



Derek Caelin <derek@techmatters.org>

FW: Issue: Photos not syncing to cloud on current iOS app, may require fix

steve@techmatters.org <steve@techmatters.org>
To: Derek Caelin <derek@techmatters.org>

Tue, Jul 23, 2024 at 2:19 PM

Thread with Lillian

Best regards,

Steve Francis
Project Director, Terraso
Tech Matters

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From: Lillian Tseng <lillian@techmatters.org>
Sent: Tuesday, January 2, 2024 10:11 AM
To: Laura Hamrick <Laura.R.Hamrick@colorado.edu>
Cc: Steve Francis <steve@techmatters.org>; Paul Schreiber <paul@techmatters.org>; Herrick, Jeff - ARS <jeff.herrick@usda.gov>
Subject: Re: Issue: Photos not syncing to cloud on current iOS app, may require fix

Hi Laura,

I meant the former, but I checked again, and general syncing of data is actually working. I may have previously been impatient, or the server was taking longer to respond. Thanks for clarifying!

Best,

Lillian

On Tue, Jan 2, 2024 at 10:58 AM Laura Hamrick <Laura.R.Hamrick@colorado.edu> wrote:

Hi Lillian,

Do you mean that your testing shows the Synchronize button is not syncing any site data to the cloud, or that it isn't syncing the photos to the cloud?

If it's the latter, I'm unsure if the Synchronize button was designed to sync photos to the cloud, given that there is a separate sync button for the Photos page. I just added a new photo to a site, and the Synchronize button did not appear (it should appear to prompt you to sync when new data is entered). I think that the photo syncing maybe have been designed to be totally separate from the rest of the site data syncing for some reason. (I can't be totally sure given that we can't test this at the moment since the photo syncing is broken.)

If it's the former, that sounds like a much larger and more urgent issue.

I just verified that the yellow Synchronize button is still working from my iPhone in pushing updated site data to the data portal.

Thanks,

Laura

From: Lillian Tseng <lillian@techmatters.org>
Date: Wednesday, December 27, 2023 at 3:45 PM
To: Steve Francis <steve@techmatters.org>
Cc: Laura Hamrick <Laura.R.Hamrick@Colorado.EDU>, Paul Schreiber <paul@techmatters.org>, Herrick, Jeff - ARS <jeff.herrick@usda.gov>
Subject: Re: Issue: Photos not syncing to cloud on current iOS app, may require fix

Correct, it does not appear to be working either. I know it was earlier in the year!

On Wed, Dec 27, 2023, 3:26 PM Steve Francis <steve@techmatters.org> wrote:

I presume the general yellow synchronize button is not working either?

Sent from my phone

On Dec 28, 2023, at 2:44 AM, Lillian Tseng <lillian@techmatters.org> wrote:

Hi Laura,

Paul and I chatted briefly about this today. He hasn't been able to take a look at this issue yet, especially since the current app is so old that he has to use an older machine to even compile the code, and because he will be heads down in hiring a new software engineer in the coming weeks. I've gone ahead and logged this issue in [Github](#) for now, and I'm going to keep poking around to see if I can find any of the images on Android at the very least. We agree that we should address this in some way, given the extended timeline of this first app release, but we don't know how long it will take us to diagnose the issue, let alone fix it. I'll keep you updated!

Best,

Lillian

On Fri, Dec 22, 2023 at 5:03 PM Laura Hamrick <Laura.R.Hamrick@colorado.edu> wrote:

Makes sense – thanks for the quick update. I'll plan to check back in with you on this in two weeks once we're all back.

Thanks,
Laura

From: Lillian Tseng <lillian@techmatters.org>
Date: Friday, December 22, 2023 at 2:44 PM
To: Laura Hamrick <Laura.R.Hamrick@Colorado.EDU>
Cc: Paul Schreiber <paul@techmatters.org>, Steve Francis <steve@techmatters.org>, Herrick, Jeff - ARS <jeff.herrick@usda.gov>
Subject: Re: Issue: Photos not syncing to cloud on current iOS app, may require fix

Hi Laura,

I want to say that if the app is still displaying them, though in thumbnail format, the originals should be saved to the device somewhere, but I was unable to find them as well. I agree with your analysis of the situation and will need to chat with Paul to see what can be done. We have very limited resources with which to make an update to the previous app at this point, so we will need to carefully choose how to address this issue. Thanks for bringing this to our attention!

Best,
Lillian

On Fri, Dec 22, 2023, 1:49 PM Laura Hamrick <Laura.R.Hamrick@colorado.edu> wrote:

Hi all,

Currently, it seems that on an iPhone, if you add photos to a site and then hit the cloud upload button (within the Photos screen, not the general yellow Synchronize button on the main site page), the app freezes and the photos do not sync to the Data Portal. I am currently assuming the photos are also not syncing to the database, but that is worth testing (I can't test it myself).

After hitting the cloud upload button at top of the screen:

Error! Filename not specified.

This is where it freezes:

Error! Filename not specified.

The reason I'm concerned is that I want to make sure there is a way to retrieve the photos if they are unable to be backed up to the cloud.

The current app does not seem to automatically store photos taken in the app in the Camera Roll, which would be the easiest solution. I can't find a way to expand the thumbnails in the app once the photos have been taken, which would allow the user to at least be able to take a lower-res screenshot of the photo in the app. There is also not a way to take a photo using the Camera app and then upload to the LandPKS app, so that means if someone has taken a photo of a site within the current app, they **cannot** access a full-res version of it without uploading it to the cloud.

There is a thumbnail displayed, but it is very small – not very useful for seeing anything other than really large details.

Error! Filename not specified.

I think there are two questions to resolve: 1) is there a workaround to get the full-res files out of the app? and 2) is this worth fixing and pushing an update out for?

1) Is there a workaround?

I already covered the fact that there doesn't seem to be a way to access the full version of the photos within the UI of the app itself, or within the Camera Roll. So then I think the question is, can we find the files themselves on the iPhone? That depends on where/how they are stored locally, which I don't know the answer to.

I just tested with an iPhone 13 Pro, and I did not see a visible "LandPKS" file within the "On My iPhone" section of the Files app. I then connected the phone to my MacBook Pro and was still unable to find a LandPKS file when I accessed my iPhone's Files tab in Finder.

Is there a way to look at the current code and figure out where the photos are being stored locally before upload to the cloud? If yes, and there is a fairly straightforward way for people to recover the files themselves, then we may not need to push a fix. We would still need to communicate to users about this via the newsletter or some other way.

2) Do we need to fix this?

Depends on the answer to 1). If, as my current testing suggests, there is not an easy way to get anything larger than the thumbnail, I think it may be necessary to fix and push out an update.

This is because if there's no way to get the photos out of the app at all, then people will be losing data using our app. Which might be an unpleasant but acceptable compromise for 1-2 months if everyone was going to move to the new version of the soil ID app in Feb, but that's not the case. There are some folks we will be recommending to *not* switch apps yet, specifically anyone doing

vegetation monitoring since the old and new databases are currently not going to be synced. So those folks will need to use the current version through the end of next year or whenever the monitoring app is released.

To me, losing data using our app is a major issue in terms of user trust and reputation. If people start saying "oh don't use that app, it lost my data", that to me seems really problematic for our brand and reputation.

This is especially true because our users are not just people walking out to their backyard to dig a soil pit, where it would be annoying but doable to re-create the photos. Some folks use this app for research in other countries or in remote locations. If the photos are not recoverable, depending on the application that someone is using the app for, they will not be able to recover that data, or will need to go back out to the site and take new photos, which may be an insurmountable cost in terms of time or effort and may still not reflect the conditions when the original photos were taken.

Thoughts? Priority 1 seems to be figuring out whether we can get the photos out of the phone somehow.

Thanks,
Laura

From: Laura Hamrick <Laura.R.Hamrick@Colorado.EDU>
Date: Friday, December 22, 2023 at 1:05 PM
To: deanpmoberg@gmail.com <deanpmoberg@gmail.com>
Cc: contact@landpotential.org <contact@landpotential.org>
Subject: Re: New submission from Support

Hi Dean,

Thank you for reaching out and reporting this issue to us. I am able to replicate the issue on my device, and will pass this along to our engineering team.

Thank you,
Laura

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Laura Hamrick

LandPKS Coordinator

[LandPKS](#), Mortenson Center for Global Engineering and Resilience

University of Colorado Boulder

laura.r.hamrick@colorado.edu

From: LandPKS <admin@landpotential.org>
Date: Thursday, December 21, 2023 at 1:03 PM
To: contact@landpotential.org <contact@landpotential.org>
Subject: New submission from Support

First Name

Dean

Last Name

Moberg

Country

United States

Organization

Gash Gold Vermilion Natural Resourc

Email address you use to log into LandPKS

deanpmoberg@gmail.com

Email address you would like us to contact you at

deanpmoberg@gmail.com

I need help with

Mobile App

Make and model of phone

iPhone 8

Phone operating system

iOS 16.7.2

LandPKS version

3.7.7 (Build 0.0.6)

Problem Description

When I try to upload my photos from the LandPKS mobile app to the cloud, the photos do not upload. A text box says "Uploading photos. Please wait..." But the photos never upload and the app freezes.



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