
Subject: Create a shop
Posted by [Dubeau](#) on Sat, 27 Feb 2010 13:58:56 GMT
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Hi,

I have upload one of my designs and I still can't create a shop. Nothing happens when I hit the button. Is that normal ? Or is there a special requisite to be an owner ? I didn't tick the business user...

Subject: Re: Create a shop
Posted by [virtox](#) on Sat, 27 Feb 2010 14:08:55 GMT
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Sorry, I don't know, the only thing I can think of, is to highlight the obvious points I know :

Name, billing address and paypal account info should be filled in.

And not 100% sure, but I don't think business user is a requirement.

But that nothing happens when you press the button is probably not normal..
No feedback ? No page refresh ? Do you use any refresh blockers ?

I guess shapeways will respond around next monday.

Best to also post your OS and browser versions just in case.

Subject: Re: Create a shop
Posted by [Dubeau](#) on Sat, 27 Feb 2010 15:36:42 GMT
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MY shipping adress and paypal infos are in...I am using IE8 and Firefox 3, on Win7 64 bits. No, I got no message of any kinds...

I will try updating my java version maybe...

Update: My version wasn't updated anymore, but it didn't changed anything. Gonna wait then...

Subject: Re: Create a shop
Posted by [fx](#) on Sat, 27 Feb 2010 17:35:10 GMT
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Have you filled in your phone number ? I had this problem, and the phone number was required although it was not marked...
This bug was transmitted to Shapeways, I think it is fixed now.

Subject: Re: Create a shop
Posted by [Dubeau](#) on Sat, 27 Feb 2010 17:45:10 GMT
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Yes it is filled. Still not working...

Subject: Re: Create a shop
Posted by [pete](#) on Sun, 28 Feb 2010 16:43:46 GMT
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Hi,

phone nr is not required.
When you hit create shop under 3 it should change to form entries where you can specify the Shopname and URL and a tickbox.

Is Javascript enabled?

Pete

Subject: Re: Create a shop
Posted by [Dubeau](#) on Sun, 28 Feb 2010 18:33:31 GMT
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In firefox, yes, the java option is enable.

what I see when I hover the button:
`javascript:void(UDesign.Shop.hideCreateButton())`

I see that my shipping address has been recorded in a light grey box. Should it also happen in the billing address area, because it's not the case...Often the forms have a lot of trouble with the postal code...

Subject: Re: Create a shop
Posted by [Dubeau](#) on Tue, 02 Mar 2010 11:45:56 GMT
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Any news on the problem I am having ?

Subject: Re: Create a shop
Posted by [eriks](#) on Tue, 02 Mar 2010 17:06:06 GMT
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We are looking into it, but it seems to be a rather peculiar case.

Subject: Re: Create a shop
Posted by [Dubeau](#) on Tue, 02 Mar 2010 18:41:51 GMT
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Ok thanks. I am always a particular case

Let me know when you found or fix something.

Subject: Re: Create a shop
Posted by [hbar314](#) on Thu, 04 Mar 2010 04:54:25 GMT
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I'm having the exact same problem....nothing happens when I push the button.

Subject: Re: Create a shop
Posted by [Dubeau](#) on Thu, 04 Mar 2010 23:06:34 GMT
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I think your update did something, because I was able to create my shop today.

Just to let you know.

Subject: Re: Create a shop
Posted by [eriks](#) on Fri, 05 Mar 2010 09:28:54 GMT
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Yes, we had a update of the site yesterday.

I think the cause of the problem was because of an update we had earlier that introduced a new address standard. This actually changed a bit how we stored user data.

What I think happened is that the checks and validations we do when people open a shop was still trying to access the old data, which incidentally for older users is still there. But for newer users isn't. We slipped up in Q&A on catching that. But it got fixed in yesterdays update.

Well anyhow, I'm glad you've now been able to open up shop. I will look forward to seeing your models (especially because of the new thumbnail render system, it makes everything look prettier)

Subject: Re: Create a shop
Posted by [Dubeau](#) on Fri, 05 Mar 2010 11:48:19 GMT
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Yes. Kudos on your new render engine. Very nice work.

Subject: Re: Create a shop
Posted by [wylekat](#) on Mon, 05 Jul 2010 13:39:57 GMT
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I am having the same problem (July 5th)- I press the button, nothing happens.

Help?

Subject: Re: Create a shop

Posted by [robert](#) on Mon, 05 Jul 2010 15:52:36 GMT

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I just unlocked your shop. So you did managed to create your shop. Maybe you missed some of the communication?

There is a small manual review process with regard to opening a shop.

I will look into the shop creation process to see if all is well.

Cheers!

Robert

Subject: Re: Create a shop

Posted by [kartik](#) on Fri, 17 Sep 2010 17:39:44 GMT

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I am having the same problem (sep 17th)- I press the button, nothing happens. Sad

Help?

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1) [a.JPG](#), downloaded 66 times

Subject: Re: Create a shop

Posted by [akashstudios](#) on Fri, 17 Sep 2010 17:41:23 GMT

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I am having the same problem (July 5th)- I press the button, nothing happens. Sad

Help?

File Attachments

1) [b.JPG](#), downloaded 15 times
