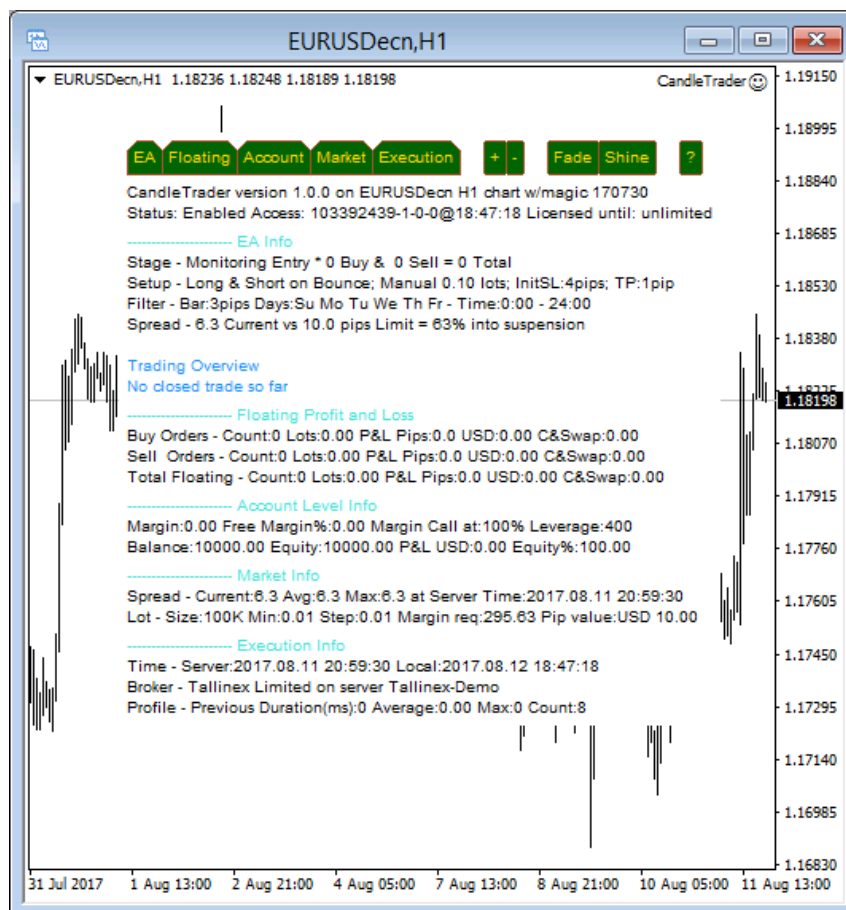


Expert4x CandleTrader EA

August 11, 2017



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Chapter 1

Copyright Notices

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Chapter 2

Getting Started with the CandleTrader EA

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

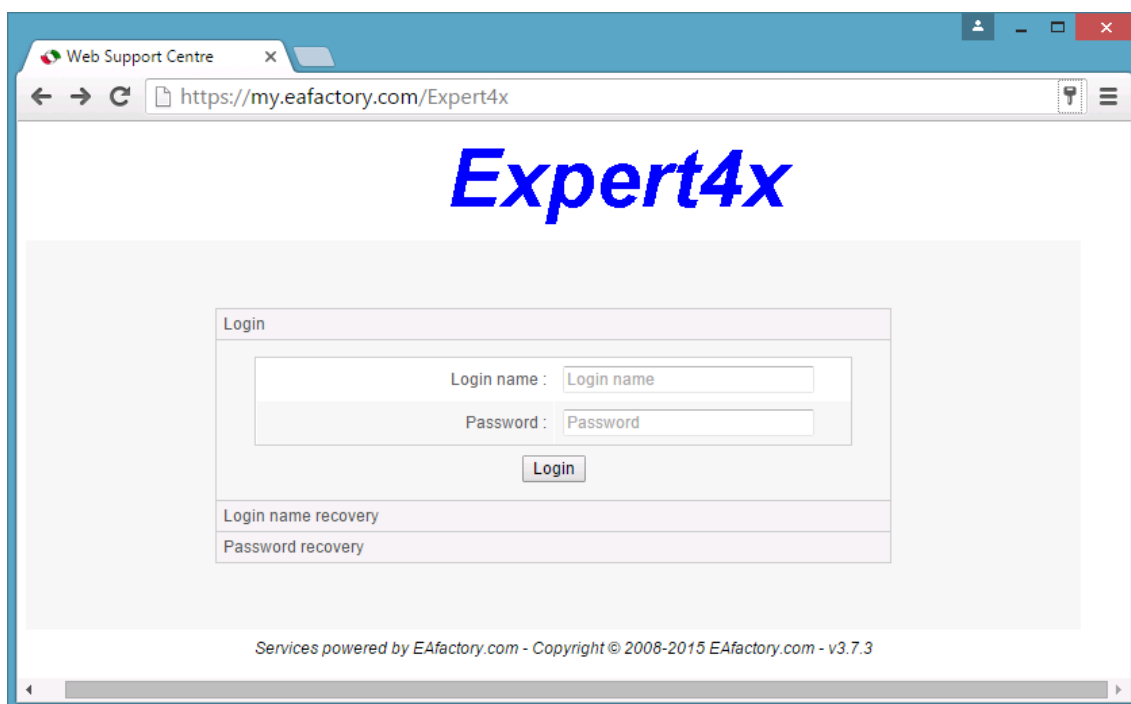
2.1 Installing the CandleTrader EA

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

Before you start...

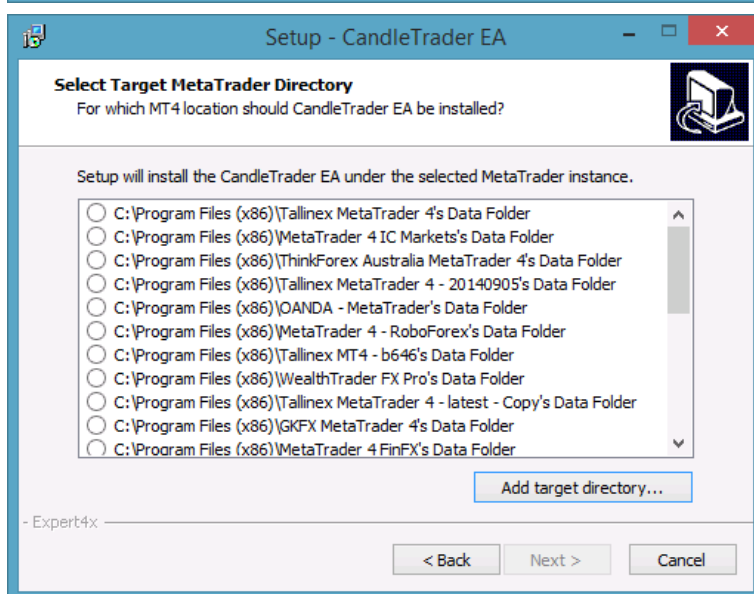
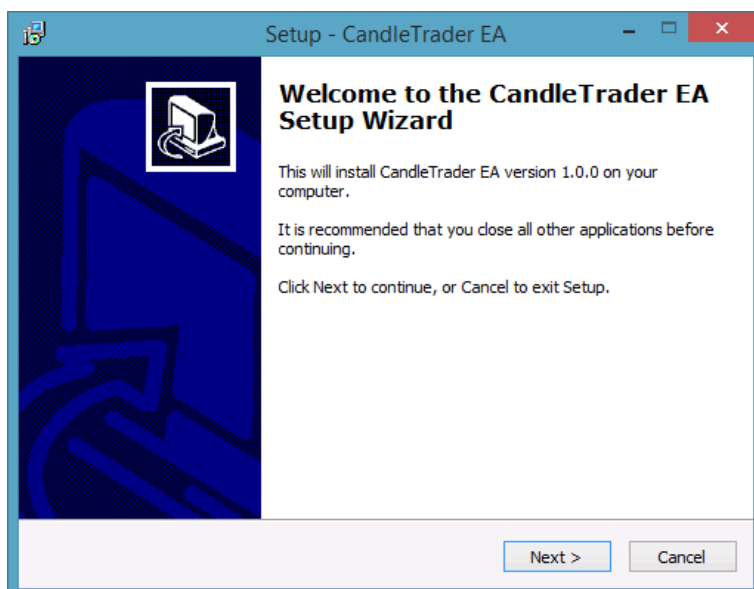
- Ensure that you have the login credentials to the Web Support Centre.
- Ensure that you have an MT4 terminal version 4.00 build 1090 or later installed.

1. Exit MT4 if it was running.
2. Log in to the [Web Support Centre](https://my.eafactory.com/Expert4x).



3. Select the desired service and download the setup application with the latest version.
4. Run the setup application. Select the MT4 instance during setup to where you want the service installed.
5. When setup completes start up MT4. CandleTrader EA entry should appear under the **EA** node in the **Navigator** window (**View > Navigator**)

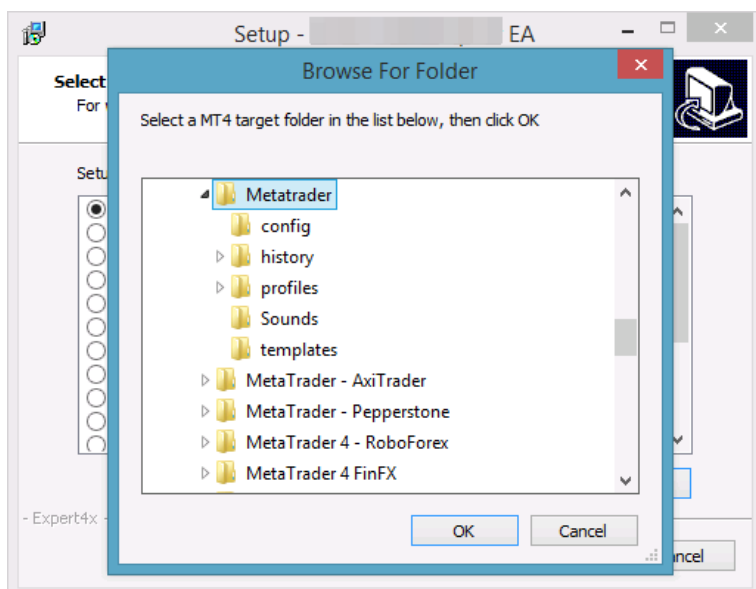
These pictures highlight the steps how to install the EA.



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

Note:

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



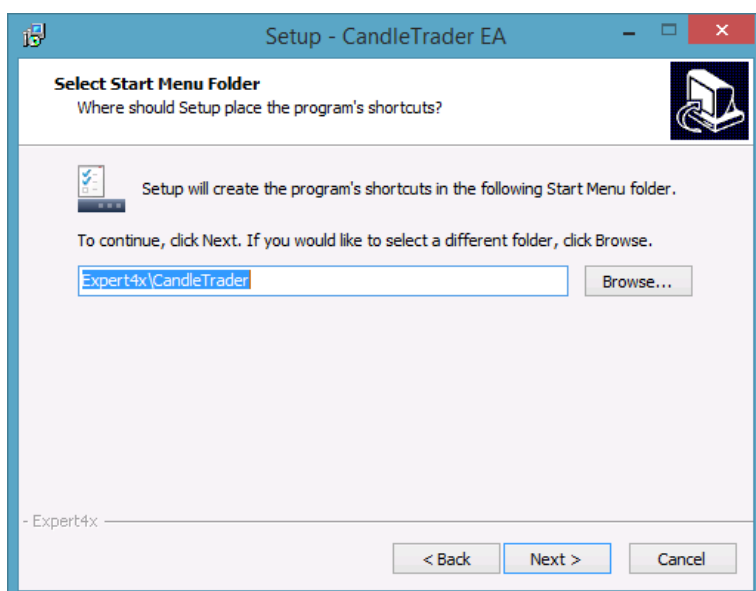
For earlier Windows versions the typical MetaTrader installation location could be

`C:\Program Files\BrokerSpecificName\`

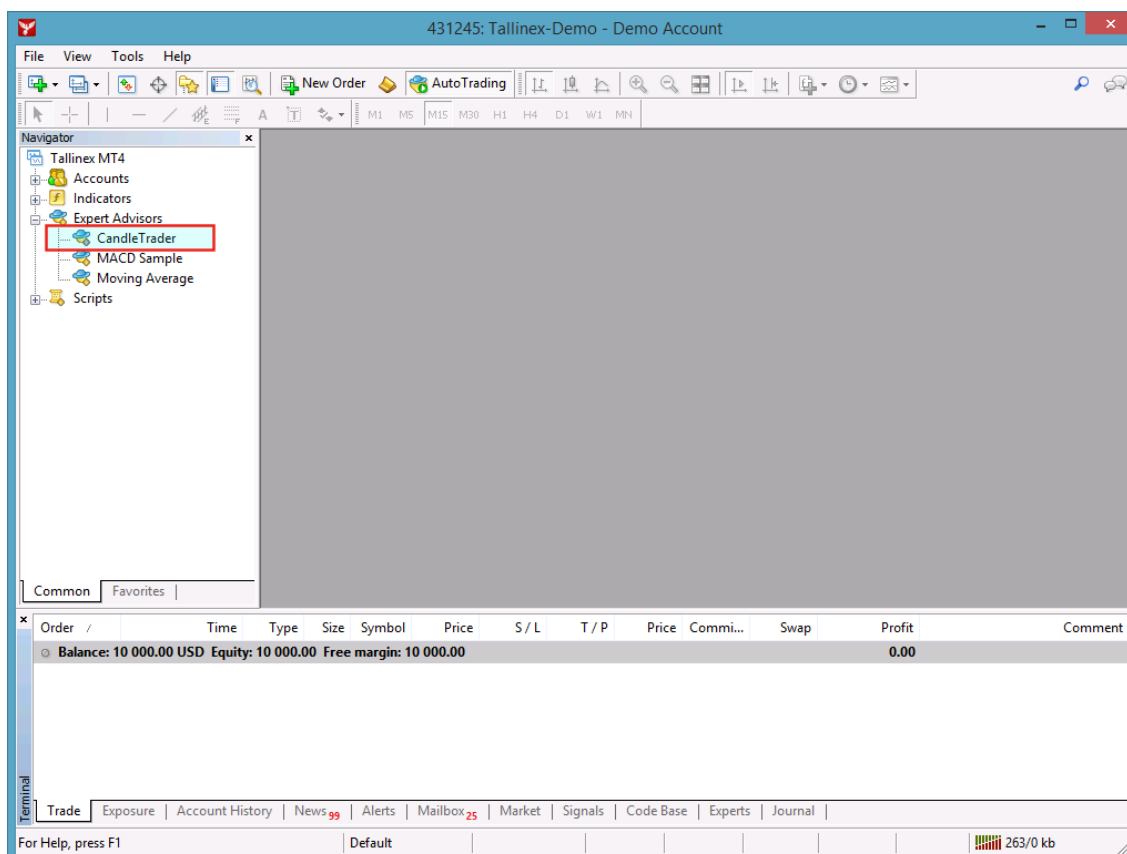
but you may have selected something else while performing the MetaTrader installation. As a hint, the following shows you the default path to the main MT4 directory for some brokers:

Broker	Default Path
IBFX broker	C:\Program Files\Interbank FX Trader
Tallinex broker	C:\Program Files\Tallinex MetaTrader 4
ODL UK broker	C:\Program Files\ODL MetaTrader 4

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



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



So everything is set up for the first activation of the CandleTrader Expert Advisor .

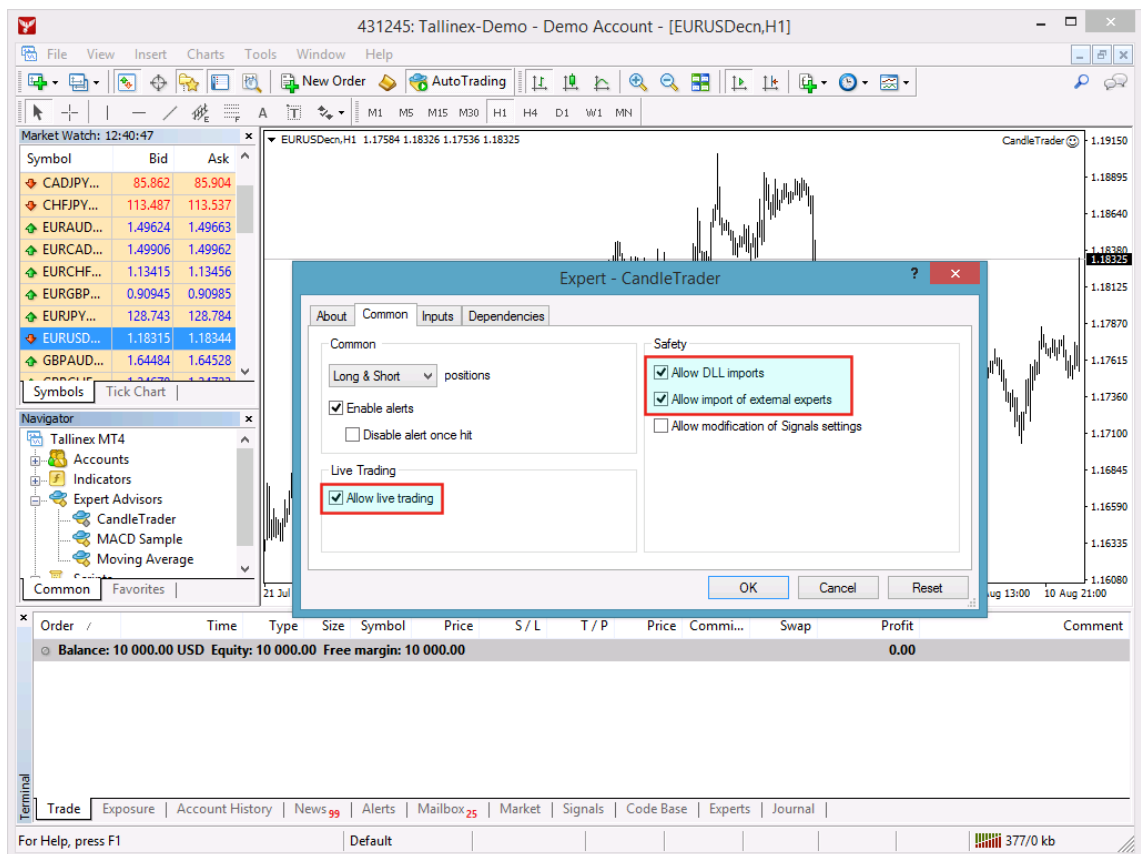
2.2 CandleTrader Expert Advisor First Time Activation

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 CandleTrader Expert Advisor in a few steps.

Attach the EA to a chart

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

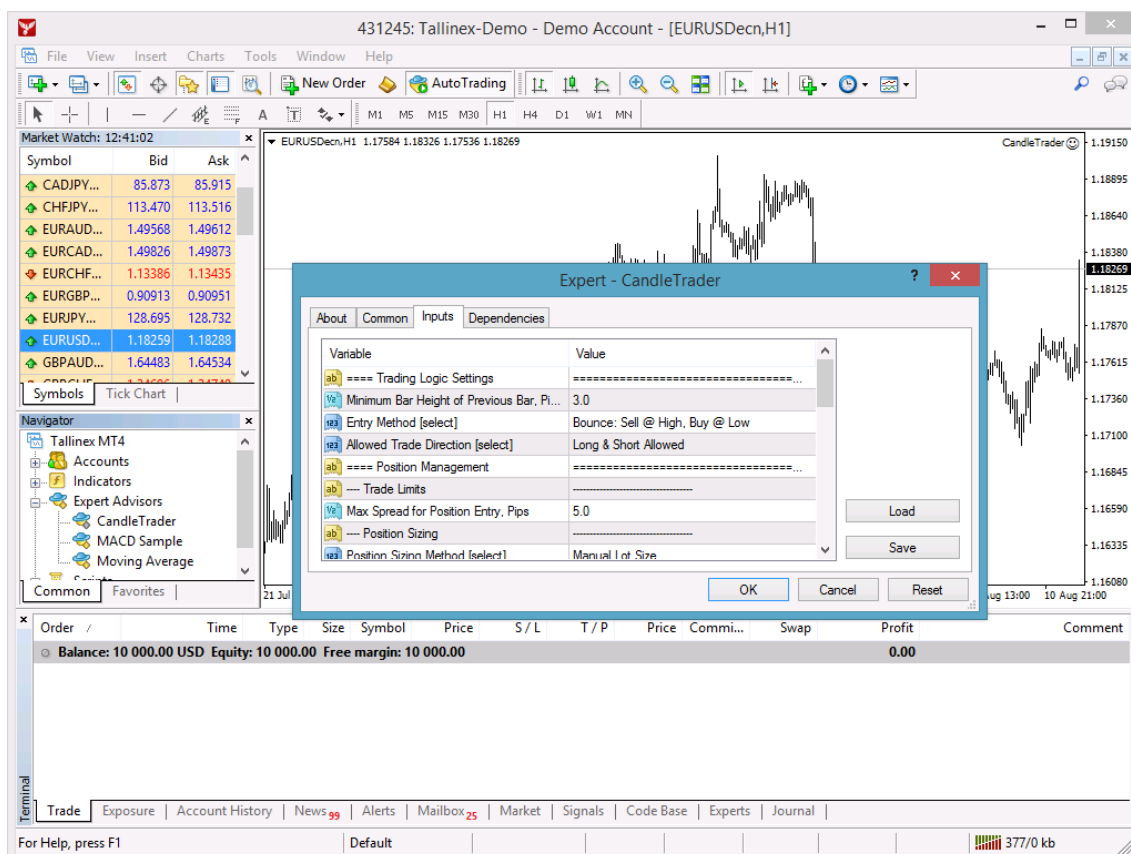


Note: Ensure that the

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

are **checked**.

2. Select the **Inputs** tab:

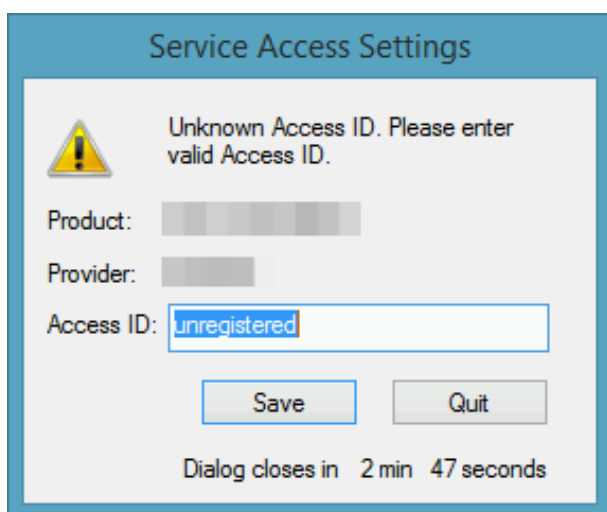


This lists the parameters of the EA where the operational aspect of the CandleTrader EA can be set up. For more details see the [CandleTrader EA Configuration Guide](#) – for now click **OK** and let the EA start up with default settings.

Note:

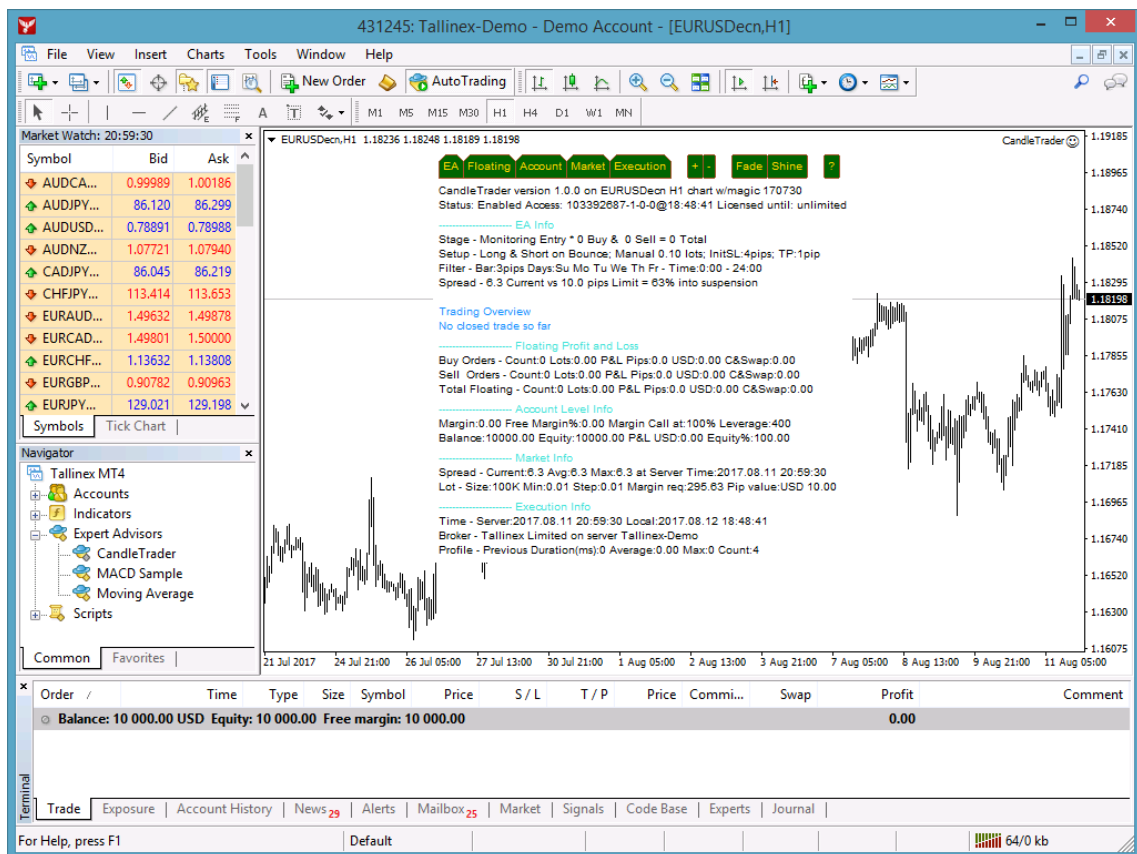
At the very first time the EA may prompt for the Access ID to verify that the usage of product is licensed.

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 **Save**:



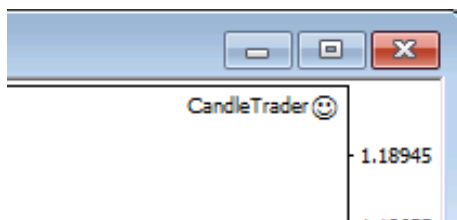
The CandleTrader EA is up and running

After successful authentication the CandleTrader EA starts up.



The CandleTrader Expert Advisor has been attached to the chart. The smiley face in the top-right corner shows that the initialisation of the CandleTrader 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 CandleTrader EA a Microsoft Windows operating system is required which supports MetaQuotes MetaTrader version 4.0 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 384MB, however 512MB 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 1090 or higher. In general this is referred to as MT4 terminal, build 1090 or newer.

3.4 Forex Broker Requirements

The CandleTrader EA is compatible with both 4 and 5-digit data feeds based brokers. The CandleTrader 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 on-line, 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.

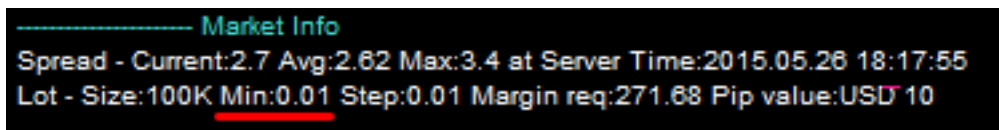
3.6 Non-FIFO Support Requirements

The CandleTrader 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:



Market Info
Spread - Current:2.7 Avg:2.62 Max:3.4 at Server Time:2015.05.26 18:17:55
Lot - Size:100K Min:0.01 Step:0.01 Margin req:271.68 Pip value:USD 10

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

Chapter 4

CandleTrader EA Configuration Guide

The CandleTrader EA configuration guide.

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

4.1 Configuration and Operation Principles

The CandleTrader EA operational overview.

The CandleTrader EA manages only those tickets (a.k.a positions) on the account which belong to the CandleTrader 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 CandleTrader EA which are marked with this *MagicNumber*.

In general it is recommended to run on an account one EA at a time. This helps understanding the ongoing trades and troubleshoot situation if and when needed.

While this maybe feasible for demo accounts this may not be feasible for live accounts where there could be the need to execute multiple expert advisors on the same account at the same time.

Using multiple expert advisors on the same account is only viable if each and all expert advisor will follow the above *MagicNumber* principle and they manage only their own tickets on the account.

IMPORTANT: If you plan to use multiple expert advisors (other than the CandleTrader 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.

If you plan to use multiple CandleTrader EA's on the same account at the same time please ensure that the *MagicNumber* is set to different and unique number for each chart of the same market.

Here are few examples:

Market	MagicNumber
EURUSD chart 1	8300
EURUSD chart 2	8301
EURUSD chart 3	8302
GBPUSD chart 1	8310
GBPUSD chart 2	8311
GBPUSD chart 3	8312
USDCAD single chart	EA default or any other
USDCHF single chart	EA default or any other

4.2 CandleTrader EA Parameter Descriptions

The CandleTrader EA parameter descriptions.

4.2.1 CandleTrader EA Parameter Descriptions

The CandleTrader EA parameter descriptions.

Trading Logic Settings

Minimum Bar Height of Previous Bar

A bar can only trigger new trades if its actual height is equal to, or greater than the value of this *Minimum Bar Height of Previous Bar* parameter. The height of the previous bar is calculated as the difference between the bar's high and low. When the bar's high and low are equal, then the bar's height is zero.

The actual trade entries are placed as per the selected *Entry Method*, in line with the *Allowed Trade Direction* settings.

Related reference

[Entry Method](#) on page 14

[Allowed Trade Direction](#) on page 15

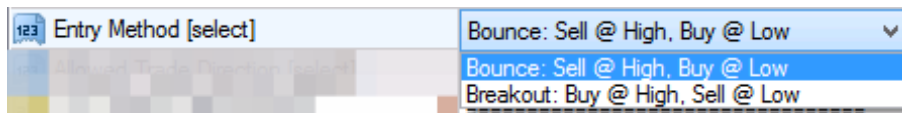
[Position Management](#) on page 16

[Day of Week & Time of Day Entry Filter](#) on page 18

[Operations Settings](#) on page 21

Entry Method

The way new trade entries are performed when the market price reaches the high or the low of the previous bar. The new trade entry can be selected for bouncing (i.e. price reversal) or breakout (i.e. price continuation) scenario.



Entry Method	Description
Bounce: Sell @ High, Buy @ Low	The EA performs price reversal trades according to the following rules: <ul style="list-style-type: none">When bid price reaches or goes beyond the the HIGH of the previous bar: a SELL trade is entered.When bid price reaches or goes beyond the the LOW of the previous bar: a BUY trade is entered.
Breakout: Buy @ High, Sell @ Low	The EA performs price breakout trades according to the following rules: <ul style="list-style-type: none">When bid price reaches or goes beyond the the HIGH of the previous bar: a BUY trade is entered.When bid price reaches or goes beyond the the LOW of the previous bar: a SELL trade is entered.

Maximum of one SELL and one BUY trade can be open at any time. This means that no new SELL trade is entered if there is an open SELL trade, similarly no new BUY trade is entered if there is an open BUY trade on the account for this EA instance. Furthermore, a new SELL or a new BUY trade can only be entered once per bar. If a trade is entered and gets closed off during the same bar, then no new trade gets entered until the next bar.

No new trade is entered if the height of the previous bar is below the minimum configured size - see [Minimum Bar Height of Previous Bar](#) on page 14.

Keep in mind that new trades may only get entered by the EA if that direction is enabled - see [Allowed Trade Direction](#) on page 15.

Related reference

[Minimum Bar Height of Previous Bar](#) on page 14

[Allowed Trade Direction](#) on page 15

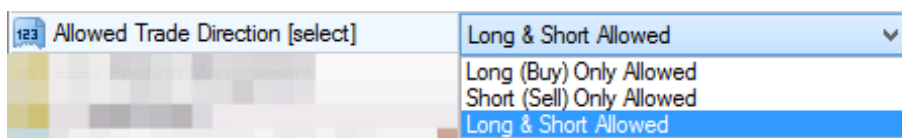
[Position Management](#) on page 16

[Day of Week & Time of Day Entry Filter](#) on page 18

[Operations Settings](#) on page 21

Allowed Trade Direction

Controls the type of trades, buy or sell entries, the EA may execute.



Allowed Trade Direction	Description
Long (Buy) Only Allowed	The EA may enter the following trade types: <ul style="list-style-type: none"> Long (Buy) trades: Enabled. Short (Sell) trades: Disabled.
Short (Sell) Only Allowed	The EA may enter the following trade types: <ul style="list-style-type: none"> Long (Buy) trades: Disabled. Short (Sell) trades: Enabled.
Long & Short Allowed	The EA may enter the following trade types: <ul style="list-style-type: none"> Long (Buy) trades: Enabled. Short (Sell) trades: Enabled.

The actual trade entries are placed as per the selected *Entry Method*, in line with the *Minimum Bar Height of Previous Bar* settings.

Related reference

[Minimum Bar Height of Previous Bar](#) on page 14

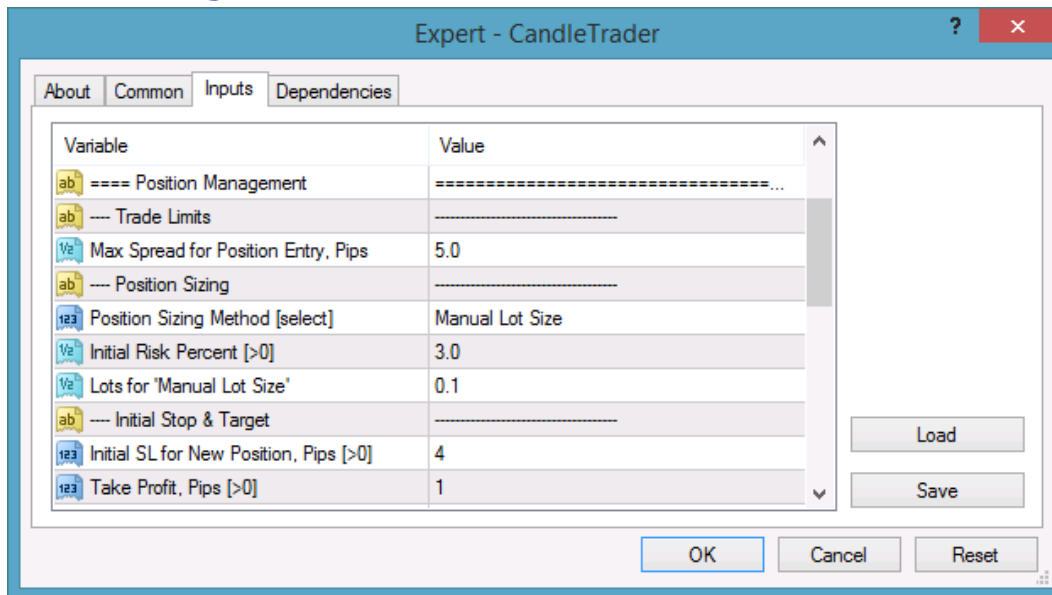
[Entry Method](#) on page 14

[Position Management](#) on page 16

[Day of Week & Time of Day Entry Filter](#) on page 18

[Operations Settings](#) on page 21

Position Management



Max Spread for Position Entry

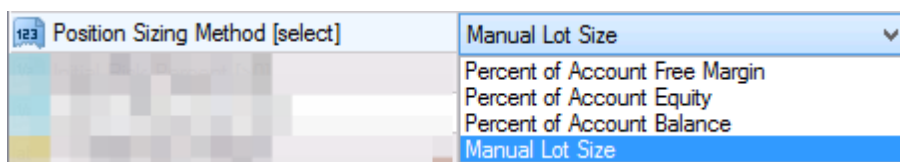
Max Spread for Position Entry

The maximum value of the current market spread the EA is allowed to perform market entry, i.e. to open a new position. If the current spread of the market exceeds this limit then the EA will not consider to open position until after the spread drops to or below this value.

Position Sizing Method

Position Sizing Method

The position sizing mechanism used for new trades at market entry.



Position Sizing Method	Description
Percent of Account Free Margin	<p>The lots for new position is calculated based on</p> <ul style="list-style-type: none">• Free Margin available on account, and• <i>Initial Risk Percent</i>, and• <i>Initial SL for New Position</i> <p>The lots for the new position is calculated in a way that should the initial SL get hit the loss would not be higher than the risk percent of the free margin.</p>

Position Sizing Method	Description
Percent of Account Equity	<p>The lots for new position is calculated based on</p> <ul style="list-style-type: none"> • Equity available on account, and • <i>Initial Risk Percent</i>, and • <i>Initial SL for New Position</i> <p>The lots for the new position is calculated in a way that should the initial SL get hit the loss would not be higher than the risk percent of the equity.</p>
Percent of Account Balance	<p>The lots for new position is calculated based on</p> <ul style="list-style-type: none"> • Balance available on account, and • <i>Initial Risk Percent</i>, and • <i>Initial SL for New Position</i> <p>The lots for the new position is calculated in a way that should the initial SL get hit the loss would not be higher than the risk percent of the account balance.</p>
Manual Lot Size	<p>The lots for the new position is not calculated by the EA, instead it is fixed and set to the user-defined value from <i>Lots for Manual Lot Size</i>.</p>

The position sizing calculation takes place at the time of market entry, when all the entry criteria are met.

The calculated lots value is normalized according to the minimum lots size and lots stepping requirements of the MT4 terminal. Therefore the actual risk amount may vary and will be a best effort and approximate of the configured target risk value.

Furthermore, the market conditions (e.g. fast price movements) or the MT4 operational conditions (e.g. lost connectivity to broker) may alter the actual exit point of an open trade, resulting in higher or lower actual risk compared to the configured target risk value.

Related reference

[Initial Risk Percent](#) on page 17

[Lots for 'Manual Lot Size'](#) on page 17

Initial Risk Percent

Initial Risk Percent

Determines the risk amount allocated to a new trade as a percent of the broker account value. For more details see the *Position Sizing Method*

Related reference

[Position Sizing Method](#) on page 16

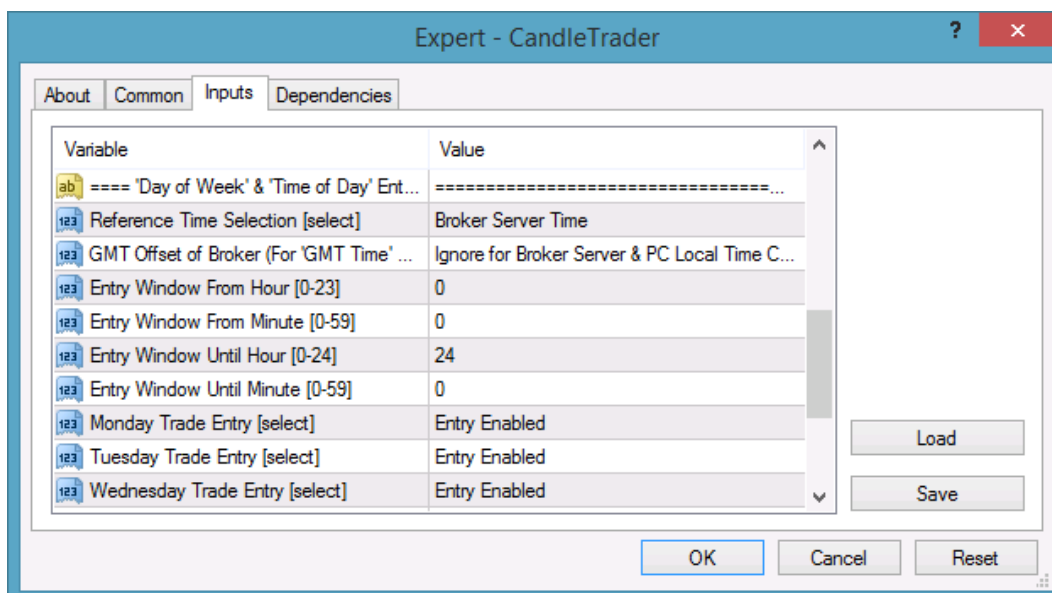
Lots for 'Manual Lot Size'

Lots for Manual Lot Size

Sets the fixed lot size for new positions to this user-defined value when the *Manual Lot Size* option is selected for *Position Sizing Method*.

Related reference

[Position Sizing Method](#) on page 16



Initial SL for New Position

Initial SL for New Position, Pips

The Stop Loss value in pips for a new position, set after market entry. This must be set to higher than zero.

Related reference

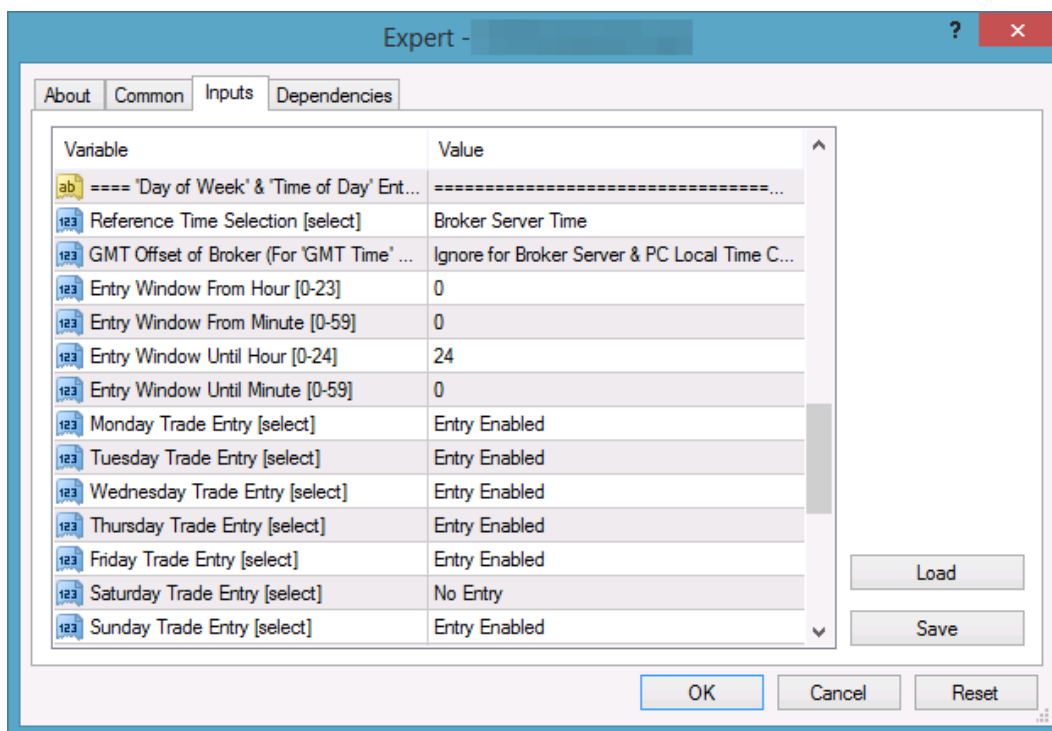
[Position Sizing Method](#) on page 16

Take Profit

Take Profit, Pips

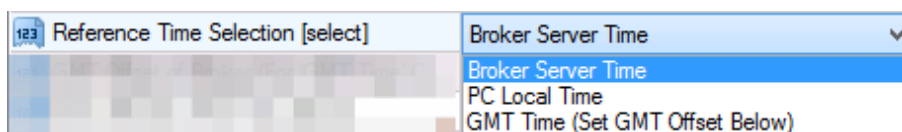
Target profit value in pips for a new position, set after market entry. The *Take Profit* must be set to higher than zero.

Day of Week & Time of Day Entry Filter



Reference Time Selection

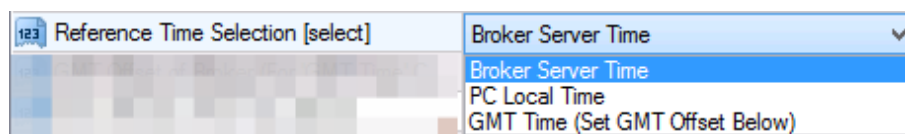
Selects the nature of the time used by the EA when time specific actions are performed.



Reference Time Selection	Description
Broker Server Time	Entry window hour and minute settings are relevant to the broker's server time. See below picture showing the broker server time in the Market Watch window.
PC Local Time	Entry window hour and minute settings are relevant to the local time of the PC hosting the MT4 terminal and EA. When setting up the time parameters consider the time zone differences between the market open hours versus the PC local time.
GMT Time (Set <i>GMT Offset</i> Below)	<p>Entry window hour and minute settings are relevant to the selected GMT offset.</p> <p>This feature is useful to keep the entry window hour and minute settings the same when the EA is executed across different brokers. In this case only the broker GMT offset needs to be set on the different brokers' MT4 instances, and the EA adjusts automatically the entry window for the broker.</p> <p>In this case, use the Set <i>GMT Offset</i> to select the broker offset and always set the window hour values in GMT +0 time zone.</p>

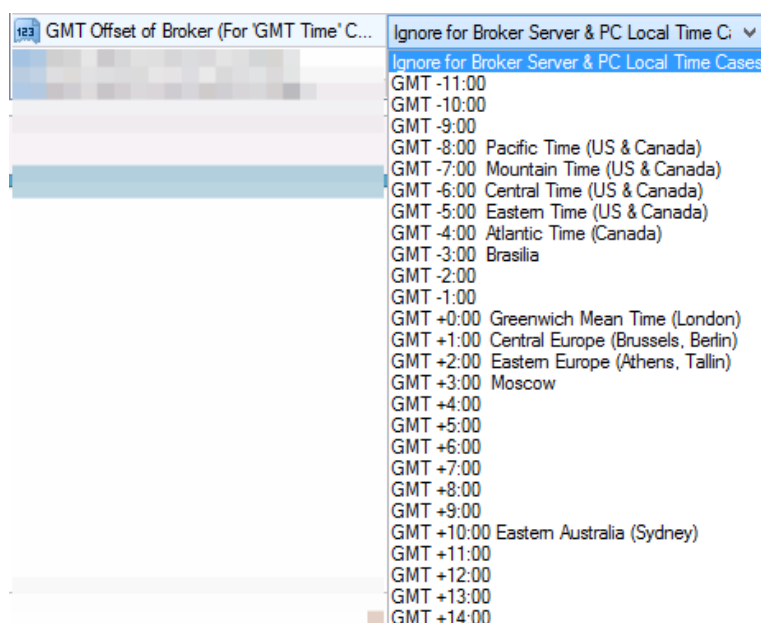
GMT Offset of Broker

The time zone shift of the MT4 broker's server time. This parameter is only required if *GMT Time* option is selected for the *Reference Time Selection*.



Unfortunately MT4 terminal does not provide this broker GMT offset information therefore a query to the broker maybe needed to get this value. As an alternative, one may make an attempt to calculate this offset through the following steps:

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.

2. In a web browser search for *gmt time* keywords to see the current GMT time.
3. Then compare the search result of current GMT time to the current time displayed by the Market Watch window of the MT4 terminal. The difference of the two times gives the broker GMT offset.

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

MT4 Terminal	Broker	GMT Offset
Oanda	OANDA Corporation	-4
MB Trading FX	MB Trading Futures Inc	-4

The value in the *GMT Offset* column could be used for the EA parameter *GMT Offset of Broker*.

Entry Window From Hour/Minute - Entry Window Until Hour/Minute

Limits the period of a day when a new position entry may take place.

The From Hour & Minute is inclusive, while the Until Hour & Minute is exclusive. The following table shows examples how to configure these parameters for the entry window period:

Desired Entry Period	Entry Window From	Entry Window Until
8 – 10 (i.e. 8:00.00–9:59.59)	Hour = 8 Minute = 0	Hour = 10 Minute = 0
10-17 (i.e. 10:00.00-16:59.59)	Hour = 10 Minute = 0	Hour = 17 Minute = 0
All Day	Hour = 0 Minute = 0	Hour = 24 Minute = 0

The entry window from and until hours are specific to the selected time at *Reference Time Selection*.

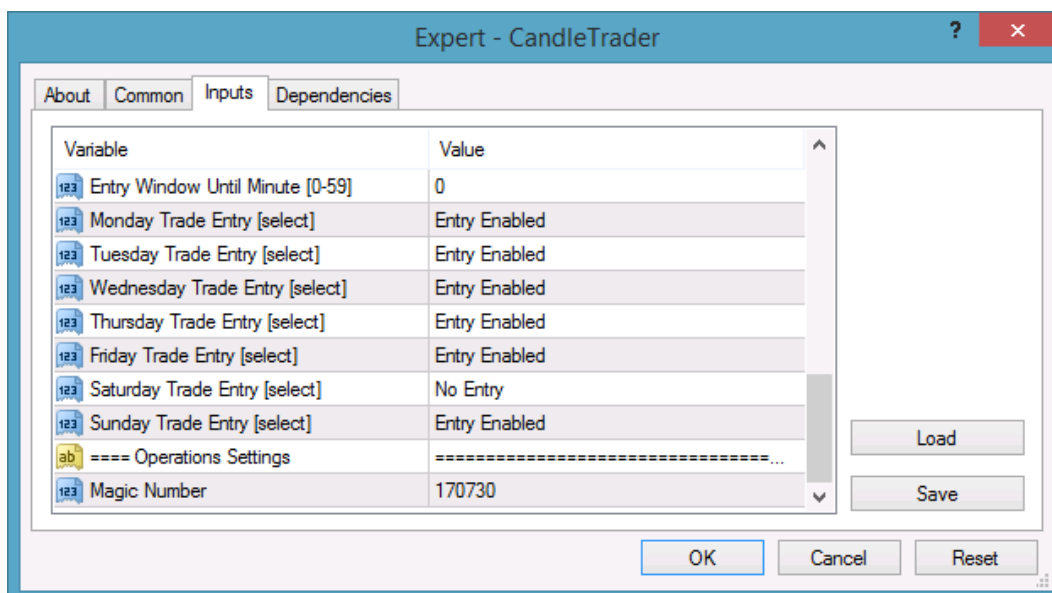
Monday ... Sunday Trade Entry

Days allowed for new position entry. Subsequent management of stop loss or exit of already open trades may happen outside of the enabled days, only the entry of new positions is limited to the selected days:

Monday Trade Entry [select]	Entry Enabled
Tuesday Trade Entry [select]	No Entry
Wednesday Trade Entry [select]	Entry Enabled
Thursday Trade Entry [select]	Entry Enabled
Friday Trade Entry [select]	Entry Enabled
Saturday Trade Entry [select]	Entry Enabled
Sunday Trade Entry [select]	Entry Enabled

Day of Week Trade Entry	Description
No Entry	No new entry is executed on that day. Stop Loss management, if turned on, for existing open positions are still executed as normal.
Entry Enabled	New entry is allowed for the day when all other entry criteria are met.

Operations Settings



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 and belong to the chart of the EA. In the case of multiple EA's running on the same market ensure that they get unique *Magic Number* allocations to avoid cross-impact between the EA instances handling the orders. See [Configuration and Operation Principles section](#) for more explanation and setup examples.

Related information

[Configuration and Operation Principles](#) on page 13
The CandleTrader EA operational overview.

Chapter 5

Knowledgebase

Frequently Asked Questions and other common use cases.

5.1 Sad Face Instead of Smiley Face After Attach

Issue

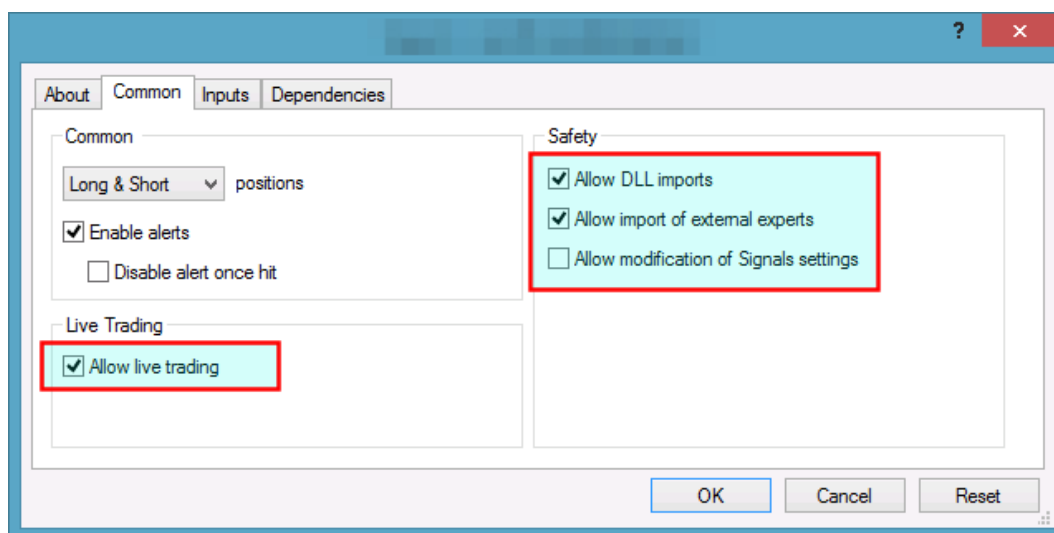
After attaching to chart the EA is not managing trades, a *sad* face appears in the top right corner of the chart.



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

- Verify that the **Allow live trading**, **Allow DLL imports** and **Allow import of external experts** are checked in the EA property dialog (F7).

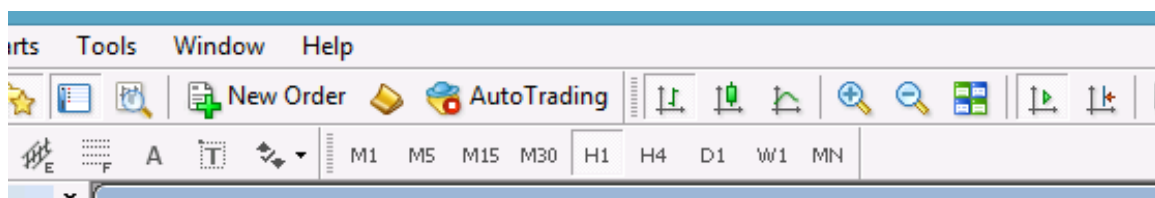


Autotrading is disabled

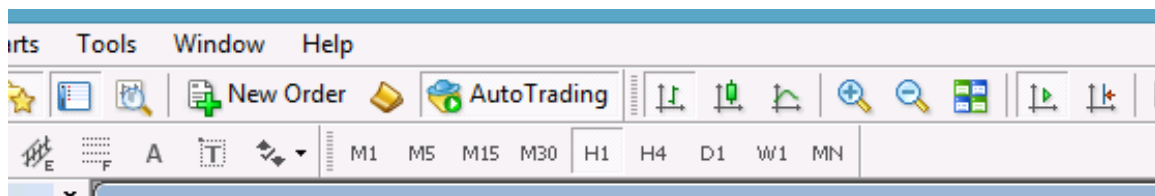
The **AutoTrading** might be disabled

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

Toolbar button when Expert Advisors disabled:



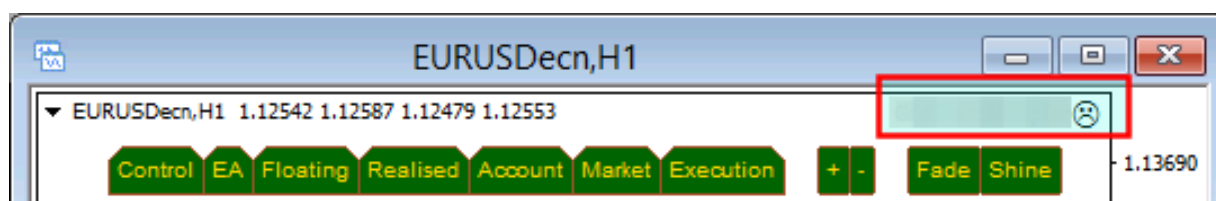
Click to enable:



5.2 EA Is Not Starting Up After Attach to Chart

Issue

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

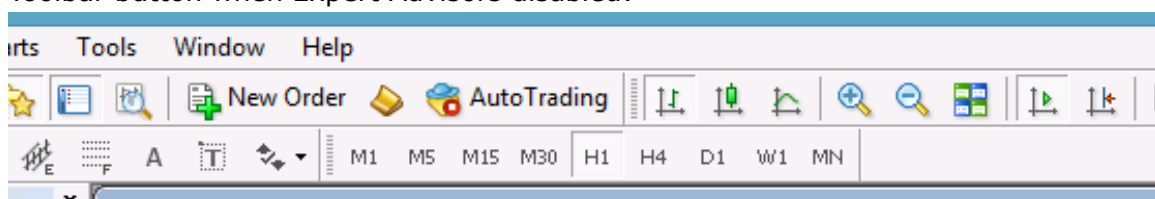


Autotrading is disabled

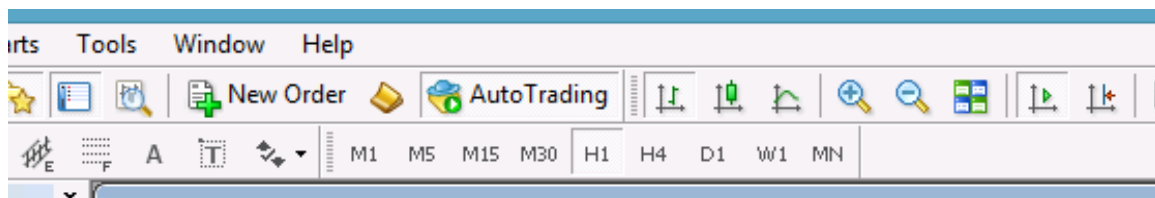
The **AutoTrading** might be disabled

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

Toolbar button when Expert Advisors disabled:



Click to enable:



5.3 No Updates to Chart

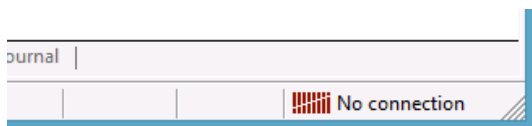
Issue

The CandleTrader 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:

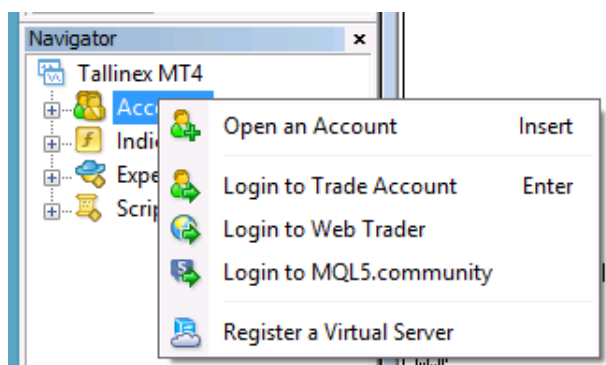


2. If connection is lost then login again or restart MT to force reconnection. Try again activating the CandleTrader EA when connection is back.

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.

5.4 Prompted for Access ID at Service Access Settings

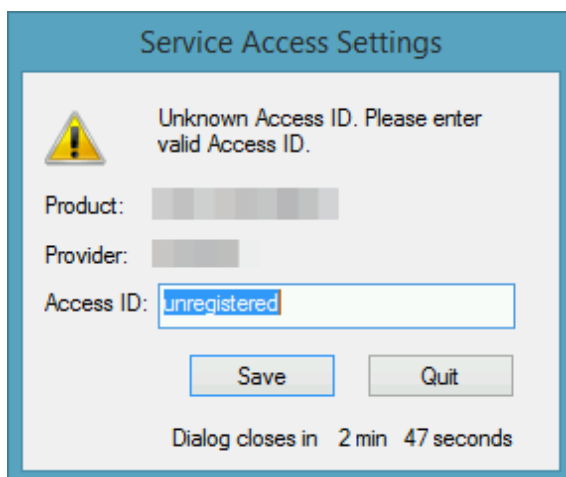
Issue

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

Type in your Access ID

The CandleTrader 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 CandleTrader 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:



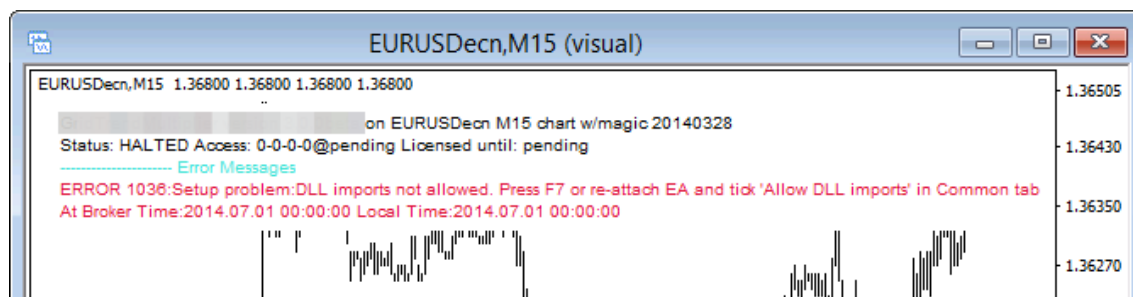
Please do not share out to others your Access ID. That is against the licence agreement terms and conditions and also all 3rd party usages will count when checking the number of EA copies being used. Sharing out your Access ID can result in licence check failure and the EA may stop functioning.

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

5.5 Backtest In Visual Mode Not Working

Issue

In the **Strategy Tester** using the visual mode **DLL imports not allowed** message appears on the chart. No result after the **Strategy Tester** finished its run.

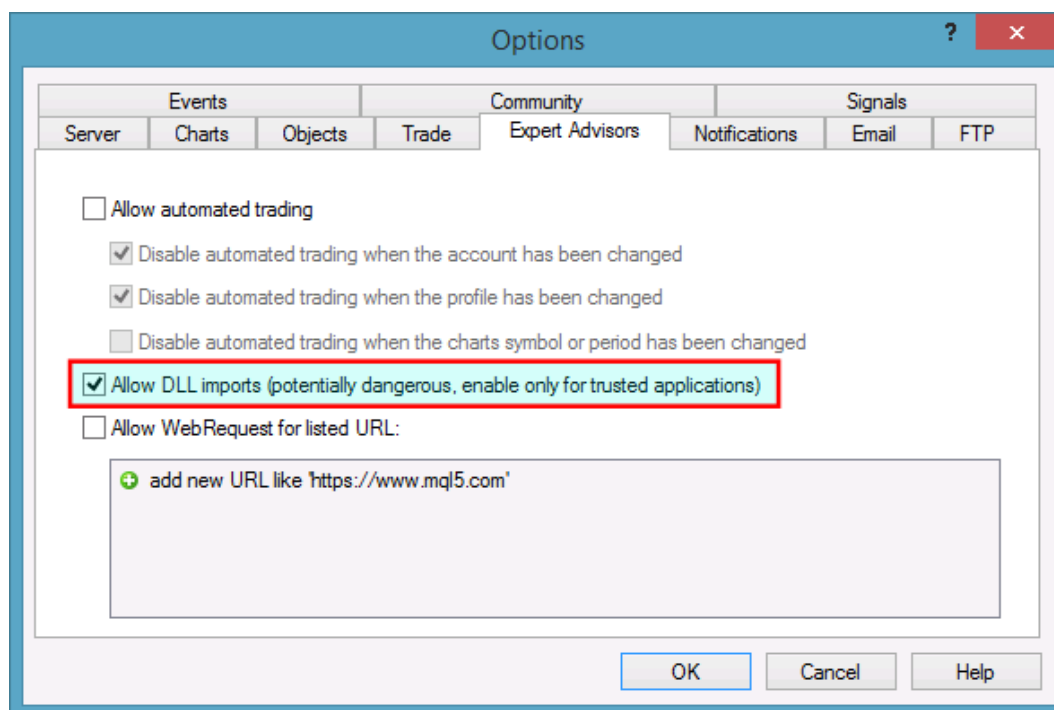


Global Allow DLL imports is not enabled

You may need to enable the DLL imports in the MT4 for terminal global parameters to run the CandleTrader EA in the backtest environment.

1. Open the MT4 global Options by selecting **Tools > Option** (CTRL+O)
2. Select the **Expert Advisors** tab
3. Check the **Allow DLL import**

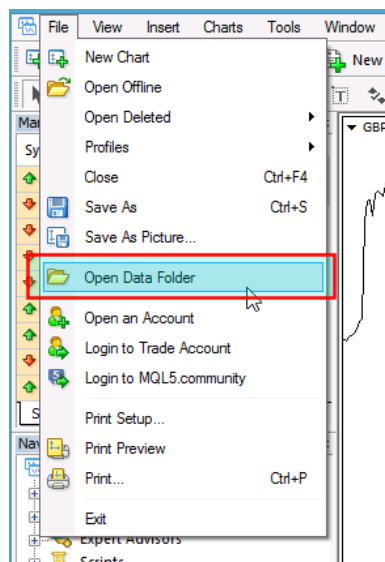
1. Open the MT4 global Options by selecting **Tools > Option** (CTRL+O)
2. Select the **Expert Advisors** tab
3. Check the **Allow DLL import**



5.7 Step-by-step Installation of an Expert4x EA or Indicator

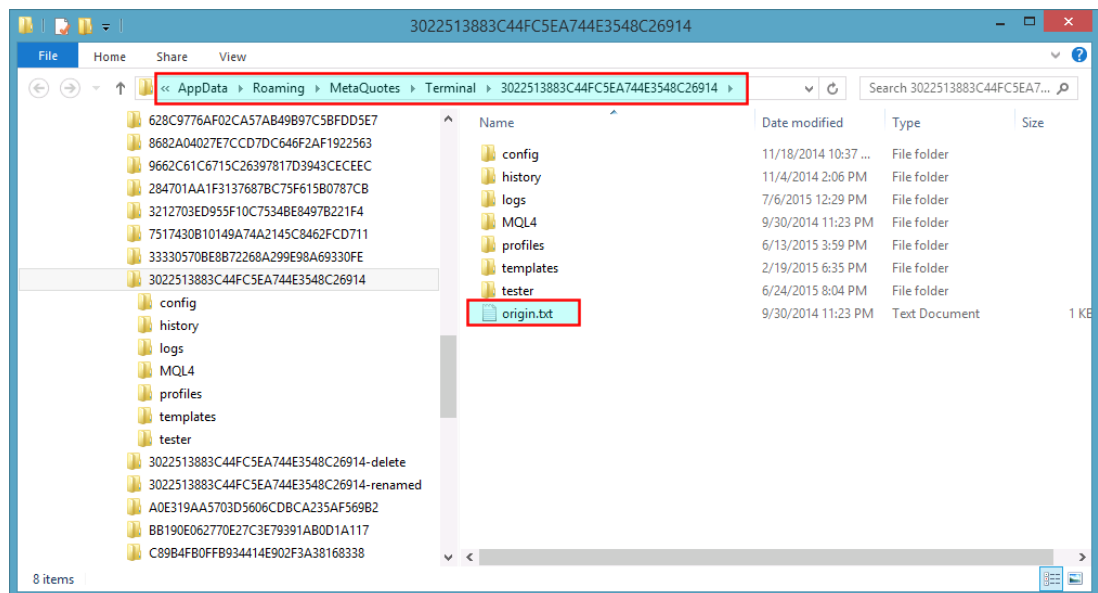
In this tutorial the *Tallinex MetaTrader (MT4)* is used as an example. Replace the *Tallinex MetaTrader* with your broker specific MetaTrader.

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



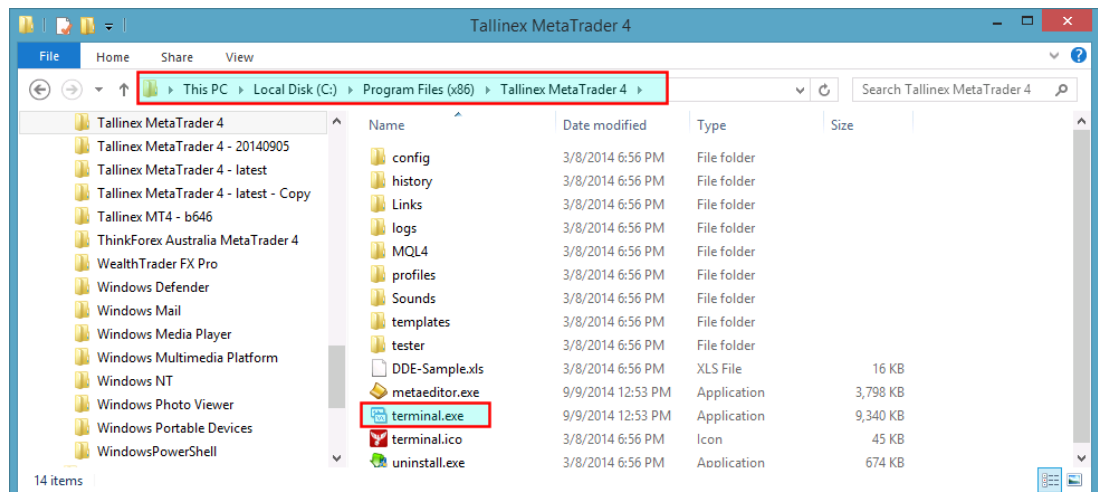
The menu opens a **File Explorer**.

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



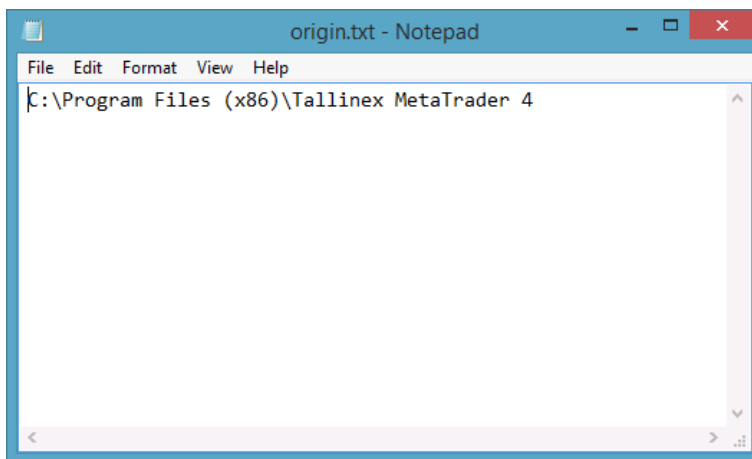
and you see the **terminal.exe** or **terminal** file go to the [non-standard installation](#) page.

5.7.1 Standard EA, Indicator installation

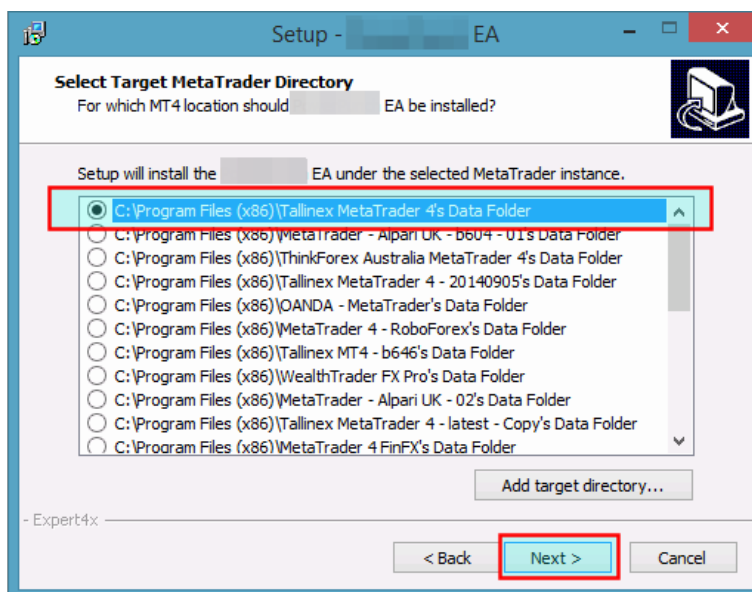
In the opened **File Explorer** the **origin.txt** or the **origin** file was found.

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

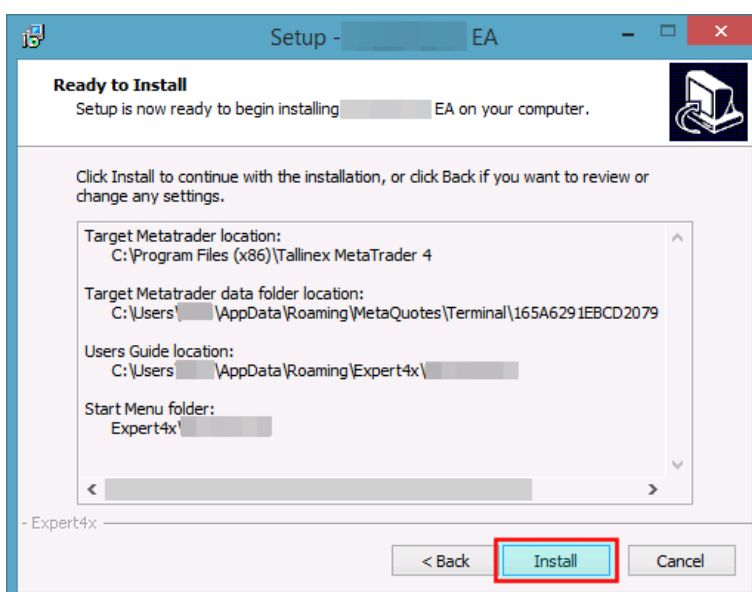
1. Double click the **origin.txt** file and take a note of the MetaTrader location.



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

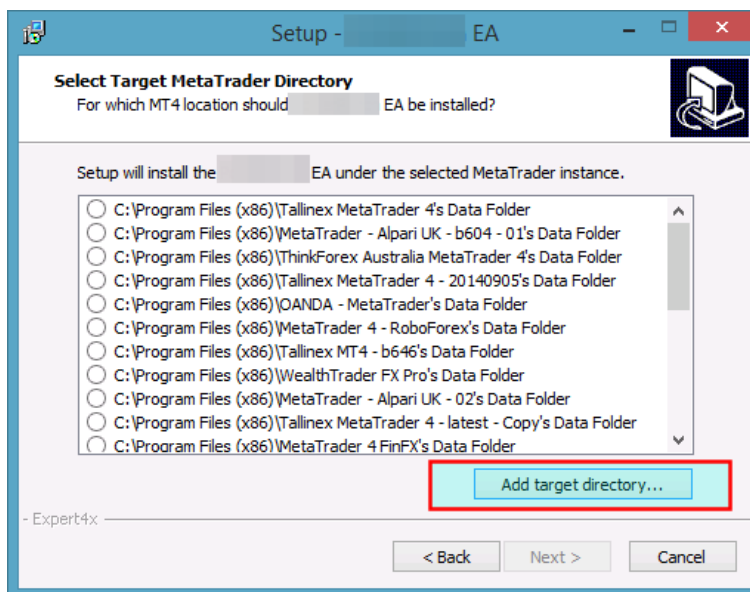
- a) Start your MetaTrader
- b) In the **Navigator panel** open the Expert Advisors section if you installed an EA or the Indicators section if you installed an Indicator and look for the EA or Indicator.

5.7.2 Non-standard EA, Indicator installation

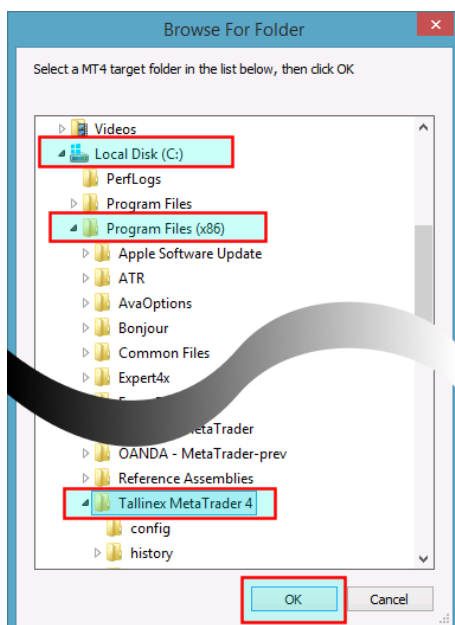
In the opened **File Explorer** the **terminal.exe** or **terminal** file was found.

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

- 1.** Start the EA or indicator setup program. Follow through the application until you reach the **Select Target MetaTrader Directory** window.
- 2.** Click **Add target directory...** button

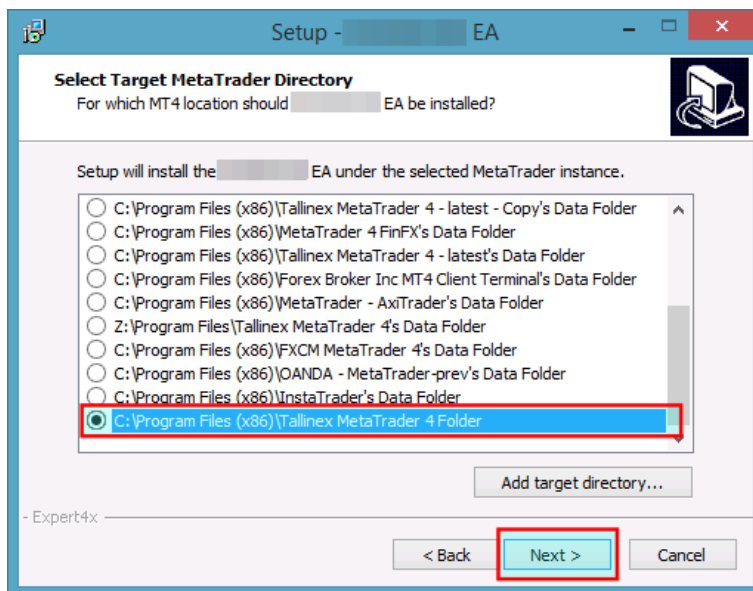


3. Navigate to your MetaTrader folder



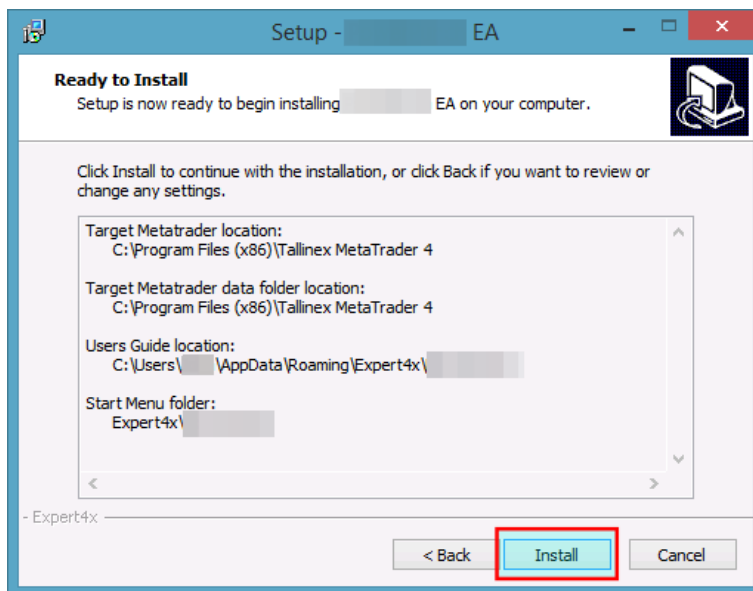
and click **OK**.

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



5. Follow through the rest of the setup application.

6. In the end click **Install**



7. 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.

Chapter 6

Operational Messages

The CandleTrader EA operational messages and resolution guide.

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 sad 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...

Code	Severity	Message	Description
1017	Error	Initial risk <InitialRiskPercent> % is too low. Set EA parameter 'Initial Risk Percent' to higher than zero.	Position sizing feature is enabled but no Initial Risk Percent or Initial SL is configured. More...
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...
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...

6.1 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.

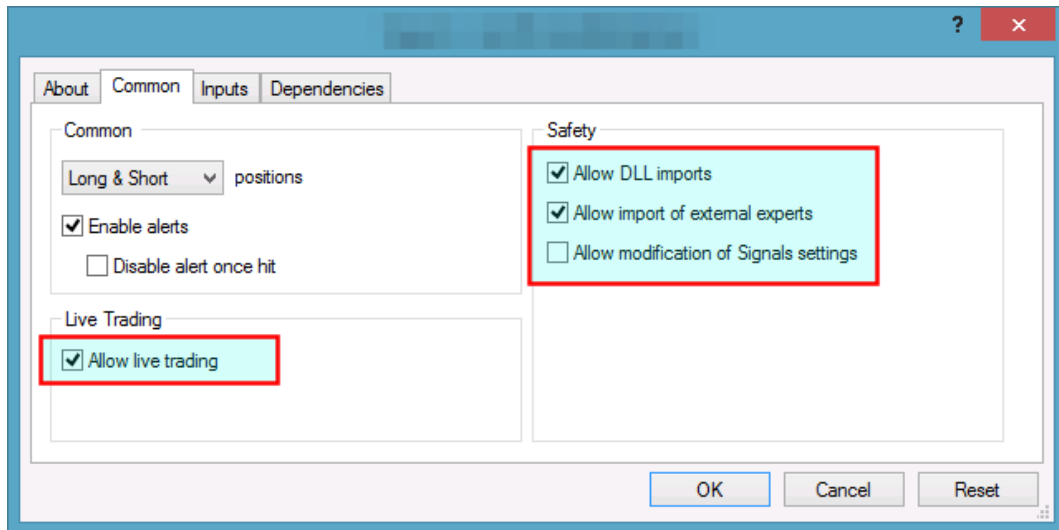
Resolution

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**.



6.2 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 CandleTrader EA](#) on page 4
 - [Step-by-step Installation of an Expert4x EA or Indicator](#) on page 28

6.3 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...

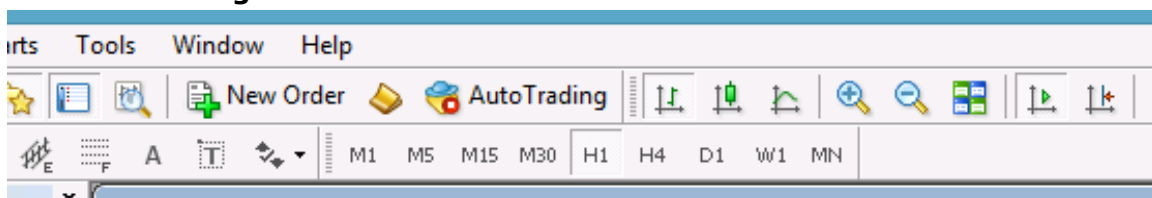
EA AutoTrading Disabled

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.

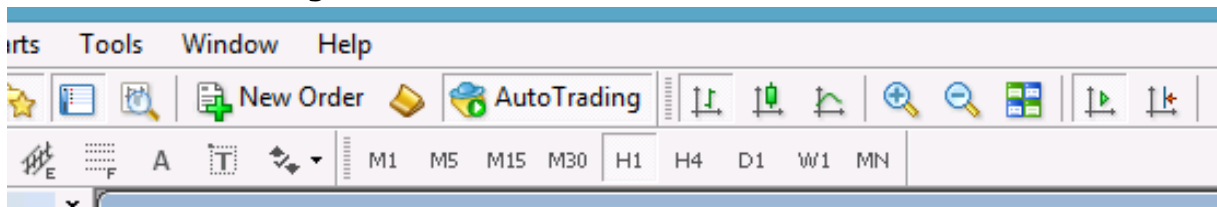
Possible root cause

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



Resolution

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



6.4 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 sad 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 sad icon in the top right corner of the chart.

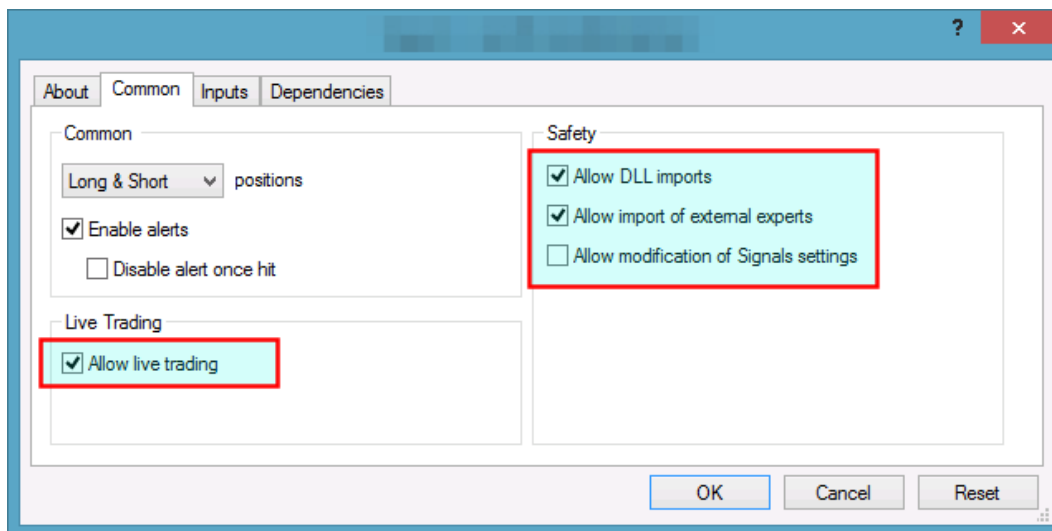
Possible root cause

- 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**



6.5 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.

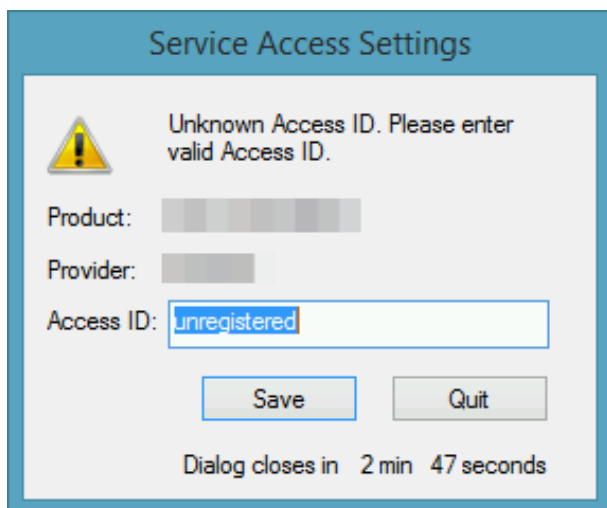
Possible root cause

- 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 CandleTrader EA is not yet purchased by the user.
- The CandleTrader EA was purchased, but not yet activated by the user.
- The CandleTrader EA was purchased or a trial started, but the licensed period (e.g. calendar days) has lapsed.
- The CandleTrader 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 CandleTrader 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 CandleTrader 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 CandleTrader instances, or purchase more licence at the [Web Support Centre](#).

6.6 Message 1017

Code	Severity	Message	Description
1017	Error	Initial risk <InitialRiskPercent>% is too low. Set EA parameter 'Initial Risk Percent' to higher than zero.	Position sizing feature is enabled but no Initial Risk Percent or Initial SL is configured. More...

Missing Initial Risk Percent 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. Refer to [Dynamic Trailing Stop](#) for more details.

Possible root cause

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

Resolution

Set the *Initial Risk Percent* to higher than zero value.

Related reference
[Dynamic Trailing Stop](#)

6.7 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. Refer to [Dynamic Trailing Stop](#) for more details.

Possible root cause

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

Resolution

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

Related reference

[Dynamic Trailing Stop](#)

6.8 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

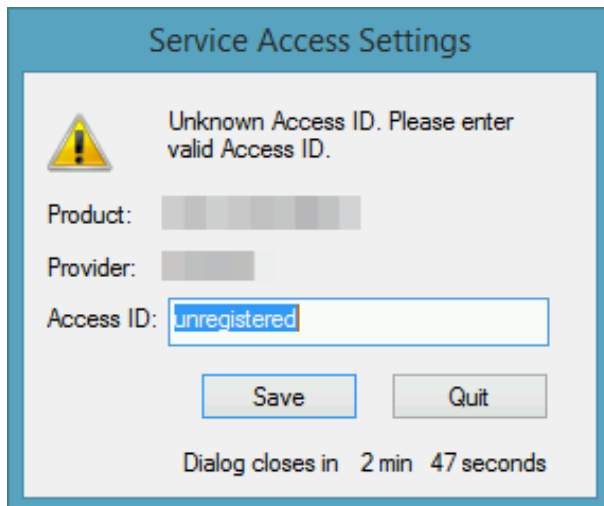
- The user quit the authentication process.
- The EA could not connect to the authentication server.
- There is a typo in the **Access ID** entered by the user.
- The CandleTrader EA is not yet purchased by the user.
- The CandleTrader EA was purchased, but not yet activated by the user.

- The CandleTrader EA was purchased or a trial started, but the licensed period (e.g. calendar days) has elapsed.
- The CandleTrader 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 CandleTrader 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 CandleTrader 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 CandleTrader instances, or purchase more licence at the [Web Support Centre](#).

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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