

## darktable - Camera Support #12413

### DT fails on loading white balance from Panasonic Lumix GX8

11/19/2018 02:55 AM - Rafael Linux User

<b>Status:</b>	Closed: won't fix	<b>Start date:</b>	11/19/2018
<b>Priority:</b>	Low	<b>Due date:</b>	
<b>Assignee:</b>		<b>% Done:</b>	0%
<b>Category:</b>	Darkroom	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>	2.6.0		
<b>Affected Version:</b>	2.4.3		

#### Description

From some time to know, any RAW file I load in DT, begin showing a message saying "Darktable failed to load camera's white balance from filename.ARW". Not only in new RAW files, but in older processed ones.

Any suggestion?

Thank you

#### History

##### #1 - 11/19/2018 09:03 AM - Roman Lebedev

- Status changed from New to Incomplete

- % Done changed from 0 to 20

Perhaps you downgraded dt, or maybe modified/corrupted/truncated the raws elsewhere?

##### #2 - 11/19/2018 10:58 AM - Rafael Linux User

Well, it seems is not the case. RAWs files are intact. In fact, I have two kind of RAW files: From Sony A700 and from Panasonic GX8. I'm doubting about if it's happening on older Sony RAW files too, so today I'll test with my Sony RAW files too and will report result here.

Thank you

##### #3 - 11/19/2018 07:35 PM - thokster .

Rafael Linux User wrote:

From some time to know, any RAW file I load in DT, begin showing a message saying "Darktable failed to load camera's white balance from filename.ARW".

As far as I know original Lumix (GX8) raw files are \*.RW2

##### #4 - 11/19/2018 11:25 PM - Rafael Linux User

You have reason, the ARW files are from Sony A700 (in my case) and RW2 from my Lumix GX8, so the problem is only with the ARW (Sony) RAW files. I tried to change this thread subject, but didn't find how.

I confirmed that my ARW files are not damaged nor corrupted. They can be processed with Darktable or Digikam, but Darktable shows mentioned

error just when opening each ARW file.

Any suggestion?

**#5 - 11/22/2018 09:31 AM - Roman Lebedev**

Rafael Linux User wrote:

You have reason, the ARW files are from Sony A700 (in my case) and RW2 from my Lumix GX8, so the problem is only with the ARW (Sony) RAW files. I tried to change this thread subject, but didn't find how.

I confirmed that my ARW files are not damaged nor corrupted. They can be processed with Darktable or

Digikam

Did you configur it to write the metadata back into the raw files?

but Darktable shows mentioned error just when opening each ARW file.

Does that happen with the raws just copied from the camera, without loading/touching them elsewhere?

Any suggestion?

Nothing will happen until the issue can be reproduced.

Are there samples from that camera on <https://raw.pixls.us/>

Please upload one such broken raw (that you have just copied from the camera) here.

**#6 - 11/25/2018 06:47 AM - Rafael Linux User**

- File DSC05161.ARW added

Roman Lebedev wrote:

Digikam: Did you configur it to write the metadata back into the raw files?

I verified I have not enabled that experimental function

Does that happen with the raws just copied from the camera, without loading/touching them elsewhere?

Sorry, I have not that camera yet ... :(

Nothing will happen until the issue can be reproduced.

Are there samples from that camera on <https://raw.pixls.us/>

I submitted one sample there just today

Please upload one such broken raw (that you have just copied from the camera) here.

Done too

Moreover, I downloaded and opened in DT the unique Sony A700 RAW file from that website and it didn't failed at loading ... so I begin to think is something related with the XMP file :!

**#7 - 11/25/2018 08:04 AM - Roman Lebedev**

- % Done changed from 20 to 0

- Status changed from Incomplete to Closed: won't fix

Rafael Linux User wrote:

Roman Lebedev wrote:

Digikam: Did you configure it to write the metadata back into the raw files?

I verified I have not enabled that experimental function

Well, someone did:

```
$ EXIV2 "/tmp/DSC05161.ARW" | grep -i software
0x000b Exif.Image.ProcessingSoftware      Ascii      14 14  digiKam-5.3.0  digiKam-5.3.0
0x0131 Exif.Image.Software                Ascii      14 14  DSLR-A700 v04  DSLR-A700 v04
0x0000 Xmp.tiff.Software                  XmpText    13 13  digiKam-5.3.0  digiKam-5.3.0
```

```
$ exiftool "/tmp/DSC05161 (1).ARW" | grep -i software
Processing Software      : digiKam-5.3.0
Software                 : DSLR-A700 v04
```

#### #8 - 11/25/2018 04:48 PM - Rafael Linux User

Maybe I activated it in 5.3.0 (long time ago) version and disabled later ... is there any way to "delete" that information from RAW files?

#### #9 - 11/25/2018 07:41 PM - Roman Lebedev

Rafael Linux User wrote:

Maybe I activated it in 5.3.0 (long time ago) version and disabled later ... is there any way to "delete" that information from RAW files?

They broke it - they broke it. Be sure to complain to them.  
I have no clue what they did to the files. But they should know.  
They probably should write a tool to ungarble them.

Best bet - restore from backups.

**#10 - 11/25/2018 09:03 PM - Rafael Linux User**

No way to restore, no backup for those files. I think this issue is ignored by Darktable, but I'll notice this problem to the Digikam developers.

I'm sorry I notified the problem in the incorrect forum, but you solved my question taking your time and I want to give thanks to you, Roman.

;) )

**#11 - 11/29/2018 02:12 PM - Roman Lebedev**

- *Target version set to 2.6.0*

**#12 - 11/29/2018 02:13 PM - Roman Lebedev**

- *Tracker changed from Bug to Camera Support*

**Files**

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DSC05161.ARW	12.3 MB	11/25/2018	Rafael Linux User
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