Troubleshooting

Contents

Updated 10/4/2019

Flight Plan will not open from an e-mail attachment

Case 1: Opening the file from an e-mail attachment.
Their appears to be a problem in iOS 13 in that it will no longer run JavaScript when you open a file from an attachment in the built in iOS e-mail client. I hope this is a bug that Apple will fix.

Fix 1: Convert and use the file within Safari:
The best option is to convert and use the html flight plan directly in the browser by pasting the text into https://www.johnfbell.com. If the page closes, you can retrieve it offline.

Fix 2: Use a different e-mail client:
If you set up your e-mail in Outlook, the html flight plan should open and be fully functional. Outlook is free in the app store:
https://apps.apple.com/us/app/microsoft-outlook/id951937596

Fix 3: Save and use the flight plan in an app such as Adobe Acrobat:
It is still possible to use the html flight plan from an e-mail attachment by saving it to files and using another app such as Adobe Acrobat. While a little cumbersome, the steps below will explain the work around:

- Tap on the icon that looks like a square coming out of it in the upper right corner of the screen.
- Choose "Save to Files". If this option is not present, scroll down the menu to find "Edit Actions" and add "Save to Files" as an option.
- Save the file to "On My iPad" -> "Acrobat."
- You can now open the file in Adobe Acrobat. Even though you are opening the file in Acrobat, Acrobat functions like a web browser and does not change the file to pdf. While the flight plan dynamic functions and internal links work in Adobe Acrobat, links to other sites do not. Tap and hold on a link until you get the menu to copy. Copy the link and then paste the address into the URL box in Safari. You should get a "Paste and Go" option.
- Please let me know if you have this issue. I have had some people who have been unable to duplicate it and I have been unable to fix it on my devices, so I am trying to figure out if it is a widespread problem. thejohnbell@gmail.com
- There are variations on this such as using Good Reader or other apps:

Case 2: Translating and opening the file directly in Safari:

If the JavaScript does not work when you open the html flight plan directly in Safari, you probably have a setting issue. Go to Settings>Safari>Advanced and make sure that JavaScript is enabled.

Got to Settings>Safari>Advanced and make sure that JavaScript is enabled.
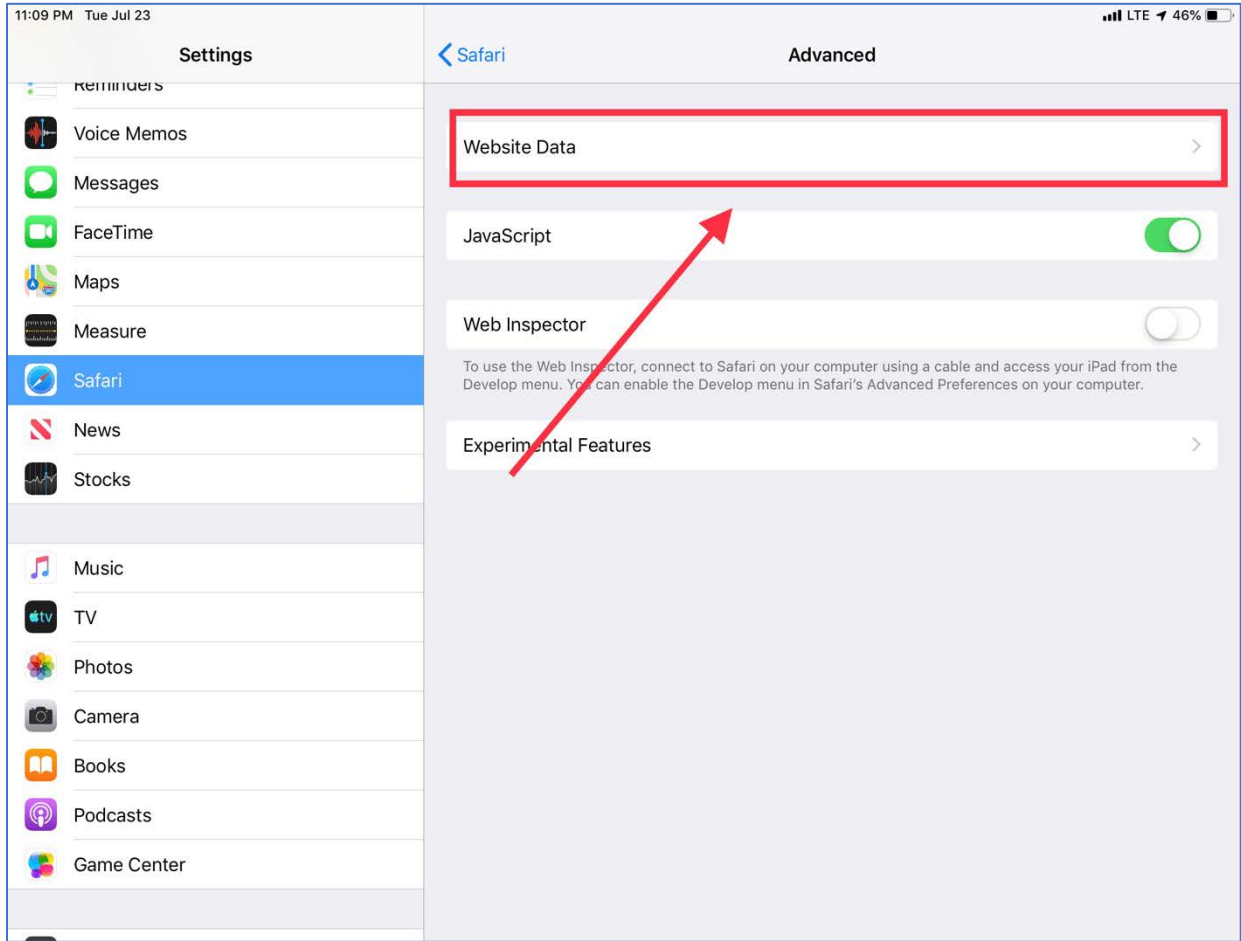
Problems getting the flight plan from iCrew

I have had trouble loading the Delta flight plan in iCrew. I found that clearing the cache fixed the problem. I still get the text centered instead of being left justified. However, it works fine when pasted into my site.
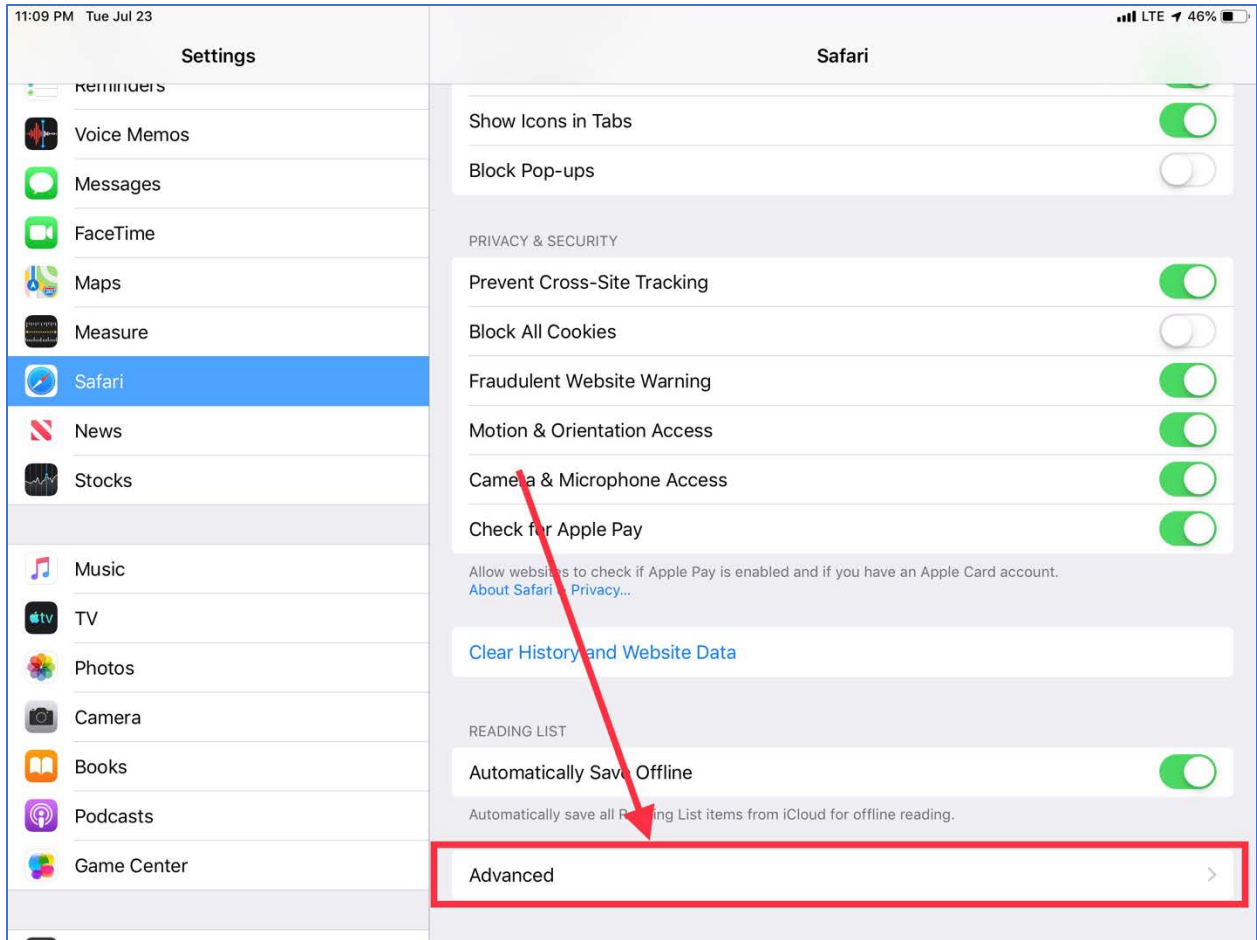
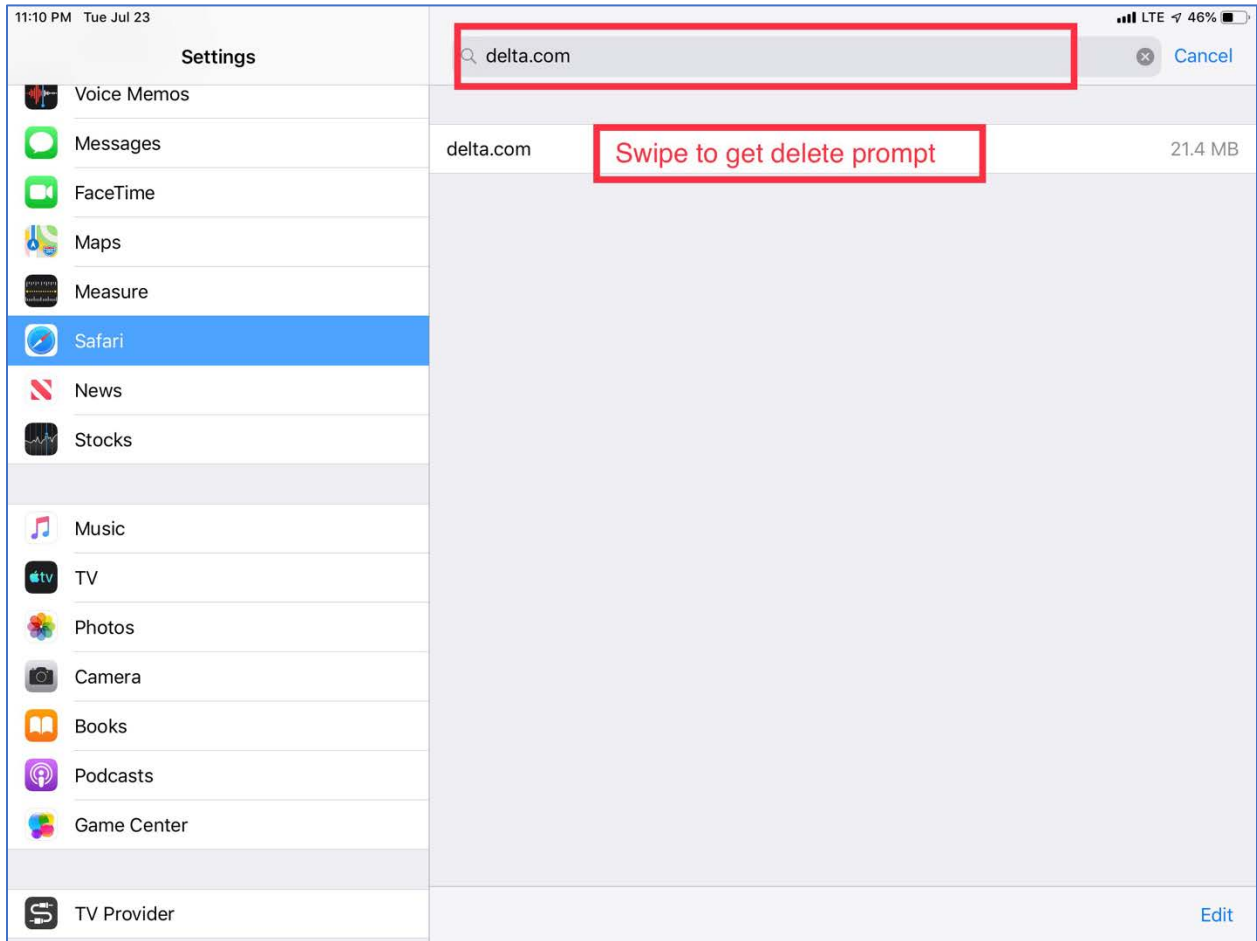Step 1 Close any Delta Tabs
Step 2 Go to Settings
Step … Follow the screenshots in the following pages.

The first step is choose Safari in the left pane and Website Data in the right pane.

Settings

Safari

Show Icons in Tabs

Block Pop-ups

PRIVACY & SECURITY

Prevent Cross-Site Tracking

Block All Cookies

Fraudulent Website Warning

Motion & Orientation Access

Camera & Microphone Access

Check for Apple Pay

Allow websites to check if Apple Pay is enabled and if you have an Apple Card account.
About Safari & Privacy...

Clear History and Website Data

READING LIST

Automatically Save Offline

Automatically save all Reading List items from iCloud for offline reading.

Advanced

Reminders

Voice Memos

Messages

FaceTime

Maps

Measure

Safari

News

Stocks

Music

TV

Photos

Camera

Books

Podcasts

Game Center

5

Swipe from right to left to get he "Delete" promt.

Once you delete the website data, iCrew should work normally when you log in again.