



---

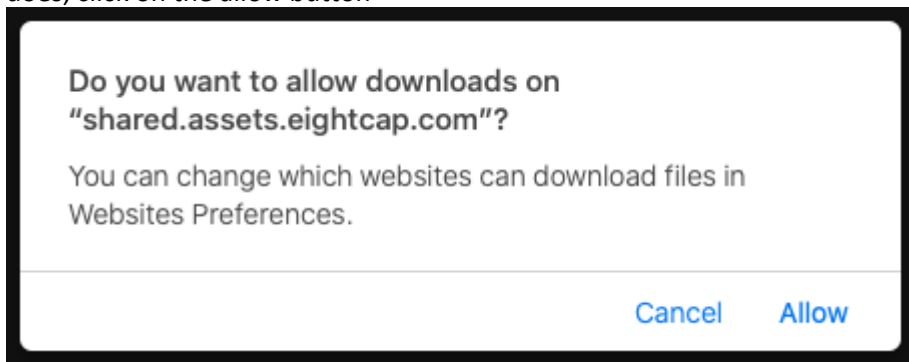
**INSTRUCTIONS FOR INSTALLING  
AND RUNNING THE  
METATRADER APP ON MACOS  
CATALINA**

## Instructions for installing and running the Metatrader app on macOS Catalina

- Running MetaTrader for Mac app for the first time
- Troubleshooting
  - VB installation failed! Please check your security & privacy
  - How to check if I am running macOS Catalina
  - How to increase scaling
  - How to increase scaling when I cannot find the menu bar

## Running MetaTrader for Mac app for the first time

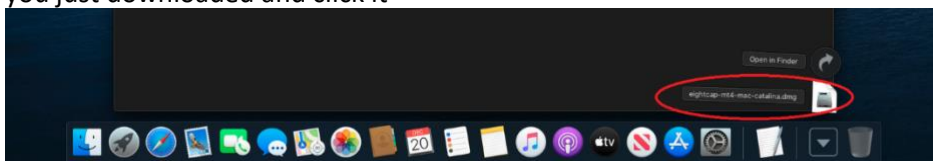
1. **IMPORTANT: Check to see if your computer is running macOS Catalina.** You can find the instructions [here](#). If your Mac is not running macOS Catalina, please use an alternate installer
2. Click on one of the following links in order to start the download of the MetaTrader application that you wish to install
  - [MT4](#) (MetaTrader 4)
  - [MT5](#) (MetaTrader 5)
3. Once you opened the link, your browser will open and it may show the below message, if it does, click on the allow button



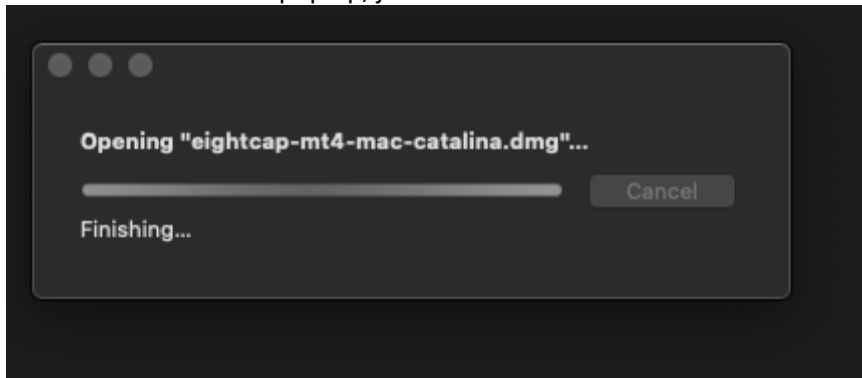
4. Once the download has been completed, you should be able to see the download on your dock.



5. Click the download on the doc, this will show you all the downloaded files, find the file that you just downloaded and click it



6. You will see the below pop up, just let it be



7. You should see the below screen once the dmg file has been opened. Drag the 8 Icon into

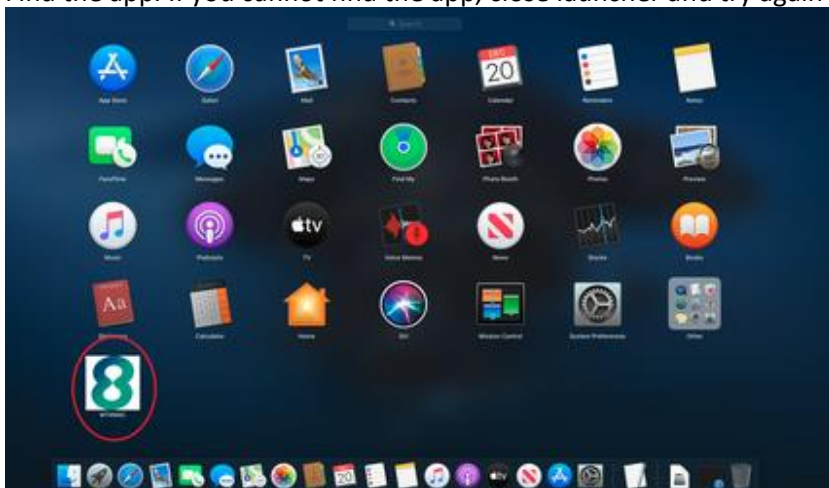


the Applications folder

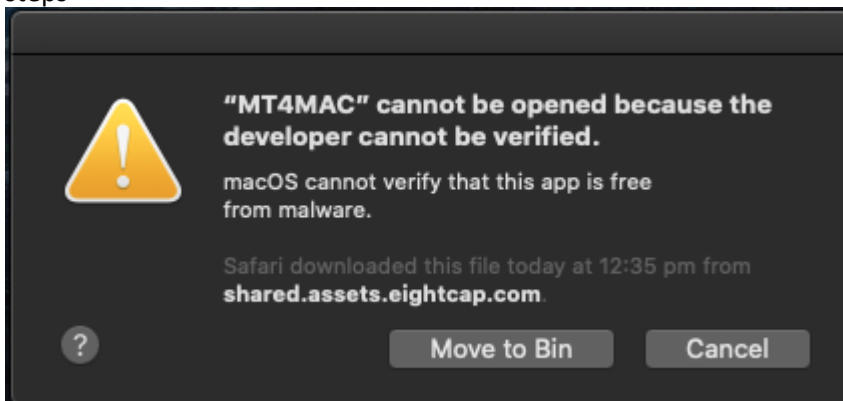
8. Click on the launcher button



9. Find the app. If you cannot find the app, close launcher and try again



10. When you open the file, you will probably get the below error, if you do, follow the sub-steps



- . Click on the cancel button
- a. Open launcher



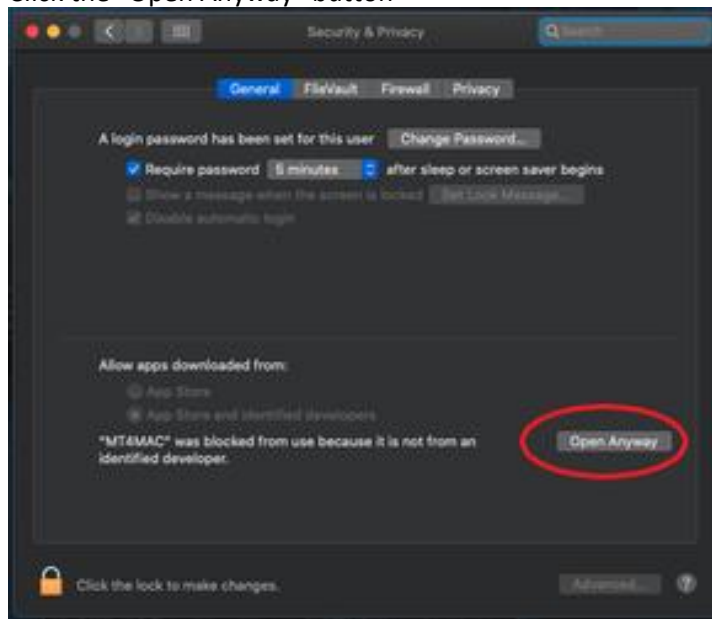
b. Go to settings and preference



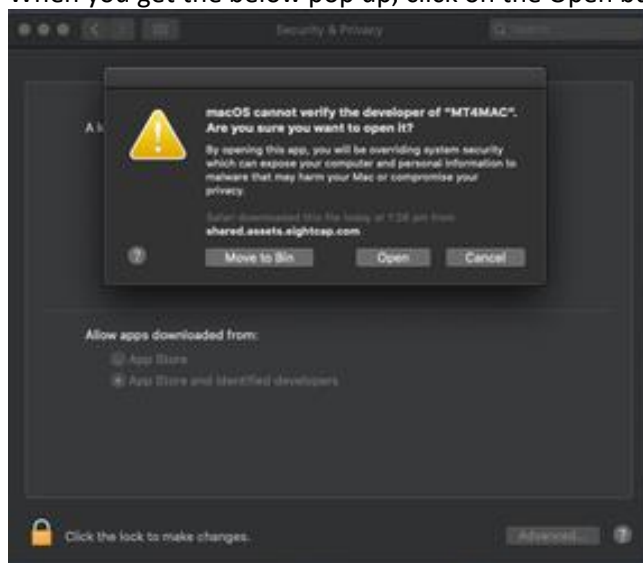
c. In the 'System preference', find the 'Security & Privacy' option and click it



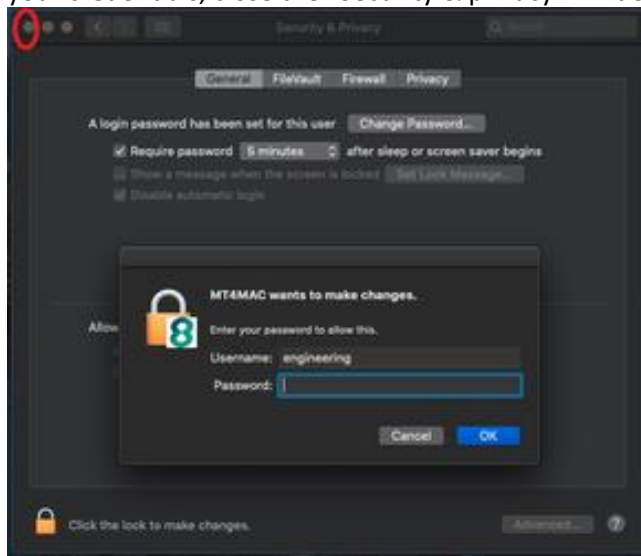
- d. Click the "Open Anyway" button



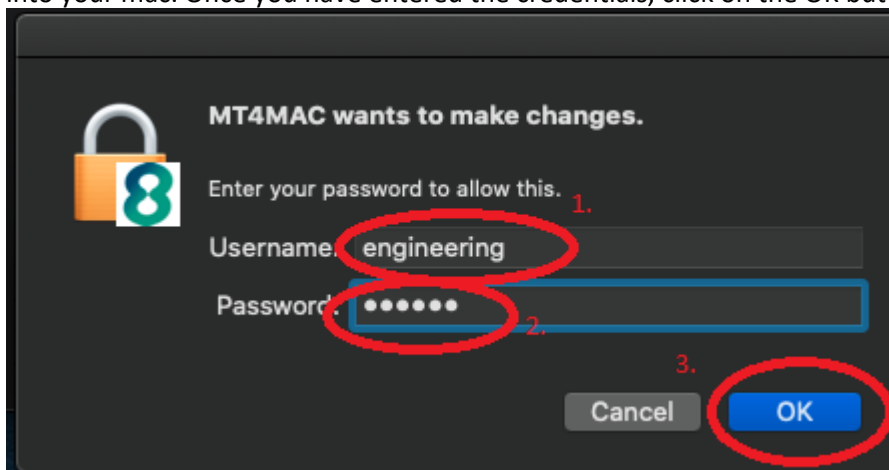
- e. When you get the below pop up, click on the Open button



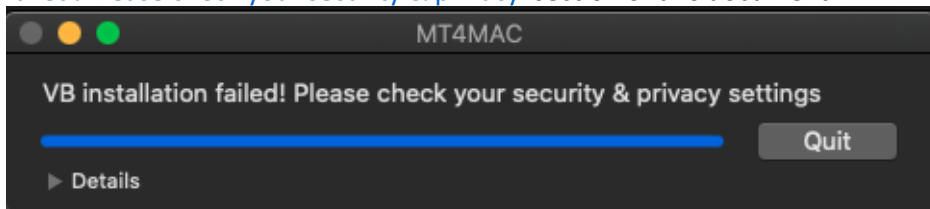
- f. When the program opens you will get a login prompt. **IMPORTANT:** Before entering your credentials, close the "Security & privacy" window



11. Once you have closed the "Security & privacy" window, enter the credentials that you use to log into your mac. Once you have entered the credentials, click on the OK button.



12. Double click on the app. If you get the below error message, please go to the '[VB installation failed! Please check your security & privacy](#)' section of this document.

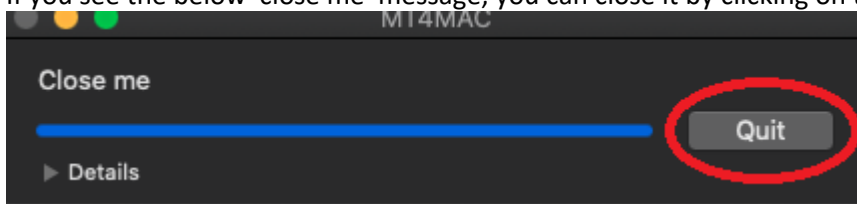


If you get the above error, it is **IMPORTANT** that you do not run the application again, until you have completed the steps detailed in '[VB installation failed! Please check your security & privacy](#)' section of this document

13. If the installation is successful, the meta-trader application should open. If the MetaTrader needs to be zoomed or if the application is not displaying properly, please follow the instructions mentioned [here](#).



14. If you see the below 'close me' message, you can close it by clicking on the Quit button.

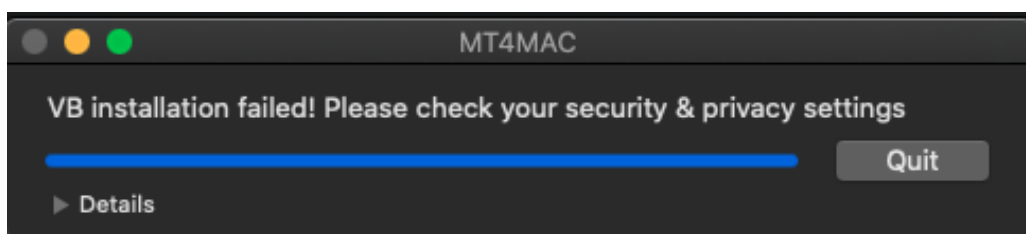


The first run of the application will take some time as the installer runs in the background.

## Troubleshooting

The below section is only to be followed for **troubleshooting purposes**

### VB installation failed! Please check your security & privacy

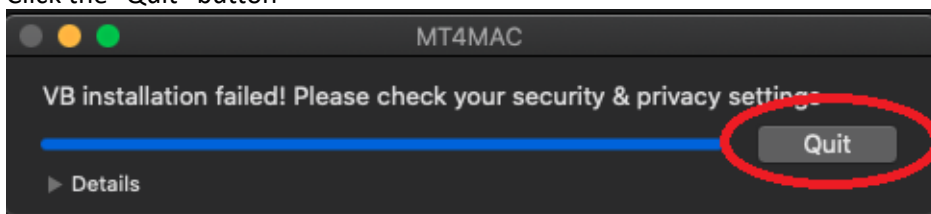


If you get the above error message, it is **important** that you do not run the app again until you complete the below steps

If you are seeing the above error message, please follow the steps below



1. Click the "Quit" button



2. Click on the launcher button



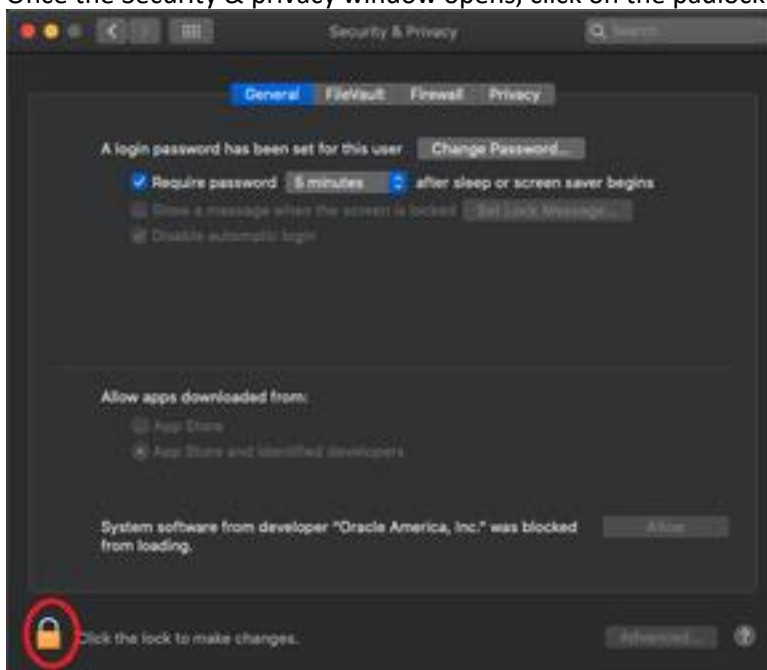
3. Click on System Preferences



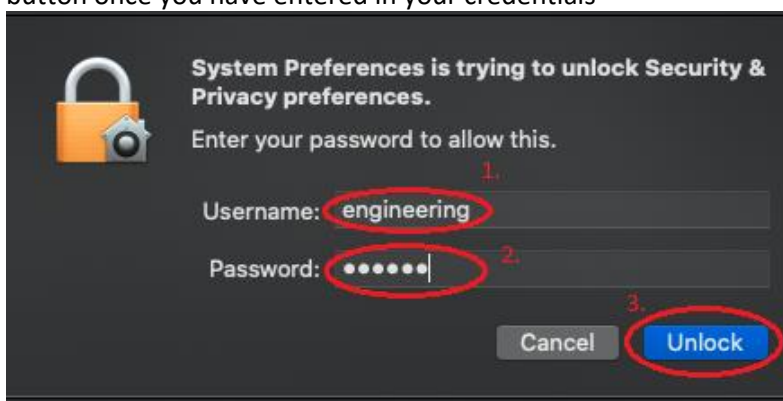
4. In the 'System preference', find the 'Security & Privacy' option and click it



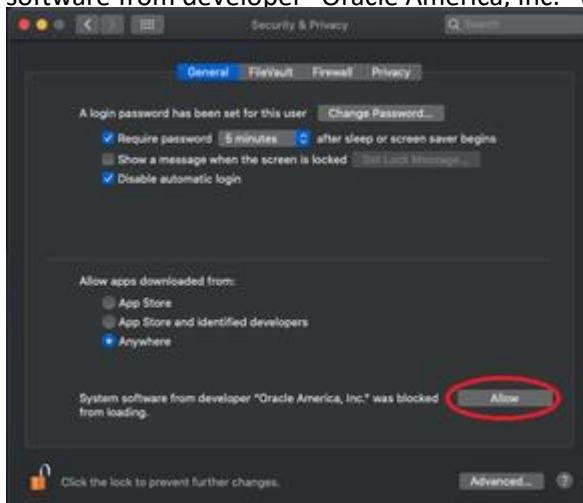
5. Once the Security & privacy window opens, click on the padlock



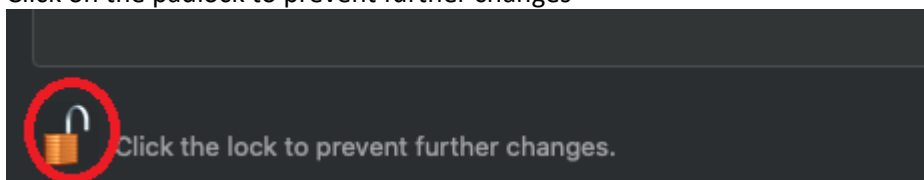
6. A pop up will appear saying the "System Preference is trying to unlock Security & privacy". Enter the username and password that you use to log into your mac. Click on the Unlock button once you have entered in your credentials



7. In the Security & Privacy window click the Allow button located next to the message 'System software from developer "Oracle America, Inc." was blocked from loading.'



8. Click on the padlock to prevent further changes



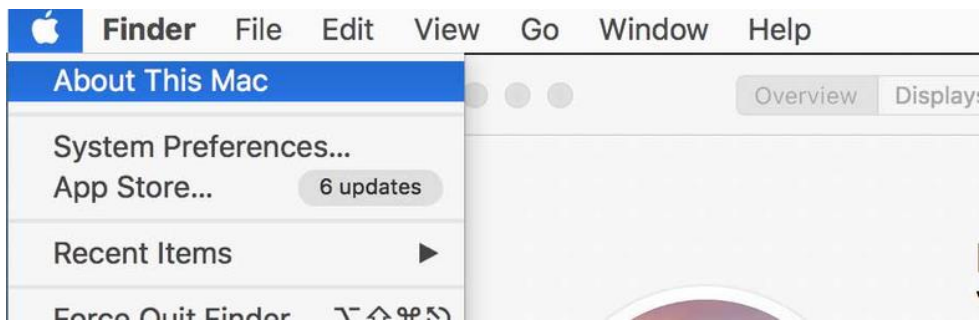
9. Close the settings window

10. Run the app again

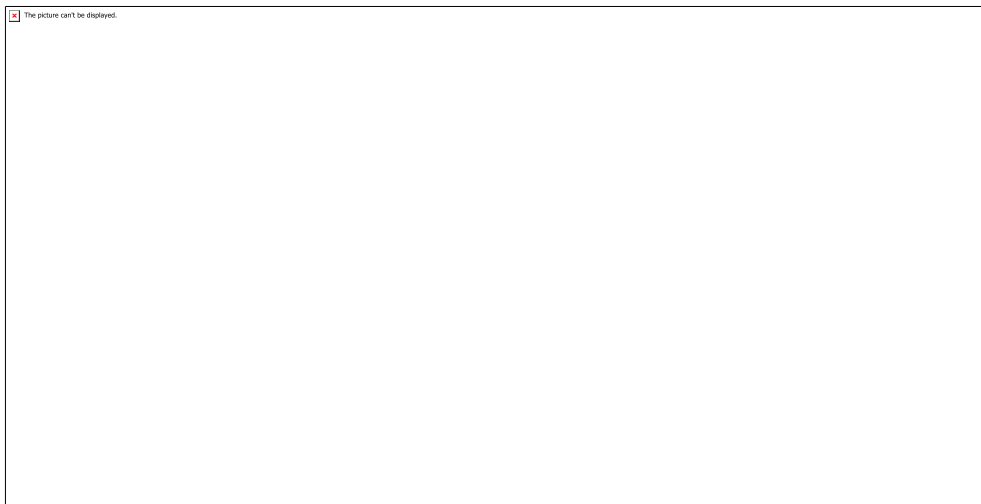
11. Go back to step 3 of the '[Running Metatrader 4 for Mac app for the first time](#)' section of the document

## How to check if I am running macOS Catalina

1. On the menu bar, click on the Apple Icon and then click on the "About this Mac" option



2. Check the about window says Catalina like the below screenshot



## How to increase scaling

1. On the menu bar click on the scaling option. If you cannot see the menu bar, follow the



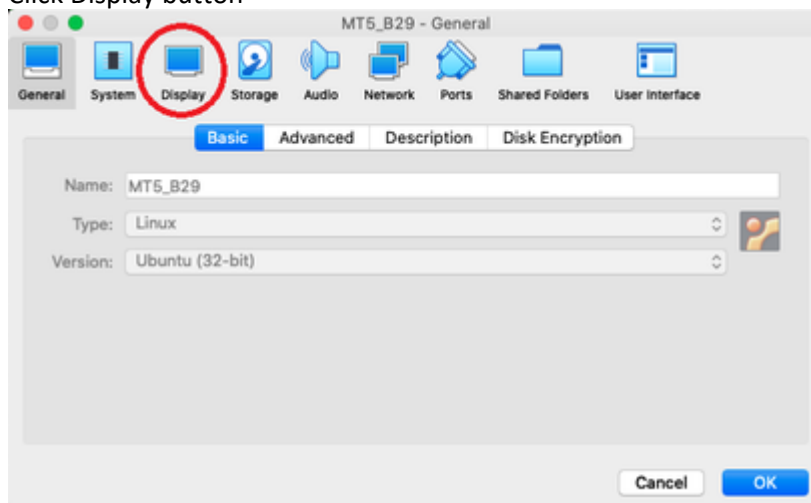
instructions mentioned [here](#)

## How to increase scaling when I cannot find the menu bar

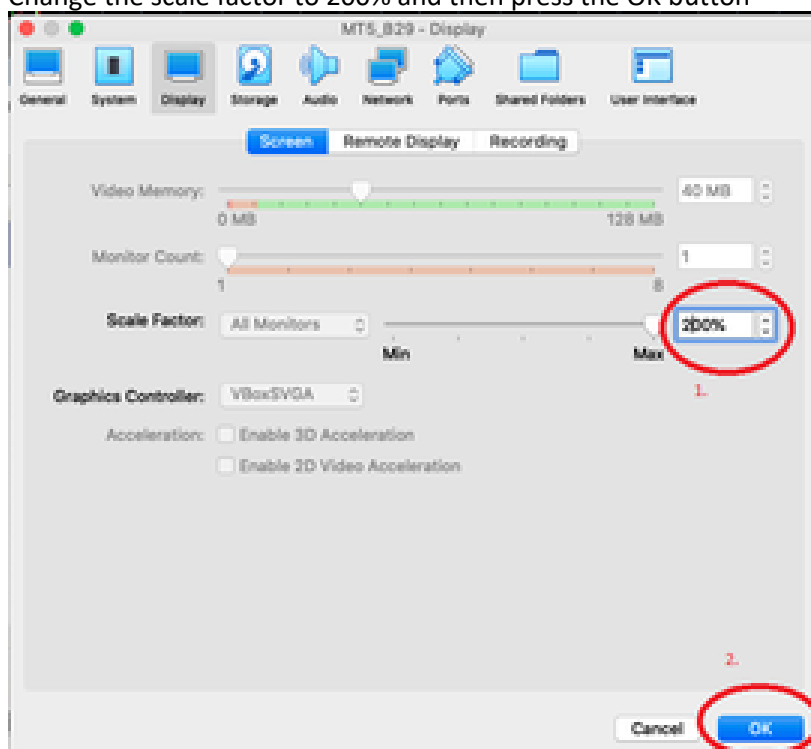
1. Right-click on the **running** application and click on settings



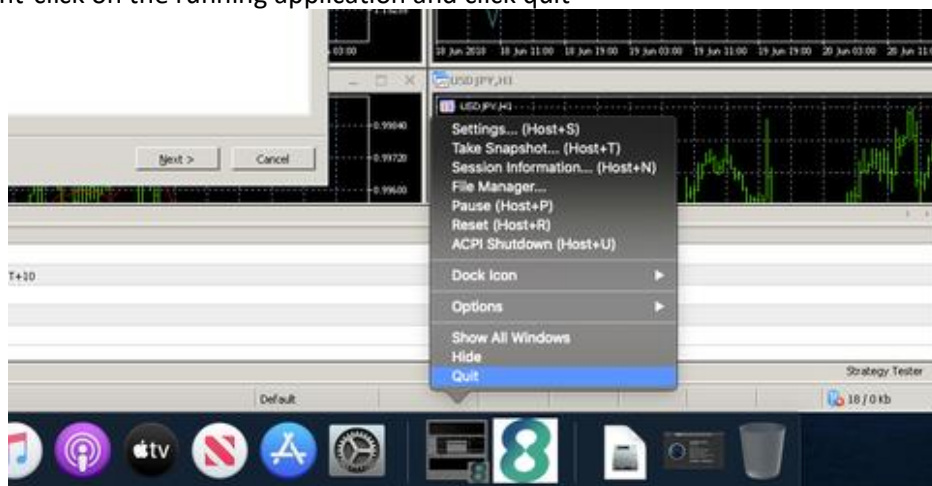
2. Click Display button



3. Change the scale factor to 200% and then press the OK button



4. Right-click on the running application and click quit



5. **Important:** When the interface asks you which power off option to select, please make sure you select "Send the shutdown signal"

