

[Help center](#) > [Submit a request](#)

## Submit a request

Your email address \*

Title: \*

▼

First name: \*

Last name: \*

Timezone

▼

Please adjust manually if the detected time zone is incorrect

How can we assist you today? \*

▼

What problem are you facing with your software? \*

▼

What issue are you encountering? \*

▼

DxO software affected: \*

▼

To expedite your request, please choose the exact software/version addressed in this ticket

Plug-in(s)/application(s) affected:

DxO PhotoLab ×



Select only the plug-in(s)/app(s) where you are sure you have seen the problem

Host Application(s) concerned:

DxO PhotoLab ×



(multi-select possible)

Operating System: \*

Windows 10 - 64 bit



To help us manage your request, please specify your computer's operating system

Hardware information (CPU, RAM, GPU, etc...):

i7-4790K 24GB GTX 1050 (2GB)



Trial version

Activation code:

Activation code format: 0000-0000-0000-0000-0000

Subject: \*

PhotoLab 8 downgrades my 2GB card erroneously

Please provide a short but meaningful title

## Suggested articles

- Which of DxO's denoising methods should I use?

Description: \*

I have a 2GB GTX1050 card installed in one of my i7-4790Ks and that was downgraded to CPU only when attempting to run a trial copy of PL8.

The release details for PL8 clearly state that only cards with 1 GB of memory or less than 1GB memory will be forced to use CPU only for export processing so why has my 2 GB card been incorrectly downgraded?

Please provide us with screenshots (JPEG, PNG) of any error messages (if applicable) as well as as much detail as possible regarding your request so that we can assist you in a timely manner.

Attachments

[Add file](#) or drop files here

Submit

