1. FieldAssistant Safari Troubleshooting

In the event users receive errors using the FieldAssistant, the following troubleshooting methods should be employed. Please note that these may result in the loss of data if synchronization is unable to be performed.

Symptoms that may appear include the FieldAssistant page not rendering correctly, or the website reporting that Local Storage is not available in the browser.

1.1 iOS 8

1.1-1 Clearing the Safari Cache and Cookies

1. Select the Settings Icon on the Home Screen

2. On the Settings screen, navigate down to the Safari entry
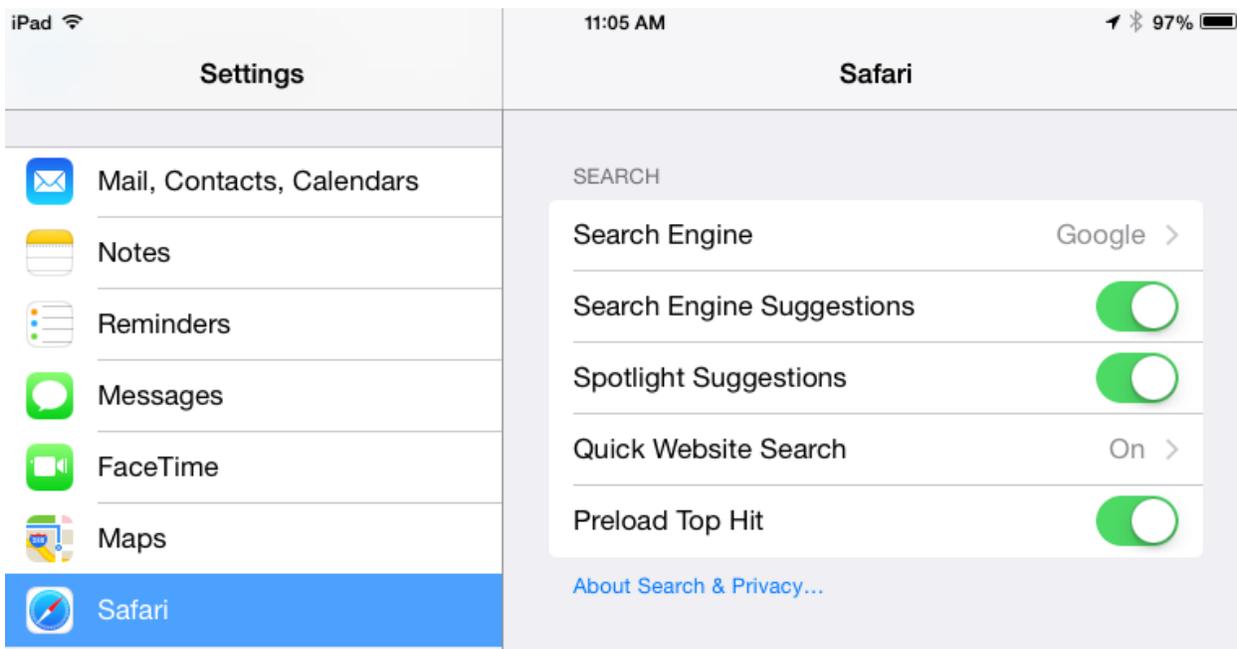
3. On the Safari settings, select Clear History and Website Data
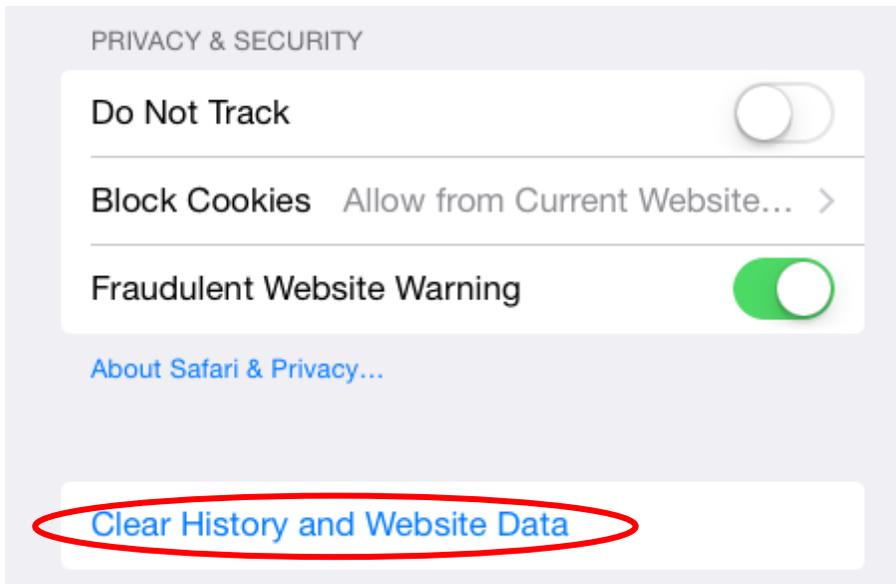
4. Select Clear when prompted. This will complete clearing the Cookies and stored Website Data.
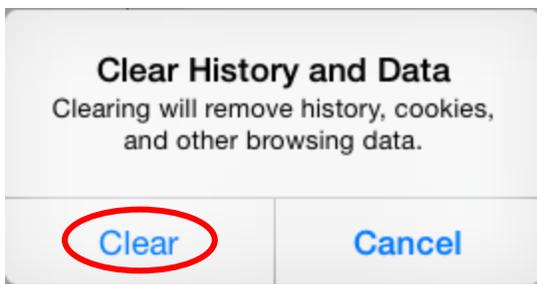
1.1-2   Make Sure JavaScript is Enabled

1. Select the Settings Icon on the Home Screen

2. On the Settings screen, navigate down to the Safari entry
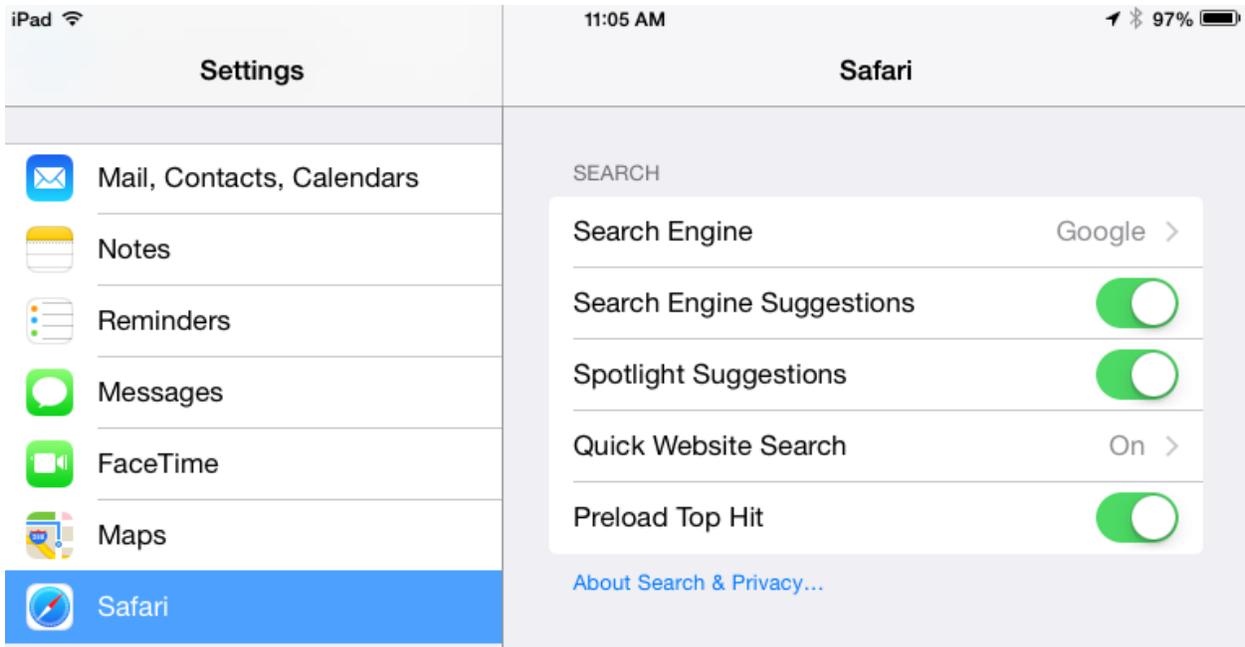
3. Select the Advanced button at the bottom of the Safari settings.
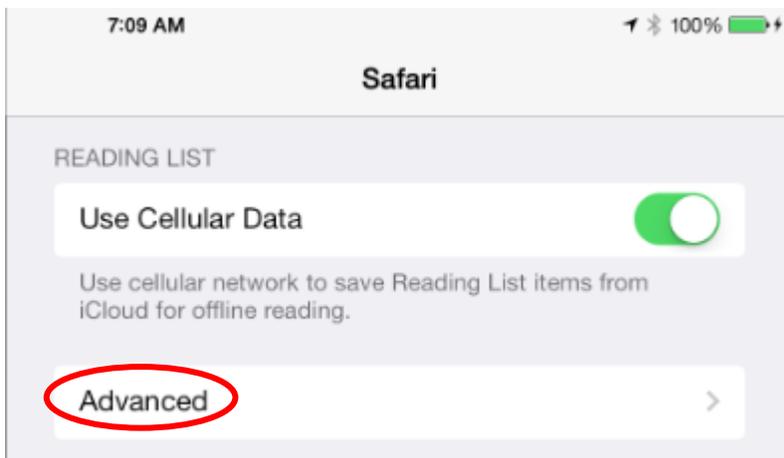
4. Make sure the slider for JavaScript is to the right, indicating that it's enabled as shown.

1.1-3   Disable Private Browsing

Private browsing in Safari on iOS 8 is indicated by the browser window showing as a very dark gray. To disable private browsing:

1. Open Safari and open a new tab or close all tabs so you have the default browser window. A new tab can be opened by selecting the + in the upper right corner.
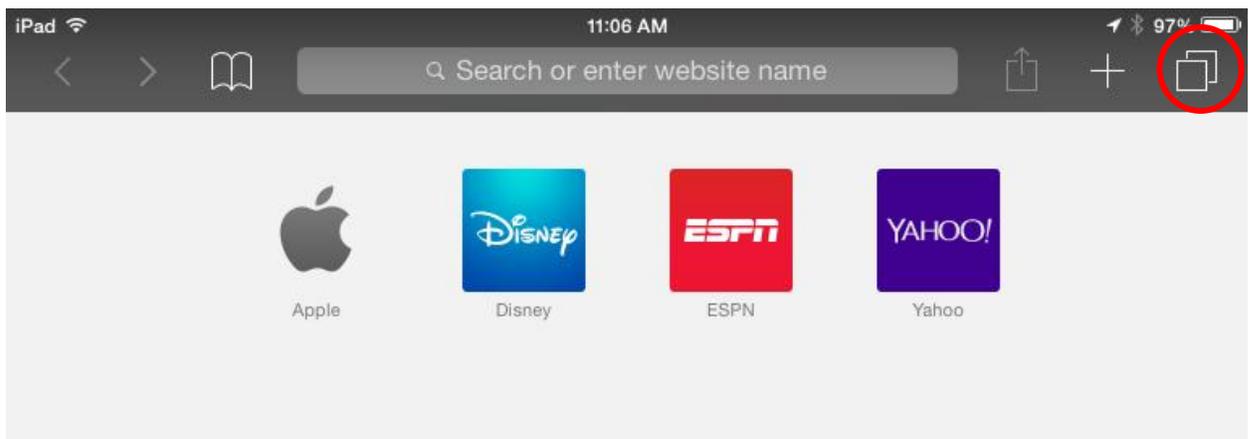
2. On the default browser window, you'll see the favorites as shown in the previous illustration. At the upper right corner of the window, select Tabs button, which is located directly beneath the battery indicator

3. On the Tab page, note the Private button as shown. To disable, tap the Private button to disable it as shown.
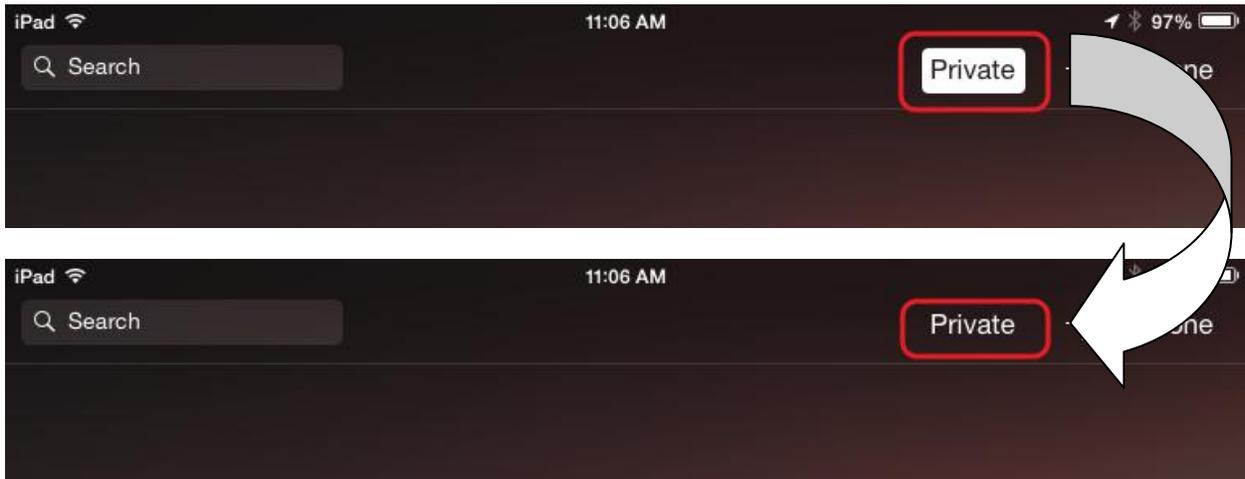
4. Safari on iOS 8 no longer forces the closure of tabs when switching between modes. Should an existing Private tab be open with the FieldAssistant load, a new non-Private tab will need re-opened to the site so it loads in the normal method.