

14. Troubleshooting

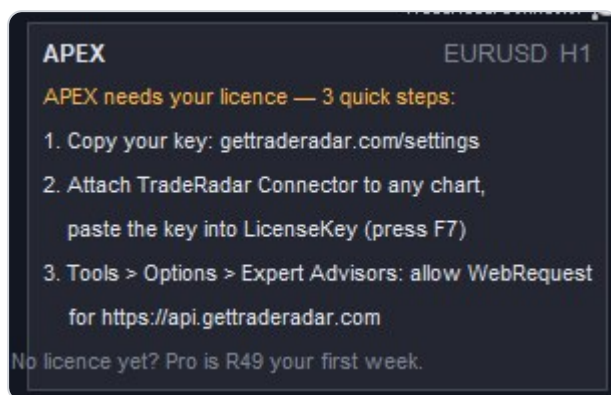
The fixes for the problems people actually hit. Each one has its own link.

1 No APEX arrows, or a market is locked

APEX and all 26 markets need Pro / Elite or the R49 week: check Settings → Subscription (sign out and in after paying). On MT5 / MT4: the Connector must run with your LicenseKey in the same terminal, APEX on H4 with default inputs. Setups print on closed candles only: a quiet chart is normal. On Free, use your daily free unlock.

2 "Licence not active" / "needs your licence"

Copy the key again from Settings → Connections → APEX, paste it into the Connector's LicenseKey (F7 → Inputs) in the same terminal, check WebRequest (below). Licence limit reached: remove an old MetaTrader login on /apex (one licence = 3 logins).



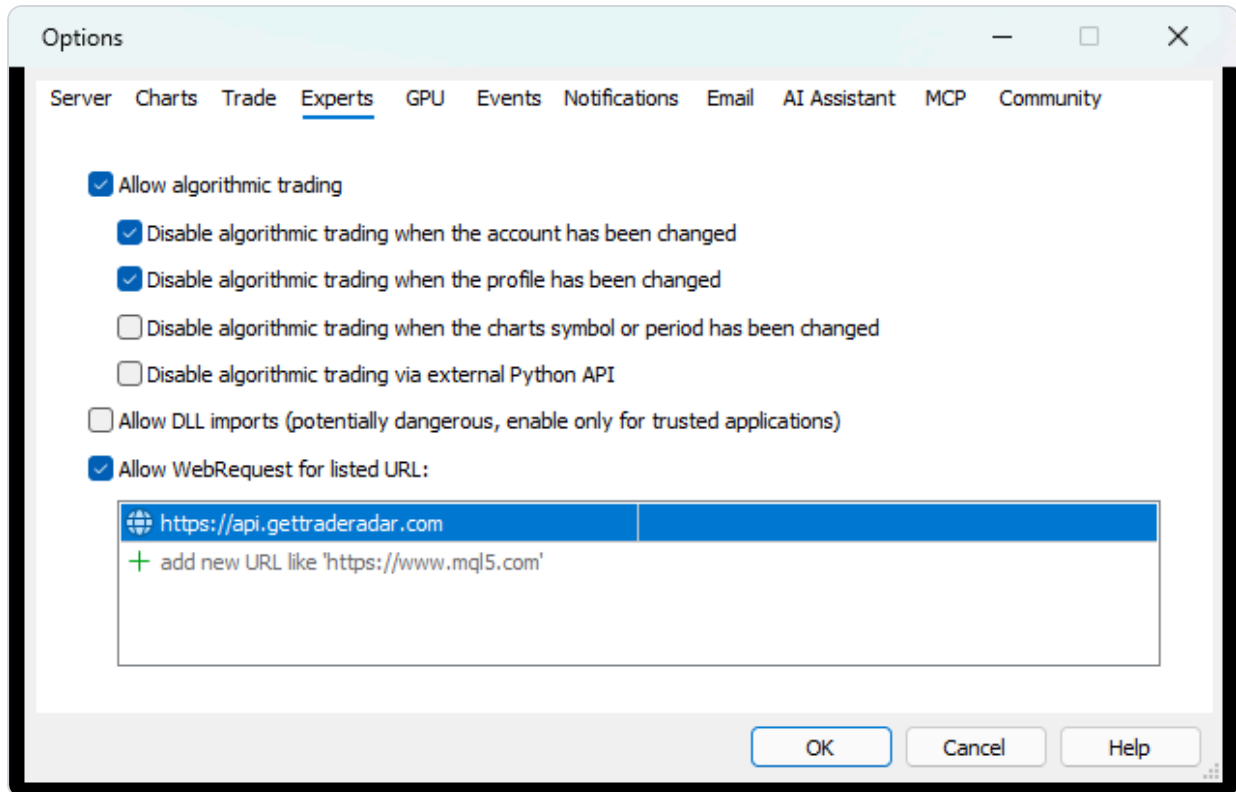
What you see before the licence is active.

3 Terminal not "Connected"

Keep MetaTrader running with the Connector on its own chart and Algo Trading on. Check the ConnectionKey (F7 → Inputs; rotate it in Settings → Connections if unsure) and WebRequest. "No update for a while" means the terminal or the Connector is off.

4 WebRequest error 4014 or 5203

4014: WebRequest is not allowed: Tools → Options → Expert Advisors → tick "Allow WebRequest for listed URL" and add <https://api.gettraderadar.com> exactly, then re-attach the EA. 5203: the request failed: check your internet, firewall or antivirus, and that the URL has no typo or trailing path.



The correct WebRequest setting.

5 Phone notifications not arriving

Press "Send test notification" in Settings → Connections. iPhone / iPad: notifications only work from the app installed via Safari → Share → Add to Home Screen (iOS 16.4+), opened from the Home Screen; turn them on inside that app. Android: allow notifications for gettraderadar.com (or the installed app) in the phone settings and turn off battery optimisation for Chrome. "Blocked" means the browser setting is off. MT5 push is separate: MetaQuotes ID in the MT5 phone app → desktop Tools → Options → Notifications.

Phone notifications

Notifications from the TradeRadar app itself: Market Lens alerts, news warnings for your open trades and more. Works on Android (Chrome, installed or not), iPhone (installed app) and desktop browsers.

Notifications are blocked for TradeRadar on this device.

▶ [How to enable in browser settings](#)

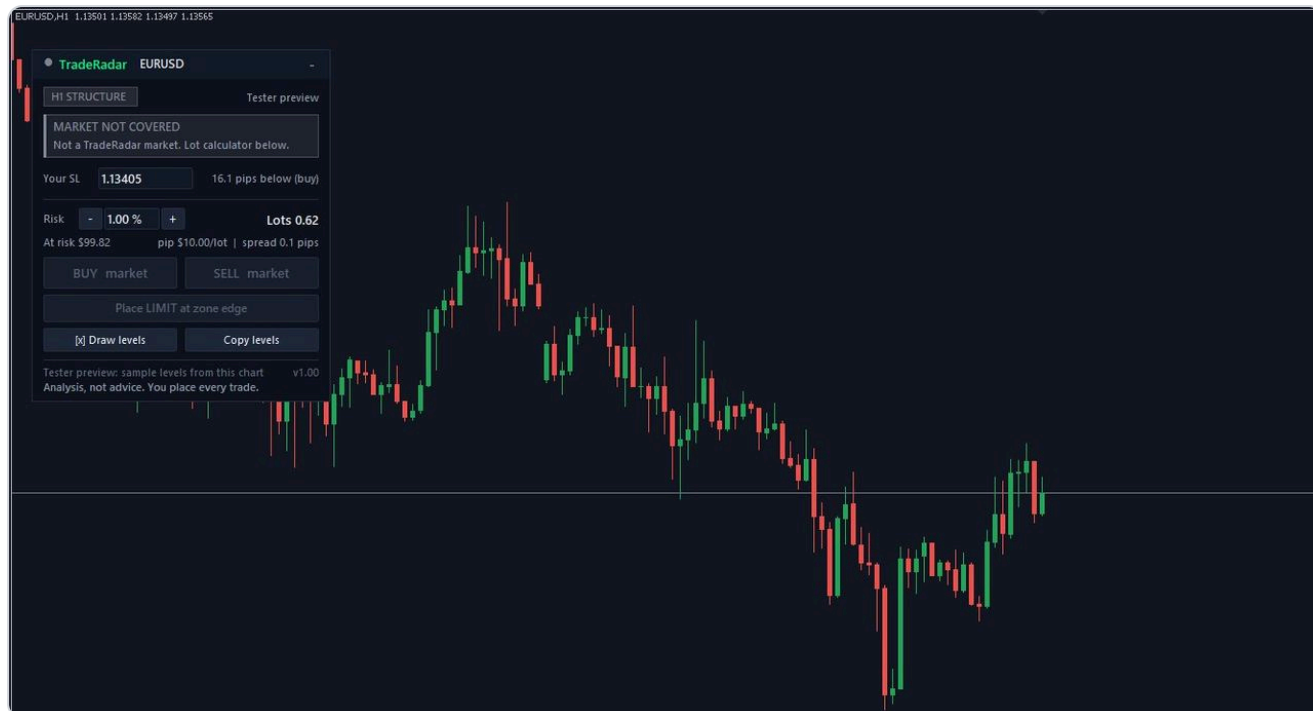
 Turn on phone notifications

MT5 push (below) is separate: it comes through the MetaTrader app via the Connector EA.

Blocked in the browser: follow the link to re-enable.

6 Broker symbol suffix (XAUUSD.m, GOLD, US100)

If your broker names a market differently, the Trade Panel cannot match it: set SymbolOverride in its Inputs to the TradeRadar name (e.g. XAUUSD, NAS100). On a symbol TradeRadar does not cover, the lot calculator still works with your own stop.



Not covered: the lot calculator with your own stop.

7 "Not enough money" (10019 / error 134) on a Trade Panel order

Your broker needs margin to open a trade, and a risk-% size can need more margin than a small account has free: on a \$90 balance, 0.10 lots USDCAD at 1:100 leverage needs about \$100 margin, so the broker refuses it. Trade Panel 1.01 checks your free margin first: the lots are capped to the largest size that fits ("Lots capped to 0.08 by free margin"), the margin needed is shown under the lots, and the buttons turn off with "Not enough free margin for the minimum lot (needs \$Y)" when even the broker minimum does not fit. It uses at most 90% of your free margin per order (MarginUsePct in the Inputs). Fix: update to the latest panel from the kit, lower the risk %, close or reduce other positions, add funds, or use an account with higher leverage. Open positions and pending orders use free margin too.

8 One EA per chart

MetaTrader runs one Expert Advisor per chart. Attaching the Trade Panel replaces the Connector on that chart (and the other way round). Put the Connector on its own chart and the panel on the chart you trade.

9 Kit files not showing in the Navigator

Unzip the kit first (right-click → Extract All). Copy the .ex5 files (not the zip) into the data folder from File → Open Data Folder, not Program Files. Then right-click the Navigator → Refresh, or restart MetaTrader. MT4 needs the .ex4 files and the MQL4 folders.

Still stuck? Open gettraderadar.com/guide#troubleshooting and tap **Ask in chat**, or reply to any TradeRadar email.

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