

# Food and Drug Administration



## **FDA Electronic Submissions Gateway**

### WebTrader Tutorial

Document Version Date: 3/4/2022

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# 1 Overview

The WebTrader application provides the following improved user experience:

- Improved the look and feel of the User Interface (UI)
- Eliminated the need for JRE/JCE installation. Instead of JRE/JCE users will need to install a one-time install package which is downloadable from the WebTrader UI
- Expanded the supported browsers to Mozilla Firefox, and Google Chrome
- Improved performance by allowing for concurrent file uploads

## 1.1 Purpose

The purpose of this document is to provide steps for installing and using the new WebTrader application

## 1.2 Responsibilities

The following parties have responsibilities for the New WebTrader application:

- FDA: maintain and update documentation, assist in testing, and assist testers with questions, comments, and concerns
- Industry: utilize the new WebTrader application and submit any issues and comments
- Axway (software vendor): resolve application issues

## 1.3 System Requirements

To make submissions using the WebTrader, users must have the following:

- Windows 7 (or above) Operating System
- Supported Web Browsers: Internet Explorer 11, Mozilla Firefox, and Google Chrome
- Hard disk: space of at least three times the size of the submission
- A high-speed internet connection
- Note: ESG Support successfully tested the WebTrader with the following
  - Windows 7, 8, and 10
  - Internet Explorer 11 v11.0.9600.18697
  - Mozilla Firefox v53.0.2
  - Google Chrome v59.0.3071.115

## 2 Download & Install the WebTrader Client

### 2.1 WebTrader Licensing

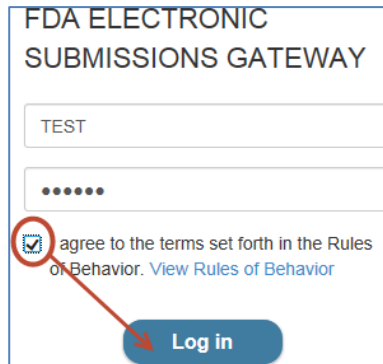
WebTrader client software free software for all FDA ESG users. Any company intending to send submissions via FDA ESG can download and install WebTrader client in their company network.

### 2.2 WebTrader Installation

To install the new FDA ESG WebTrader client on your machine please go to perform the following steps:

**Note:** If you have already installed a previous version of the WebTrader client, see the next section for upgrade instructions.

1. Go to <https://esgtest.fda.gov/>
2. Insert your current WebTrader Pre-Production User ID and Password. If you do not know your current WebTrader Pre-Production User ID , please send an email to [ESGHelpDesk@fda.hhs.gov](mailto:ESGHelpDesk@fda.hhs.gov).
3. Click the check box next to “I agree to the terms set forth in the Rules of Behavior. View Rules of Behavior” and click the “Log in” button



FDA ELECTRONIC  
SUBMISSIONS GATEWAY

TEST

.....

I agree to the terms set forth in the Rules of Behavior. [View Rules of Behavior](#)

Log in

4. Determine if your Windows operating system is 32-bit or 64-bit
  - a. Click on the Start Menu
  - b. Single right click on “Computer”
  - c. Click on “Properties
  - d. Look for “System type”

View basic information about your computer

Windows edition

Windows 7 Enterprise  
Copyright © 2009 Microsoft Corporation. All rights reserved.  
Service Pack 1

System

Manufacturer:	Food and Drug Administration
Model:	2014R2b - (12/07/2015)
Rating:	System rating is not available
Processor:	Intel(R) Core(TM) i7-5600U CPU @ 2.60GHz 2.60 GHz
Installed memory (RAM):	16.0 GB (15.9 GB usable)
System type:	64-bit Operating System
Pen and Touch:	Touch Input Available with 10 Touch Points

5. After determining your Windows operating system type, click the “Copy to clipboard” button and download the required Installer by clicking on the correct link:

What's new?

- Updated look and feel
- Alerts **New Feature!**
- Renamed "My Submissions" to "Sent Items"
- Renamed "Other Documents" to "Inbox"
- Simplified viewing of sent item status
- Renamed "To" to "Recipient" and "From" to "Sender"

Supported browsers:

- Internet Explorer 11
- Mozilla Firefox
- Google Chrome

Do you send documents?

If you wish to send documents from this device, you must install additional software, known as "User Services," that supports the display and execution of sending operations. You can click the link below to install now, or you can wait until the first time you attempt to send and install when prompted.

**Note:** You do not need to download the client if you will not be sending documents from this device.

[Download Windows 32-bit Installer](#)

[Download Windows 64-bit Installer](#)

Installation Instructions:

During the installation process, you will need to enter the following URL when prompted for "Host URL" so that the WebTrader servers can connect with your User Services application. Press 'Copy to clipboard' and paste the URL into the "Host URL" field during installation.

**Host URL:**  
<https://esgdev.fda.gov/v1/external/config/settings> [Copy to clipboard](#)

Don't show this again Close

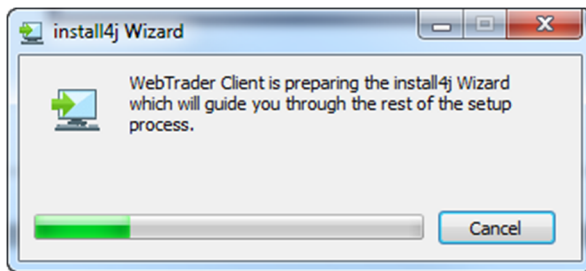
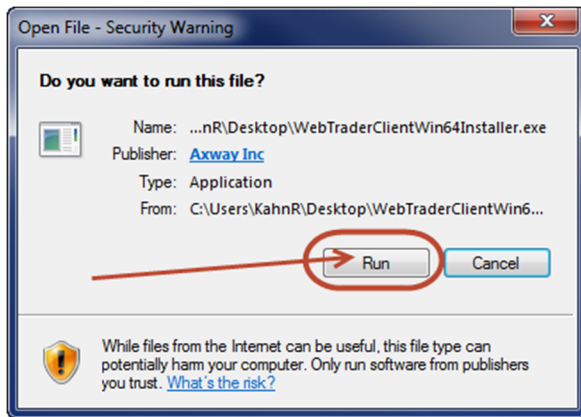
6. Click the down arrow to the right of the “Save” button and select “Save As”. Save to your computer’s Desktop or a location that is easily accessible:

Do you want to run or save **WebTraderClientWin64Installer.exe** from **esgdev.fda.gov**?

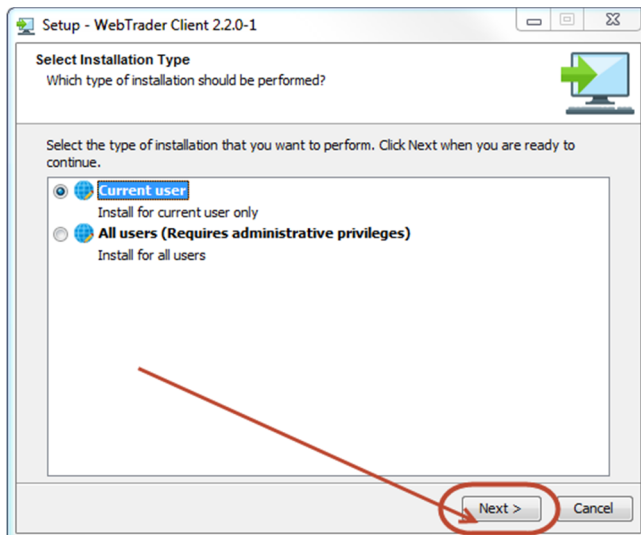
This type of file could harm your computer.

Run Save ▼ Cancel

7. Double click on WebTraderClientWin<#>Installer.exe downloaded in the previous step.
8. Click the “Run” button



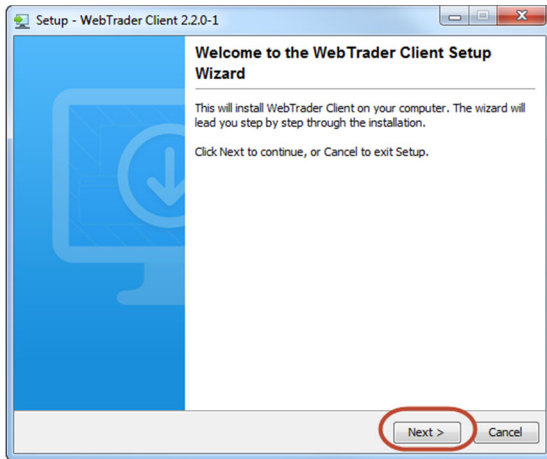
9. The application will begin the installation process:



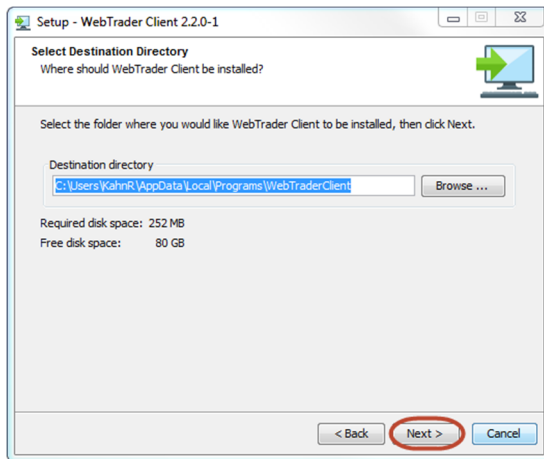
10. Select the type of installation you want to perform and click the “Next >” button:

Note: If you wish to install for all users, you must have administrative rights to your machine. The installation process remains the same, however, there is some additional functionality listed in the “Multi-User Functions” section below.

11. The WebTrader Client Setup Wizard will appear, click the “Next >” button:



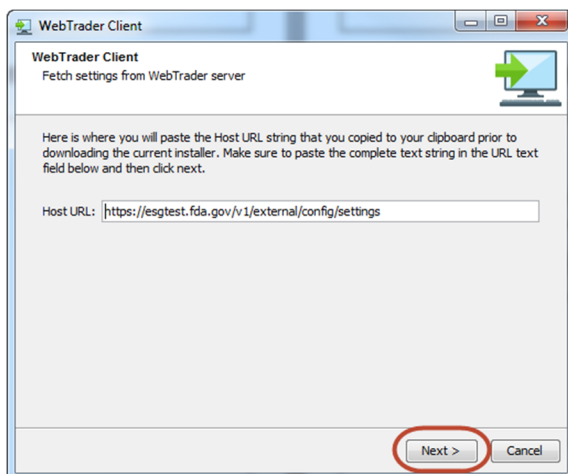
12. Select the destination where the Client is to be installed and click the “Next >” button:



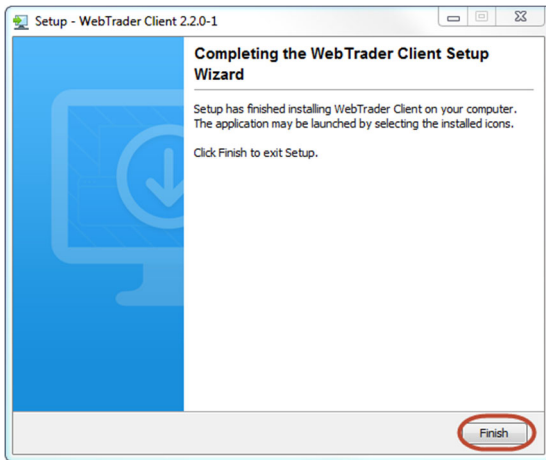
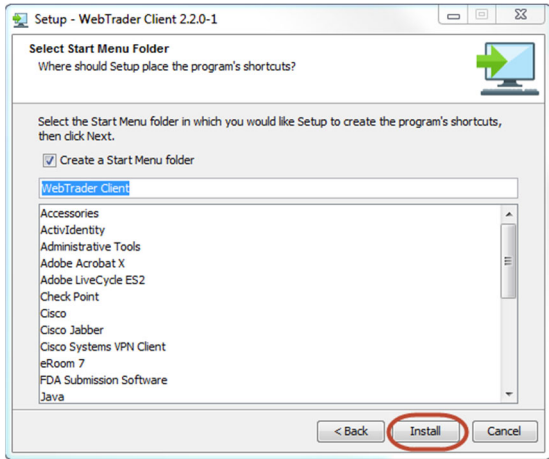
13. Paste the URL from step #5 and click the “Next >” button. If you did not copy the URL in step 5, you may use the below URL as well:

<https://esgtest.fda.gov/v1/external/config/settings>

14. If you would like a desktop icon, click the checkbox and click the “Next >” button

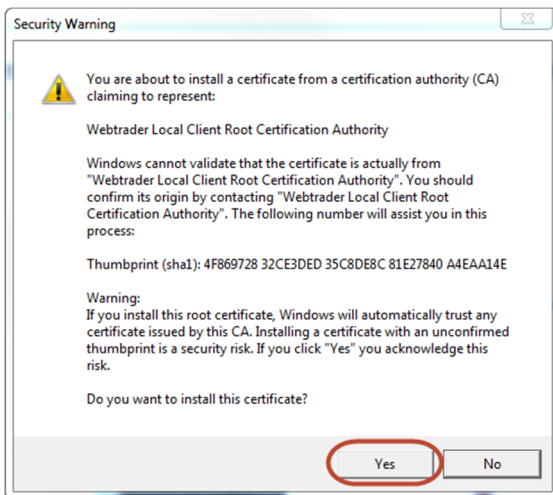


15. Select the Start Menu Folder where you'd like the Client to be installed and click the "Install" button:



16. After the client has been installed , click the "Finish" button:

17. After installation you will be prompted with the following window, please click the "Yes" button

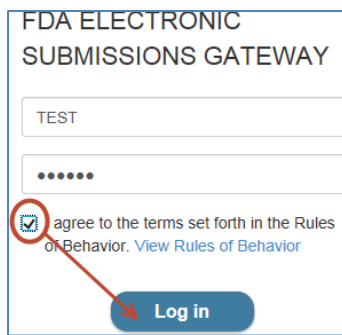




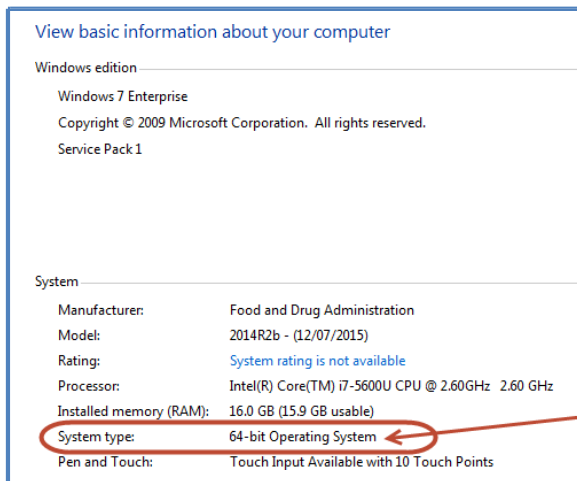
### 3 Upgrade the WebTrader Client

If you had previously downloaded and installed the WebTrader client, you may need to upgrade the client to a newer version. To upgrade the WebTrader client on your machine, please go to perform the following steps:

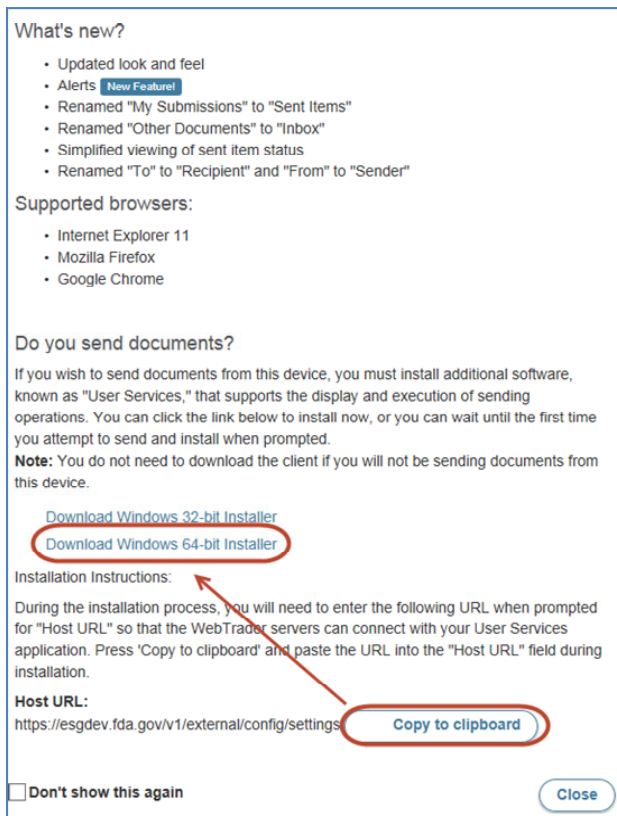
1. Go to <https://esgtest.fda.gov/>
2. Insert your current WebTrader Pre-Production User ID and Password. If you do not know your current WebTrader Pre-Production User ID , please send an email to [ESGHelpDesk@fda.hhs.gov](mailto:ESGHelpDesk@fda.hhs.gov).
3. Click the check box next to “I agree to the terms set forth in the Rules of Behavior. View Rules of Behavior” and click the “Log in” button



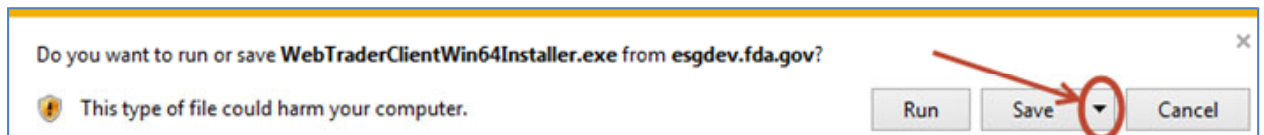
4. Determine if your Windows operating system is 32-bit or 64-bit
  - a. Click on the Start Menu
  - b. Single right click on “Computer”
  - c. Click on “Properties
  - d. Look for “System type”



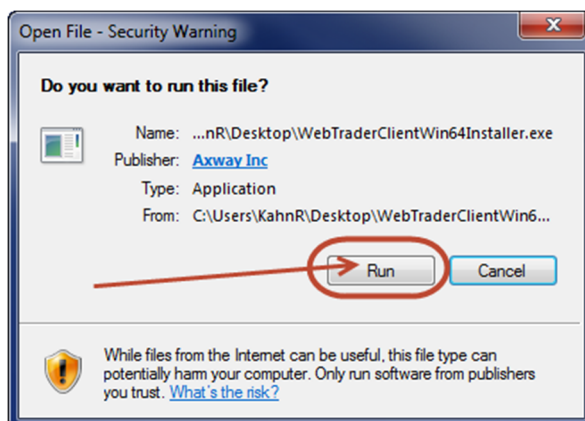
5. After determining your Windows operating system type, click the “Copy to clipboard” button and download the required Installer by clicking on the correct link:



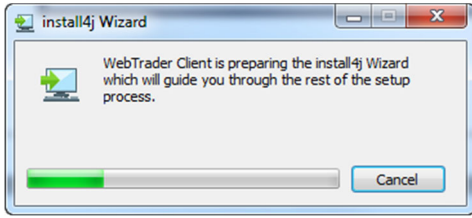
6. Click the down arrow to the right of the “Save” button and select “Save As”. Save to your computer’s Desktop or a location that is easily accessible:



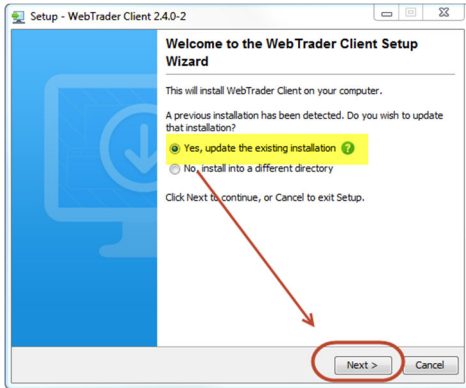
7. Double click on WebTraderClientWin<#>Installer.exe downloaded in the previous step.
8. Click the “Run” button



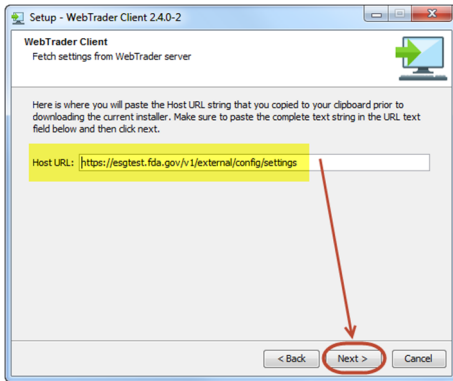
9. The application will begin the installation process:



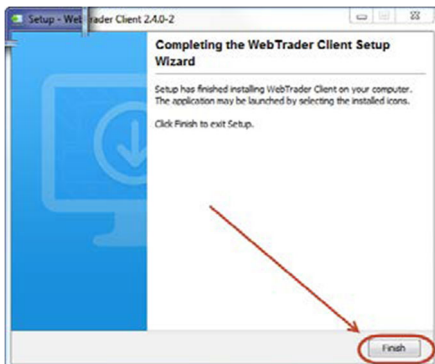
10. Make sure the “Yes, update the existing installation” radio button is selected and the click the “Next >” button:



11. Make sure the host URL is set to <https://esgtest.fda.gov/v1/external/config/settings> and click the “Next >” button:



12. The client will continue to upgrade on your machine. Once the upgrade process has been completed you may click the “Finish” button:

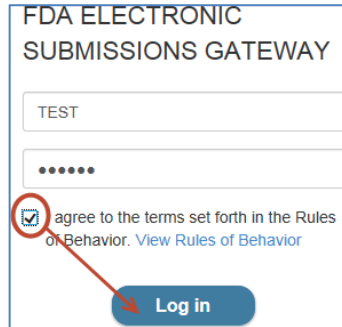


## 4 Make WebTrader Submissions

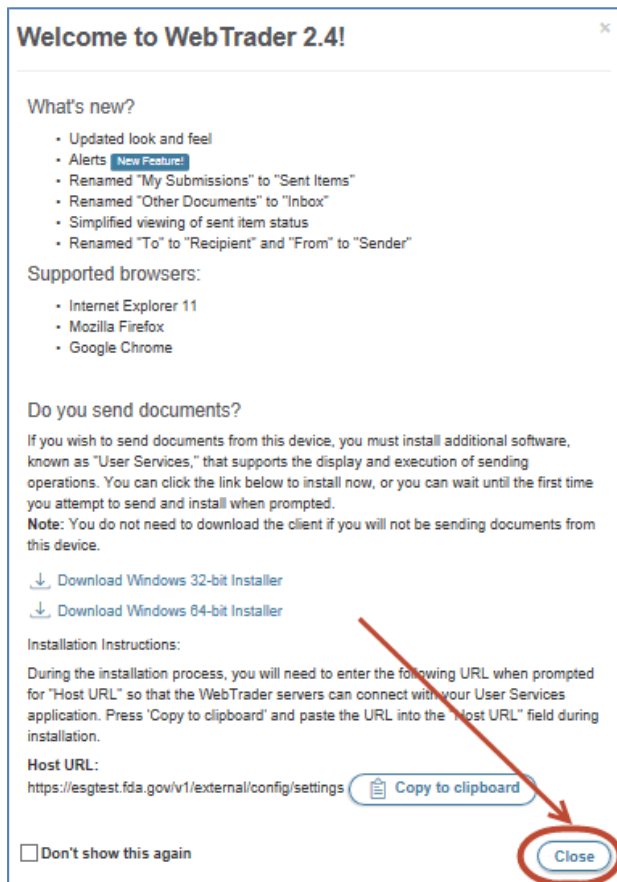
### 4.1 Make a Single WebTrader Submission

To make a single ESG submission via WebTrader, please perform the following steps:

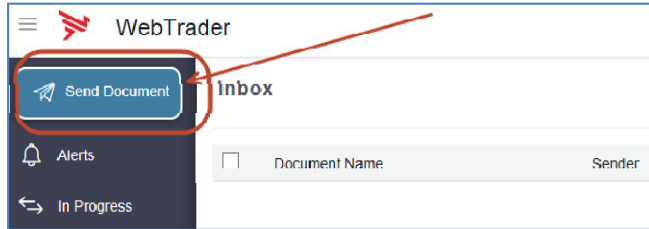
1. Go to <https://esgtest.fda.gov/>
  - a. Insert your Pre-Production User ID
  - b. Insert Pre-Production Password
  - c. Click the check box next to "I agree to the terms set forth in the Rules of Behavior. View Rules of Behavior" and click the "Log in" button



2. When you log into WebTrader you will see the Welcome Screen. Review the messages and click the "Close" button

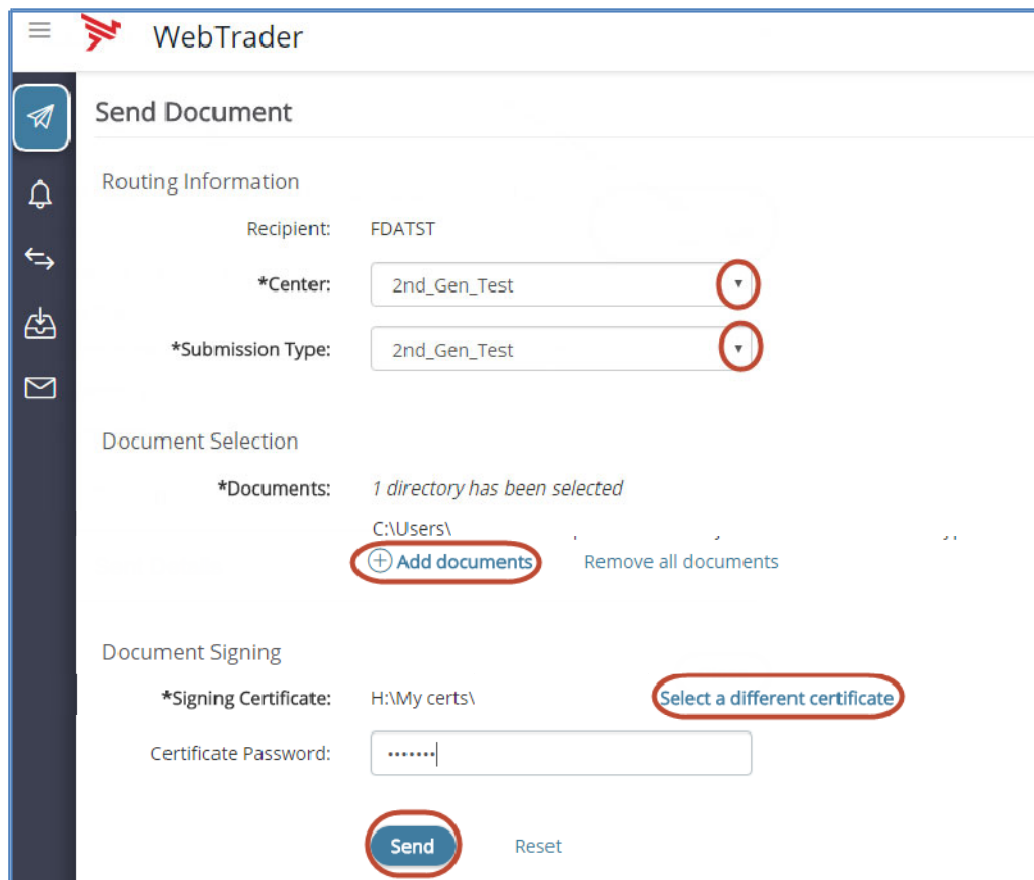


3. To make a submission, click the “Send Document” button in the left-hand window frame:



4. From the Send Document page, perform the following steps:

- a. Select a Center, by clicking on the down arrow to the right of \*Center
- b. Select a Submission Type, by clicking on the down arrow to the right of \*Submission Type
- c. Select the file(s) or folder(s) to be uploaded by clicking on “Add documents”
- d. Select the signing certificate by clicking on the Signing Certificate link. (You can use your current Pre-Production ESG certificate)
- e. Insert the signing certificate password to the right of Certificate Password
- f. Click the “Send” button



5. When making your first submission, you may be prompted with the following window, click the trust certificates button

**Untrusted Certificate Chain**

Upload failure occurred due to an untrusted certificate chain. Click 'Trust certificates' and retry your upload.

▼ Certificate 1

**Details**

Subject: cn=esgdev.fda.gov,o=US Dept of Health and Human Services,l=Rockville,st=Maryland,c=US

Issuer: cn=Entrust Certification Authority - L1K,ou=(c) 2012 Entrust, Inc. - for authorized use only,ou=See www.entrust.net/legal-terms,o=Entrust, Inc.,c=US

Serial Number: 00:E4:92:EE:CD:86:DF:84:62:00:00:00:50:DA:2A:47

**Validity**

Valid From: Oct 26th 2016, 11:47:25 am

Valid To: Oct 29th 2017, 12:17:24 pm

**Signature**

Algorithm: sha256WithRSAEncryption

Public Key Algorithm: RSA

MD5 Fingerprint: A9:9D:6F:5E:B2:DA:2A:2F:74:67:AB:70:A6:0E:F2:1D

SHA1 Fingerprint: F6:7C:DF:E1:81:46:1D:F0:90:A4:EC:77:6F:8B:75:11:15:20:D6:58

Self-Signed: No

> Certificate 2

> Certificate 3

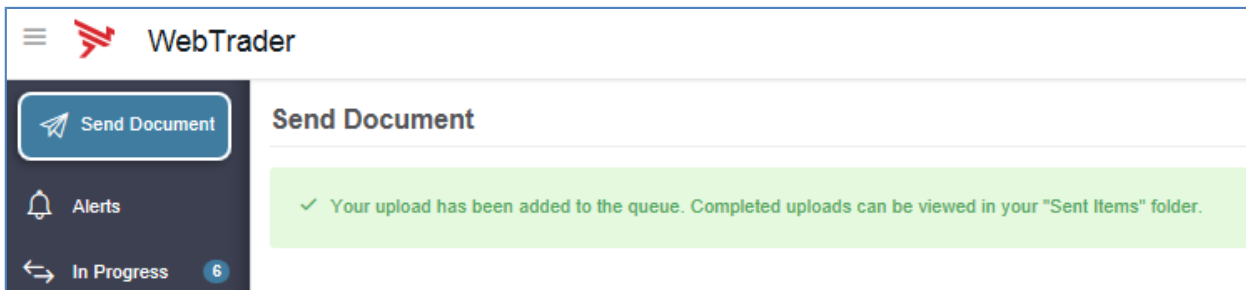
> Certificate 4

**Trust certificates** Do not trust

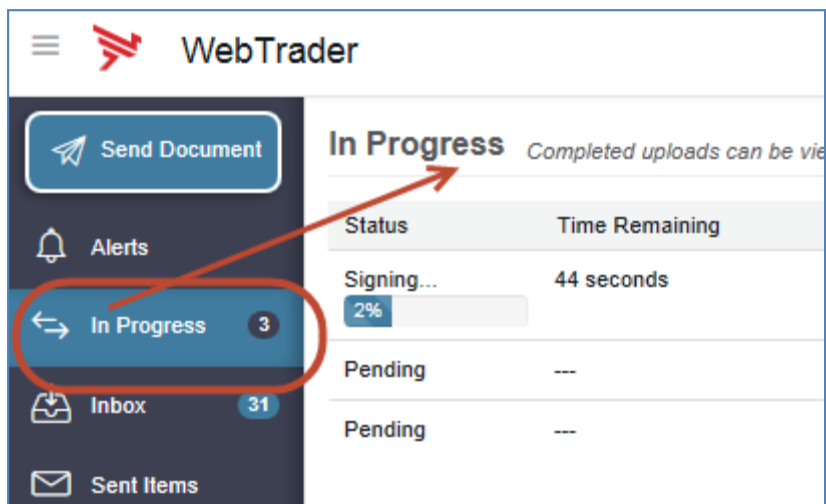
## 4.2 Make a Multiple WebTrader Submissions

To make multiple concurrent ESG submissions via WebTrader, please perform the following steps:

1. Perform all steps in section 4.1 as many times as needed
2. If a previous submission is still in progress, you will see the following notification



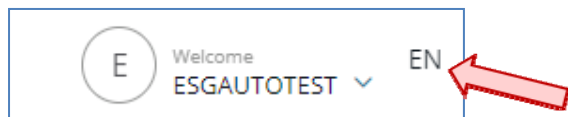
3. To view all In Progress submissions, click the "In Progress" link in the left-hand window frame:



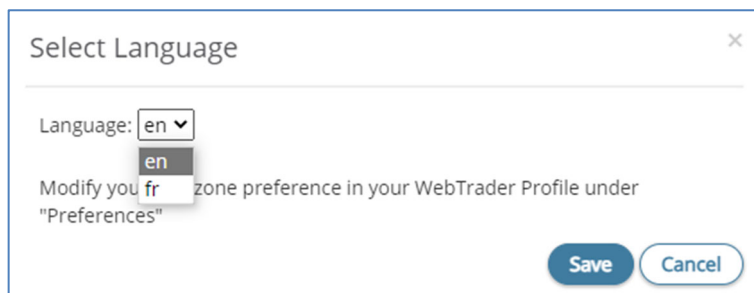
## 4.3 Web Trader French Language Translation

The FDA ESG WebTrader Interface allows users to change the displayed language. The language options are English and French. The default language is English. The following describes the instructions for setting the displayed language:

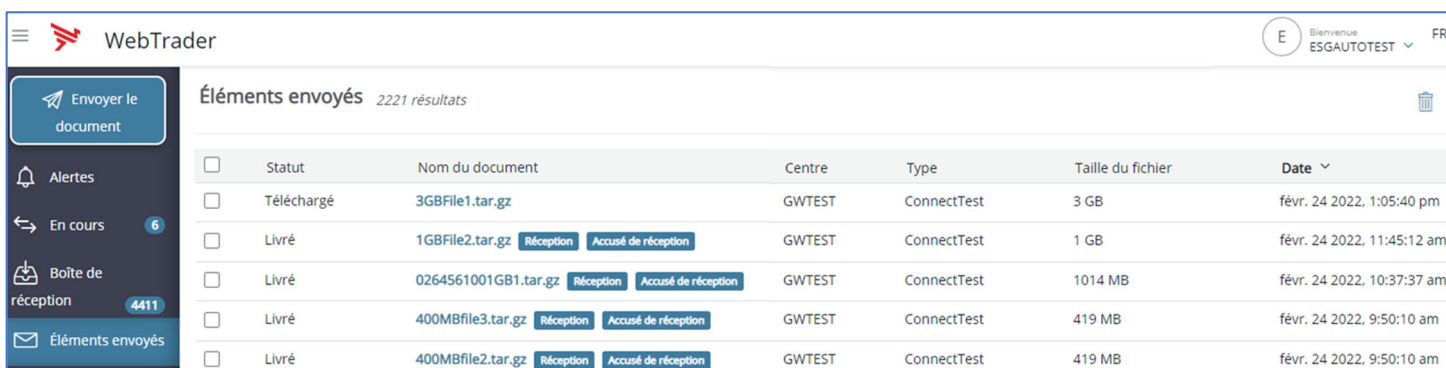
1. The current language is indicated in the upper right corner of the FDA ESG WebTrader Interface as either “EN” for English or “FR” for French. By default, “EN” will display. Select the “EN” link. The Language window will appear.



2. In the Language window, select “fr” (French) in the language drop-down. Then, select the “Save” option to save the language selection.



3. Now, French is displayed as the language. To change it back to English, repeat steps 1 and 2 above and select “en” (English) as the language.



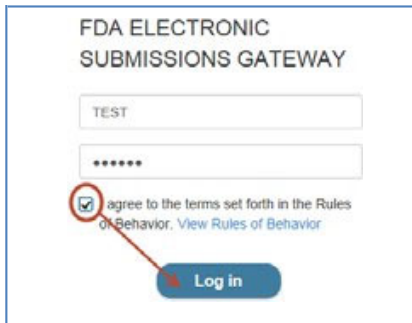
Statut	Nom du document	Centre	Type	Taille du fichier	Date
Téléchargé	3GBFile1.tar.gz	GWTEST	ConnectTest	3 GB	févr. 24 2022, 1:05:40 pm
Livré	1GBFile2.tar.gz	GWTEST	ConnectTest	1 GB	févr. 24 2022, 11:45:12 am
Livré	0264561001GB1.tar.gz	GWTEST	ConnectTest	1014 MB	févr. 24 2022, 10:37:37 am
Livré	400MBfile3.tar.gz	GWTEST	ConnectTest	419 MB	févr. 24 2022, 9:50:10 am
Livré	400MBfile2.tar.gz	GWTEST	ConnectTest	419 MB	févr. 24 2022, 9:50:10 am



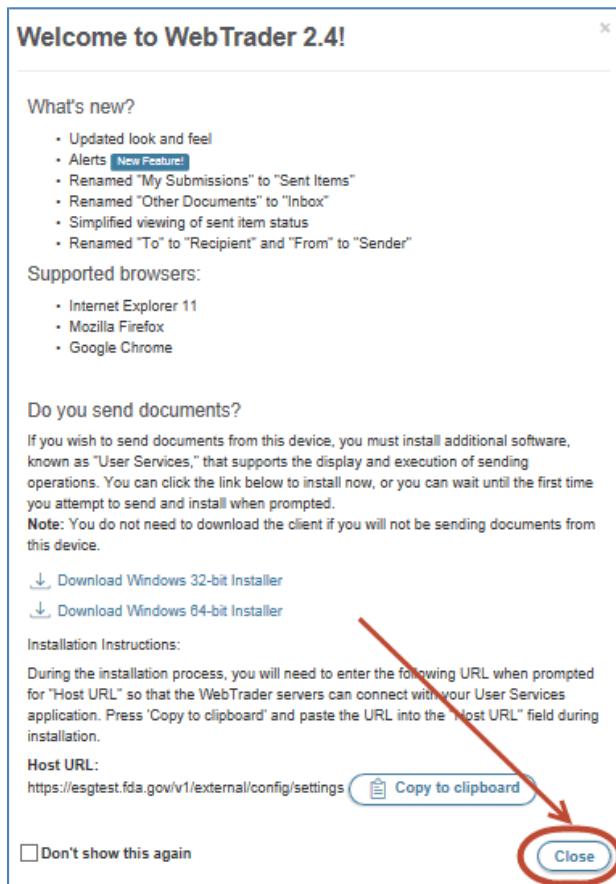
## 5 View WebTrader Submissions

To view Submissions, Receipts and Acknowledgements via WebTrader, please perform the following steps:

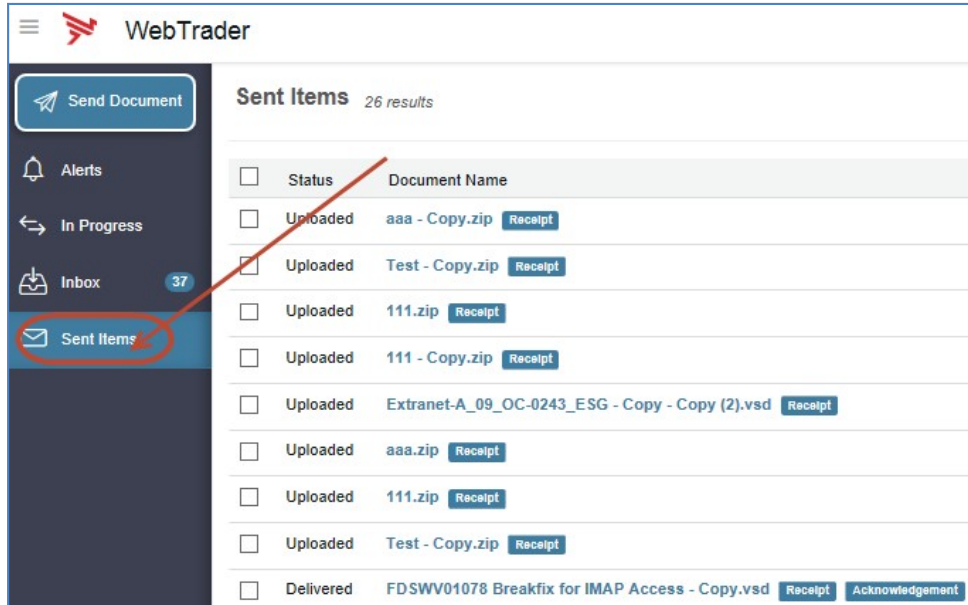
1. Go to <https://esgtest.fda.gov>
  - a. Insert your Pre-Production User ID
  - b. Insert Pre-Production Password
  - c. Click the check box next to "I agree to the terms set forth in the Rules of Behavior. View Rules of Behavior" and click the "Log in" button



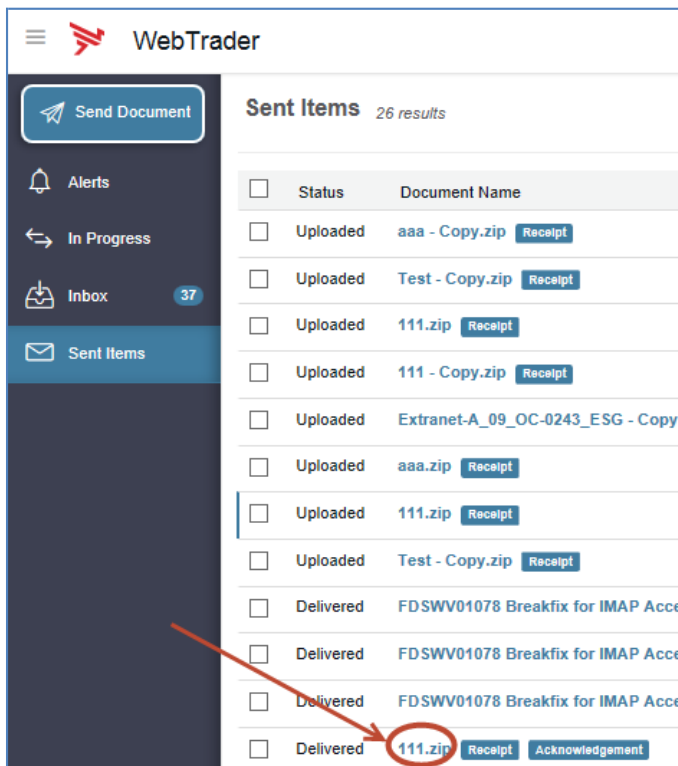
2. When you log into WebTrader you will see the Welcome Screen. Review the messages and click the "Close" button



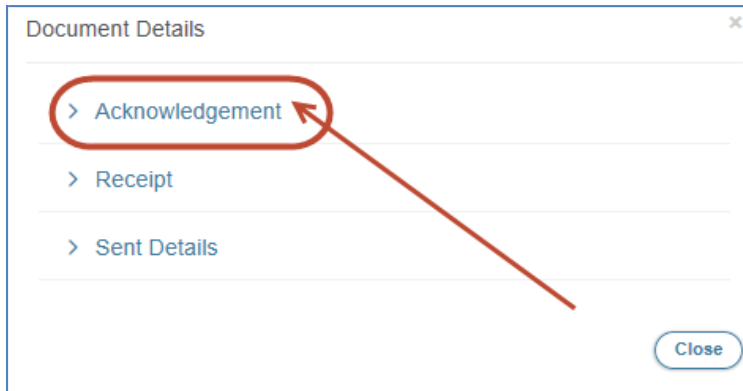
- To view Submissions, Receipts and Acknowledgements click on “Sent Items” in the left-hand window frame:



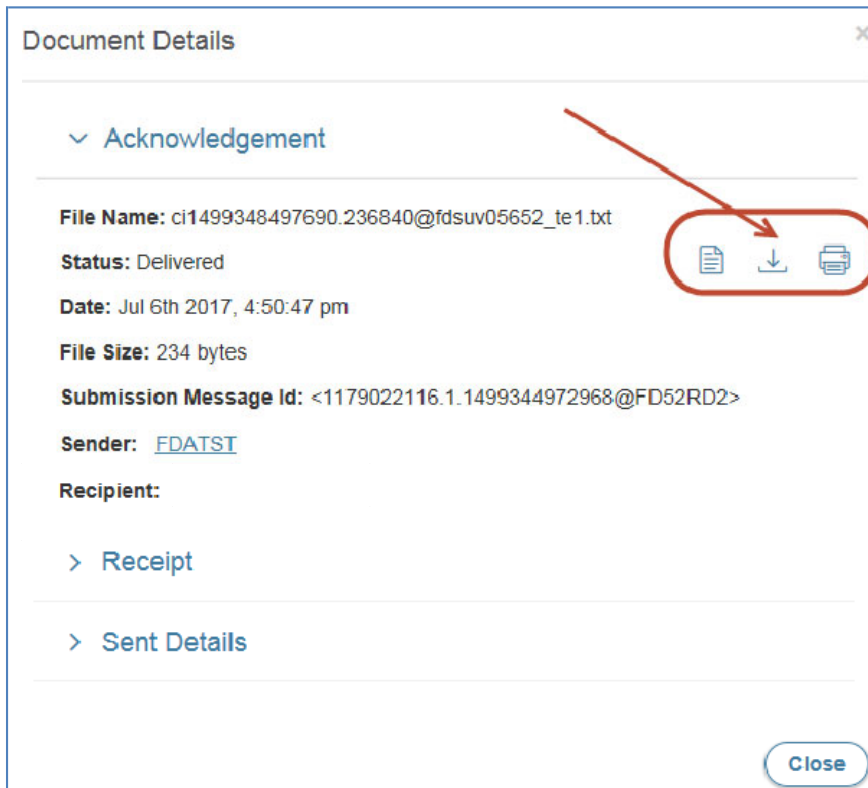
- Under the “Document Name” column, click on the link for the submitted document. Submissions that have Receipts and Acknowledgements , will have a status of “Delivered”:



5. After clicking on the link for the Document Name, the Document Details window will appear. To see the Submission, Receipt, or Acknowledgement details, click on the link for Acknowledgement, Receipt, or Sent Details:



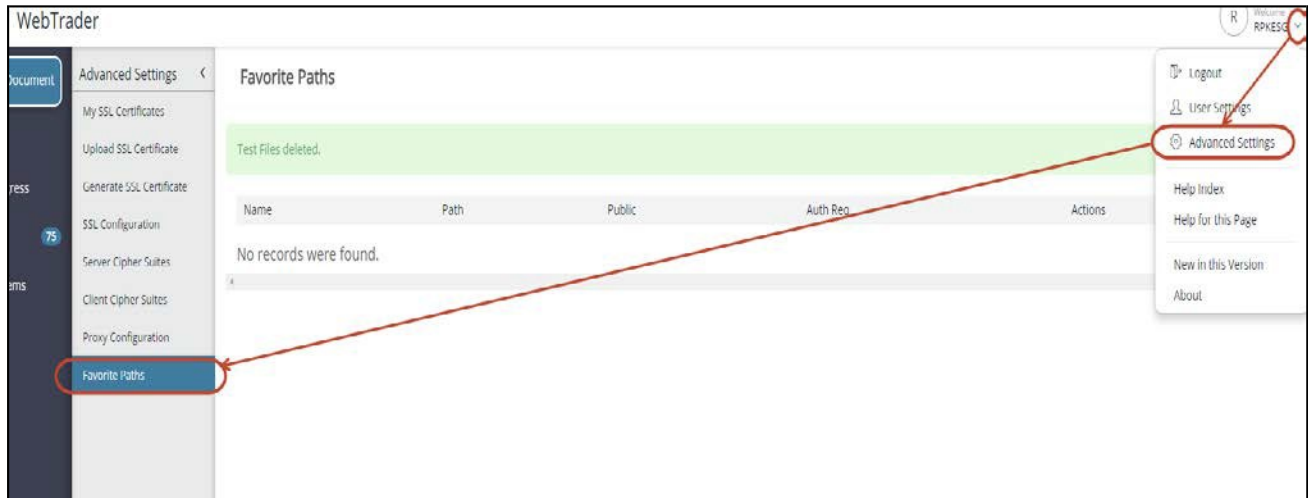
6. The Document Details will be displayed for the selected item. If the Acknowledgment or Receipt is a text (.txt) file you will be able to view, download, or print. You will need to download non-.txt Acknowledgements to your machine and use appropriate application to view. ESG recommends downloading and locally saving all Acknowledgements and Receipts:



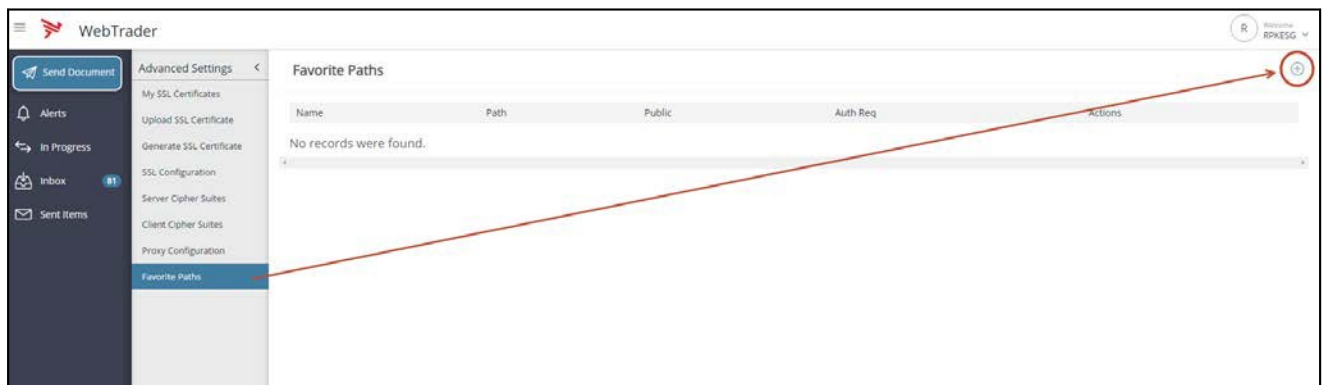
## 6 Mapping Missing Drives

When logging into the new WebTrader, some drives may not be mapped initially. To map missing drives:

1. Click on the down arrow next to your username
2. Click on Advanced Settings in the left navigation pane
3. Click on Favorite Paths

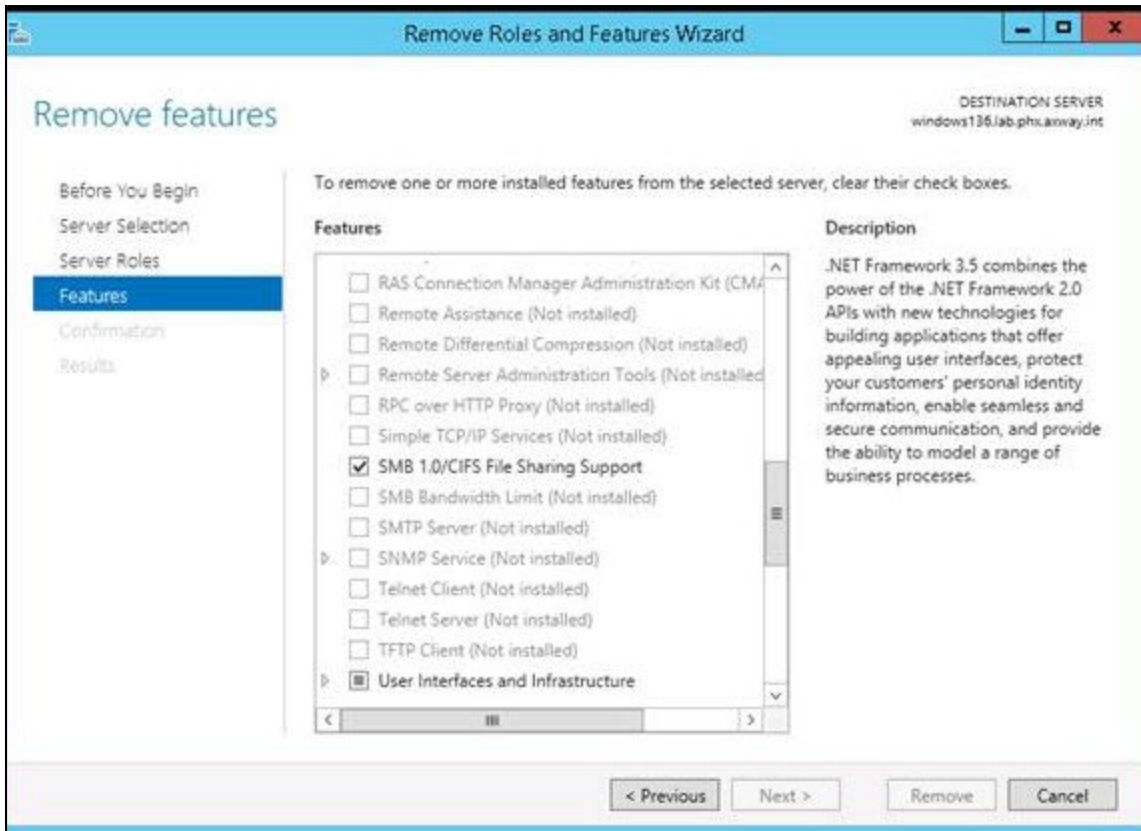


The Favorite Path screen will appear. Click on the “+” below your Username:



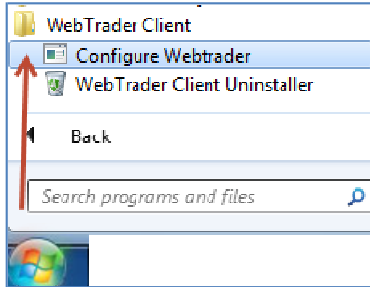
Add all pertinent data and click the “Save” button.

**Note:** Mapped drive access requires that the Windows file servers have “SMB 1.0 / CIFS File Sharing Support” enabled. Windows 2008 servers typically have this enabled. It is more likely that it might not be enabled on Windows 2012 servers. If “SMB 1.0 / CIFS File Sharing Support” is enabled, you should see all your drives in WebTrader:

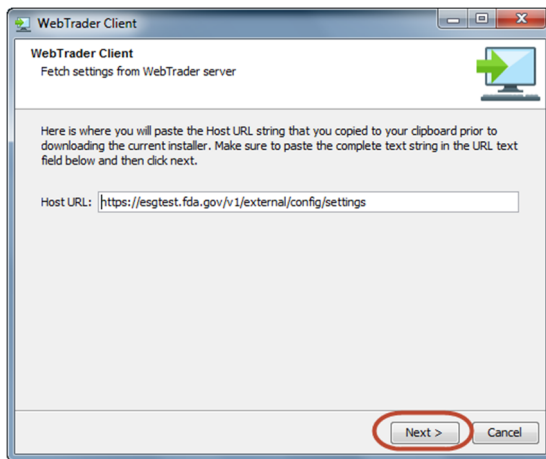


## 7 Multi-User Functions

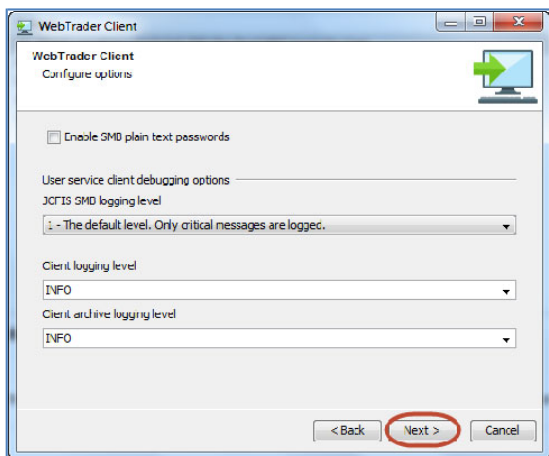
WebTrader has some configuration options available for the “All User” installation instance. To view the Multi-User functionality, click on Start > All Programs > WebTrader Client > Configure WebTrader:



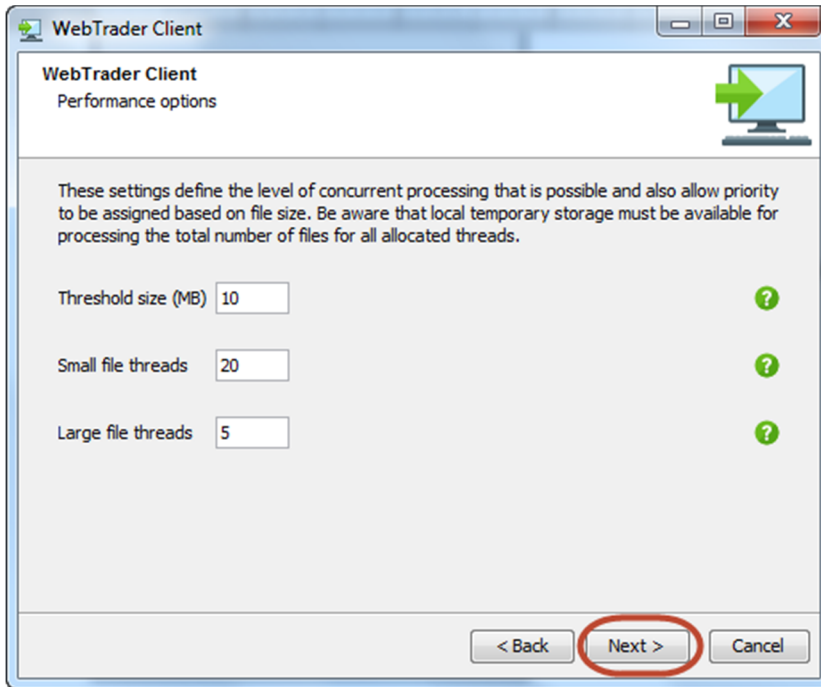
The below window will be displayed. The host URL should remain unchanged from section 2.5 above. Click the “Next >” button:



The first configuration page allows users to enable SMB plain text passwords when mapping drives, as well as logging for trouble shooting. Click the “Next >” button to advance:



The second configuration page determines the size and number of concurrent submissions for multiple users on the same shared machine:



- **Threshold size (MB):** Determines the size of a large file.
- **Small file threads:** All files smaller than the Threshold size (MB), will be limited by the number selected in "Small file threads". In the above image, only twenty files, 10 MB and below, will be sent through WebTrader concurrently. The rest will be queued and sent in the order of the queue.
- **Large file threads:** All files larger than the Threshold size (MB), will be limited by the number selected in "Large file threads". In the above image, only five files above 10 MB will be sent through WebTrader concurrently. The rest will be queued and sent in the order of the queue.

After determining the appropriate number for your configuration, click the "Next >" button to get to the last page and the "Finish" button to finish.