



Alarm management tutorial Robot R2D2

Alarm management tutorial Robot R2D2Trading



Alarm management tutorial Robot R2D2

Alarm Management

It can happen that your systems lose their connection to our servers. If you lose contact for more than 5 minutes, you will receive an automatic email indicating that one of your robots is not working (you will find the name of the robot in error in the email).

The error may be due to an internet connection problem, VPS outage, broker problem or problem with your MT4 trading platform.

Once you have fixed the problem, you will receive an end of alarm email to let you know that your robot is working again.

The emails are sent by our systems when the robots are active, i.e. between 9am and 5:30pm for the CAC and DAX robots, and between 3:30pm and 10pm for the SP500 robot (French time).

If you solve the problem outside this time frame, you will receive the end of alarm email when the market opens and the robots are running...

The automatic emails are sent with the email address :

alarme@r2d2trading.com

We advise you to create a contact in your address book with this email address in order to avoid that these emails arrive as "spam".



Alarm management tutorial Robot R2D2

Example of an alarm email:

R2D2 Trading Alarme <alarme@r2d2trading.com>
À contact ▾

mer. 3 nov. 2021 09:04 ☆ ↶ ⋮

Heure Alarme : 2021-11-03 09:04:58

ATTENTION !! Votre EA pour le robot R2D2CAC a perdu le contact avec nos serveurs !

**Assurez vous que votre plateforme est bien ouverte et que vous n'avez pas de problème de connexion internet.
Redémarrez votre plateforme MT4...**

**Il arrive que le CFD pour leCAC ne cote pas pendant plus de 5 minutes.
Dans ce cas, il n'y a pas de problème, c'est ce manque de cotation qui fait que l'EA ne communique plus.
A la prochaine cotation, tout redeviendra normal. Cela arrive en particulier quand la volatilité est très faible...**

Ce mail est un mail automatique de notre système. Merci de ne pas répondre à cette adresse, les mails ne seront pas lus.
Vous recevez ce mail parce que vous êtes inscrit à l'alerte par mail de votre EA. Vous pouvez vous désinscrire de cette alerte directement dans les paramètres de votre EA.

Example of an end of alarm email:

R2D2 Trading Alarme <alarme@r2d2trading.com>
À contact ▾

mer. 3 nov. 2021 09:07 ☆ ↶ ⋮

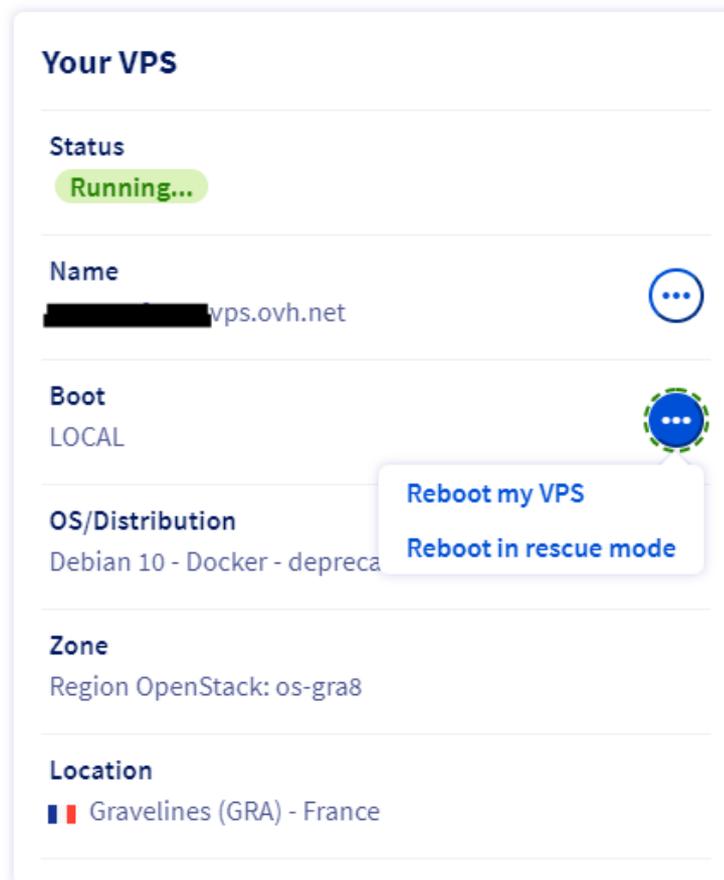
Heure Fin Alarme : 2021-11-03 09:07:58

Votre EA pour le robot R2D2CAC a retrouvé le contact avec nos serveurs !

Ce mail est un mail automatique de notre système. Merci de ne pas répondre à cette adresse, les mails ne seront pas lus.
Vous recevez ce mail parce que vous êtes inscrit à l'alerte par mail de votre EA. Vous pouvez vous désinscrire de cette alerte directement dans les paramètres de votre EA.

Alarm management tutorial Robot R2D2

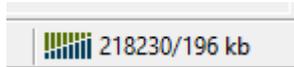
- **Connect to your VPS**
- **If you have a problem connecting to your VPS, the problem probably comes from the VPS, you can then try to restart it via your customer area ovhcloud.com :**
 - « **Bare Metal Cloud** » menu
 - « **Virtual private servers** » in the left menu that appears
 - **Click on the name of your VPS**
In your VPS page, next to "Boot", restart your VPS (in normal mode, not in rescue mode)



- **You should be able to connect to your VPS, then you need to restart your MT4 trading platform**
- **We advise you to close all the graphs to make new ones following the standard procedure of alarm management (below), the reopening of the platform after the reboot very often generates "crashes" of the graphs and thus errors for the robots**

Alarm management tutorial Robot R2D2

- In your MT4 trading platform, check that the connection to the broker's servers is correct: at the bottom right, you should see green bars and numbers :



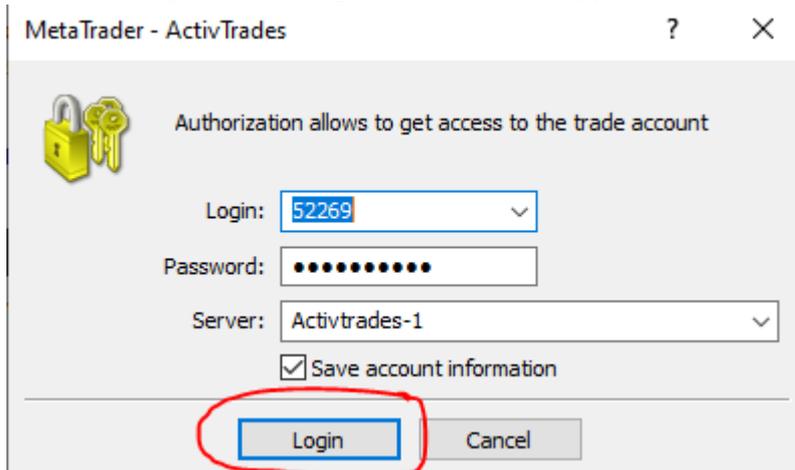
If you don't see anything, this status bar may be hidden:

- display menu
- status bar

If this connection is incorrect (red bar), double click on your account number or name in the browser window



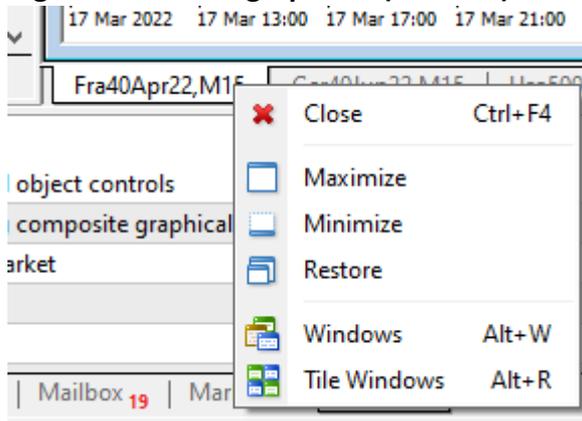
- Click on "Login" in the login window that appears, no need to retype the password:



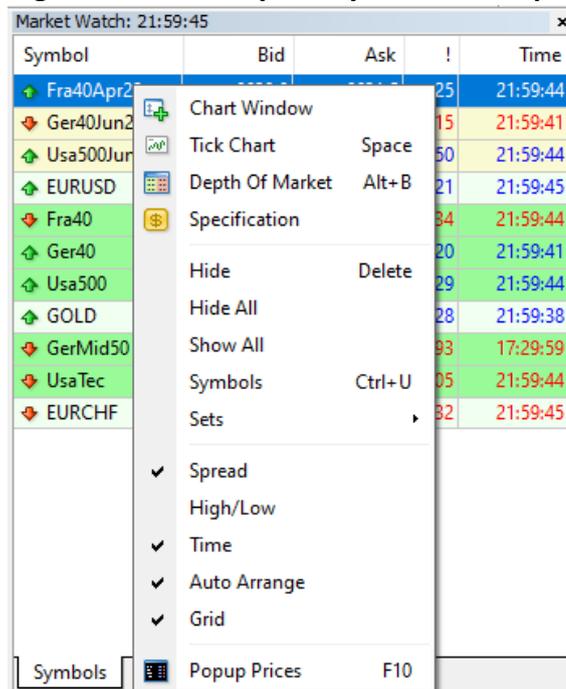
- If the bars are always green, it is a problem of connection to the server of your broker, it is then necessary to approach the customer service of the broker

*Standard procedure for graphical problem and/or
 R2D2Trading Experts Advisor*

- Right-click on the graph tab (below it) to bring up this menu:

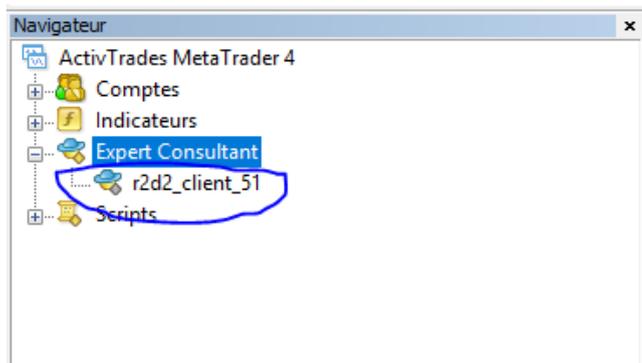


- Click on "close".
- Right click on the symbol you want to open:



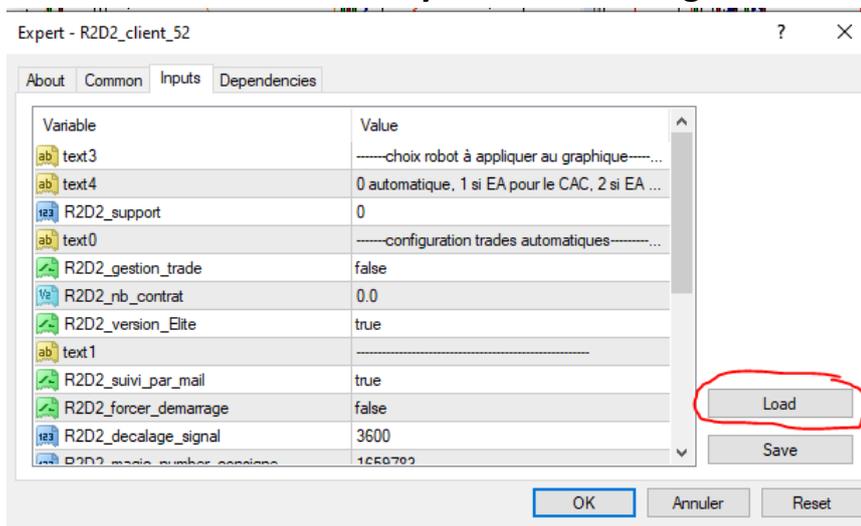
- Click on " open graph ".

- Install the robot on the new graph

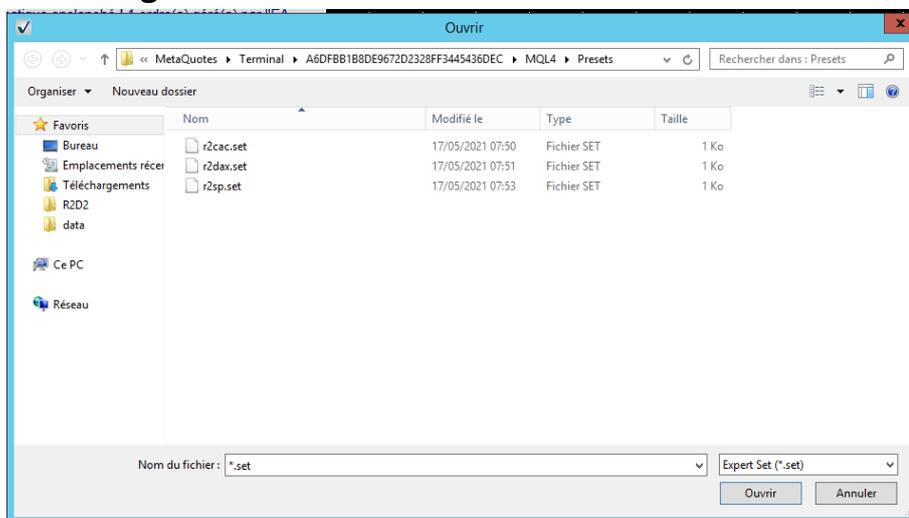


« le numéro de la version actuelle peut être différent par rapport à cette image »

- Click on "load" to retrieve your robot settings:

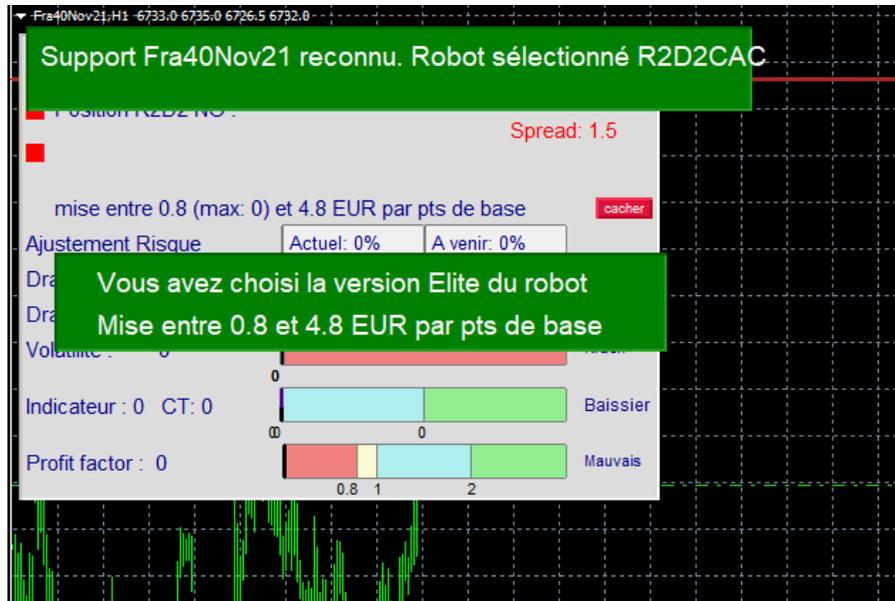


- Choose the configuration file that corresponds to the robot you are restarting:



Alarm management tutorial Robot R2D2

- Validate your setting with " ok " on your robot properties window, the robot is installed on the concerned graph



- Wait until the "green" inserts disappear and check that the robot is in place:
 - the robot information insert must be readable without the green inserts that disappear after 10 seconds
 - everything must be readable, in particular you should not see the word "TEXT" or "nand" or extremely large numbers (infinity)
 - If you have one of these anomalies, it means that the graph of your platform crashed at the time of the installation of the robot, it is then necessary to start again this procedure

Your robots are then operational again, you will receive the end of alarm email a few minutes later