
Subject: Unable to upload model
Posted by [stop4stuff](#) on Sat, 02 Feb 2013 07:34:56 GMT
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The 'Select 3D file' doesn't work in <http://www.shapeways.com/create> using IE8.0 on WinXP
(doesn't work = click on it and nothing happens)

Paul

Subject: Re: Unable to upload model
Posted by [keymichael1855](#) on Sun, 03 Feb 2013 02:49:40 GMT
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Hey Paul,

I'm so glad you posted this- I thought I was the only one! I have the exact same XP and IE 8 setup as you, and am having the same result. I click on the Upload button and absolutely nothing happens. It started happening to me yesterday, and I have never had any problem uploading models on here before.

Let me know if you figure anything out!!!

Michael

Subject: Re: Unable to upload model
Posted by [coaster](#) on Sun, 03 Feb 2013 07:25:36 GMT
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never had problem before but now over last 24hrs.....hope its sorted soon!!

Subject: Re: Unable to upload model
Posted by [stop4stuff](#) on Sun, 03 Feb 2013 12:16:09 GMT
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The upload works ok with Google Chrome.

Paul

Subject: Re: Unable to upload model
Posted by [coaster](#) on Sun, 03 Feb 2013 20:11:20 GMT
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Still not working for me (win7 hp).
Has something been changed on shapeways end?Nothing been altered on my end.
Worked fine a week ago.

Stu

Subject: Re: Unable to upload model
Posted by [Youknowwho4eva](#) on Mon, 04 Feb 2013 14:04:58 GMT
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I've reported, and I'll keep you updated.

Update: Click twice as a workaround for now. It's on the list to be fixed.

Subject: Re: Unable to upload model
Posted by [stop4stuff](#) on Mon, 04 Feb 2013 19:35:42 GMT
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Cool, thanks Mike.

Subject: Re: Unable to upload model
Posted by [coaster](#) on Mon, 04 Feb 2013 20:34:06 GMT
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Thanks mate.That worked a treat.Ive been clicking the hell out of that button for
2days.....seems i didnt get angry enough with it!!

Stu

Subject: Re: Unable to upload model
Posted by [Youknowwho4eva](#) on Mon, 04 Feb 2013 20:52:14 GMT
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I can imagine the frustration. Should be back to the normal 1 click as soon as Wednesday.

Subject: Re: Unable to upload model
Posted by [keymichael1855](#) on Mon, 04 Feb 2013 20:56:36 GMT
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Double clicking works for me! I can't believe I didn't try that. Also, I tried the regular way with Google Chrome and that worked too.

Thanks everyone!

Michael

Subject: Re: Unable to upload model
Posted by [stop4stuff](#) on Tue, 05 Feb 2013 23:51:30 GMT
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Looks like this is fixed now.

Thanks

Subject: Re: Unable to upload model
Posted by [Tahereh](#) on Wed, 06 Feb 2013 10:27:52 GMT
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Im still unable to upload .ZIP file. It says "Oops! We can't process this file, please try again."

Subject: Re: Unable to upload model
Posted by [mkroeker](#) on Wed, 06 Feb 2013 17:55:30 GMT
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Probably a different problem, as it seems you could upload "something". Is yours a regular zip file,

and does
it contain one of the supported file types ?

Subject: Re: Unable to upload model
Posted by [Tahereh](#) on Thu, 07 Feb 2013 06:33:00 GMT
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The .ZIP file contains a folder which contains .OBJ and .3DM files. I don't know if it is regular or not , I compressed folder using right click>Send To> Compressed Folder.

Subject: Re: Unable to upload model
Posted by [mkroeker](#) on Thu, 07 Feb 2013 07:56:54 GMT
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I do not think .3dm files are supported. Also, your answer suggests that you may be trying to upload files from several objects in a single zip file, which will not work. Use zip for single files that are too big to upload them uncompressed, or for the combination of a model file and its associated texture image if you intend to print in "full color sandstone".

Subject: Re: Unable to upload model
Posted by [Tahereh](#) on Fri, 08 Feb 2013 11:20:28 GMT
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Oops ! you are right. I've fixed the ZIP file. It works now. Thank you Mr. Kroeker.
