Subject: The Shapeways Creator
Posted by joris on Tue, 12 Aug 2008 14:17:17 GMT
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So what do you guys think about our creator?

Subject: Re: The Shapeways Creator
Posted by andre.bois on Tue, 12 Aug 2008 20:55:51 GMT
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Launch is ok.
Then I guess I clicked too fast the 3) and 4) buttons, as i could not go back to either 1) or 2) : the buttons flashed but did not want to unfold. And no way to restart from scratch without closing and relauching the app : step 4 should have a "cancel/restart" button.

A second try was ok. Great to highlight the problematic parts within the text, very nice. Too bad there can be no lower case, no accents, not even any punctuation
I understand it can be hard to attach a dot or a comma, but it would be an interesting addition.

Another idea : if it is possible, add a visual indication in the textbox were the message has to be written, so that it is possible to see were is each "newline" on the lamp.

Another one : a night mode for the 3D GL lighting, as if a light was inside, and the ouside stays darker. No need to be photorealistic, but it can help to have a idea of how it will look when lighted. If the user can switch easily from "default lighting" to "night mode" it would be great !

Subject: Re: The Shapeways Creator
Posted by madebydan on Wed, 13 Aug 2008 10:42:52 GMT
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Seems like a fantastic idea but I tried to use it and it generated an error and wouldn't open.

Any idea why that could be happening?

cheers

Subject: Re: The Shapeways Creator
Posted by WetMorgoth on Wed, 13 Aug 2008 16:15:58 GMT
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Andre:

The ability to start/restart the editor is something that should be coming shortly. We had a couple of bugs with it, so disabled it before the launch. Probably within a couple of weeks we'll have that available (we're all a Siggraph right now)

As for the internal/night light, that functionality is already in the code. It was disabled based on some internal design decisions from our UI design people. The initial design guidelines were to make it like a wizard with a series of steps where one fed in to the other. There's actually quite a few of these UI design decisions that need to be looked at based on some initial feedback from like you guys are the codegeeks that we are

As for lower case support. We do have that built in. However, as we were doing testing we were finding that more than 90% of the models had structural problems because characters were not linked together either to the row above or below. Characters like i and j were even more difficult to deal with. It wasn't that we could not lay them out, it was that it was almost impossible to build a poem that was not structurally sound. Non-english characters were even more problematic, so we limited the fonts and character sets that were available for now.

madebydan, if you can send us the actual error message that would help. There was some little bits of server instability yesterday with the launch that caused a few problems. It may be related to that.

Subject: Re: The Shapeways Creator
Posted by madebydan on Wed, 13 Aug 2008 19:26:44 GMT
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It first pops up an error saying 'cannot launch the application'
Then I click details and get this.

```
<?xml version="1.0" encoding="utf-8"?>
<!-- JNLP File for the Shapeways Application -->

<jnlp spec="1.5+" codebase="http://www.shapeways.com/modules/udesign/ext/client/" href="
http://www.shapeways.com/modules/udesign/utils/openclient.ph p?model=2748&editor=1">
  <information>
    <title>Shapeways Editor</title>
```

```
    <vendor>Yumetech, Inc.</vendor>
    <homepage href="http://www.shapeways.com"/>
    <description>Shapeways Application</description>
    <shortcut online="false">
      <menu submenu="Yumetech Applications"/>
    </shortcut>
  </information>
  <security>
    <all-permissions/>
  </security>
  <resources>
    <j2se version="1.5+" java-vm-args="-Xmx512M -XX:MaxDirectMemorySize=256M
-Dsun.java2d.noddraw=true" href="http://java.sun.com/products/autodl/j2se" />
    <jar href="lib/udesign_1.2.2.jar" />
    <jar href="lib/aviatrix3d-all_2.0.0.jar" />
    <jar href="lib/chefx3d_core_2.0.0.jar" />
    <jar href="lib/j3d-org-all_0.9.0.jar" />
    <jar href="lib/vecmath.jar" />
    <jar href="lib/fastinfoset_1.2.2.jar" />
    <jar href="lib/xj3d-norender_2.0.0.jar" />
    <jar href="lib/xj3d-interchange-loader-av3d_2.0.0.jar" />
    <jar href="lib/uri.jar" />
    <jar href="lib/vlc_uri.jar" />
  </resources>
  <resources>
    <extension name="jogl" href=" http://download.java.net/media/jogl/builds/archive/jsr-231-w
ebstart-current/jogl.jnlp" />
  </resources>
  <application-desc main-class="udesign.UDesignViewer">
    <argument>modelID=-3</argument>
    <argument>sessionID=tmcg4osj3ber1k4sidgm1ml3p3</argument>
    <argument>soapServer=http://www.shapeways.com</argument>
    <param name="backgroundColor" value="0.8 0.8 0.8 0.57 0.78 0.93"/>
  </application-desc>
</jnlp>
```


Does that help?

Subject: Re: The Shapeways Creator
Posted by robert on Thu, 14 Aug 2008 17:03:52 GMT

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madebydan wrote on Wed, 13 August 2008 15:26It first pops up an error saying 'cannot launch the application'
Then I click details and get this.

Do you have Java installed on your computer?

Best regards, Robert

Subject: Re: The Shapeways Creator
Posted by jochem on Thu, 21 Aug 2008 16:08:55 GMT
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Joris just added a new tutorial on java issues yesterday:
http://www.shapeways.com/support/java_problems

Subject: Re: The Shapeways Creator
Posted by WetMorgoth on Thu, 21 Aug 2008 17:10:13 GMT
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Jochem,

On the drivers page, you should note that laptops will generally require you to get the drivers from the laptop vendor, not that of the chipset. For example, the Dell latitude laptops will not install the drivers directly downloaded from Intel, you must use the ones directly from Dell.

Subject: Re: The Shapeways Creator
Posted by bhearn on Wed, 04 Nov 2009 05:44:25 GMT
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I'm unable to get it to launch on OSX 10.6.1.

I get "Error: sealing violation: package javax.vecmath"

10.6 comes with Java SE 6 (32-bit and 64-bit); I manually installed J2SE 5.0 (32-bit and 64-bit) as well to see if that helped. No dice.

Subject: Re: The Shapeways Creator
Posted by Avi on Tue, 24 Nov 2009 09:35:24 GMT
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Hi There,

I'm lost. Where do I get Creator?
I have poked arund and foud all sorts of cool stuff but not Creator.

Can you point me in the right direction please.

Thanks

Subject: Re: The Shapeways Creator
Posted by ArnoudV on Tue, 24 Nov 2009 11:51:40 GMT
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Hi Avi,

In the header of our website you see two pink buttons. The first for uploading en the second for the creators.

grtz

Subject: Re: The Shapeways Creator
Posted by cpw11 on Tue, 08 Dec 2009 22:29:00 GMT
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I need help:
1) Does the Photoshaper look good in colors besides the default White? If, what is recommended (and do you have any examples)?
2) I added a message, but it appears on the back...isn't that going to look weird when the light shines through?

3) In Step 3 of the creator, it has a checkbox, "For use with light"...what does that mean?

Thanks for your help!

Subject: Re: The Shapeways Creator
Posted by robert on Tue, 08 Dec 2009 23:14:31 GMT
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Hi cpw11,

Thanks for trying out our Photoshaper! To answer your questions:

1) The Photoshaper is only available in mono-color (either White, Limestone, Terracotta or Jeans Blue). We think it looks great! But then again maybe someone from the community can answer this?

2) Yes, the message for on the back. It does look weird when you make it a LightSculpture. (see also next answer) This option is only applicable when creating a regular Photoshaper.

3) The option "Use with light" changes the way the image is processed. The photoshaper will then become a LightSculpture which shows the picture in black & white when you hold it into the light.

I hope this answers your questions!

Robert

Subject: Re: The Shapeways Creator
Posted by cpw11 on Tue, 08 Dec 2009 23:49:13 GMT
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Thank you! I plan on using this with a light behind it...so I should select the "Use with light"?

It would be great if someone from the community can comment on the other color options...how they look with and without light behind it..

Subject: Re: The Shapeways Creator
Posted by robert on Tue, 08 Dec 2009 23:55:02 GMT

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Yes, click on the "Use with Light" option!

Cheers!

Robert

Subject: Re: The Shapeways Creator
Posted by dr2chase on Fri, 09 Apr 2010 20:21:54 GMT
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Me too, same problem, everything is pretty much latest version, on a Mac.

Apparently there is some sort of a classpath screwup, but it's a bit of a mystery, seeing as how I am using Java all the time in my daily work.

Nope, I'm stuck, would nice to get some help here.

Subject: Re: The Shapeways Creator
Posted by dr2chase on Mon, 12 Apr 2010 11:34:11 GMT
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I thought I had posted a second message with some further information, but now I am not sure, but the behavior has changed as if my second message had been read.

When I moved vecmath.jar out of the extensions directory, I started getting a new error complaining about the jnlp file lacking a jnlp element.

But when I went back today, every time I tried to re-download/run Creator (because the older downloaded ones kept getting me the login message) every time I go to the page to download the Creator, it logs me out. I log in, it takes me to a different page, I try to go back, it logs me out.

This stuff is interesting, but trying to get to the first step is a little tiresome.

Subject: Re: The Shapeways Creator

Posted by dr2chase on Mon, 12 Apr 2010 15:09:32 GMT
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To recap -- the sealing error occurs because there are two copies of vecmath.jar on the Java classpath, one in my /System/Library/Java/Extensions directory, the other in the Shapeways Creator JNLP. I am not sure which is "wrongly there", but one way to fix it, is to remove the one in the Extensions directory.

Second, it seems to work better when started from Firefox, not Safari, there's some sort of an issue with being logged in to run the Creator.

THIRD, the video/instructions on how to make a stamp pad are NOT confidence-inspiring. The words say "flip left-for-right", presumably because of the mirror image thing, BUT THAT DOES NOT HAPPEN IN THE VIDEO.

And there is a button that I am not supposed to press -- is that "Flip high to low". Or, if I want the dark in my photo to be inked, am I supposed to press it after all? I think you need to coordinate your documentation with your tool.

One thing that would help, if we are supposed to flip text so it will come out right, is to flip the text in the example ("stamp") inside the heart so that what you show us, is what we do.

Subject: Re: The Shapeways Creator
Posted by dr2chase on Thu, 03 Jun 2010 21:02:58 GMT
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Sigh, tried again, and this time the creator seemed weirdly disconnected from the UI. Changing from portrait to landscape did not change the display; uploading a file did not change the display.

Is there any way we can get notified if/when this works reliably?

Subject: Re: The Shapeways Creator
Posted by arno on Mon, 21 Jun 2010 09:36:36 GMT
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Hi,

Sorry our reaction took some time ...

Sounds like you now are experiencing java caching problems ... which sometimes happens after we released a newer version.

On http://www.shapeways.com/support/java_problems you can find the link to the tutorial about clearing the java cache:
http://www.shapeways.com/tutorials/java_tutorial

Can you let me know if clearing the java cache solves the issue for you?

Thanks, kind regards, Arno

Subject: Re: The Shapeways Creator
Posted by bluedonkey99 on Fri, 24 Sep 2010 22:03:40 GMT
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I have the following problems with Creator.

1) the 3D panel on the left hand side does nothing,
   a) it does not allow you to manipulate image
   b) no amendment to the right hand panel is reflected in the left!?

2) when i make changes in the right hand panel, it tells me to correct the error with my model. It does however not tell me what I have done wrong, as you would expect. So I do not know if its too many or tew few words, whether it is the font, or default material...

3) Strange, the recalculate cost options does still appear to work!

Martin

Subject: Re: The Shapeways Creator
Posted by Inte73 on Wed, 29 Sep 2010 17:59:27 GMT
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bluedonkey99 wrote on Fri, 24 September 2010 22:03I have the following problems with Creator.

1) the 3D panel on the left hand side does nothing,
   a) it does not allow you to manipulate image
   b) no amendment to the right hand panel is reflected in the left!?

2) when i make changes in the right hand panel, it tells me to correct the error with my model. It does however not tell me what I have done wrong, as you would expect. So I do not know if its too many or tew few words, whether it is the font, or default material...

3) Strange, the recalculate cost options does still appear to work!

Martin
Same problem here when trying to create a lightpoem, played with various browsers, on different puters, cleared java cache, reinstalled java (last version) but it's still a no go :/ Maybe a problem on shapeways side.

Subject: Re: The Shapeways Creator
Posted by dr2chase on Fri, 08 Oct 2010 15:10:17 GMT
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No, it does not solve the problem.

Assume I am an expert. Are there log files I should look at for errors? I am on a Mac, everything, every damn thing, is up to date. 64-bit Java, if that matters. Tried it in Firefox, tried it in Safari.

What I get now, is buttons that act as if they are disconnected. Asks me about the document shape, I choose Portrait, nothing happens. "Done" takes me to the next screen, however.

Asks me to upload a document, I choose one, hit "import", nothing appears, nothing happens.

I see this error in the system logs, but when I attempt to resolve it (by deleting the directory) it does not get any better. It created it again when I restarted, and did not delete it when I quit. Lock files is still there, that's probably not going to work, is it?

Oct 8 11:05:33 dr2chase /System/Library/Frameworks/JavaVM.framework/Versions/1.6.0/Home/bin/java[43115]: MDS Error: unable to create user DBs in /var/folders/yn/ynqYka4t2RWAME+1YtnNFU+++TM/-Caches-//mds

And guess why you cannot create it?

```
ls -l /var/folders/yn/ynqYka4t2RWAME+1YtnNFU+++TM/-Caches-//mds
total 104
-rw-r--r--  1 dr2chase  staff      0 Sep 18  2009 mds.lock
-rw-------  1 dr2chase  staff  51288 Jun  1 19:16 mdsDirectory.db
-rw-------  1 dr2chase  staff      0 Jun  1 22:05 mdsObject.db_
```

Perhaps you should deal more gracefully and/or informatively with this case, hmmmm?

This must not be one of your widely-used apps, or else you've got great marketing, because if all your stuff worked like this for everyone, nobody would ever create anything.

Subject: Re: The Shapeways Creator
Posted by robert on Fri, 08 Oct 2010 21:09:03 GMT
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Could you post the output on the Java console?

I see you are running Java v1.6. As far as I know the latest supported version on Mac OS-X is v.1.5. Where did you got it from?

- Robert

Subject: Re: The Shapeways Creator
Posted by dr2chase on Fri, 08 Oct 2010 22:36:12 GMT
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I'm pretty sure I got it from Apple; they update it, etc.

I went looking for the Java console, I know I found it in the past, but not this time around. Sent me a clue, and I will also look for it a little harder.

I had this running once; then "something" changed.

(Arrrrrgggggh.)

Subject: Re: The Shapeways Creator
Posted by robert on Sat, 09 Oct 2010 00:12:06 GMT
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According to Apple's website Leopard is still on v1.5.

http://developer.apple.com/java/faq/#which

Maybe this page is outdated. I do not have OS-X on hand to check myself.

To view the Java console please take a look here:

http://fxtrade.oanda.com/help/troubleshooting/java-console#M AC_PLUG

- Robert

Subject: Re: The Shapeways Creator
Posted by dr2chase on Sat, 09 Oct 2010 00:26:38 GMT
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It's somewhere else on MacOS, I will eventually find it.

Safari is hating on your HTML, though. I hope this works (html snips in the errors). This is just the creator page, not yet running the app.

 is not allowed inside <tr>. Inserting <br> before the <table> instead.

<font> misnested or not properly closed. Cloning <font> in order to preserve the styles applied by it.

Subject: Re: The Shapeways Creator
Posted by fracai on Sat, 09 Oct 2010 00:38:34 GMT
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Nope, latest Java from Apple is 1.6
$ which java
/usr/bin/java
$ java -version
java version "1.6.0_20"
Java(TM) SE Runtime Environment (build 1.6.0_20-b02-279-10M3065)
Java HotSpot(TM) 64-Bit Server VM (build 16.3-b01-279, mixed mode)
It does look like that page is out of date.

The latest update I could find reference of is: http://support.apple.com/kb/dl972

Subject: Re: The Shapeways Creator
Posted by dr2chase on Sat, 09 Oct 2010 01:04:56 GMT
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I found jConsole, which is wonderfully informative, but I am still trying to figure out how to get my hands on a jnlp log file.

I am going to give this one a rest, and do something else for a bit.

Subject: Re: The Shapeways Creator
Posted by dr2chase on Thu, 11 Nov 2010 16:29:16 GMT
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Got a console (On MacOS, Utilities, "Java Preferences.app", there is an option to activate it, so I did.)

Got a nice solid error that looks like it corresponds to my error.
Will try a few more tinkers with the preferences.

--- ---

Could not launch from cache. Will try online mode. [Missing from the cache: http://www.shapeways.com/modules/udesign/utils/openclient.php?model=17375&editor=4&iep=kfk38e7bcso5jm66a6ksve6hv7]
OpenGL details:
Card vendor: NVIDIA Corporation
Spec Version: 2.1 NVIDIA-1.6.24
Renderer: NVIDIA GeForce 8600M GT OpenGL Engine
High-resolution shaders enabled
Error: An error was caught in user code during the processing of the updateSceneGraph() method.
Contained message:
Attempting to set a listener to this node when it is not live. Listeners can only be set once the node is live. When it is not live just directly set the values
org.j3d.aviatrix3d.InvalidListenerSetTimingException: Attempting to set a listener to this node when it is not live. Listeners can only be set once the node is live. When it is not live just directly

set the values
 at org.j3d.aviatrix3d.SceneGraphObject.dataChanged(SceneGraphObject.java:173)
 at
udesign.editor.SceneManagementObserver.updateSceneGraph(SceneManagementObserver.java:186)
 at
org.j3d.aviatrix3d.management.SingleThreadRenderManager.run(SingleThreadRenderManager.java:708)
 at java.lang.Thread.run(Thread.java:680)

Subject: Re: The Shapeways Creator
Posted by bartv on Tue, 16 Nov 2010 09:34:08 GMT
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Which Creator threw that error?

Cheers,

Bart

Subject: Re: The Shapeways Creator
Posted by dr2chase on Tue, 16 Nov 2010 12:15:41 GMT
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Photoshaper

On a Mac laptop, Intel Core 2 Duo (it's not a concurrency bug/race, is it?). Lots of memory, all software up to date. Java 1.6, 64 bit.

Subject: Re: The Shapeways Creator
Posted by bartv on Tue, 16 Nov 2010 12:25:18 GMT
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Yes, our photoshaper has problems on the Mac. It's a known problem and we're working on a fix. Other creators should work fine though.

Brt

Subject: Re: The Shapeways Creator
Posted by Spidey on Wed, 17 Nov 2010 04:51:37 GMT
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Inte73 wrote on Wed, 29 September 2010 17:59bluedonkey99 wrote on Fri, 24 September 2010 22:03I have the following problems with Creator.

1) the 3D panel on the left hand side does nothing,
   a) it does not allow you to manipulate image
   b) no amendment to the right hand panel is reflected in the left!?

2) when i make changes in the right hand panel, it tells me to correct the error with my model. It does however not tell me what I have done wrong, as you would expect. So I do not know if its too many or tew few words, whether it is the font, or default material...

3) Strange, the recalculate cost options does still appear to work!

Martin
Same problem here when trying to create a lightpoem, played with various browsers, on different puters, cleared java cache, reinstalled java (last version) but it's still a no go :/ Maybe a problem on shapeways side.

Same issues here when trying to do the metal ringpoem.
Currently on a Mac but also tried on PC. Also tried same fixes as above.

Subject: Re: The Shapeways Creator
Posted by richt2000 on Thu, 25 Nov 2010 18:23:28 GMT
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Same problem for me on Windows 7, Java 1.6 update 22.

I enter my words, choose a material and it tells me there is a problem with the object and I need to start again.

I was hoping to build one for a Christmas present....

Subject: Re: The Shapeways Creator
Posted by se3 on Tue, 07 Dec 2010 23:04:01 GMT
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hi there

got some problems with the creator.
all graphic drivers are up to date, java v6, but the creator crashes on me everytime. os is win7 i use firefox. i de-and installed java several times and cleared the cache but nothing helps. the errorlog says:

Problemsignatur:
Problemereignisname: APPCRASH
Anwendungsname: javaw.exe
Anwendungsversion: 6.0.220.4
Anwendungszeitstempel: 4c908d15
Fehlermodulname: nvoglv32.DLL
Fehlermodulversion: 8.17.12.6099
Fehlermodulzeitstempel: 4cb9da81
Ausnahmecode: c0000005
Ausnahmeoffset: 006737a0
Betriebsystemversion: 6.1.7600.2.0.0.256.1
Gebietsschema-ID: 1031
Zusatzinformation 1: 0a9e
Zusatzinformation 2: 0a9e372d3b4ad19135b953a78882e789
Zusatzinformation 3: 0a9e
Zusatzinformation 4: 0a9e372d3b4ad19135b953a78882e789

im runnig out of ideas

Subject: Re: The Shapeways Creator
Posted by bartv on Fri, 10 Dec 2010 11:28:09 GMT
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Thanks for the reports everyone. We're looking into it.

Bart

Subject: Re: The Shapeways Creator

Posted by Lazza on Fri, 07 Jan 2011 14:52:10 GMT
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Ok I created a Light Poem and uploaded it to the server using the "save" button. Now what? Where can I find it on the website? I can't figure out how if I want to order it.

[Ah nevermind, it was just long to update my gallery...]

Subject: Re: The Shapeways Creator
Posted by charts32470 on Sun, 15 May 2011 12:23:33 GMT
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I tried the simple lightpoem on two different computers (Vista Ultimate and Windows 7 (new computer)). They couldn't succesfully download the java thing (step 1 in the process) See the error attached. I need this lightpoem for graduation in 2 weeks... does creator actually work?

File Attachments

1) Slide1.JPG, downloaded 156 times

Subject: Re: The Shapeways Creator
Posted by horst on Tue, 17 May 2011 19:18:56 GMT
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Based on the screenshot, it looks like the java applet was downloaded, but failed to launch. My QA specialist will investigate more and get back to you on this question.

Subject: Re: The Shapeways Creator
Posted by tsw on Tue, 17 May 2011 21:24:35 GMT
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charts32470, can you also attached a screen shot of the error you see on the Exception and Wrapped Exception tabs?

Subject: Re: The Shapeways Creator
Posted by robert on Tue, 17 May 2011 23:55:06 GMT
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Hey guys,

I would recommend to use this version of the LightPoem when the Java version does not work for you:

http://www.shapeways.com/model/183763/lightpoem_d.html

Best,

Robert

Subject: Re: The Shapeways Creator
Posted by Lazza on Wed, 18 May 2011 06:51:45 GMT
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Awesome! It would be nice if it could use the Java thing on the server side to generate a few (say 3) thumbnails from different perspectives when you've entered your text and font. Then it could load them via AJAX and the user could see a preview.