Subject: Can Not add Profile Image using Safari on Mac
Posted by NickHawkins on Wed, 23 Jan 2013 13:08:15 GMT
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I'm trying to load an image into my profile and clicking the edit button does nothing.
I have successfully loaded both a shop avatar and a shop banner using a button which appears the same.
Mac OS 10.6.8, Safari 5.1.7

Help please.

Subject: Re: Can Not add Profile Image using Safari on Mac
Posted by erinautomatic on Thu, 24 Jan 2013 20:16:12 GMT
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Hi Nick,

Sorry to hear you're having problems! I'm looking into it now.

Can you tell me, when you click the "edit" button to upload an avatar image, do you get the file browser prompt, and then after selecting a file nothing happens (e.g. you never see the selected file appear as your avatar), or does clicking the "edit" button not invoke the system file browser at all?

Thanks!

Subject: Re: Can Not add Profile Image using Safari on Mac
Posted by NickHawkins on Thu, 24 Jan 2013 20:59:09 GMT
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When I move the mouse pointer to the edit button it is highlighted but when I click nothing happens.

Subject: Re: Can Not add Profile Image using Safari on Mac
Posted by erinautomatic on Sun, 27 Jan 2013 02:05:38 GMT
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Thanks for the clarification, Nick. I will look into the problem ASAP!

Subject: Re: Can Not add Profile Image using Safari on Mac
Posted by NickHawkins on Fri, 01 Feb 2013 12:32:39 GMT
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Just tried this again as there seems to have been a software update, still doesn't work.

Subject: Re: Can Not add Profile Image using Safari on Mac
Posted by erinautomatic on Sun, 03 Feb 2013 02:32:04 GMT
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Hi Nick,

This didn't make it into this past weeks release but hopefully it will be fixed this week. It seems to be an issue only with older versions of Safari. You could try updating your avatar in Chrome or Firefox until we're able to get this fixed. Sorry again for the inconvenience!

I will respond here with any developments.

Subject: Re: Can Not add Profile Image using Safari on Mac
Posted by bartv on Thu, 14 Feb 2013 15:16:21 GMT
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@NickHawkins I can also update the profile image for you in the mean time. Just mail your username and the image to bart@shapeways.com and I'll handle it.

Cheers,

Bart

Subject: Re: Can Not add Profile Image using Safari on Mac
Posted by NickHawkins on Thu, 14 Feb 2013 15:59:07 GMT
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Thanks for reminding me Bart, I'd downloaded Firefox and then forgotten to try and upload an image.

All sorted now.

Nick H.