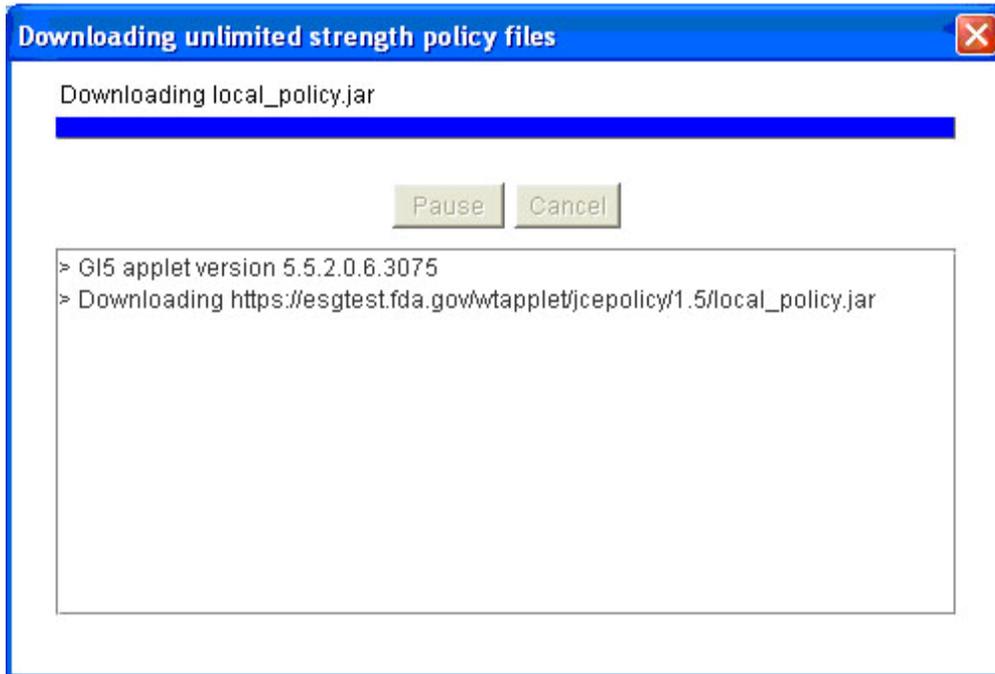
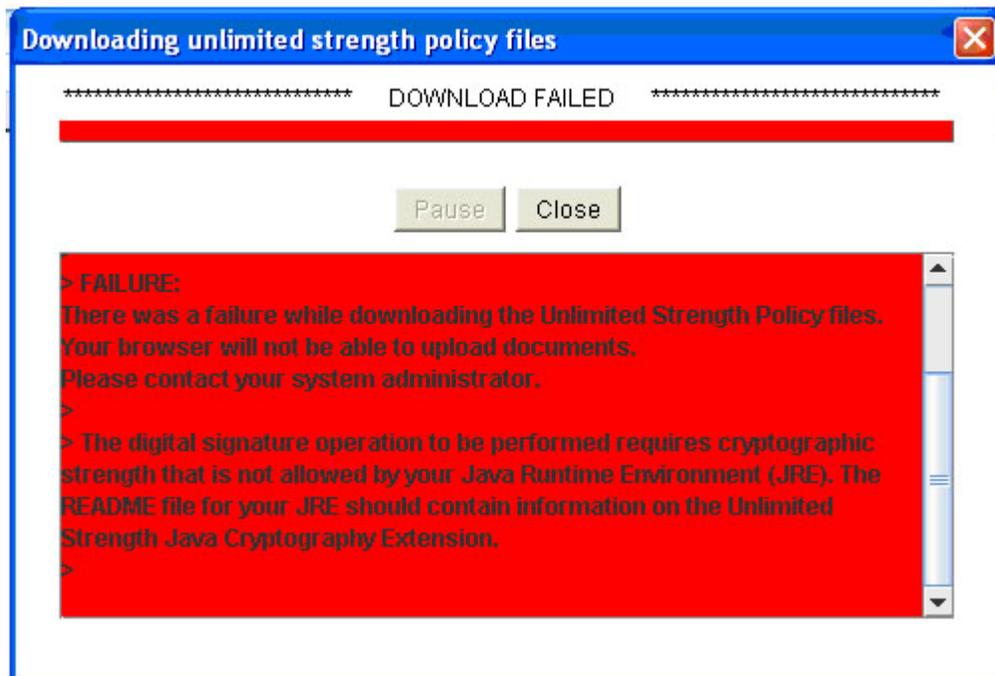


## Troubleshooting JCE Issues in WebTrader v5.5.2

WebTrader v5.5.2 automatically checks for the version of the JCE (Java Cryptography Extension) files. If you do not have current JCE files installed, WebTrader will try to download the JCE files:



Then, the WebTrader applet will fail to download the JCE files. This behavior is expected:



Click the Close button, and then close your browser.

Before you can send a submission, you need to install the current JCE files. For more details on the steps involved in the JRE/JCE install, see:

[http://www.fda.gov/esg/userguide/WebHelp/Java\\_Runtime\\_Edition.htm](http://www.fda.gov/esg/userguide/WebHelp/Java_Runtime_Edition.htm)

If WebTrader continues to try to download JCE files after you correctly install them, please contact [esgreg@gnsi.com](mailto:esgreg@gnsi.com).