TradinSolutions EXECUTION LAYER

PLATFORM GUIDE

Troubleshooting a connection that will not sync

Read what each connection status means, find which of the usual causes applies, repair it in place with RECONNECT, and know when to contact support.

WORKS ON MT4 MT5 cTrader Tradovate NinjaTrader

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VIDEO · Episode 13 · Troubleshooting a connection that will not sync

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01

What you'll have at the end

A broker account back on **connected**, or a clear reason why it is not, and the details support needs if you have to ask.

This guide covers:

- What the connection statuses mean, and the difference between an account that is still being set up and one that is broken.
- The usual causes of a connection that will not sync, and the fix for each.
- Why **RECONNECT** is the fix, and why removing an account is not.
- Problems that look like a sync failure but are not: plan limits, region limits, held or skipped copies, and licence activations.
- When to stop troubleshooting and contact support.

What it does not cover: why a trade did not copy to an account that is **connected**. That is almost always a rule, a mapping or a size, and the held and skipped log in the Cockpit gives the reason (Episode 04).

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Before you start

Have these to hand:

- **The account's label and platform** as they appear on the Accounts page.
- **For MT4 or MT5:** the account number, the trade password, and the exact broker server name from your MetaTrader login screen.
- **For cTrader, Tradovate or NinjaTrader:** your login for the platform's own site, so you can authorise again. NinjaTrader signs in through Tradovate.
- **Your broker's notices.** Brokers announce server maintenance, usually for weekends.

> **Important:** Fix a broken connection with **RECONNECT** on the account's row on the Accounts page. It repairs the connection in place. Do not remove the account to fix it: removing an account deletes the journal history synced for it.

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Read the status first

Every connected account shows a status pill on the Accounts page.

STATUS	WHAT IT MEANS	NORMAL?
connecting	The account is being set up.	Yes, for the first few minutes after adding an MT4 or MT5 account
connected	Synced and live.	Yes
error	The connection is broken and not producing fresh data.	No
disconnected	The account has been removed.	Only if you removed it

A Tradovate or NinjaTrader login whose authorisation needs renewing shows **reconnect needed**.

Setting up, or broken?

- **New MT4 and MT5 accounts** sit on **connecting** while they deploy, which can take a few minutes. That is not an error. Give it time before changing anything.
- **cTrader accounts** connect through a sign-in on cTrader's own site, so they are verified at once and land straight on **connected**. A cTrader account on **error** has a real problem, not a delay.
- **An account that was working can move to error.** The background sync retries automatically and only marks an account **error** after several failed attempts. The status clears by itself on the next

successful sync, so a brief disruption often fixes itself.

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Step-by-step: find the cause

Work through these in order. Stop when one fits.

1. **Is it a new MT4 or MT5 account on connecting?** Wait a few minutes. If it is still on **connecting** well beyond that, go to "When to contact support".
2. **Did the connection fail the moment you submitted it?** The details do not match the broker's records. See cause 2, wrong login or password.
3. **Is it an MT4 or MT5 account on error that never connected?** Check the server name and trade password first. See cause 1.
4. **Is it a cTrader account with the message "This account's authorisation with the broker has expired and could not be renewed."?** See cause 4.
5. **Was the account working until recently, and is it the weekend or a broker-announced maintenance window?** See cause 3. Wait.
6. **Is it a Tradovate or NinjaTrader login on reconnect needed?** See "Tradovate and NinjaTrader".
7. **Is the account connected, but trades are not copying?** It is not a connection problem. See "Things that look like a sync problem".
8. **None of the above, or the fix did not work?** Contact support.

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The usual causes

1. Wrong broker server name

Symptom: a new MT4 or MT5 account fails with "That server name was not found...", or goes to **error**.

Why: MT4 and MT5 connections need three things to match the broker: the account number, the trade password, and the **exact** broker server string. The broker's name alone is not enough. "BrokerName" fails; "BrokerName-Live01" is the kind of string that is needed. A live account entered with a demo server name fails exactly like a typo.

Fix:

1. Open MetaTrader and go to **File → Login to Trade Account**.
2. Copy the **Server** value exactly as shown, including any Live or Demo part.
3. On the Accounts page, click **RECONNECT** on the account's row. The **RECONNECT A TRADING ACCOUNT** dialog opens.
4. Enter the correct server and your trade password, and click **Reconnect account**.

The account is repaired in place, and its journal history is kept.

2. Wrong login or password

Symptom: the connection attempt fails immediately with: *"The broker did not accept this login and password. Check both against your trading terminal — it needs the trade password, not the read-only investor one, and not the password for your broker's website..."*

Why: the account number or password does not match the broker's records.

Fix: nothing was partly saved, so correct the field that was wrong and submit again. Check in particular that you used the account number (your trading login) rather than a client-portal ID, and the trade password from your trading terminal.

Your trade password goes straight to the broker bridge and isn't stored by us.

3. Broker maintenance

Symptom: an account that was working moves to **error**, often at the weekend.

Why: brokers take servers down for maintenance from time to time, most often at weekends. During that window sync attempts fail and the account can flip to **error**.

Fix: wait. The status clears by itself once the broker is back. If **error** lasts well past the end of the announced window, treat it as a real problem and work through causes 1 and 2.

4. Expired cTrader authorisation

Symptom: a cTrader account shows: *"This account's authorisation with the broker has expired and could not be renewed. Open Accounts and reconnect it — nothing is placed on it, and nothing is retried, until you do."*

Why: cTrader connections run on an authorisation from cTrader, not a stored password. The authorisation is renewed automatically in the background before it expires. The renewal fails when access has been revoked in your cTrader account settings, or when an unused authorisation has lapsed.

Fix: you do not need to remove the account.

1. On the Accounts page, click **RECONNECT** on the account's row.
2. Click **Authorise with cTrader** →, sign in on cTrader's site and authorise again.
3. Select the account.

The account returns to **connected**.

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Tradovate and NinjaTrader

Futures connections are live. Like cTrader, they connect through a sign-in on the platform's own site (**Authorise with Tradovate** → or **Authorise with NinjaTrader** →; NinjaTrader signs in through Tradovate), and TradinSolutions holds a revocable authorisation rather than your password. Demo logins connect as well as live ones.

If a futures login is held, you are told in the feed, in the notification bell and by email. The held state survives broker outages and is fixed with **RECONNECT**:

1. On the Accounts page, find the login showing **reconnect needed** and click **RECONNECT**.
2. The app shows "Your Tradovate login needs authorising again." Click **Authorise again**.
3. Sign in on Tradovate's site and authorise.

Futures journal history starts on the day you connect, and a day on which the login was disconnected cannot be fetched later. Use **IMPORT A REPORT** in the journal to fill the gap (Episode 08).

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Things that look like a sync problem

WHAT YOU SEE	WHAT IT ACTUALLY IS	WHAT TO DO
A platform is greyed out when you add an account	You are on Free. All copier platforms start on Starter; Free connects none	Upgrade to Starter or above
MT4, MT5 or cTrader is unavailable	Your country of residence is the United States; these are not offered to US residents	Futures (Tradovate, NinjaTrader) only. If your country is wrong, contact support
"Your plan allows 2 MT4/MT5 accounts. Remove one under Accounts, or upgrade."	You are at your plan's account limit	Upgrade, or remove an account you no longer use. Removing it deletes its synced journal history
The account is connected but trades are not copying	A rule, mapping, size or window held or skipped the copy	Read the reason in the Cockpit's held and skipped log (Episode 04)
An MT4/MT5 account connects but copies fail with "Trading is switched off on this account..."	It was connected with a read-only password, not the trade password	Click **RECONNECT** and enter the trade password
The instance is not reporting, and the header reads RELAY OFFLINE / DEGRADED	An account in the instance may be on **error**	Check each account's status, then the instance
A toolkit EA refuses to activate on a new account	Your licence key is at its activation limit; a hard stop, not a sync fault	Toolkit → **YOUR LICENCE KEY** → **RELEASE** an unused account
Toolkit tools stop verifying	Your subscription lapsed and the 48-hour grace period ended	Renew the subscription
Accounts suspended after a plan change	A downgrade below the lower tier's limits suspends the extra connections; nothing is deleted	Upgrade again, or keep the accounts you need within the new limit

Reconnect, don't remove

RECONNECT repairs a connection in place. On MT4 and MT5 you re-enter the trade password and server; on cTrader, Tradovate and NinjaTrader you authorise again. The account keeps its journal history.

Removing an account is different: the journal history synced for it goes with the record. Remove an account only when you no longer want it at all.

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Worked example

Say you added a new MT5 account on Friday evening, and on Saturday morning it shows **error**.

1. **Is it new?** Yes, but it has been hours, not minutes, so it is past normal setup.
2. **Did it ever show connected?** No. That points to the details, not maintenance.
3. **Check the server.** In MetaTrader, File → Login to Trade Account shows "BrokerName-Live03". You entered "BrokerName-Demo". That is cause 1.
4. **Fix it.** Click **RECONNECT** on the account's row, enter the live server string and the trade password, click **Reconnect account**, and wait for **connecting** to become **connected**.
5. **If it had shown connected on Friday** and flipped to **error** overnight on Saturday, the likelier cause is weekend maintenance. You would wait, then check again after the broker's window.

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When to contact support

Contact support through the in-app Support option, or at contact@tradinsolutions.com, when:

- an MT4 or MT5 account stays on **connecting** well past the first few minutes
- **error** continues after you have confirmed the server name, re-entered the trade password with **RECONNECT** and ruled out broker maintenance
- reconnecting a cTrader, Tradovate or NinjaTrader account does not clear the error, or the sign-in stops part-way

Include the **account label** and the **platform**. That is the fastest route to an answer. Never send your password to support.

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FAQ

CAN I CHANGE THE PASSWORD ON A CONNECTED MT4 OR MT5 ACCOUNT?

Yes. Click **RECONNECT** on the account's row and enter the new trade password and the server. The account is repaired in place and keeps its journal history.

WILL THE ACCOUNT FIX ITSELF?

Sometimes. The background sync retries automatically, and an **error** clears on the next successful sync. Brief disruptions and broker maintenance usually resolve without you doing anything. An expired cTrader authorisation and a held futures login do not: both need **RECONNECT**.

WHY DID MY CTRADER ACCOUNT CONNECT INSTANTLY BUT MY MT5 ACCOUNT TOOK MINUTES?

cTrader is verified through its sign-in straight away. A new MT4 or MT5 account has to be deployed first, which takes a few minutes.

WHAT HAPPENS TO MY OPEN TRADES WHILE AN ACCOUNT IS ON ERROR?

Open positions stay at your broker with the stops and targets they already have. Nothing is closed because a connection dropped. Copies that could not be placed to that account are logged as skipped with the reason, and are not replayed later.

I CHANGED MY TRADING PASSWORD AT THE BROKER. WHAT NOW?

The connection stops working, because the broker no longer accepts the old password. To keep copying, click **RECONNECT** on the account's row and enter the new trade password.

CAN I CONNECT A TRADOVATE DEMO LOGIN?

Yes. Demo logins connect as well as live ones.

Need help? Help centre: help.tradinsolutions.com · Email: contact@tradinsolutions.com · Community: the TradinSolutions Discord (tradinsolutions.com/community).

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