

Troubleshooting WebTrader v5.4.2

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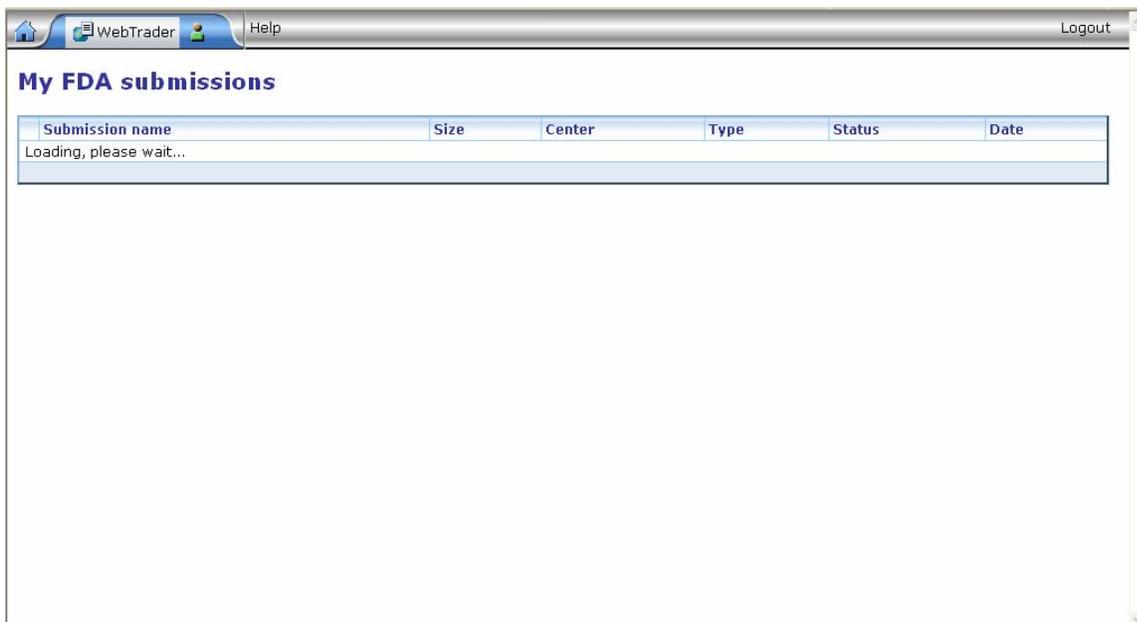
1. Intro

This document offers solutions and clarifications to potential errors and points of confusion associated with the v5.4.2 upgrade of WebTrader. If these solutions are ineffective or if you encounter an error not addressed here, email the FDA ESG Administrator at esgprep@fda.gov. For additional information about the FDA ESG, see the Frequently Asked Questions page (<http://www.fda.gov/esg/faq.htm>) of the ESG web site (<http://www.fda.gov/esg/>) or the ESG User Guide (<http://www.fda.gov/esg/userguide/WebHelp/helpfile.htm>).

2. Submissions Loading Error

2.1. Problem

You have correctly entered your user name and password to login. The **My FDA submissions** page displays, but none of the submissions are listed.



1.2. Solution:

This is a known issue with the new version of the software. Take the following steps to resolve this issue:

1. Make sure Java Runtime Environment (JRE) v1.5.0_11 is installed on your machine. If it isn't, see a text-based installation guide (http://www.fda.gov/esg/userguide/WebHelp_07_2007/Java_Runtime_Edition.htm) or a Flash-based tutorial (http://www.fda.gov/esg/jre_demo/jre_demo.htm) for instruction.

2. If this doesn't work, try emptying the .cyclone backup directory.
 - a. Logout and close your browser.
 - b. Go to C:\Documents and Settings\[your local user name]\cyclone\backup.
 - c. Move the contents of the folder from the backup directory to a different location.
 - d. Login to your WebTrader account and try again.

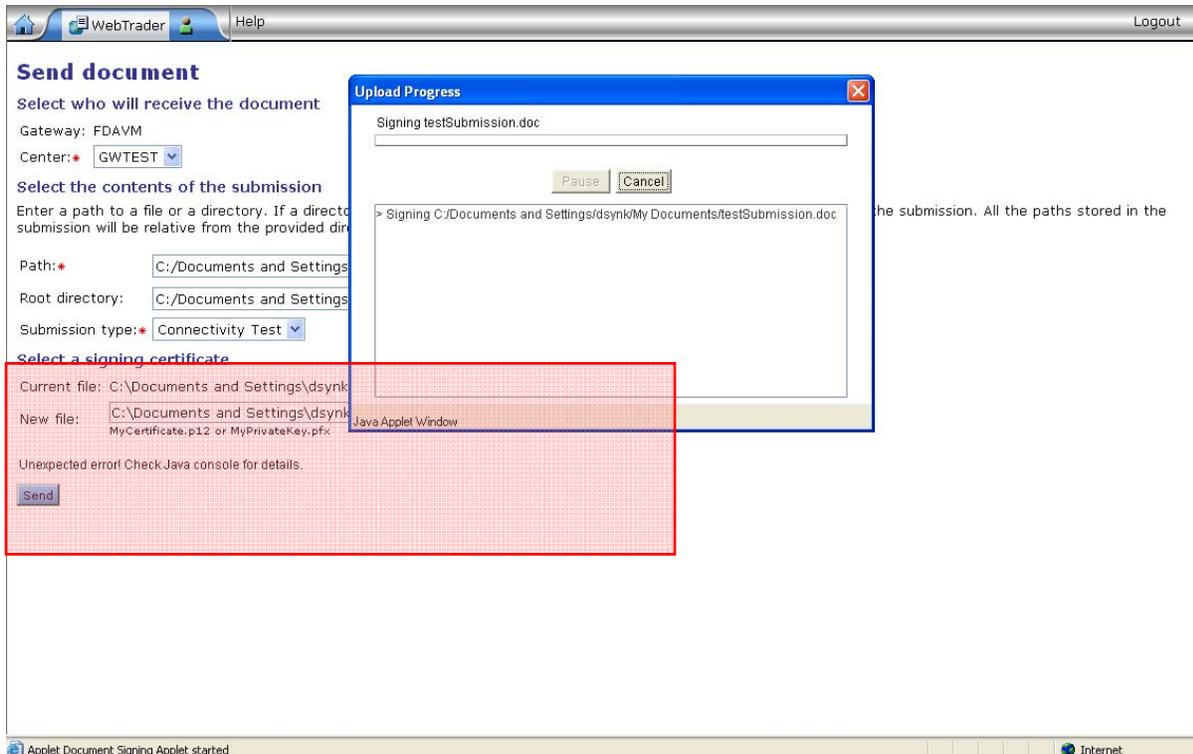
3. If WebTrader still doesn't work, follow these steps for a clean reinstall of Java:
 - a. Uninstall all versions of Java on the machine.
 - b. Reboot.
 - c. Delete "C:\Program Files\Java."
 - d. Delete "C:\Documents and Settings*\Application Data\Sun\Java."
 - e. You must do this in the profile of every user on the machine (replace the "*" with each user's profile directory).
 - f. Delete "C:\Documents and Settings*\Local Settings\Application Data\Sun\Java." Again, you should do this for all users.
 - g. Reboot.
 - h. Reinstall Java Runtime Environment (JRE). See a text-based installation guide (http://www.fda.gov/esg/userguide/WebHelp_07_2007/Java_Runtime_Edition.htm) or a flash-based tutorial (http://www.fda.gov/esg/jre_demo/jre_demo.htm) for instruction.

3. Sending Submission – Java Console Error

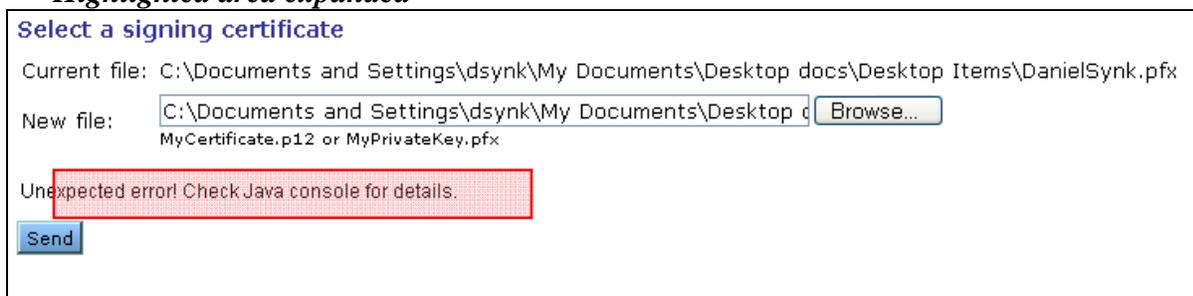
3.1. Problem

When sending a submission, you receive an error message that reads “Unexpected error! Check Java console for details.”

Send document screen



Highlighted area expanded



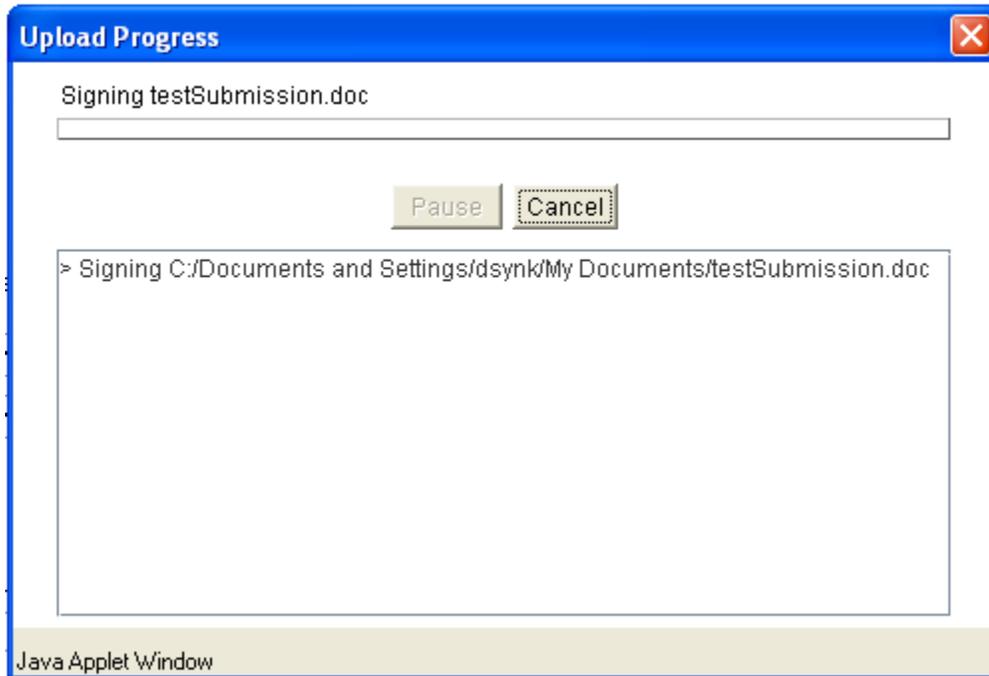
3.2. Solution

You will need to reinstall Java on your machine. See solution 3 above in Section 1.

4. Sending a Submission – Signing Error

4.1. Issue

When sending a submission, the Upload Progress window never gets past “Signing:”



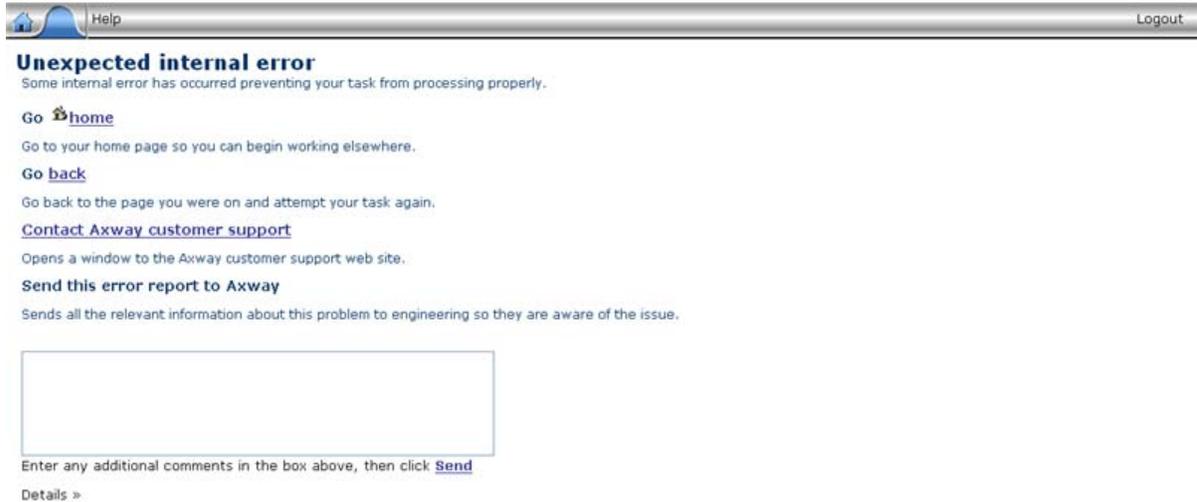
4.2. Solution

There could be a problem with your firewall/proxy configuration. Make sure you have the correct JRE and JCE installed (see above for installation instructions). Also, make sure your firewall is configured to allow you to connect to IP address 150.148.2.66 on port 3080.

5. Deleting Records – Unexpected Internal Error

5.1. Issue

After deleting a record, you receive an “Unexpected internal error.”



Help Logout

Unexpected internal error

Some internal error has occurred preventing your task from processing properly.

Go [home](#)

Go to your home page so you can begin working elsewhere.

Go [back](#)

Go back to the page you were on and attempt your task again.

[Contact Axway customer support](#)

Opens a window to the Axway customer support web site.

Send this error report to Axway

Sends all the relevant information about this problem to engineering so they are aware of the issue.

Enter any additional comments in the box above, then click [Send](#)

[Details >](#)

5.2. Solution

This is not really an error; it is an incorrect link on Axway’s end. Click the **home** link to return to **My FDA Submissions**.