

01 / INSTALL AND AUTHORIZE

Connect BOTIFY to MetaTrader

For BOTIFY products running on **My PC / VPS**. Start with a broker trading account and the correct purchased file. An MQL5 Community account is **not required** for a direct BOTIFY EA download. Cloud customers should follow their Cloud setup instead.

Already running a Live EA?

Leave the working file and its account settings unchanged. Do not remove it, restart the terminal or disable account-wide AutoTrading just to follow this guide, especially while it manages open positions. The initial setup steps below are for a new installation or a controlled Demo test.

Trusted WebRequest URLs - add each applicable address on its own line

Customer EAs

Production Demo and Live files

<https://botifyfx.com>

Demo pilot only

Test EA only; no public home page

<https://mt5-demo-test.botifyfx.com>

1

Log in to your broker account

Use **File -> Login to Trade Account**. Select the account purchased on BOTIFY, the broker's real server and the correct Demo or Live environment. The broker password belongs in MetaTrader, not in a support message. Investor/read-only access cannot trade.

2

Install the matching EA

Download from **your BOTIFY account**. In MetaTrader choose **File -> Open Data Folder**, then copy EX5 to **MQL5 -> Experts** (EX4 belongs in **MQL4 -> Experts**). Refresh Navigator. Check the selected version and protected filename. Windows may hide the extension; the file is not an installer.

3

Allow BOTIFY communication

Open **Tools -> Options -> Expert Advisors** (sometimes labelled **Experts**). Check **Allow WebRequest for listed URL**, add the applicable URL above and click **OK**. For the isolated Demo pilot, keep the production entry and add the test address on a separate line. Normal customer files need only the production address. Keep other approved entries.

4

Attach without opening trades yet

For a new installation or isolated Demo test, keep **Algo Trading / AutoTrading OFF** while checking authorization. Drag the EA from Navigator onto a normal chart for the intended symbol and timeframe, not the Strategy Tester. Do not disturb other running bots.

5

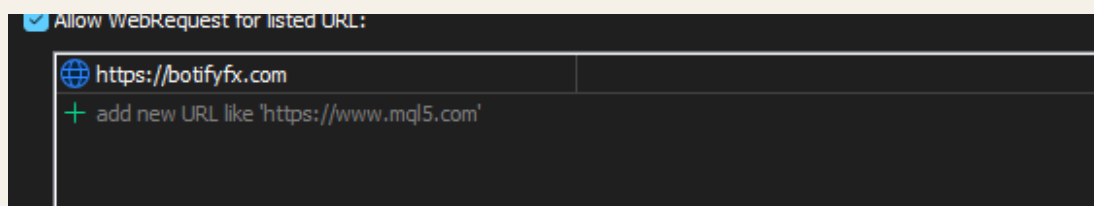
Confirm authorization

Open the **Experts** tab and check messages from this exact EA filename. **Loaded successfully** only means the file loaded; look for BOTIFY **AUTHORIZED**. Refresh your BOTIFY account to check runtime status. A connection-ready EA normally retries automatically.

6

Enable trading only when ready

After authorization, verify the account, version and original risk inputs. When you intend to trade, enable the EA's trading permission and the toolbar **Algo Trading** (MT5) or **AutoTrading** (MT4). This may allow immediate orders. Review other attached EAs before using a terminal-wide switch.



Production example; the Demo pilot adds its second URL from the list above.

DLL imports are not required for this BOTIFY connection. Help/reference links are not WebRequest entries.

02 / ACCOUNT AND VERSION SAFETY

Keep the same account binding

A working internet connection is necessary, but is not authorization by itself. BOTIFY also checks the licence, product/version, trading account, broker server and Demo/Live environment.

Existing purchases and attached Live files

Existing account-bound files keep their recorded broker, account and server requirements. Updating this guide does not replace an EX5, rebind an account, alter risk inputs, reset a licence timer or close trades. Do not edit a correct server or place another order to troubleshoot a connection error. An incorrect historical binding needs BOTIFY support review.

Automatic MT5 server discovery: limited rollout

Use the following flow **only if your order explicitly says Awaiting MT5 connection / automatic server detection** and provides a connection-ready EA. As of this guide revision, this flow has passed initial Demo pilot checks but is not generally enabled in production. It does not retroactively convert existing purchases.

1

Your purchase stays the source of truth

Choose the broker and enter the trading account number and original purchase settings. For an eligible automatic-binding order, there is no manually typed server field in BOTIFY. You still select the correct broker server when logging into MetaTrader.

2

The same EA reports the server

Once attached in MT5 with WebRequest allowed, the EA reads the terminal's actual account, server and Demo/Real environment. Before first authorization it stays restricted and cannot open or manage trades. No separate Connect MT5 helper is needed.

3

BOTIFY verifies, then binds once

BOTIFY must match the purchase and an approved server for the selected broker before returning signed authorization. The same file can then authorize; no second download is needed. Unknown or ambiguous servers require support review. A later server change is not silently rebound.

Switching versions without changing the purchase

Select the required approved version in your BOTIFY account and check the protected file's version before downloading. Keep the original broker, account, lot/risk settings and licence. A version update does not restart or extend the purchased term. If a version is unavailable, preparing or awaiting a safe handoff, follow its status or contact support; do not rename another version to bypass it.

Do not interrupt open trades

Keep the current EA managing its own open positions and pending orders. Never run two trading-active versions of the same bot together. Follow the version-handoff instructions in your account; a replacement may remain observe-only until the handoff is safe. Do not remove a Live EA or reset a licence to clear a handoff message.

Other product types and licence time

MT4/EX4 files keep their existing workflow. Indicators belong in the platform's **Indicators** folder, not Experts; where supplied, follow the product-specific licence-bridge instructions because indicators cannot call WebRequest directly. These steps do not configure cTrader or Botify Cloud.

For plans marked **Starts on first successful EA validation**, the purchased timer begins at signed authorization, not simply when a URL is added. This can happen while AutoTrading is off. Existing activation/expiry is not reset by reconnecting. A Demo entitlement may have no expiry; check your account's own terms.

03 / TROUBLESHOOTING

Read the exact EA message

Use the **Experts** tab and match the source filename to the affected file. Other charts and bots can log different errors at the same time. A Journal message saying loaded successfully does not confirm licensing.

HTTP -1 / terminal error 4014

MT5 rejected the WebRequest call. Check that the URL is allowed in this terminal installation and click OK. Use a normal EA chart, not the Strategy Tester or a direct indicator call. This error is not proof that the licence expired.

MT5_FIRST_CONNECTION_REQUEST_INVALID / REQUEST_TIMESTAMP_INVALID

First check Windows **Settings -> Time & language -> Date & time**: enable automatic time, choose the correct time zone and use **Sync now**. Never deliberately move the clock to extend a licence. If a Demo test EA retains an old clock reference, keep AutoTrading off and remove/reattach only that test EA after synchronization. For a Live EA managing trades, contact support before restarting it. If the error persists, it may need request diagnostics.

SERVICE_UNAVAILABLE / LICENSE_API_HTTP_ERROR

A local network failure or a BOTIFY service problem can prevent validation. Confirm connectivity and the approved URL, then allow automatic retries. Do not disable firewall/antivirus protection or delete licence files as a workaround. Previously authorized builds may enter management-only mode; behavior depends on the file's signed policy and remaining term.

BROKER_SERVER_MISMATCH / server review required

Compare the broker login, exact server and Demo/Live mode with the purchase. Similar server names are not automatically interchangeable. For a connection-ready order, an unknown server needs directory review. Contact support rather than guessing an alias, switching account or removing the restriction.

SESSION_BINDING_CHANGED / HANDOFF / OBSERVE_ONLY

Stop attempting additional version changes and follow the account's handoff status. Preserve the existing account settings and the current EA's management of open positions. Send support the exact error and both version filenames; a valid subscription alone does not bypass account or safe-handoff checks.

AutoTrading disabled / retcode 10027

MT5 blocked an order because client-side trading is disabled. This is expected during a non-trading authorization test. Enable trading only when setup is verified and you intend to permit orders. This message is separate from licence authorization.

Abnormal termination when removing an EA

This is not a clean shutdown confirmation. Avoid repeatedly removing or restarting an EA managing Live positions. Send the relevant Experts log to support; authorization after reattachment does not prove safe shutdown or trade recovery.

Send useful diagnostics, never passwords

Send your public order/licence ID, the exact EA filename/version, platform, Demo/Live mode, error text and timestamp/time zone. Share account details only through BOTIFY's private support channel. Never send broker passwords, licence keys or tokens. An MQL5 Cloud Tester connectivity error concerns optional backtesting, not BOTIFY licence validation.

Help: botifyfx.com/help

Official references: [MetaQuotes WebRequest](#) | [MT5 broker login](#) | [Windows time settings](#)