

App Store complaint report

Lightroom: AI Photo Editor · Adobe Inc. · current version 11.6.10

Generated 2026-10-23 from the 300 most recent public App Store reviews across 3 storefronts (2025-12-05 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	3.86
Reviews with a complaint	87 (29%)
Storefronts	GB 100, CA 100, US 100
All-time App Store rating (US)	4.77 from 337,532 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Pricing / subscription	46	2.5	11.5.1 (9), 11.2.1 (5), 11.4 (4)
Feature requests	39	2.4	11.5.1 (8), 11.5.20 (7), 11.5.21 (4)
Bugs	38	2.5	11.6.1 (8), 11.5.20 (5), 11.5.1 (4)
UX / design	26	2.2	11.5.20 (6), 11.5.1 (6), 11.5.21 (4)
Performance	12	2.7	11.6.1 (3), 11.4.10 (1), 11.3.1 (1)
Crashes / freezes	9	2.8	11.6.1 (3), 11.5.20 (2), 11.5.1 (2)
Ads	2	1.6	11.6.10 (2)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
11.6.10	14	2.6	50%
11.6.1	31	3.4	32%
11.6	1	5.0	0%
11.5.30	20	3.7	35%
11.5.21	14	3.6	36%
11.5.20	12	2.7	75%
11.5.10	5	2.8	40%
11.5.1	29	3.6	41%

Representative quotes

Pricing / subscription

“App breaks – After a year of using this app, it definitely had served me well and performed up to par at every capacity until it decided to fully stop working. Despite paying for a monthly premium, the app would refuse to launch and crash at the Home Screen en” (2★, v11.5.1, US, 2026-08-18)

“Completely unintuitive – Reminds me of why I never liked Adobe anything. Unintelligible UI. Menus and other functionality spread all over and hidden. No apparent tutorial. Instant paywall hawking. Literally didn’t find any useful functionality at all. Skip it ” (2★, v11.5.1, US, 2026-08-23)

Feature requests

"Everything is AI- you can't manually edit your own photos anymore. – They removed all of the manual editing features and replaced it with AI. The AI also makes the entire app extremely laggy and slow. Any feature you want to use, you have to wait a minute for " (1★, v11.6.10, US, 2026-10-16)

"Version 11.5 Removed Most Used Feature – After the latest update (v. 11.5) the preset features have been completely stripped. The "recommended" presets have been reduced down to a single band of options. Which used to be an entire dynamic library. HDR, cinemat" (1★, v11.5.1, US, 2026-08-23)

Bugs

"Lightroom 11.6.1 on iPhone: Editing Controls Greyed Out and Stuck on "Loading Editing Tools" – Since updating Lightroom on my iPhone, I have been unable to edit any photos. Lightroom version: 11.6.1 iOS version: 18.5 Photos are visible, but all editing contr" (1★, v11.6.1, GB, 2026-10-09)

"App does not work on latest max iphone – Refuses to open throws error and says to restart. Worked on previous iphones." (3★, v11.5.1, US, 2026-08-19)

UX / design

"Ai assistant is waist of screen space – The new ai assistant/tools toggle at the bottom of the screen that can't be minimized while editing is a horrible ui design. Did you use ai to design this stupid gui." (1★, v11.5.21, US, 2026-09-07)

"Used to be fine – What happened? The layout is incredibly non-intuitive. If I accidentally hit the "magic wand" button it makes my photo look awful. I used to use this in conjunction with LrC, but it's now way too much of a liability. I cannot stand this app n" (2★, v11.5.20, US, 2026-09-03)

Performance

"Awful performance – The app now doesn't work, I have had three shoots now cancelled cause of it. Lost 6k because of this app. Do not buy this app you will lose clients" (1★, v11.3.1, GB, 2026-05-07)

"Slipping...badly. – I've paid the Adobe subscription tax for years now. Years. And today I realized I can't even export a file on iOS without LR ****ing up the metadata. (Even as original.) Actually rendering the metadata completely unreadable. That's unacce" (2★, v11.5.20, CA, 2026-09-06)

Crashes / freezes

"Crashing constantly – Ever since the last update or the one before it I can't get into the app it constantly crashes on launch and I've tried every fix Google brings up for it, I've edited hundreds of photos on here but now it's literally unusable for me as I " (3★, v11.5.20, US, 2026-09-04)

"Not happy – App keeps crashing- can't even use it- I've tried all the things to fix it- and it's ONLY the Lightroom app, no other app is crashing on my iPhone- and yes all updates to my phone and the Lightroom app are the newest versions. Just really sucks bec" (1★, v11.6.1, US, 2026-10-06)

Ads

"Ads injected into family photos WTF – Now when you share a photo it refills the message to sell Lightroom." (1★, v11.6.10, US, 2026-10-21)

"Get rid of ad on texting – They added some dumb thing where when you text a photo it includes their added text, you have to delete every single time you want to send a photo from the app. Please remove this." (1★, v11.6.10, US, 2026-10-20)

The 10 most important fixes

1. Soften the redesign backlash [UX / design · 32 reviews · avg severity 2.3/3 · versions 11.5.20, 11.5.1]

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

"New update sucks – Previous to the new update I was a Lightroom lover. Now.....not so much. Editing is still a smooth process but downloading or saving photos is taking astronomically long. The only thing changed has been the update to the " (1★, CA)

2. Justify or adjust the price [Pricing / subscription · 27 reviews · avg severity 2.3/3 · versions 11.1.1, 11.6.10]

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

"Update took away the best feature. – I've used this platform for many years. I even pay the premium, but after the update on August 16th, the recommended preset library was stripped from the app. This was one of the main reasons I continued" (1★, US)

3. Improve content quality [Feature requests · 17 reviews · avg severity 2.5/3 · versions 11.5.1, 11.5.20]

Review the content areas users name; add a "report a problem" button on content.

"AI content flagged on 100% real images – So disappointed that Lightroom is considered an AI photo editor now when I've been manually editing my real photographs for 20 years with this program. Now even using a linear gradient on the foregro" (1★, US)

4. Ship the most requested feature [Feature requests · 17 reviews · avg severity 2.3/3 · versions 11.5.1, 11.5.20]

Read the quotes below for the exact request; consider a public roadmap.

"BRING BACK MONTHLY FEE – This new weekly fee is not something I'm fond of. I'd rather pay \$7.99 a month compared to \$3.99 a week. It would be best for everyone if you could at least add it back as a payment option, please and thank you." (3★, US)

5. Ease paywall pressure [Pricing / subscription · 14 reviews · avg severity 2.4/3 · versions 11.5.1, 11.4]

Keep core features usable for free users or explain clearly what is paid; show the paywall less often.

"Don't Bother – Downloaded to try out a few features and see if it was for me, but they just keep trying to get you on a subscription before doing so. I made a free edits, and tried to save the picture to review outside of the app later, b" (1★, GB)

6. Fix features broken by the latest update [Bugs · 12 reviews · avg severity 2.7/3 · versions 11.5.1, 11.5.20]

Add regression tests for the features users name in these reviews before the next release.

"Warning!!!! – With the latest update you can't develop raw anymore. Really hope that with all the latest greed adobe will be obsolete soon enough. Bye Update after response: no thank you, I'm not wasting another minute on Adobe." (1★, GB)

7. Stop data / progress loss [Bugs · 8 reviews · avg severity 2.4/3 · versions 11.5.20, 11.2.1]

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

"New presets + cope & paste – Best editing app... until now. I can't create a new preset, nor can I copy and paste settings for videos and nor does the app apply previously used settings for next video to edit. I have cleared cache, de" (1★, CA)

8. Make trials and renewals transparent [Pricing / subscription · 8 reviews · avg severity 2.3/3 · versions 11.5.30, 11.5.20]

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

"They scammed me – I had a week trial start Sept 20 they charged me the yearly fee on the 3rd day" (1★, US)

9. Simplify navigation [UX / design · 9 reviews · avg severity 1.9/3 · versions 11.5.21, 11.2.1]

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

"Confusing as hell – What is syncing, where photos are stored. There is a lot of questions that aren't easy to find answers to." (2★, CA)

10. Fix in-use crashes and freezes [Crashes / freezes · 5 reviews · avg severity 2.8/3 · versions 11.6.1, 11.5.20]

Match quoted actions to crash reports; ship a hotfix for the top stack trace.

"App keep crashing – It's a good app for editing but for some reasons, the app got stuck at loading and keep crashing. I tried to uninstall and installed and did not work." (1★, US)

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.