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Subject: If you want, we can convert your files for you  
Posted by [bartv](#) on Fri, 25 Apr 2008 12:22:06 GMT  
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Hi,

if you can't get your model properly exported in X3D or Collada, we'll try and do it for you. Just mail your original file to [service@shapeways.com](mailto:service@shapeways.com) and we'll do our best!

Cheers,

Bart

(filed under 'famous last words' )

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Subject: Re: If you want, we can convert your files for you  
Posted by [clearmenser](#) on Tue, 29 Jul 2008 17:37:46 GMT  
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that's spectacular. thank you!

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Subject: Re: If you want, we can convert your files for you  
Posted by [ArtIsLight](#) on Sat, 02 Aug 2008 21:15:00 GMT  
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Yahoo! Thanks so much. Shapeways checking bot was not accepting my file (.x3d)

Now to get that mesh done and ready...

Thanks so much!

Benjamin Bailey  
<http://minosafilms.wordpress.com/>

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Subject: Re: If you want, we can convert your files for you  
Posted by [felixRobotnik](#) on Sun, 03 Aug 2008 23:38:20 GMT

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I've been having problems exporting collada from XSI 6.5...

The files seem to be intact on my end, but I continue to receive the following email shortly after upload.

"The fileformat of your object cannot be processed by our software. Please investigate the problem and try again. "

I'll send the file your way and see if you have better luck with conversion. I experienced similar problems with stl exports from 3d studio and have experienced a series of lockups during collada export.

Any suggestions?

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Subject: Re: If you want, we can convert your files for you

Posted by [bartv](#) on Mon, 04 Aug 2008 07:15:50 GMT

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In the current release, there's an issue with some of the error messages - especially when they're size related. Try reducing the size of your object by a factor of 100 and export again. Did that solve it?

Cheers,

Bart

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Subject: Re: If you want, we can convert your files for you

Posted by [Mick Lang](#) on Fri, 26 Sep 2008 06:41:08 GMT

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This is great news. Using blender with OSX, I keep trying to get my mesh the correct size and the upload eventually says that it's "less than a centimeter".

I'd like to use Shapeways to build items of an exact size-- can you scale it on your end to the dimensions that I ask for?

Thanks for your great product and service!

Mick

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Subject: Re: If you want, we can convert your files for you  
Posted by [robert](#) on Tue, 30 Sep 2008 09:48:29 GMT  
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Hi Mick,

Sure we can.

As a rule of thumb we interpret 1 blender unit as 1 mtr. Did you size it like that? Which export format did you use since Blender supports all our upload formats?

Cheers!

Robert

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Subject: Re: If you want, we can convert your files for you  
Posted by [bartv](#) on Tue, 30 Sep 2008 17:48:42 GMT  
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Hi Mick,

you'll find more information on file formats and units here:

[http://www.shapeways.com/tutorials/errors#what\\_kind\\_of\\_file](http://www.shapeways.com/tutorials/errors#what_kind_of_file)

My guess is that you exported from Blender to STL and used millimeters as a unit; in that case 1 Blender unit would translate to 1 millimeter. You can either scale up your model before exporting, or select another unit - whichever fits your way of working best.

Cheers,

Bart

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Subject: Re: If you want, we can convert your files for you

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Posted by [Laserschwert](#) on Thu, 04 Mar 2010 10:46:44 GMT  
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Just to be clear:

If I send you an OBJ-file (that has UVW-coordinates) and the appropriate texture-map, you can convert it to a VRML-file that's suitable for color-printing?

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Subject: Re: If you want, we can convert your files for you  
Posted by [bartv](#) on Thu, 04 Mar 2010 11:07:57 GMT  
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I can only check or convert files for you, I'm afraid I don't have time to apply a UV texture map for you. So yes, if the OBJ file is already fully UV-Mapped I can give it a try, but no guarantees

Alternatively, you can try doing the conversion yourself with MeshLab.

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Subject: Re: If you want, we can convert your files for you  
Posted by [Laserschwert](#) on Thu, 04 Mar 2010 12:09:10 GMT  
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Since I am having trouble getting textures to work in Meshlab, I have mailed you guys the file. The UVW-mapping should be intact when you import it into your software, since it IS still intact, when re-importing the file into 3dsmax.

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Subject: Re: If you want, we can convert your files for you  
Posted by [joedrache](#) on Thu, 23 Sep 2010 00:44:31 GMT  
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what about 3ds files? i recently submitted an stl from 3ds n shapeways could not even open the file.

should i try exporting as a different file type? help?

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Subject: Re: If you want, we can convert your files for you  
Posted by [bartv](#) on Thu, 23 Sep 2010 07:35:19 GMT  
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Can you open the file in MeshLab? (<http://meshlab.sourceforge.net/>). If you can't, then there's something seriously wrong with your exporter.

You can also mail the STL file directly to me at [bart@shapeways.com](mailto:bart@shapeways.com).

Cheers,

Bart

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Subject: Re: If you want, we can convert your files for you  
Posted by [nigel](#) on Fri, 16 Dec 2011 01:10:31 GMT  
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I have been working on a fairly complex model using SketchUp and I export it as a .dea file to Meshlab and it looks great, solid surfaces and showing clean boundaries. However, when I export to Shapeways with the meshfix, there is always some error. I am about to pull out my hair on this with frustration. The URL for the model is:  
[http://www.shapeways.com/model/410438/1973mmhalfbody91\\_\\_v2\\_.html?gid=ug](http://www.shapeways.com/model/410438/1973mmhalfbody91__v2_.html?gid=ug) This is a sample which I'm using to get the bugs cleaned before building a complete model. Any advice would be appreciated. Thanks

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Subject: Re: If you want, we can convert your files for you  
Posted by [bartv](#) on Thu, 22 Dec 2011 11:34:49 GMT  
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Hi Natkins,

that's really hard to tell without having access to the model and knowing which errors you see. Also, the URL you included doesn't work.

Bart

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Subject: Re: If you want, we can convert your files for you  
Posted by [SGDesigns](#) on Mon, 19 Nov 2012 00:16:39 GMT  
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Do you convert .MAX files to .OBJ? Either the software or my computer is acting up. Id hate to reload it again...

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Subject: Re: If you want, we can convert your files for you  
Posted by [bartv](#) on Mon, 19 Nov 2012 09:22:39 GMT  
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I'm afraid not..

Bart

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Subject: Re: If you want, we can convert your files for you  
Posted by [ChrisDraven](#) on Wed, 19 Dec 2012 10:02:21 GMT  
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Can you convert lightwave?

Cheers

Chris

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Subject: Re: If you want, we can convert your files for you  
Posted by [bartv](#) on Wed, 19 Dec 2012 10:06:15 GMT  
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Hi ChrisDraven,

I'm afraid not, but Lightwave should be able to export to STL or OBJ I believe?

Cheers,

Bart

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Subject: Re: If you want, we can convert your files for you  
Posted by [ChrisDraven](#) on Wed, 19 Dec 2012 10:15:55 GMT  
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it does but when I try to upload the file it fails on your end despite it being completed.

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Subject: Re: If you want, we can convert your files for you  
Posted by [bartv](#) on Wed, 19 Dec 2012 10:16:40 GMT  
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Any specific errors? If you want, you can mail your file to [bart@shapeways.com](mailto:bart@shapeways.com) and I'll have a look.

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Subject: Re: If you want, we can convert your files for you  
Posted by [ChrisDraven](#) on Wed, 19 Dec 2012 10:27:14 GMT  
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What format would you prefer I send you this in?

CHeers

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Subject: Re: If you want, we can convert your files for you  
Posted by [bartv](#) on Wed, 19 Dec 2012 10:27:48 GMT  
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STL would be great.

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Subject: Re: If you want, we can convert your files for you  
Posted by [ChrisDraven](#) on Wed, 19 Dec 2012 10:33:43 GMT  
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Thanks I have sent it to you.

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Subject: Re: If you want, we can convert your files for you  
Posted by [bartv](#) on Wed, 19 Dec 2012 10:40:58 GMT  
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I just sent you a 'fixed' file - it was too large for our printers (and the message in the email wasn't clear, I'll talk to our product people about that).

Bart

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Subject: Re: If you want, we can convert your files for you  
Posted by [ChrisDraven](#) on Wed, 19 Dec 2012 10:47:05 GMT  
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Thank you for that what size is best?

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Subject: Re: If you want, we can convert your files for you  
Posted by [bartv](#) on Wed, 19 Dec 2012 10:48:50 GMT  
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Best for what? That's a hard question to answer - it depends on two things: the material determines the minimum and maximum printable size, and of course the bigger your print, the more expensive it becomes.

You can find all pricing and size information in our materials section:

<http://www.shapeways.com/materials>

Cheers,

Bart

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Subject: Re: If you want, we can convert your files for you  
Posted by [Tappanbai](#) on Sun, 10 Feb 2013 06:21:54 GMT  
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I've created a model in AutoCAD that I want to print in color. The colors are correct in the AutoCAD DWG file. I can export in DXF, ACIS (.sat), or STL. How do I generate the [X3D ...?] file needed for color printing?

I can bring the STL into Blender, but lose the color info. I've tried to read about how to color it in Blender - but everything is in terms of radiosity and stuff I have no real background or investment in. Nowhere can I find where I can simply assign a color to a surface.

It would be so much easier if I could preserve the color info from AutoCAD. Is there some way to do that? If you want me to email the file to you (without final detailing), which file type do you want?

I've been told I can download Zprint conversion software free from <http://zprint-software.software.informer.com/>, but it looks to me like the free stuff on that website



are other programs. About Zprint it says:

Quote:The download link is unavailable now. Try visiting the developer's home page.

Anyway, I don't trust Software Informer. Is there somewhere else I can download Zprint?

THANKS!

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## File Attachments

1) [1st\\_Prelim\\_Chevron.jpg](#), downloaded 93 times

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Subject: Re: If you want, we can convert your files for you  
Posted by [ChrisDraven](#) on Sun, 10 Feb 2013 12:07:47 GMT  
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I will give it a shot for you I will even have a look at the model and see if I can fix it for you as well will get back to you in an hour or so as out at the moment .

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Subject: Re: If you want, we can convert your files for you  
Posted by [Tappanbai](#) on Sun, 10 Feb 2013 23:27:13 GMT  
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Thanks. I just attached DWG and STL files to [service@shapeways.com](mailto:service@shapeways.com).

I can save it to Rhino if that's helpful.

The problem is it's four objects with four different colors. If I use Union to unite them I lose the color distinction.

Can my VMRL out of Rhino be four objects, or does it have to be a single object?

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Subject: Re: If you want, we can convert your files for you  
Posted by [Tappanbai](#) on Mon, 11 Feb 2013 18:27:32 GMT  
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JoeDrache:

Are you still having trouble with your STL files? Shall I try loading one into AutoCAD?

Would you be willing to convert my DXF or ACIS to VRML, 3DX or Collada in return?

Is 3ds a version of Collada?

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Subject: Re: If you want, we can convert your files for you  
Posted by [paulelderdesign](#) on Thu, 11 Apr 2013 14:03:50 GMT  
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I want to map a texture onto a phone cover. I have the file set up and in my viewport the textures are where I want them. I didn't unwrap as it's a simple planar uvw mapping. When I render to texture everything looks fine until I put it in a zip file with the WRL file and it fails on SW upload. This is the 8th time I've tried to upload a model for Full colour Sandstone.

If I send you the Max 2010 file and textures can you export it to VRML for me?

Paul

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Subject: Re: If you want, we can convert your files for you  
Posted by [bartv](#) on Thu, 11 Apr 2013 14:06:18 GMT  
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Hey Paul,

I don't have a copy of Max, but if you could mail me the .zip file I may be able to see what's going on. My address is [bart@shapeways.com](mailto:bart@shapeways.com).

Cheers,

Bart

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Subject: Re: If you want, we can convert your files for you  
Posted by [paulelderdesign](#) on Thu, 11 Apr 2013 14:14:20 GMT  
[View Forum Message](#) <> [Reply to Message](#)

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Thank you I'll do that now. It's driving me crazy

Paul

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Subject: Re: If you want, we can convert your files for you  
Posted by [paulelderdesign](#) on Thu, 11 Apr 2013 14:21:51 GMT  
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To any Max users out there this is what I did.

mapped the image directly to the object using planar uww mapping then collapsed to editable poly, then applied a seperate material for the police box sign and collapsed all again. Opened the render to texture dialogue box and set to automatic unwrap, chose diffuse as my target slot and hit render. After mapping I got this result from the bake. It's what I wanted

It all went wrong on export?????!!!!

Paul

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### File Attachments

1) [idoc\\_preview.jpg](#), downloaded 99 times

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Subject: Re: If you want, we can convert your files for you  
Posted by [XXXE](#) on Tue, 02 Sep 2014 21:11:22 GMT  
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Hey dude, can you convert jcd Jewel cad file to STL?

Regards B L

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