

Most common issues (August 2018)

1) Template specific issues- If you have an issue within a **specific form** (ex. A drop down function not working in Form 3500A) please contact the appropriate helpdesk.

CDRH- CeSub Help Desk- (CeSubHelpDesk@fda.hhs.gov)

CDRH EMDR- (emdr@fda.hhs.gov)

CVM eSubmitter (cvmesubmitter@fda.hhs.gov)

CTP eSub- (CTPeSub@fda.hhs.gov)

2) If you are submitting to **CBER/CDER** then please contact the appropriate helpdesk.

CBER_eSubmitter_Program (CBER_eSubmitter_Program@fda.hhs.gov)

CDER ESUB (esub@fda.hhs.gov)

3) If you are experiencing issues with **Webtrader** please contact the ESG helpdesk.

ESG HelpDesk (ESGHelpDesk@fda.hhs.gov)

4) Version 2 **uninstall**-

If you are experiencing issues with uninstalling version 2, please delete the eSubapps folder then download the newest version.

5) Accessing **previously existing submissions** on new install.

If you installed a new version and can't access your existing submissions, go into File -> preferences and make sure the locations for the Data and Output folders are linked to the same as before/ the files from before.

6) **Permissions** issues-

If you get an error message regarding permissions, it is most likely because you do not have admin access to where eSubmitter, eSubmitter's data and output locations, or packaged file destination is. Please work with your IT department to resolve your access issues.

7) **Unable to update Error** (Jexpress issue)

Please extract the file below into the JExpress folder in eSubmitter.

[JExpressUpdater.jar](#)

8) eSubmitter Registration

There is no reply nor confirmation. Please go ahead and just start using eSubmitter.

9) For many **general issues**, a simple reinstallation of eSubmitter solves many of them as there may be a fault within the initial installation (make sure you are installing the newest installation and not the old one however).

You can find the newest version below

<https://www.fda.gov/ForIndustry/FDAeSubmitter/ucm108165.htm>