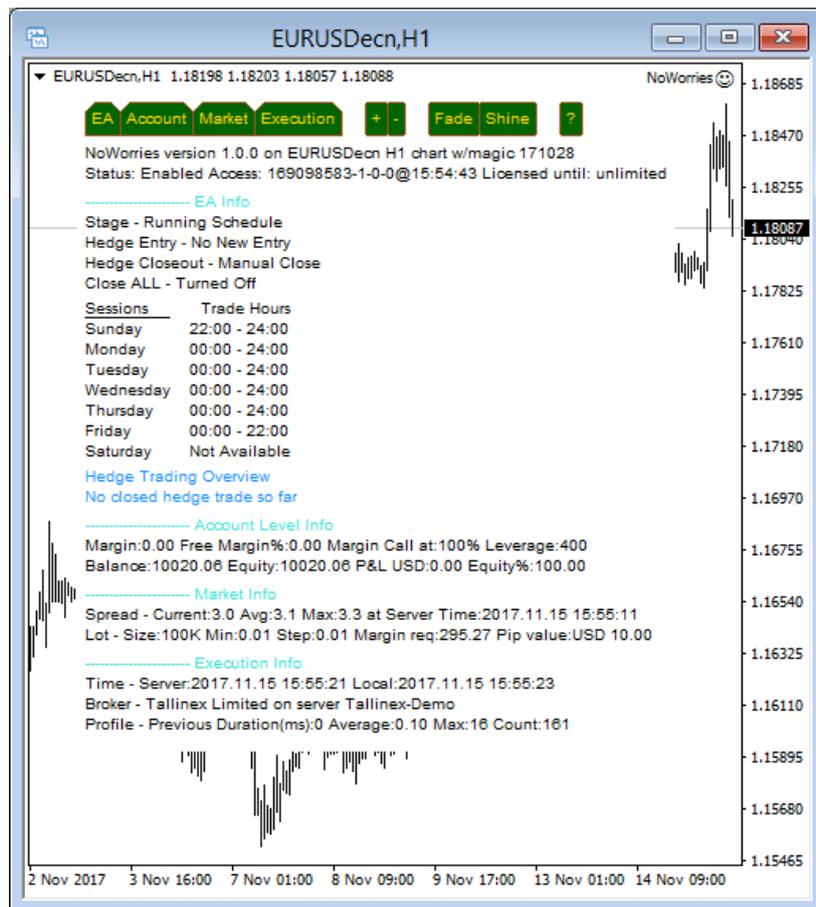


Expert4x NoWorries EA

November 21, 2017



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Chapter

1

Copyright Notices

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Chapter 2

Getting Started with the NoWorries EA

Getting Started provides a guided exploration of the NoWorries 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 NoWorries EA.

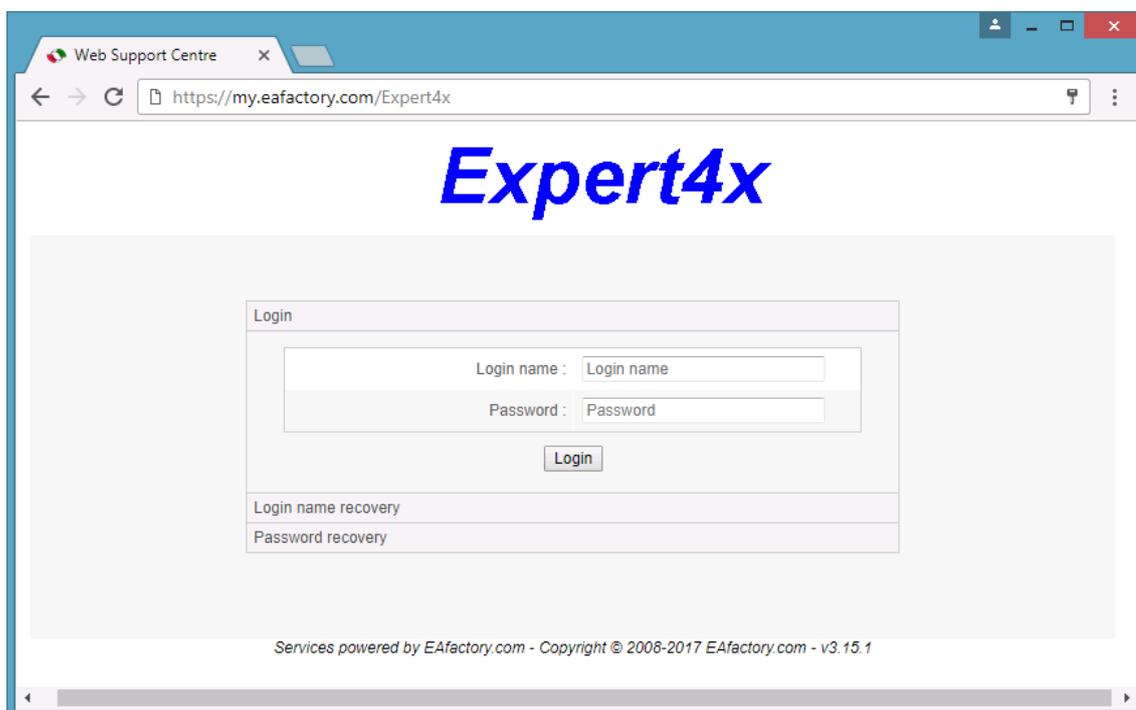
2.1 Installing the NoWorries EA

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

Before you start...

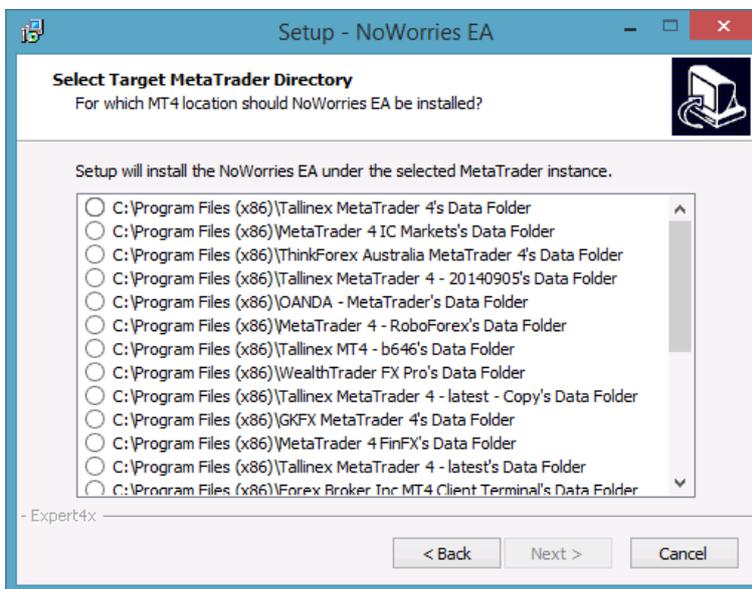
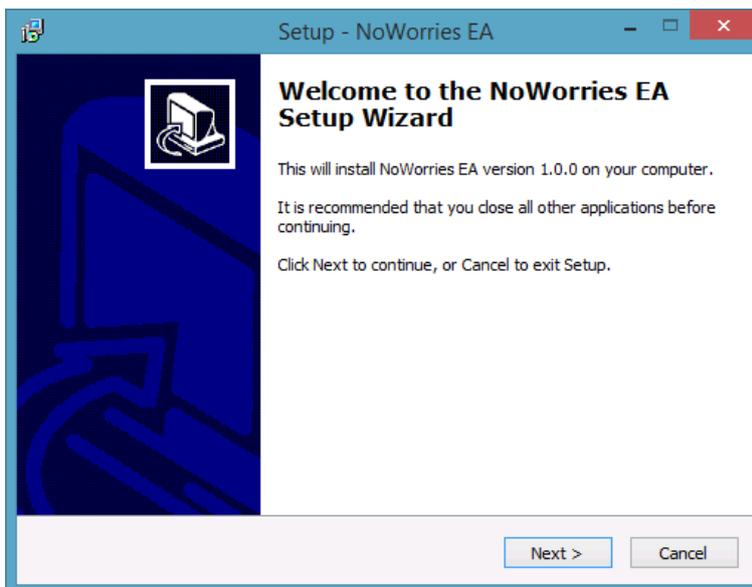
- Ensure that you have the login credentials to the Web Support Centre.
- Ensure that you have an MT4 terminal version 4.00 build 1090 or later installed.

1. Exit MT4 if it was running.
2. Log in to the [Web Support Centre](#).



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. NoWorries EA entry should appear under the **EA** node in the **Navigator** window (**View > Navigator**)

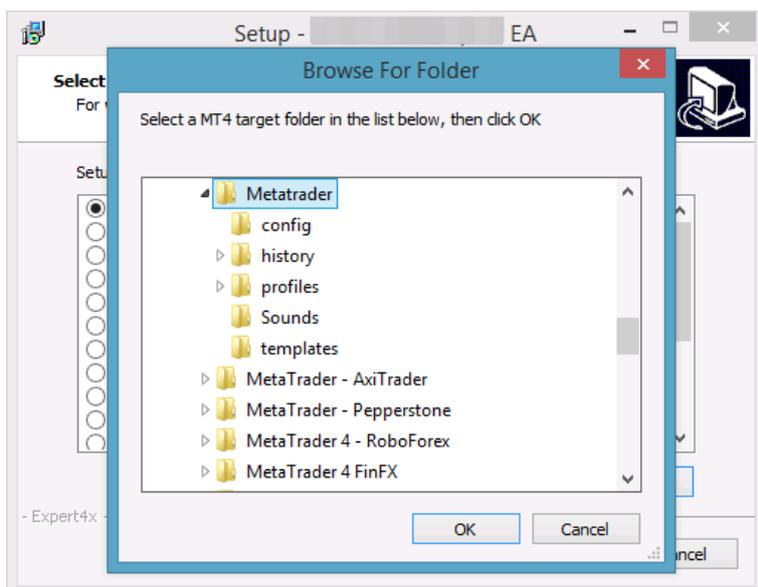
These pictures highlight the steps how to install the EA.



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.



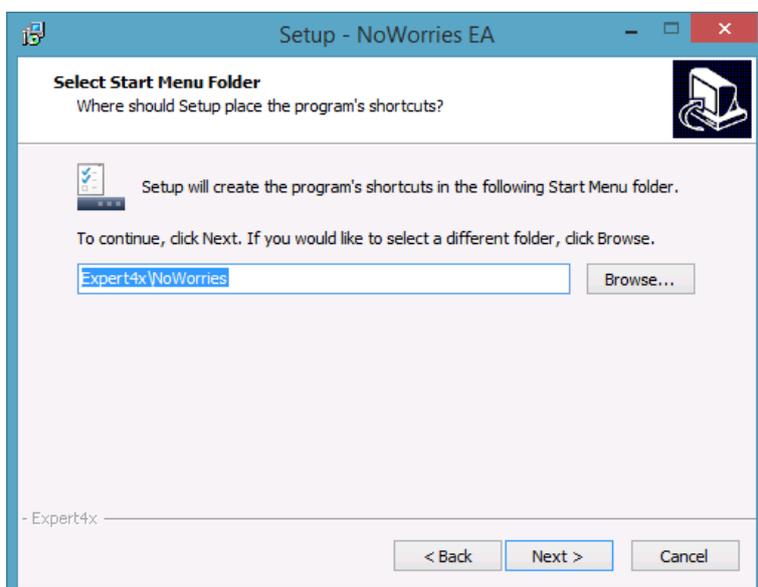
For earlier Windows versions the typical MetaTrader installation location could be

`C:\Program Files\BrokerSpecificName\`

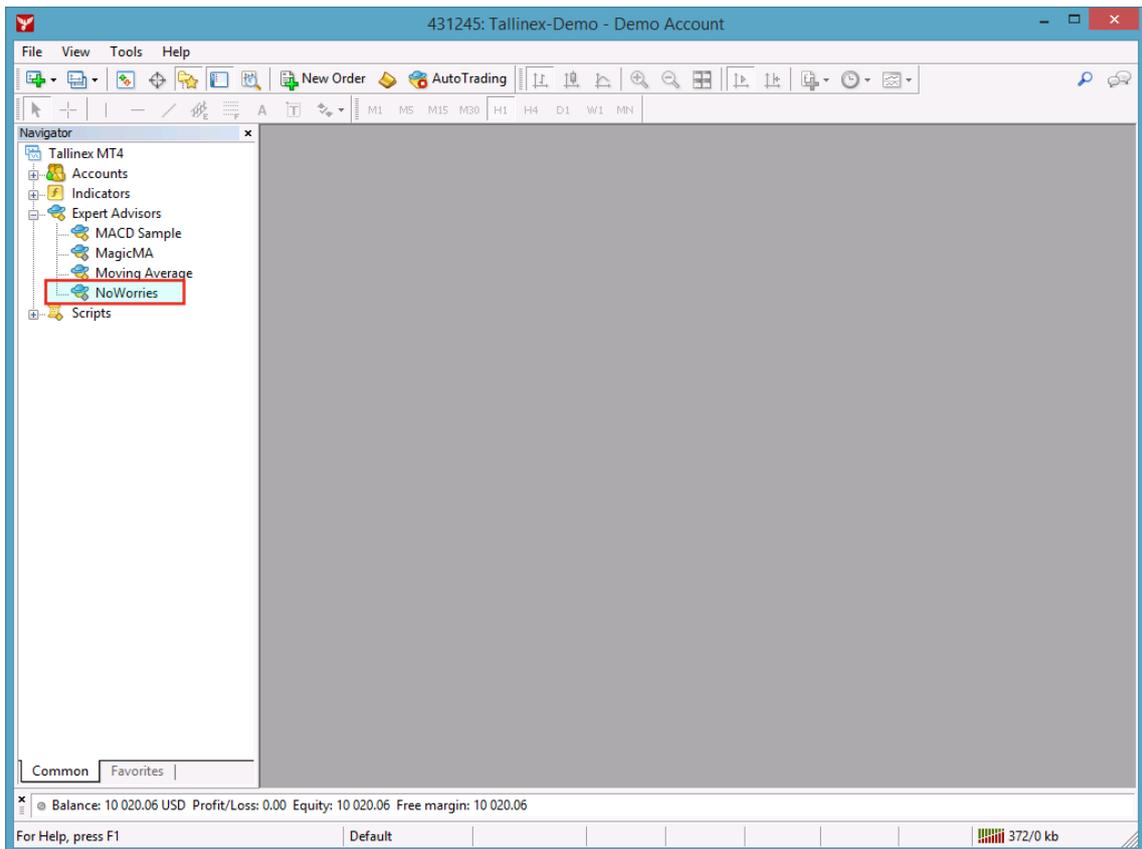
but you may have selected something else while performing the MetaTrader installation. As a hint, the following shows you the default path to the main MT4 directory for some brokers:

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 NoWorries Expert Advisor .

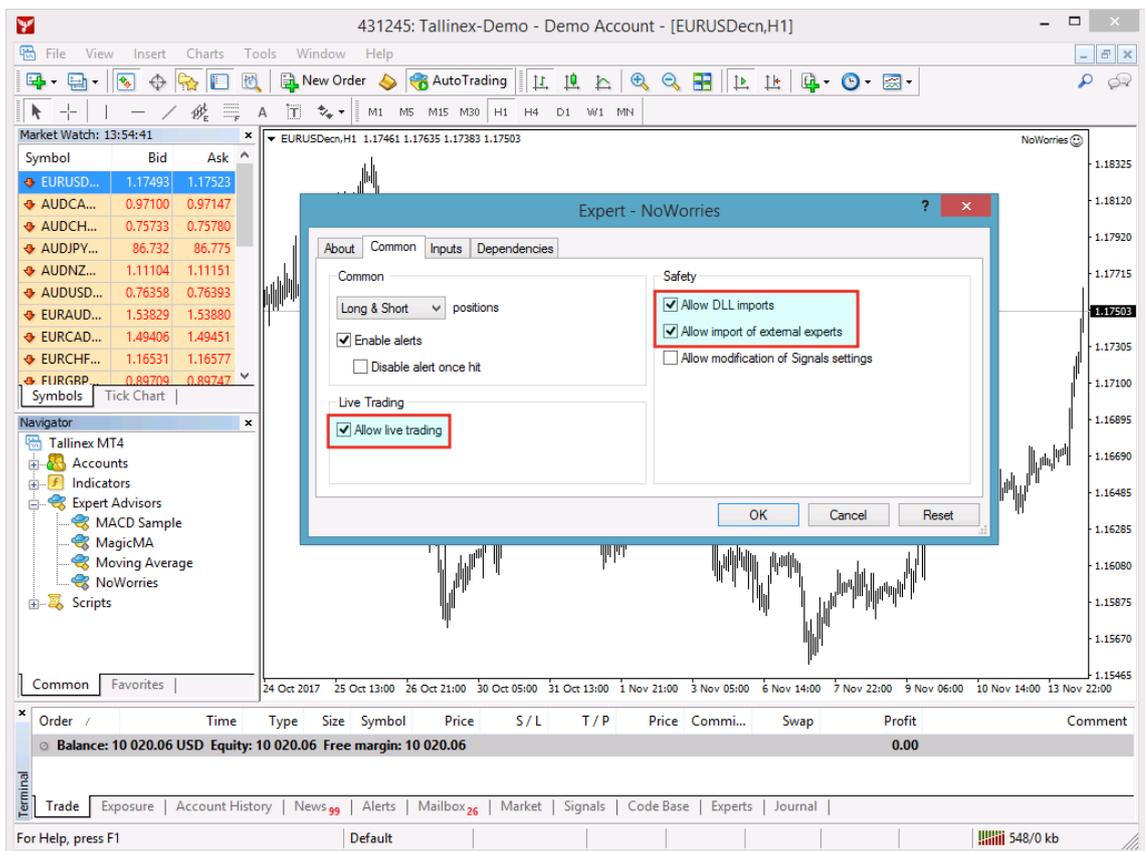
2.2 NoWorries Expert Advisor First Time Activation

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 NoWorries Expert Advisor in a few steps.

Attach the EA to a chart

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

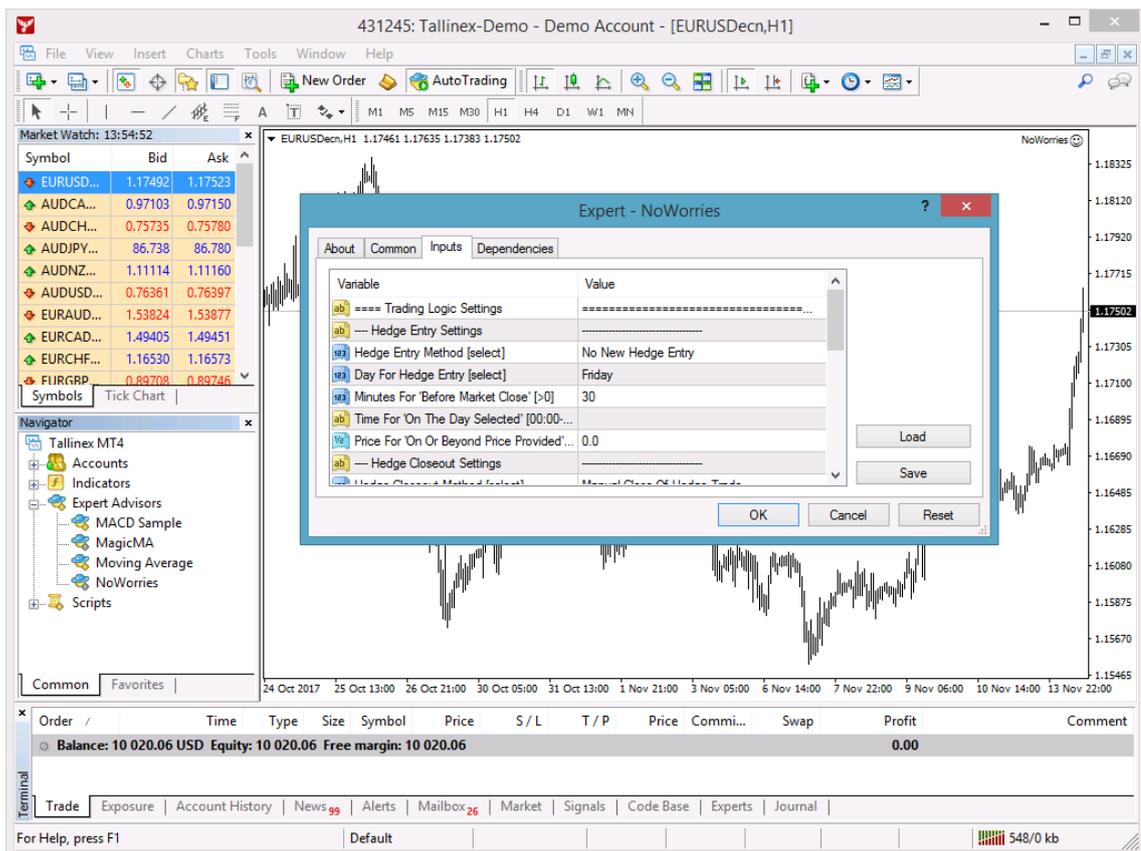


Note: Ensure that the

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

are **checked**.

2. Select the **Inputs** tab:

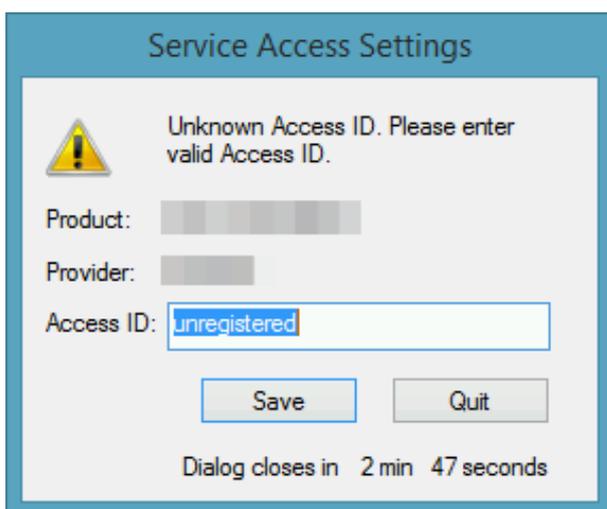


This lists the parameters of the EA where the operational aspect of the NoWorries EA can be set up. For more details see the [NoWorries EA Configuration Guide](#) – for now click **OK** and let the EA start up with default settings.

Note:

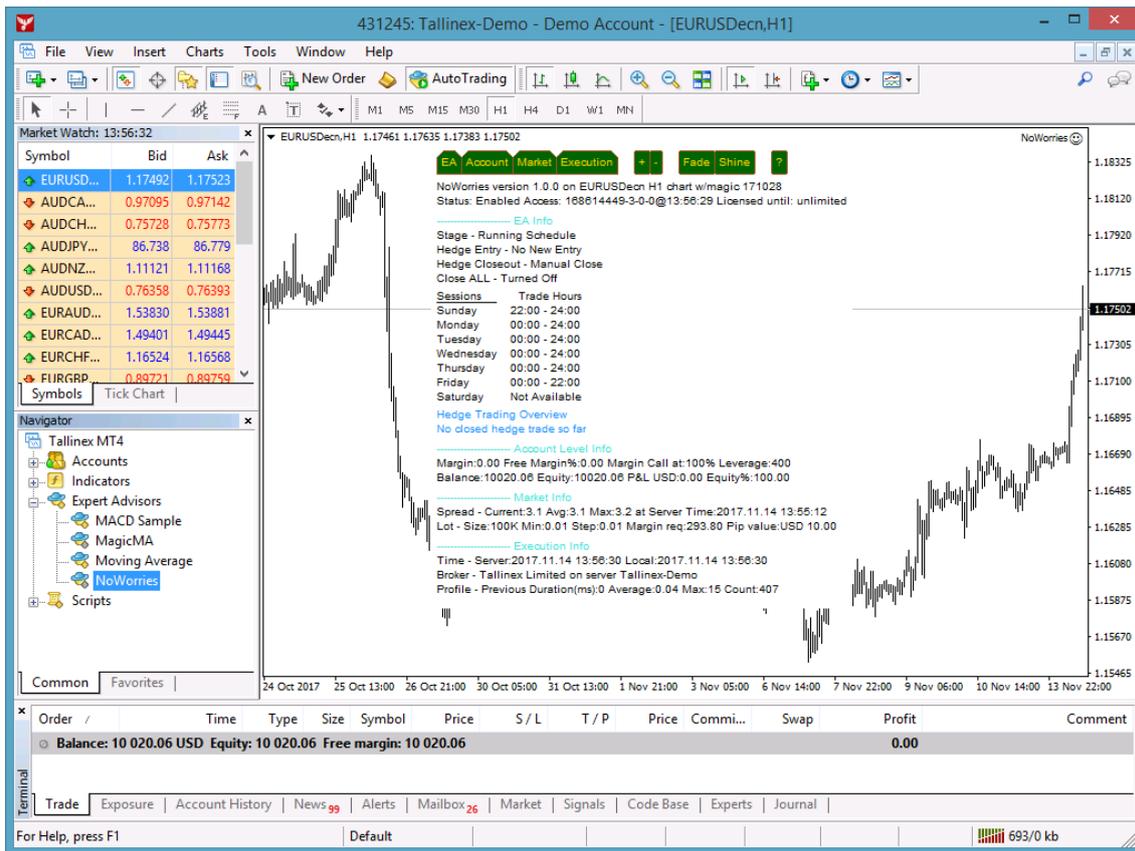
At the very first time the EA may prompt for the Access ID to verify that the usage of product is licensed.

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 NoWorries EA is up and running

After successful authentication the NoWorries EA starts up.



The NoWorries Expert Advisor has been attached to the chart. The smiley face in the top-right corner shows that the initialisation of the NoWorries 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 NoWorries 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 NoWorries EA is compatible with both 4 and 5-digit data feeds based brokers. The NoWorries 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 NoWorries 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.

Chapter 4

NoWorries EA Configuration Guide

The NoWorries EA configuration guide.

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

4.1 Configuration and Operation Principles

The NoWorries EA operational overview.

The NoWorries EA enters and removes hedge protection trades for other existing open positions found on the broker account. Those existing open positions may have been created manually, or by other EAs. The existing open positions can have any Magic Number value, however the NoWorries EA must be configured with a unique *MagicNumber* to distinguish the created hedge positions from all the other existing positions.

The EA only deals with open positions of the chart it is attached to. If the EA is attached to a chart of the EURUSD market then the EA applies hedge protection to all open positions on the EURUSD pair. Open positions on other markets, e.g. GBPUSD, USDJPY etc, will be ignored as those market names do not match with the EURUSD, the chart of the EA. The very same applies to the close all trade feature of the EA. Only those open trades will get closed by the close all feature where the market of the open position is the same as the market of the chart the EA is attached to. An EA attached to the GBPJPY chart will only consider to close open GBPJPY trades when the 'Close All Trade' feature of the EA is used.

Refer to the sample use cases as how the various scenarios can be operated using the EA:

1. [Weekend Hedge Protection For Open Trades](#) on page 27
2. [News Time Hedge Protection For Open Trades](#) on page 28
3. [Price Range Hedge Protection For Open Trades](#) on page 30
4. [End Of Day Close ALL Open Trades](#) on page 31
5. [News Time Close ALL Open Trades](#) on page 32
6. [Price Level Close ALL Open Trades](#) on page 33

Once the EA entered a hedge protection trade it will monitor the open trade which is being protected by the hedge. Should the monitored open trade get closed, e.g. manually, by another EA or by SL/TP, the NoWorries EA will automatically close out the corresponding hedge trade as soon as possible.

If you plan to use the EA for multiple markets at the same time then create a new chart for each of those markets and attach the EA to each of them. Because of the different charts, there is no need to change the *MagicNumber* of the EA, i.e. the same value could be used.

IMPORTANT: Ensure that the *MagicNumber* for the NoWorries EA is not in use by any other EA running on the broker account. Otherwise a clash could occur between the various EA applications, potentially resulting in EA malfunctions and risk of damage to the balance of the broker account.

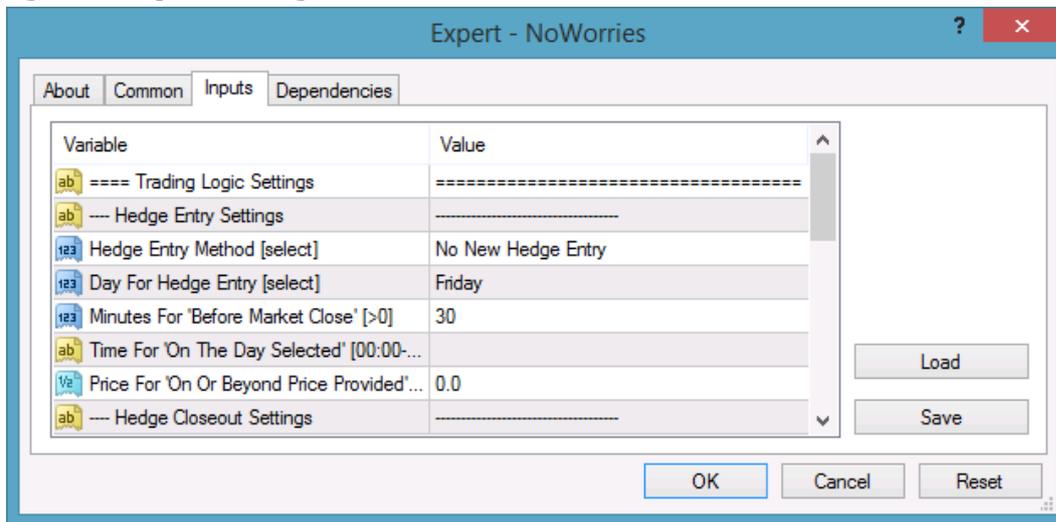
Ensure that for any one market only one EA is active, i.e. there should only be one EURUSD chart with the EA attached to it.

4.2 NoWorries EA Parameter Descriptions

The NoWorries EA parameter descriptions.

4.2.1 Trading Logic Settings

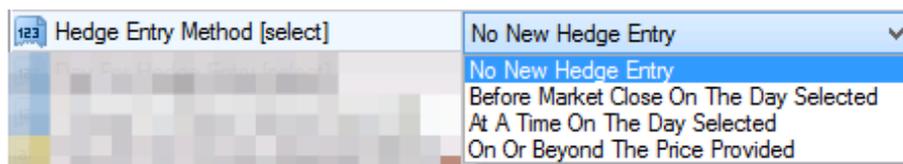
Hedge Entry Settings



Hedge Entry Method

Selects the schedule or target entry price level for new hedge protection trades.

When the selected method kicks off the entry of the new hedge trades, the EA creates for each open position a corresponding hedge trade in the opposite direction, with the same lot size. Open positions, which already have their corresponding hedge trades, are ignored to avoid multiple hedge trades for the same open position.



Hedge Entry Method	Description
No New Hedge Entry	Turns off entering new hedge protection trades. Existing hedge trades, if any open, are not impacted. Those will get closed according to the <i>Hedge Closeout Settings</i> .

Hedge Entry Method	Description
Before Market Close On The Day Selected	<p>Activates entering of hedge protection trades when all the following conditions are met:</p> <ul style="list-style-type: none"> • Day of week matches the selected <i>Day For Hedge Entry</i>. • Broker time is the number of minutes before the close of the market, as configured at the <i>Minutes For Before Market Close</i>. <p>Note: The entering of new hedge trades kicks off at the configured minutes before market close, and limited to the duration of the activation window. The minutes duration of the activation window is configured at the <i>Hedge Entry & Closeout Active Window</i>.</p>
At A Time On The Day Selected	<p>Activates entering of hedge protection trades when all the following conditions are met:</p> <ul style="list-style-type: none"> • Day of week matches the selected <i>Day For Hedge Entry</i>. • Broker time matches the configured time at the <i>Time For On The Day Selected</i>. <p>Note: The entering of new hedge trades kicks off at the configured broker time, and limited to the duration of the activation window. The minutes duration of the activation window is configured at the <i>Hedge Entry & Closeout Active Window</i>.</p>
On Or Beyond The Price Provided	<p>Activates entering of hedge protection trades when the current market price reaches, or is beyond the target price configured at <i>Price For On Or Beyond Price Provided</i>.</p>

The EA only deals with open positions of the chart it is attached to. If the EA is attached to a chart of the EURUSD market then the EA applies hedge protection to all open positions on the EURUSD pair. Open positions on other markets, e.g. GBPUSD, USDJPY etc, will be ignored as those market names do not match with the EURUSD.

Once the EA entered a hedge protection trade it will monitor the open trade which is being protected by the hedge. Should the monitored open trade get closed off, e.g. manually, by another EA or by SL/TP, the NoWorries EA will automatically close out the corresponding hedge trade as soon as possible.

Refer to the sample use cases as how this input field, in conjunction with others, is involved in the various scenarios:

1. [Weekend Hedge Protection For Open Trades](#) on page 27
2. [News Time Hedge Protection For Open Trades](#) on page 28
3. [Price Range Hedge Protection For Open Trades](#) on page 30

Related reference

[Day For Hedge Entry](#) on page 16

[Minutes For Before Market Close](#) on page 17

[Time For On The Day Selected](#) on page 17

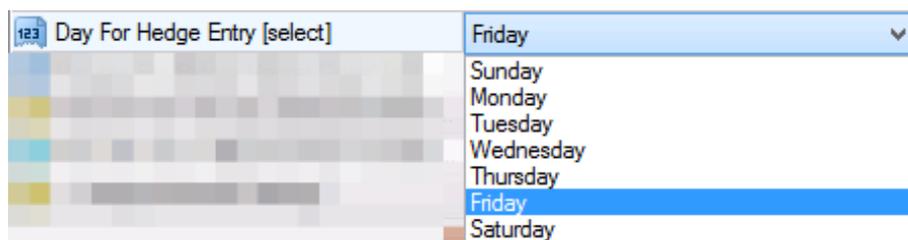
[Price For On Or Beyond Price Provided](#) on page 18

[Hedge Closeout Settings](#) on page 18

[Close ALL Settings](#) on page 21

Day For Hedge Entry

Selects the day of the week when the entry of new hedge protection trades should be performed.



Refer to the sample use cases as how this input field, in conjunction with others, is involved in the various scenarios:

1. [Weekend Hedge Protection For Open Trades](#) on page 27
2. [News Time Hedge Protection For Open Trades](#) on page 28

Related reference

- [Hedge Entry Method](#) on page 15
- [Minutes For Before Market Close](#) on page 17
- [Time For On The Day Selected](#) on page 17
- [Price For On Or Beyond Price Provided](#) on page 18
- [Hedge Closeout Settings](#) on page 18
- [Close ALL Settings](#) on page 21
- [Hedge Entry & Closeout Active Window](#) on page 26

Minutes For Before Market Close

Determines the number of minutes before the close of market, on the selected day of the week, when the entry of new hedge protection trades should be performed. In order to turn on this feature the following input fields should also be set:

- Select *Before Market Close On The Day Selected* for the *Hedge Entry Method*.
- Select the desired day at the *Day For Hedge Entry*.

Refer to the sample use cases as how this input field, in conjunction with others, is involved in the various scenarios:

1. [Weekend Hedge Protection For Open Trades](#) on page 27
2. [News Time Hedge Protection For Open Trades](#) on page 28

Related reference

- [Hedge Entry Method](#) on page 15
- [Day For Hedge Entry](#) on page 16
- [Time For On The Day Selected](#) on page 17
- [Price For On Or Beyond Price Provided](#) on page 18
- [Hedge Closeout Settings](#) on page 18
- [Close ALL Settings](#) on page 21

Time For On The Day Selected

Determines the broker time, on the selected day of the week, when the entry of new hedge protection trades should be performed. In order to turn on this feature the following input fields should also be set:

- Select *At A Time On The Day Selected* for the *Hedge Entry Method*.
- Select the desired day at the *Day For Hedge Entry*.

Refer to the sample use cases as how this input field, in conjunction with others, is involved in the various scenarios:

1. [Weekend Hedge Protection For Open Trades](#) on page 27
2. [News Time Hedge Protection For Open Trades](#) on page 28

Related reference

- [Hedge Entry Method](#) on page 15
- [Day For Hedge Entry](#) on page 16
- [Minutes For Before Market Close](#) on page 17
- [Price For On Or Beyond Price Provided](#) on page 18
- [Hedge Closeout Settings](#) on page 18
- [Close ALL Settings](#) on page 21

Price For On Or Beyond Price Provided

Determines the target market price level, at or beyond which, the entry of new hedge protection trades should be performed. In order to turn on this feature select *On Or Beyond The Price Provided* for the *Hedge Entry Method*.

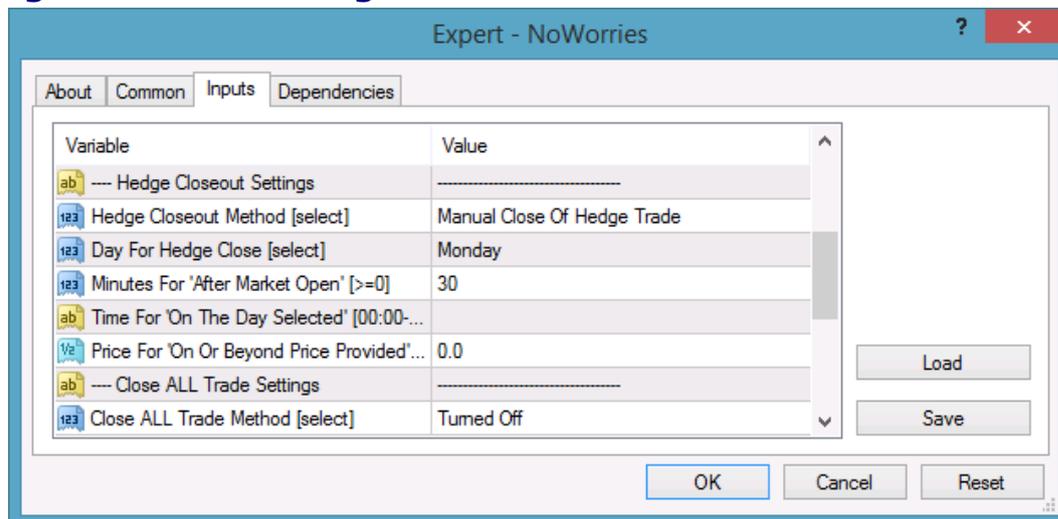
Refer to the sample use cases as how this input field, in conjunction with others, is involved in the various scenarios:

1. [Price Range Hedge Protection For Open Trades](#) on page 30

Related reference

- [Hedge Entry Method](#) on page 15
- [Day For Hedge Entry](#) on page 16
- [Minutes For Before Market Close](#) on page 17
- [Time For On The Day Selected](#) on page 17
- [Hedge Closeout Settings](#) on page 18
- [Close ALL Settings](#) on page 21

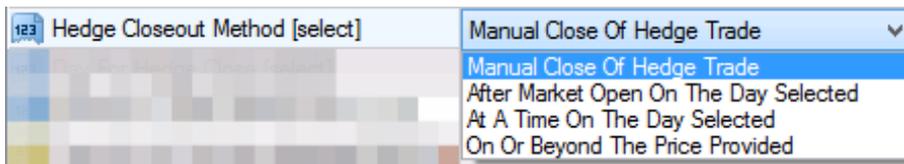
Hedge Closeout Settings



Hedge Closeout Method

Selects the schedule or target price level for the closeout of the hedge protection trades.

When the selected method kicks off the closeout of the open hedge trades, the EA closes out each open hedge trades which were created by the EA itself earlier. Other open non-hedge trades, which were not created by the EA, do not get closed off by this feature.



Hedge Closeout Method	Description
Manual Close Of Hedge Trade	Turns off closeout of existing hedge protection trades. Open hedge trades, if any, are not impacted by the EA. It is the responsibility of the user to close them off manually.
After Market Open On The Day Selected	<p>Activates closeout of existing hedge protection trades when all the following conditions are met:</p> <ul style="list-style-type: none"> • Day of week matches the selected <i>Day For Hedge Closeout</i>. • Broker time is the number of minutes after the open of the market, as configured at the <i>Minutes For After Market Open</i>. <p>Note: The closure of existing hedge trades kicks off at the configured minutes after market open, and limited to the duration of the activation window. The minutes duration of the activation window is configured at the <i>Hedge Entry & Closeout Active Window</i>.</p>
At A Time On The Day Selected	<p>Activates closeout of existing hedge protection trades when all the following conditions are met:</p> <ul style="list-style-type: none"> • Day of week matches the selected <i>Day For Hedge Closeout</i>. • Broker time matches the configured time at the <i>Time For On The Day Selected</i>. <p>Note: The closure of existing hedge trades kicks off at the configured minutes after market open, and limited to the duration of the activation window. The minutes duration of the activation window is configured at the <i>Hedge Entry & Closeout Active Window</i>.</p>
On Or Beyond The Price Provided	Activates closeout of existing hedge protection trades when the current market price reaches, or is beyond the target price configured at <i>Price For On Or Beyond Price Provided</i> .

The EA only deals with open positions of the chart it is attached to. If the EA is attached to a chart of the EURUSD market then the EA applies hedge protection to all open positions on the EURUSD pair. Open positions on other markets, e.g. GBPUSD, USDJPY etc, will be ignored as those market names do not match with the EURUSD.

Once the EA entered a hedge protection trade it will monitor the open trade which is being protected by the hedge. Should the monitored open trade get closed off, e.g. manually, by another EA or by SL/TP, the NoWorries EA will automatically close out the corresponding hedge trade as soon as possible.

Refer to the sample use cases as how this input field, in conjunction with others, is involved in the various scenarios:

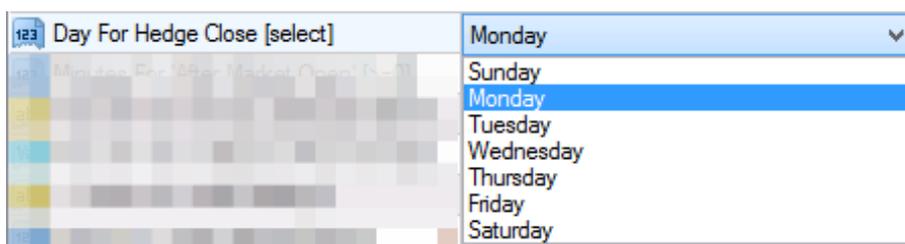
1. [Weekend Hedge Protection For Open Trades](#) on page 27
2. [News Time Hedge Protection For Open Trades](#) on page 28
3. [Price Range Hedge Protection For Open Trades](#) on page 30

Related reference

- [Day For Hedge Close](#) on page 20
- [Minutes For After Market Open](#) on page 20
- [Time For On The Day Selected](#) on page 20
- [Price For On Or Beyond Price Provided](#) on page 21
- [Hedge Entry Settings](#) on page 15
- [Close ALL Settings](#) on page 21
- [Hedge Entry & Closeout Active Window](#) on page 26

Day For Hedge Close

Selects the day of the week when the closeout of existing hedge protection trades should be performed.



Refer to the sample use cases as how this input field, in conjunction with others, is involved in the various scenarios:

- [1.Weekend Hedge Protection For Open Trades](#) on page 27
- [2.News Time Hedge Protection For Open Trades](#) on page 28

Related reference

- [Hedge Closeout Method](#) on page 18
- [Minutes For After Market Open](#) on page 20
- [Time For On The Day Selected](#) on page 20
- [Price For On Or Beyond Price Provided](#) on page 21
- [Hedge Entry Settings](#) on page 15
- [Close ALL Settings](#) on page 21

Minutes For After Market Open

Determines the number of minutes after the open of market, on the selected day of the week, when the closeout of existing hedge protection trades should be performed. In order to turn on this feature the following input fields should also be set:

- Select *After Market Open On The Day Selected* for the *Hedge Closeout Method*.
- Select the desired day at the *Day For Hedge Close*.

Refer to the sample use cases as how this input field, in conjunction with others, is involved in the various scenarios:

- [1.Weekend Hedge Protection For Open Trades](#) on page 27
- [2.News Time Hedge Protection For Open Trades](#) on page 28

Related reference

- [Hedge Closeout Method](#) on page 18
- [Day For Hedge Close](#) on page 20
- [Time For On The Day Selected](#) on page 20
- [Price For On Or Beyond Price Provided](#) on page 21
- [Hedge Entry Settings](#) on page 15
- [Close ALL Settings](#) on page 21

Time For On The Day Selected

Determines the broker time, on the selected day of the week, when the closeout of existing hedge protection trades should be performed. In order to turn on this feature the following input fields should also be set:

- Select *At A Time On The Day Selected* for the *Hedge Closeout Method*.
- Select the desired day at the *Day For Hedge Close*.

Refer to the sample use cases as how this input field, in conjunction with others, is involved in the various scenarios:

1. [Weekend Hedge Protection For Open Trades](#) on page 27
2. [News Time Hedge Protection For Open Trades](#) on page 28

Related reference

- [Hedge Closeout Method](#) on page 18
- [Day For Hedge Close](#) on page 20
- [Minutes For After Market Open](#) on page 20
- [Price For On Or Beyond Price Provided](#) on page 21
- [Hedge Entry Settings](#) on page 15
- [Close ALL Settings](#) on page 21

Price For On Or Beyond Price Provided

Determines the target market price level, at or beyond which, the closeout of existing hedge protection trades should be performed. In order to turn on this feature select *On Or Beyond The Price Provided* for the *Hedge Closeout Method*.

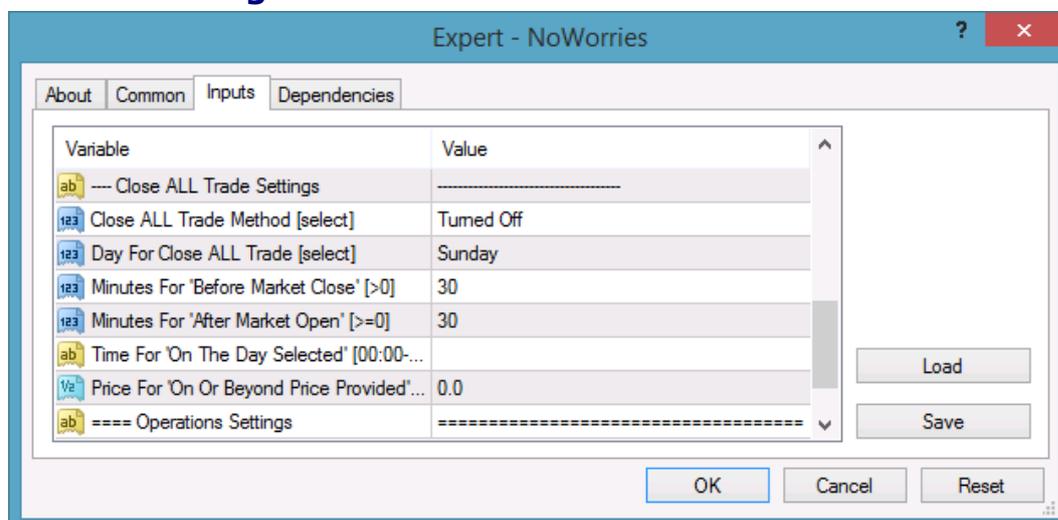
Refer to the sample use cases as how this input field, in conjunction with others, is involved in the various scenarios:

1. [Price Range Hedge Protection For Open Trades](#) on page 30

Related reference

- [Hedge Closeout Method](#) on page 18
- [Day For Hedge Close](#) on page 20
- [Minutes For After Market Open](#) on page 20
- [Time For On The Day Selected](#) on page 20
- [Hedge Entry Settings](#) on page 15
- [Close ALL Settings](#) on page 21

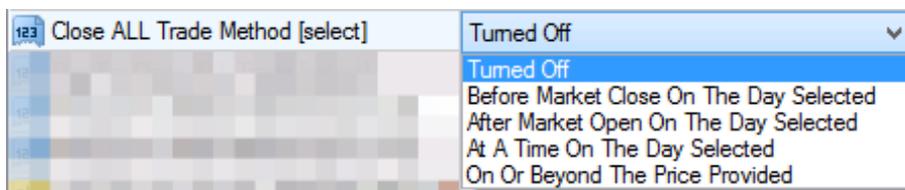
Close ALL Settings



Close ALL Trade Method

Selects the schedule or target price level for the close of **all** the open trades.

IMPORTANT: This close all feature, when activated, will close off **ALL** open trades on the market of the chart, including both hedge and non-hedge trades, regardless of created by the EA or not.



Close ALL Trade Method	Description
Turned Off	Turns off closeout of all trades. No open trades, if any, are not impacted by the EA.
Before Market Close On The Day Selected	<p>Activates entering of hedge protection trades when all the following conditions are met:</p> <ul style="list-style-type: none"> Day of week matches the selected <i>Day For Close ALL Trade</i>. Broker time is the number of minutes before the close of the market, as configured at the <i>Minutes For Before Market Close</i>. <p>Note: The entering of new hedge trades kicks off at the configured minutes before market close, and limited to the duration of the activation window. The minutes duration of the activation window is configured at the <i>Hedge Entry & Closeout Active Window</i>.</p>
After Market Open On The Day Selected	<p>Activates closeout of ALL trades when all the following conditions are met:</p> <ul style="list-style-type: none"> Day of week matches the selected <i>Day For Close ALL Trade</i>. Broker time is the number of minutes after the open of the market, as configured at the <i>Minutes For After Market Open</i>. <p>Note: The closure of ALL trades kicks off at the configured minutes after market open, and limited to the duration of the activation window. The minutes duration of the activation window is configured at the <i>Hedge Entry & Closeout Active Window</i>.</p>
At A Time On The Day Selected	<p>Activates closeout of ALL trades when all the following conditions are met:</p> <ul style="list-style-type: none"> Day of week matches the selected <i>Day For Close ALL Trade</i>. Broker time matches the configured time at the <i>Time For On The Day Selected</i>. <p>Note: The closure of ALL trades kicks off at the configured minutes after market open, and limited to the duration of the activation window. The minutes duration of the activation window is configured at the <i>Hedge Entry & Closeout Active Window</i>.</p>

Close ALL Trade Method	Description
On Or Beyond The Price Provided	Activates closeout of ALL trades when the current market price reaches, or is beyond the target price configured at <i>Price For On Or Beyond Price Provided</i> .

Refer to the sample use cases as how this input field, in conjunction with others, is involved in the various scenarios:

1. [End Of Day Close ALL Open Trades](#) on page 31
2. [News Time Close ALL Open Trades](#) on page 32
3. [Price Level Close ALL Open Trades](#) on page 33

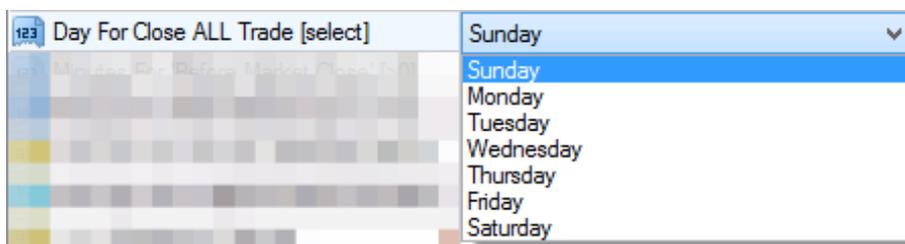
Related reference

- [Day for Close ALL Trade](#) on page 23
- [Minutes For Before Market Close](#) on page 23
- [Minutes For After Market Open](#) on page 24
- [Time For On The Day Selected](#) on page 24
- [Price For On Or Beyond Price Provided](#) on page 25
- [Hedge Entry Settings](#) on page 15
- [Hedge Closeout Settings](#) on page 18
- [Hedge Entry & Closeout Active Window](#) on page 26

Day for Close ALL Trade

Selects the day of the week when the close of **all** open trades should be performed.

IMPORTANT: This close all feature, when activated, will close off **ALL** open trades on the market of the chart, including both hedge and non-hedge trades, regardless of created by the EA or not.



Refer to the sample use cases as how this input field, in conjunction with others, is involved in the various scenarios:

1. [End Of Day Close ALL Open Trades](#) on page 31
2. [News Time Close ALL Open Trades](#) on page 32

Related reference

- [Close ALL Trade Method](#) on page 21
- [Minutes For Before Market Close](#) on page 23
- [Minutes For After Market Open](#) on page 24
- [Time For On The Day Selected](#) on page 24
- [Price For On Or Beyond Price Provided](#) on page 25
- [Hedge Entry Settings](#) on page 15
- [Hedge Closeout Settings](#) on page 18

Minutes For *Before Market Close*

Determines the number of minutes before the close of market, on the selected day of the week, when the close of **all** open trades should be performed. In order to turn on this feature the following input fields should also be set:

- Select *Before Market Close On The Day Selected* for the *Close ALL Trade Method*.
- Select the desired day at the *Day For Close ALL Trade*.

IMPORTANT: This close all feature, when activated, will close off **ALL** open trades on the market of the chart, including both hedge and non-hedge trades, regardless of created by the EA or not.

Refer to the sample use cases as how this input field, in conjunction with others, is involved in the various scenarios:

1. [End Of Day Close ALL Open Trades](#) on page 31
2. [News Time Close ALL Open Trades](#) on page 32

Related reference

[Close ALL Trade Method](#) on page 21
[Day for Close ALL Trade](#) on page 23
[Minutes For After Market Open](#) on page 24
[Time For On The Day Selected](#) on page 24
[Price For On Or Beyond Price Provided](#) on page 25
[Hedge Entry Settings](#) on page 15
[Hedge Closeout Settings](#) on page 18

Minutes For *After Market Open*

Determines the number of minutes after the open of market, on the selected day of the week, when the close of **all** open trades should be performed. In order to turn on this feature the following input fields should also be set:

- Select *After Market Open On The Day Selected* for the *Close ALL Trade Method*.
- Select the desired day at the *Day For Close ALL Trade*.

IMPORTANT: This close all feature, when activated, will close off **ALL** open trades on the market of the chart, including both hedge and non-hedge trades, regardless of created by the EA or not.

Refer to the sample use cases as how this input field, in conjunction with others, is involved in the various scenarios:

1. [End Of Day Close ALL Open Trades](#) on page 31
2. [News Time Close ALL Open Trades](#) on page 32

Related reference

[Close ALL Trade Method](#) on page 21
[Day for Close ALL Trade](#) on page 23
[Minutes For Before Market Close](#) on page 23
[Time For On The Day Selected](#) on page 24
[Price For On Or Beyond Price Provided](#) on page 25
[Hedge Entry Settings](#) on page 15
[Hedge Closeout Settings](#) on page 18

Time For *On The Day Selected*

Determines the broker time, on the selected day of the week, when the close of **all** open trades should be performed. In order to turn on this feature the following input fields should also be set:

- Select *At A Time On The Day Selected* for the *Close ALL Trade Method*.
- Select the desired day at the *Day For Close ALL Trade*.

IMPORTANT: This close all feature, when activated, will close off **ALL** open trades on the market of the chart, including both hedge and non-hedge trades, regardless of created by the EA or not.

Refer to the sample use cases as how this input field, in conjunction with others, is involved in the various scenarios:

1. [End Of Day Close ALL Open Trades](#) on page 31
2. [News Time Close ALL Open Trades](#) on page 32

Related reference

- [Close ALL Trade Method](#) on page 21
- [Day for Close ALL Trade](#) on page 23
- [Minutes For Before Market Close](#) on page 23
- [Minutes For After Market Open](#) on page 24
- [Price For On Or Beyond Price Provided](#) on page 25
- [Hedge Entry Settings](#) on page 15
- [Hedge Closeout Settings](#) on page 18

Price For On Or Beyond Price Provided

Determines the target market price level, at or beyond which, the close of **all** open trades should be performed. In order to turn on this feature select *On Or Beyond The Price Provided* for the *Close ALL Trade Method*.

IMPORTANT: This close all feature, when activated, will close off **ALL** open trades on the market of the chart, including both hedge and non-hedge trades, regardless of created by the EA or not.

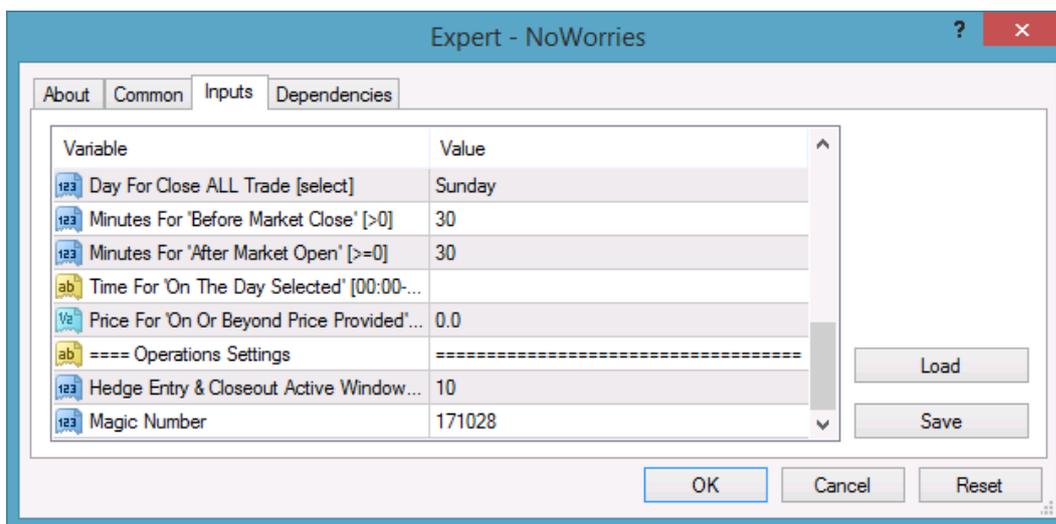
Refer to the sample use cases as how this input field, in conjunction with others, is involved in the various scenarios:

1. [Price Level Close ALL Open Trades](#) on page 33

Related reference

- [Close ALL Trade Method](#) on page 21
- [Day for Close ALL Trade](#) on page 23
- [Minutes For Before Market Close](#) on page 23
- [Minutes For After Market Open](#) on page 24
- [Time For On The Day Selected](#) on page 24
- [Hedge Entry Settings](#) on page 15
- [Hedge Closeout Settings](#) on page 18

4.2.2 Operations Settings



Hedge Entry & Closeout Active Window

Hedge Entry & Closeout Active Window

Controls the duration of the EA trading activity window. The EA trading activity can be entering hedge protection trades, closing out those hedge protection trades, or closing off **ALL** open trades. These activities kick off according to their configured time based schedule, like before or after market close or open, or at a configured broker time. This *Hedge Entry & Closeout Active Window* parameter limits the activity duration to this configured number of minutes.

Note: This parameter does not have any effect when the EA activity is kicked off due to reaching the configured target price level, i.e. when any of the *On Or Beyond The Price Provided* method is used.

Note: The EA respects the selected day of the week for the trading activity. If the scheduled time plus the duration of the Active Window would run into the next day then the EA will stop the activity once the selected day is over.

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 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](#)

Chapter 5

Knowledgebase

Frequently Asked Questions and other common use cases.

5.1 Weekend Hedge Protection For Open Trades

How To Guide

I have open trades on the broker account and the weekend is coming. I want the EA to place hedge trades 30 minutes before the weekend and close off those hedge trades after the weekend.

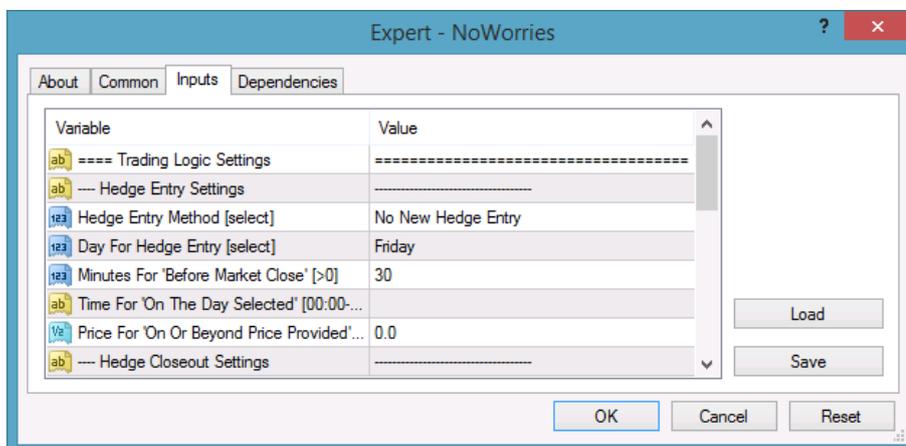
Weekend Hedge For a Single Market

Let's assume that there are open trades on the EURUSD market. The EURUSD market closes off Friday night and reopens Sunday night or Monday in the morning.

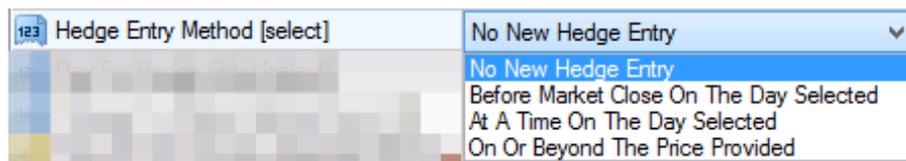
1. Create a new chart of the market in the MT4 terminal, e.g. a chart of the EURUSD.

The timeframe of the chart can be anything, it does not have any impact to the hedge or close all features of the EA.

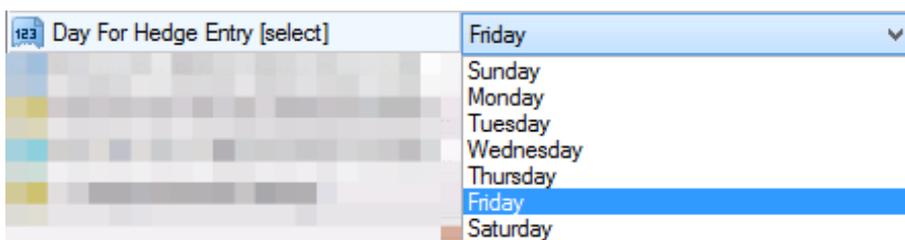
2. Attach the EA to this new chart and select the Inputs tab of the EA properties window.



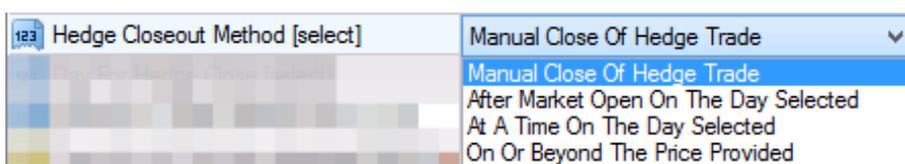
3. Double click the value of the *Hedge Entry Method* and select the *Before Market Close On The Selected Day* item.



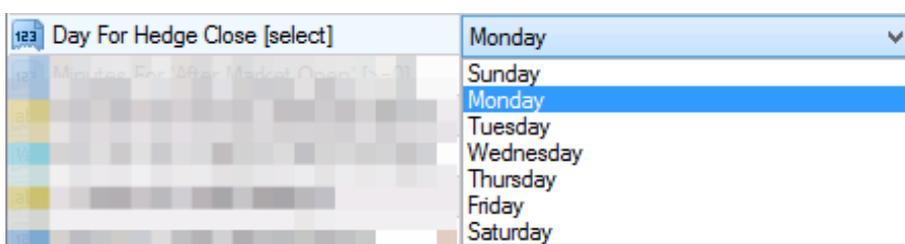
4. Double click the value of the *Day For Hedge Entry* and select *Friday*.



5. Double click the value of the *Minutes For Before Market Close* and type in 30.
6. Double click the value of the *Hedge Closeout Method* and select the *After Market Open On The Selected Day* item.



7. Double click the value of the *Day For Hedge Close* and select *Monday*.



8. Double click the value of the *Minutes For After Market Close* and type in 30.
9. Finally click the OK button of the EA properties window to let the EA start up on the chart.

The EA starts up and becomes ready to place the hedge protection trades for each of the open trades 30 minutes before market close on Friday, then to close off the hedge trades 30 minutes after market open on Monday.

Weekend Hedge For Multiple Markets

There could be open trades for more than one market on the broker account, e.g. EURUSD as well as USDJPY market. In order to manage hedge trades for multiple markets a separate chart with the EA attached is required for each.

1. Prepare a list of the markets with any open trades you want to protect with hedge trades.
2. For each market on the list, follow the above process *Weekend Hedge For a Single Market* to create a chart and attach the EA.

5.2 News Time Hedge Protection For Open Trades

How To Guide

I have open trades on the broker account and a news announcement is coming on Tuesday, with a potential to spike the markets. I want the EA to place hedge trades before the news and close off those hedge trades after the news on Tuesday.

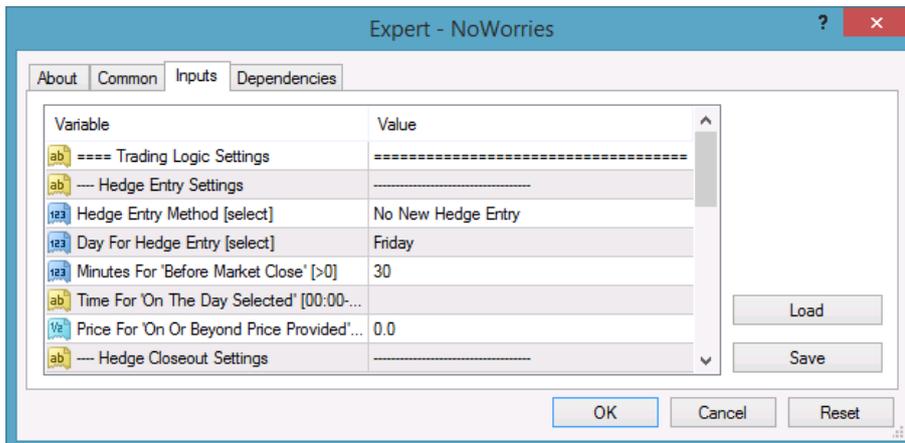
News Time Hedge For A Single Market

Let's assume that there are open trades on the EURUSD market. The news announcement is scheduled for 9am on Tuesday, so configure the EA to place hedge trades at 8:50 and close off those hedge trades at 9:30 on Tuesday.

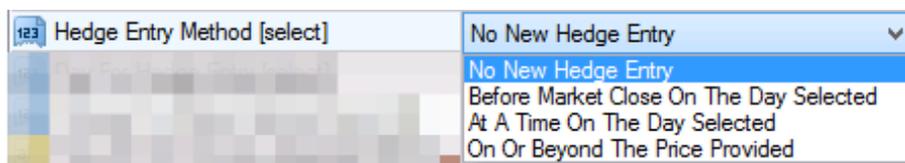
1. Create a new chart of the market in the MT4 terminal, e.g. a chart of the EURUSD.

The timeframe of the chart can be anything, it does not have any impact to the hedge or close all features of the EA.

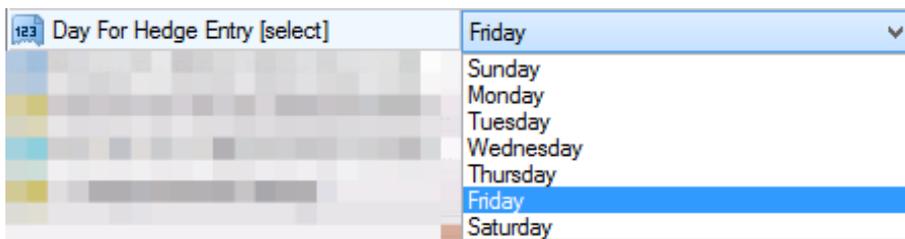
- Attach the EA to this new chart and select the Inputs tab of the EA properties window.



- Double click the value of the *Hedge Entry Method* and select the *At A Time On The Selected Day* item.

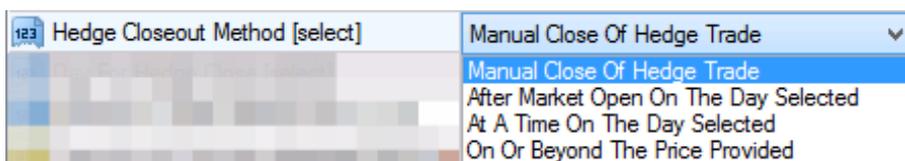


- Double click the value of the *Day For Hedge Entry* and select *Tuesday*.

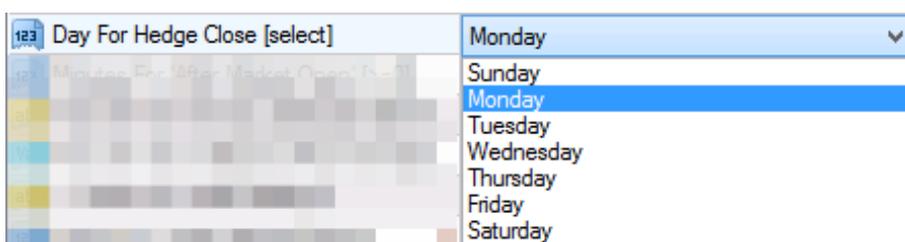


- Double click the value of the *Time For On The Day Selected* and type in 8:50.

- Double click the value of the *Hedge Closeout Method* and select the *At A Time On The Selected Day* item.



- Double click the value of the *Day For Hedge Close* and select *Tuesday*.



- Double click the value of the *Time For On The Day Selected* and type in 9:30.

- Finally click the OK button of the EA properties window to let the EA start up on the chart.

The EA starts up and becomes ready to place the hedge protection trades for each of the open trades at 8:50 on Tuesday, then to close off the hedge trades at 9:30 on Tuesday.

News Time Hedge For Multiple Markets

There could be open trades for more than one market on the broker account, e.g. EURUSD as well as USDJPY market. In order to manage hedge trades for multiple markets a separate chart with the EA attached is required for each.

1. Prepare a list of the markets with any open trades you want to protect with hedge trades.
2. For each market on the list, follow the above process *News Time Hedge For A Single Market* to create a chart and attach the EA.

5.3 Price Range Hedge Protection For Open Trades

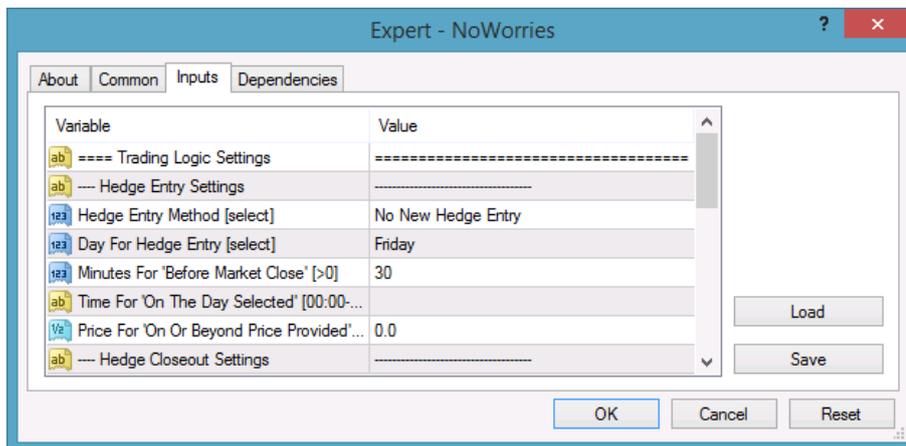
How To Guide

I have open trades on the broker account and the price may swing beyond a level before it reverts back. I want the EA to place hedge trades if the price goes beyond a certain level and close off those hedge trades when price reverts back to another level.

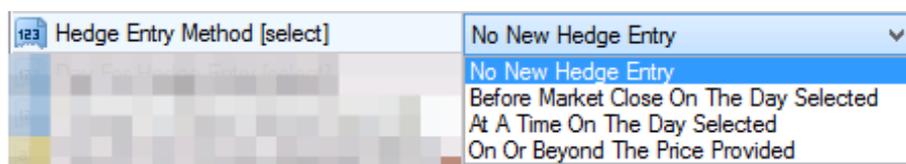
Price Range Hedge For A Single Market

Let's assume that there are open trades on the EURUSD market and the current bid price is 1.1750. I want the EA to place hedge trades should the price go to or beyond 1.1850 and remove those hedge trades when the price reverts back to 1.1800.

1. Create a new chart of the market in the MT4 terminal, e.g. a chart of the EURUSD.
The timeframe of the chart can be anything, it does not have any impact to the hedge or close all features of the EA.
2. Attach the EA to this new chart and select the Inputs tab of the EA properties window.

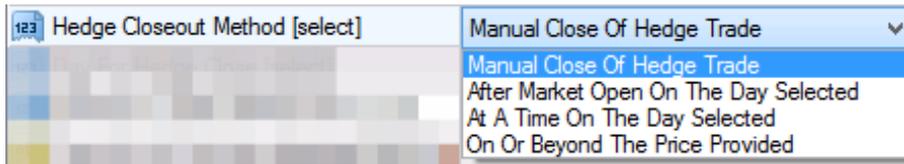


3. Double click the value of the *Hedge Entry Method* and select the *On Or Beyond The Price Provided* item.



4. Double click the value of the *Price For On Or Beyond Provided* and type in 1.1850.

5. Double click the value of the *Hedge Closeout Method* and select the *On Or Beyond The Price Provided* item.



6. Double click the value of the *Price For On Or Beyond Provided* and type in 1.1800.
7. Finally click the OK button of the EA properties window to let the EA start up on the chart.

The EA starts up and becomes ready to place the hedge protection trades for each of the open trades should the price go to or beyond 1.1850, then to close off the hedge trades when price reverts back to 1.1800.

Price Range Hedge For Multiple Markets

There could be open trades for more than one market on the broker account, e.g. EURUSD as well as USDJPY market. In order to manage hedge trades for multiple markets a separate chart with the EA attached is required for each.

1. Prepare a list of the markets with any open trades you want to protect with hedge trades.
2. For each market on the list, follow the above process *Price Range Hedge For A Single Market* to create a chart and attach the EA.

5.4 End Of Day Close ALL Open Trades

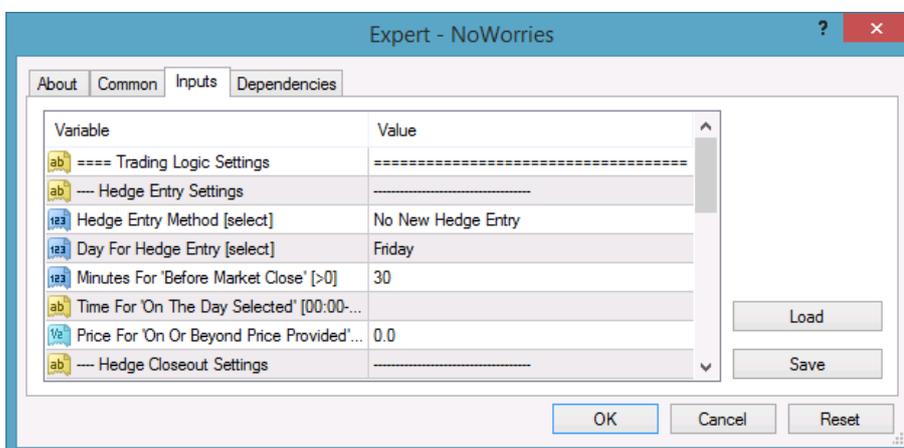
How To Guide

I have open trades on the broker account and the weekend is coming. I want the EA to close all my open trades 30 minutes before the weekend.

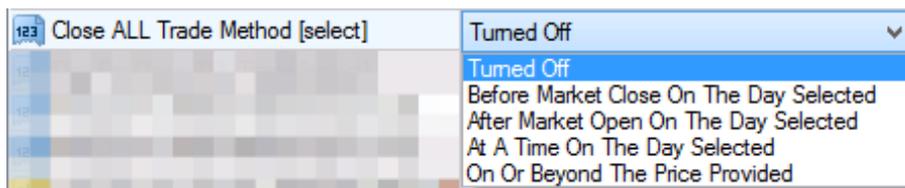
End Of Day Close All Trades For a Single Market

Let's assume that there are open trades on the EURUSD market. The EURUSD market closes off Friday night.

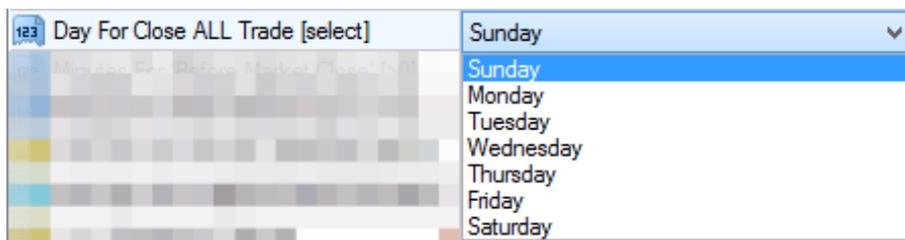
1. Create a new chart of the market in the MT4 terminal, e.g. a chart of the EURUSD. The timeframe of the chart can be anything, it does not have any impact to the close all feature of the EA.
2. Attach the EA to this new chart and select the Inputs tab of the EA properties window.



3. Double click the value of the *Close ALL Trade Method* and select the *Before Market Close On The Selected Day* item.



4. Double click the value of the *Day For Close ALL Trade* and select *Friday*.



5. Double click the value of the *Minutes For Before Market Close* and type in 30.
6. Finally click the OK button of the EA properties window to let the EA start up on the chart.

The EA starts up and becomes ready to close all open trades 30 minutes before market close on Friday.

End Of Day Close All Trades For Multiple Markets

There could be open trades for more than one market on the broker account, e.g. EURUSD as well as USDJPY market. In order to close all open trades for multiple markets a separate chart with the EA attached is required for each.

1. Prepare a list of the markets with any open trades you want to get all closed.
2. For each market on the list, follow the above process *End Of Day Close All Trades For a Single Market* to create a chart and attach the EA.

5.5 News Time Close ALL Open Trades

How To Guide

I have open trades on the broker account and a news announcement is coming on Tuesday, with a potential to spike the markets. I want the EA to close all open trades before the news on Tuesday.

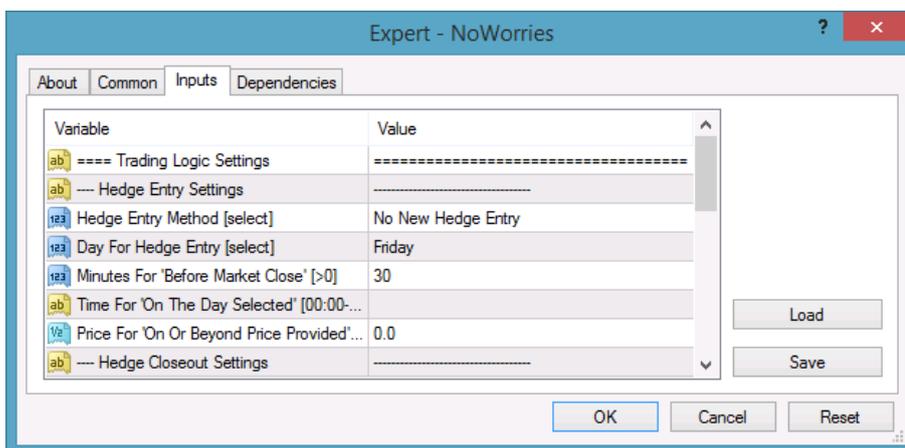
News Time Close All Trades For a Single Market

Let's assume that there are open trades on the EURUSD market. The news announcement is scheduled for 9am on Tuesday, so configure the EA to close all open trades at 8:50.

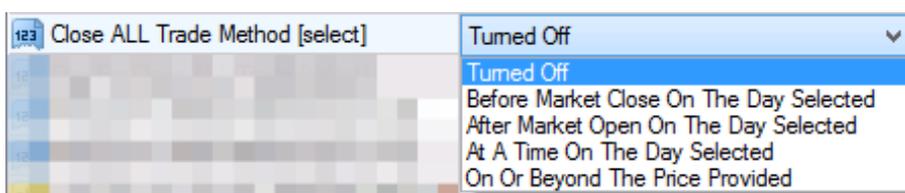
1. Create a new chart of the market in the MT4 terminal, e.g. a chart of the EURUSD.

The timeframe of the chart can be anything, it does not have any impact to the close all feature of the EA.

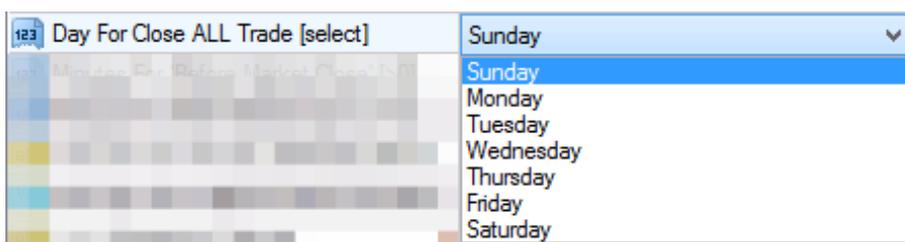
2. Attach the EA to this new chart and select the Inputs tab of the EA properties window.



3. Double click the value of the *Close ALL Trade Method* and select the *At A Time On The Selected Day* item.



4. Double click the value of the *Day For Close ALL Trade* and select *Tuesday*.



5. Double click the value of the *Time For On The Day Selected* and type in 8:50.
6. Finally click the OK button of the EA properties window to let the EA start up on the chart.

The EA starts up and becomes ready to close all open trades at 8:50 on Tuesday.

News Time Close All Trades For Multiple Markets

There could be open trades for more than one market on the broker account, e.g. EURUSD as well as USDJPY market. In order to close all open trades for multiple markets a separate chart with the EA attached is required for each.

1. Prepare a list of the markets with any open trades you want to get all closed.
2. For each market on the list, follow the above process *News Time Close All Trades For a Single Market* to create a chart and attach the EA.

5.6 Price Level Close ALL Open Trades

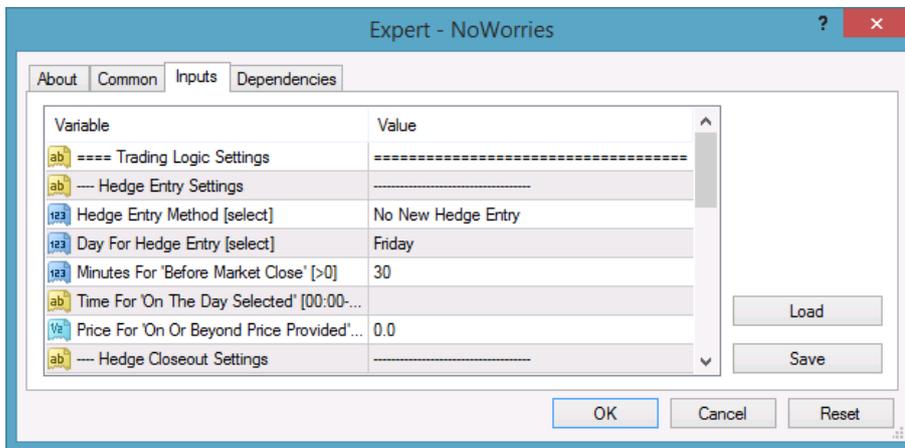
How To Guide

I have open trades on the broker account and I want the EA to close all open trades if a certain market price level is reached at any point in time.

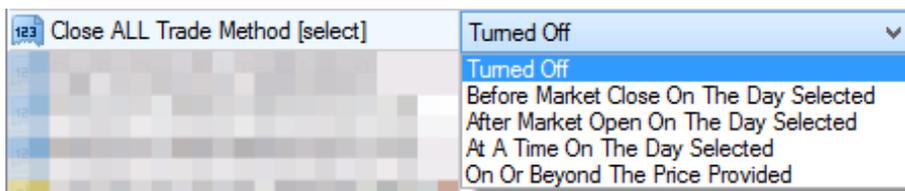
Price Level Close All Trades For a Single Market

Let's assume that there are open trades on the EURUSD market and the current bid price is 1.1750. I want the EA to close all open trades should the price go to or beyond 1.1800.

1. Create a new chart of the market in the MT4 terminal, e.g. a chart of the EURUSD.
The timeframe of the chart can be anything, it does not have any impact to the close all feature of the EA.
2. Attach the EA to this new chart and select the Inputs tab of the EA properties window.



3. Double click the value of the *Close ALL Trade Method* and select the *On Or Beyond The Price Provided* item.



4. Double click the value of the *Price For On Or Beyond Price Provided* and type in 1.1800.
5. Finally click the OK button of the EA properties window to let the EA start up on the chart.

The EA starts up and becomes ready to close all open trades whenever the market price reaches or is beyond 1.1800.

Price Level Close All Trades For Multiple Markets

There could be open trades for more than one market on the broker account, e.g. EURUSD as well as USDJPY market. In order to close all open trades for multiple markets a separate chart with the EA attached is required for each.

1. Prepare a list of the markets with any open trades you want to get all closed.
2. For each market on the list, follow the above process *Price Level Close All Trades For a Single Market* to create a chart and attach the EA.

5.7 Sad Face Instead of Smiley Face After Attach

Issue

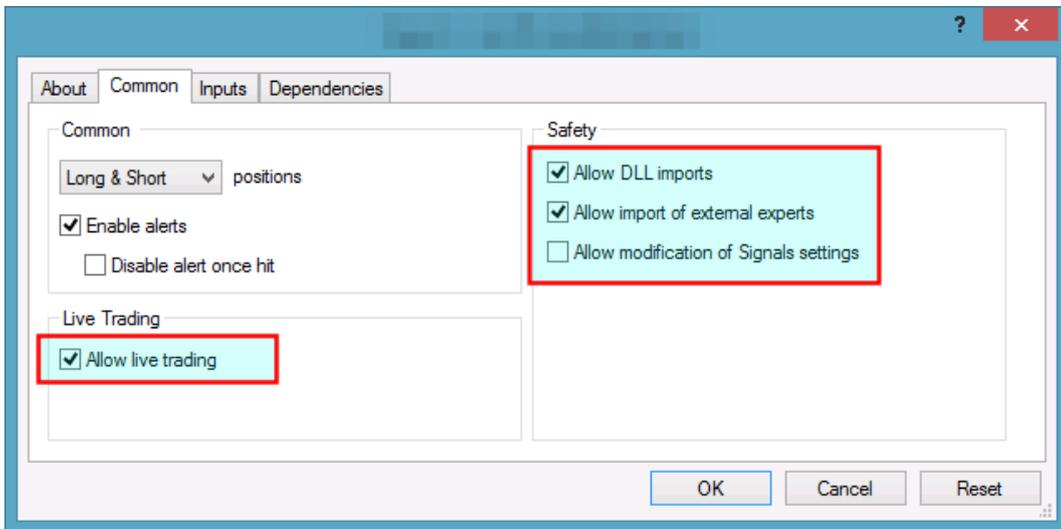
After attaching to chart the EA is not managing trades, a *sad* face appears in the top right corner of the chart.



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).

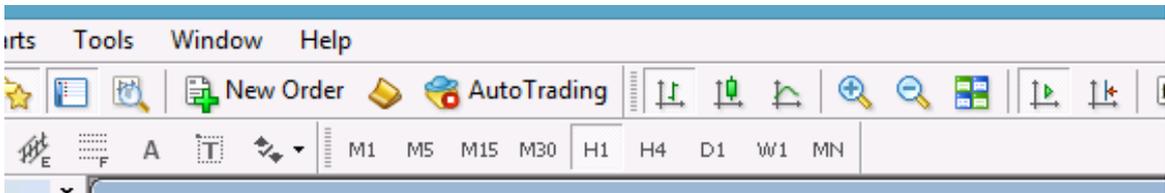


Autotrading is disabled

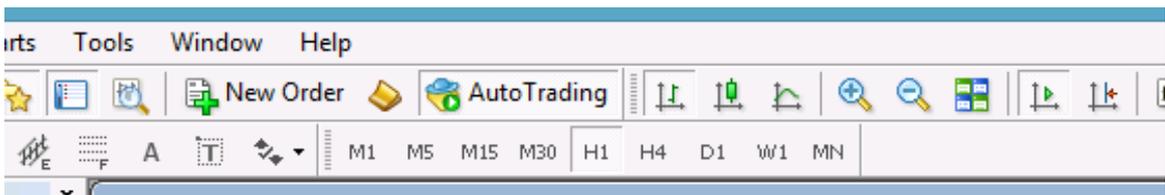
The **AutoTrading** might be disabled

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

Toolbar button when Expert Advisors disabled:



Click to enable:



5.8 EA Is Not Starting Up After Attach to Chart

Issue

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

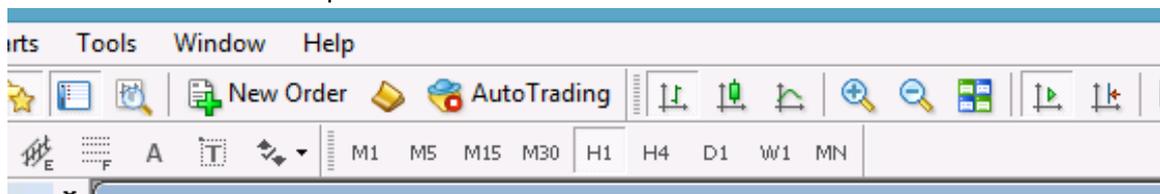


Autotrading is disabled

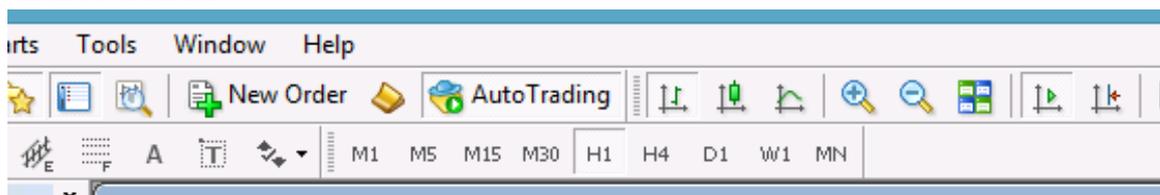
The **AutoTrading** might be disabled

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

Toolbar button when Expert Advisors disabled:



Click to enable:



5.9 No Updates to Chart

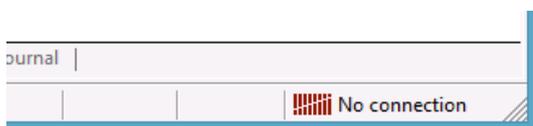
Issue

The NoWorries 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:

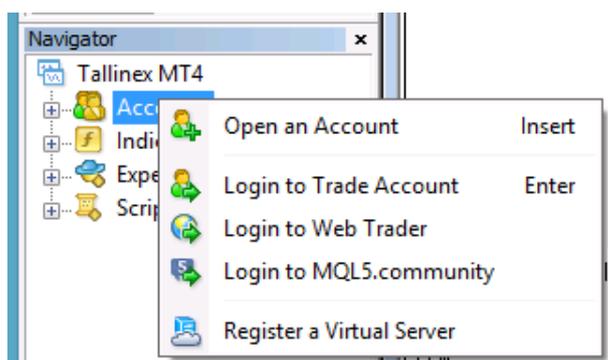


2. If connection is lost then login again or restart MT to force reconnection. Try again activating the NoWorries EA when connection is back.

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.

5.10 Prompted for Access ID at Service Access Settings

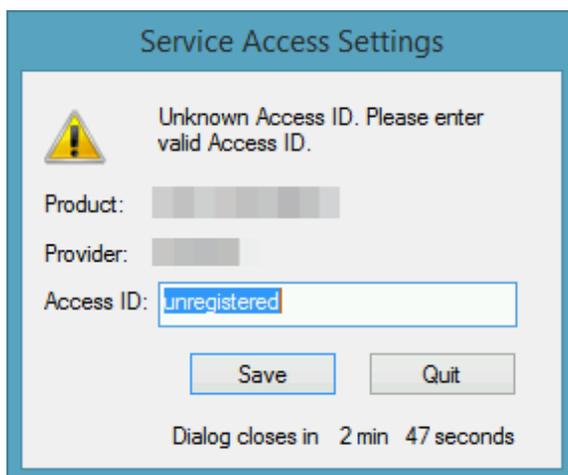
Issue

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

Type in your Access ID

The NoWorries 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 NoWorries 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*:



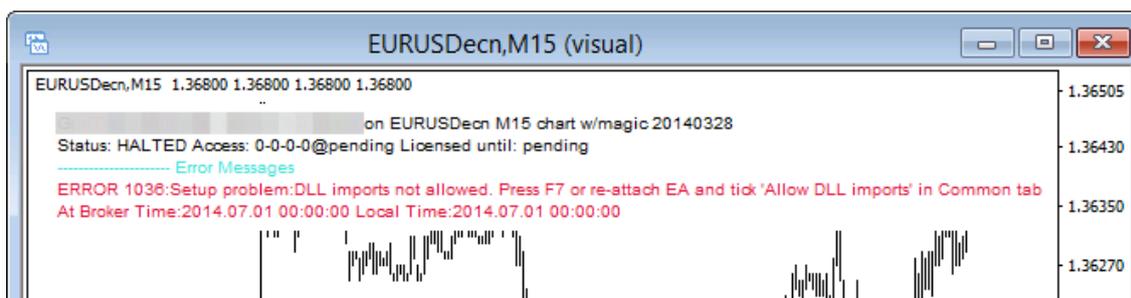
Please do not share out to others your Access ID. That is against the licence agreement terms and conditions and also all 3rd party usages will count when checking the number of EA copies being used. Sharing out your Access ID can result in licence check failure and the EA may stop functioning.

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

5.11 Backtest In Visual Mode Not Working

Issue

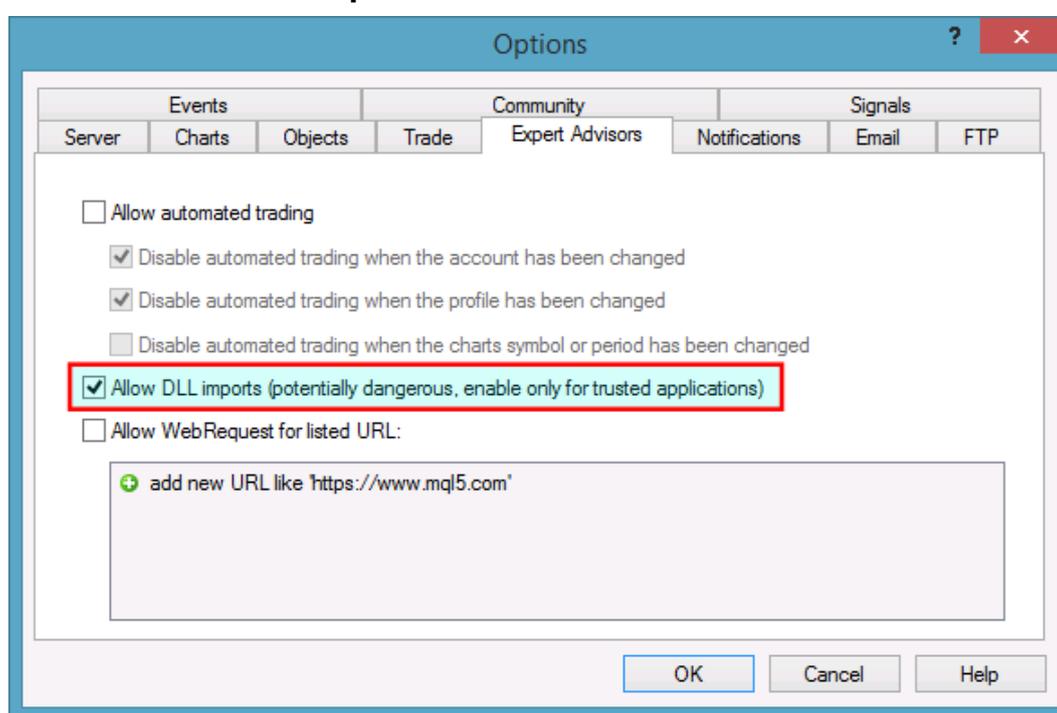
In the **Strategy Tester** using the visual mode **DLL imports not allowed** message appears on the chart. No result after the **Strategy Tester** finished its run.



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 NoWorries EA in the backtest environment.

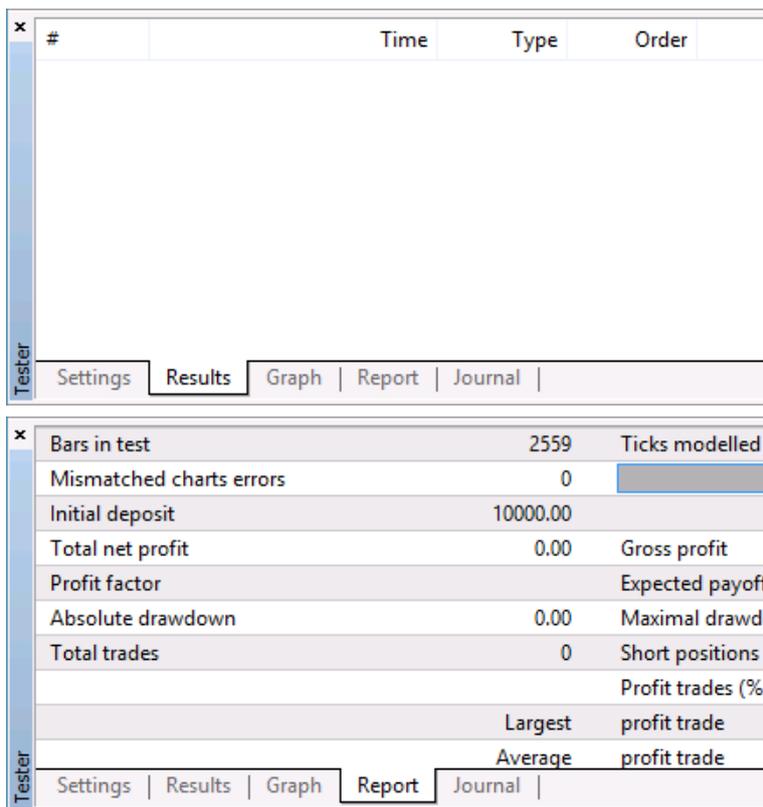
1. Open the MT4 global Options by selecting **Tools > Option (CTRL+O)**
2. Select the **Expert Advisors** tab
3. Check the **Allow DLL import**



5.12 Backtest Not Working

Issue

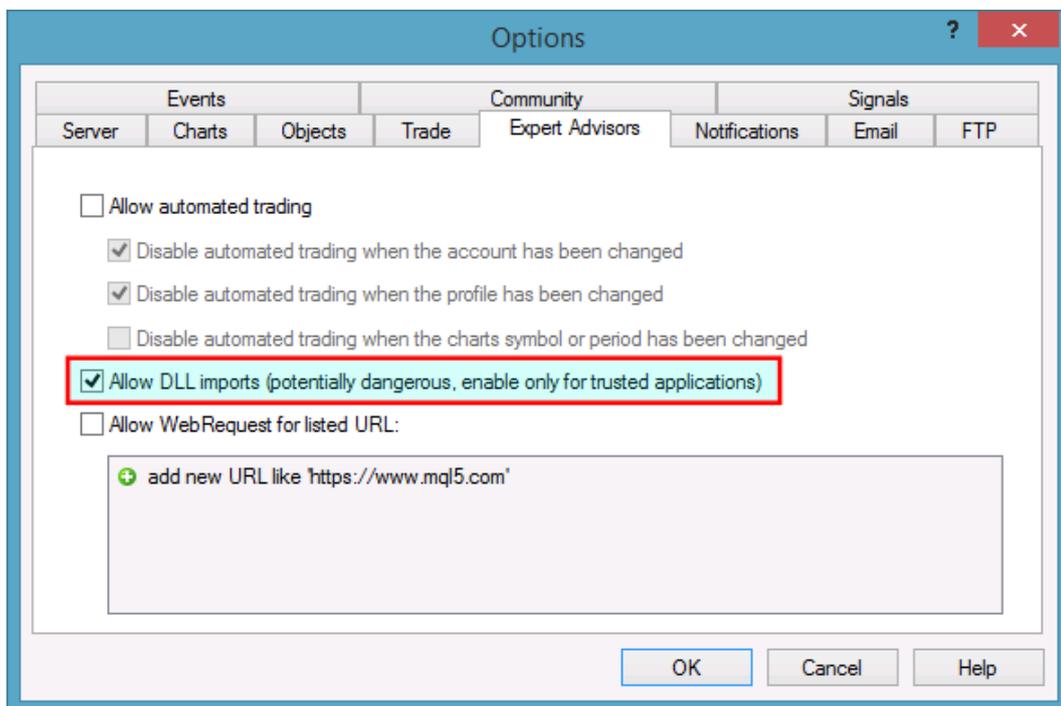
After the backtest finished no result showing.



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 NoWorries 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**



Chapter 6

Operational Messages

The NoWorries 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...
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.

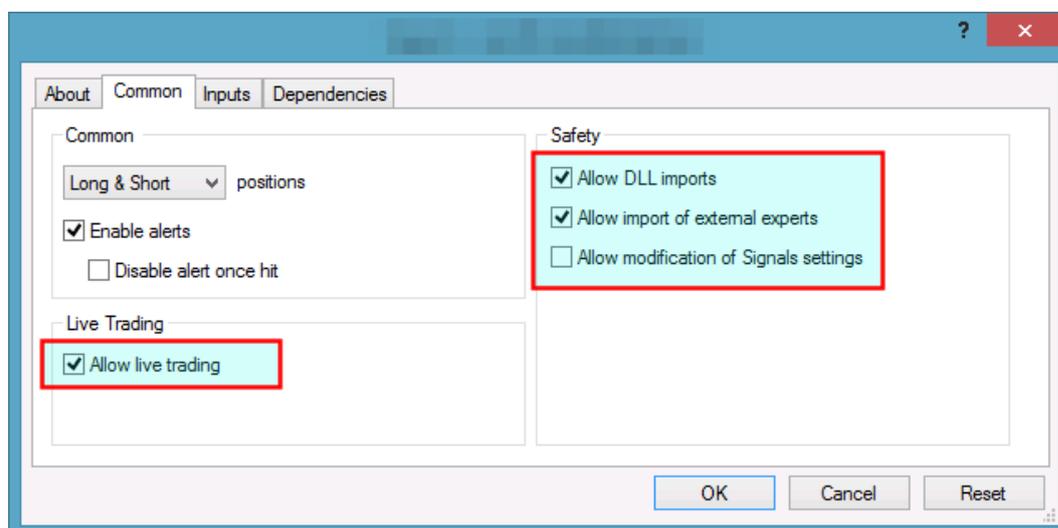
1. Attach the EA to a chart, or if already attached then select the chart and

- 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 NoWorries EA](#) on page 5
 - [Step-by-step Installation of an Expert4x EA or Indicator](#)

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...

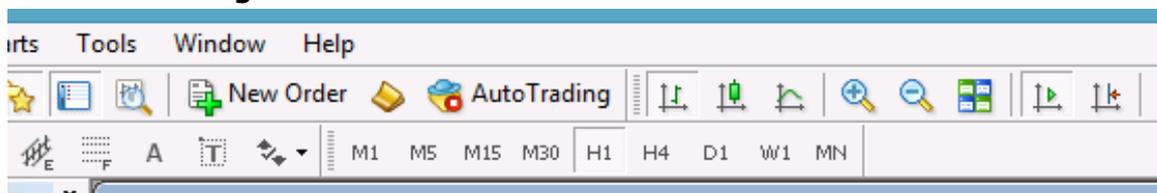
EA AutoTrading Disabled

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.

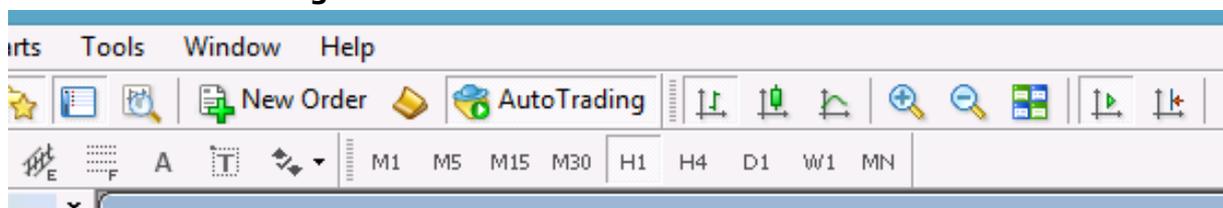
Possible root cause

- 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.

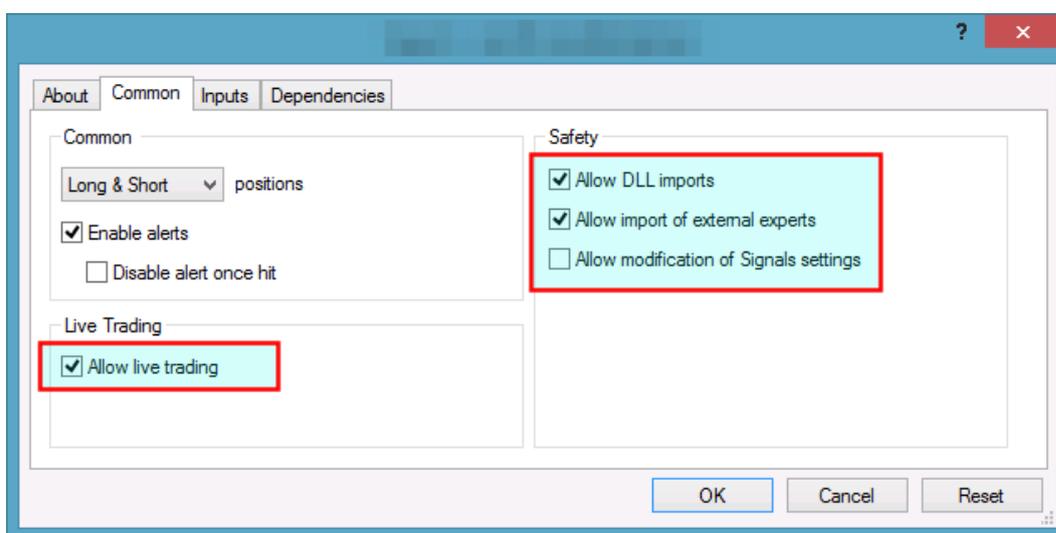
Possible root cause

- 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

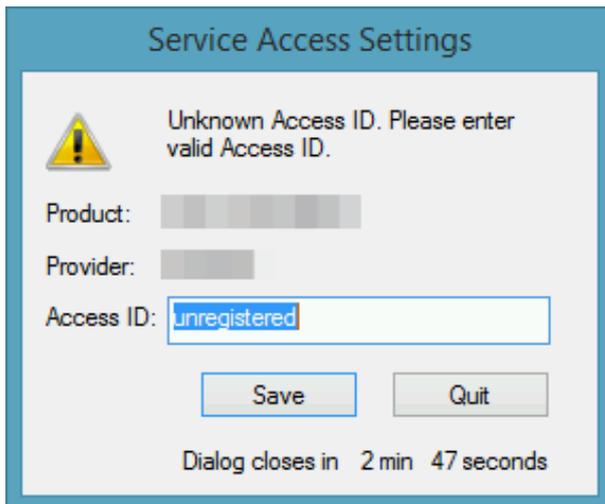
- The EA could not connect to the authentication server.
- The user quit the authentication process.
- There is a typo in the **Access ID** entered by the user.
- The NoWorries EA is not yet purchased by the user.
- The NoWorries EA was purchased, but not yet activated by the user.

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

6.6 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

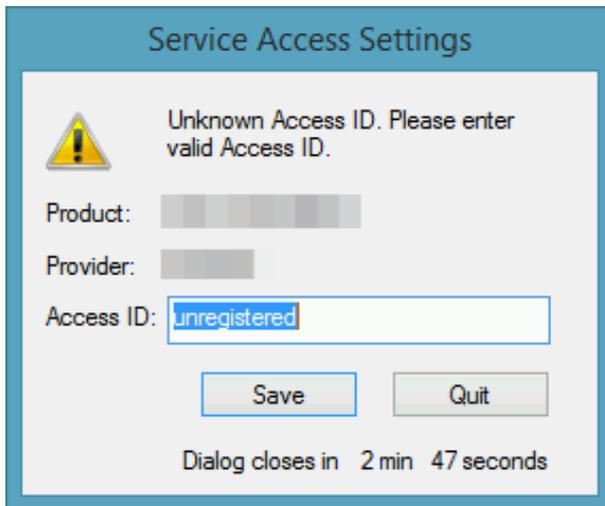
- The user quit the authentication process.
- The EA could not connect to the authentication server.

- There is a typo in the **Access ID** entered by the user.
- The NoWorries EA is not yet purchased by the user.
- The NoWorries EA was purchased, but not yet activated by the user.
- The NoWorries EA was purchased or a trial started, but the licensed period (e.g. calendar days) has elapsed.
- The NoWorries 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 NoWorries 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 NoWorries 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 NoWorries 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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