
Subject: New Model Processing Notes
Posted by [bartv](#) on Thu, 20 Jun 2013 13:11:20 GMT
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Hey all,

Last week we started including more detailed messages in our upload error emails. This should make it easier for you to identify printing issues in your models and fix them.

With today's release, we're making it easier to find this information on our website. Here's how it works.

After uploading a model, you will find its processing notes in the File Status section of the page. Follow the 'Processing Notes' link to see the detailed information in a popup:

The processing notes can include:

- Warnings: things that we could automatically fix, but think you should be aware of (like fixing some geometry, or rescaling your model from millimeters to inches).
- Errors: things that prevent us from processing your model and making it printable. An example of this would be an invalid file, or a missing texture map. Models with errors will not be available for printing.

Please note that if a new model upload (through the Create page) fails completely, it will have no associated Model Edit page. In this case you'll just get the email with the relevant information.

As shown above, some messages may still be a bit technical. We'll keep working on them, and your feedback is welcome!

Cheers,

Bart

File Attachments

1) [model-processing.png](#), downloaded 223 times

Subject: Re: New Model Processing Notes
Posted by [stonysmith](#) on Thu, 20 Jun 2013 21:12:45 GMT

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bartv wrote on Thu, 20 June 2013 13:11 Please note that if a new model upload (through the Create page) fails completely, it will have no associated Model Edit page. In this case you'll just get the email with the relevant information.

Bart

One option you could use is to upload a placeholder model such as a cube, then UPDATE the model with your problem file.. that way you will be able to access the messages from the model edit page.

Subject: Re: New Model Processing Notes
Posted by [bartv](#) on Fri, 21 Jun 2013 07:24:05 GMT
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Thanks for the suggestion Stony!

Bart

Subject: Re: New Model Processing Notes
Posted by [AmLachDesigns](#) on Fri, 21 Jun 2013 09:55:40 GMT
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stonysmith wrote on Thu, 20 June 2013 21:12

One option you could use is to upload a placeholder model such as a cube, then UPDATE the model with your problem file.. that way you will be able to access the messages from the model edit page.

Or, perhaps more elegant, SW could alter their software so that when an upload is requested, before any other process, it creates the placeholder.
