Subject: View count and Categories problems
Posted by Steve Marshall on Sat, 06 Aug 2011 23:51:47 GMT
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Two problems:

1) The view counts on my models aren't changing, but my google analytics page is saying that I'm getting views.

2) When I try to put my models in a certain category ("Select Categories" button), and I try to save it, I get an error message saying that changes cannot be saved.

What is causing this?

Thanks!
Steve

Subject: Re: View count and Categories problems
Posted by richgain on Tue, 09 Aug 2011 12:33:30 GMT
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I am also having problem 1.

I recently made my International Puzzle Party competition entry, Superstrings, viewable by everyone and publicised its presence through Facebook and Twitter. This would normally result in at least 50 page views within the first 24 hours.
Superstrings view counter is stuck on 8 and, at a critical time for a new product release, I have no idea of how many people are viewing it.

I hope this is receiving urgent attention.

richgain

Subject: Re: View count and Categories problems
Posted by kontor_apart on Tue, 09 Aug 2011 15:16:17 GMT
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richgain wrote on Tue, 09 August 2011 12:33I hope this is receiving urgent attention.
Don't expect much. Shop-related issues tend to hang around forever and a day.

Subject: Re: View count and Categories problems
Posted by Youknowwho4eva on Tue, 09 Aug 2011 15:33:56 GMT
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I wouldn't say forever and a day. 12 days since that post. Which had Maker Faire Detroit and now Siggraph in Vancover in those 12 days. Along with other events that have knocked things out of whack in NY. But I'll poke and see if I can't get an estimated fix.

Subject: Re: View count and Categories problems
Posted by Youknowwho4eva on Tue, 09 Aug 2011 15:50:50 GMT
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Talked to Barry, it's on the list to be fixed. Should be addressed by early next week. From there it will depend on the complexity of the issue for completion.

Subject: Re: View count and Categories problems
Posted by Steve Marshall on Tue, 09 Aug 2011 16:22:24 GMT
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Youknowwho4eva wrote on Tue, 09 August 2011 15:50Talked to Barry, it's on the list to be fixed. Should be addressed by early next week. From there it will depend on the complexity of the issue for completion.

Thanks!

Subject: Re: View count and Categories problems
Posted by Youknowwho4eva on Wed, 10 Aug 2011 16:01:29 GMT
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Barry informed me today, that it is working properly now, that it ended up being a simple work around fix.

Subject: Re: View count and Categories problems
Posted by Steve Marshall on Wed, 10 Aug 2011 16:45:10 GMT
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My views count seems to be moving now, and I could categorize one of my models, but the ring is still getting an error.

It saves when I select a category, but when I press 'save changes' at the bottom of the sidebar, I get the error.
This is the model

It's definitely not in the category- I checked every page!

Subject: Re: View count and Categories problems
Posted by Youknowwho4eva on Wed, 10 Aug 2011 17:13:09 GMT
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I had no problems when setting my ring to jewelry just now, and saving. I guess I skipped over that part in your original message :p. Email support@shapeways.com about the issue and they should be able to fix you up.