

Support Document/Info require to Ask for Help&Support?

Before you may proceed to ask any Help&Support (via [Email](#), [Web Support](#) or [Telegram Support](#)) in regards to the Software Problem/Error, **we are recommend to download the Product Guideline (read/search entirely) as most of the Answer might be available in the Product Guideline** or else send us from any available communications.

1. For any of Expert Advisor (EA)

Either one will indicate the cause of Error/Issue for Expert Advisor (EA) why you have **failed to load the EA to the Chart** or the **EA prompt with error while it is already running**. As in the image below, you can see the **Message initialization failed (1)** and **ExpertRemove function called**.

The screenshot displays the MetaTrader 4 interface. On the left, the Market Watch and Navigator panels are visible. The main chart area shows a price movement for AUDCAD.ax. An Alert dialog box is open in the center, titled 'Alert [1]', with the message 'Webrequest Checked OK'. Below the dialog, a list of messages is shown, including '06:29:29 Webrequest Checked OK', '06:29:24 Register ID : 2140004347AximTrade', and '06:29:24 Login to Website -> MyPurchase Area -> Manage (Download&Activation) -> Software Activation'. The Terminal window at the bottom shows a log of messages, including 'Expert [MT4] Adv Trade Manager V2 AUDCAD.ax,H1: removed', 'ExpertRemove function called', 'uninit reason 8', 'initialization failed (1)', 'Alert: Webrequest Checked OK', 'Alert: Register ID : 2140004347AximTrade', 'Alert: Login to Website -> MyPurchase Area -> Manage (Download&Activation) -> Software Activation', and 'Expert [MT4] Adv Trade Manager V2 AUDCAD.ax,H1: loaded successfully'. The Terminal window also shows 'Experts [2]' and 'Journal [3]' buttons.

- Please provide the Metatrader Terminal Screenshot **Alert [1]** and/or **Experts [2]** and/or **Journal [3]** (For Better Understanding the Software Problem/Error) which cause the error so that we can advise you accordingly.
- Please provide as well the Screenshot of Telegram/Channel (if any) together with the Copy able Text/Message (if any) that cause the Error for us to check and validate the Error.

2. For Tele-Copier Dekstop App

For Tele-Copier Desktop App, this is different from Expert Advisor (EA) where you have to provide with **Screenshot of Console (cmd) or Tele-Copier Desktop App itself which indicate the cause of Software Error**.

- Please provide the **Screenshot of Command Prompt or The App itself for us to check** or else [Download the Tele-Copier Desktop App Guideline for further Details and references](#).