

NEXA

MT5 Troubleshooting Guide

Common installation, activation, symbol and trading-permission checks.

Software support material only. This guide does not provide financial advice or guarantee trading results.

EA does not appear in Navigator

1. Confirm the .ex5 file is inside the active terminal's MQL5 > Experts folder.
2. Refresh Expert Advisors in Navigator or restart MT5.
3. Confirm the file was not placed in Indicators, Scripts or Downloads.

EA is attached but not trading

1. Confirm Algo Trading is enabled globally and in the EA settings.
2. Check the Experts and Journal tabs for the exact message.
3. Confirm the market is open and the required symbol is visible in Market Watch.
4. Confirm the chart symbol and timeframe match the product guide.
5. Check spread, margin, minimum lot and broker trading restrictions.
6. Remember that valid strategy conditions may not be present. No trade does not automatically mean the EA is broken.

Licence blocked or activation failed

1. Confirm the approved account number matches the licence request.
2. Check the licence expiry date and the Windows system clock.
3. If WebRequest is required, add only the exact HTTPS URL supplied by NEXA.
4. Confirm the VPS or computer has internet access and that firewall software is not blocking MT5.
5. Send support the order reference and the exact error message. Do not send passwords.

Wrong symbol or suffix

Your broker may use XAUUSD, GOLD, GOLD.i, XAUUSDm or another name. Open Market Watch, choose Show All and attach the EA to the broker's actual gold symbol. Do not assume symbols from another broker are identical.

Preset will not load

1. Confirm the preset belongs to the same bot version.
2. Extract the ZIP before loading the .set file.
3. Use Load inside the EA Inputs tab rather than dragging the .set file onto the chart.

Information to send support

Include	Do not include
Order reference	Broker password
Product name and version	Wallet seed phrase or private key
MT5 build and broker name	Email password
Exact Experts/Journal message	Unnecessary identity documents
Redacted screenshot	Full account history unless requested

Still need help?

Use the support page on NEXAALGOBOTS.COM and include the information above. Never accept installation files sent through an unverified social-media account.