ari docs won\'t load pdf wnen using ipad or iphone
Posted by deltaj - 2013/07/22 19:30
_____

My Safari browser hangs and won't load a pdf stored on my server. It happens with my ipad and my iphone. It loads fine on my pc. I am sure that it used to load ok on my ipad but something has changed - maybe an os upgrade or something else. Web site at: www.cheamandcuddingtonhortsoc.org.uk. pdfs are to be found on sevaral menu items. e.g. Join Us, Newsletters etc.

An idea what the problem is?

Thanks
Derek

==

Re:ari docs won\'t load pdf wnen using ipad or iphone
Posted by admin - 2013/07/23 08:43
_____

Hello,

It seems this is Safari issue. The similar problem is described here.

Regards,
ARI Soft

==

Re:ari docs won\'t load pdf wnen using ipad or iphone
Posted by deltaj - 2013/07/23 19:01
_____

That's not strictly true. The pdf document loads perfectly well on my pc with Safari browser.

The problem seems to be with ipads and iphones: both fail to load the pdf.

So if its a Safari issue it only happens on these devices.

This is a major problem as there are a lot of users of ipads and iphones out there.

If all ari doc viewers suffer this in general than its a major drawback of this software and it should be addressed.

I think the ball is in your court to do this as I'm sure Apple will not be at all concerned if ari doc viewer doesn't work on their hardware.

==

Re:ari docs won\'t load pdf wnen using ipad or iphone
Posted by admin - 2013/07/23 19:19
_____

The plugin loads PDF document via Google Docs Viewer service, it doesn't parse documents. It is done by Google service and if you open the page where the similar problem is described, this is not "ARI Docs Viewer" issue. This problem with Safari browser on mobile devices. It doesn't load documents from Google services properly. The same problem will occur if create a simple HTML page with HTML code for loading a document via Google Docs Viewer.

Regards,
ARI Soft

==

Re:ari docs won\'t load pdf wnen using ipad or iphone
Posted by deltaj - 2013/07/24 07:05
_____

Looks like there is no solution in site which is a pity. I quite like your viewer but the ipad problem is a deal breaker. I'll have to remove ari doc viewer and replace it with simple links to all the pdf files.

Thanks for the support, it has been very good, despite no solution being available at this time.

==

Re:ari docs won\'t load pdf wnen using ipad or iphone
Posted by Donna111 - 2013/09/18 02:37
_____

Hello
Here is the code which is using to load pdf files in my pc:

```
public static string FolderName = "c:/";
private void button1_Click(object sender, EventArgs e)
{
    string fileName = FolderName + "Sample.pdf";

    REDocument doc = REFile.OpenDocumentFile(fileName, new PDFDecoder());//use PDFDecoder open a pdf file
    BasePage aPage = doc.GetPage(0);//get page from REDocument

    REImage img = (REImage)aPage.ToImage();//translate page to image
}
```
You can refer to this one.Best wishes

==

Re:ari docs won\'t load pdf wnen using ipad or iphone
Posted by admin - 2013/09/18 05:08
_____

This is not solution for Joomla!

Regards,
ARI Soft

==