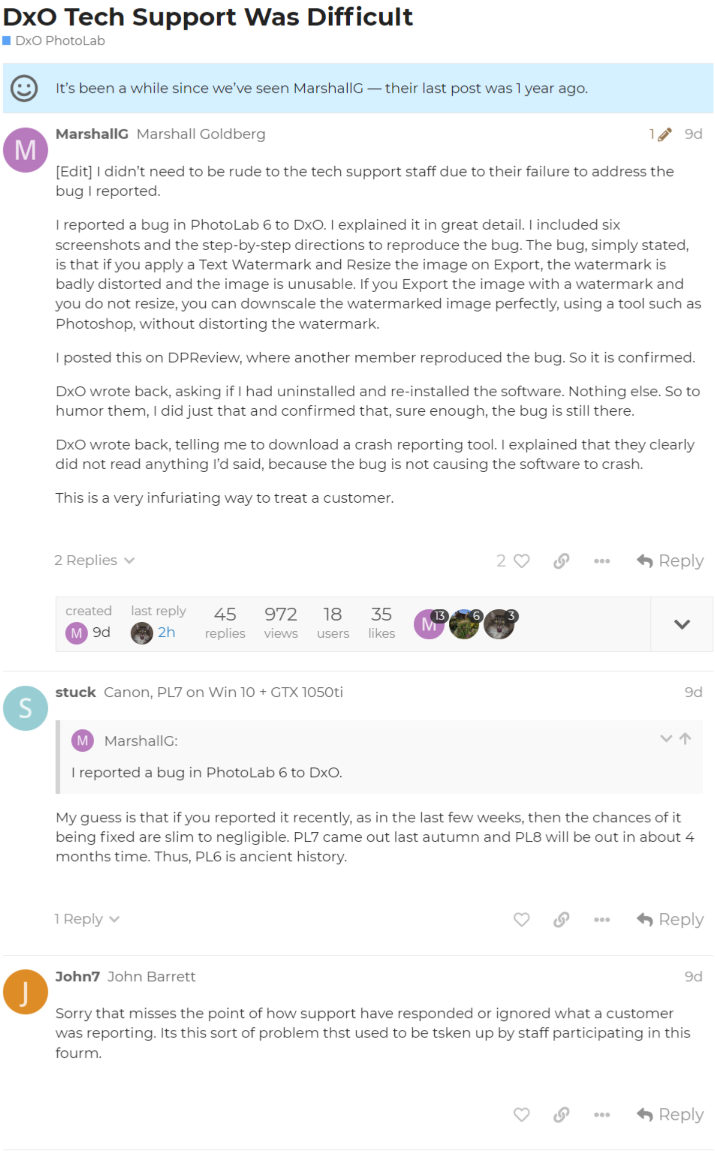

DxO Tech Support Was Difficult

DxO PhotoLab

It's been a while since we've seen MarshallG — their last post was 1 year ago.

MarshallG Marshall Goldberg 1 9d

[Edit] I didn't need to be rude to the tech support staff due to their failure to address the bug I reported.

I reported a bug in PhotoLab 6 to DxO. I explained it in great detail. I included six screenshots and the step-by-step directions to reproduce the bug. The bug, simply stated, is that if you apply a Text Watermark and Resize the image on Export, the watermark is badly distorted and the image is unusable. If you Export the image with a watermark and you do not resize, you can downscale the watermarked image perfectly, using a tool such as Photoshop, without distorting the watermark.

I posted this on DPReview, where another member reproduced the bug. So it is confirmed.

DxO wrote back, asking if I had uninstalled and re-installed the software. Nothing else. So to humor them, I did just that and confirmed that, sure enough, the bug is still there.

DxO wrote back, telling me to download a crash reporting tool. I explained that they clearly did not read anything I'd said, because the bug is not causing the software to crash.

This is a very infuriating way to treat a customer.

stuck Canon, PL7 on Win 10 + GTX 1050ti 9d

> MarshallG:
>
> I reported a bug in PhotoLab 6 to DxO.

My guess is that if you reported it recently, as in the last few weeks, then the chances of it being fixed are slim to negligible. PL7 came out last autumn and PL8 will be out in about 4 months time. Thus, PL6 is ancient history.

John7 John Barrett 9d

Sorry that misses the point of how support have responded or ignored what a customer was reporting. Its this sort of problem thst used to be tsken up by staff participating in this fourm.

MarshallG Marshall Goldberg ↪ stuck 9d

I think I'll download the trial version of PL 7 and see if the bug is present. If it's not there, then I'll probably wait for PL 8 and upgrade when it comes out, because PL 7 doesn't seem to offer much over PL 6, for me personally.

Reply

Wlodek 9d

This post was flagged by the community and is temporarily hidden.

Reply

Stenis Sten-Åke Sändh (Sony, Win 11, PL 6, CO 16, PM Plus 6, XnView) 8d

The backside of an approach like that is that this incompetent first line of support might miss to understand when to act on important info to the developers. If I compare the support and support response from DXO with for example Camera Bits (PhotoMechanic) that is a true support star and even the freeware of XnView I can see that for example Camera Bits sends out new versions often three four times a year with corrections and fixes and even new features. The same goes for XnView. What has happened with DXO? Well a few new versions with support for some cameras and lenses I don´t even own. Nothing that fixes pretty severe and irritating issues with Local Adjustments for example.

1 ♡ Reply

Mark2 Mark 8d

To be fair, the tool that they ask you to use collects log information.

This gives them the details of the software that is being run and also any messages that the software might be output that connect to the problem.

That said, the usual tech support equivalent of "have you tried turning it off and then on-again" as a first response can be a little frustrating sometimes. But once past this they are actually quite helpful and informative – although keep in mind that the tech support contact is not the dev team themselves.

For example, I have two bugs reported, one of which is clearly going to be fixed shortly (a crashing bug with an easy workaround in software), the other of which I have no idea what is or is not happening (a problem in the rendering pipeline which might be very non-trivial to address and which is probably specific to only one minority camera system).

1 Reply Reply

RobiWann 8d

I have not had a particularly good experience with the support so far (German). Every time "it's my fault" or "it's designed that way" or if you don't want to admit the error - "will be put on a feature list for later versions"
I just try to get by without the support. It's one of the reasons why DxO will never be my favorite RAW developer.

1 Reply 1 Reply

MarshallG Marshall Goldberg 2 Mark2 7d

To be fair, DxO Tech Support hired a guy who has been difficult to work with.

I clearly wrote out and illustrated the steps to reproduce the problem.
First, he wrote back and told me to uninstall and reinstall the software. I did. Problem still there.
Then, he wrote back and told me to download and run some diagnostic program, while making the failure occur. I did. Problem still there.

Third, he wrote back and said that he had reproduced the problem, but that it does not exist in PhotoLab 7, so I should upgrade or try the 30 day free trial. So I downloaded the free trial and… yeah, he was wrong. He clearly did not attempt to reproduce the problem because the bug is still there.

So I sent him the output showing the problem and asked him to fill out a bug report so that maybe Engineering can fix it in PhotoLab 8.

I am certain of two things:

1. He will write back and tell me that he filled out the bug report;
2. He definitely, positively did not fill out a bug report

1 Reply Reply

KameraD MacOS/13.6.7/iMac/Nikon/PL7.6 Elite/NC 7/FP7.6/VP4.16 RobiWann 7d

Confirmed and doing the same now. The forum is by far a better help.

👍 1 Reply

Egregius (Greg) - Windows 11 7d

> MarshallG:
>
> To be fair…

What you wrote might seem fair to you in the moment of frustration, but it isn't fair in any objective sense. You had a bad experience with this support person, but to say he deliberately misled you and will not do his job in the future is defamatory. For some reason, you're also assuming that the problem won't be fixed in PL6 or PL7. If it's a bug, DxO will very likely patch the existing and previous version of the software until end-of-support-life.

A possible (hypothetical) reason why Gee couldn't reproduce the bug in PL7 is that he's using an unreleased build that contains upcoming bug fixes. Hopefully that's the reason, in which case he simply made a mistake.

2 Replies 1 Reply

MarshallG Marshall Goldberg 1 7d

No. Sorry.
First off, this guy's instant reaction to ANY bug reported is, "Did you uninstall and reinstall the software?" i.e., "Ignore the customer and copy/paste"
Second, after I run through his hoops, he puts up more hoops. "Run the crash reporter!" But the software didn't crash. Another copy/paste.

The guy gets a support email and uses copy/paste to dispatch it as fast as he can, and hopes it will go away so he can tell his boss that he's handled more support emails than anyone… which is really easy to do if you ignore everything the customer says and you just zap out a copy/paste response, right?

The support rep should have read what I wrote, ask any needed questions, try to reproduce the bug, and then report the bug to Engineering? As in, he needs to do his job and stop passing off busy work to the customer.

2 Replies Reply

Joanna Joanna Carter 7d

Are you sure that "Gee" is human and not some bot?

1 Reply Reply

Egregius (Greg) - Windows 11 7d

> MarshallG:
>
> Gee should have read what I wrote, ask any needed questions, try to reproduce the bug, and then report the bug to Engineering? As in, Gee needs to do his job and stop passing off busy work to the customer.

I completely agree with this. But what is his job? DxO is making changes as an organization that aren't good for customers. Instead of DxO working for its customers, DxO is making its customers work for them.

I've posted here about my experiences with Nik support, which included interactions with the support manager and the PO: they are the same and worse. The responses I got showed that not a word I wrote was read and considered. It was all generic procedure, and nothing asked of me pertained to my actual problems. Questions I asked weren't answered. No attempt was ever made to reproduce the problems I reported, which were very easy to demonstrate. And after more than four years of trying, the problems still aren't fixed. If this is bleeding into PhotoLab support, it isn't because of one individual.

2 Replies 👍 1 Reply

MarshallG Marshall Goldberg 1 7d

I resubmitted the bug report. It begins with "Please Please do not assign this to the same person". We shall see.

👍 1 Reply

RobiWann 7d

> M MarshallG:
>
> “Please Please do not assign this to Gee”

I use the same procedure with someone from the German support team.

👍 1 ♡ Reply

Fabrice-B Support Team DxO staff 7d

Dear DxO Community,

Thank you for your feedback and for sharing your experiences. We acknowledge the frustrations expressed in this thread and are committed to improving our support services. Regarding Marshall’s comments, we sincerely apologize for any inconvenience caused by our support process. The agent who tried to help you is a new member of our team (with only 10 days of experience at DxO). There is a beginning to everything and no one is perfect!

We must maintain a respectful environment, and thus, we will be taking action against any inappropriate language used in this forum. For example, calling one of our agents a “major jerk” is unacceptable.

Thank you for your understanding and patience.

Best regards,

P.S: What Marshall calls the Crash Reporting Tool is a diagnostic script that collects a range of information about your system. Not all of the data contained therein is always needed, but it saves us from asking for various information several times as part of the problem analysis, which is why we often ask for this additional information first.

4 Replies ❤️👍 9 ♡ Reply

KameraD MacOS/13.6.7/iMac/Nikon/PL7.6 Elite/NC 7/FP7.6/VP4.16 7d

Dear Fabrice, thank you very much for your comment.
However, the focus here is only on one member of the team. All understandable arguments, which I don’t think anyone is questioning. However, if you also read the other posts, it seems that this is not just an isolated incident caused by an inexperienced support employee. And, as I have now found out, sometimes support gets personal too.
I can only confirm how some people here react to this or avoid support in the meantime.
It would be nice if DXO had some kind of arbitration board that you could turn to if things don’t work out at all with support.

Best Regards

👍 1 ♡ Reply

John7 John Barrett 7d

Thats in effect what used to be here when there was regular staff participation
As I know from twice there taking up and resolving problems support had failed to deal

with.

1 ♡ Reply

MarshallG Marshall Goldberg ➦ Fabrice-B 6d

Dear Fabrice,
I edited my comment about your tech support team member.
I re-submitted my bug report. I received a response. This response again asked me to run the DxO Diagnostics app (at least I wasn’t asked to uninstall and reinstall again). So I ran the DxO Diagnostics app and sent back the data.
But, really, the tech support person just needs to file a bug report. There’s nothing for tech support to fix; there’s just a bug in your software which makes it impossible to apply a watermark and also downscale (resize) an image on Export. I can do one or the other, but not both, that’s all.

If I apply a watermark and output at full resolution, I can downscale using external software, such as Photoshop, and it works fine. The only problem is that this is more time-consuming than just outputting a watermarked image with downscaling at the same time.

It would be even better if PhotoLab allowed a text watermark with a drop shadow, because when you have bright areas in the corner, the watermark does not appear. So sometimes, I need to output without a watermark and manually create a drop shadow watermark using a brush in Photoshop.

1 Reply ♡ Reply

BHAYT Bryan [WIN10, PL7, VP4, FP7, G9 & EM1 Mkii, RTX 3060] 6d

> Fabrice-B:
>
> For example, calling one of our agents a “major jerk” is unacceptable.

@Fabrice I agree that resorting to name calling is unacceptable and it is about as useful as asking the customer to de-install and re-install the software, which should be accompanied by appropriate guidance about backing up databases, the fact that any edits done with the new release do not have backwards compatible DOPs/'database etc.!

The classic cliché when “mocking” IT support is the “have you turned it off and back on again” sketch, which can indeed get the user back working again but may fail to recognise the potential “tip of the ice-berg”.

With issues like the one reported it is important not to eradicate the issue and lose the opportunity to gain an insight into a bug, be it transient or persistent as this one appears to be.

If the uninstall/re-install recommendation is on the support script please remove it or at least downgrade it from the first item on the list!

Front line support should be amongst the best not simply “canon fodder” and need to be able to get to the heart of the issue and not just repeat some script verbatim.

Use the newbies to go “play” with the software and attempt to reproduce some of the problems reported so that they can gain an insight and then move them to front line support.

The adage that “the customer is always right (until proven wrong)” should be the mantra of all support personnel and with DxO users it is essential or you will find more topics like this one cropping up.

> M MarshallG:
>
> DxO wrote back, telling me to download a crash reporting tool. I explained that they clearly did not read anything I'd said, because the bug is not causing the software to crash.

I believe that the downloaded tools may be of value in this case but would suggest that it should be accompanied by a request to activate appropriate logging then reproduce the problem and then run the software to extract the logs that (hopefully) have captured additional data to aid further diagnostics.

@Fabrice-B this is not the first complaint about "lack lustre" responses from DxO support in the forum, lets hope that it is the last we see here and is replaced with topics that detail the problem experienced but either say nothing bad about DxO support or praise the support given, while complaining about the nature of the "bug"/"feature", of course.

2 ♥ Reply

---

rrblint Mark 6d

Hi Bryan,

It(support) has gotten somewhat better recently. I've seen at least two or three instances where @Cecile-C took a user's complaint and personally herded it through the support system for them, as @sgospodarenko used to do. Now if we could just get Svetlana back on this forum!

3 ♥ Reply

BHAYT Bryan [WIN10, PL7, VP4, FP7, G9 & EM1 Mkii, RTX 3060] 5d

@rrblint Agreed on both counts but we have seen issues arising from users contacting support which follow a similar pattern to the one that started this topic!?

I understand that staff need to be rotated through various jobs, some will leave and others will join and the experience of front-line support staff will vary but those staff members are customer facing,

How they handle the customers and their issues defines the relationship between DxO and its customer base and reputations can be made or lost in such exchanges.

Having worked for a mainframe manufacturer for 36 years in one support role or another I am well aware of support issues.

I was typically customer facing throughout those years and I had to rely on the companies support infrastructure to provide me will the support that I needed, so that I could support the customer as they sat beside a "sick" system with deadlines to meet.

I was "sandwiched" between the customer and the company I worked for and it was me who attended the monthly customer project meetings!? The most important thing was that the customer never lost faith in me and in the company backing me up (I think that last bit can be read in two ways and both are important)!

1 ♥ Reply

rrblint Mark 5d

Bryan, I certainly agree with you on all points, but the three(maybe five) instances that I cited were very well-done by @Cecile-C . Just like old times, no kidding! Yes, there are still cases like the ones that caused the creation of this thread, but there are also some cases that are handled well, so I call that "getting better" !

2 ♥ Reply

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be51 Escaich ➦ F Fabrice-B 3d

> M MarshallG:
>
> If I apply a watermark and output at full resolution, I can downscale using external software, such as Photoshop, and it works fine. The only problem is that this is more time-consuming than just outputting a watermarked image with downscaling at the same time.

@Fabrice-B Nous sommes enchantés d'avoir le premier message du staff DxO depuis 3 ans sur ce forum ! Espérons toutefois que vous résoudrez le problème…
Puisque vous nous lisez, vous avez été interpellés de nombreuses fois sur ce forum et il a fallu un dérapage de langage pour vous faire réagir ; je ne dois pas être le seul ici à souhaiter relire des messages du staff DxO.

We are delighted to have the first message from the DxO staff in 3 years on this forum! However, let's hope you solve the problem…
Since you are reading us, you have been questioned many times on this forum and it took a language skid to make you react; I must not be the only one here to want to reread messages from the DxO staff.

2 ♡ Reply

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dpastern David Pastern 3d

> Egregius:
>
> but to say he deliberately misled you and will not do his job in the future is defamatory.

oh please…it's pretty clear that DXO and other software companies typically fail to acknowledge or fix bugs to push people to upgrade to newer versions of said software.

I trialled DXO Pure RAW v4 and despite it giving better results than my now very old v2, it was very unreliable for me. I decided to keep using v2 and pass on v4. Or any future versions of the software.

> Egregius:
>
> Instead of DxO working for its customers, DxO is making its customers work for them.

Apple and other software companies have been doing that for years. It's why I much prefer GNU GPL open source software wherever possible. Software such as FireCapture, IMPPG, AutoStakkert, PIPP, Winjupos smash any commercial software from here to kingdom come in terms of quality and stability (and not to mention features).

There are some software companies such as Pleiades Astrophoto, who develop PixInsight are amazing. Said software runs on GNU/Linux (primary development platform), freeBSD, Windows and MacOS. Can be installed on as many computers as you like. NO subcription model. Free and frequent upgrades, including new tools. Excellent technical support too. Now that is quality software. Contrast that to other options…including DXO software.

When v2 of Pure RAW stops working, I'll just switch to Adobe's AI NR tool.

Reply

MarshallG Marshall Goldberg 3d

At this point, the issue has been escalated. Tech support has confirmed that the bug exists, and suggested some workarounds to minimize its effect.
For me, the watermark is my brand, and it cannot be corrupted, so I will use a different approach: I will apply a Watermark and not Resize on Export. I will Resize using Photoshop.

I hope DxO fixes this in an upcoming release.

1 Reply Reply

Fabrice-B Support Team DxO staff 3d

Dear DxO Community,

Thank you for your continued feedback. I'd like to address some key points:

1. Customer support is integral to DxO Labs; our team is very much part of the DxO staff. Some agents also have other duties and responsibilities within the DxO organization.
2. Our team varies in levels of experience, from newly joined to long-time support members. They are human, with all the imperfections and strengths that entail, and the workload can vary greatly throughout the year.
3. Public insults are harmful and demotivating. Few enjoy being publicly disparaged.
4. Insulting our staff affects the entire team and can slow down our response times. This is valid for both new and more experienced members.
5. Forums are often a place where dissatisfied customers meet and share assumptions and generalizations that do not correspond to the initial facts, while the silent majority of users work happily and see no reason to read such posts or even post anything. So impressions may sometimes seem distorted.
6. Following a ticket, the user has the opportunity to give feedback on the support employee's performance. Our customer satisfaction rate is 93% (score over the last 4 consecutive months), which is higher than for comparable companies.
7. If something didn't go well, which we honestly regret, the feedback for the ticket is highly welcome and should be as constructive as possible. Of course, it will be read carefully by management; a separate channel is not required.

Thank you for understanding.

Best regards,

2 Replies ❤️👍👏 8 Reply

Wolfgang [Win10, PL+VP+FP, Nik6 (+3)] 1 MarshallG 3d

I think the watermark should be applied when exporting.
So you can adjust it to the size you want (and to fit your image).

see also here ...

Reply

MarshallG Marshall Goldberg 3d

The bug occurs whether I apply the Watermark during Export or not. If the image is Resized on Export, the watermark is corrupted (bad scaling artifacts.)

Reply

BHAYT Bryan [WIN10, PL7, VP4, FP7, G9 & EM1 Mkii, RTX 3060] 1 2d

@Fabrice-B Thank you for your response let me see if I have understood it correctly

> F Fabrice-B:
>
> 1. Customer support is integral to DxO Labs; our team is very much part of the DxO staff. Some agents also have other duties and responsibilities within the DxO organization.

I never thought otherwise but the response from customer support, as reported here, showed little insight into the nature of the problem being reported.

It looked as if that response was coming from a script. Scripts are essential to ensure that a common standard is employed for all support requests, at least at the start but it needs to branch and provide additional guidance based upon what is being reported.

In this case a specific, repeatable, reproduceable issue! Where was the branching to an alternative approach?

As users we have never been advised on how the support data collection system works, i.e. for this issue is there likely to be enough data already in the logs or does the user need to deploy what is supplied and then reproduce the problem and then send the necessary data to DxO support?

> F Fabrice-B:
>
> 2. Our team varies in levels of experience, from newly joined to long-time support members. They are human, with all the imperfections and strengths that entail, and the workload can vary greatly throughout the year.

Understood, so any such “attack” should not have been levelled at an individual support member but at/to DxO Support and the support management in particular!

> F Fabrice-B:
>
> 3. Public insults are harmful and demotivating. Few enjoy being publicly disparaged.

Agreed and an apology has been given, none of us, DxO support or users, like being publicly disparaged in the forum by other users or DxO staff.

> F Fabrice-B:
>
> 4. Insulting our staff affects the entire team and can slow down our response times. This is valid for both new and more experienced members.

The title of this particular topic might well upset the team since it “tars all support staff with the same brush” but it did appear to get this topic noticed.

“Frustrated with DxO Support” might have been a better title, perhaps, but the original topic and the title may have been driven by frustration with DxO Support and the lack of any recognition of the true nature of the problem and an explanation of why certain actions were being suggested!

I will take the statement that demotivating the team can slow down support responses as a statement of fact rather than a veiled threat!

> Fabrice-B:
>
> 5. Forums are often a place where dissatisfied customers meet and share assumptions and generalizations that do not correspond to the initial facts, while the silent majority of users work happily and see no reason to read such posts or even post anything. So impressions may sometimes seem distorted.

Now you are tarring all users who respond to this or indeed any topic with the same brush which I consider unacceptable.

The silent majority are the heroes of day in your opinion.

In fact I consider item 5 is as big an insult to the users as the title of this topic was an insult to DxO Support personnel!

The forum is here to provide support to the other users and once upon a time that included input from DxO personnel. There are certainly disappointed users in the forum, disappointed in elements of the product which fail to live up to their needs or expectations or in the organisation that develops and supports the product(s) etc.

I am sad to say that almost everything that I have learned about the inner working of DxPL comes either from other users or my own experimentation or both i.e. my own experimentation and then interaction with other users and then more experimentation and then etc. etc. and little or nothing from DxO whatsoever!

The “Unwanted VC” topic ran for over a year with no sign of DxO involvement whatsoever and it could have been stopped almost immediately. There is now a help topic that covers this issue but no product fix to help avoid the problem if encountered or rectify the consequences of this pernicious “feature”.

If impressions seem distorted then set the record straight by providing useful information.

> Fabrice-B:
>
> 6. Following a ticket, the user has the opportunity to give feedback on the support employee’s performance. Our customer satisfaction rate is 93% (score over the last 4 consecutive months), which is higher than for comparable companies.

The support system is a closed book to users whereas the forum is an open book.

So I submit a support request and document the issue in the forum if I consider it appropriate.

Congratulations on the 94%.

> Fabrice-B:
>
> 7. If something didn’t go well, which we honestly regret, the feedback for the ticket is highly welcome and should be as constructive as possible. Of course, it will be read carefully by management; a separate channel is not required.

I consider that is understood by all users.

What is wrong with DxO Support:-

Building confidence in DxO Support mechanisms:-

1. The product has no release id. in the title.
2. When a product is released there is no definitive fix list attached, ticket numbers would help users identify when their ticket is closed by a new release.
3. There is no visibility of identified problems coming from DxO, so different users may raise the same issue again and again and … That is an element of what the forum is all about so please use it.

Winning back customer confidence:-

1. Use the forum to actively engage with the users, not to simply react but failing all else reacting is better than nothing!
2. Start to actually fix long standing issues, particularly those for which there is no easy fix, e.g. “Unwanted VCs” and drive replacement, both Uuid issues albeit different Uuids. Add to the list and engage with the users what needs to be fixed and what features would keep them using DxPL instead of drifting away.
3. If formally fixing the product is too big a task consider one off utilities to aid with certain situations. The unwanted VCs needs to be fixed in-line, albeit I am investigating post occurrence fixing of sorts at the moment. The disk id could easily be fixed with a simple external utility.

There are probably more items that could be added but I am actually trying to reduce my commitment to DxPL and reduce my input to the forum.

PS:- @Fabrice-B the “Thank you” at the beginning of this post was genuine please do not be deterred from participating in the forum by my response which was not intended to be adversarial, we don’t see enough of DxO these days!

My response to item 5 was intended to be adversarial and you should always consider why there are dissatisfied customers who then share their opinions in the forum.

The “assumptions and generalizations” exist in the vacuum (lack of accurate data) that has surrounded DxPL for far too long!

1 Reply ❤️👍 3 Reply

OXiDant Peter 3 2d

Interesting posts.

Me with decades of experience in field repair of office printers has bin surpriced often of mismatches of customers asking of aid and respons of our customer support.
This seems that i am bashing our CS but that’s not the case.
Point one on email or telephone issues don’t seem to travel well and often got blurrie disformed.
Mistakes in naming parts and there problem originated in which action is one of the misunderstanding of the reciever.
And when i arrive on location i SEE what the customer is doing which has much more value for me as troubleshooter then the written complain of something not working which i recieve in my workapp in “calls”.

My telephone supportteam/one guy has to resolve 80 calls of all levels a day.
(in retrorespect: ill visite 3 till 10 site’s a day tovsolve 1 or more problems.)

- Take action by sending a solution of the question/request
- call back to try to resolve the problem with aid with the customer/user on distance.

- when that’s not helping forward the call to planning which sends me in action.

Often i think should i call and try or just drive and fix?
Main discusion que is less or more then 20min drive?
Less? Just walk in
More?
Try to call wile working on an other location on a problem so i can drive later to that problem or sent it back as remote solved.

What i try to say is remote support is a slippery job. Which i never wanted to do. (yes step in when asked to help out but not the full package.)
G.I.= G.O. Is also true in this communication system.

Non the less i really miss @sgospodarenko on this forum as communicator and connection between dxostaf tech’s and us customers.
She or someone else should be reinstated as general “ask me first” if the experienced users don’t have a clear answer.

Peter

2 ♥ ••• Reply

A **APS-C** 2d

An overarching statement like “DXO Tech Support is Very Incompetent” seems like an over top way to title a post about one tech support experience. It was bound to attract people to pile on. It’s also, based upon my experience with DXO Tech Support, inaccurate.

When I had an issue with the lens correction module, DXO support was extremely responsive and competent. The problem was identified in testing and even though it was a function of how the module was designed, what seemed like all of DXO put a lot of work into troubleshooting and recreating the problem and addressing the issue with a new lens profile. Communication throughout the process and in the time between identifying what needed to be done and doing it was thorough and continuous.

I can’t recall a time I received better tech support than the support DXO provided me. And having worked in tech support, I can’t recall a time I did better. While I understand the frustration of a support issue not being handled to someone’s satisfaction, an overarching statement that DXO Tech Support is incompetent isn’t accurate or fair.

1 ♡ ••• Reply

M **MarshallG** Marshall Goldberg 2d

What can I say? I was very frustrated. I apologized to them, but please, dogpile away on me if it’ll make you feel better.

1 Reply ♡ ••• Reply

J **John7** John Barrett BHAYT 1d

Its not just here the problems are expressed but every forum covering DXO have seen a regrettable need in users and former users expressing there dissatisfaction. Its noticeable how much many former participants of this forum and others have largely withdrawn from activity to a great extent I suspect due to frustration of being largely ignored by DXO. In part the competing programs have overtaken PL in many area’s but the main problem I feel if the relationship between those active on line and there management. Many participants here have expressed in detail issues that they feel need addressing, your self and others in problems with DXOs attempt at creating a data management part to the program. There have been long running problems in simple refusal to implement simple things like version numbering to updated programs, they did it but for a short time then… Saying what bug fixes as you say have been done, I found out one of my ones had been fixed months after it had been done as no one told me that bit had been done. At times I don't think support even know themselves what the developers have fixed. So I don't think its just us largely left out of the loop often. I contrast all this with Affinity (as it was anyway), Syncovery, Photo Supreme and FastRawViewer all of which I have interacted on there forums and support. All totally different to DXO. This isn't even covering the issues many including my self have raised about the way changes were introduced in V7 which have cost DXO a lot I think. There refusal or inability to bring the local adjustments back to the level of usability in V6 is poor.

Reply

MarshallG Marshall Goldberg 1d

I think PhotoLab 6 is exceptional. I greatly prefer it to Adobe. It used to be that I always needed a RAW editor + Photoshop, but with PhotoLab I can output finished, ready JPEGs directly… although for now, I need to resize externally, with a Photoshop batch. And I can give you a long list of reasons why I love PhotoLab.

Yes, I had a frustrating experience, but I'm still very keep on the product's quality and performance and ease of use. I have no intention of switching and I will happily pay for the upgrade if it fixes the bug I've reported.

Reply

BHAYT Bryan [WIN10, PL7, VP4, FP7, G9 & EM1 Mkii, RTX 3060] MarshallG 1d

@MarshallG You reacted as I have seen some others do in posts on the forum when the user feels that DxO Support is either not listening and/or doesn't understand and you have already apologised.

I have never seriously played with Adobe products and so DxPL is my product of choice but to see things left unattended (apparently totally ignored in some cases) does not help.

With respect to the problem which started this whole topic, has anyone tested this on PL7 and reported back?

@APS-C The topic heading is somewhat "blunt" but the experience may well have "helped" induce that response.

You are not alone in having received good support from DxO but it sometimes seems a bit of lottery and may not simply be who you make contact with in DxO but also the nature of the problem you have encountered

Some are easier to understand than others and/or the problem may have been reported by other users already so the support rep has a "head" start.

@OXiDant although @sgospodarenko was a useful presence in the forum I do wonder how much support DxO Support actually get from the software developers or whether they are sandwiched between the users (us) and the Software developers!

@John7 I am reducing the amount of posting I do to as near to zero as possible. The testing is time consuming and the reporting even more so!

I wrote the lines above before your post was published and it appears we are in agreement with respect to the doubts we have about what support are told and when/if they are told at all!

I consider the lack of published fault data lamentable but have resigned myself to the status quo, the only thing that improves the headache is to stop banging you head against a brick wall.

I am currently exploring amending DOPs to reverse the order of copies within the DOP (to help simplify the issue of "unwanted VCs". A by-product of which will be a DOP backup facility (extended to optionally include the image, DOP and xmp sidecar files), i.e. so that I can revert easily after testing again and again and ... but also so that I always have a backup in the event that I need to run the program for real!

Way more entertaining that the forum and a "time waster" when it is too wet outside to do gardening or cleaning or DIY!

2 Replies Reply

MarshallG Marshall Goldberg 1d

I downloaded the PL7 trial version and duplicated the bug with it. So sadly, at least on Mac, no solution.

The reason this matters to me is that doing everything on one editor is a **massive** time-saver! PhotoLab lets me export my images several times... at full res, half res, quarter res, etc., with or without watermark.

As it stands now, I cannot Export resized images from PhotoLab if I also want the watermark. So either watermark in PL and resize externally (e.g., Photoshop), or resize in PL and watermark in Photoshop.

I'll try creating a PNG watermark but I am very doubtful it will solve the problem... still, it's worth the time to try.

And, it bears repeating: It was wrong of me to express my frustration the way I did. I feel bad about that and I'm sorry.

1 Reply

OXiDant Peter 1d

> BHAYT:
>
> @OXiDant although @sgospodarenko was a useful presence in the forum I do wonder how much support DxO Support actually get from the software developers or whether they are sandwiched between the users (us) and the Software developers!

The fact that she was able to test and confirm or got an other result was often the first step for resolving the problem. and she called/ summond the DxO expert in for second opinion if needed. or for more explaination in detail of how it suppose to work.
Now we just swimming in the dark with a flashlight hopefully shine the beam on the right path/way.

The retreat of all communication to nealry none could be a respons to some overflood of requests and questions and remarks and complains so they closed all short cuts and only respond to the frontdesk door. (support of DxO from the website)

good or bad it's a fact that many things has bin changed around this forum and in this forum.

1 ♡ Reply

APS-C BHAYT 1d

It isn't a matter of the topic being blunt. It is inaccurate and unfair based upon what the OP posted. Similarly, you're suggesting with no evidence (and contrary to all evidence I saw throughout the process) that there is some contributing factor that minimizes the competence and effort that went into the support DXO provided me. That's also inaccurate and unfair.

The assistance they provided to me wasn't of the nature of a one-shot lucky answer. It was the result of a team of knowledgeable and committed people working together to resolve a problem. That doesn't happen when a company's tech support is incompetent by culture or capability. I've had a couple other tickets, they were probably gimmes from their side and maybe one or two people got luck or there was an existing answer. But, providing existing answers is part of first-level support, if that was why they were resolved, that's a job well done.

I understand people get frustrated by experiences with customer support. I do as well, even if I haven't had a frustrating experience here. But the overarching characterization of DXO Support by the OP (and others) isn't fair or accurate. And a lot of the complaints seem to be about the process of investigating issues.

First level support has to ask the obvious questions. If they don't, it disrupts the entire support process either because there is a ghost issue that would have been resolved by the obvious steps and its incredibly time consuming trying to resolve a problem that isn't there or because information is missing as the ticket moves further on. I have to fight the urge to try to rush and try to skip steps in the process by presenting what I think is the problem and what I think is relevant all the time dealing with support. Results are better when I succeed in fighting it.

I get the frustration. It's annoying hearing for the 99th time, "Is the cable plugged in?" It's embarrassing the 100th time when the cable isn't plugged in. And it's annoying again from the 101st time when it is plugged in until the next time it isn't. But it is how things get done.

In my experience, good support asks me to run a diagnostic tool of their own making or a DXDiag or something similar to deal with the sort of thing OP reported. I can't understand objecting to performing simple tasks when asked to provide the necessary information for the engineers to investigate a problem.

Diagnostic reports help often enough to be worth the time to ask for all the time up front… Getting reports up front facilitates smoother workflow. And reports that one person submits can be compared to reports from other people who are having the same or other problems. Similarities or differences in those reports can help explain why something is happening and how to resolve it for a single user and/or issue and/or for multiple users and/or issues. Information gathered in aggregate accumulates and builds solutions.

We all share the same support people. Personally, I want them to do the properly efficient thing and ask that people (including me) take the obvious steps like rebooting and submitting information up front when asked (even if I find it frustrating at times). It's the most efficient use of the time of the support people and engineers we all share, which means more time spent doing work resolving problems and improving things for all of us.

Edit - removed a random '6' that was in there for no reason.

1 Reply ♡ Reply

Wolfgang [Win10, PL+VP+FP, Nik6 (+3)] 2 1d

@MarshallG

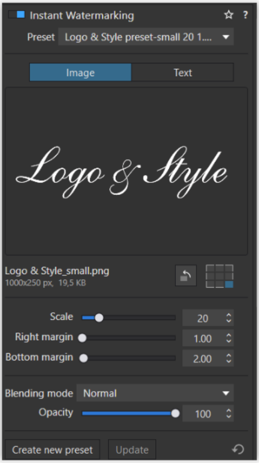
> For me, the watermark is my brand, and it cannot be corrupted, so I will use a different approach: I will apply a Watermark and not Resize on Export. I will Resize using Photoshop.

> The bug occurs whether I apply the Watermark during Export or not. If the image is Resized on Export, the watermark is corrupted (bad scaling artifacts.)

While I don’t use watermarks in PL, I add descriptions, copyright notices and the like on custom “frames” in PS to then print the image.

Did some experiments …

To generate an **“Image Watermark”,** *I went to PS,* opened a new file with transparent background and chose the Shelley Andante font. Its alternating thick and thin lines and curved shapes are well suited to reveal scaling artifacts.
I adjusted the font (size, spaces) and smoothed it (antialiasing) to then save the image as *.png file.
Back in PL, I generated a preset to register everything and used it when exporting the whole pic (checked with export to 2048px as well to 6000px / longest side).



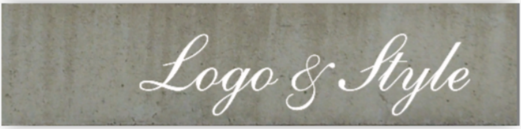
Instant Watermarking

Preset Logo & Style preset-small 20 1....

Logo & Style_small.png
1000x250 px, 19,5 KB

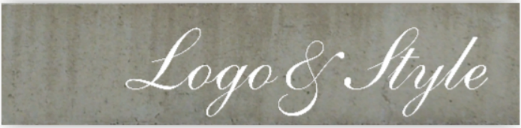
Scale 20
Right margin 1.00
Bottom margin 2.00

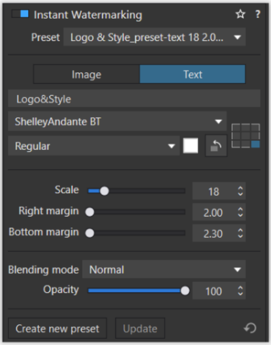
Blending mode Normal
Opacity 100



screenshot taken at 100% from pic export to 2048px / longest side

Now the same with a "Text Watermark" to check again for visible artifacts.





Instant Watermarking

Preset: Logo & Style_preset-text 18 2.0...

Text

Logo&Style

ShelleyAndante BT

Regular

Scale: 18

Right margin: 2.00

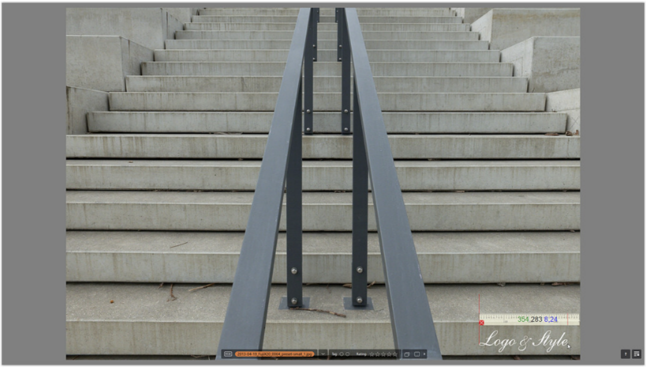
Bottom margin: 2.30

Blending mode: Normal

Opacity: 100

In comparison, the "Image Watermark" appeared smoother.

To show the actual proportions



the exported pic with "Image Watermark" = 2048 x 1400 px || the ruler shows =

- 354 real pixel (green)
- 283 virtual pixel (black) → my 2560 x 1440 screen is set to 125% magnification
- 8,24 cm real length (blue)

Reply

BHAYT Bryan [WIN10, PL7, VP4, FP7, G9 & EM1 Mkii, RTX 3060] 22h

> A APS-C:
>
> It isn't a matter of the topic being blunt. It is inaccurate and unfair based upon what the OP posted.

@APS-C It cannot be inaccurate if it is a description of what actually happened, the conclusion may well be "inaccurate" or overstated and then applied to an entire department but it is a personal conclusion drawn by the author, based upon an actual experience, and presented in frustration.

> A APS-C:
>
> And a lot of the complaints seem to be about the process of investigating issues.

> A APS-C:
>
> First level support has to ask the obvious questions.

If there are a lot of complaints about the investigating process (!?) then surely that indicates possible issues with that process (at least that the communication of "what to expect" to the customer is missing, if nothing else!?).

But I am not convinced that there are "lots of complaints", they do crop up from time to time and in a topic requesting help because DxO Support has failed to live up to its name, or at least the user feels that is the case.

Most users expect obvious questions to be asked but they also expect a reaction that seems to indicate an understanding of their problem, a progression in the conversation, and a possible change in direction of that conversation when the answers are given.

In this case the product is not in a state whereby the user cannot use it so actually uninstalling and re-installing are unlikely (but not totally impossible) to have a positive outcome!

But worse is the fact that such an action might actually destroy an opportunity to gather additional details about the fault, i.e. the "script" is missing a decision box that should have taken the first responder to the step of gathering whatever diagnostics the product automatically gathers from the user and/or establishing with the user if there is a possibility of running the test again with additional diagnostics in place!

But this step needs to be explained to the user because it requires their co-operation.

In spite of using every diagnostic tool I can lay my hands on when investigating DxPL I have never been "trained" nor seen details of the logging mechanisms and given their importance in situations like this I feel that there is a missed opportunity there.

I have used the mechanism on occasion under instructions from DxO support staff and having designed, built, tested and supported systems all of my 36 year IT career I am well aware of the importance of logging.

Programs I developed had the option of activating logging via the operator console for short periods of time (customers don't like their systems being reduced to a crawl) and if all else failed I would request that it was activated for a given (short) period of time.

But in this case @MarshallG had identified a "problem", found someone to confirm its existence, reported the exact way that it could be reproduced and expected that DxO could reproduce the problem on their own system(s) and I believe many customers feel that should be possible when they report a problem.

On my customer's systems part or all of the code was unique and while my final customer had a Test bed that could be used to safely reproduce problems, most customers didn't and if the operators phoned in the middle of the night then the test bed wasn't going to be much use at that point anyway.

In this case DxO will have limited systems available to them, running the latest version (and future versions) most probably and even using VMs unlikely to be able to set up the test environment to reproduce the problem, hence, the need to make use of the users own system to gather diagnostics, in the first instance at least.

But this needs to be explained to the user and referring to it as a "crash reporting tool" in this case simply caused @MarshallG to doubt that DxO support were listening because his system hadn't crashed!

> A APS-C:
>
> I can't understand objecting to performing simple tasks when asked to provide the necessary information for the engineers to investigate a problem.

Because it was not explained, is it the users responsibility to second guess why they are being asked to do something or the first responders responsibility to explain the "why as well as the what" they want you to do.

You know what my answer is going to be to that!

> A APS-C:
>
> It's the most efficient use of the time of the support people and engineers we all share, which means more time spent doing work resolving problems and improving things for all of us.

It is the only way but that needs to be explained not assumed.

There is a failure here and it is not @MarshallG that is at fault, his only "failing" was to be too blunt in the way that he introduced the topic and in identifying the support individual by name.

While it is not a common forum topic a number of problems I have investigated over the years have started because DxO support failed to help the customer and left them with a problem and potentially more confusion than they started with and with no explanation and no course of action.

The problem might be that the training of DxO staff is not adequate or the scripts are wrong or the training is wrong or the attitude to customers is wrong or the management is wrong and on a case by case (person by person) basis?

Some or any of these could lead to a variability in the experience of different users when contacting DxO support.

However, @Joanna made a point

> Joanna:
>
> Are you sure that "Gee" is human and not some bot?

I took this to be a humorous response but are DxO actually using AI to handle support requests!? If the answer is yes then the model needs improvements!

However, as for this particular item from @Fabrice-B ,

> F Fabrice-B:
>
> 5. Forums are often a place where dissatisfied customers meet and share

> assumptions and generalizations that do not correspond to the initial facts, while the silent majority of users work happily and see no reason to read such posts or even post anything. So impressions may sometimes seem distorted.

It is full of innuendo and the bit about “share assumptions and generalizations” so accurately describes the statement itself!

“Forums are a place where customers who care about a product and are dissatisfied with what the developer is doing with that product or not doing with that product or charging for that product or …” would be slightly more accurate but the implications of the original statement is that only “trouble makers” are using the forum!?

If this attitude pervades DxO Support then !!??

“The job would be great if it wasn’t for the customers!” was an expression used in my customer support training as an example of the wrong attitude to those who directly or indirectly paid our salary!

Reply

MarshallG Marshall Goldberg 21h

It doesn’t matter; I over-reacted and it was wrong for me to be so rude and I am truly sorry. I have edited my remarks and changed this thread title, so anyone reading this now will probably be very confused.

👍❤️ 2 Reply

BHAYT Bryan [WIN10, PL7, VP4, FP7, G9 & EM1 Mkii, RTX 3060] 21h

@MarshallG I’m confused but then I was anyway!?

Take care

Bryan

Reply

MarshallG Marshall Goldberg 20h

I spoke rashly, and I edited the posts to remove the two rash comments, that’s all.

Yes, Tech Support could have done better and so forth, but it was wrong of me to be insulting.

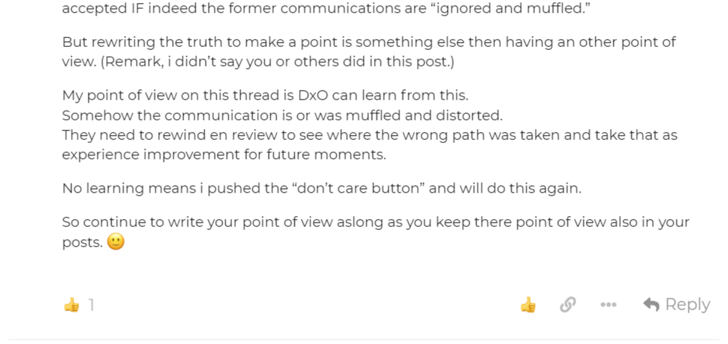
2 Reply

last visit

OXiDant Peter 2h

Well i am often for:
“If the truth hurts it is not because of the messenger but because of the receiver because to change.”

To be blunt out of frustration because the normal communication didn’t work can be



accepted IF indeed the former communications are “ignored and muffled.”

But rewriting the truth to make a point is something else then having an other point of view. (Remark, i didn’t say you or others did in this post.)

My point of view on this thread is DxO can learn from this.
Somehow the communication is or was muffled and distorted.
They need to rewind en review to see where the wrong path was taken and take that as experience improvement for future moments.

No learning means i pushed the “don’t care button” and will do this again.

So continue to write your point of view aslong as you keep there point of view also in your posts. 🙂