

App Store complaint report

Obsidian - Connected Notes · Dynalist Inc. · current version 1.14.5

Generated 2026-10-23 from the 300 most recent public App Store reviews across 3 storefronts (2021-07-12 to 2026-10-21).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	3.43
Reviews with a complaint	150 (50%)
Storefronts	US 131, GB 93, CA 76
All-time App Store rating (US)	4.48 from 2,788 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	117	2.5	1.12.7 (29), 1.13.7 (13), 1.4.16 (7)
Feature requests	54	2.2	1.12.7 (10), 1.13.7 (5), 1.4.16 (5)
Performance	51	2.6	1.12.7 (12), 1.13.7 (7), 1.6.7 (3)
Crashes / freezes	50	2.6	1.12.7 (13), 1.13.7 (8), 1.6.7 (3)
UX / design	45	2.2	1.12.7 (11), 1.11.7 (4), 1.13.7 (3)
Pricing / subscription	14	2.4	1.12.7 (3), 1.6.7 (2), 1.13.4 (2)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
1.14.5	10	4.1	30%
1.14.4	6	3.2	67%
1.13.7	27	3.7	52%
1.13.6	2	4.5	50%
1.13.4	14	3.2	57%
1.12.7	76	3.2	51%
1.12.4	10	2.7	70%
1.11.7	20	3.9	35%

Representative quotes

Bugs

“Lost Many Stories – I heard many good things about this app for story planning and writing, so I decided to give it a try so I can properly organize my markdown files and write stories. Only had it for a day and never have I been more horrified. The last thing” (1★, v1.13.4, US, 2026-08-05)

“Newest version of Obsidian IOS is completely broken – The latest update has completely broken the mobile UI, but far worse than that it has made mobile worse than unusable. For some reason, every time I open my vault on mobile - even if it has only been closed” (1★, v1.11.5, GB, 2026-01-22)

Feature requests

“Unintuitive – This app is so unintuitive that I uninstalled after 10 minutes of trying to figure out how to get back to the text note that I just created. When pasting it inserted a new empty line between every line of text, so I wanted to select all and delet” (1★, v1.13.7, GB, 2026-09-29)

"Every other writing app has a proper export option – How many years has obsidian been around? Since 2020, and there is still no dedicated "export to blank__." Option . And we can't use any plugins to find it. Its "not available for this device" for community (" (2★, v1.12.4, US, 2026-03-22)

Performance

"Does not load even in new phone – Does not load. Black screen, just sits there. When it does load, very slow." (1★, v1.12.7, US, 2026-06-22)

"Not a Good Mobile Experience – I'm beginning to question if those that recommend this app are secretly being paid by Obsidian. There's no way a serious worker relies on a mobile app that often doesn't even load as a second brain. 10 minutes and counting wait" (1★, v1.4.16, CA, 2023-11-23)

Crashes / freezes

"Does not even start – On the iPad, I made the choice to use Git and Working Copy as a local-first synchronization solution. May not be as convenient the sync feature in Obsidian but it worked well for my needs. Obsidian for iPad was recognizing the notes and s" (1★, v1.10.6, GB, 2026-01-11)

"Great app but somewhat unstable on iOS and iCloud – I've come to rely heavily on this app and admire its capabilities. But it regrettably gets minus two stars due to general instability. With a moderately sized vault, there are frequent repeat crashes that req" (5★, v1.13.7, US, 2026-09-01)

UX / design

"New UI is unusable – I love the app, however the new mobile UI is completely unusable - menus are hard to reach and confusing, what used to be a useful and easy to access side navigation is gone, and there is weird and confusing spacing. The new UI is alpha qu" (2★, v1.4.0, CA, 2022-10-24)

"Cannot create account – The keyboard blocks the sign up button when creating an account on iOS. No way to fix. Doesn't strike confidence that the app is well designed. I tried to report the bug, but their form only accepts reports for fraud or paid account is" (1★, v1.13.4, US, 2026-08-09)

Pricing / subscription

"Amazing Desktop, Horrible Mobile – This is an amazing application for Desktop. Sadly, I can't recommend this app for non-paywalled synchronization on mobile. Updates constantly break Git, cause new errors, flag conflicts where there are none, and ultimately ma" (2★, v1.12.4, CA, 2026-03-04)

"Requires a subscription – Sends new users to their website to pay for a subscription so they don't have to report in-app purchases" (1★, v1.12.7, US, 2026-06-27)

The 10 most important fixes

1. Stop data / progress loss [Bugs · 40 reviews · avg severity 2.6/3 · versions 1.12.7, 1.13.7]

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

"The iCloud Sync is a little Glitchy – I downloaded this app on my phone and when I went to set up the sync, selecting iCloud as my option, after creating my vault, I got a black screen. There was nothing for me to select, it would not let m" (3★, US)

2. Fix crash on launch [Crashes / freezes · 26 reviews · avg severity 2.8/3 · versions 1.12.7, 1.13.7]

Check crash logs (Xcode Organizer / Crashlytics) for the affected version and device models first.

"Does not open. Just a blank black screen. – I love the desktop app. But the mobile app doesn't even open for me. When the app starts the loading screen appears with obsidian icon, then the icon disappears and that's it. All I'm left with is" (1★, GB)

3. Fix in-use crashes and freezes [Crashes / freezes · 27 reviews · avg severity 2.6/3 · versions 1.12.7, 1.13.7]

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

"Recent issues blemish a great app – I've been using obsidian on Mac, Windows and iPhone for almost a year, using iCloud sync, and up until recently, it has performed almost flawlessly. However, with the most recent iOS update, the app regu" (3★, GB)

4. Speed up loading [Performance · 27 reviews · avg severity 2.5/3 · versions 1.12.7, 1.13.7]

Profile cold start and the slowest screens on older devices; cache content.

"Slowness letting it down – I want to love this app. I can't even like this app due to how slow it is using iCloud sync (Jan 2025) It takes minutes to start up, by which time your train of thought is completely destroyed. If the developers " (3★, GB)

5. Simplify navigation [UX / design · 22 reviews · avg severity 2.2/3 · versions 1.12.7, 1.13.7]

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

“mixed feelings – as a techie I love the markdown editor and the link capabilities of obsidian. the iOS app needs work. it's insanely hard to find a specific document right now. the search is hidden in menus and searching a title doesn't br” (3★, GB)

6. Ship the most requested feature [Feature requests · 16 reviews · avg severity 1.9/3 · versions 1.11.7, 1.12.7]

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

“Please add PDF export support on iPad – I love Obsidian and use it daily on both my iPad and Mac. The only frustrating limitation is that the iPad version cannot export notes to PDF. This makes it difficult to share or archive work while aw” (4★, CA)

7. Soften the redesign backlash [UX / design · 11 reviews · avg severity 2.4/3 · versions 1.11.7, 1.11.4]

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

“A great app botched by a poorly optimised update – The most recent update has completely messed up the layout of the menus and buttons on the iPhone and iPad versions; they now clip into each other and leave incessant spaces. This app has ” (2★, GB)

8. Justify or adjust the price [Pricing / subscription · 10 reviews · avg severity 2.4/3 · versions 1.13.4, 1.12.7]

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

“Good app but ancient and cannot work across clouds – Forget this app if you want to use OneDrive, Dropbox, or anything else besides local iOS storage, iCloud, or paying for a pricey sync subscription. Devs blame iOS file system security but” (1★, US)

9. Fix features broken by the latest update [Bugs · 9 reviews · avg severity 2.5/3 · versions 1.12.7, 1.11.7]

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

“No search feature?! – Everything has always worked fine but the last few weeks the search feature is completely broken, displays no results, and attempting to use it will break the rest of the app too and make it impossible to use until i r” (1★, US)

10. Fix login / account access [Bugs · 6 reviews · avg severity 2.5/3 · versions 1.12.7, 1.4.16]

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

“Not as private as they claimed – I used this platform to begin my writing journey at the time and somehow, someone managed to access my work while using it. I had all of my devices accounted for. All of my login credentials were also secure” (1★, CA)

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.