Subject: getting "Sorry, we were unable to process your uploaded model" when worked ok
Posted by tebee on Tue, 20 Nov 2012 18:52:07 GMT
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If I try to update an existing model i seem to get the "Sorry, we were unable to process your uploaded model" every time

But the update worked fine and the model is now using the new version I just uploaded.

Tom

Subject: Re: getting "Sorry, we were unable to process your uploaded model" when worked ok
Posted by lensman on Fri, 23 Nov 2012 02:48:35 GMT
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I have today tried uploading some very, very simple new models and keep getting the same message... And, of course, they don't upload.

Glenn

Subject: Re: getting "Sorry, we were unable to process your uploaded model" when worked ok
Posted by Kimotion on Fri, 23 Nov 2012 04:50:38 GMT
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Same here, I've been getting this all night.

Subject: Re: getting "Sorry, we were unable to process your uploaded model" when worked ok
Posted by lensman on Fri, 23 Nov 2012 11:21:14 GMT
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Yeah, something's amiss... I woke up to find 7 such emails in my Inbox when I had already deleted the ones I received immediately after uploading.

Subject: Re: getting "Sorry, we were unable to process your uploaded model" when worked ok
Posted by lensman on Fri, 23 Nov 2012 16:47:14 GMT
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I was advised by Support that there was a hard drive crash, but all should be in order now.

Glenn

Subject: Re: getting "Sorry, we were unable to process your uploaded model" when worked ok
Posted by bluelinegecko on Fri, 23 Nov 2012 18:05:22 GMT
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I just got the same false rejection on a model I just uploaded. The issue might not be 100% corrected yet.

On a separate note: Is there some reason shapeways' automated system no longer includes a reason for the rejection and just says there was a problem? I remember they used to include the error messages (invalid input, empty output, incorrect size, etc.) that, while sometimes cryptic, used to help you figure out why the upload was rejected by the system. It seems like for the last few months all the emails say is there was a problem but give no feedback.

Subject: Re: getting "Sorry, we were unable to process your uploaded model" when worked ok
Posted by lensman on Fri, 23 Nov 2012 18:09:41 GMT
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That's exactly what I was thinking yesterday but couldn't remember what my most recent messages were like before that.

I will email Support again...

Glenn

Subject: Re: getting "Sorry, we were unable to process your uploaded model" when

worked ok
Posted by lensman on Fri, 23 Nov 2012 18:14:06 GMT
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I just logged completely out and back in again.... went to my models and there were all the ones that got "rejected" last night!

Glenn

Subject: Re: getting "Sorry, we were unable to process your uploaded model" when worked ok
Posted by Youknowwho4eva on Mon, 26 Nov 2012 15:52:28 GMT
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Can you guys provide us with OS and Browser info? Are you still seeing this behavior today?