Subject: What happened to my model?
Posted by clsn on Thu, 16 Sep 2010 23:16:51 GMT
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I just uploaded a model, got the email thanking me for uploading me, and the email saying that it's printable... and yet it isn't in my "My Designs" page. What happened?

Subject: Re: What happened to my model?
Posted by bitstoatoms on Fri, 17 Sep 2010 00:05:47 GMT
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Thanks for letting us know.
Your file should be on the server, but not on the website yet, we will fix ASAP.

Thank you for your patience

Duann

Subject: Re: What happened to my model?
Posted by bitstoatoms on Fri, 17 Sep 2010 00:48:46 GMT
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The problem has been fixed,

Models should now upload to Shapeways as per usual.

If your previous model is still missing, please upload again and it should work.

Our apologies for any inconvenience, and if the problem persists please let us know.

Thank you for your patience.

Duann

Subject: Re: What happened to my model?
Posted by MatarazzoDesigns on Fri, 17 Sep 2010 01:08:55 GMT
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Hello, this has also happened to my models. I tried uploading one of them twice but still no luck.

Subject: Re: What happened to my model?
Posted by bitstoatoms on Fri, 17 Sep 2010 01:17:19 GMT
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The galleries are being rebuilt right now, so it all should start to reveal itself very soon.

3:30 am in Netherlands and the development team are working on it (well done guys).

Our apologies again, and thank you for your patience

Duann