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How to fix a sluggish MT4 platform

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Have you notice that your IBFX Trader 4 software has become sluggish lately? There could be several contributing factors to this, some of which include the piling up of old log files, or the use of Custom Indicators and/or Expert Advisors that are not programmed to handle five decimal pricing very well.

Nevertheless, the steps to fix this issue are the same. Please try the following.

1. Close MT4.
2. Locate the icon on your desktop you use to open the software, and right click on it.
3. In the menu, select Properties.
4. Select "Find Target", or "Open File Location," and another window will open.
5. Scroll up to the "Logs" folder, and double-click to open it.
6. Delete all of the files you see in this folder. The fastest way to do this is to press CTRL+A on your keyboard — this will select all of the files in this folder — then right click on one of the files and select "Delete." You may be asked to confirm this action; select yes to confirm.
7. Now return to the main folder directory by going back one folder view.
8. Locate the "Mailbox" folder, and double-click to open it.
9. Delete all of the files in this folder. (Use the select-all method from step 6.)
10. Now return to the main folder directory by going back one folder view.
11. Locate the History folder, and double-click to open it.
12. This folder contains all of the historical chart data your platform has collected over time - which often times adds up to a lot of data that may be contributing to the slow performance. We recommend deleting these history files. (Use the select-all method from step 6.)
13. Now return to the main folder directory by going back one folder view.
14. Locate the Experts folder, and double-click to open it. Locate the Logs folder, and double-click to open it.
15. This folder contains the logs of any expert advisors that have previously run on your platform. We recommend deleting these log files. (Use the select-all method from step 6.)
16. You may now close this window, and the close the properties window.

You should notice an improvement in speed and performance. However, if you do not see any difference in performance, and are using Windows Vista or Windows 7, please follow the below steps.

In Windows 7 and Vista, the OS creates a virtual set of files in a hidden location. Here is how to find and delete these unnecessary files.

1. Close MT4.
2. Double-click on to the "Computer" icon, either from the Start button or the Desktop.
3. Double-click on the "C:\ Drive"

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4. Double-click on the "Users" folder.
5. Double-click to select the folder with the name of the user account. This is usually your name.
6. Double-click the "AppData" folder.

IMPORTANT: If you don't see the AppData folder, please do the following:

- Select the address bar at the top of the window
- Add the following to the end of the address: \appdata
- Hit Enter
- Now you should see the AppData folder inside the user account folder.

7. Inside the "AppData" folder, double-click on the Local folder.
8. Double-click on the "VirtualStore" folder.
9. Double-click on the "Program Files" folder.
10. Double-click on "InterbankFX Trader 4"
11. Return to step 5 in the first section and follow the steps 5-16.

Note: Not all of the folders mentioned in the above section will be available in this VirtualStore folder, so if a specific folder is not there, simply skip that part, and move onto the next folder step.

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