

Exness Errors: Common Problems and Fixes

Troubleshoot common Exness errors across login, MT4, MT5, app, deposits, withdrawals, trading disabled messages, servers, and verification.

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TL;DR Exness errors fall into five categories — login, MT4/MT5, app/WebTerminal, deposit, and withdrawal — and each one has its own diagnostic path. Account terms, fees, and country eligibility verified against Exness official pages on 2026-05-20. The fastest fix is to read the literal error text first: "Invalid account" means credentials, "No connection" means server, "Trading disabled" means account status, and "Verification limit reached" means KYC. Sending support a clean screenshot with the exact error text and the trading-account number gets a faster reply than a vague "it does not work". CFDs, forex, and crypto CFDs are high-risk products and availability depends on country, entity, verification status, account type, and platform.

Login Errors

Login errors usually come from one of four causes: typed password mismatch, 2FA clock drift on the phone, an IP-based region block, or an account flagged for compliance review.

Reading the literal error text on screen avoids the most common diagnostic mistakes. Each message points at a different fix.

Wrong email or password

"No such login or password" Email or password is wrong — try once more, then use the reset flow rather than guessing repeatedly. "Account locked due to too many attempts" Login rate-limit triggered (around five wrong tries). Pause for 15 minutes or use the reset link. "Email not registered" Wrong email on file — check for typos or a different account.

Two-factor code problems

- Most 2FA failures trace to phone clock drift — resync the device time (Settings → Date & Time → Set Automatically) and the next code works
- SMS codes can be delayed during carrier issues — wait two minutes before requesting a new one
- Lost authenticator device needs a support ticket with verified ID

Personal Area access blocked

A flat "service not available in your region" message points at either a restricted country or a VPN routing the connection through a blocked location. Disconnecting the VPN and retrying from the home country is the first check. A persistent block in a supported country usually

means the account has been flagged for compliance — broker documentation states the email channel will explain the next step.

Read the literal login error and match it to the right fix — password, 2FA clock, region block, or compliance hold each have a different path.

MT4 and MT5 Errors

MetaTrader errors trace mostly to server name typos, wrong account numbers, the trading password being confused with the Personal Area password, or a "Trading disabled" status from the broker.

MetaTrader has its own error vocabulary. The Journal tab at the bottom of the terminal logs every error code, which support reads faster than a verbal description.

Wrong server or account number

Error	Likely cause	Fix
"Invalid account"	Server name or account number typed wrong	Copy both from the Personal Area account card
"No connection"	Broker rejected credentials or network blocked	Re-enter trading password, then check firewall
"Common error"	Generic platform issue	Restart terminal, then check Journal tab for detail
"Old version"	Build mismatch with broker server	Update terminal from Help menu

No connection and invalid account

- Server names follow the Exness-MT4Real, Exness-MT5Real, Exness-MT4Trial, Exness-MT5Trial pattern
- Real accounts only authenticate against Real servers; demo accounts against Trial servers
- The trading password is the one set at account creation — not the Personal Area login password
- Firewall, antivirus, and corporate proxy software can block the MT connection

Trading disabled message

The literal message *Trading is disabled* usually means one of: the account has not been funded yet on some account types, the market is closed for the instrument, the account has been flagged for compliance review, or the account type does not support the requested action. Check the Journal tab for the exact code and the Personal Area account card for the account status.

Copy the server name and account number from Personal Area rather than typing them — that single change clears most MT login errors.

App and WebTerminal Errors

App errors mostly come from stale build versions, blocked notification permissions, or attempting to load an MT4 account in the Exness Trade app (which is MT5-only); WebTerminal errors are usually browser-side.

The Exness Trade app and WebTerminal share a connection model with the desktop terminals but have additional failure modes specific to the mobile and browser environments.

Update and cache checks

1. Update the app from the App Store or Google Play to the current build
2. If the app still fails to load, clear cache (Android) or reinstall (iOS)
3. Restart the device after a forced quit
4. Confirm the OS version is supported (older iOS or Android builds may be unsupported)
5. For WebTerminal, clear browser cache and disable extensions on the trading session

Device and connection issues

- Mobile network changes — switching between Wi-Fi and cellular can drop the WebSocket connection
- Battery saver modes can suspend the app — exclude Exness Trade from battery optimisation
- VPN can route the connection through a restricted country and trigger a block
- The Exness Trade app does not support MT4 accounts — install the MetaTrader 4 app separately for those

Browser compatibility problems

WebTerminal works best on current builds of Chrome, Firefox, Edge, and Safari. Outdated browsers may fail to load the chart engine. Common reports note that aggressive content-blocker extensions break the trading WebSocket; whitelisting the broker domain restores function.

Update the app, clear browser cache, and check the account type before troubleshooting deeper — most app errors clear at that point.

Deposit Errors

Deposit errors usually trace to the payment processor (bank declines, issuer-side fraud rules), to KYC status (verification limit reached), or to wrong payment details on the deposit form.

A failed deposit is rarely an Exness rejection. The published policy is that deposit errors usually originate at the payment rail or in the account verification status, not at the broker.

Payment declined or pending

"Transaction declined by issuer" Bank-side fraud rule blocked the merchant. Pre-authorise with the bank by phone or use a different method. "Pending — waiting for confirmation" Crypto deposits wait for network confirmations. Bank wires can take a business day. Check the

transaction reference before retrying. "Insufficient funds" Payment instrument does not have the deposit amount plus any provider fee available.

Verification limit reached

- Unverified accounts have a deposit ceiling — complete KYC to lift it
- Some payment methods only unlock after full verification
- Documents expire and may need refresh — check the verification panel

Incorrect payment details

Wrong crypto network is the most expensive deposit error: sending USDT on ERC20 to a TRC20 address loses the funds. Check the network on both ends before confirming. Card declines on small amounts often reflect issuer minimums on international transactions. Common reports note that switching from one card to another or to an e-wallet typically resolves persistent declines.

Diagnose the payment rail first, the KYC status second, the deposit form third — most failures resolve at one of those layers.

Withdrawal Errors

Withdrawal errors usually mean KYC incomplete, same-method rule mismatch, name on payment account does not match verified profile, or a temporary compliance review on the request.

Withdrawal rejections are more common than deposit rejections because the compliance gate is tighter on outgoing funds.

Failed request reasons

- KYC incomplete — most methods require full verification before withdrawal
- Same-method rule violation — withdrawals route back to the original deposit method up to the deposit amount
- Name mismatch — the payment account name must match the verified profile name
- Insufficient free margin — open positions reduce withdrawable balance

Method unavailable or restricted

Broker documentation states some methods are unavailable on the withdrawal side in certain regions even when they work for deposits. The withdrawal screen in Personal Area shows live availability. If a method is greyed out, the alternative is to withdraw to a method that was used for deposit, then transfer onwards from there.

Evidence to send support

1. Trading-account number
2. Withdrawal request ID (visible in the request history)
3. Screenshot of the literal error message
4. Screenshot of the verification panel showing KYC status
5. For crypto: the destination address and network used

6. Brief one-line description of what was attempted

Collect the request ID, the error text, and a verification screenshot before opening a support ticket — that pack clears most rejections faster.

When to Contact Support

Contact Exness support after one or two failed retries with clear evidence — repeated attempts at the same broken flow can trigger automated protections that make the case slower to resolve.

Live chat in Personal Area is usually the fastest channel for active account issues. Email is the right path for compliance and document review. The Support PIN — set in advance — speeds up identity confirmation.

What screenshots to prepare

- The literal error text — full window if possible
- The Personal Area page showing the action that failed
- For MT errors, the Journal tab with the relevant code visible
- For deposits and withdrawals, the request ID and method

Account and transaction references

Reference	Where to find it
Trading-account number	Personal Area account card
Withdrawal request ID	Withdrawal history
Deposit transaction ID	Deposit history
MT terminal Journal code	Terminal bottom panel
Verification status	Personal Area verification panel

Avoiding repeated failed attempts

The published policy is that automated fraud protection escalates after several identical failed actions. Repeatedly resubmitting the same broken withdrawal, retrying the same declined card, or hammering the login form after a rate-limit makes the case slower, not faster. One clean attempt, capture evidence, contact support. CFDs, forex, and crypto CFDs are high-risk products and availability depends on country, entity, verification status, account type, and platform.

One clean failed attempt with screenshots beats five retries that trip the fraud system — collect evidence early and contact support once.

FAQ

What does "Trading is disabled" mean in MetaTrader?

The trading-account status has been flagged on the broker side. Common causes include the

account not yet being funded on some types, the market being closed for the instrument, the account being in compliance review, or the action being unavailable on the account type. Check the Journal tab for the specific code and the Personal Area for the account status.

Why was my deposit rejected by my bank?

Most international card declines come from issuer-side fraud rules, not from Exness. A phone call to the bank to pre-authorise the merchant usually clears the block. If the decline persists, switching to a different payment method live in the region typically works.

How long do withdrawal compliance reviews take?

Broker documentation does not commit to a fixed timeline. Common reports note simple cases clear within a business day, while cases needing source-of-funds documentation can take several business days. Providing the requested documents promptly is the only available accelerator.

My 2FA codes are not working — what should I do?

Resync the phone clock first (Settings → Date & Time → Set Automatically) — clock drift is the leading cause of 2FA failures. If that does not fix it, request SMS as a fallback channel from Personal Area Security. Lost-device cases need a support ticket with verified ID.

Full article: <https://exbroker.online/exness-errors>

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