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Subject: Is there a problem with the Co-Creator Upload?  
Posted by [Ray716](#) on Sat, 22 Dec 2012 00:05:16 GMT  
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Umm.. so some one just purchased a copy of my Dragon Scale ring, and when I tried to upload the correct file for the size, It's failed 5 times now... I've e-mailed customer service and I'm awaiting a reply.. but.. Is there a problem with the Co-Creator upload?

Ray

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Subject: Re: Is there a problem with the Co-Creator Upload?  
Posted by [aeron203](#) on Sat, 22 Dec 2012 02:27:47 GMT  
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I have had occasional trouble where a model would not be accepted, even though it is manifold, of the right dimensions and volume. I ended up working with CS to do a manual work-around. If you can, email them the file so they can examine why it failed.

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Subject: Re: Is there a problem with the Co-Creator Upload?  
Posted by [Ray716](#) on Sat, 22 Dec 2012 02:31:08 GMT  
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Thanks for the heads up, I've already done that so I'm glad I've already taken those steps.

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Subject: Re: Is there a problem with the Co-Creator Upload?  
Posted by [Ray716](#) on Sun, 23 Dec 2012 00:41:55 GMT  
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Still waiting to hear from Customer Service...

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Subject: Re: Is there a problem with the Co-Creator Upload?  
Posted by [stannum](#) on Sun, 23 Dec 2012 01:06:45 GMT  
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Customer Service doesn't work Saturdays or Sundays. If you emailed Friday, you have to wait until Monday or later (and remember Tuesday is Xmas). They are 8x5 or a bit more, maybe even 16x5 if the opening hours of the two countries don't overlap, and they can take some days to reply. Few things are really 24x7 and 60 minute response time.

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Subject: Re: Is there a problem with the Co-Creator Upload?  
Posted by [stonysmith](#) on Sun, 23 Dec 2012 03:38:01 GMT  
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Also.. the Customer Service team is located in the Netherlands. Their work day ends around noon for the Eastern US.

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Subject: Re: Is there a problem with the Co-Creator Upload?  
Posted by [stannum](#) on Sun, 23 Dec 2012 05:01:57 GMT  
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No CS in the NY branch?

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Subject: Re: Is there a problem with the Co-Creator Upload?  
Posted by [Ray716](#) on Sun, 23 Dec 2012 05:39:56 GMT  
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Well, I've already sent a message to my customer saying that there are technical difficulties... Hopefully this can be resolved quickly. I've already tried to upload the correct file 9 times and failed each time. This is the main reason I don't like the current co-creator system.. For some projects it's too much effort...

Thanks for the Information.

Ray

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Subject: Re: Is there a problem with the Co-Creator Upload?  
Posted by [bluelinegecko](#) on Sun, 23 Dec 2012 21:35:39 GMT  
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I noticed your Dragon Scale ring has a lot of detail. Is it a large file? The past few months I've

been having issues trying to get anything over about 36mb to upload, even though 64mb is supposed to be the file size limit. The larger sized files cause the automatic software checks to "time out" before they are completed. I've tried some work arounds to reduce the file size (running STL's through netfabb cloud, uploading ad x3d, etc.) which has helped but it is still frustrating with detailed models.

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Subject: Re: Is there a problem with the Co-Creator Upload?  
Posted by [Ray716](#) on Sun, 23 Dec 2012 22:19:06 GMT  
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Good question bluelinegecko,

my file is 891 kb or 0.870117mb... So I doubt that is it... what I think the issue is that i'm trying to upload the largest file for the series, which is also the same file that is my main or placeholder file.

Ray

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Subject: Re: Is there a problem with the Co-Creator Upload?  
Posted by [Youknowwho4eva](#) on Wed, 26 Dec 2012 13:49:42 GMT  
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Are you able to upload the file as a regular file? I'll contact service to see if they have resolved this yet.

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Subject: Re: Is there a problem with the Co-Creator Upload?  
Posted by [Ray716](#) on Wed, 26 Dec 2012 22:19:57 GMT  
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they uploaded it as a regular file, but the money was already taken out for the co-creator, and my customer doesn't want to be double charged.

btw, I LOVE the fact that i now know who has purchased my designs! At least for the Co-Creator.

Ray

Subject: Re: Is there a problem with the Co-Creator Upload?

Posted by [Magic](#) on Thu, 27 Dec 2012 10:25:50 GMT

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Note that the upload of the customized model does not work on IE (IE8 at least). Same thing for the upload of pictures on the model page (does not work on IE, works fine on Chrome). I guess this is a known bug...

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