

App Store complaint report

Dropbox: Cloud Storage Backup · Dropbox, Inc. · current version 494.3.2

Generated 2026-10-24 from the 300 most recent public App Store reviews across 3 storefronts (2025-07-08 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	3.03
Reviews with a complaint	147 (49%)
Storefronts	GB 100, US 100, CA 100
All-time App Store rating (US)	4.80 from 923,013 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	94	2.3	492.2.2 (18), 454.2 (12), 494.3.2 (10)
Pricing / subscription	69	2.3	492.2.2 (14), 494.3.2 (13), 454.2 (9)
Feature requests	43	2.1	492.2.2 (7), 454.2 (6), 484.2 (4)
Performance	43	2.3	494.3.2 (9), 454.2 (7), 492.2.2 (5)
UX / design	41	2.2	492.2.2 (8), 494.3.2 (4), 484.2 (3)
Crashes / freezes	8	2.5	492.2.2 (2), 454.2 (2), 490.2 (1)
Ads	4	2.1	494.3.2 (1), 490.2 (1), 492.2.2 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
494.3.2	32	2.7	59%
494.2.2	8	3.6	25%
492.2.2	53	3.1	49%
490.2	26	3.7	31%
488.2	11	3.2	27%
486.3	5	3.0	60%
486.2	3	3.7	67%
484.2	8	3.1	50%

Representative quotes

Bugs

“Does not sync correctly – I want to have fully offline access to my files and sync is not working correctly giving error that I have took any files when there are at best 11 files. Their support is incompetent and useless. In Android it worked fine but with IP” (1★, v492.2.2, US, 2026-10-07)

“Unusable since GUI updated – If you work with multiple documents you can no longer see the names of your documents and, for instance, scroll through them using THIS app. The reason is because the screen is SPLIT with a narrow column that lists your documents B” (1★, v480.2, GB, 2026-07-10)

Pricing / subscription

"...but there's nothing in my dropbox other than one pile I was trying to delete so I don't know what to say about this certainly not paying your amount of money you're requesting." (1★, v490.2, CA, 2026-09-23)

"Bad app, poor engineering – Some company paid money to send me files. I have to sign up for their service to access the files easily. Nothing is compartmentalized. Nothing is organized correctly. Everything leads you to a subscription service. Why does Dropbox" (1★, v494.3.2, US, 2026-10-19)

Feature requests

"Counter-intuitive just like the website – Wish it was better. I organise everything in folders and there's no option in the 'customise view' section to see them easily or in a sensible view; saving the same file to more than one folder for sharing purposes is " (2★, v476.3, GB, 2026-06-09)

"Works Perfectly, but... – Have used this for many years for work and personal backup. Has never given me a problem, EXCEPT I am now retired and find it very expensive, and awkward to migrate to another platform. Wish there was a less-featured, cheaper version fo" (4★, v478.2, CA, 2026-06-23)

Performance

"Just gets worse over time ... – Currently I pay for loads of space, I share items in my public folder and delete after sharing but for months now it keeps sending a pop up for me to buy more capacity. Even when the shared folder is empty and my usage overall is " (1★, v454.2, GB, 2025-12-08)

"Useless and expensive – Painfully slow to back up, hard to navigate and constantly getting you to pay more to upload photos. Hate it" (2★, v458.2, GB, 2026-01-29)

UX / design

"Awful – The most difficult and inane app that I have ever tried to work with. The UI is awful. Tried it for a week. Never again." (1★, v492.2.2, US, 2026-10-03)

"...the Help Files and the Community for help with being able to merge my 2GB files into my 2 TB Files? The Dropbox Help System is so confusing and I can't get answers to basic questions. I am now trying to figure out how to just download all of my files to a 2T" (3★, v472.2, CA, 2026-05-07)

Crashes / freezes

"Crashing – I have had this app for years now great. But lately I cannot open app just crashes. I have tried rebooting the phone and try again it opens up stays open for about a 30 seconds then crashes. Plz help." (1★, v454.2, CA, 2026-01-24)

"Crashed after scanning 14 pages of a document – Crashy, clunky and woeful search capability. Why do I still pay for this?" (1★, v476.2, GB, 2026-06-06)

Ads

"This sucks. They just want my money... – Instead of letting me delete old files, this site spams me with ads to "upgrade" and "buy more storage." How about, NO! In what universe am I not aloud to delete old files. Totally bogus!" (1★, v492.2.2, US, 2026-10-07)

"You are really difficult to deal with – I'm trying to erase images and your ads keep popping up, asking me to buy more space." (1★, v494.3.2, US, 2026-10-18)

The 10 most important fixes

1. Justify or adjust the price [Pricing / subscription · 34 reviews · avg severity 2.2/3 · versions 454.2, 494.3.2]

Test a cheaper tier, annual discount or one-time purchase; show what paid users get.

"Pos but i have no alternative – Cant stand using this thing and genuinely question why i pay them any money just for it to never work" (1★, GB)

2. Stop data / progress loss [Bugs · 28 reviews · avg severity 2.4/3 · versions 492.2.2, 454.2]

Reproduce sync and restore paths; add server-side backup and a visible "restore" option.

"They deleted thousands photos – They deleted years of family photo backups because my account was "inactive". What is the point of having a cloud account if you have to worry about it being deleted? I spoke to a rep who did not care at all" (1★, US)

3. Simplify navigation [UX / design · 26 reviews · avg severity 2.2/3 · versions 492.2.2, 484.2]

Run a quick usability test on the screens users mention; remove extra taps and pop-ups.

"Hard to navigate – Hard to navigate" (1★, US)

4. Ease paywall pressure [Pricing / subscription · 22 reviews · avg severity 2.3/3 · versions 494.3.2, 490.2]

Keep core features usable for free users or explain clearly what is paid; show the paywall less often. "Agressive Upselling – After using DropBox for well over a decade, the amount of full-screen pop-ups trying to sell you a premium subscription is ruining the experience of using the app." (2★, CA)

5. Fix login / account access [Bugs · 20 reviews · avg severity 2.4/3 · versions 492.2.2, 494.3.2]

Audit the sign-in flow (SSO, password reset, verification emails) on the latest version; add clear error messages.

"impossible to log in this app SUCKS – i have no room on my phone for more apps and it's been impossible for me to login without ridiculous endless checks and double or triple verifications, utterly frustrating and infuriating. i put in pass" (1★, US)

6. Answer support requests [Bugs · 19 reviews · avg severity 2.6/3 · versions 492.2.2, 494.3.2]

Add an in-app contact option and reply to these App Store reviews; Apple lets developers respond publicly.

"Title: 12+ Years as a Customer — Now I Can't Access My Own Files Without Paying! – Rating: 1 Star I have had a Dropbox account for over 12 years, dating back to when my children were in elementary school. I have not added new files in year" (1★, US)

7. Cut battery / storage use [Performance · 18 reviews · avg severity 2.2/3 · versions 494.3.2, 454.2]

Check background activity, location use and cache size.

"...complex music apps when it should be the other way round.. What with it being on iphone and ipad, both 16gb, its a lot of storage in itself just for what it is, meaning some files in my cloud (certainly less than 102mb) may not even downlo" (1★, GB)

8. Soften the redesign backlash [UX / design · 14 reviews · avg severity 2.2/3 · versions 492.2.2, 358.2]

Explain the change in-app, restore the most-missed option, or offer a setting for the old behaviour.

"Let us use the older app on older phones – Suddenly the app insists I have to update and won't let me use the older one. Yet it won't let me update on this older phone. Just let us keep using the older version! What's the point of a cloud s" (1★, CA)

9. Make trials and renewals transparent [Pricing / subscription · 12 reviews · avg severity 2.5/3 · versions 492.2.2, 452.2]

Show the renewal date and price before the trial ends; link to cancellation. Surprise charges drive 1-star reviews and refunds.

"FREE TRIAL IS A SCAM. DONT FALL FOR IT – Activated the free trial for extra storage and immediately got charged \$17.22. Apple shows the subscription as "free" so I can't refund it and every email I send gets ignored." (1★, CA)

10. Fix notifications [Bugs · 11 reviews · avg severity 2.3/3 · versions 482.2, 494.3.2]

Check notification delivery and let users control frequency in settings.

"I hate this app – Just sucks. So unintuitive. Sends you annoying notifications all the time. Expensive. Lame. Wack" (1★, GB)

Method: the most recent public App Store reviews across up to 6 storefronts, collected via a third-party Apify scraper, plus the iTunes Lookup API. Reviewer names are not included. Each review was classified by TypeSafe Jev AI (7 complaint categories, 18 specific issues, severity 0-3); fixes are the specific issues ranked by number of complaining reviews × average severity. Advice lines are generic starting points; the quotes are the evidence. AI can misclassify: check the quotes. Not affiliated with Apple. Reply within 7 days for one free clarification.