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Subject: Shop Image Issues

Posted by [Youknowwho4eva](#) on Wed, 15 Jan 2014 15:33:13 GMT

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Later today, we'll be releasing our weekly release of fixes. Included will be fixing Shop Image issues. So, for now, wait patiently. And if any issues continue or arise after the release, feel free to post them here. I'm locking the other threads so we can see exactly which issues weren't yet fixed.

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Subject: Re: Shop Image Issues

Posted by [Dotsan](#) on Wed, 15 Jan 2014 19:09:02 GMT

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Hi, apart from the default image problem, there is an issue with adding shop section.

Cheers

Vijay

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Subject: Re: Shop Image Issues

Posted by [WillLaPuerta](#) on Thu, 16 Jan 2014 01:57:47 GMT

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Images working now.

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Subject: Re: Shop Image Issues

Posted by [lensman](#) on Thu, 16 Jan 2014 02:35:49 GMT

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Nope, images not working. If I add a new image it is still loading as the default and cannot be changed.

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Subject: Re: Shop Image Issues

Posted by [MitchellJetten](#) on Thu, 16 Jan 2014 07:41:57 GMT

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doesn't work here :(

WillLaPuerta , how did you get it to work?

@Vijay, adding multiple shop sections has been fixed on the 9th already.  
What issues are you having?

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Subject: Re: Shop Image Issues  
Posted by [Jettuh](#) on Thu, 16 Jan 2014 13:31:44 GMT  
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it appears to be working for me now!

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Subject: Re: Shop Image Issues  
Posted by [MitchellJetten](#) on Thu, 16 Jan 2014 13:40:59 GMT  
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Little bit of extra information.

When uploading a new picture and selecting "Photo" instead of "Render" will make it work at my accounts.

Our dev will fix this ASAP.

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Subject: Re: Shop Image Issues  
Posted by [WillLaPuerta](#) on Thu, 16 Jan 2014 14:49:27 GMT  
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Well, it was working. Now that I've set the materials it's refusing to show the image I chose as the default anywhere. Not on the model page and not on the store page. Is there a problem with selecting "Multiple Materials Shown"?

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Subject: Re: Shop Image Issues  
Posted by [WillLaPuerta](#) on Thu, 16 Jan 2014 15:05:08 GMT  
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OK, so I don't think it's the Multiple Materials thing, since I set tried setting the default to a different image with a specific material and it's still not working. The weirdest thing is that it's using a different image for the Models page (and store page) and for the individual model page itself and both of them are wrong. Also it's only going wrong with one model: <http://shpws.me/qnxs> All the others that were acting up before and started working after the fix are still working after I changed the material setting.

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Subject: Re: Shop Image Issues  
Posted by [MitchellJetten](#) on Thu, 16 Jan 2014 15:59:53 GMT  
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We're gonna fix this today with an ER.

Repro:

1. Go to Edit Details page of model.
2. Upload picture and make it "Render" + make it default.
3. Go back to MyModels
4. Default picture is SW render
5. Go to Edit Details page of model
6. Change "Render" to "Photo"
7. Go back to MyModels
8. Yay, default picture is correct

Cheers  
Mitchell

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Subject: Re: Shop Image Issues  
Posted by [natalia](#) on Thu, 16 Jan 2014 17:20:41 GMT  
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This has now been fixed! Thanks for waiting guys, we appreciate it!

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Subject: Re: Shop Image Issues  
Posted by [FabMeJewelry](#) on Thu, 16 Jan 2014 18:46:39 GMT  
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For some reason the default photo fix is not working for us.

It really seems random :

- some models don't show the default photo on the shop page
- some models don't show the default photo on the shop and model page

We'll just let it rest for a few days before trying to change the default photos again. Deleting pictures, uploading them again and redoing the captions isn't all that bad if you have to do it once but doing that multiple times really isn't fun.

We do have to mention that the default picture works for our 2 new product which makes us really happy !

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Subject: Re: Shop Image Issues  
Posted by [lensman](#) on Thu, 16 Jan 2014 21:11:14 GMT  
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What I had to do today - and this may have been corrected - is when I uploaded a new photo that I did NOT want to be the default I simply had to check off "Photo" not "Render" and did NOT choose a Material. When I did choose a material that seemed to make it go automatically as default.... Like I said, that may have been corrected now.

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Subject: Re: Shop Image Issues  
Posted by [WillLaPuerta](#) on Fri, 17 Jan 2014 00:14:19 GMT  
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OK, so I decided to give it some time and see if the fix just needed things to update, but it's still not working here.

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Subject: Re: Shop Image Issues  
Posted by [wedge](#) on Fri, 17 Jan 2014 14:31:50 GMT  
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Still have problems with it.

It seems not to work, if you set an Image to default where no Material is selected, while other images has a selected material.

It also not seem complete not work if yo set on material to "Multiple materials".

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Subject: Re: Shop Image Issues  
Posted by [FabMeJewelry](#) on Mon, 20 Jan 2014 21:01:21 GMT  
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When will the shop image issue be resolved ?  
It's still not working for us :)

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Subject: Re: Shop Image Issues  
Posted by [MitchellJetten](#) on Tue, 21 Jan 2014 08:02:52 GMT  
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We fixed it last week FabMeJewelry.

Your issue is a bit different, i'll look into this.

So the default picture on your shop page appears to be selected by the first picture with that default material.

Example:

\*Check this model

\*all pictures have "Stainless Steel"

\*your default material is "Stainless Steel" so he selects the first picture with that material (so if second picture was WSF, and you selected default material WSF,, it would have shown that picture).

\* check the edit detail page, and select a different material for the pictures, you will see it works and the correct pic is shown.

I'll have our dev team investigate this :)

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Subject: Re: Shop Image Issues  
Posted by [FabMeJewelry](#) on Tue, 21 Jan 2014 08:32:27 GMT  
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Thanks Mitchell,

I will try this first thing tonight !

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Subject: Re: Shop Image Issues  
Posted by [MitchellJetten](#) on Tue, 21 Jan 2014 08:45:11 GMT  
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So instead of having your customers wait till tonight, i "fixed" (read: work-around) the 5 models for you.

Instead of having them as "Photo -> Stainless Steel | Description: Stainless Steel"  
I changed the non default pictures to "Photo -> Select Material | Description: Stainless Steel"

Cheers,  
Mitchell

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Subject: Re: Shop Image Issues  
Posted by [FabMeJewelry](#) on Tue, 21 Jan 2014 10:08:11 GMT  
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That's awesome, everything looks great now :)  
Now i can dedicate this evening to design a wedding ring for my colleague, thanks a lot Mitchell !

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Subject: Re: Shop Image Issues  
Posted by [TinyMtn](#) on Mon, 03 Feb 2014 01:06:08 GMT  
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I still had to manually fix this for my shop.

One model of mine has 5 images: the shapeways render, my render, and three photos. They are all of the "sandstone" material. I wanted the first photo to be the one that is used for the shop page, but instead, the shop page was always showing my first render (the 2nd listed image). Changing the material on my first rendered image from "Sandstone" to "Select a Material" was the only way that I could get the 3rd image (my first photo) to be the one chosen for my shop page. So, apparently, this is still not fixed.

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Subject: Re: Shop Image Issues  
Posted by [woody64](#) on Sat, 08 Feb 2014 15:36:11 GMT  
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hmmmm the title is shop image, but seems to deal with problems with images for one product.

Nevertheless. I've tried to change my shop banner. And it seems to work. It's changed in the shop settings form. If I view the shop from this page it's also changed. But when I do a reload of the page or open the shop in an anonymous browser window the shop banner still remains the old one.

(and yes I have cleared my cache and the old picture is also visible on my mobile)

It seems that one update during the last week was successful but every change during the last days was not.

Woody54

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