
Subject: Shapeways Won't Process Model
Posted by [PeregrineStudios](#) on Sun, 28 Oct 2012 02:29:35 GMT
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I've been trying to upload this model for the last couple hours, but Shapeways keeps coming back to me saying 'Sorry, we can't process your model'. I've run it through Netfabb repairs and manual repairs in C4D, I've confirmed it's one shell and the surface is closed, but it won't process the damn model. Plus, this model is EXTREMELY similar to another model I uploaded several days ago - all I've done is change the orientation of the pendant 'hole'.

I've uploaded it to this post, but will be taking it down as soon as my problem is resolved.
EDIT: Removed, problem identified.

EDIT: I also wasn't sure which forum to post this in, so took my best guess.

Subject: Re: Shapeways Won't Process Model
Posted by [stonysmith](#) on Sun, 28 Oct 2012 03:26:27 GMT
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Your model has bad geometry.

See the triangles in green? They don't stop at the edge of the raised detail, but rather they run THRU it.. all the way across the face.

You need to either re-apply the boolean join that you attempted, or you need to try running it thru <http://cloud.netfabb.com> to see if that software can repair it.

File Attachments

1) [Image1.jpg](#), downloaded 158 times

Subject: Re: Shapeways Won't Process Model
Posted by [PeregrineStudios](#) on Sun, 28 Oct 2012 03:32:04 GMT
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Thanks for the reply. I'll get to work on that right away.

Can you tell me what program you used to inspect the model and find the error? Was there an automatic check or did you have to look manually? I'd like to be able to figure out for myself rather

than running to the forums for help every time.

Thanks again!

Subject: Re: Shapeways Won't Process Model
Posted by [Fredd](#) on Sun, 28 Oct 2012 04:26:50 GMT
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It sure is not manifold. So it was made in 3 sections,

1. Ring for the chain
2. extruded circle, with indentation at it bottom
3. Embossed dragon design

Part 1 was boolean joined to part 2. Section 3 was not boolean joined to section 2. So the results were not 1 unified surface. Try just selecting parts 1,2,3 export as a stl, do not join meshes, upload to SW.

I worry that the indentation at the bottom, if the mesh is unified, might cause problems.

By the way, netfabb basic is a great help. but when you import a model there joined meshes causes problems.

Its just the logo area was joined with part 2, making both 1 mesh, along with part 1 being part of part 2.

That is what you call a oopsy. A simple mistake causing massive headaches

Subject: Re: Shapeways Won't Process Model
Posted by [PeregrineStudios](#) on Sun, 28 Oct 2012 04:30:50 GMT
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Well this has been a headache mainly because this model has already been successfully printed - I've got it right here. The only difference is the orientation of the ring. I guess that when Shapeways processed the updated model it processed it slightly differently than the first time. I actually just finished redoing the Boolean joining of all three parts, so it should be fine now (hopefully!). Luckily I still had the individual separate 3D files.

Subject: Re: Shapeways Won't Process Model
Posted by [Fredd](#) on Sun, 28 Oct 2012 05:18:47 GMT
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I am thinking you might can let SW do the boolean ops for you. Works in Blenders, Just select

each mesh, then upload as a stl
