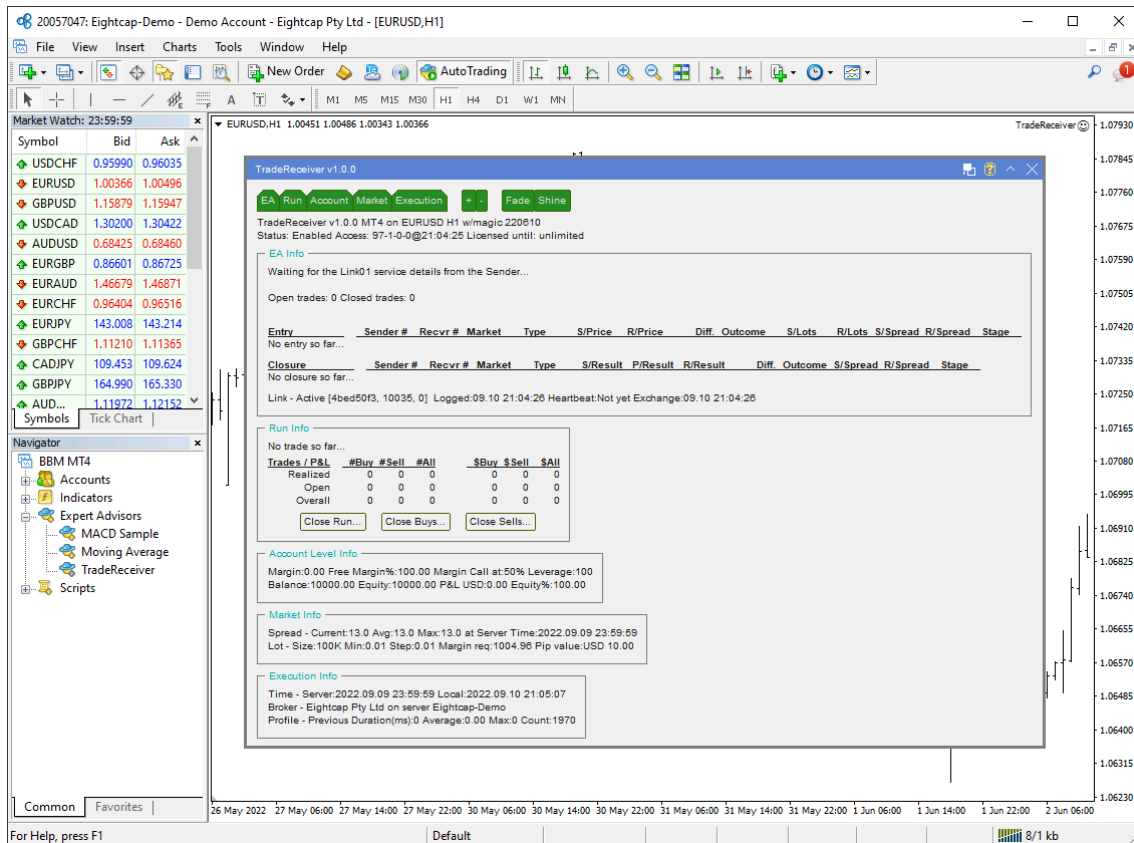
The Access ID is pre-configured and is the same as the login name to the web support site. Feel free to change your Access ID at the [Web Support Centre](#) and ensure not to share it with anyone else. Enter the Access ID and click on the **Save** button:



Tip: If you do not remember your Access ID then click on the **Help! What is my Access ID?** to see it on your [Web Support Centre user profile](#).

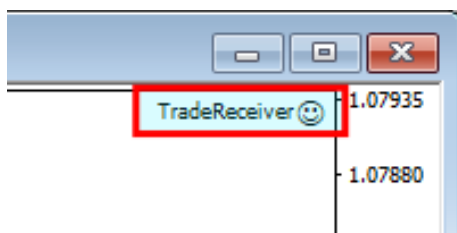
The TradeReceiver EA is up and running

After successful authentication the TradeReceiver EA starts up.



The TradeReceiver Expert Advisor has been attached to the chart. The smiley face in the top-right corner shows that the initialisation of the TradeReceiver Expert Advisor was successful and the EA is now looking for trading opportunities.

See the smiley face in the corner:



In case of a problem getting the EA up and running please refer to the [Knowledgebase section](#).

5.6 For Mac Users

5.6.1 How to Download the Setup Application on Mac

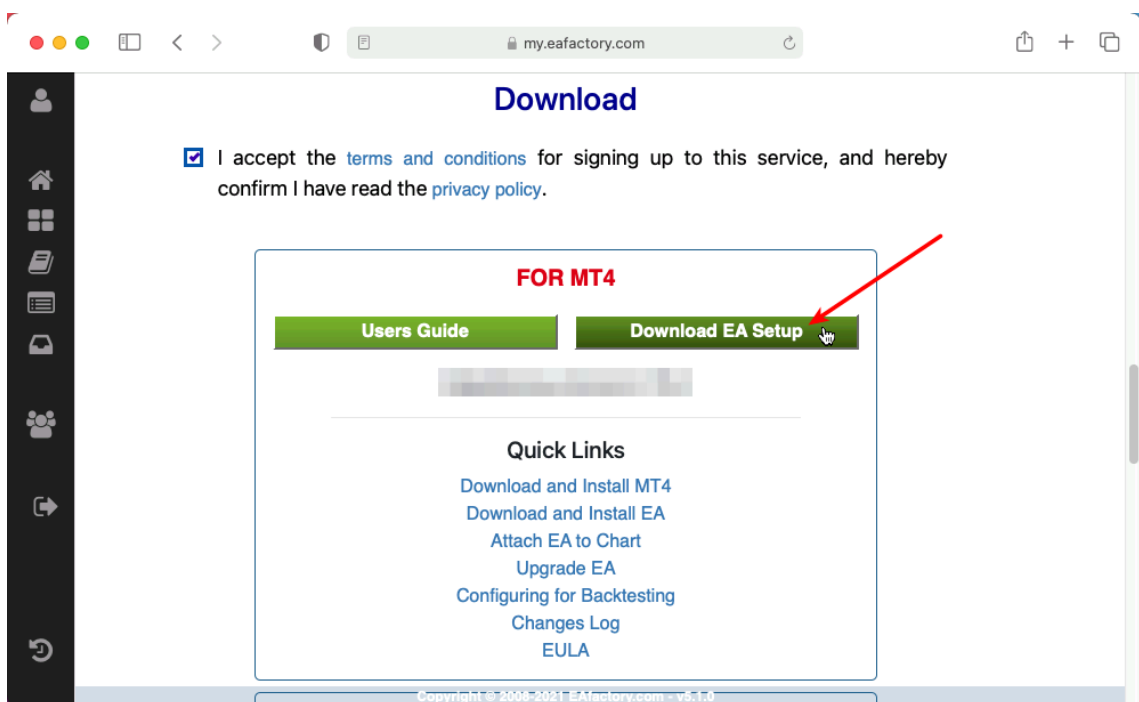
Question

How to download the TradeReceiver EA Setup application on Mac?

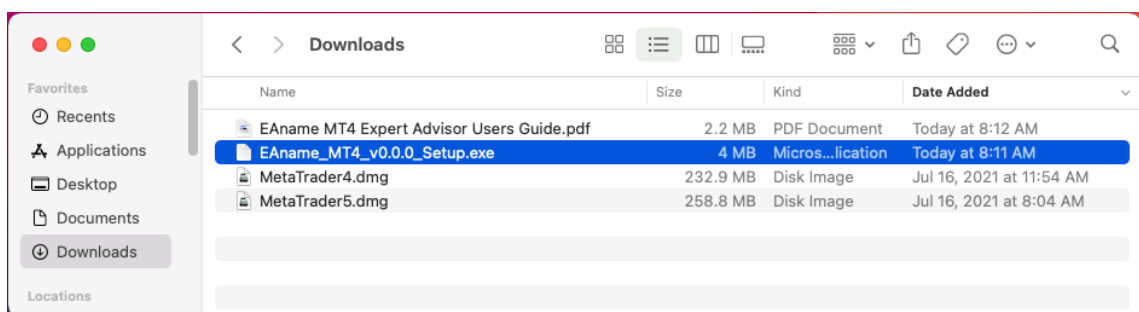
1. Visit the TradeReceiver EA [Web Support Centre](#) page.
2. Read the Web Support Centre [Terms and Conditions](#) and [Privacy Policy](#) then tick the checkbox to accept them.



3. Click on the **Download EA Setup** button to download the EA setup for the MT4 terminal.



The file is saved into your Downloads folder:



5.6.2 How to Install the TradeReceiver EA on Mac

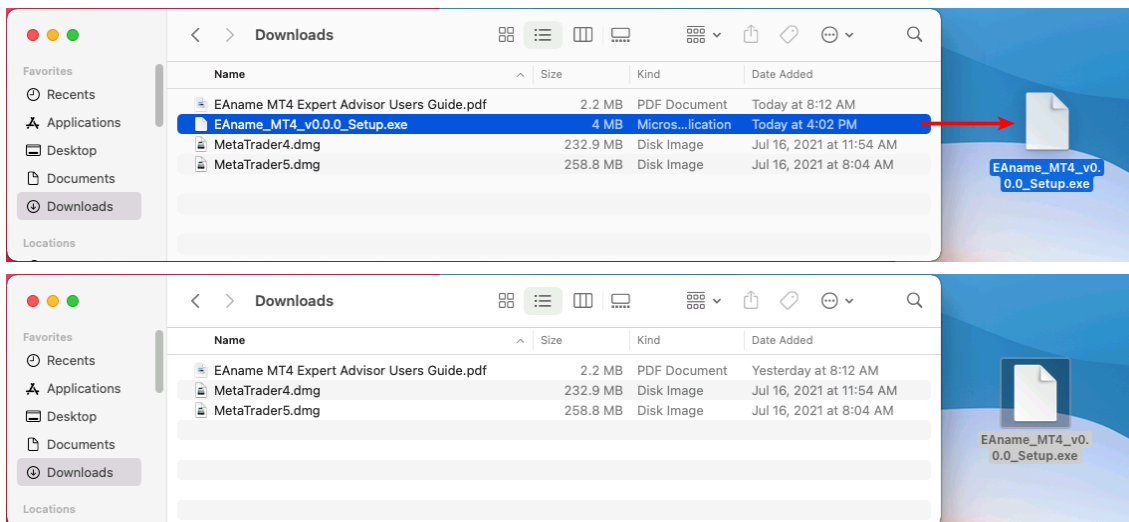
The TradeReceiver EA comes with a setup application to provide a wizard based installation process to the selected MT4 terminal.

Before you start...

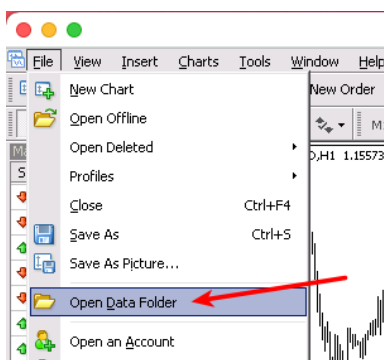
- Ensure that you have the login credentials to the Web Support Centre.

- Ensure that you have macOS 11 Big Sur or later installed.
- Ensure that you have an MT4 terminal version 4.00 build 1353 or later installed.

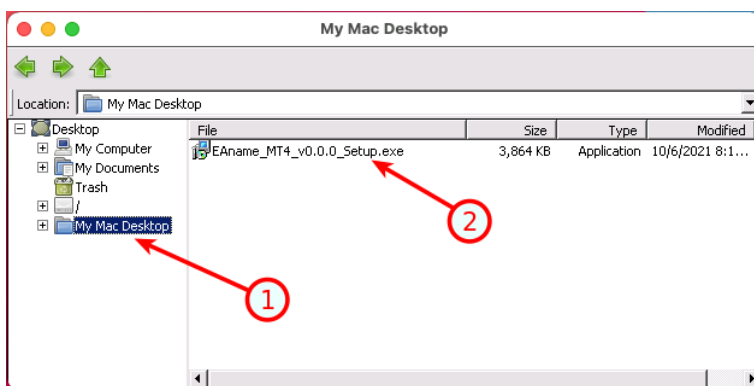
1. Move the download file from the Downloads folder to your desktop:



2. Start up your MT4 terminal application and select the **File > Open Data Folder** menu item:

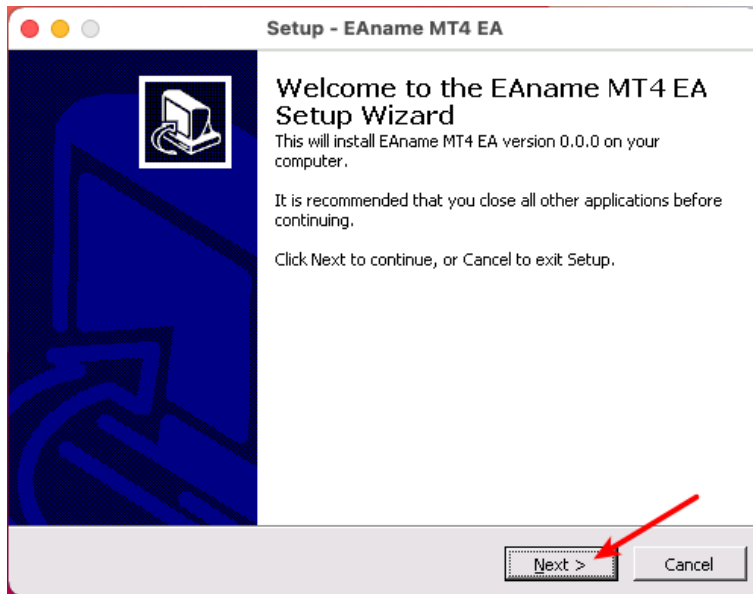


3. Double-click on the **My Mac Desktop** in the appearing Windows File Manager window:

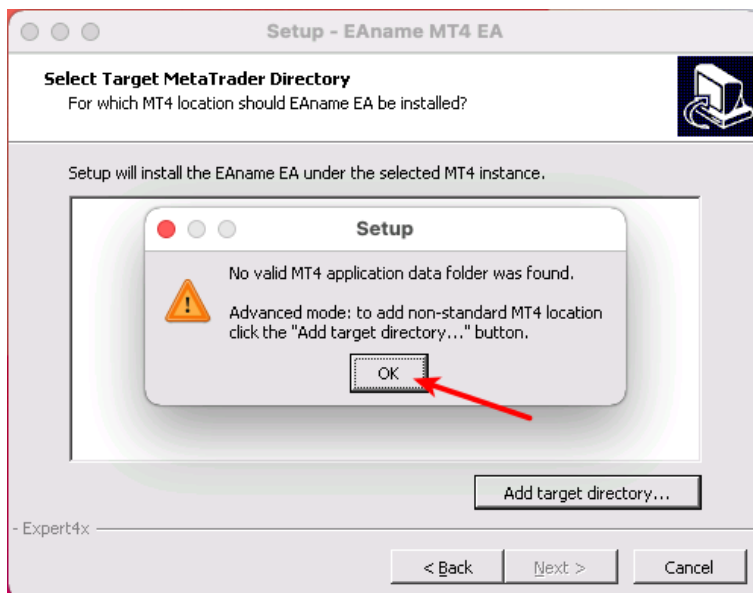


and double-click on the downloaded EA Setup file (**Important:** double-click within this Windows File Manager window, not in the Finder)

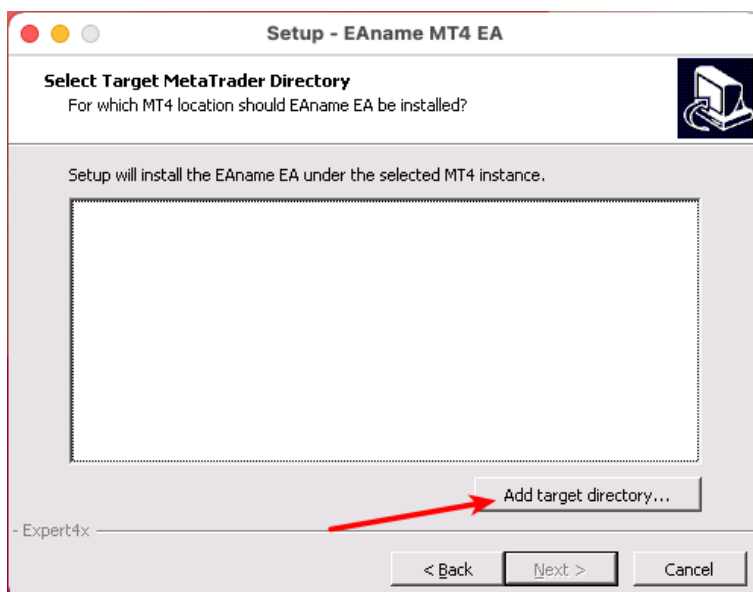
4. Click on the **Next** of the Setup wizard pages:



5. If you see the 'No valid MT4 application...' message then click on its **OK** button:

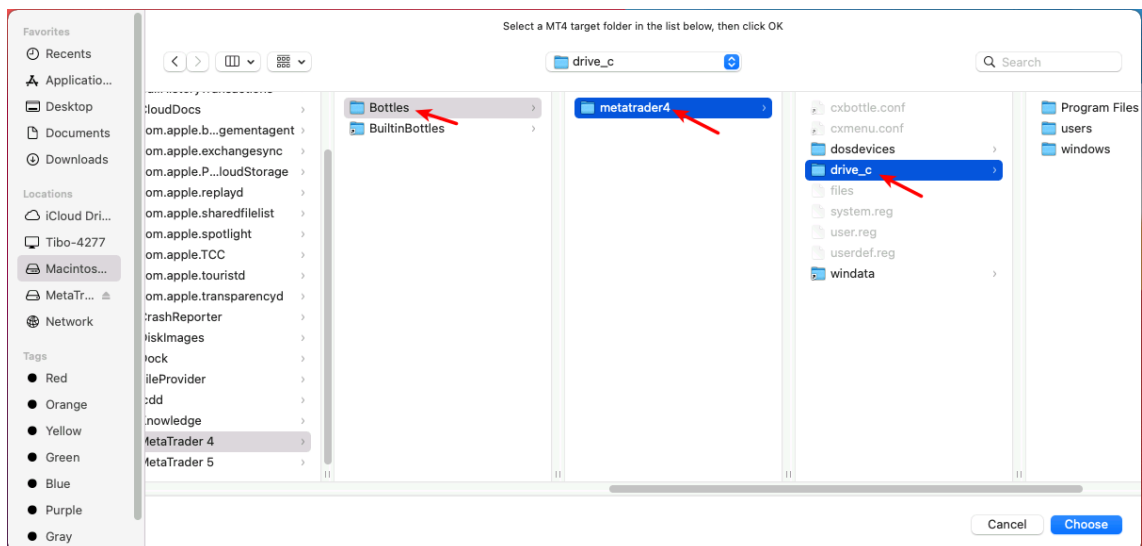
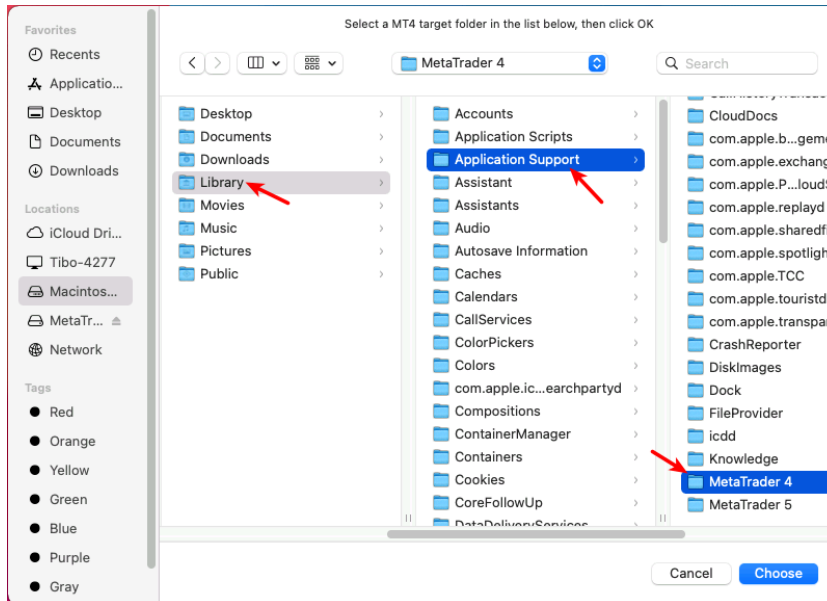


6. Then click on the **Add target directory...** button:

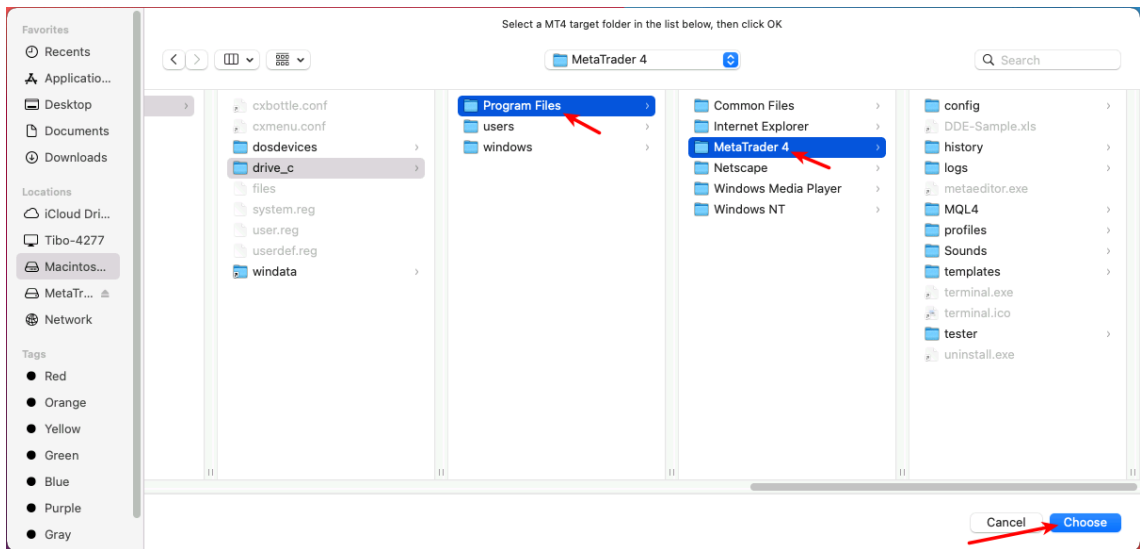


7. Select the folder **[/Users/your_name/]Library/Application Support/MetaTrader 4/Bottles/metatrader4/drive_c/Program Files/MetaTrader 4**

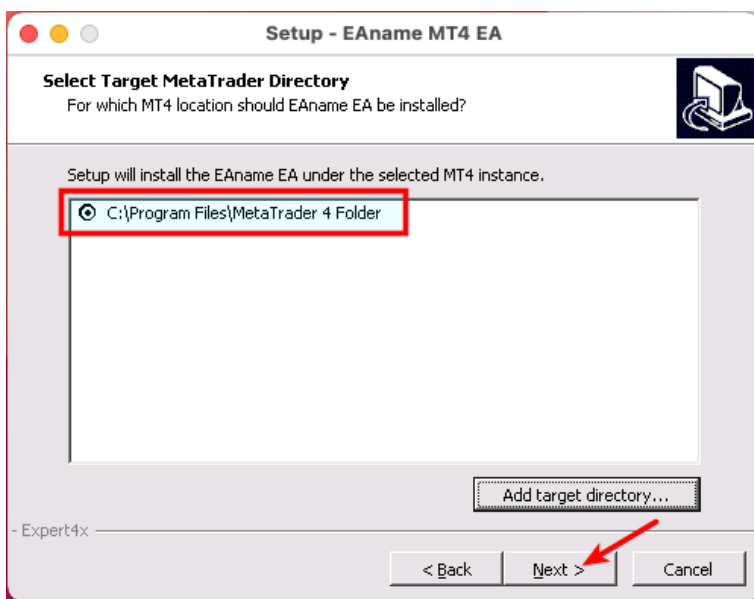
If the **Library** folder is not visible then follow through the [How to make the Library folder visible on Mac](#) topic before you go further in the installation process.



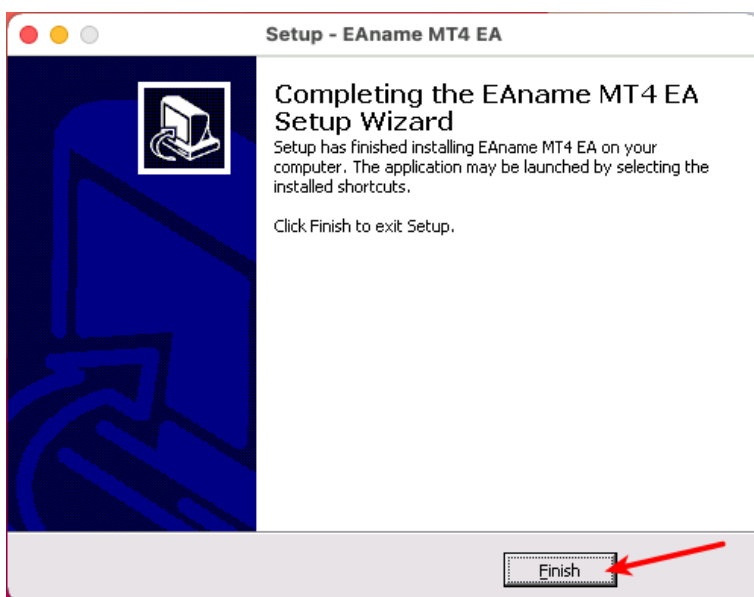
Important: do not go into any subfolder of the **Program Files/Metatrader 4**



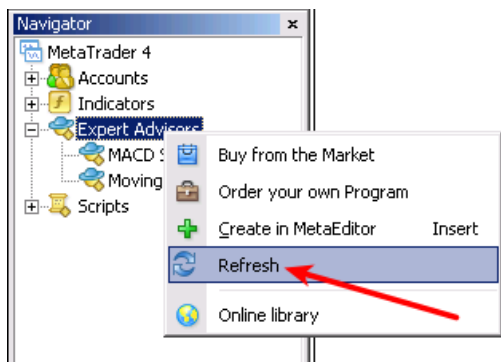
8. Once clicked on the **Choose** button the Setup wizard page shows the selected folder:



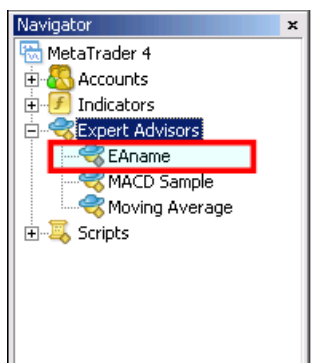
9. Click on the **Next** buttons to complete all the rest of the EA Setup. Click on the Finish button:



10. In the MT4 Navigator window right-click on the Expert Advisors node and select **Refresh** or restart your MT4:



11. The EA name appears in the Navigator window:



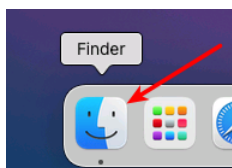
Now attach the TradeReceiver Expert Advisor to a chart as usual. When you attach the EA the very first time it may ask for your Access ID.

To review your Access ID visit your [Web Support Centre User Profile](#) page (ensure you logged in to the site).

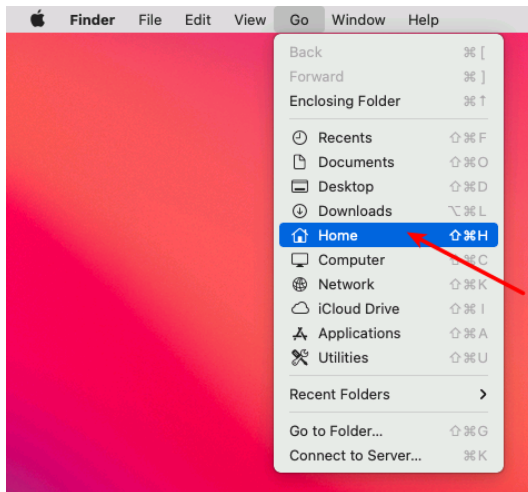
5.6.3 How to make the Library folder visible on Mac

By default the Library folder is hidden on Mac computers. Follow the steps below to make the Library folder visible.

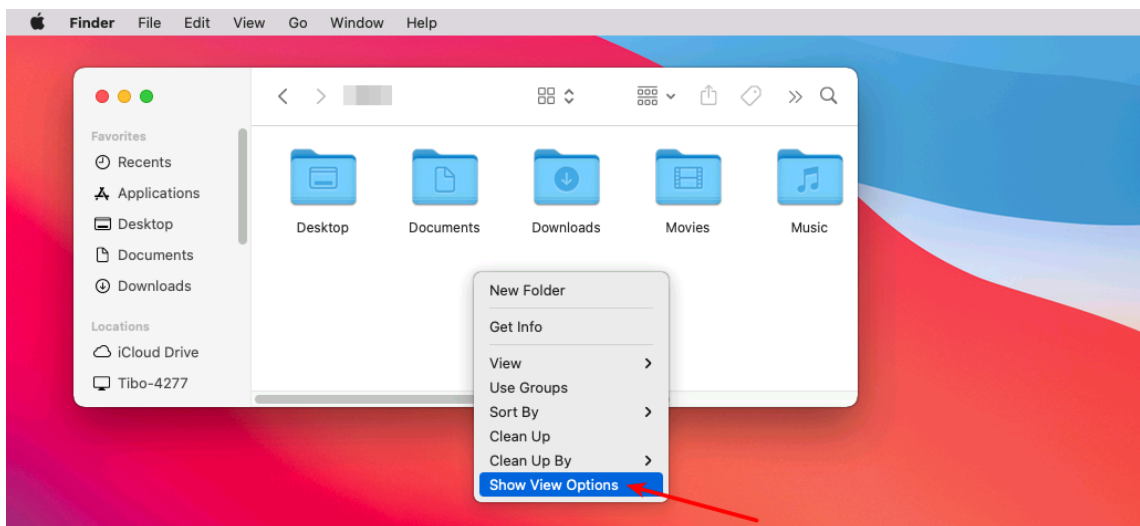
1. Start the **Finder** app



2. In the Finder select the **Go > Home** menu item:

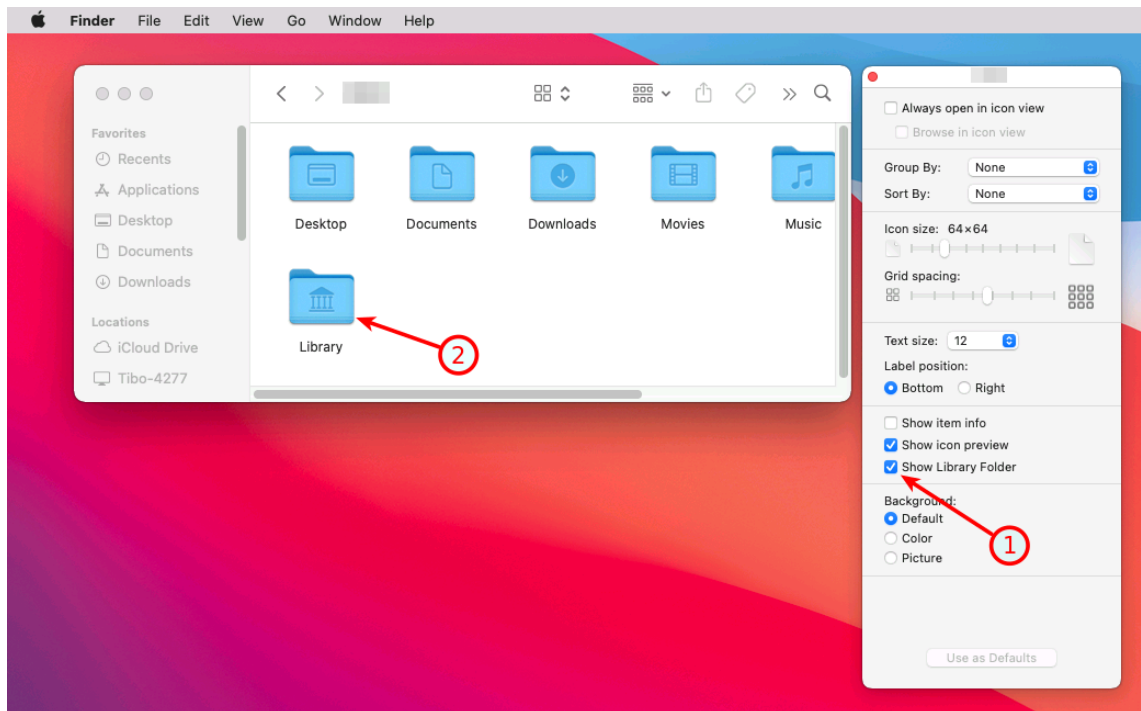


3. Press and hold down the Control key while you click inside of the appeared window. Select the **Show View Options** menu item:



4. In the appearing window tick the **Show Library Folder** box. See (1) below.

The **Library** folder will appear in the Home folder once the Show Library Folder got ticked. See (2) below.



5.6.4 Download & Install the TradeReceiver EA on Mac

The TradeReceiver EA comes with a setup application to provide a wizard based installation process to the selected MT4 terminal.

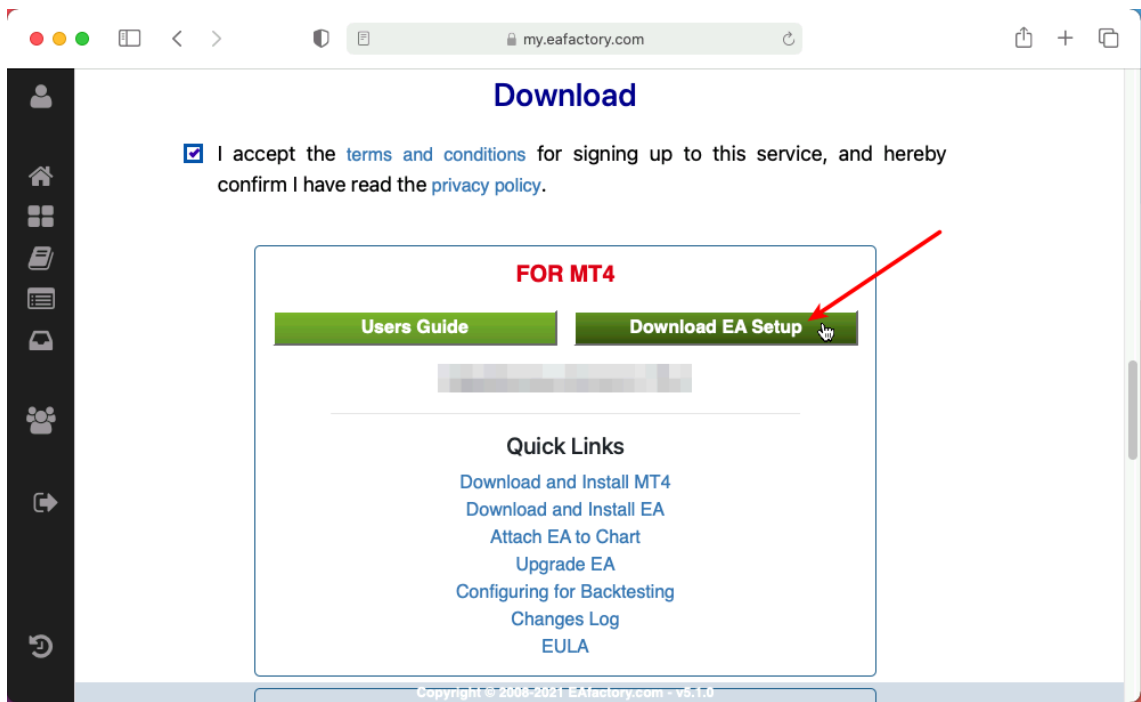
Before you start...

- Ensure that you have the login credentials to the Web Support Centre.
- Ensure that you have macOS 11 Big Sur or later installed.
- Ensure that you have an MT4 terminal version 4.00 build 1353 or later installed.

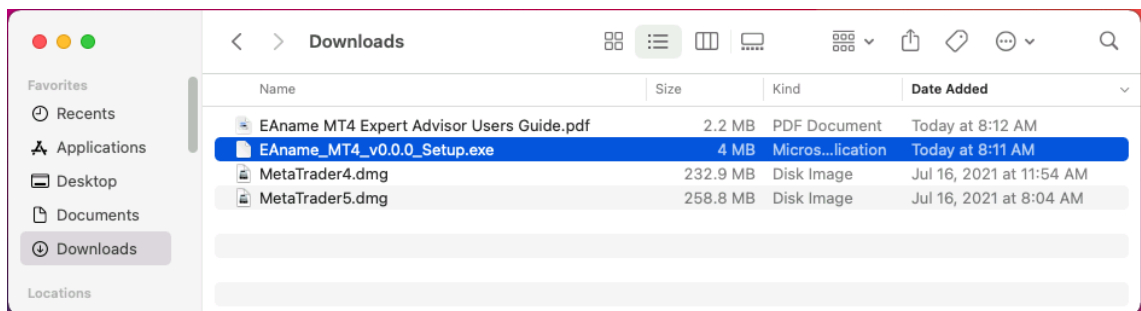
1. Visit the TradeReceiver EA [Web Support Centre](#) page.
2. Read the Web Support Centre [Terms and Conditions](#) and [Privacy Policy](#) then tick the checkbox to accept them.



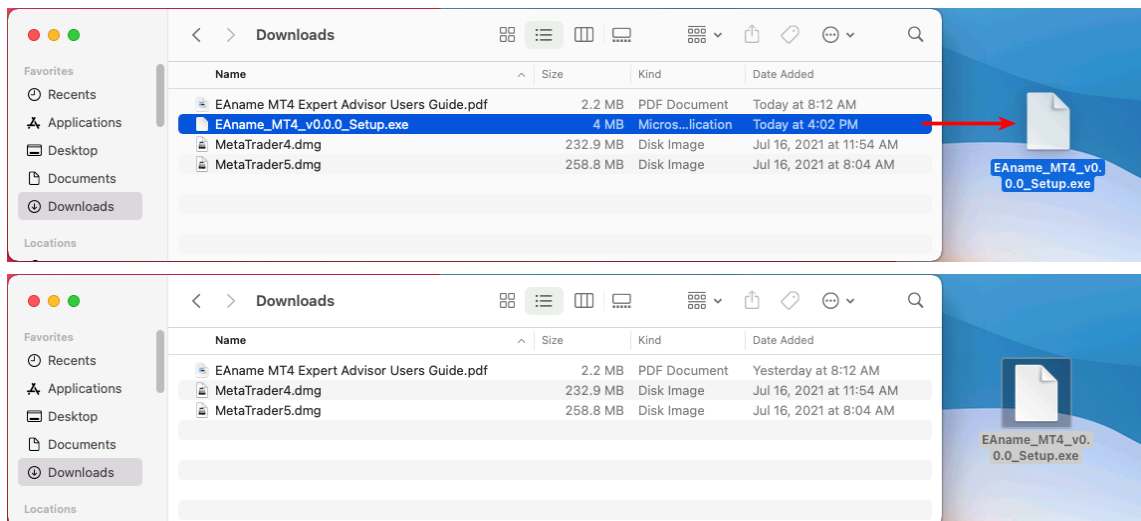
3. Click on the **Download EA Setup** button to download the EA setup for the MT4 terminal.



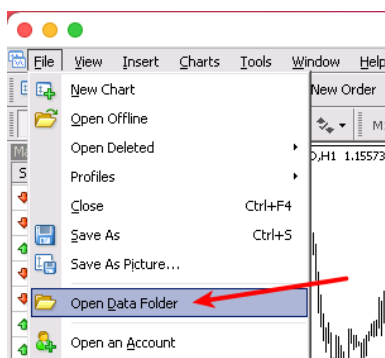
The file is saved into your Downloads folder:



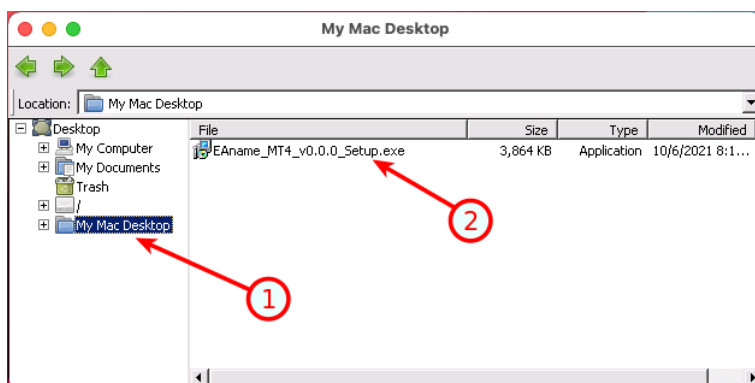
4. Move the download file from the Downloads folder to your desktop:



5. Start up your MT4 terminal application and select the **File > Open Data Folder** menu item:

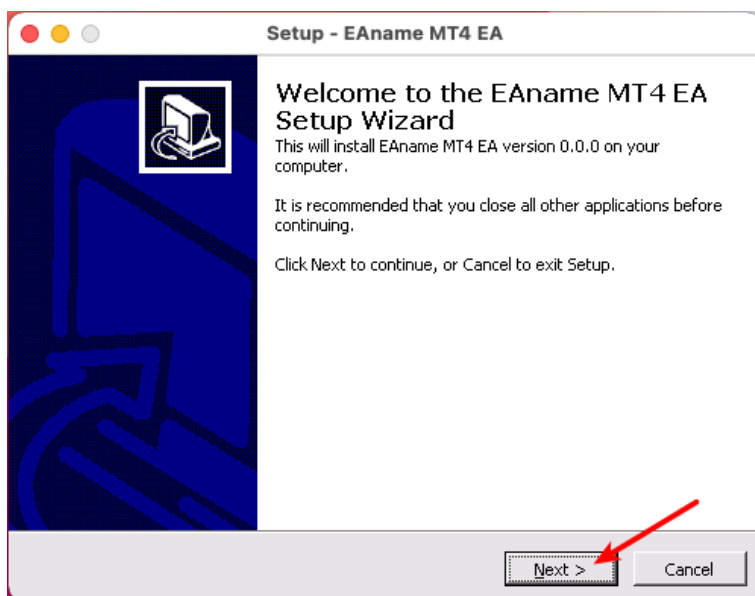


6. Double-click on the **My Mac Desktop** in the appearing Windows File Manager window:

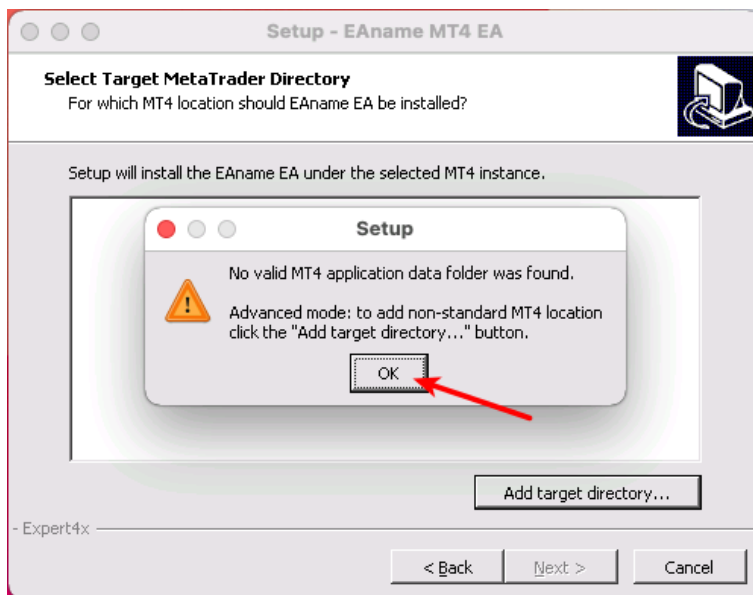


and double-click on the downloaded EA Setup file (**Important:** double-click within this Windows File Manager window, not in the Finder)

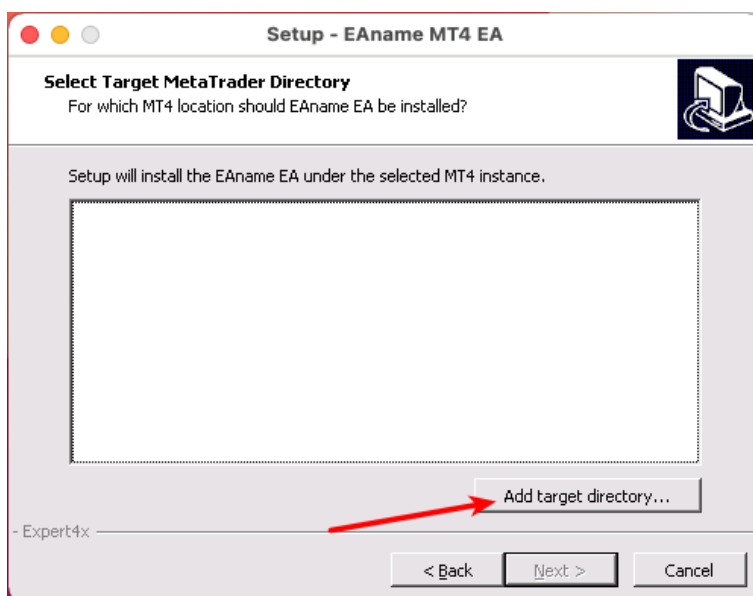
7. Click on the **Next** of the Setup wizard pages:



8. If you see the 'No valid MT4 application...!' message then click on its **OK** button:

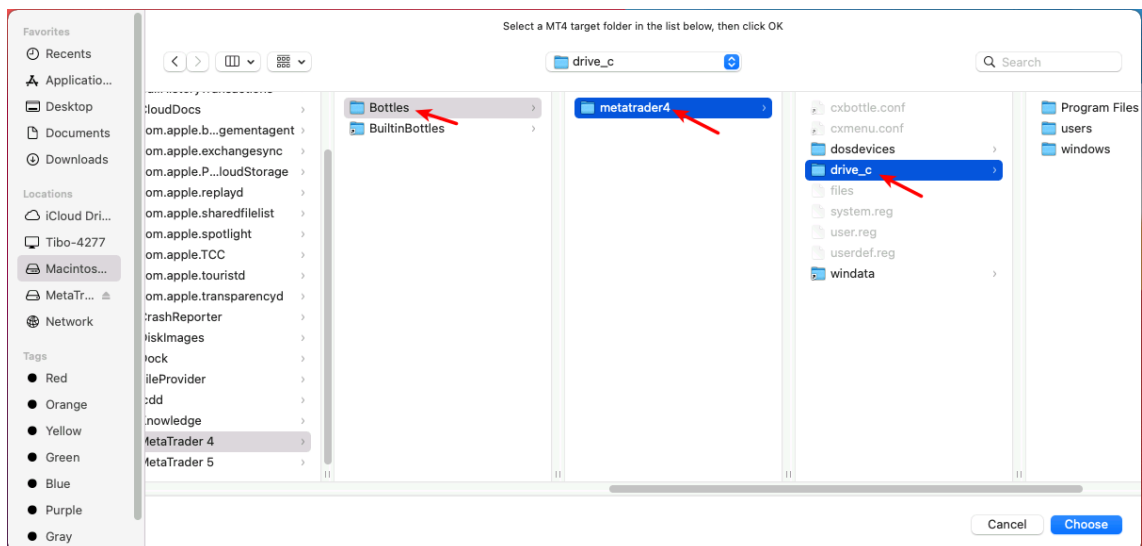
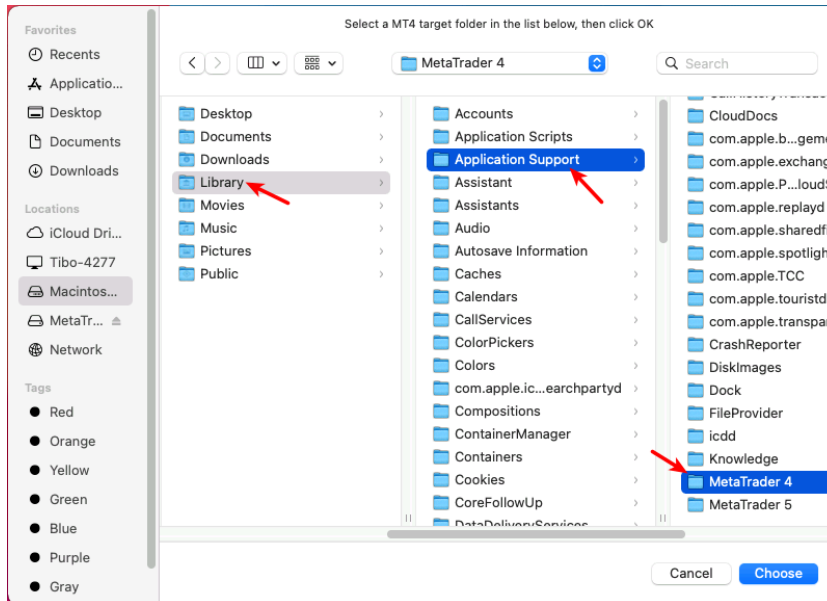


9. Then click on the **Add target directory...** button:

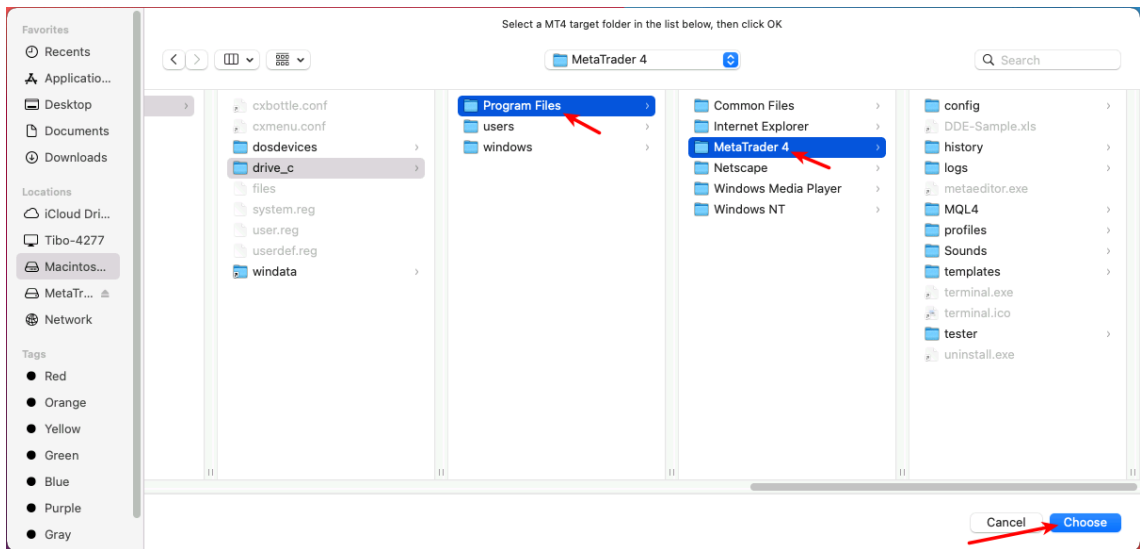


10. Select the folder **[/Users/your_name/]Library/Application Support/MetaTrader 4/Bottles/metatrader4/drive_c/Program Files/MetaTrader 4**

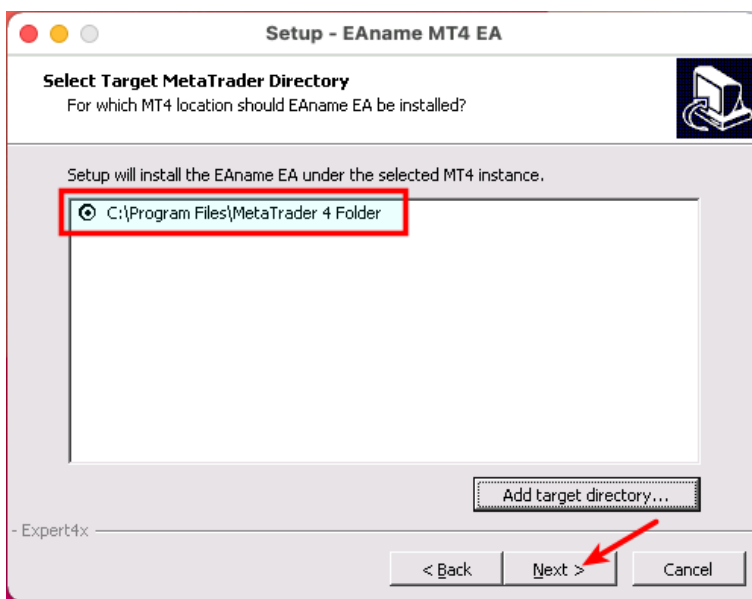
If the **Library** folder is not visible then follow through the [How to make the Library folder visible on Mac](#) topic before you go further in the installation process.



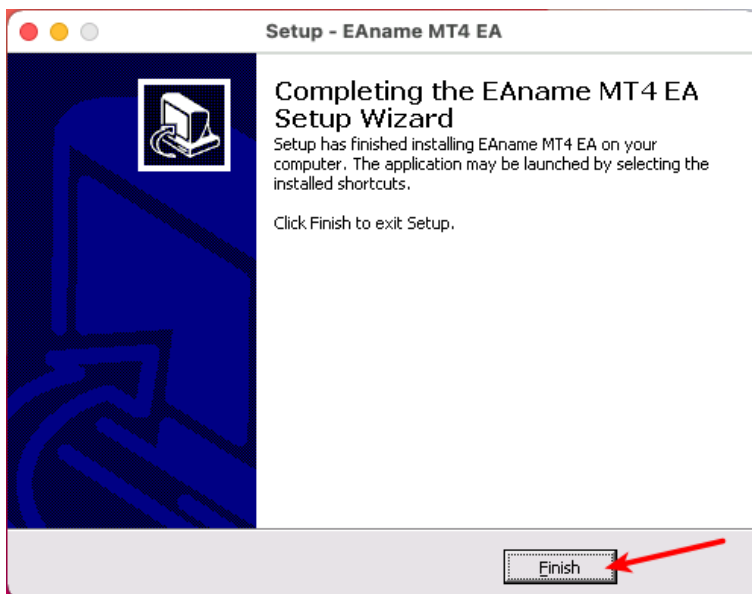
Important: do not go into any subfolder of the **Program Files/Metatrader 4**



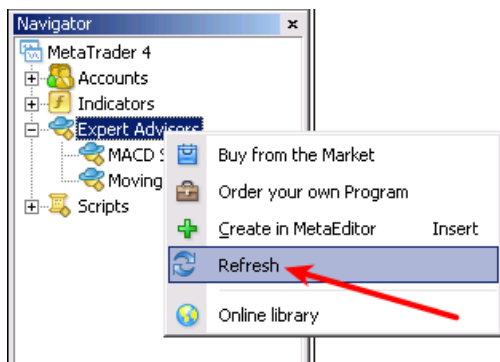
11. Once clicked on the **Choose** button the Setup wizard page shows the selected folder:



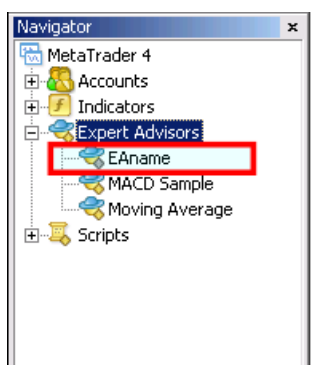
12. Click on the **Next** buttons to complete all the rest of the EA Setup. Click on the Finish button:



13. In the MT4 Navigator window right-click on the Expert Advisors node and select **Refresh** or restart your MT4:



14. The EA name appears in the Navigator window:



Now attach the TradeReceiver Expert Advisor to a chart as usual. When you attach the EA the very first time it may ask for your Access ID.

To review your Access ID visit your [Web Support Centre User Profile](#) page (ensure you logged in to the site).

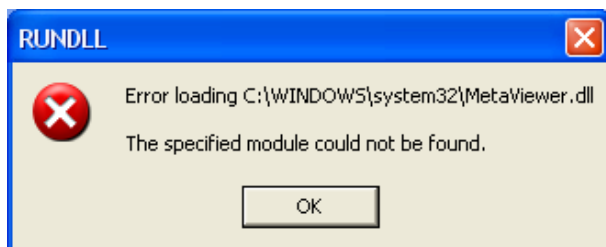
5.7 MetaViewer dll could not be found

Issue

After the EA setup application finished the following error message was popped up:

There was a problem starting C:\Windows\system32\MetaViewer.dll The specified module could not be found.

There was a problem starting C:\Windows\system32\MetaViewer64.dll The specified module could not be found.



Solution

From the EA installation perspective you can ignore this message.

The installer was at the very last step to start up the Users Manual PDF viewer. This is a request to the Windows operating system to start the registered PDF reader application and looks like Windows could not start up the PDF reader for some reason. This is probably a Windows or an MT4 settings problem.

Please double check that the EA appears in the MT4 terminal Navigator window (press Ctrl+N), it should be listed at the section **Expert Advisors**.

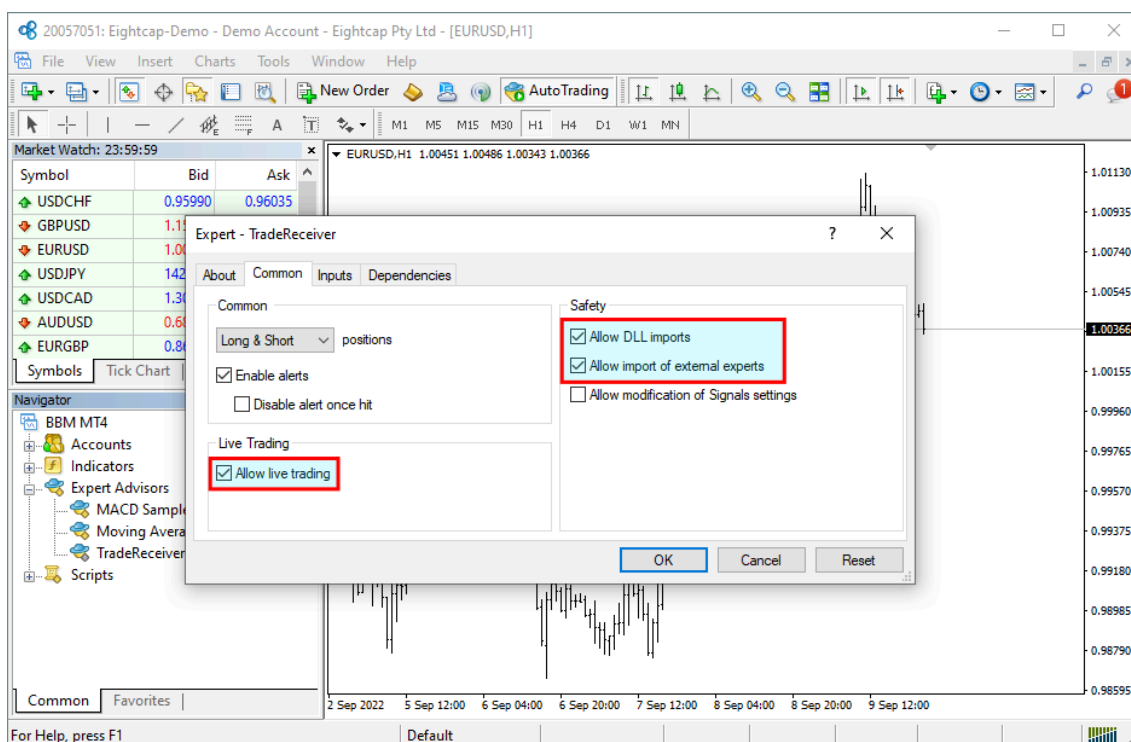
5.8 TradeReceiver Expert Advisor First Time Activation

Step by step guide to get the EA up and running on a chart for the first time.

The following pictures demonstrate the first time activation of the TradeReceiver Expert Advisor in a few steps.

Attach the EA to a chart

1. Drag & drop the TradeReceiver Expert Advisor from the **Navigator** window (**View > Navigator**) to a chart window and select the **Common** tab:



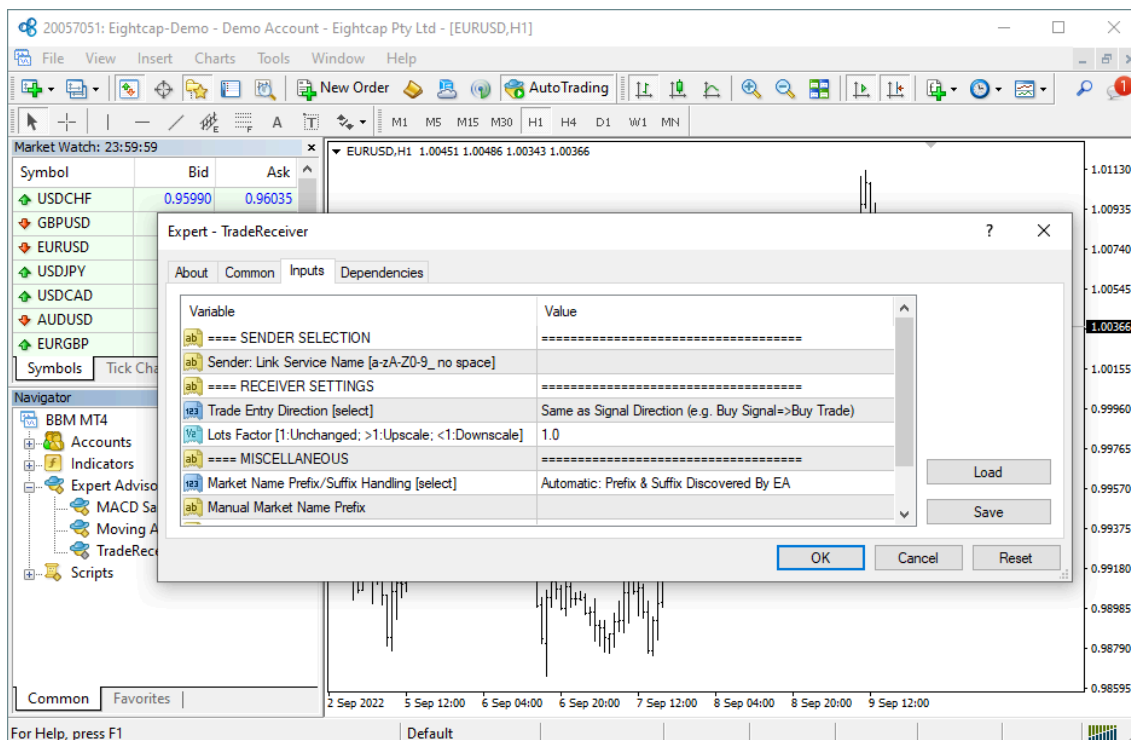
Note:

Ensure that the

- **Allow live trading,**
- **Allow DLL import and**
- **Allow import of external experts**

are ticked.

2. Select the **Inputs** tab:

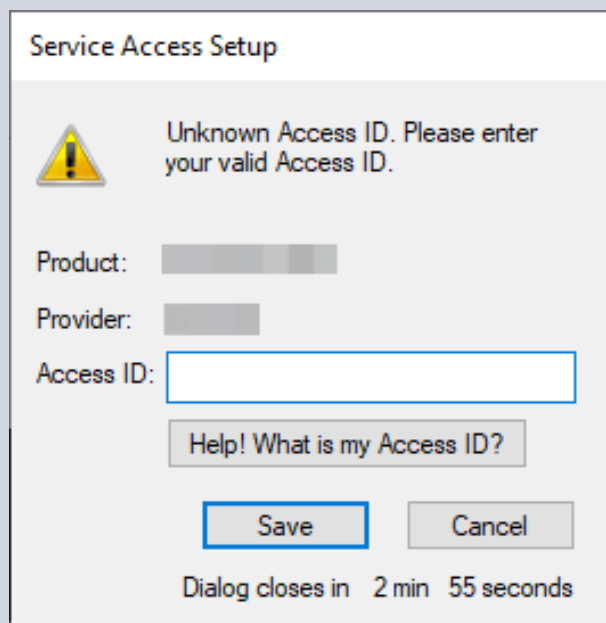


This lists the parameters of the EA where the operational aspect of the TradeReceiver EA can be set up. For more details see the [TradeReceiver EA Configuration Guide](#) – for now click on the **OK** button and let the EA start up with default settings.

Note:

At the very first time the EA may prompt for the Access ID to verify that the usage of product is licensed.

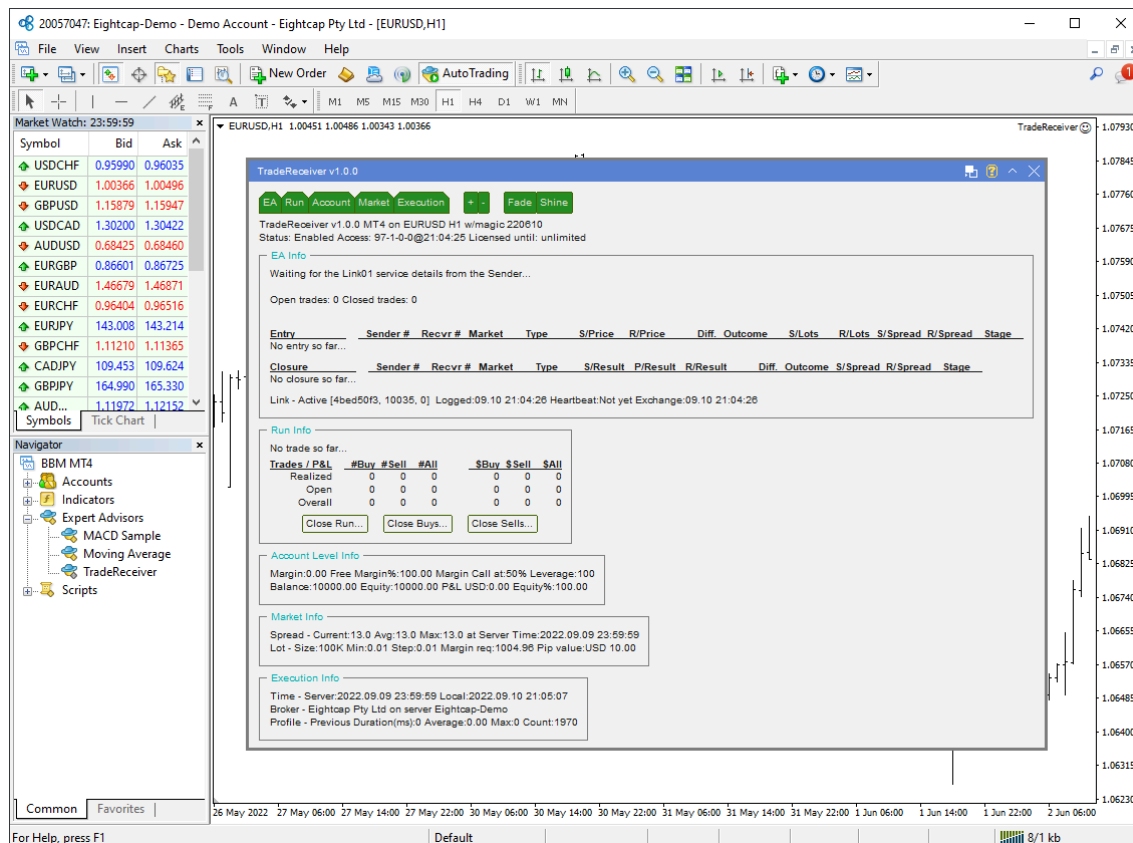
The Access ID is pre-configured and is the same as the login name to the web support site. Feel free to change your Access ID at the [Web Support Centre](#) and ensure not to share it with anyone else. Enter the Access ID and click on the **Save** button:



Tip: If you do not remember your Access ID then click on the **Help! What is my Access ID?** to see it on your [Web Support Centre user profile](#).

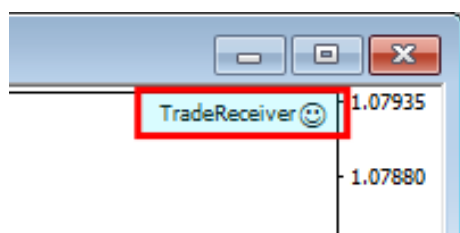
The TradeReceiver EA is up and running

After successful authentication the TradeReceiver EA starts up.



The TradeReceiver Expert Advisor has been attached to the chart. The smiley face in the top-right corner shows that the initialisation of the TradeReceiver Expert Advisor was successful and the EA is now looking for trading opportunities.

See the smiley face in the corner:

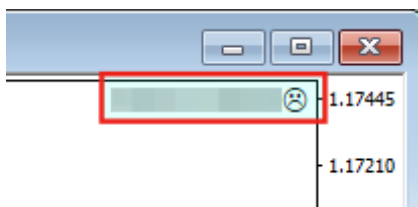


In case of a problem getting the EA up and running please refer to the [Knowledgebase section](#).

5.9 Frown Face Instead of Smiley Face After Attach

Issue

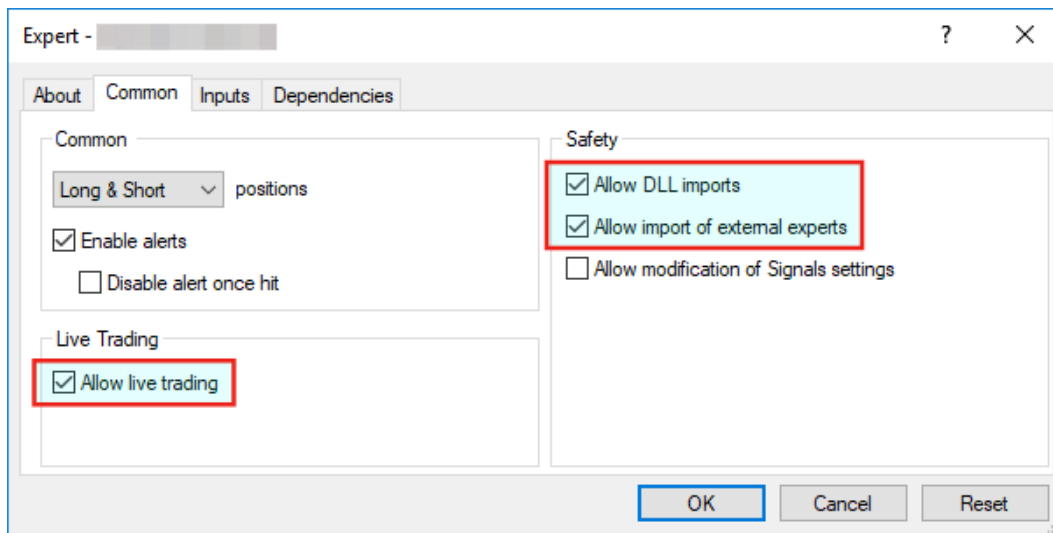
After attaching to chart the EA is not managing trades, a *frown* face appears in the top right corner of the chart.



EA's common parameters might be not enabled

The **Allow live trading**, **Allow DLL imports** and **Allow import of external experts** might be not enabled

- Press F7 key and verify that the **Allow live trading**, **Allow DLL imports** and **Allow import of external experts** are checked in the EA property dialog.



Autotrading is disabled

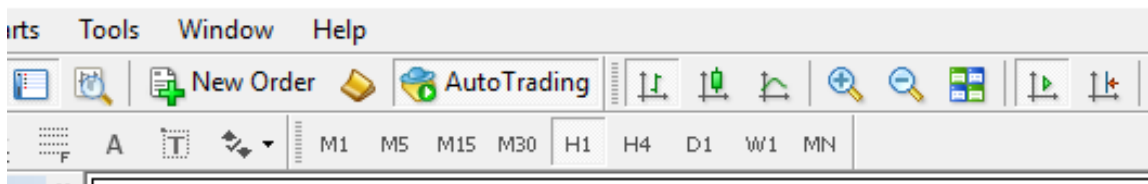
The **AutoTrading** might be disabled

- Verify that the toolbar button **AutoTrading** is pressed.

Toolbar button when Expert Advisors disabled:



Click to enable:



5.10 What is the Leverage of My Account

Question

What is the leverage of my MT4 broker account?

I am logged in to my demo or live MT4 account and want to know the leverage available on the account.

Answer

The TradeReceiver EA displays the MT4 account leverage on its dashboard, at the section **Account Level Info**.

See the reported leverage value at the end of the first line:



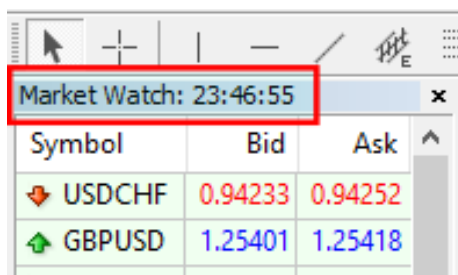
In the above picture the leverage is reported as 400, which represents 400:1 account leverage.

5.11 How to Figure Out My Broker's GMT Offset?

The MT4 platform presents its chart using the time of its broker server. The various brokers configure their server time according to their own choice, many of them are in one of the European timezone ranging from GMT+0 to GMT+3, but some brokers opt to have their server in the US Eastern timezone, which is GMT-5. These GMT offsets may get further adjusted for the daylight savings from March till October of every year.

The TradeReceiver EA uses the time for trading decisions therefore its time input parameters need to be adjusted by the GMT offset of the broker's server. This article describes how to figure out the GMT offset specific to the MT4 broker account.

1. The Market Watch window's header shows the broker's server time, press Ctrl+M in the MT4 terminal:



This time can be compared to the GMT+0 time to calculate the GMT offset of the broker, as per the next step.

2. In a web browser search for *gmt time* keywords to see the current GMT time.
3. Calculate now the broker GMT offset = 'Market Watch time' - 'GMT time'.

For an example, assuming the following:

- Market Watch time: 18:29
- GMT time as per the search result: 15:29

Then the calculated GMT offset is $18:29 - 15:29 = 3:00$ hours. In practice - in the limited context of the forex broker servers - it is sufficient to calculate the difference between the hour parts: $18 - 15 = 3$ hours.

Note: For broker servers located in Europe the GMT offset is likely to be in the range of 0 and 3, i.e. a zero or positive number. For broker servers located in the US the GMT offset might be in the range of -5 and -6, i.e. a negative number. Keep in mind that these figures may get further adjusted by the daylight savings.

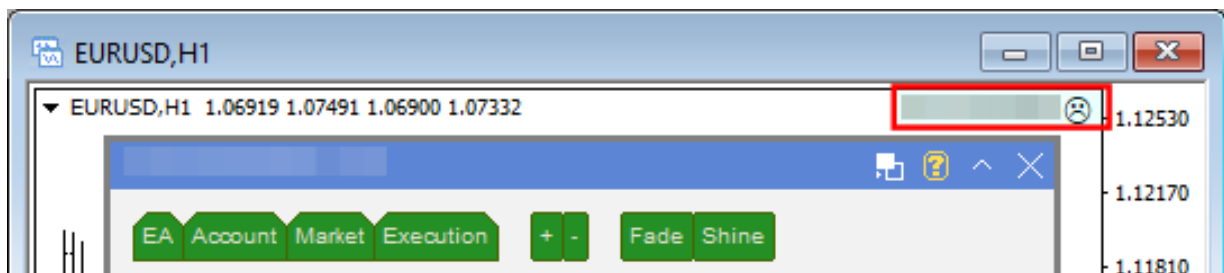
Based on past experience, with no guarantee that the information is correct, these are a few sample broker GMT offsets observed as of July 2015:

MT4 Terminal	Broker	GMT Offset
AxiTrader	AxiCorp Financial Services Pty Ltd	+3
IC Markets	International Capital Markets Pty Ltd	+3
InstaForex	InstaForex Companies Group	+3
FXCM	Forex Capital Markets Inc	+3
ThinkForex	TF Global Markets (Aust) Pty Ltd	+3
RoboForex EU	RoboForex (CY) Ltd	+3
Tallinex	Tallinex Ltd	0
Oanda	OANDA Corporation	-4
MB Trading FX	MB Trading Futures Inc	-4

5.12 EA Is Not Starting Up After Attach to Chart

Issue

The EA reports successful initialisation and advises about disabled Expert Advisors.

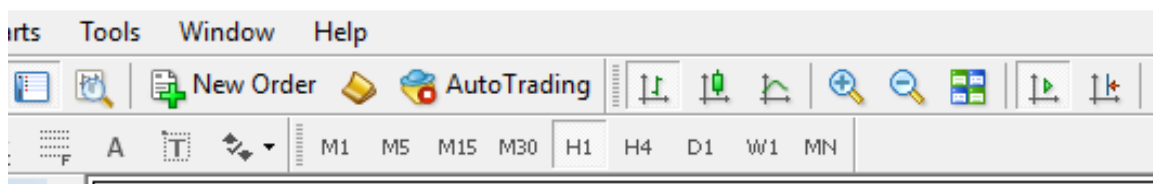


Autotrading is disabled

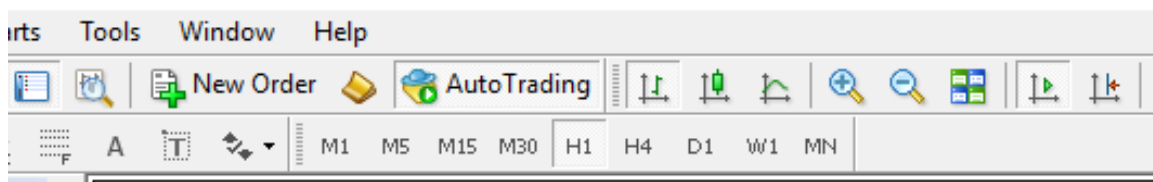
The **AutoTrading** might be disabled

- Verify that the toolbar button **AutoTrading** is pressed.

Toolbar button when Expert Advisors disabled:



Click to enable:



5.13 No Updates to Chart

Issue

The TradeReceiver EA does not update information on the chart for several minutes.

Connection Lost

MetaTrader should be connected to the broker's server.

1. Check the bottom right corner of MetaTrader, this is when it has lost connection to the server:

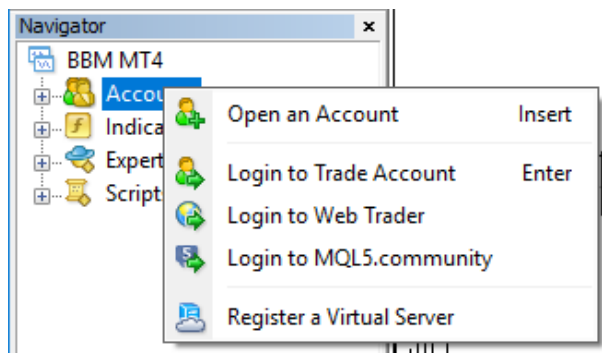


2. If connection is lost then login again or restart MT to force reconnection. Try again activating the TradeReceiver EA when connection is back.

Demo account is expired

MT4 will not be able to connect to the demo account if it's expired. In this case MT4 will keep asking for the login details and fail all login attempt.

- When this happens open a new demo account (right click **Accounts** in Navigator window and select **Open an Account**).



Market is closed

New tick information and updates to chart happens when markets are open.

- Double check that markets are meant to be open currently.

Disk is full

There should be at least 50MB free disk space available on the drive MetaTrader is installed on.

- If the free disk space is low then free up space.

5.14 Prompted for Access ID at Service Access Settings

Issue

After attaching to chart the TradeReceiver EA asks for my Access ID in the Service Access Settings window.

Type in your Access ID

The TradeReceiver EA checks that the usage of product is appropriately licensed. After product purchase a user profile is created on our web support site and the product can be downloaded from that web site. The support site allows to set up an Access ID which is required by the TradeReceiver EA to validate the product licence. By default this Access ID is configured to be the same as your selected login name to the web support site.

- When prompted, please enter your Access ID to the window and click **Save**:

Tip: If you do not remember your Access ID then click on the **Help! What is my Access ID?** to see it on your [Web Support Centre user profile](#).

Please do not share out to others your Access ID. That is against the licence agreement terms and conditions and also all 3rd party usages will count when checking the number of EA copies being used. Sharing out your Access ID can result in licence check failure and the EA may stop functioning.

Keep your Access ID secure, change it away from the its default value at any time on the [Web Support Centre](#) site.

5.15 How to Edit the EA Input Values

Question

How can I edit or change the settings of the TradeReceiver EA once it is attached to a chart?

Answer

In order to edit the input parameters of an EA which is already attached to a chart follow these steps

1. Select the chart with the EA: click inside the chart area which hosts the TradeReceiver EA in your MT4 application.
2. Press **F7** on your keyboard, or alternatively click on the **smiley** (or **frown**) icon in the top-right corner of the chart.
3. Edit the TradeReceiver EA input values in the appearing EA properties window: double-click on the current value you want to change then type in the new value.
4. Click **OK** when editing is complete

5.16 No Trades Due to Trade Disabled

Issue

The TradeReceiver EA got attached to a chart, the EA is up and running. It keeps submitting market orders to the broker server. However, the broker's server does not execute these market orders, instead, the broker says the trade on this broker account is disabled:



The broker server reports the MT4 error code 133, which means that the **trade is disabled** on the account. This is not an EA issue, instead, this is an issue with the broker account. For some reason the broker account does not allow you to trade that market.

Solution

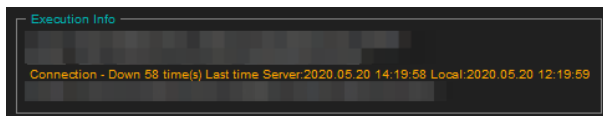
Go through the following checklist to resolve this issue:

1. Restart the MT4 terminal to see if the restart and reconnect to the broker resolves this: In the MT4 menu select **File > Exit**, wait 5 seconds then start the MT4 up again.
2. Identify another symbol for the same market which is enabled for trading: In the MT4 menu select **View > Symbols** and search for symbol with different/extra suffix in the name, like EURUSD**Decn**. Add that symbol to the **Market Watch** window then attach the EA to this new symbol.
3. Logging into your MT4 broker account with the **investor login** credentials disables trading. Ensure that you log in to your broker account with the **full trader login** credentials.
4. Create another demo account with the broker.
5. Contact your broker and ask their support team to enable trading on the symbol or account
 - a. Your broker account may have reached some trade limits (e.g. overall maximum lots).
 - b. Your broker may have put (temporarily) trading limitations on your account for some reason.
 - c. Your broker may have to enable trading by EAs.

5.17 Connection Down Message

Issue

The TradeReceiver EA got attached to a chart and the EA is up and running. The EA monitors the connection between the MT4 terminal and the broker server. When the MT4 loses connection to the broker server then the EA presents this Connection Down message in its dashboard - see the orange message as an example:



In the above screenshot the last connection issue happened at 14:19 broker server time (chart time).

This means that somewhere along the Internet connection path from your computer to the broker server, including your home networks, the Internet and your brokers remote networks, there was some temporary issue resulting in data transfer interruption.

During this time the TradeReceiver EA cannot receive price feed from the broker, i.e. no ticks are coming in. This also means that, due to the lack of price feed and ticks, the EA is not activated and cannot perform trading or managing open trades. When the MT4 re-establishes the connection to the broker server and price feed comes in again then the EA automatically resumes its trading operations.

Solution

In order to minimize the downtime, please ensure the following:

1. Your computer is connected to your home networks over a wire, i.e. cabled to your modem or router. Note that wireless connectivity is more prone to connection issues.
2. Use a cable based Internet service provider, if feasible. Wireless based Internet service providers, like mobile or cellular based Internet providers could have more connectivity issues.
3. [Turn off the sleep or hibernation mode](#) on your computer. When your computer goes into sleep or hibernation the Internet connection would be lost.
4. If in doubt, restart your home networks: shutdown your computer, turn off your modem or router, wait 10 seconds then turn back on the modem/router then your computer.

5.18 Computer Always-on

Question

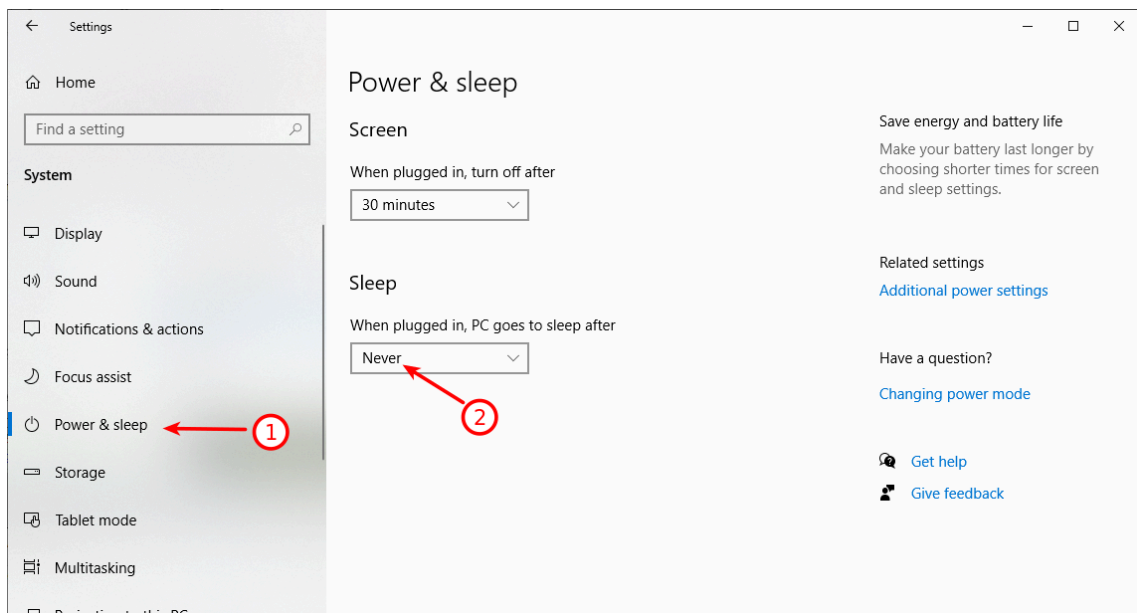
How to ensure that Windows does not go into sleep or hibernation mode?

How to Turn off Sleep & Hibernation

Ensure that your computer is turned on throughout the FOREX market hours from Monday to Friday, and your computer is running the MT4 application and the EA is attached to a chart. Simply leave your computer and the MT4 up and running at all times. Please ensure that your Windows does not go into sleep or hibernation mode:

1. Go to **Start > Windows Settings > Power & Sleep**

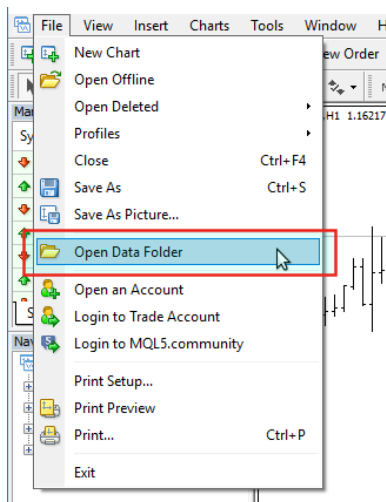
2. Select **Never** in the dropdown:



5.19 Step-by-step Installation of Expert4x EAs and Indicators

In this tutorial the name of *MetaTrader* is used as an example. Replace the *MetaTrader* with your broker specific MetaTrader name.

1. Start your MT4 terminal and select the **File > Open Data Folder** menu

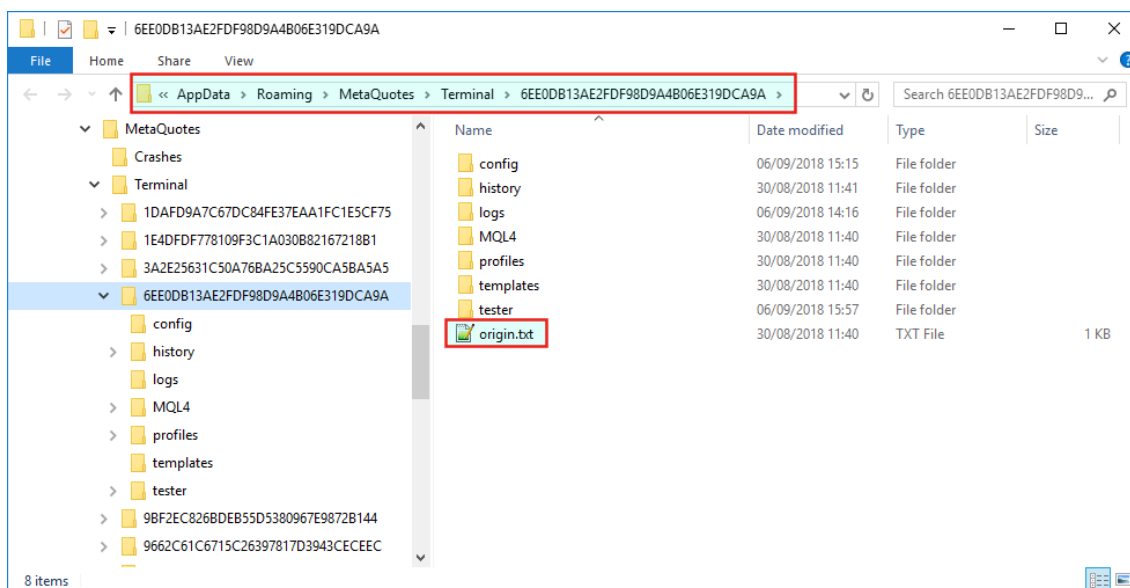


The menu opens a **File Explorer**.

2. Close your MT4

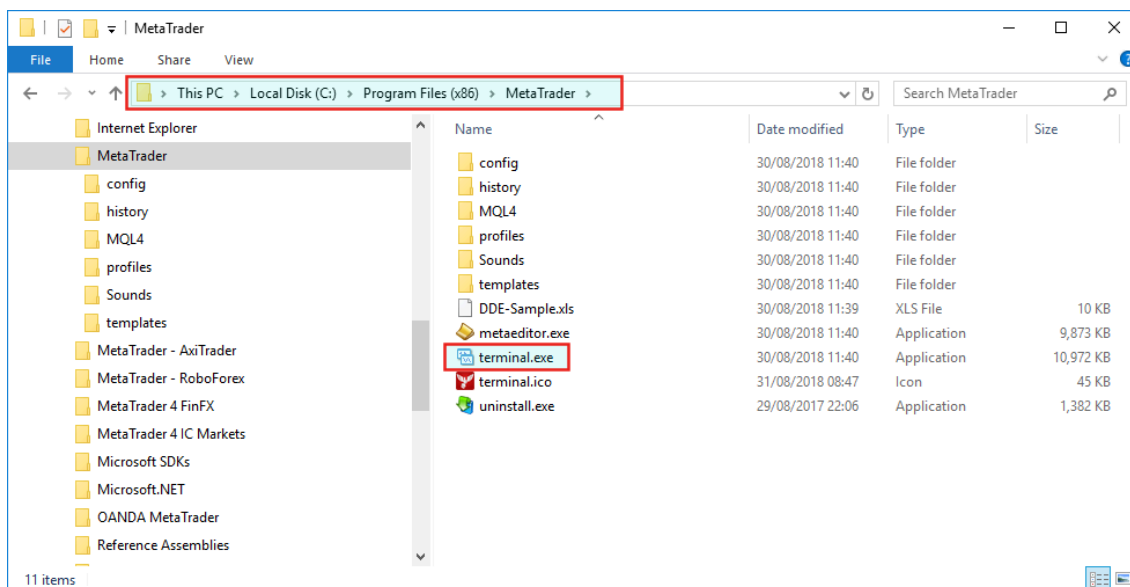
3. Check the *File Explorer*

- If the **File Explorer** shows a folder like this one below



and you see the **origin.txt** or the **origin** file go to the [standard installation](#) page.

- If the **File Explorer** shows a folder like this one below



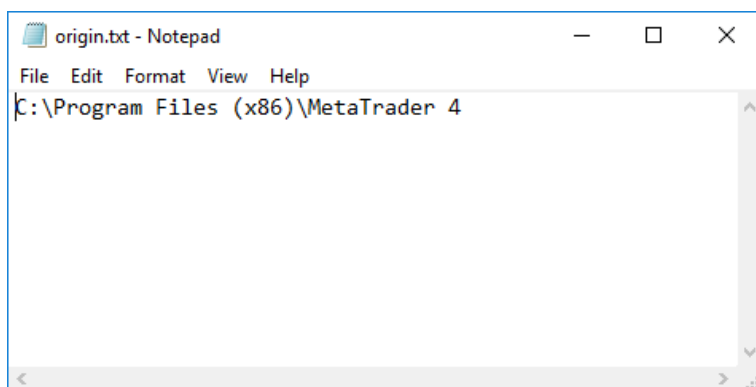
and you see the **terminal.exe** or **terminal** file go to the [non-standard installation](#) page.

5.19.1 Standard EA, Indicator installation

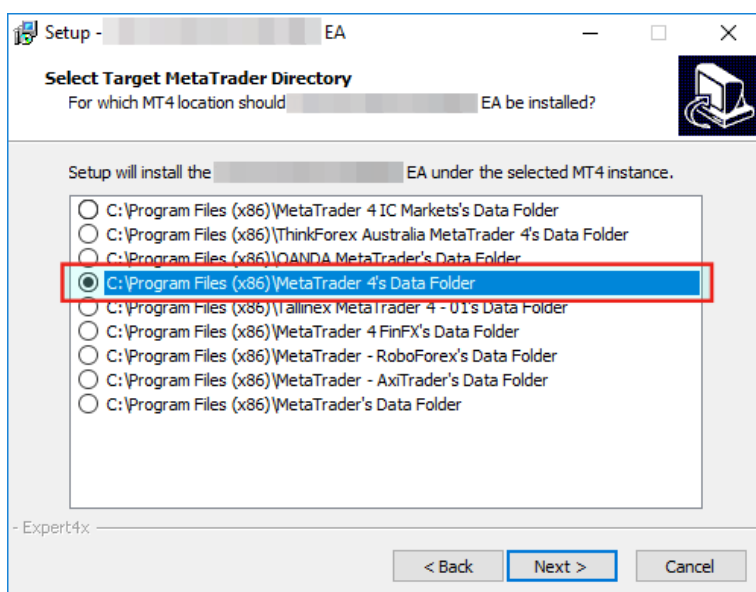
In the opened **File Explorer** the **origin.txt** or the **origin** file was found.

Please follow through the steps below to install the Expert4x EA or Indicator on your MT4

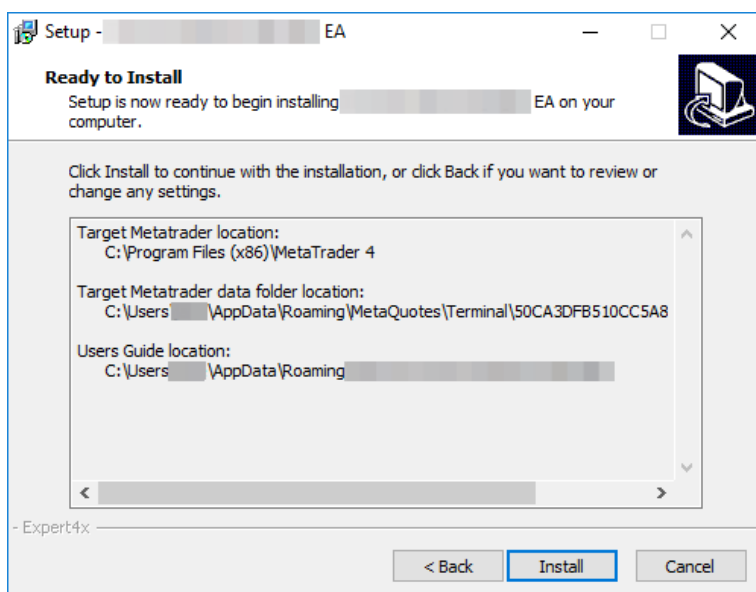
1. Double click the **origin.txt** file and take a note of the MetaTrader location.



2. Start the EA or indicator setup program. Follow through the setup until you reach the **Select Target MetaTrader Directory** window.



3. In this window **select** your targeted MetaTrader's Data Folder, as per the origin.txt noted earlier, and click **Next**
4. Follow through the rest of the setup application.
5. In the end click **Install**



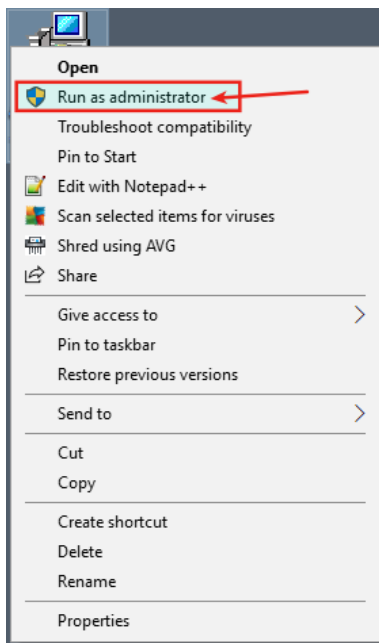
6. Check the EA or Indicator in the MetaTrader after installation
 - a. Start your MetaTrader
 - b. In the **Navigators panel** open the Expert Advisors section if you installed an EA or the Indicators section if you installed an Indicator and look for the EA or Indicator.

5.19.2 Non-standard EA, Indicator installation

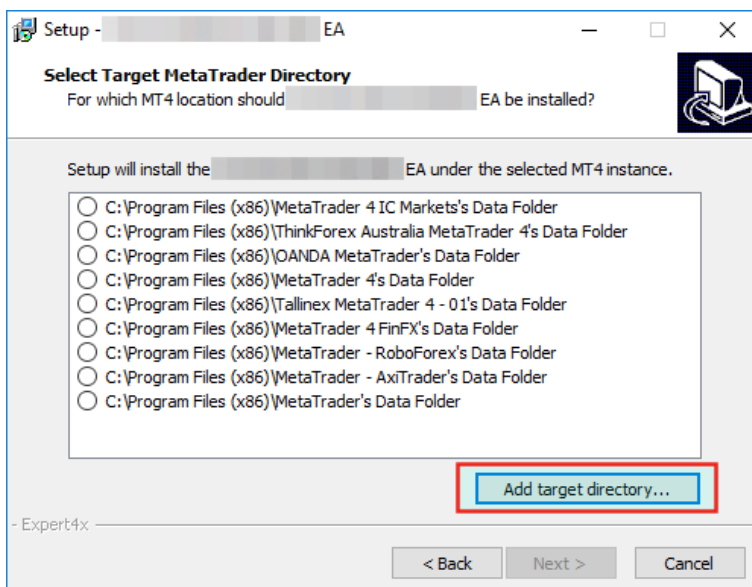
In the opened **File Explorer** the **terminal.exe** or **terminal** file was found.

Please follow through the steps below to install the an Expert4x EA or Indicator on your MT4

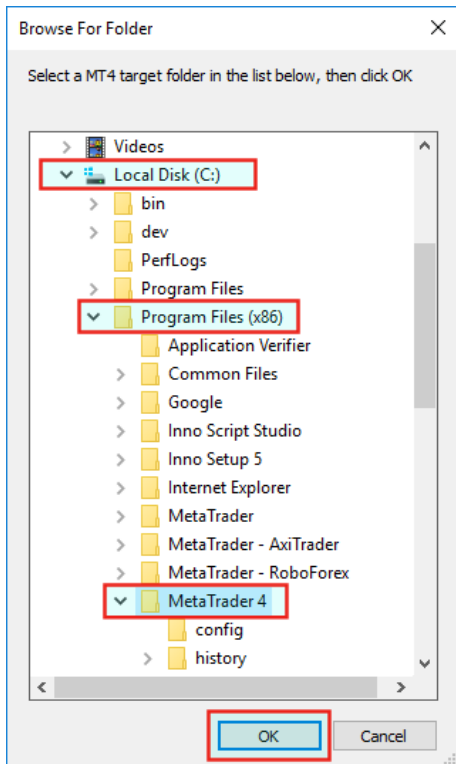
1. Right click on the name of the Setup application
2. Select **Run as administrator** (You may get a few security warning or you may need to type in the Windows administrator password)



3. Follow through the application until you reach the **Select Target MetaTrader Directory** window.
4. Click **Add target directory...** button

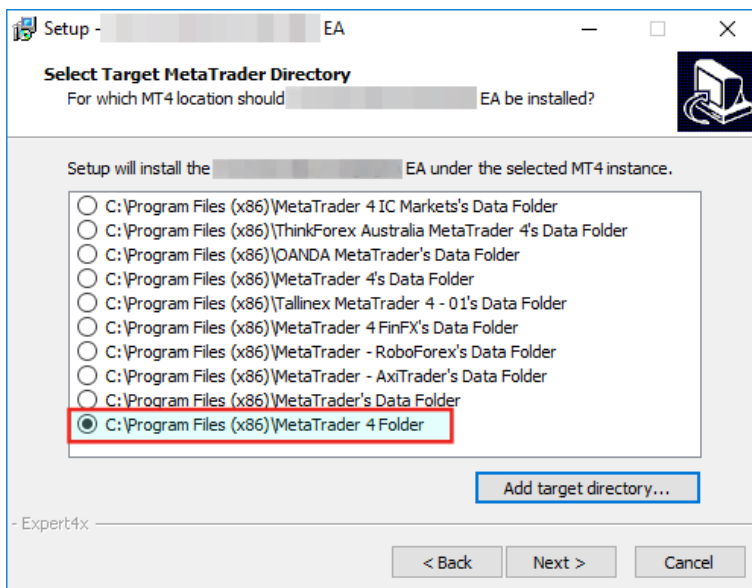


5. Navigate to your MetaTrader folder



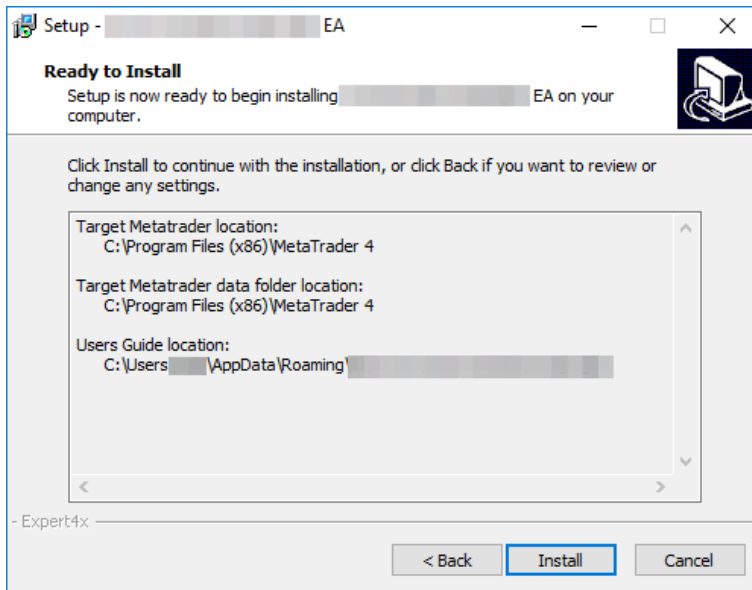
and click **OK**.

6. Scroll down to the end of the list. **Select** the target directory. Click **Next**.



7. Follow through the rest of the setup application.

8. In the end click **Install**



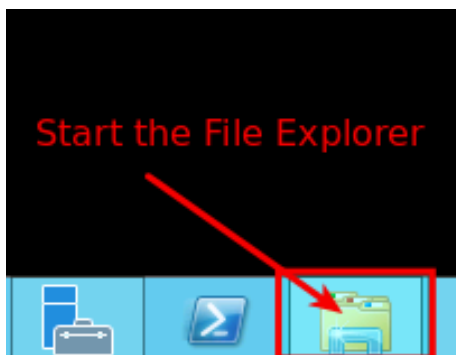
9. Check the EA or Indicator in the MetaTrader after installation

- a. Start your MetaTrader
- b. In the **Navigator panel** open the Expert Advisors section if you installed an EA or the Indicators section if you installed an Indicator and look for the EA or Indicator.

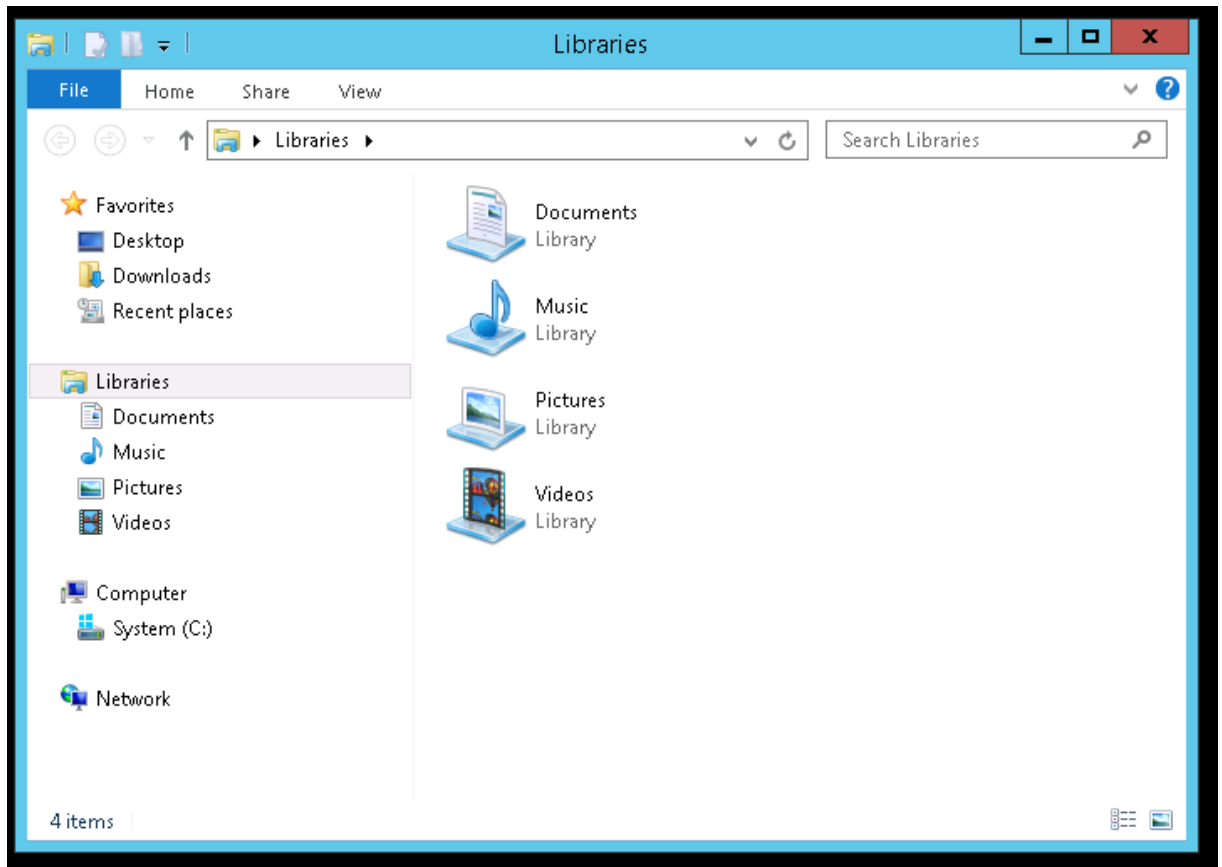
5.20 How to download an EA setup in VPS environment

In this topic we guide you through the EA setup application download in VPS environment.

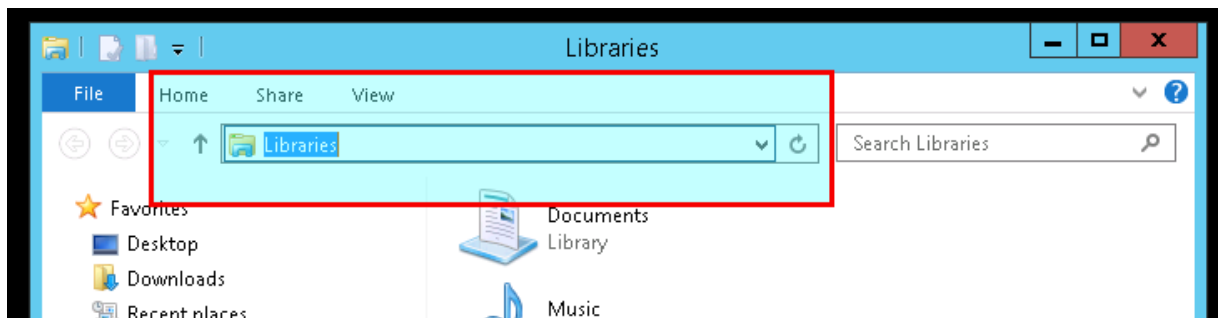
1. Start the **File Explorer**: Click the **File Explorer**



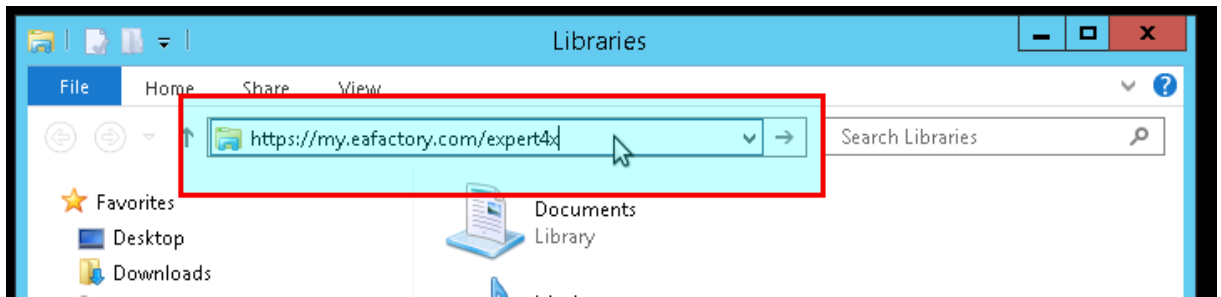
2. The **File Explorer** started.



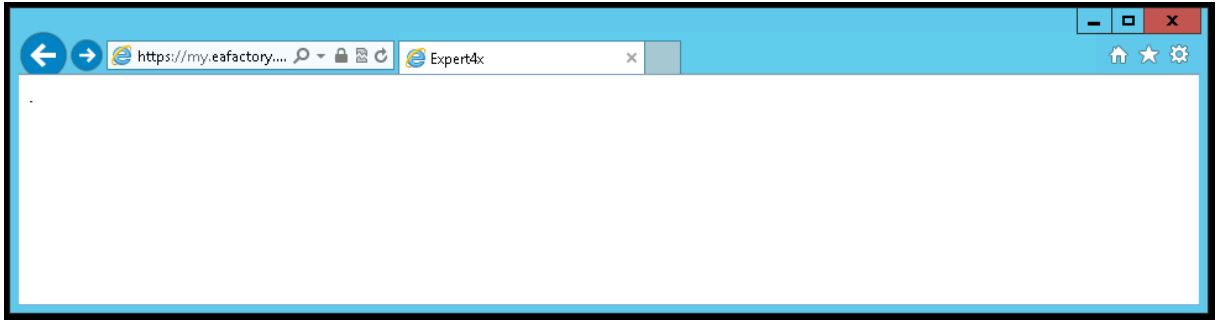
3. Select the address bar section



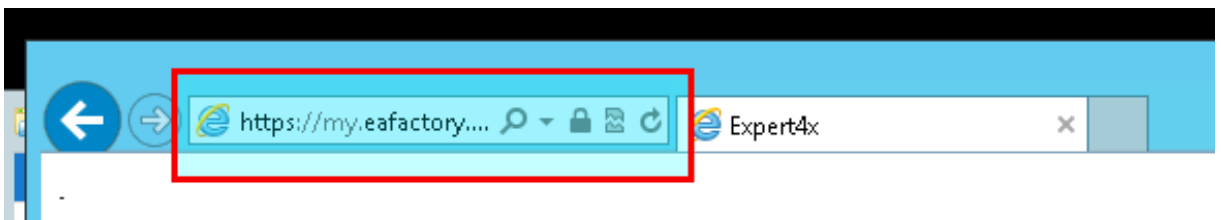
4. Type in: <https://my.eafactory.com/expert4x> and press Enter to start the Internet Explorer



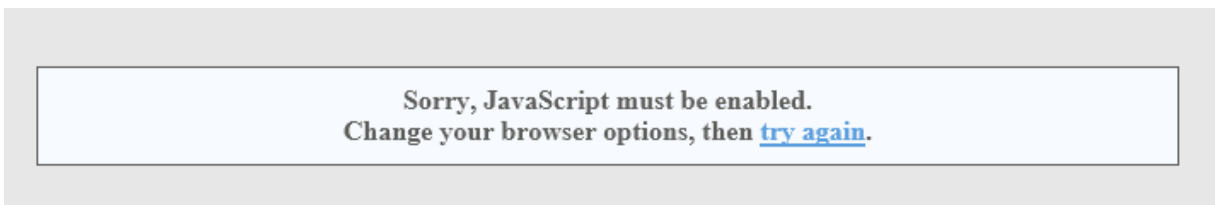
Did you get blank screen? As you see below:



If yes, please select the address bar in the Internet Explorer and type in: <https://my.eafactory.com/UserInterface/index.zul?p=1>

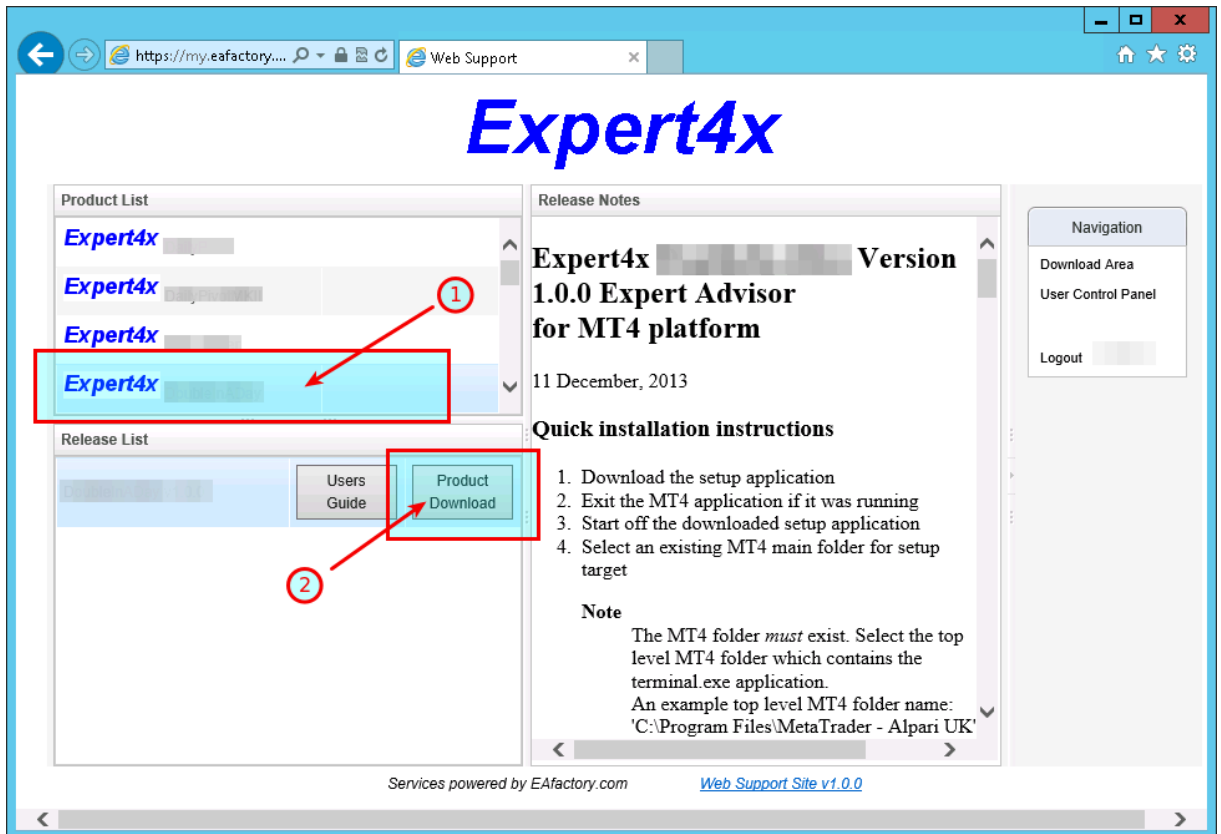


If you got this message below you may need to adjust temporary your [Internet security settings](#).

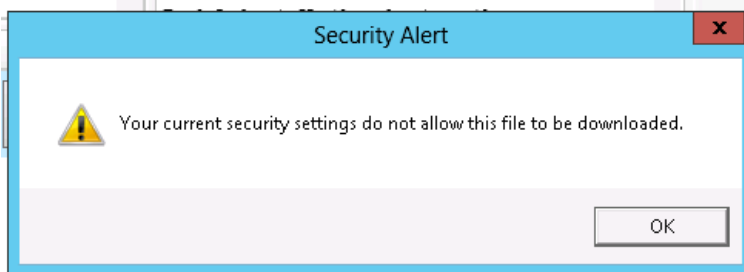


5. When the Web support Site is appeared please log in

6. Select the EA name from the **Product List** and click **Product Download** in the **Release List**

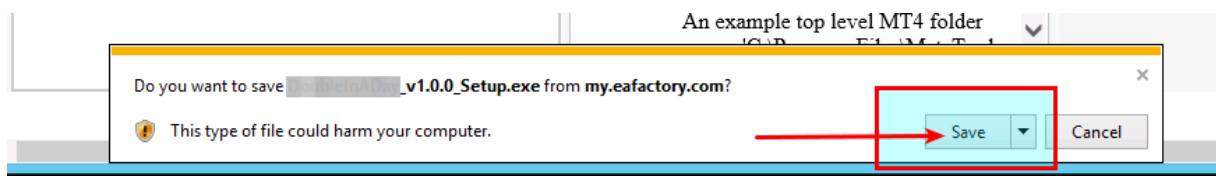


If you got this message below you may need to adjust temporarily your Internet security settings to [enable downloads](#).



Warning messages related to the download

- Do you want to save TradeReceiver EA_v2.0.0_Setup.exe ...?



Click **Save** to resolve this warning

- If you use Internet Explorer 9.0 you may get this message:

TradeReceiver EA_v2.0.0_Setup.exe is not commonly downloaded and could harm your computer

This message is a new features in Internet Explorer 9.0. IE 9.0 has increased user security.

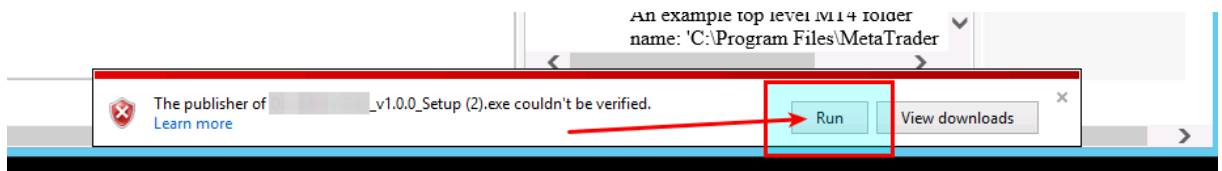
"When you download a program from the Internet, SmartScreen Filter will check the program against a list of programs that are downloaded by a significant number of other Internet Explorer users and a list of programs that are known to be unsafe. If the program you're downloading isn't on either list, SmartScreen Filter will display a warning that the file

isn't "commonly downloaded." It doesn't necessarily mean the website is fraudulent or that the program is malware, but you probably shouldn't download or install the program unless you trust the website and the publisher."

Source: <http://windows.microsoft.com/en-US/windows7/SmartScreen-Filter-frequently-asked-questions-IE9?SignedIn=1>

These are the steps if you'd like to continue installing the TradeReceiver EA EA:

- a. Click the **Action** button in the displayed message
 - b. In the dialog box click the **down arrow** to the left of More options, and click **Run anyway**
7. After the successful download the Internet Explorer may show this message



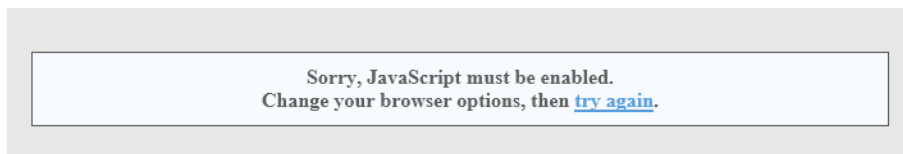
To start the installation process after the download click **Run**

8. [Clean up after the download](#) in the Internet Explorer

5.20.1 How to enable JavaScript in your Internet Explorer

Issue

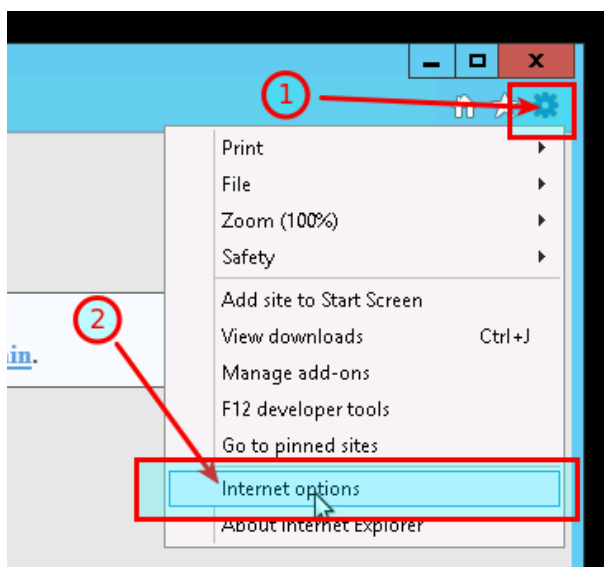
I tried to load the [Web Support Centre](#) in the **Internet Explorer** But the following error message popped up.



JavaScripts are disabled in the Internet Explorer

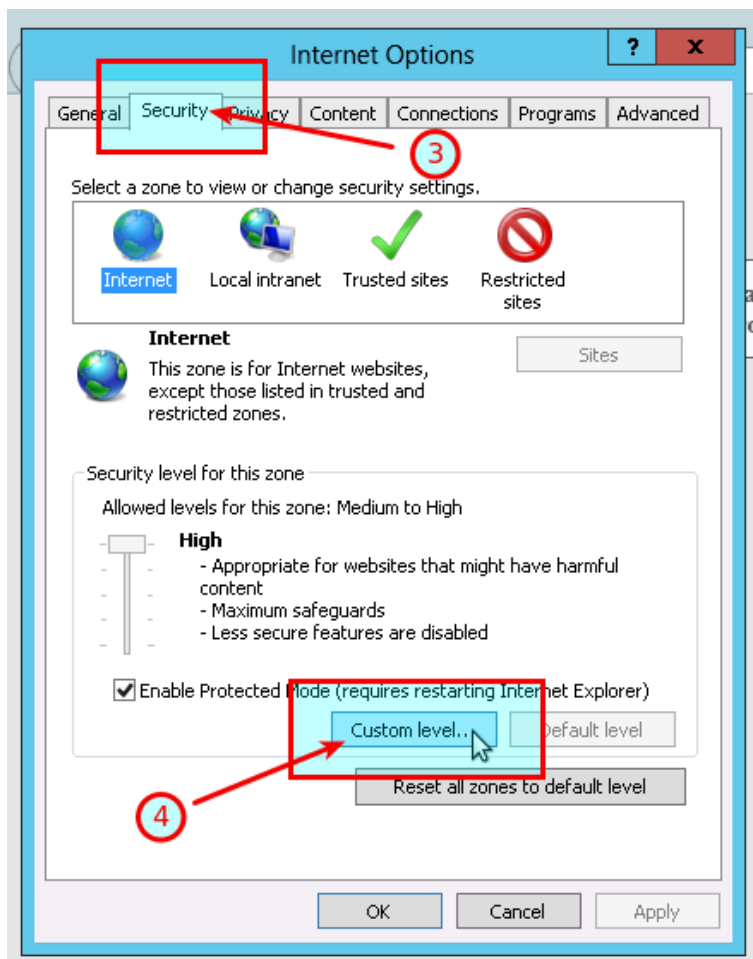
To load the [Web Support Centre](#) you may need to enable the usage of JavaScript in the **Internet Explorer**

1. In the Inter Explorer click **Tools** icon
2. Select **Internet options**



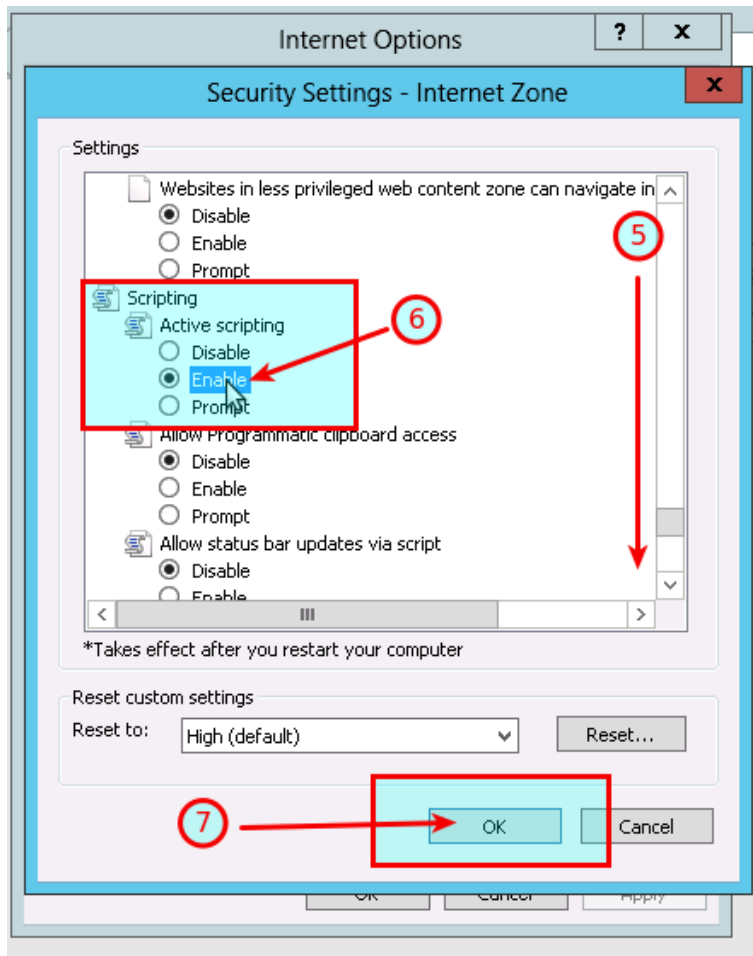
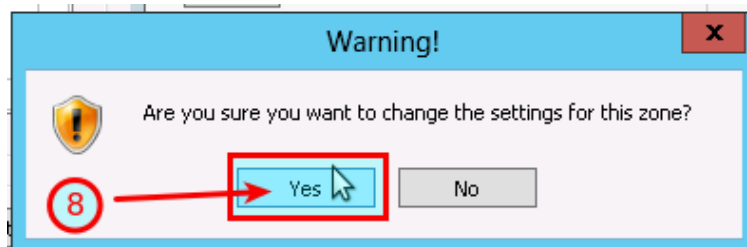
3. Go to the **Security** tab

4. Select **Custom level**



5. Scroll down until you see **Scripting**

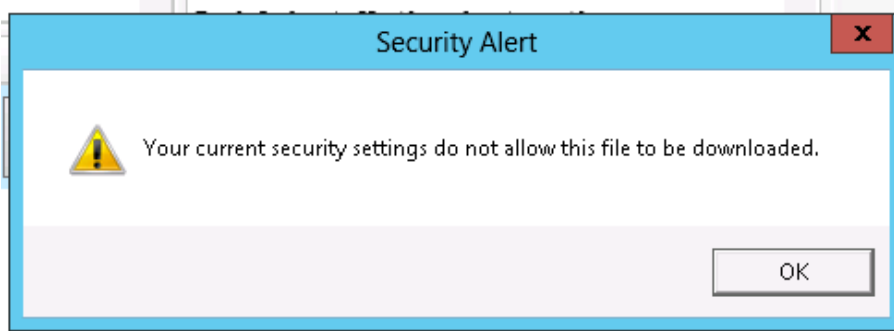
6. Under the **Active scripting** select **Enable**

7. Click **OK**8. Click **OK**9. Refresh the <https://my.eafactory.com/UserInterface/index.zul?p=1> page and login

5.20.2 How to Enable Download in your Internet Explorer

Issue

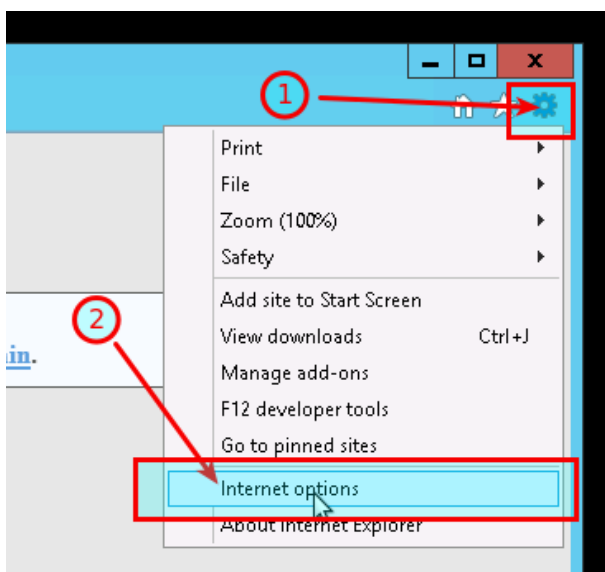
I tried to download the EA setup application in the **Internet Explorer** But the following error message popped up.



File download is disabled in the Internet Explorer

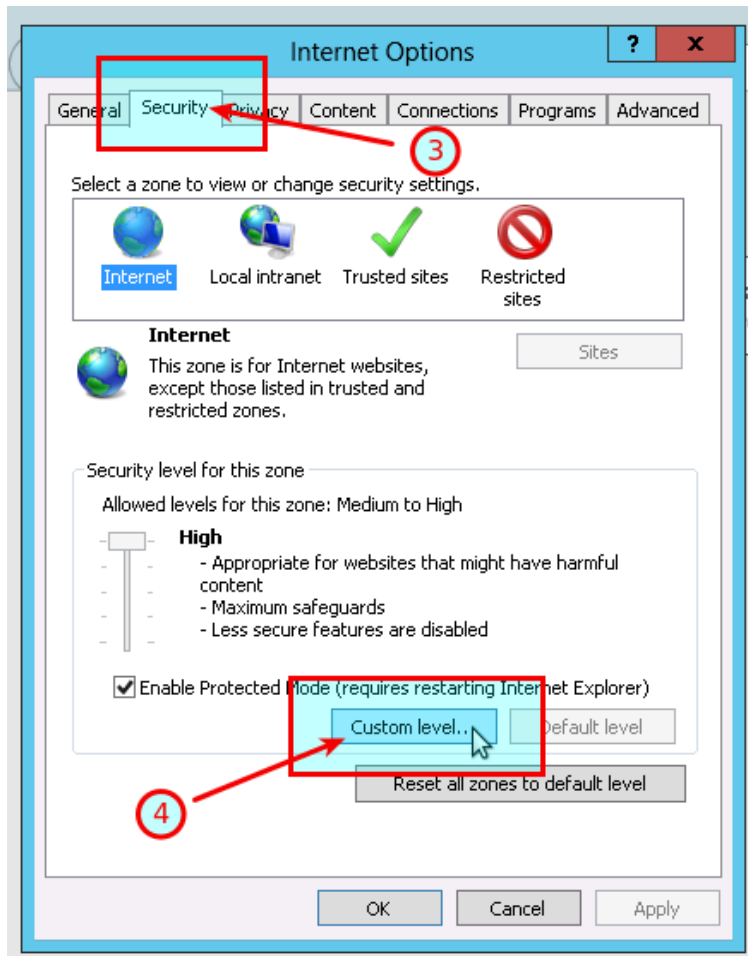
To download a file you may need to enable the Download in the **Internet Explorer**

1. In the Inter Explorer click **Tools** icon
2. Select **Internet options**

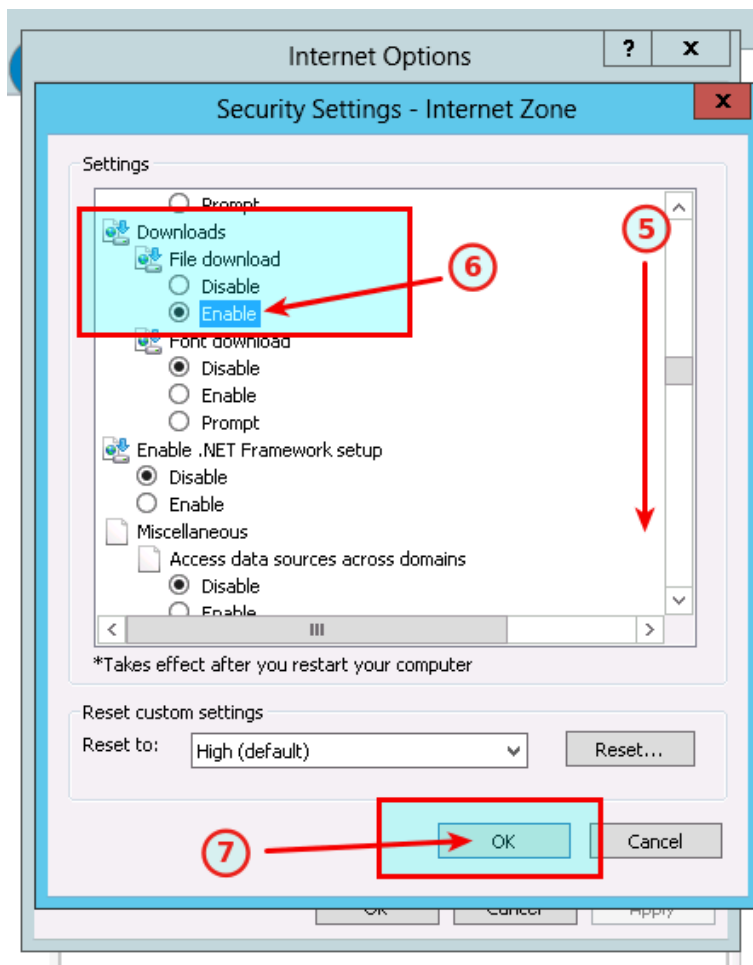
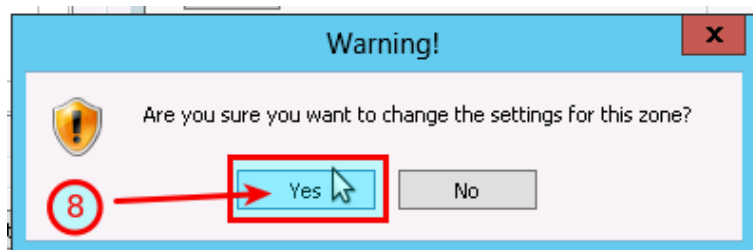


3. Go to the **Security** tab

4. Select **Custom level**



5. Scroll down until you see **Downloads**
6. Under the **File download** select **Enable**

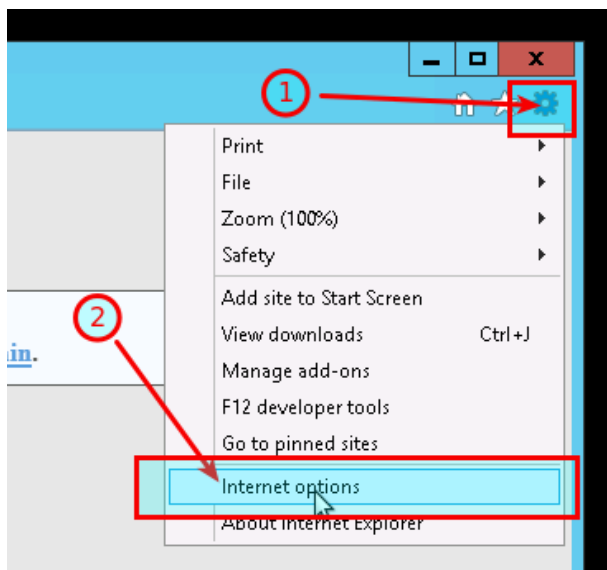
7. Click **OK**8. Click **OK**9. click the **Product Download** button again

5.20.3 Clean up after the download in the Internet Explorer

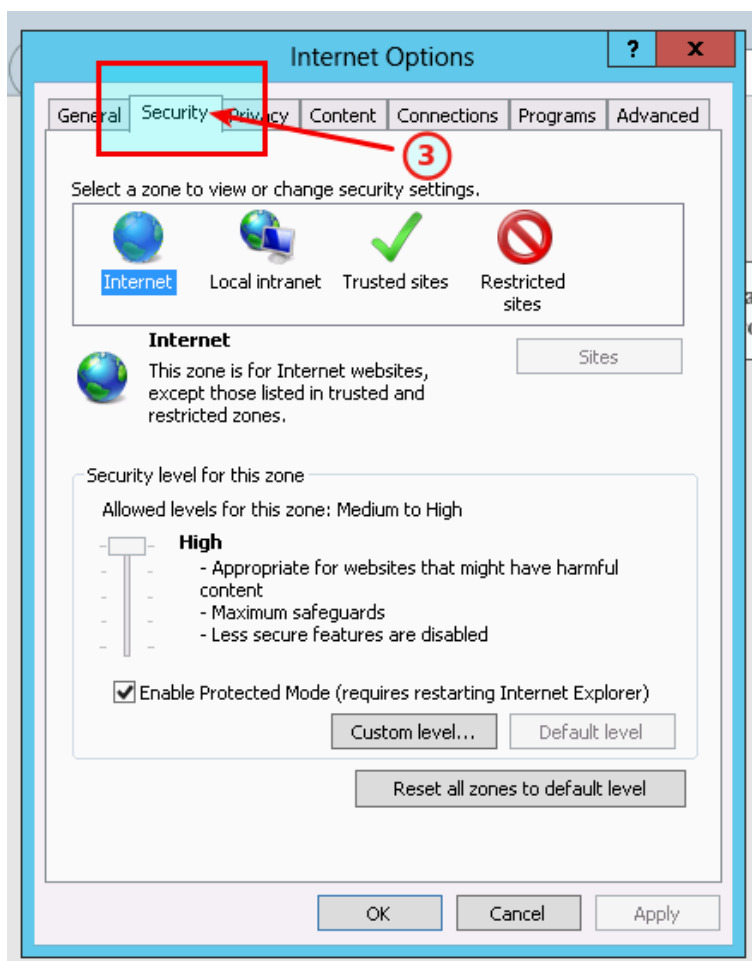
In this topic we guide you through how to clean up after download in VPS environment.

1. In the Inter Explorer click **Tools** icon

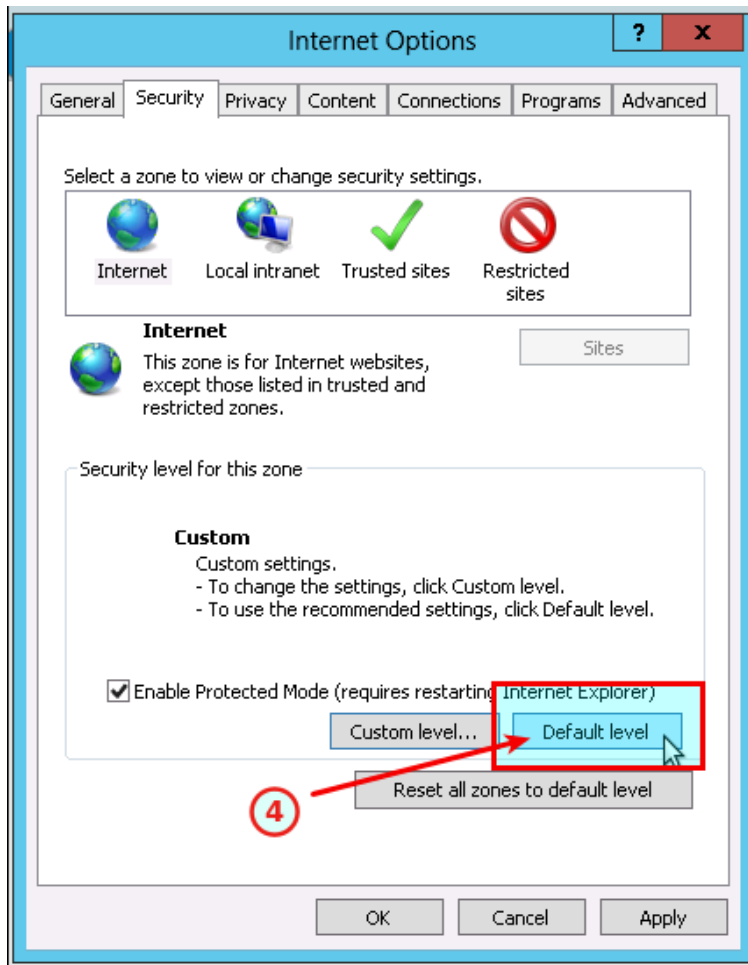
2. Select Internet options



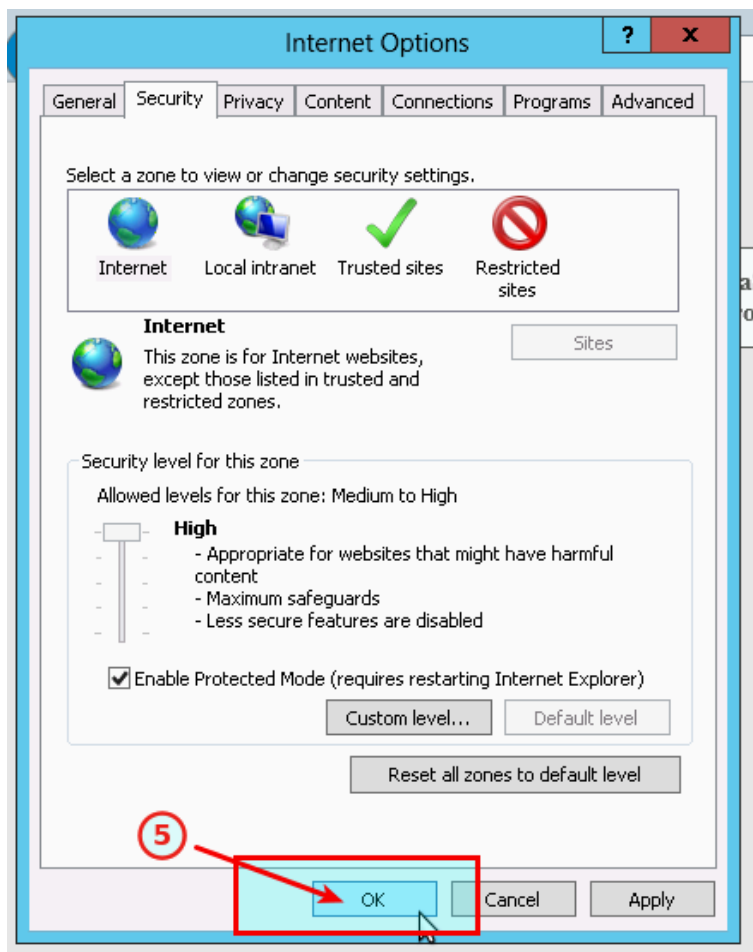
3. Go to the Security tab



4. Click the **Default level**



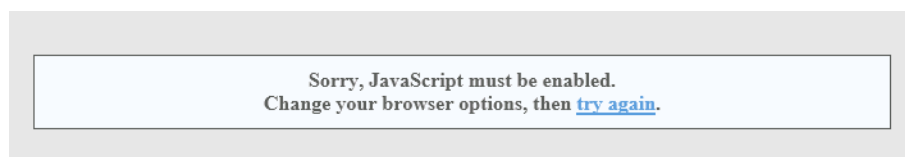
5. Click OK



5.21 How to enable JavaScript in your Internet Explorer

Issue

I tried to load the [Web Support Centre](#) in the **Internet Explorer** But the following error message popped up.

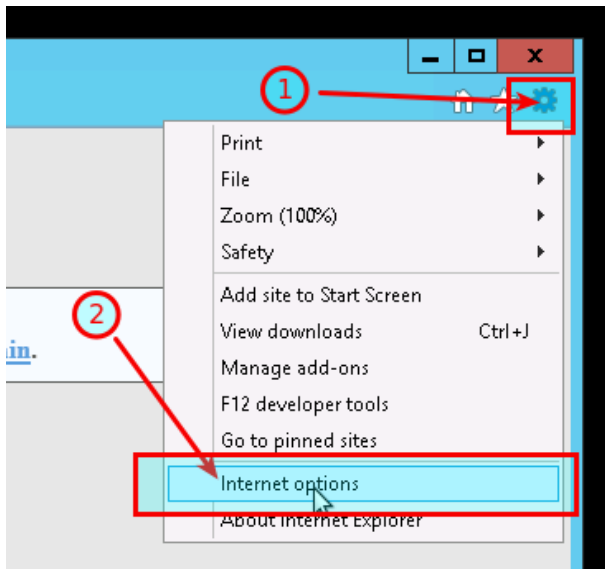


JavaScripts are disabled in the Internet Explorer

To load the [Web Support Centre](#) you may need to enable the usage of JavaScript in the **Internet Explorer**

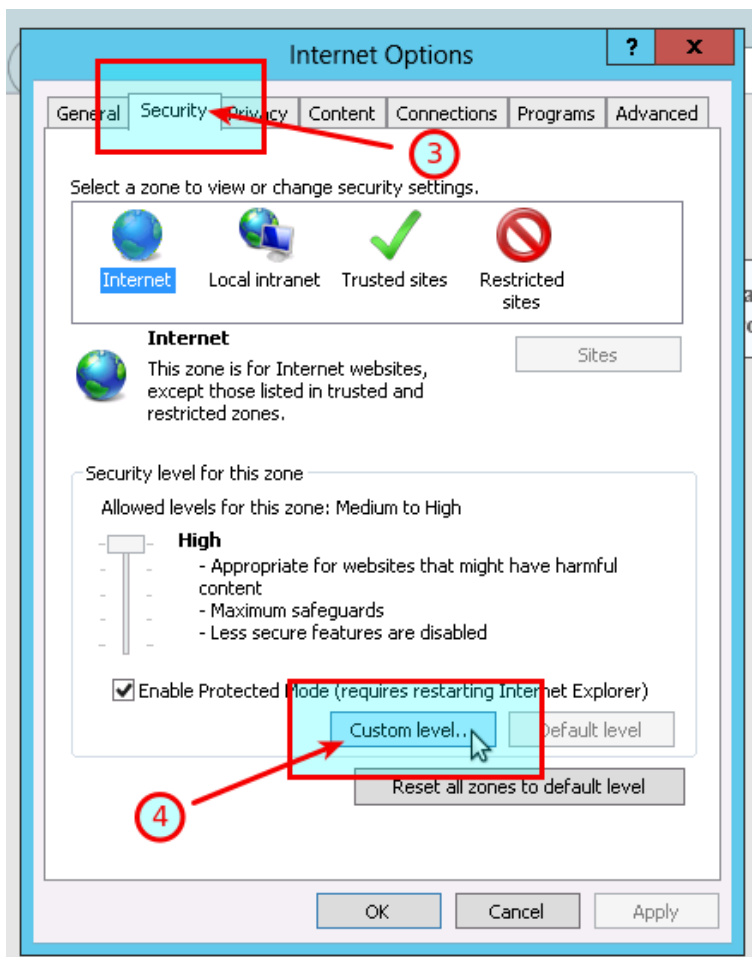
1. In the Inter Explorer click **Tools** icon

2. Select Internet options



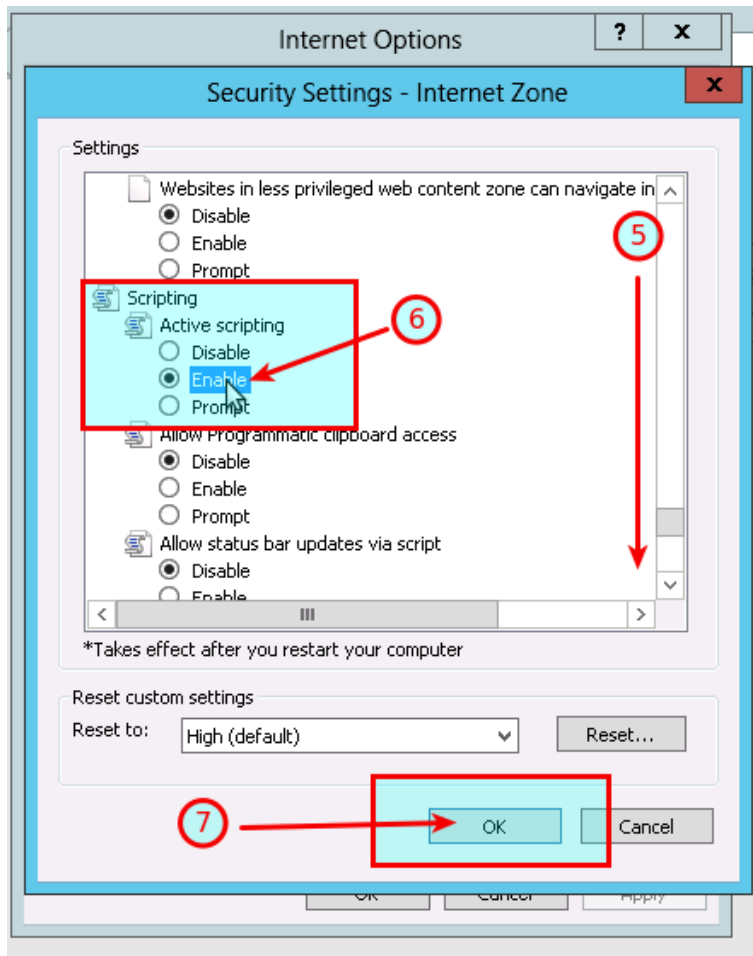
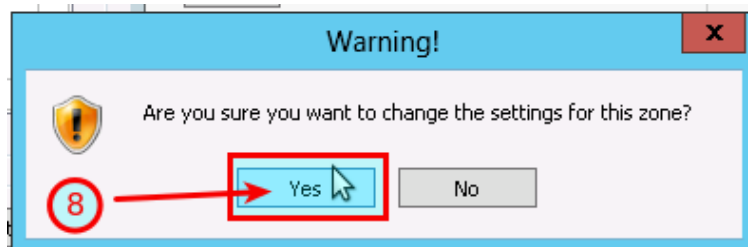
3. Go to the Security tab

4. Select Custom level



5. Scroll down until you see Scripting

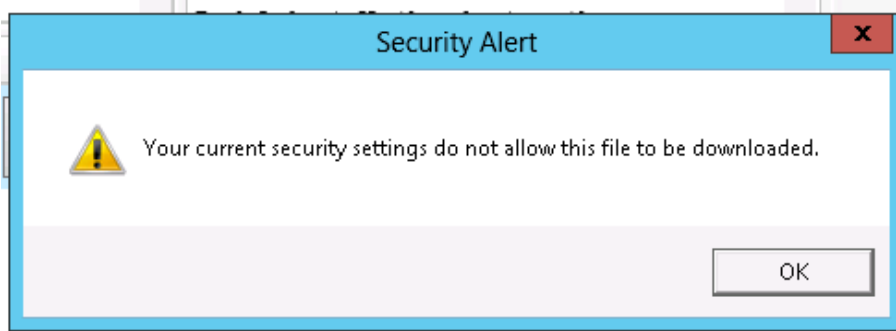
6. Under the Active scripting select Enable

7. Click **OK**8. Click **OK**9. Refresh the <https://my.eafactory.com/UserInterface/index.zul?p=1> page and login

5.22 How to Enable Download in your Internet Explorer

Issue

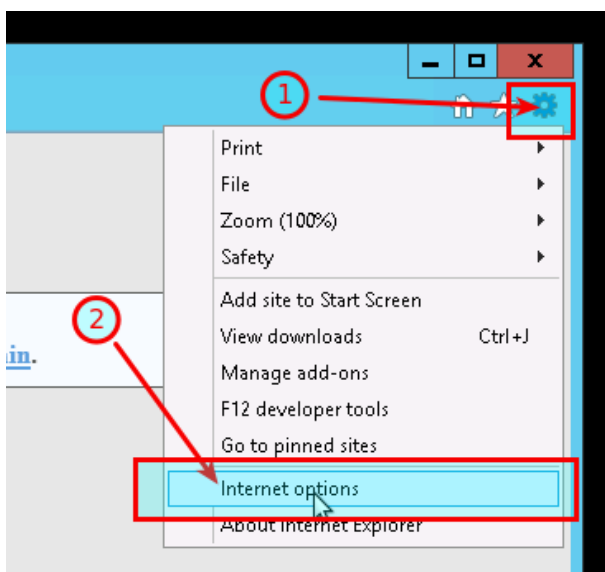
I tried to download the EA setup application in the **Internet Explorer** But the following error message popped up.



File download is disabled in the Internet Explorer

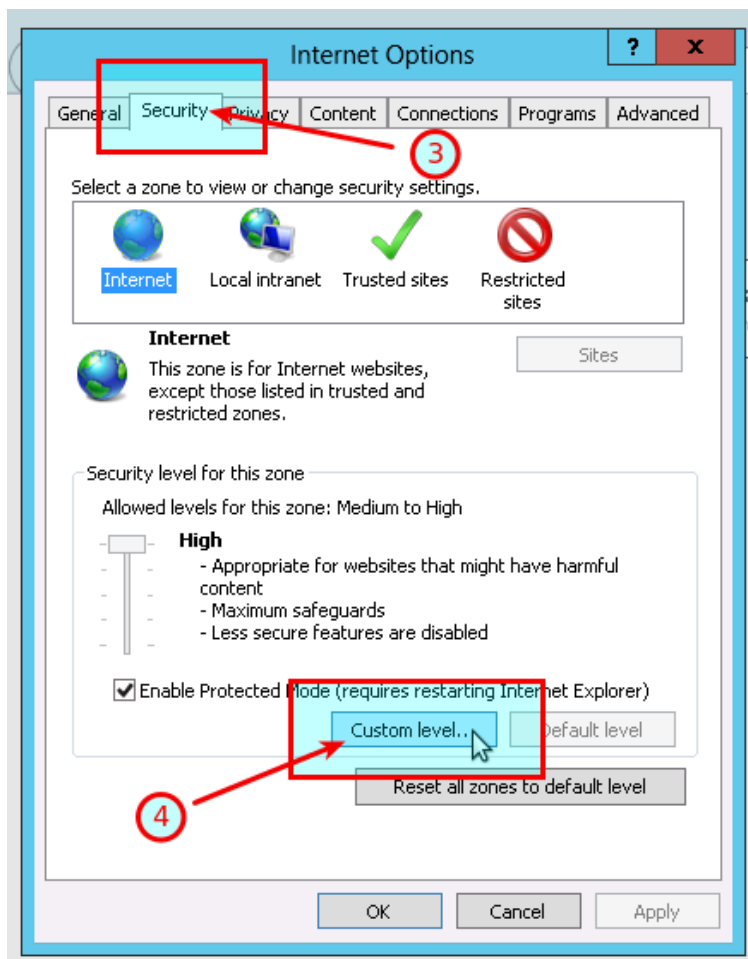
To download a file you may need to enable the Download in the **Internet Explorer**

1. In the Inter Explorer click **Tools** icon
2. Select **Internet options**



3. Go to the **Security** tab

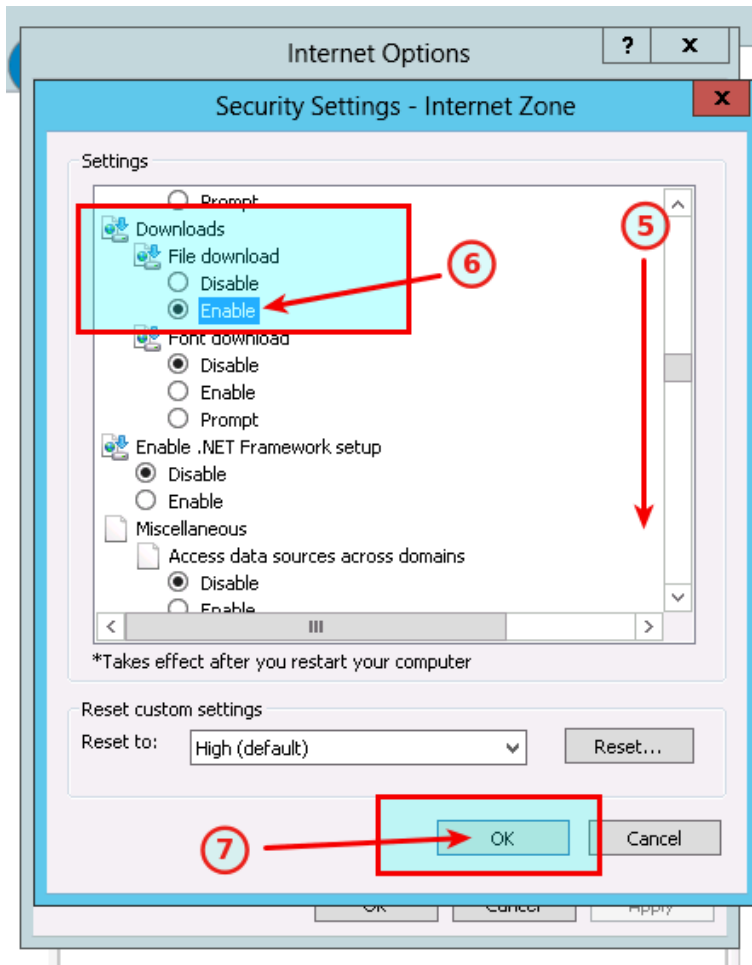
4. Select **Custom level**



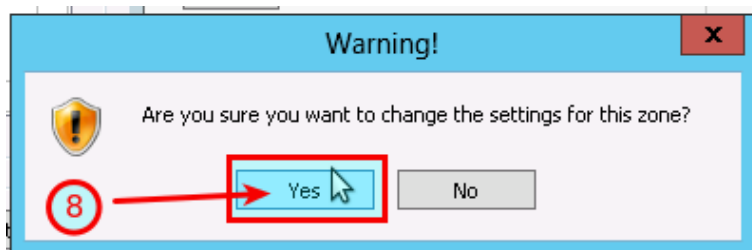
5. Scroll down until you see **Downloads**

6. Under the **File download** select **Enable**

7. Click OK



8. Click OK



9. click the **Product Download** button again

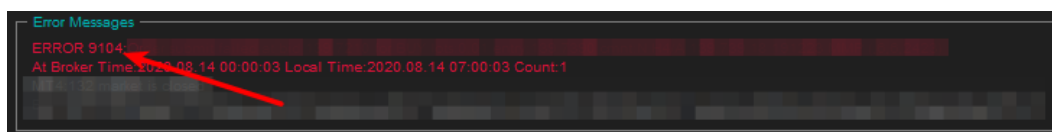
Chapter 6

Operational Messages

The TradeReceiver EA operational messages and resolution guide.

Expert Advisors Operational Messages

Observe the message number displayed in **red** in the EA dashboard. Find that EA code in the table below and click on that number to see the details and possible resolutions:

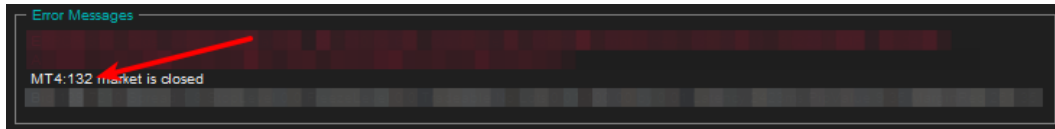


EA Code	Severity	Message	Description
1001	Error	Setup problem: DLL imports not allowed. Tick Allow DLL imports in Common tab of the properties window.	Configuration setting is missing to allow the EA to use dynamically loaded libraries (DLLs). Enable the load of DLLs and restart the EA. More...
1002	Error	Incomplete EA installation: Run setup application for MT4 instance "<MT4DataPath>'s Data Folder"	Product installation is not complete or damaged. Run the setup application for the MT4 terminal instance as displayed. More...
1006	Error	MT4 Expert Advisors are disabled: click AutoTrading icon on MT4 toolbar to execute the EA.	EA does not perform its operations, not monitoring nor reacting to price movements of the market. More...
1007	Error	Live trading is not allowed (no smiley face): press F7 and tick Allow live trading box on Common tab.	The EA is unable to perform trading operations, there is a frown icon in the top right corner of the chart. More...
1008	Error	Authentication failed or interrupted (<Stopped>, <Status>, <Response>, <Reason>, <FlipOverCount>, <Latency>)	The EA is not able to authenticate the user access to the service at its start up time. More...
1121	Error	Order close failed at bid <Bid> for #<TicketNo> <TicketType> cmnt:<TicketComment> (<AttemptNo>, <TicketCount>/<TotalTicketCount>, <Latency>ms)	Attempt to close an open trade returned with error. More...
1163	Warning	Connection - Down X times Last time...	The MT4 lost connection to the broker's server. More...
2101	Error	Initialization failed	Initialization failed More...

EA Code	Severity	Message	Description
2118	Error	Service access disabled (<AccessID>, <ConfirmationID>) - shutting down...	The user quits the authentication process, or the EA is not able to authenticate the user access to the service. More...
9104	Error	Order submit failed at bid ...	Broker server rejects orders submitted by the EA. More...

MetaTrader Operational Messages

Observe the message number displayed in **white** in the EA dashboard. Find that MT4 code in the table below and click on that number to see the details and possible resolutions:



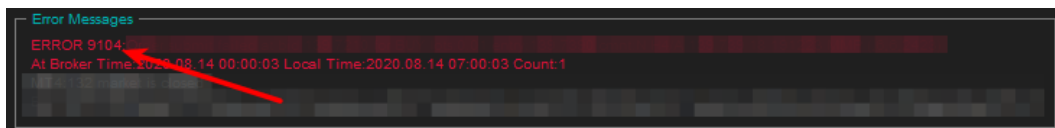
MT4 Code	Severity	Message	Description
2	Error	Common error.	Connection, broker account or market related error. More...
129	Error	Invalid price.	The market price moved in the meanwhile making the price in the order not feasible. More...
132	Error	Market is closed.	Market is closed, trading is not available. More...
133	Error	Trade is disabled.	Broker disabled trading on this account. More...
136	Error	Off quotes.	No current prices available or a broker configured limit breached. More...
148	Error	Amount of open and pending orders has reached the limit.	The broker account does not allow for more open or pending orders on the account. More...

6.1 Operational Messages

Expert Advisor Operational Messages.

Expert Advisors Operational Messages

Observe the message number displayed in **red** in the EA dashboard. Find that EA code in the table below and click on that number to see the details and possible resolutions:



EA Code	Severity	Message	Description
1001	Error	Setup problem: DLL imports not allowed. Tick Allow DLL imports in Common tab of the properties window.	Configuration setting is missing to allow the EA to use dynamically loaded libraries (DLLs). Enable the load of DLLs and restart the EA. More...
1002	Error	Incomplete EA installation: Run setup application for MT4 instance "<MT4DataPath>'s Data Folder"	Product installation is not complete or damaged. Run the setup application for the MT4 terminal instance as displayed. More...
1006	Error	MT4 Expert Advisors are disabled: click AutoTrading icon on MT4 toolbar to execute the EA.	EA does not perform its operations, not monitoring nor reacting to price movements of the market. More...
1007	Error	Live trading is not allowed (no smiley face): press F7 and tick Allow live trading box on Common tab.	The EA is unable to perform trading operations, there is a frown icon in the top right corner of the chart. More...
1008	Error	Authentication failed or interrupted (<Stopped>, <Status>, <Response>, <Reason>, <FlipOverCount>, <Latency>)	The EA is not able to authenticate the user access to the service at its start up time. More...
1121	Error	Order close failed at bid <Bid> for #<TicketNo> <TicketType> cmnt:<TicketComment> (<AttemptNo>, <TicketCount>/<TotalTicketCount>, <Latency>ms)	Attempt to close an open trade returned with error. More...
1163	Warning	Connection - Down X times Last time...	The MT4 lost connection to the broker's server. More...
2101	Error	Initialization failed	Initialization failed More...
2118	Error	Service access disabled (<AccessID>, <ConfirmationID>) - shutting down...	The user quits the authentication process, or the EA is not able to authenticate the user access to the service. More...
9104	Error	Order submit failed at bid ...	Broker server rejects orders submitted by the EA. More...

6.1.1 Message 1001

Code	Severity	Message	Description
1001	Error	Setup problem: DLL imports not allowed. Tick Allow DLL imports in Common tab of the properties window.	Configuration setting is missing to allow the EA to use dynamically loaded libraries (DLLs). Enable the load of DLLs and restart the EA. More...

Setup problem: DLL imports not allowed

Issue

The EA is not able to start up when gets attached to a chart because some of its dependencies could not be loaded into memory. The EA requires some dynamically loaded libraries (DLL) to be loaded

into memory from disks. When the EA configuration settings do not allow the load of DLLs then the EA cannot start up and reports this error message.

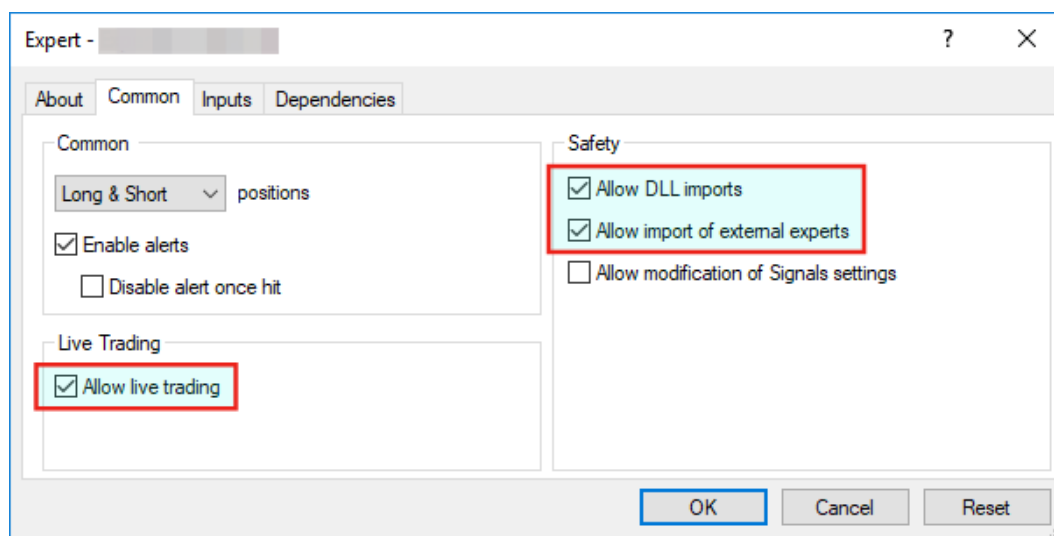
Possible root cause

- The EA configuration does not allow for the load of DLLs.

Resolution

Enable the load of DLLs in the EA configuration dialog.

1. Attach the EA to a chart, or if already attached then select the chart and
 - In case of an EA: press F7
 - In case of an indicator: press Ctrl+I and double-click the name of the indicator in the list.
2. Go to the **Common** tab of the **Property** window.
3. Tick the checkbox **Allow DLL imports**.
4. Click **OK**.



6.1.2 Message 1002

Code	Severity	Message	Description
1002	Error	Incomplete EA installation: Run setup application for MT4 instance "<MT4DataPath>'s Data Folder"	Product installation is not complete or damaged. Run the setup application for the MT4 terminal instance as displayed. More...

Incomplete Installation

Issue

The EA is not able to start up when gets attached to a chart because some of its dependencies could not be found on the file system.

Possible root cause

- The EA setup application was not able to perform all its steps, not completed in full.
- The product was installed manually and some of the steps were missed.
- The MT4 instance's file system got damaged, some files got corrupted or deleted.

Resolution

Download the EA setup application and execute it to get the product installed for the MT4 instance:

1. Download the setup application from [Web Support Centre](#).

2. Execute the setup application to get the product installed. For installation guide refer to any of the following:
 - [Getting Started with the TradeReceiver EA](#)
 - [Step-by-step Installation of EAs and Indicators](#)

6.1.3 Message 1006

Code	Severity	Message	Description
1006	Error	MT4 Expert Advisors are disabled: click AutoTrading icon on MT4 toolbar to execute the EA.	EA does not perform its operations, not monitoring nor reacting to price movements of the market. More...

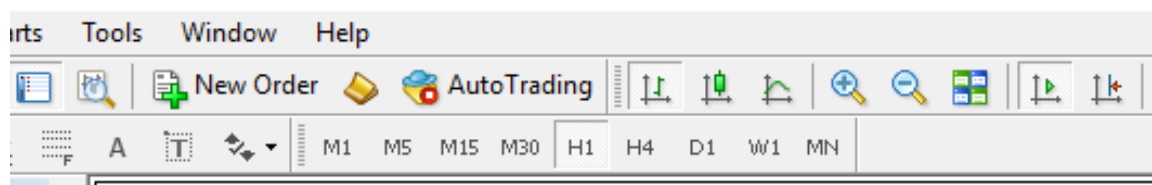
EA AutoTrading Disabled

Issue

The EA is not responding to price movements, not performing its logic upon data ticks coming in from the broker. The MT4 toolbar button **AutoTrading** is disabled.

Possible root cause

- The **AutoTrading** button on the MT4 toolbar is disabled.



Resolution

Press the **AutoTrading** button on the MT4 toolbar.



6.1.4 Message 1007

Code	Severity	Message	Description
1007	Error	Live trading is not allowed (no smiley face): press F7 and tick Allow live trading box on Common tab.	The EA is unable to perform trading operations, there is a frown icon in the top right corner of the chart. More...

Live Trading Not Allowed

Issue

The EA is unable to perform trading operations, there is a frown icon in the top right corner of the chart.

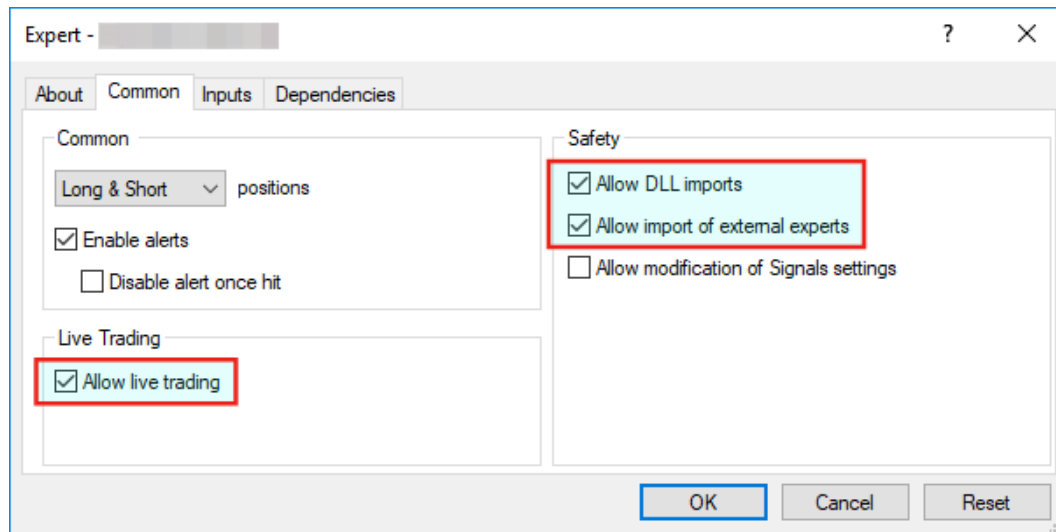
Possible root cause

- The **Allow live trading** checkbox is not ticked at the EA properties window.

Resolution

Enable live trading in the EA properties window.

1. Go to the chart and press F7.
2. Go to the **Common** tab of the Expert properties window.
3. Tick the checkbox **Allow live trading**.
4. Click **OK**



6.1.5 Message 1008

Code	Severity	Message	ToDo
1008	Error	Authentication failed or interrupted (<Stopped>, <Status>, <Response>, <Reason>, <FlipOverCount>, <Latency>)	The EA is not able to authenticate the user access to the service at its start up time. More...

Failed Authentication

Issue

The EA is not able to authenticate the user access to the service at attach or restart time and does not start up.

Possible root cause

- The EA could not connect to the authentication server.
- The user quit the authentication process.
- There is a typo in the **Access ID** entered by the user.
- The TradeReceiver EA is not yet purchased by the user.
- The TradeReceiver EA was purchased, but not yet activated by the user.
- The TradeReceiver EA was purchased or a trial started, but the licensed period (e.g. calendar days) has lapsed.
- The TradeReceiver EA was purchased, but the licensed usage limit (e.g. number of parallel accesses) is breached by the user.

Resolution

Double check the following items to find resolution to the issue.

1. Ensure that the computer has working Internet connection. For example, go to the [Web Support Centre](#) and see if the page loads with no issues. When the Internet connection is working, restart the EA by pressing F7 and clicking the **OK** button of the **Expert** property window.
2. Ensure you enter the correct Access ID, case sensitive, without any typo, and click the **Save** button of the **Service Access Settings** authentication window.

3. Ensure you have purchased the product. Log in to the [Web Support Centre](#) and select the TradeReceiver EA from the product list. If the product is **not** available for download then it is yet to be purchased at the [Web Support Centre](#).
4. Count the number of computers you are running the TradeReceiver EA on. If it is more than what the purchased EA licence copies allow then either shut down on the excess number of the computers all the running TradeReceiver instances, or purchase more licence at the [Web Support Centre](#).

6.1.6 Message 1018

Code	Severity	Message	Description
1018	Error	Initial SL <InitialStopLoss> is too low. Set EA parameter 'Initial SL for New Position' to higher than zero.	Position sizing feature is enabled but no Initial Risk Percent or Initial SL is configured. More...

Missing Initial SL for Position Sizing Feature

Issue

The position sizing feature is enabled and it requires both the *Initial Risk Percent* as well as the *Initial SL* to be set higher than zero.

Possible root cause

- The *Initial SL* is turned off, set to value zero.

Resolution

Set the *Initial SL* to higher than zero value.

6.1.7 Message 1121

Code	Severity	Message	Description
1121	Error	Order close failed at bid <Bid> for #<TicketNo> <TicketType> cmnt:<TicketComment> (<AttemptNo>, <TicketCount>/<TotalTicketCount>, <Latency>ms)	Attempt to close an open trade returned with error. More...

Attempt to Close an Open Trade Failed

Issue

The EA requested to close an open trade but it returned back with error. The operation may or may not have closed out the open trade.

Possible root cause

- The trade got closed off in the meantime by the broker server due to reaching its take profit or stop loss limits.
- The trade got closed off by another EA.
- The trade got closed off manually.
- The price quote changed slipping the close order outside of allowed range.
- The MT4 terminal lost its connection to the broker server.

Resolution

Typically this issue is temporary and the EA recovers from this issue automatically over the subsequent incoming data feed ticks. When this issue is reported only a few times there is no need for further attention. In order to double check that the trade got eventually closed off follow these steps:

1. Take a note of the ticket number reported by the message something like as #12345678.
2. Go to the **Account History** tab of the **Terminal** window (press Ctrl+T).
3. Search for the ticket number noted above, in the column **Order**.

If the ticket is found in the **Account History** tab then it got closed off subsequently with success, and no further action is needed.

In the case of connection problems, refer to the Knowledgebase topic [No Updates to Chart](#) for resolution.

Related information

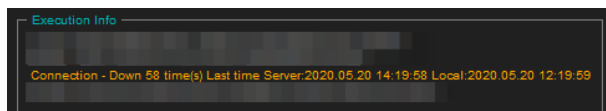
[No Updates to Chart](#) on page 52

6.1.8 Message 1163

Code	Severity	Message	Description
1163	Warning	Connection - Down X times Last time...	The MT4 lost connection to the broker's server. More...

Issue

The TradeReceiver EA got attached to a chart and the EA is up and running. The EA monitors the connection between the MT4 terminal and the broker server. When the MT4 loses connection to the broker server then the EA presents this Connection Down message in its dashboard - see the orange message as an example:



In the above screenshot the last connection issue happened at 14:19 broker server time (chart time).

This means that somewhere along the Internet connection path from your computer to the broker server, including your home networks, the Internet and your brokers remote networks, there was some temporary issue resulting in data transfer interruption.

During this time the TradeReceiver EA cannot receive price feed from the broker, i.e. no ticks are coming in. This also means that, due to the lack of price feed and ticks, the EA is not activated and cannot perform trading or managing open trades. When the MT4 re-establishes the connection to the broker server and price feed comes in again then the EA automatically resumes its trading operations.

Resolution

In order to minimize the downtime, please ensure the following:

1. Your computer is connected to your home networks over a wire, i.e. cabled to your modem or router. Note that wireless connectivity is more prone to connection issues.
2. Use a cable based Internet service provider, if feasible. Wireless based Internet service providers, like mobile or cellular based Internet providers could have more connectivity issues.
3. [Turn off the sleep or hibernation mode](#) on your computer. When your computer goes into sleep or hibernation the Internet connection would be lost.
4. If in doubt, restart your home networks: shutdown your computer, turn off your modem or router, wait 10 seconds then turn back on the modem/router then your computer.

Note: Even the best Internet connection could see a handful of connection issues on a daily basis. When you see more than a handful, like into 100 or more a day then your attention is needed.

Related information

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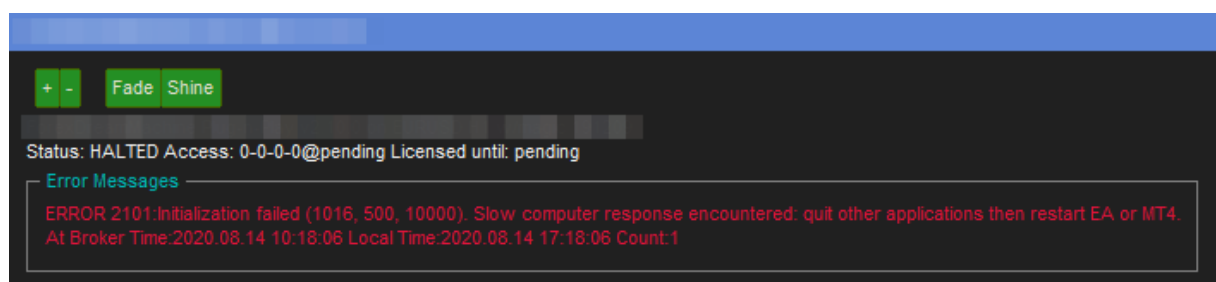
6.1.9 Message 2101

Code	Severity	Message	Description
2101	Error	Initialization failed	Initialization failed More...

Initialization failed

Issue

The EA dashboard shows that Initialization failed.



Possible root cause

- Your computer slowed down for some reason, and the EA could not start up in a timely manner.
- The EA shut down itself in order to reduce the load on your computer, and allow you to gain back responsiveness of the computer, so you can free up some resources.

Resolution

Sometimes this can be associated with heavy swap usage by the operating system, which could be caused by RAM shortage, or cycles of hibernation (close the lid of the laptop). The best way to clean this up is to simply to reboot your computer: exit the MT4, shut your computer down and boot it up again. Do not start up any other application just the MT4 and see if the EA can start up now, after the reboot.

6.1.10 Message 2118

Code	Severity	Message	ToDo
2118	Error	Service access disabled (<AccessID>, <ConfirmationID>) - shutting down...	The user quits the authentication process, or the EA is not able to authenticate the user access to the service. More...

Aborted Authentication

Issue

The EA is not able to authenticate the user access to the service at attach or restart time and does not start up.

Possible root cause

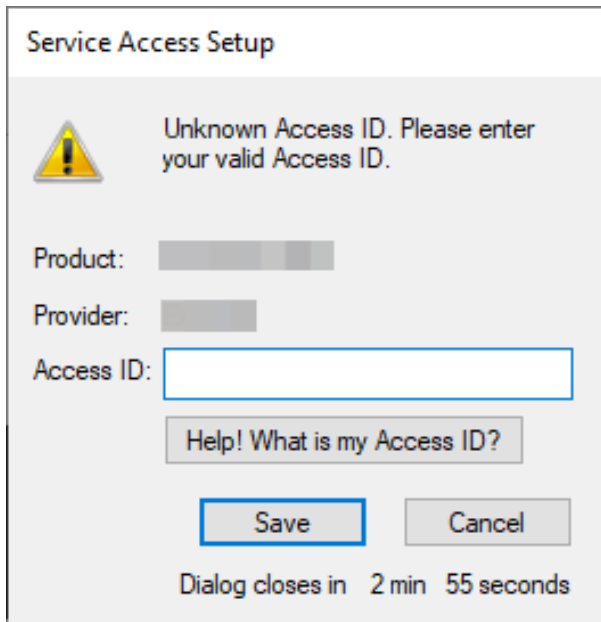
- The user quit the authentication process.
- The EA could not connect to the authentication server.
- There is a typo in the **Access ID** entered by the user.
- The TradeReceiver EA is not yet purchased by the user.
- The TradeReceiver EA was purchased, but not yet activated by the user.
- The TradeReceiver EA was purchased or a trial started, but the licensed period (e.g. calendar days) has elapsed.
- The TradeReceiver EA was purchased, but the licensed usage limit (e.g. number of parallel accesses) is breached by the user.

Resolution

Double check the following items to find resolution to the issue.

1. Ensure that the computer has working Internet connection. For example, go to the [Web Support Centre](#) and see if the page loads with no issues. When the Internet connection is working, restart the EA by pressing F7 and clicking the **OK** button of the **Expert** property window.

2. Ensure you enter the correct Access ID, case sensitive, without any typo, and click the **Save** button of the **Service Access Settings** authentication window.



3. Ensure you have purchased the product. Log in to the [Web Support Centre](#) and select the TradeReceiver EA from the product list. If the product is **not** available for download then it is yet to be purchased at the [Web Support Centre](#).
4. Count the number of computers you are running the TradeReceiver EA on. If it is more than what the purchased EA licence copies allow then either shut down on the excess number of the computers all the running TradeReceiver instances, or purchase more licence at the [Web Support Centre](#).

6.1.11 Message 9104

EA Code	Severity	Message	Description
9104	Error	Order submit failed at bid ...	Broker server rejects orders submitted by the EA. More...

Order submit failed at bid

Issue

The TradeReceiver EA sends a trading request to the broker server which rejects the request due to an issue on the broker side. The details of the broker side issue is described by the MT4 error code presented in the EA dashboard right below the red error message - here is an example:



Possible root cause

In your MT4 chart, observe the MT4 error code displayed in the EA dashboard. Find that MT4 code in the below table and click on that number to see the details and possible resolutions:

MT4 Code	Severity	Message	Description
2	Error	Common error.	Connection, broker account or market related error. More...

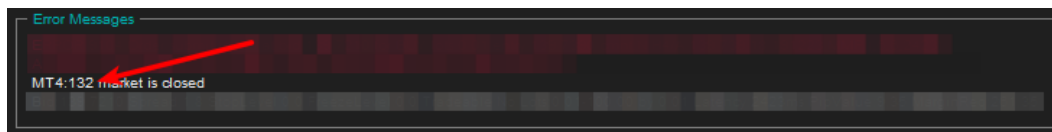
MT4 Code	Severity	Message	Description
129	Error	Invalid price.	The market price moved in the meanwhile making the price in the order not feasible. More...
132	Error	Market is closed.	Market is closed, trading is not available. More...
133	Error	Trade is disabled.	Broker disabled trading on this account. More...
136	Error	Off quotes.	No current prices available or a broker configured limit breached. More...
148	Error	Amount of open and pending orders has reached the limit.	The broker account does not allow for more open or pending orders on the account. More...

6.2 MetaTrader Operational Messages

MetaTrader Operational Messages.

MetaTrader Operational Messages

Observe the message number displayed in **white** in the EA dashboard. Find that MT4 code in the table below and click on that number to see the details and possible resolutions:



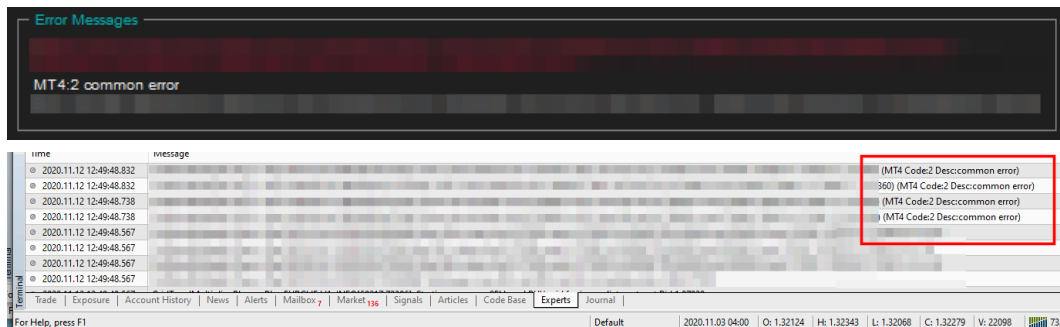
MT4 Code	Severity	Message	Description
2	Error	Common error.	Connection, broker account or market related error. More...
129	Error	Invalid price.	The market price moved in the meanwhile making the price in the order not feasible. More...
132	Error	Market is closed.	Market is closed, trading is not available. More...
133	Error	Trade is disabled.	Broker disabled trading on this account. More...
136	Error	Off quotes.	No current prices available or a broker configured limit breached. More...
148	Error	Amount of open and pending orders has reached the limit.	The broker account does not allow for more open or pending orders on the account. More...

6.2.1 MT4 Message 2

MT4 Code	Severity	Message	Description
2	Error	Common error.	Connection, broker account or market related error. More...

MT4 Message: Common error

Issue



The EA dashboard shows that there is a 'common error' on the MT4 level which blocks the communication or trading with the broker server. This may occur after a lost connection over the Internet to the broker server where the reconnection did not succeed properly, or due to some other account or market related issue.

Resolution

Restart your MT4: In the MT4 menu select **File > Exit**, wait 5 seconds then start it up again. Hopefully the EA 'code 2, common error' would get cleared and the MT4 would be able to operate fully again.

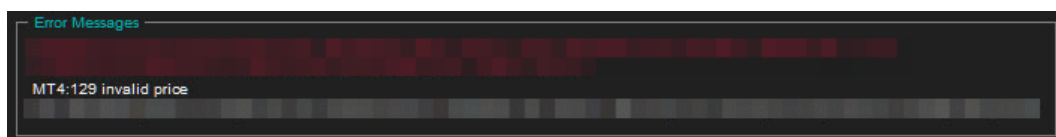
When the demo broker account expires this message may turn up. In this case create a new demo account with the broker.

6.2.2 MT4 Message 129

MT4 Code	Severity	Message	Description
129	Error	Invalid price.	The market price moved in the meanwhile making the price in the order not feasible. More...

MT4 Message: Invalid price

Issue



The EA dashboard shows that the order failed because of the market price moved on by the time the order reached the broker, which can happen in trading on a daily basis.

Resolution

In this case the EA automatically sends a new order according to the new market price and recovers from this issue on its own.

Watch out for the 'Count:' figure at the end of the red error message. Only if the Count figure would keep increasing every few seconds or so for longer than 5 - 10 minutes then a closer look would be needed. That could be an indication of a permanent issue which may need investigation and

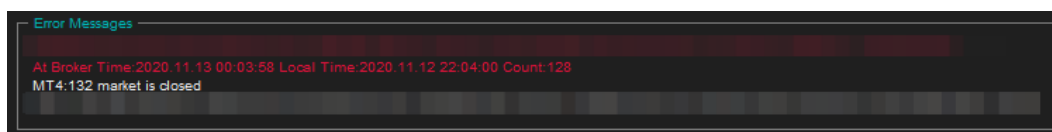
intervention. In this case send a screenshot of the chart showing the EA dashboard including the error message in full to [support](#).

6.2.3 MT4 Message 132

MT4 Code	Severity	Message	Description
132	Error	Market is closed.	Market is closed, trading is not available. More...

MT4 Message: Market is closed

Issue



The EA dashboard shows that the root cause of the issue was that the broker closed the trading of the market at around midnight GMT broker time.

Resolution

This is probably due to the practice the broker switches liquidity providers (banks) at around midnight GMT when the EU/US session ends and the Asian session kicks in. The switchover period could be just a few minutes but may last up to an hour or so around midnight GMT. As the Count: figure is increasing only over this short switchover period this is only a temporary issue.

The EA automatically recovers from this situation on its own and sends new orders to the broker when the market becomes open for trading again.

Watch out for the 'Count:' figure at the end of the red error message. If the Count figure increases only during the midnight GMT switchover period then no further action or intervention is needed. However, if the Count figure would keep increasing at any time of the day (not only around midnight GMT) every few seconds or so for longer than 5 - 10 minutes then a closer look would be needed. That could be an indication of a permanent issue which may need investigation and intervention. In this case send a screenshot of the chart showing the EA dashboard including the error message in full to [support](#).

6.2.4 MT4 Message 133

MT4 Code	Severity	Message	Description
133	Error	Trade is disabled.	Broker disabled trading on this account. More...

MetaTrader Message: Trade is disabled

Issue

The TradeReceiver EA got attached to a chart, the EA is up and running. It keeps submitting market orders to the broker server. However, the broker's server does not execute these market orders, instead, the broker says the trade on this broker account is disabled:



The broker server reports the MT4 error code 133, which means that the **trade is disabled** on the account. This is not an EA issue, instead, this is an issue with the broker account. For some reason the broker account does not allow you to trade that market.

Resolution

Go through the following checklist to resolve this issue:

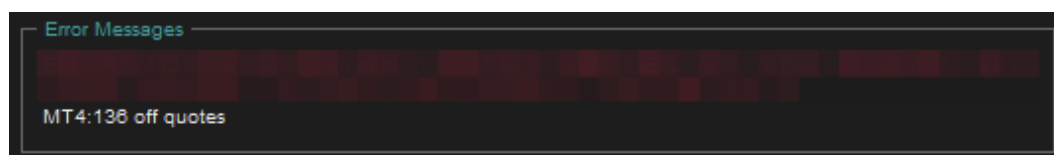
1. Restart the MT4 terminal to see if the restart and reconnect to the broker resolves this: In the MT4 menu select **File > Exit**, wait 5 seconds then start the MT4 up again.
2. Identify another symbol for the same market which is enabled for trading: In the MT4 menu select **View > Symbols** and search for symbol with different/extra suffix in the name, like EURUSD**ecn**. Add that symbol to the **Market Watch** window then attach the EA to this new symbol.
3. Logging into your MT4 broker account with the **investor login** credentials disables trading. Ensure that you log in to your broker account with the **full trader login** credentials.
4. Create another demo account with the broker.
5. Contact your broker and ask their support team to enable trading on the symbol or account
 - a. Your broker account may have reached some trade limits (e.g. overall maximum lots).
 - b. Your broker may have put (temporarily) trading limitations on your account for some reason.
 - c. Your broker may have to enable trading by EAs.

6.2.5 MT4 Message 136

MT4 Code	Severity	Message	Description
136	Error	Off quotes.	No current prices available or a broker configured limit breached. More...

MT4 Message: Off quotes

Issue



The EA dashboard shows that the order failed because of the current market prices are not available due to connectivity issues, or because some of the broker constraints got breached by the order, like quotes got outdated or moved too far away.

Resolution

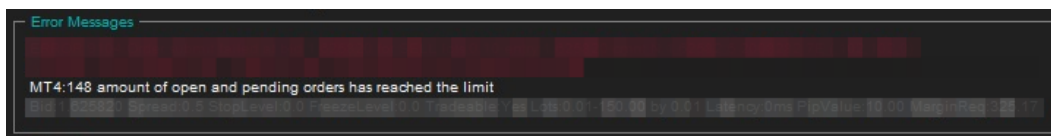
The EA automatically sends a new order according to the new market conditions and recovers from this issue on its own. There is no need for any intervention.

6.2.6 MT4 Message 148

MT4 Code	Severity	Message	Description
148	Error	Amount of open and pending orders has reached the limit.	The broker account does not allow for more open or pending orders on the account. More...

MT4 Message: Amount of open and pending orders has reached the limit

Issue



Based on the MT4 error code 148 the number of open trades reached the limit of the broker account, i.e. there are too many open trades on the account and no more trade can be entered. This is a broker account limitation, not an EA limitation.

Resolution

The number of open trades needs to be reduced on the broker account. If you run multiple EAs on the account then close some of those charts with the EAs and close the corresponding trades off. You may consider to open another broker account and start those EAs up on that new broker account.

You could also limit the number of trades this EA can open on the account - see the

6.2.7 MT4 Message 4024

MT4 Code	Severity	Message	Description
4024	Error	Internal error.	MT4 terminal internal issue. More...

MT4 Message: Internal error

Issue

Time	Message
2020.11.03 07:35:36.832	INFO[1237;1050018]: Start cleanup:4024 internal error
2020.11.03 07:35:27.545	WARN[3017;1050018]: 489:4024 internal error (MT4 Code:4024 Desc:internal error)
2020.11.03 07:33:58.024	INFO[1237;1050018]: Start cleanup:4024 internal error
2020.11.03 07:33:23.661	INFO[1237;1050018]: Start cleanup:4024 internal error
2020.11.03 07:33:09.540	INFO[1237;1050018]: Start cleanup:4024 internal error
2020.11.03 07:32:41.520	INFO[1237;1050018]: Start cleanup:4024 internal error
2020.11.03 07:31:12.410	INFO[1237;1050018]: Start cleanup:4024 internal error
2020.11.03 07:30:39.469	INFO[1237;1050018]: Start cleanup:4024 internal error
2020.11.03 07:30:23.871	INFO[1237;1050018]: Start cleanup:4024 internal error

The MT4 Expert tab shows that there is a 'internal error' in the MT4.

The 4024 comes up when the MT4 is busy, and some request from the EA, like to refresh the chart area, cannot be processed without delay. This is an internal issue to the MT4 due to a busy or overloaded environment. The impact of this issue is that the chart area may get refreshed with some delay. However, in extreme cases this may become an issue impacting the trading as well.

Resolution

If you get this 4024 only occasionally, a couple of times a day then you may ignore this message. However, if you get this message very regularly, then your MT4 or computer could be overloaded or its performance degraded. In this case exit your MT4, reboot your computer, and only start the MT4 up and no other applications which you do not use. If you still get 4024 messages then close some of the charts, detach some of the EAs in your MT4. This is to reduce the load on your computer and to eliminate this message.

Chapter 7

Support

Please contact support@eafactory.com if you require any further assistance. Please copy info@expert4x.com on your email.

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