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Subject: Sorry, we were unable to process your uploaded model  
Posted by [TheWildGames](#) on Mon, 05 Nov 2012 14:48:05 GMT  
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Hi,

I'm trying to upload a new model for 3d printing but I've got the following message by mail : "Sorry, we were unable to process your uploaded model" without further explanations.

I've tried to cut my models into few pieces and it worked for each part, but when I put the part together it doesn't work anymore.

My current test has 5848 polys and doesn't work.

Does anyone have an idea ?

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Subject: Re: Sorry, we were unable to process your uploaded model  
Posted by [Youknowwho4eva](#) on Mon, 05 Nov 2012 15:28:19 GMT  
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Can you share the model for us to examine?

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Subject: Re: Sorry, we were unable to process your uploaded model  
Posted by [TheWildGames](#) on Mon, 05 Nov 2012 16:14:38 GMT  
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I've just send you the file.

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Subject: Re: Sorry, we were unable to process your uploaded model  
Posted by [TheWildGames](#) on Mon, 05 Nov 2012 17:28:47 GMT  
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Now I've got a mail with the problem (the size)

However, for me it looks like that importing an OBJ in millimeters doesn't give the correct dimensions.

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Subject: Re: Sorry, we were unable to process your uploaded model  
Posted by [Youknowwho4eva](#) on Mon, 05 Nov 2012 18:33:58 GMT  
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Did you email it to me? I'm not seeing it. What software are you exporting from? Are you sure it's exporting in the units you think it is?

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Subject: Re: Sorry, we were unable to process your uploaded model  
Posted by [TheWildGames](#) on Mon, 05 Nov 2012 18:45:38 GMT  
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I've used michael@shapeways.com

I'm using \*.obj with 3ds max.

I've corrected the issue.

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Subject: Re: Sorry, we were unable to process your uploaded model  
Posted by [Youknowwho4eva](#) on Mon, 05 Nov 2012 18:49:47 GMT  
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Awesome, glad you got it figured out. I did find your email, but you got it handled already.

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