Subject: new model page
Posted by stop4stuff on Fri, 16 Sep 2011 06:35:45 GMT
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+++++ 1) Would prefer edit page to default set as 'on'
[edit] Thought this was fixed, but it turns out that after the first page has been switched to edit, the rest in My Designs are edit by default.
[edit #2] Looks like someone is messing about on the live website with these settings - Now the page view reverts to edit view as soon as the page has finished loading.
[edit #3] The page switching only seems to happen with private models and for sale models e.g. when I am logged in,
http://www.shapeways.com/model/335454/e6c0bb47c47238bf52fa06a95f884215/100mm_cube.html?gid=ug takes me to the public page, I click edit, and then try to 'un-edit' - the link looks like
http://www.shapeways.com/model/335454/100mm_cube.html and after a double page load takes me back to the edit page.

Fixed 2) When setting edit page to on - IE8.0 requests for a font to be temporarily downloaded (but it doesn't when edit is set to off) <-- this is due to Prompt for Font Download in the security settings, but still leaves the question, why does the edit page use an extra font?

+++++ 3) Link to interactive 3D view needs to be more visable and with notation of what it does.

IE8.0 no 3D link,
Firefox - 3D viewer fixed
Chrome - 3D viewer fixed

++++ 4) Area imediately below 'slideshow' looks cluttered.
 4a) A short, one line, description is lost and near on invisable.

+ 5) Asthetics - the colours of the right side panels look wrong (too much green with the blues)

Fixed 6) A model with & in the title has the & displayed as &

7) the model title has gone from the edit page address - not sure what implications this has fo those previously using full links - not really an issue

Fixed 8) No way to add model to shop categories

++++ 9) Comments disproportionately sized

10) Shortened Shapeways URL missing

Fixed 11) occasional 'Fatal Error' where slideshow should be

Fixed 12) no reason for two dates on updated models model filenames and updates show on model edit page

Fixed 13) option to remove own comments has disapeared... well not quite - the option is on the public page view, but the page needs to be refreshed for the 'delete' option to appear.

Fixed 14) Crappy and unnecessary image cropping.

Fixed 15) Pricing visable for NOT FOR SALE items - this is a big no-no! - see also 28)

++++ 16) Description editing format does not stick - if I use return to seperate lines of text, I want it that way, so why remove them and make a mess of what I typed? Though HTML formatting does work.

Fixed 17) Because of 16, there is no space between the description text and my user image - looks cluttered.

+++ 18) Number of page views has disapeared.

++ 19) Why are the units of measurement on the upload pane now two clicks away?

+++ 20) No obvious way to delete a model.
Model can be deleted from 'My Designs'
Delete button on edit page would still be useful.

++++ 21) Models pricing should be transparent - pricing for EU countries should show the VAT included in the price and not come as a added on price in the shopping cart.
 21 a) VAT should be shown on the edit page to allow sellers to price including VAT.

Semi-fixed 22) Models that can be downloaded are now corrupt. A workaround is in place. The model file was being corrupt by an extra character added to the begining of the file. Now the model file is in a Zip folder, and the extra character is added to the Zip.
22a) The edit page tells me the name of the uploaded file is "100mm cube.stl", upon download, the filename has changed to "original-335454_v4.stl"

+++ 23) Own Models cannot be downloaded without first enabling model download (but are still corrupt anyway.)

+++++ 24) Item title should be above the image box... afterall it is the title of the model!

+++++ 25) Scrolling down to read the description takes the viewer away from the most important button - Add to Cart - the page should be set up to lead the potential buyer to that button.

Fixed 26) Missing analytics tracking code on model pages.

++++ 27) Materials selector on edit page is now a jumble. The convenient remove all materials button has gone and so has the materials grouping.

+++++ 28) There is no option to remove the default material. (remove it all together, not change it) - see #52 (co-creator reverts to default meterial).

+++++ 29) The link that used to take you straight to the model in the inventory management is now gone.

++++ 30) CSS errors that need validating/fixing.

+++++ 31) Update model process does not work properly - same model, same units gives a non-printable model due to size <- I have been informed that this issue is unrelated to the new model page, but it is still an issue that needs fixing.

++++ 32) Compulsorary reason for model update is not necessary and adds to workflow.

FIxed 33) If for whatever reason a viewer has a browser window narrower than the page, there is no sideways scroll option

+++++ 34) Currency on the model page should be what the logged-in user has chosen as their curreny.

+++++ 35) Country should be detected and assigned the correct currency for locale for non-logged-in users.

Fixed 36) Logo to right of description (Shop logo?) is not what the shop owner uploded - it is stretched and looks wrong. - its gone, but will it be back it its old place?

+++++ 37) Description editing is very poor - move the mouse pointer over another part of the page that takes focus away results in the description reverting back to what it was before any changes were made.
37a)Previous description can't be edited :(

++++ 38) Once in edit mode in the description box, the text area and the OK button backbround are indistinguishable - leads to multiple clicks and frustration.

FIxed 39) Uploading a new image show no progress, and no indication of successful completion.

++++ 40) Upon successful upload of new image, image should be shown.

+++++ 41) Clicking on new image title to edit is fine, but why on earth does the title revert back to the default model title upon clicking the description of the new image??? - (it may be habit to hit return after a paragraph, but it is not intuitive to hit return after filling in a pseudo text box)

+++++ 42) The whole description should be visable, neat and tidy - a visitor to your home would not be expected to take off their shoes AND put them in a cupboard, so why must visitors to OUR product pages be expected to click on a camoflaged link to read the rest of the description?
^ Ithought this was fixed... but the I went to the public view and hey presto a comflaged [+ More info] button where my test should be :((it's not info, but my description)

++++ 43) Permalink (shortened Shapeways link) - two clicks to get to a point where the link can be copied is unnecessary - as a simple <a href=> tag is all thats needed, right click, then copy shortcut... job done.

++++ 44) Edit page and changing availability can be made into one link.

++++ 45) Radio button for default material is easier to understand and more visable than a blue triangle on the edit page.
45a) Sloppy coding includes the same 205 characters 25 times (once for each material) when a simple 'Make default material' instruction just once would do.

Fixed 46) What's happened to my image next to the comment box?

47) Digging around in the source code for the model page, I found;
<meta name='keywords' content='Array, stop4stuff' lang="en" />
Two things, not proper keywords for the page and an abitary / added
What's that all about?

+++++ 48) Uploading images not compatible with all browsers, see;
http://www.shapeways.com/forum/index.php?t=msg&th=6510&a mp;a mp;a mp;a mp;a mp;a mp;a mp;a mp;a mp;start=0&

Fixed 49) Google Analytics not working

++++ 50) Units not clear as to what the dimensions refer to.

+++++ 51) Price shown is different between model page and co-create (personalise) page.

e.g. http://www.shapeways.com/model/347130/ (model page) shows â‚¬6.96 for WSF, but http://www.shapeways.com/cocreator/customize?model=347130&am p;am p;am p;am p;am p;am p;material=62 (customise page) shows â‚¬ 9.15 for WSF

+++++ 52) When heading to the personalise page, the material selector automatically reverts back to the material that's set as the default, not the material that was selected on the model page.

++++ 53)

Happens in IE8.0 and Firefox. (WinXP) - not tried Chrome. - When not logged in and viewing a model page, a load of code appears at the bottom of the page.

+++ 54) For private models, in edit mode, the shop sections are not shown and thus are not selectable.

++++++++++++++++++++++

One of the biggest requests is to change the model page back to what it was.

++++++++++++++++++++++

(loads of +'s)

* Choice of currency is not persistant... I'm UK but use USD

* No obvious way to change pricing. (umm... I think I found it but see below

* Clicking on 'Update materials and pricing' goes to a blank page...
 Even after changing the pricing, and 'updating', and going back to the model page, the pricing remains as it was originally (and yes I did refresh the page too)

* Changing model availability and clicking 'update' goes to a blank page. Changes are not made.

*These issues cost me a day of messing about trying to fix things on my PC, but were caused by corrupt serverside information.

Subject: Re: new model page
Posted by Charmed_Life_Designs on Fri, 16 Sep 2011 06:52:36 GMT
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Mind if I piggyback on your topic to give my own feedback? Seems a little nicer than spamming the announcement forum with all of this. It isn't as nicely numbered or as short and sweet as yours...

I'm not generally very active on the forums... Usually I just lurk and post in "It's Arrived" when one of my orders comes in, but I would like to chime in on the new interface, simply because I find myself forming very strong opinions about it...

From the customer's point of view, it's ok. From a shopowner's point of view... Well... It could be better.

You guys changed a lot of stuff! Now, usually, I'm ok to poke around things and find where everything is, but this new interface isn't very intuitive. Having everything in one place and having it labeled clearly was awesome. Now I have to click an "edit page" button just to, well, edit things? Generally, I expect to have edit access to my models simply by virtue of them being my models. I don't need a toggle switch to add an extra step to the workflow of adding a new model. I appreciate the toggle as a customer preview of sorts, but can we at least have "edit mode" enabled by default?

Editing fields is a bit confusing. It took me a while to figure out that the title WAS the editing field for the title, and the same with the description. A "Title:" box, or even just coloring those fields something other than white to make them stand would greatly improve this.

The comments box... Ugh, please turn down the font size. Please. It's way too big. It looks like it's screaming. Or like it's designed for old folks who have trouble reading small type. Please. There's no reason to have it quite that big, is there?

No complaints about the keywords.

No complaints about co-creator functionality.

The new photo display... It seems good in theory, but in practice it's a bit laggy and clunky. The 3d view is... well... It's the 3d view, none of its issues have vanished. Embedding a video is about the only thing that works well.

I can't find how to organize models into shop sections, am I just missing it?

On the bright side... Many kudos for the material selection! In the immortal words of an internet meme: Me gusta! Easy material selection, quick pricing... Oh my gosh, you can set the final price

and markup is automatically calculated! AAAAAAA I love it! Whatever you do, KEEP THAT. KEEP THAT JUST THE WAY IT IS. IF YOU REMOVE THAT I WILL HAVE TO SPEND ALL MY MARKUP EARNINGS ON A PLANE TICKET SO I CAN COME OVER THERE AND SMACK YOU WITH A 3D PRINTED BASEBALL BAT.

So, my opinions, in summary: I would prefer having everything in one place, with no intermediate steps in order to access edit functionality. A few things are confusing, clunky, or seemingly missing. The material selection is a keeper!

Apologies for being long-winded.

Subject: Re: new model page
Posted by virtox on Fri, 16 Sep 2011 07:20:27 GMT
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My points before breakfast:

Editing image title and caption:
- Cursor always snaps to start of string, I would prefer to have cursor at point where I clicked.
- Caption is limited to very short text
- Changes revert as soon as another is selected unless pressing enter first

In general:
- imho a bit of overkill on the eye candy and the layout is even more claustophobic than before

- Description area is cluttered with my avatar, shop logo, tweet and facebook stuff . And worse, the description is truncated with a "more button".

- Editing the description seems to only show part of previously entered description?

- Allow downloads checkbox seems to be out of place where it is now.

- Can't see how many people favorited a model.

- I am on different monitor DPI settings now: comments are unproportionally large, slide show images are cropped ugly. Will check again on normal settings later.

- material/markup :
 - order of materials seems illogical
- area is too small: I prefer to see all at once, no scrolling (better overview at first glance).
- reduce material icons, limit material name to single line

- sales tax/VAT not included stub could be single line.

Time for breakfast, will continue later

edit: added some more

Subject: Re: new model page
Posted by stop4stuff on Fri, 16 Sep 2011 07:49:18 GMT
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Virtox, the 'favourite this model' link appears on the top right of other people's model pages.

Subject: Re: new model page
Posted by virtox on Fri, 16 Sep 2011 07:54:02 GMT
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Thanks, just noticed it

Subject: Re: new model page
Posted by stop4stuff on Fri, 16 Sep 2011 08:45:53 GMT
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Regarding updates to model pricing;
For Virtox using Firefox it works.
For me using IE.8.0 it doesn't work.

I just took a look at the source code and think I may have found out why, but my memory of my coding days is fuzzy so maybe wrong. iirc, IE needs scripted functions need to be parsed before the code where the functions are called from?

Subject: Re: new model page

Posted by equilux on Fri, 16 Sep 2011 08:52:11 GMT
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Hello!

Where has the 'Back to my designs' link gone?

Can I really see how much other people's 'not for sale' models would cost to buy?

That's all.

Subject: Re: new model page
Posted by stop4stuff on Fri, 16 Sep 2011 08:59:15 GMT
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equilux wrote on Fri, 16 September 2011 08:52Hello!

Where has the 'Back to my designs' link gone?

Can I really see how much other people's 'not for sale' models would cost to buy?

That's all.

Subject: Re: new model page
Posted by virtox on Fri, 16 Sep 2011 08:59:30 GMT
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equilux wrote on Fri, 16 September 2011 08:52Hello!
Can I really see how much other people's 'not for sale' models would cost to buy?

I have not seen this, do you have an example?

Subject: Re: new model page
Posted by stop4stuff on Fri, 16 Sep 2011 09:00:37 GMT

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here you go virtox - http://www.shapeways.com/model/334809/test_d.html?gid=mg

---

Subject: Re: new model page
Posted by TomZ on Fri, 16 Sep 2011 10:28:35 GMT
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Here's my feedback about this new changes. There are somethings I like but also quite a few things I strongly despise.

Why are my photos cropped in a ridiculous way? Half of the product is cropped off and this does not look nice at all. All my photos are nice and square and the products have a uniform white border around them so they look nice as thumbnails on the shop page and also used to look nice on the product page.
I would also much prefer a layout like the old one where the user can see all/some thumbnails at once and click to enlarge.
The full screen feature is ridiculous, my photos do not have a large enough resolution for that and look awful. The lightbox which adapts itself to the photo size is a much better solution.

Why is my description shortened and is the user forced to click to read it? My descriptions contain important information about the product and I want users to see it at first glance.

You seem to have overdone the sliding effect things. I would just like my model pages to be nice and clean with everything available at first glance. The model description as well as the photos. The product video and 3D view (less important to me) are also well hidden.

The shop logo is nice, but it takes away a lot of space that could be used for the description. Why not have it in the right panel where it could be displayed much more prominently while preserving screen estate? Currently the right panel is much shorter than the rest of the page which is a waste.

My products are only available in 3 materials. I think it would be nicer if they were all displayed at once but I can see that for models available in more materials this would take too much space.

I do not have a profile picture uploaded so it just displays the silhouette and that is fine. However, for other people I have seen that their picture is shrunken down so much it just looks silly.

The workflow for adding keywords is also not very good. It requires a lot of work and doesn't even

save my keywords all the time. A single textbox where you can just enter keywords separated by spaces or coma's would be so much better.

Finally, this does not specifically have to do with the new layout, but since the model dimensions are now more prominently displayed I thought I'd mention it: my models are meant to be assembled and the bounding box dimensions you give do not represent the final size after assembling. I would like to be able to alter the dimensions myself to accurately represent the product. I have gotten many questions about this, ranging from surprise to accusations of me incorrectly representing the product.

Subject: Re: new model page
Posted by BillBedford on Fri, 16 Sep 2011 11:33:54 GMT
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TomZ wrote on Fri, 16 September 2011 10:28
Why are my photos cropped in a ridiculous way? Half of the product is cropped off and this does not look nice at all. All my photos are nice and square and the products have a uniform white border around them so they look nice as thumbnails on the shop page and also used to look nice on the product page.
Because they are samples? you get the uncropped photos in the popout image veiwer (second right icon)

Subject: Re: new model page
Posted by TomZ on Fri, 16 Sep 2011 11:40:16 GMT
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Sure, but I'm not really happy about the way they are sampled. I want my customer to know instantly what they are getting without having to enlarge the image.
I took and edited all my pictures carefully and was quite happy about how they looked on the old site. I don't see why it's a good idea to remove the top and bottom 75px from each image.
On the old site, the user would be instantly presented with the main image the way I uploaded it and would get thumbnails of the other images. Now, they have to click to see the full image and have to click more to see what the other images are like.

Admittedly the guideline was and is to make your images 500x700 px or something and I did not do that (rather making them square). However, if I don't stick to that guideline I don't think Shapeways should punish me for that by cropping away my image. I would much rather have them scale it down to make it fit in the 500x700 frame.

Subject: Re: new model page
Posted by virtox on Fri, 16 Sep 2011 11:48:06 GMT
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Even image which meet the old guidelines seem to be affected..

I vote for downscaling to fit too.

Subject: Re: new model page
Posted by stonysmith on Fri, 16 Sep 2011 13:25:54 GMT
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Will the preview images eventually be re-generated to look better on the full screen preview?

Someday.. can we get a better material icon for FUD/FD than the circular comb? To the un-initiated, it looks a bit like a mowhawk.

I would almost go for removing the material icon from the price list.. (above the Add to Cart button) it takes up quite a bit of space.

Subject: Re: new model page
Posted by aegidian on Fri, 16 Sep 2011 14:13:04 GMT
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Could we please have an option to edit prices with a selected country's sales tax INCLUDED.

I like to set my prices to hit a certain point for my customers in the UK, I'll have to get out the calculator and do it all by hand now, which is tedious.

Subject: Re: new model page
Posted by aegidian on Fri, 16 Sep 2011 14:16:26 GMT
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BUG

My models have longer multiline descriptions that my customers can now no longer see without hitting a tiny 'More' button.

But what is truly appalling is that I can no longer edit the longer description, only the first line!!!!

http://www.shapeways.com/model/284143/

This is awful.

Subject: Re: new model page
Posted by lensman on Fri, 16 Sep 2011 14:21:10 GMT
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Well, no-one's mentioned this yet...

Editing model description text is not kept when reverting back to "edit off" page. And, yes, I'm clicking OK and Update Page. Nothing. Tried this numerous times.

Also, what's with the HTML tags in the description field when editing text?

I'm using IE8 running under Windows XP Pro.

Glenn

Subject: Re: new model page
Posted by aegidian on Fri, 16 Sep 2011 14:24:39 GMT
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CLUNKY

Why does the page need the 'Change' link under the 'This model is public and available for sale.' line as well as the gimmicky slider switch link?

One simple 'EDIT' button or link would be enough.

Subject: Re: new model page
Posted by D_man on Fri, 16 Sep 2011 14:29:34 GMT

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Hi,

I can't figure out how to remove a model on that new model page !!

Subject: Re: new model page
Posted by aegidian on Fri, 16 Sep 2011 14:32:07 GMT
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@Josh Levine

You have chosen to release this page design without testing it with us designers first.

You have chosen to release this page design on a Friday, again, when most of Shapeways support will be unable to respond to criticism of the design that comes in over the weekend.

In my opinion, those are two very poor decisions.

Did you not chose to read the criticisms made when you inflicted the previous iteration of this design on us all?

Subject: Re: new model page
Posted by virtox on Fri, 16 Sep 2011 14:39:43 GMT
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@lensman: what browser/os combo are you using?

I cannot reproduce it, as soon as I hit "OK" it saves the info, switching to off or navigating away has no influence for me (firefox/win7)

The previous edit box was actually a rich text edit box.
The new one only shows the source.

Subject: Re: new model page

Posted by mctrivia on Fri, 16 Sep 2011 15:06:01 GMT
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aegidian wrote on Fri, 16 September 2011 14:32@Josh Levine

You have chosen to release this page design without testing it with us designers first.

You have chosen to release this page design on a Friday, again, when most of Shapeways support will be unable to respond to criticism of the design that comes in over the weekend.

In my opinion, those are two very poor decisions.

Did you not chose to read the criticisms made when you inflicted the previous iteration of this design on us all?

Yep shapeways has a history of releasing things full of bugs. They also have a history of making changes that look nice but don't work.

The good news is it looks like they are finally figuring out to limit ajax usage to when needed.

Shapeways set up beta.shapeways.com and put proposed new formats up there until you get the bugs fixed then switch over to the main site. Never ever put up untested code on the main page. This is code practice rule 1 and those breaking this rule really should be fired.

Also get use to using
<? echo SUBDOMAIN; ?>shapeways.com

define SUBDOMAIN in a seperate file that never changes(don't forget to add the period on the end. This way if you need the domain it will always show correct. Use the power of PHP to prevent mistakes.

Subject: Re: new model page
Posted by fx on Fri, 16 Sep 2011 16:11:40 GMT
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Please don't copy Facebook. The descriptions aren't boring OMG comments, they are an important part of the product page.

Full text MUST be shown by default without any other user action.

Subject: Re: new model page
Posted by stopee on Fri, 16 Sep 2011 16:15:36 GMT
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stop4stuff... some of the issues you convey are fixed if you open a second account - serverside data got messed up

AAAAARRRRRGGGGGG!!!! (says stop4stuff)

Subject: Re: new model page
Posted by stannum on Fri, 16 Sep 2011 17:05:30 GMT
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This sounds like repeating the above points, but some general notes anyway: New interface seems to require a lot of clicking, just to check (= read) things, click, to change them, click and some more clicks, maybe to scroll (materials list), maybe to open or activate (currency selector)... and other parts are "guess what you can edit" or what you can write (no drop down clue in country selector, type a single letter, nothing happens). Well, probably the web trend, when it started links were underlined, selectors were fixed to OS type, etc, as years passed, the obsession with "clean" or cutting down texts got rid of the visual clues or option to say things... but in the end noise is going up, both in visual and in interaction sense. Maybe so much clicking is fine in a phone or make people feel more involved, others use full control in big screens, and just want things done fast.

One example, just count how many frame inside frame in the edit item page: side grey, then white, then thick blue line that connects to the shapeways header, white again, blue box, white box with rounded corners, followed by a blue box with inner shadow that has a white zone that you can scroll up and down to check the images. View mode has some less, but has to crop the images so a dark (?) control bar fits.

mctrivia: SW is beta, check the header pink dot. They should open alpha. ^_^

Subject: Re: new model page
Posted by TreadshotA1 on Fri, 16 Sep 2011 17:19:36 GMT
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Have to reply, I hate the new model page for all the reasons everyone else has already said.

To peat the ones I hate the most:

1) Edit Page is still NOT set as the default. That's a huge pain.
2) the new Upload page requires a drop down menu to choose scale. Go back to the Radio Buttons please, they are so much better. One less click, and they just look better.
3) where is the button to models to Shop Categories?
4) the select material box looks ugly. It's a huge banner, like someone said "our webpage lacks something, let's just put a sticky note on it", and looks like a speech bubble from a bad comic strip.
5) the whole pages loads and runs slower. Much slower. Too many graphics, probably. I'm running i5 with 8GB ram, and it's still slow.

I'm sorry SW, but I hate this new page. Ive come across the tests (which usually lasted about a day or two) before, and I always hated them. I hate it even more now. A lot more. Mainly because this could end up being the norm. Sorry, just my 2 cents.

EDIT: I'm running Firefox on Windows 7, and also Safari on the iPad. Slow to load on both, looks ugly on both.

Subject: Re: new model page
Posted by dizingof on Fri, 16 Sep 2011 18:07:42 GMT
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Deleting a model is gone

Deleting the whole shop doesn't work.

Subject: Re: new model page

Posted by stannum on Fri, 16 Sep 2011 18:19:11 GMT
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Shop Catergories? Do you mean the two selectors under Keywords? That one seems to be of the few that is direct and non themed, click drop down and pick an entry, you are allowed 2, so 2 selectors.

Subject: Re: new model page
Posted by Magic on Fri, 16 Sep 2011 19:01:00 GMT
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dizingof wrote on Fri, 16 September 2011 18:07
Deleting a model is gone

Yep, no more way to delete a model...
dizingof wrote on Fri, 16 September 2011 18:07
Deleting the whole shop doesn't work.

You tried that??? Did you bet it would not work or did you really intend to delete your shop?

Am I the only one to have the "My Shop Material" list going out of its window (Windows7 / IE9)

Subject: Re: new model page
Posted by mctrivia on Fri, 16 Sep 2011 19:08:16 GMT
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All the time. Have to turn my screen to landscape to use. Sucks.

Subject: Re: new model page
Posted by dizingof on Fri, 16 Sep 2011 19:36:44 GMT
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Magic wrote on Fri, 16 September 2011 19:01dizingof wrote on Fri, 16 September 2011 18:07
Deleting a model is gone

Yep, no more way to delete a model...
dizingof wrote on Fri, 16 September 2011 18:07

Deleting the whole shop doesn't work.

You tried that??? Did you bet it would not work or did you really intend to delete your shop?

I dont bet - only the URL of the shop was deleted - all designs remain. not erased.

Subject: Re: new model page
Posted by pfeiffer stylez on Fri, 16 Sep 2011 19:53:39 GMT
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stop4stuff wrote on Fri, 16 September 2011 06:35(...)

4) No interactive 3D view of model (or at least not an easy way to find the link - because I didn't)

(...)
Do you see the little cube icon above your shop logo ?

Really good hidden, because the buttons are in the line of the model title... -.-"

Dislikes:

The right column is waaaay to wide.

Informations about the designer + avatar + shop logo in the left column. I think you should leave them in the right column.

Two profile pics ? (avatar & shop logo)
Does anyone use two different images for that ?

The structure of the columns...

The buttons to change between photo view and 3d view are within the line for the headline, the shop logo falls in the description text (which means we waste a lot of space below the shop logo), a bunch of wasted space in the right column...

And something seems wrong with the pricing option.
Due to VAT, shouldn't the US price be an other than the price for a country within europe?

Actually I like changes...
But this reminds me to the "good ideas" about layout which MySpace had in october 2010...

File Attachments

1) L.jpg, downloaded 1293 times

Subject: Re: new model page
Posted by stonysmith on Fri, 16 Sep 2011 20:04:29 GMT
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On many of my models .. the 3d icon is missing. Why isn't the 3dView icon in the toolbar with "Play, Fullscreen", etc?

Subject: Re: new model page
Posted by stop4stuff on Fri, 16 Sep 2011 20:39:48 GMT
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I'm replying to the last post, coz I've had enough today!

Most of my issues were related to serverside corruption... these are now fixed and I shall edit my OP list in the morning.

Sorry for any typos.

Cheers,
Paul

Subject: Re: new model page
Posted by stop4stuff on Fri, 16 Sep 2011 20:44:06 GMT
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And after all the nonsense today,

I'm replying to myself to ask SW. Why have I got an email telling me I responded to myself on a thread on the forum???

ttfn

Subject: Re: new model page
Posted by virtox on Fri, 16 Sep 2011 20:46:10 GMT
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Because you also replied with your new account, which was probably notified when you posted with the original

Have another one, sleep well

Subject: Re: new model page
Posted by stop4stuff on Fri, 16 Sep 2011 20:49:11 GMT
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virtox wrote on Fri, 16 September 2011 20:46Because you also replied with your new account, which was probably notified when you posted with the original

Have another one, sleep well

erm... nope replied with my regular stop4stuff account (just like now)

[edit]
oh I got ya,,, damn... 2x email replies on some stuff, Doh!

Subject: Re: new model page

Posted by virtox on Fri, 16 Sep 2011 20:52:56 GMT
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To all people with save/edit problems, can you check again if things work better now that the site cache was cleared?

Subject: Re: new model page
Posted by lensman on Fri, 16 Sep 2011 21:33:45 GMT
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virtox wrote on Fri, 16 September 2011 14:39@lensman: what browser/os combo are you using?

I cannot reproduce it, as soon as I hit "OK" it saves the info, switching to off or navigating away has no influence for me (firefox/win7)

The previous edit box was actually a rich text edit box.
The new one only shows the source.

I did actually include my browser and o/s in my message. I was making the edit at work and the change wasn't showing up. When I got home the change had taken... BUT I'm still getting HTML code in the model description box when editing. THIS is what I see:

Green Lantern Ring 9.5

This is modelled with an inside diameter of 19.9mm which should shrink down to a US Size 9.5 during printing.
Note that the photographed ring is my finished, post-processed ring. You will receive a stainless steel print with no crystal; they are easily obtained over the Internet should you wish.

Like someone else said here it seems like this new release was put out before testing...

Glenn

Subject: Re: new model page
Posted by stop4stuff on Fri, 16 Sep 2011 21:55:49 GMT
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Where on earth did the URL go to for private (not for sale but available)?

Sorry... put it back to what is was please

Subject: Re: new model page
Posted by stop4stuff on Fri, 16 Sep 2011 21:58:34 GMT
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oh and now things are working for me, I agree with the comments before...

why crop the images???

deleted

Subject: Re: new model page
Posted by virtox on Fri, 16 Sep 2011 22:15:23 GMT
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@lensman: oops, sorry missed that, were trying to determine if it was a specific browser. But seems it was a cache issue.
So it does respond properly now that the cache was flushed?

Regardig the html: They have switched from wysiwyg/rich text to html source display/edit for the edit box.

Subject: Re: new model page
Posted by lensman on Fri, 16 Sep 2011 22:19:09 GMT
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Yeah, I didn't try any more edits since the first one took I assume any more would. Any particular reason why the change from WYSIWYG?

Subject: Re: new model page
Posted by aegidian on Sat, 17 Sep 2011 00:18:48 GMT
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I'd like to echo those asking that their photos and product descriptions NOT be cropped.

Why should a potential buyer have to click yet another link, just to finish reading the product description?!

Subject: Re: new model page
Posted by stop4stuff on Sat, 17 Sep 2011 07:41:13 GMT
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op updated.

I still have no 3d view button on any model pages I visit, including newly uploaded models.

The 'Fatal Error - No theme Found' crops up maybe 3 times out of 10.

How can I delete a model???

Subject: Re: new model page
Posted by pfeiffer stylez on Sat, 17 Sep 2011 09:29:22 GMT
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Some elements have a height of "20 pxi" ...

Is "pxi" a valid unit or a typing error ?

Subject: Re: new model page

Posted by pfeiffer stylez on Sat, 17 Sep 2011 09:56:07 GMT
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stop4stuff wrote on Fri, 16 September 2011 06:35(...)
10) Shortened Shapeways URL missing
(...)

Seems like one have to click the "permalink" button first.
Unfortunately, it doesn't look like a button...

File Attachments
1) L.jpg, downloaded 445 times

Subject: Re: new model page
Posted by stop4stuff on Sat, 17 Sep 2011 10:00:55 GMT
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Cheers, looks like it take a little time for the link to be made after a model is uploaded.

Subject: Re: new model page
Posted by AotrsCommander on Sat, 17 Sep 2011 10:40:19 GMT
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I will add to the growing chorous that the new changes are almost all bad ones. Not only will it actually take longer to update all my models with keywords (having to type in three keywords literally triples the amount of time I have to spend for absolutely no gain to me, when before I could just cut and paste), extra clicking to do anything useful (edit should be the default, and I don't want to have to click through upmteen toggles to edit everything, either). The new interface is ugly, cluttered and I totally agree with everyone that the description should absolutely NOT be hidden away, as it's important.) The product description should not be given second place in terms of space to your materials choice.

On top of everything else, I notice my avatar in the comments box is incorrectly sized; given that it's the right size in section above, that is just sloppy.

I am not best pleased with this change, I am afraid, not at all. (Especially coming on top of my last five orders being late, despite being in SWF which is not, supposedly, delayed.)

Subject: Re: new model page
Posted by stop4stuff on Sat, 17 Sep 2011 11:07:03 GMT
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Whilst messing about with keywords, I found that multiple keyword can be used in one entry box, they need to be seperated by a comma followed by a space. Seperating words with just a space will give a keyword phrase.

Subject: Re: new model page
Posted by virtox on Sat, 17 Sep 2011 11:14:52 GMT
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I seem to be missing my analytics tracking code on model pages.

Subject: Re: new model page
Posted by stop4stuff on Sat, 17 Sep 2011 11:20:36 GMT
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op updated and some points expanded.

Subject: Re: new model page
Posted by AotrsCommander on Sat, 17 Sep 2011 11:36:11 GMT
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I also notice there does not appear to be a button that lets you add or remove all materials, which means I have to go through and manually deselect all of the materials down to the four or so my models are cleared to run on. Again, more time wasted that I didn't need to do priorly. And if there is such an option, it isn't at all obvious, which is just as bad. (As with the keywords, if you can cut and paste, to get multiple words, they should be something so that it is obvious, otherwise how on earth will anybody - especially some one new know about it?)

And the more I look at it, the more I loathe the description box xhanges; being in a grotty, easily missable grey text, the "more" button is not especially visible (if you were going for a youtube-style - though why the heck you should even consider wanting to do, because this is

commericial webshop, not a social networking/video site, and shuld be taking it's cue accordingly - you failed even to make it to youtube's dubious standards.) Editing it is now much harder, since the editing box doesn't seem to expand, so if you have more than about five lines, you can't see it all at once. You also appear to have removed the formatting options as well. The description should not have less prominance than the comments box, as in a lot of cases, it's very important.

I also second the motion the model title should be at the top, not underneath the picture.

Subject: Re: new model page
Posted by pfeiffer stylez on Sat, 17 Sep 2011 12:08:29 GMT
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stop4stuff wrote on Sat, 17 September 2011 11:20op updated and some points expanded.

Could you add "Try to validate the CSS stylesheet.", please ?

There are lots of invalid properties and values.

Examples:

```
ul#categoryList li ul.current li a:hover,
ul#categoryList li ul.current li:hover,
ul#categoryList li ul.current li ul.current li a:hover {
background:#f5f6fb;
background-image:none;
}
```

"background-mage" won't work.

```
ul#categoryList li ul.current li ul li {
background:#F5F6FB;
border-bottom:5px solid transparant;
}
```

afaik it's called "transparEnt".

```
div.buyableprivateaddtocart {
position:absolute;
```

top:21px;
background:url(/img/sprite-03.png) no-repeat 0 -577px;
width:20px;
height:20pxi
}

I guess that should be "px".

...

Subject: Re: new model page
Posted by virtox on Sat, 17 Sep 2011 12:25:39 GMT
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Regarding private models:

It seems to work same as before (more or less)
By setting a model to "offer for sale.."
But not "display to.."

Then switch back to non-edit mode will reload the page to the secret url.

For all those tired of having to click the "edit" button, I made myself a simple html page with all my model urls and now modified the urls to:

/model/edit/<id>

That way at least on an editing day I can more quickly modify things.

@stop4stuff: thanks for compiling the issues!

Subject: Re: new model page
Posted by stop4stuff on Sat, 17 Sep 2011 12:26:27 GMT
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equilux wrote on Fri, 16 September 2011 08:52Hello!

Where has the 'Back to my designs' link gone?

Can I really see how much other people's 'not for sale' models would cost to buy?

That's all.

There is a workaround to remove all pricing, but leave a model available... deselect all materials for the model in the Product Inventory Management (via My Shop in My Shapeways)

op updated with more, including CSS errors

Subject: Re: new model page
Posted by Automaster on Sat, 17 Sep 2011 12:49:18 GMT
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Well I wasted an insane amount of time last night trying to delete some models. What the heck? This should have been announced on the sign in page! An email sent or something. Please tell me that you have some people working on the weekend to fix the issues that are present. Going out on a limb, I'm going to say that most of us designers also have jobs during the week and set aside time on the weekend to get a lot of design/uploading stuff done. This is poor customer service to change so many things with no apparent explanation other than a post on the message board and no clear forecast for when it will all be resolved. And a Friday of all times??? Sheesh.

Subject: Re: new model page
Posted by duann on Sat, 17 Sep 2011 13:07:11 GMT
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Hey All,

I am just chiming in to say there are staff watching this forum thread, and we are taking note of your input. The development team is focused on dealing with any fixes needed so please do keep using this ONE thread to post your findings, that way it will be much more manageable to keep track.

I/we appreciate your input, be it functional, aesthetic, bug, etc. So please keep them coming. The update was trialed in our test environment but please be patient as we correct the additional

issues you find.

Thanks again for your input, keep it coming..

Subject: Re: new model page
Posted by stop4stuff on Sat, 17 Sep 2011 13:11:36 GMT
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Duann,

I think it a reasonable request to revert model pages back to the last iteration until all of the issues are ironed out and put to community testing before public release. (yesterday if possible)

Cheers,
Paul

Subject: Re: new model page
Posted by duann on Sat, 17 Sep 2011 13:52:10 GMT
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Hey Paul,

Let's see if the time machine is 3D printed yet? I ordered it tomorrow.

Subject: Re: new model page
Posted by Automaster on Sat, 17 Sep 2011 13:59:35 GMT
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Thanks for the update, it is appreciated!

Subject: Re: new model page
Posted by stop4stuff on Sat, 17 Sep 2011 14:07:34 GMT
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duann wrote on Sat, 17 September 2011 13:52Hey Paul,

Let's see if the time machine is 3D printed yet? I ordered it tomorrow.

Here's part of one

Subject: Re: new model page
Posted by TreadshotA1 on Sat, 17 Sep 2011 14:39:29 GMT
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Another problem: the Update File button doesn't work (so you can't update your models anymore).

*Firefox, Windows 7

Subject: Re: new model page
Posted by mctrivia on Sat, 17 Sep 2011 14:44:17 GMT
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duann wrote on Sat, 17 September 2011 13:07Hey All,
The update was trialed in our test environment but please be patient as we correct the additional issues you find.

I have herd this crock from shapeways emploies many times. Throughing the code up on a server and testing to see there are no compile errors is not testing. You need to make beta.shapeways.com purge all caches after upload and tell us to help with the testing. You NEED to do this for several reasons:

1) Your emploies have no sense of reallity and think that form is more important the function
2) Your emploies are incompitant and can't run simple testing procedures like using fire box to find javascript and css errors.
3) There are lots of us and we can tell you what works, what doesn't, help find bugs, and even give ideas how to fix.

Putting changes up like this without testing(what you do is not actually testing) first effects everyone. You waist our time since we can't get things done efficiently. And you effect our customers because they can't necisarily find things or they don't see the description. This means reduced sales which means less money for everyone.

Write up a real testing procedure. Don't relie on your employes to remember every step. And here are a few things to put in it:

1) Upload to internal test server
2) Clear all caches
3) Check with firebug and other testing sweets for any errors
4) Check visual appreance and functionality of sight in landscape and portraight
4.1) Firefox
4.2) Internet Explorer
4.3) Crome
4.4) Safari
4.5) Opera
4.6) Blackberry
4.7) Ipad
5) Fix all problems and go back to 1 if there were any
6) Upload to beta.shapeways.com and email all shop owners of new beta
7) Clear all caches
 Fix all bugs found by us and go back to 6 if there were any
9) Upload to main site.

Subject: Re: new model page
Posted by aegidian on Sat, 17 Sep 2011 14:49:46 GMT
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stop4stuff wrote on Sat, 17 September 2011 13:11Duann,

I think it a reasonable request to revert model pages back to the last iteration until all of the issues are ironed out and put to community testing before public release. (yesterday if possible)

I'll second that. We need that functional page design back until this new one at least works right, let alone looks right.

Subject: Re: new model page

Posted by pfeiffer stylez on Sat, 17 Sep 2011 14:52:06 GMT
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duann wrote on Sat, 17 September 2011 13:07Hey All,

I am just chiming in to say there are staff watching this forum thread, and we are taking note of your input. The development team is focused on dealing with any fixes needed so please do keep using this ONE thread to post your findings, that way it will be much more manageable to keep track.
Glad to hear that.

Critical CSS errors (so far):

line 58 : invalid property "background-mage"

line 60 : invalid value "transparant"

line 346 : missing dimensions
.tab-button{background:#198DE9;height:20px;font-weight:normal;border-top:1px solid black;border-left:1px solid black;border-right:1px solid black;cursor:hand;padding-top:2px;padding:2px}

line 347 : missing dimensions (for padding, two times)

line 467 : invalid dimension ("20pxi")

line 477 : invalid dimension ("20pxi")

line 1108 : invalid color value
.infobox_separator2{height:2px;color:#00000}

line 1127 : invalid dimension ("padding-left:0x;")

Unnecessary CSS errors:

line 929 : typing error or deleted selector ?
.black,{color:#000}

line 1282 : missing source ?
.pluslink{height:14px;padding-left:14px;background-image:}

Subject: Re: new model page
Posted by pfeiffer stylez on Sat, 17 Sep 2011 15:00:45 GMT
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virtox wrote on Fri, 16 September 2011 07:20(...)
- Can't see how many people favorited a model.
(...)
I guess that's the "Shapies who this" box in the right column.

Check your "Silver braille ring" page.

Subject: Re: new model page
Posted by mctrivia on Sat, 17 Sep 2011 15:06:54 GMT
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love the mutilated logos. 3 logos on the page only 1 right. and why do you kill the scroll bar so I can't see the right side of the page. made some notes on the scrfeen shot.

File Attachments
1) screen shot.jpg, downloaded 288 times

Subject: Re: new model page
Posted by duann on Sat, 17 Sep 2011 15:12:15 GMT
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Woah Mctrivia,

Email sent...

Subject: Re: new model page
Posted by aegidian on Sat, 17 Sep 2011 15:12:41 GMT
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aegidian wrote on Sat, 17 September 2011 14:49stop4stuff wrote on Sat, 17 September 2011 13:11Duann,

I think it a reasonable request to revert model pages back to the last iteration until all of the issues are ironed out and put to community testing before public release. (yesterday if possible)

I'll second that. We need that functional page design back until this new one at least works right, let alone looks right.

Better yet. Let's have the old page back AS the 'edit' page.

Personally, I don't want to add any new models for sale until at least the ability to edit the description in full and upload new models are fixed. Those are showstoppers.

Subject: Re: new model page
Posted by stop4stuff on Sat, 17 Sep 2011 15:27:23 GMT
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I'm going to prioritise the list on the first page.

Currently the list ends at 30

If anyone has any issues that I've not covered, add a number and the issue.

Also please can everyone look at the list and note any numbered item with a rating using the plus symbol (+) more +'s the bigger the priority.

I'll then update the op list for SW to get an idea of what needs fixing in what order.

Cheers,
Paul

Subject: Re: new model page

Posted by duann on Sat, 17 Sep 2011 15:30:43 GMT
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Thanks Paul

Subject: Re: new model page
Posted by pfeiffer stylez on Sat, 17 Sep 2011 15:37:44 GMT
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mctrivia wrote on Sat, 17 September 2011 15:06(...)
and why do you kill the scroll bar so I can't see the right side of the page.
(...)
This is declared in the shapeways_unified.css stylesheet (so I think it has nothing to do with the new model page).

Since you're using Firefox, you could grab the "Stylish" AddOn.
Create a new style, and use...

Quote:@-moz-document url ("www.shapeways.com");
body {
overflow-x: auto !important;
}

Helping yourself is better than just being pissed off, right ? ^^

Subject: Re: new model page
Posted by mctrivia on Sat, 17 Sep 2011 15:37:45 GMT
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the points on my last post not on the list.

Subject: Re: new model page
Posted by stop4stuff on Sat, 17 Sep 2011 15:38:09 GMT
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I've done what I think are the priorities...

But the biggest priority should be put it back to what it was whilst this gets fixed, however, I understand that that will not happen and that nothing will start being fixed before monday which is a bit daft really.

Subject: Re: new model page
Posted by TreadshotA1 on Sat, 17 Sep 2011 15:46:39 GMT
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I'm posting again because i just noticed it's been crossed off the list in the first post, but it's actually not fixed at all.

The Update Model button no longer leads to a blank page, what it does is absolutely nothing. The tab has teh little "loading" icon, but it leads nowhere, and the page happens like you didn't do anything.

I mouse overed on the button, and just like the "login with Facebook" button (which also hasn't been working for me since the new model page started...argh), it shows up "Javascript:void". I'm assuming that means in the coding, there must a "run Javascript: Action x" except then either the code for Action x is broken or it's been put under a different name, and so the code comes up as void.

Then again, i have very little knowledge with coding, all i know is it doesn't do a thing. Neither does the Login with Facebook button, and they both show the same Javascript:void thing when the mouse is over them.

Also, supporting the motion that we need to old pages back, until this one is fixed to at least workable standards (aesthetically, it'd take eternity to make it right). Right now...argh, i hate it so much...

Subject: Re: new model page
Posted by stop4stuff on Sat, 17 Sep 2011 16:03:15 GMT
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'Update Model' link brings up a pane;

the javascript-void link is pretty much standard these days to launch a hidden

BUT - the update process is borked... same model, same units = not printable???

Subject: Re: new model page
Posted by pfeiffer stylez on Sat, 17 Sep 2011 16:03:57 GMT
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Treadshot A1 wrote on Sat, 17 September 2011 15:46I'm posting again because i just noticed it's been crossed off the list in the first post, but it's actually not fixed at all.

The Update Model button no longer leads to a blank page, what it does is absolutely nothing. The tab has teh little "loading" icon, but it leads nowhere, and the page happens like you didn't do anything.
Do you allow the scripts from jquerytools.org ?
Browser-AddOns like "NoScript" might block them.

Subject: Re: new model page
Posted by jedinewby on Sat, 17 Sep 2011 16:34:44 GMT
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thanks for making it harder to get to the next picture since there is no link to go to the guys main page, the next or previous image. 3d imaging no longer works, and how will we ever know what materials won't work since you appear to have removed the list of materials the maker will allow for the ship?

Subject: Re: new model page
Posted by stop4stuff on Sat, 17 Sep 2011 16:46:56 GMT
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jedinewby wrote on Sat, 17 September 2011 16:34thanks for making it harder to get to the next picture since there is no link to go to the guys main page, the next or previous image. 3d imaging no longer works, and how will we ever know what materials won't work since you appear to have removed the list of materials the maker will allow for the ship?

If a designer has more than one image, there are next/previous image buttons on over the image itself, but note, you will find many models than only have the standard Shapeways render, so there will be no option to see another image.

The 3D view is currently broken, but will be looked into.

Materials are a choice for the designer, if a design will not work in a certain material, the designer will (should) not make the design available in that material.

& Welcome to Shapeways

Subject: Re: new model page
Posted by mctrivia on Sat, 17 Sep 2011 16:52:39 GMT
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Flipped my screen around to landscape and found that the price in US dollars is available. Just not default and impossible to set to US dollars when in portrait(see image on previous page)

Subject: Re: new model page
Posted by pfeiffer stylez on Sat, 17 Sep 2011 16:53:03 GMT
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jedinewby wrote on Sat, 17 September 2011 16:34thanks for making it harder to get to the next picture since there is no link to go to the guys main page, (...)
I agree to that it might be not easy to find, especially for new members... but there is a link.
Just click on the shop logo.

File Attachments

1) L.jpg, downloaded 889 times

Subject: Re: new model page
Posted by ceramicwombat on Sat, 17 Sep 2011 16:59:55 GMT
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The new interface steals attention from what should be the focus of each product page, the model itself. The photos are awkwardly cropped and the additional graphic elements are unnecessary. The basic template for the product page should have taken a step toward simplicity rather than zazz. Shapeways should supply ergonomic, streamlined tools. We, the artists, will supply the zazz.

Add me as a voice requesting the reversion to the previous style of product page.

Subject: Re: new model page
Posted by stop4stuff on Sat, 17 Sep 2011 17:00:15 GMT
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pfeiffer stylez wrote on Sat, 17 September 2011 16:53jedinewby wrote on Sat, 17 September 2011 16:34thanks for making it harder to get to the next picture since there is no link to go to the guys main page, (...)
I agree to that it might be not easy to find, especially for new members... but there is a link.
Just click on the shop logo.

Which model is that and does the 3D viewer work for you?

Subject: Re: new model page
Posted by pfeiffer stylez on Sat, 17 Sep 2011 17:24:52 GMT
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stop4stuff wrote on Sat, 17 September 2011 17:00
Which model is that and does the 3D viewer work for you?

That's your "Check Rope" ring.

But the link back to the shop's main page is on every model page.

Yesterday, the 3d view worked (if I allow the scripts from shapeways.com and java.net) in Firefox.
I got an error message in Opera, but that might depend on my browser settings.
At the moment it seems like the 3d view is completely disabled.

Subject: Re: new model page
Posted by aegidian on Sat, 17 Sep 2011 17:37:06 GMT
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These are the design changes I'd like to see - after the the bugs have been fixed.

Design notes on the 'customer' model page:

Design notes on the 'edit' model page:

Subject: Re: new model page
Posted by cadalu on Sat, 17 Sep 2011 17:42:44 GMT
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Thanks for adding the download bugs to your list stop4stuff! I'm so disappointed I can't access my files.

Anyone else wondering why they decided to introduce this on a Friday??

Subject: Re: new model page
Posted by Magic on Sat, 17 Sep 2011 17:53:43 GMT
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cadalu wrote on Sat, 17 September 2011 17:42
Anyone else wondering why they decided to introduce this on a Friday??

To have a maximum of feedbacks before they go back to work on Monday?

Subject: Re: new model page
Posted by afrodri on Sat, 17 Sep 2011 18:17:43 GMT
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Adding my voice to this (though I think others have said this as well):

What happened to the convenient "add all materials" to the available materials? It is really annoying having to click each material.

Is it just me, or is there no way to put models into store categories? I have several dozen models, each at different scales, so the current interface makes it pretty much impossible for people to find what they want. This is a CRITICAL feature for me.

The page view counter is missing as well

Subject: Re: new model page
Posted by stop4stuff on Sat, 17 Sep 2011 18:25:22 GMT
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Cheers afrodri
points already added... but if you think of or spot any more jump in and shout

---

Subject: Re: new model page
Posted by stonysmith on Sat, 17 Sep 2011 18:37:06 GMT
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Shapeways: I fully agreee that the descriptions should not be limited in size. We're trying to sell products here, and the images and descriptions are our major marketing tools.

I myself don't care for the blue triangle to the left of "Add to Cart".

I'm running IE9 on Win7 I have YET to see a single icon anywhere for 3dView - even on pages that others see it. Note: 3d view worked fine for me till Thursday.

Community: Let's keep it civil here. Now is not the time to rant about changes made on a Thursday night.. Now is the time to get it fixed, then deal with how to handle changes better NEXT time.

Subject: Re: new model page
Posted by stop4stuff on Sat, 17 Sep 2011 18:48:08 GMT
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stonysmith wrote on Sat, 17 September 2011 18:37Shapeways: I fully agreee that the descriptions should not be limited in size. We're trying to sell products here, and the images and descriptions are our major marketing tools.

I myself don't care for the blue triangle to the left of "Add to Cart".

I'm running IE9 on Win7 I have YET to see a single icon anywhere for 3dView - even on pages that others see it. Note: 3d view worked fine for me till Thursday.

Community: Let's keep it civil here. Now is not the time to rant about changes made on a Thursday night.. Now is the time to get it fixed, then deal with how to handle changes better NEXT time.

Stony,
Interactive 3D for IE users is excluded in the coding - see my opening post, item #3 - for all other browser users it is broken anyway.

I think the community are being civil considering the fact that this has been dumped on us with no changes possible before Monday.

Subject: Re: new model page
Posted by rolandberberich1979 on Sat, 17 Sep 2011 19:04:26 GMT
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I think most of the issues have been stated already.

The new layout is an absolute no-go especially the overview is totally lost!

Just change it back. Why fix things that ainÂ´t broken.

Subject: Re: new model page
Posted by Charmed_Life_Designs on Sat, 17 Sep 2011 19:21:40 GMT
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As most of the issues have been covered already, I just want to add one more vote for reverting the model page to the way it was before, as well as letting us test these changes before they are made permanent!

Subject: Re: new model page
Posted by bluelinegecko on Sat, 17 Sep 2011 19:30:30 GMT
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I like some things about the new interface, though I prefer the old one for some things too.

But lets face it...With this many blatantly obvious bugs, how many people at Shapeways REALLY thought this was READY to be released again? They should have caught a large majority of these testing on their own systems before it was released. And this is the 2nd time in a few weeks they did that.

I love shapeways, but seriously guys you need to do better. Either a Beta server or select a group of volunteers to beta their pages for you. It's obvious this needed more work and wasn't quite ready.

Subject: Re: new model page
Posted by Gosric on Sat, 17 Sep 2011 19:36:53 GMT
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My gods it is a bad layout, was there actually anything wrong with it before. Change can be a good thing, but definitely not this time.
I am convinced this will hurt sales of my stuff. Page layout is the first selling tool we have. Change it back.

Subject: Re: new model page
Posted by afrodri on Sat, 17 Sep 2011 20:24:57 GMT
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Gosric wrote on Sat, 17 September 2011 19:36
I am convinced this will hurt sales of my stuff.

Yes, I've already had (would be) customer complaints about the new layout. I'm going to suspend my advertizing until this is sorted out. There is no point pursuing new customers if they are just going to become frustrated at the layout.

Subject: Re: new model page
Posted by woody64 on Sat, 17 Sep 2011 23:39:16 GMT
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And it happened once more:

1) @ana: can you please clarify why this once more happens on Friday. I think it was discussed heavily during the last weeks.
The current stuff restricts designers from working and buyers from buying.
At least it's annoying that such a change has been once more made leaving the shapeway's users alone for the weekend.

2) For me the design is ugly (maybe that's my personal taste), but even worse it's much more fuzzy then before.

3) Somebody summarized the list of testing step. It's not understandable why this principle isn't followed?

4) Ever thought to split buying interface from editing interface. Wouldn't that make life easier. Since editing from designers point of view is a complete other work flow then buying from customers.

5) Why not leave the old interface and build up two new ones: one for buying one for editing properties.

6) Usability ? Things easy to reach ? All functionality available ? Grouping of items ???? Saving changes ?? .....

7) Communication and interaction with the community. (would have been achieved very easily with 3)

Subject: Re: new model page
Posted by TreadshotA1 on Sun, 18 Sep 2011 04:10:22 GMT
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pfeiffer stylez wrote on Sat, 17 September 2011 16:03Treadshot A1 wrote on Sat, 17 September 2011 15:46I'm posting again because i just noticed it's been crossed off the list in the first post, but it's actually not fixed at all.

The Update Model button no longer leads to a blank page, what it does is absolutely nothing. The tab has teh little "loading" icon, but it leads nowhere, and the page happens like you didn't do anything.
Do you allow the scripts from jquerytools.org ?
Browser-AddOns like "NoScript" might block them.

Firefox is set to "Enable Javascript: On".

The pane that's supposed to come up never shows up at all on Firefox.

*Just tried it before posting this. Still does not work. I've tried it without a Popup blocker, still does nothing.

Subject: Re: new model page
Posted by Magic on Sun, 18 Sep 2011 07:43:03 GMT
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I looked the new page from a custumer point of view, and it is not bad at all (Windows Vista / IE8). Once the description is expanded the design is very clear:
- I see the picture
- I choose the material
- I "add to cart" or "personalize"

Beside to the description that should always be expanded, just two extra things:
- when there is only one material available, do not allow to show the select material "list" because it is really not obvious to understand if the only available material is selected or not.
- the personalize page is still following the old design, this is very confusing.

Subject: Re: new model page
Posted by Dexter on Sun, 18 Sep 2011 08:20:31 GMT
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The 3D Java applet throws an exception on my pc. Firefox 6.0.2. on Ubuntu with the Java plugin 1.6.0_26 :

exception: Found unsigned entry in resource:

http://download.java.net/media/jogl/builds/archive/jsr-231-1 .x-webstart-current/jogl.jar.
com.sun.deploy.net.JARSigningException: Found unsigned entry in resource:
http://download.java.net/media/jogl/builds/archive/jsr-231-1 .x-webstart-current/jogl.jar
 at com.sun.javaws.security.SigningInfo.getCommonCodeSignersForJ ar(SigningInfo.java:411)
 at com.sun.javaws.security.SigningInfo.check(SigningInfo.java:2 76)
 at com.sun.javaws.LaunchDownload.checkSignedResourcesHelper(Lau
nchDownload.java:1741)
 at com.sun.javaws.LaunchDownload.checkSignedResources(LaunchDow nload.java:1508)
 at sun.plugin2.applet.JNLP2Manager.prepareLaunchFile(JNLP2Manag er.java:1161)
 at sun.plugin2.applet.JNLP2Manager.loadJarFiles(JNLP2Manager.ja va:473)
 at sun.plugin2.applet.Plugin2Manager$AppletExecutionRunnable.ru
n(Plugin2Manager.java:1496)
 at java.lang.Thread.run(Thread.java:662)
Exception: com.sun.deploy.net.JARSigningException: Found unsigned entry in resource:
http://download.java.net/media/jogl/builds/archive/jsr-231-1 .x-webstart-current/jogl.jar

---

Subject: Re: new model page
Posted by stop4stuff on Sun, 18 Sep 2011 09:37:23 GMT
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3D view is broken for IE, Firefox and Chrome at least - noted in point 3 in op.

Subject: Re: new model page
Posted by cbfasi on Sun, 18 Sep 2011 13:21:15 GMT
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http://www.shapeways.com/forum/index.php?t=msg&th=6411&a mp;prevloaded=1&&start=0

1) Would prefer edit page to default set as 'on'.
Definately agreed. Its most annoying.
Normally when a designer clicks to this page they want to edit..

14) Crappy and unnecessary image cropping.
This may mean designers have to do extra work to show an images that shows all of the model..
It has provided no benifit.

20) No obvious way to delete a model.
This used to be on click, now I got no idea..

27) Materials selector on edit page is now a jumble. The convenient remove all materials button has gone and so has the materials grouping.
Major backwards move unless the model is printable in all products, makes the designer spend much more time just setting it up right. When it used to relatively easy and swift.

32) Compulsorary reason for model update is not necessary and adds to workflow.
This ought to be optional, not forced.

34) Currency on the model page should be what the logged-in user has chosen as their currency.
Very much agreed

In my honest opinion these changes are changes that have not be clearly thought about. It seems like a few people had ideas without really looking at what the benifit is. If there is not benifit to a change why change, after all your not making changes just for the sake of it.. or are you..

These ideas need fully thinking, and although done in a bad way, at least your getting feedback about them from your users.

Next time get us to test and evaluate, I am sure you will get a better release result.

Subject: Re: new model page
Posted by aluminumpork on Sun, 18 Sep 2011 21:14:33 GMT
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My biggest issue is not being able to delete models. I've looked seemingly everywhere. How could such a critical function go overlooked?

Subject: Re: new model page
Posted by AlanHudson on Mon, 19 Sep 2011 15:22:41 GMT
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I'm looking into this problem. It's happening for all users right now. Something changed at Sun/Oracle that we depend on, tracking down what.

Subject: Re: new model page
Posted by Automaster on Mon, 19 Sep 2011 17:26:45 GMT
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Okay, it's Monday and after 2pm eastern time, surely some work has been done by now. It is critical that you fix the 3D viewer. That's the only way I will know 100% for sure that my NEWLY uploaded models are ready to print. Please fix this if nothing else TODAY!

By the same token, I know technology stuff is never as simple as it seems. I just hope that someone is doing [I]something[/] to correct these changes so we can all get back to business as usual. Thanks!

Subject: Re: new model page
Posted by AlanHudson on Mon, 19 Sep 2011 17:31:59 GMT
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We're working on it. I don't have an expected release time yet.

Subject: Re: new model page
Posted by AlanHudson on Mon, 19 Sep 2011 20:30:20 GMT
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I should make it clear that I'm just working on the 3D model viewer problems in this thread. I'm not speaking about the rest of the model page issues raised.

I have a fix for the 3d model viewer problem and hope to have it out in today's push. It's in testing currently.

Subject: Re: new model page
Posted by afrodri on Mon, 19 Sep 2011 20:31:57 GMT
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giles7777 wrote on Mon, 19 September 2011 17:31We're working on it. I don't have an expected release time yet.

By "It" do you mean all of the issues mentioned so far, or the 3D viewer, or deleting models?

Is the plan to try and fix the current version of the interface, or just to revert to the old (i.e.

functional) interface?

Subject: Re: new model page
Posted by bartv on Mon, 19 Sep 2011 20:35:16 GMT
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Hi all,

Oh my! I havent' been able to touch base with our development team about this yet, but I feel truly bad about this one. I'll get on top of this and get back to you with more information as soon as I can (which may be a little slower than I may like as I'm heading for London in two days to work at TENT).

In the mean time, do keep posting your feedback, by all means.

Bart

Subject: Re: new model page
Posted by Bathsheba on Mon, 19 Sep 2011 22:14:11 GMT
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Shop sections are still missing from the new interface.

PLEASE ADD THIS FEATURE BACK ASAP!

I have designs up that are topical, that belong to a major media corporation, that I cannot give them a widget for until this is fixed.

Thanks...

Subject: Re: new model page
Posted by AlanHudson on Mon, 19 Sep 2011 23:22:44 GMT
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The 3D viewer has been restored. Sorry for the problems.

Subject: Re: new model page
Posted by stonysmith on Tue, 20 Sep 2011 02:36:48 GMT
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giles7777 wrote on Mon, 19 September 2011 23:22The 3D viewer has been restored. Sorry for the problems.

I still don't see the icon on any page that I visit.
I'm using Win7/IE9 .. it was working last week.

Subject: Re: new model page
Posted by ana on Tue, 20 Sep 2011 03:14:12 GMT
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Hey all,

Following your feedback the dev team made a few fixes.

- You can now delete models through your MyDesigns page
- Not for sale items now have their prices hidden
- We've restored the option for a user to remove their own comment

There were many things about this release that weren't up to par. Please know that there are more fixes on the way.

Many of you guys had questions and confusion about why we released when we did. I hope I can help shed some light on things. This release was scheduled for Wednesday, which then got pushed to Thursday. The process took our dev team until late into the night, which meant many of you woke up to it on Friday morning (right when I was heading off to Maker Faire NY...). While it may have seemed that we pushed this out on Friday and then left it, Josh and the product team actually monitored your feedback all weekend, and even implemented some changes over the weekend that they recognized were truly critical. We were doing everything we could to ensure we didn't just leave you hanging.

This particular UI change was targeted to make the experience easier for shoppers and first-time designers. While opinions vary, I think some of you already noted that you think the UI looks good from a shopper's view. We want to bring more shoppers to your shops, and hopefully after fixes, this will end up paying off .

Even though we botched a lot of things on this release, we're moving into a phase where changes are going to be made often, and I'm confident that we're going to get good at it quickly.

I really thank you for your patience and your feedback. I'm keeping my eye on this thread closely so I can continue to address your thoughts and reactions.

Subject: Re: new model page
Posted by mctrivia on Tue, 20 Sep 2011 03:34:27 GMT
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I don't know if you are intentionally vague but your post says nothing about actually trying to prevent screw ups like this from happening,

I would like to here someone say the words "We will implement a update checklist to prevent this from happening again and here are the steps..."

You really do need to implement a site update checklist like the one I posted earlier. This should never have happened the first time. let alone the fact this is the second or third time this year. Testing is important.

Making changes effects everyone so keep us in the loop before you make them.

That said this will be a good step forward for the customer. For the designer it is currently a few steps backwards with the only good thing being that it is easier to see markups in every material as well as to change the markup in every material.

Subject: Re: new model page
Posted by cadalu on Tue, 20 Sep 2011 04:26:16 GMT
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Any information when the download issue will be fixed? I need to download my own model.

Subject: Re: new model page
Posted by fakebusker83 on Tue, 20 Sep 2011 04:32:27 GMT
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There have been may points brought up over the weekend, and I'm not sure if the points I'm bringing up has been mentioned before. If they are I apologise.

The image upload function is pretty bad. There is no feedback to let me know if the image is loading or if it is going to be uploaded successfully. A page refresh doesn't work all the time in showing the newly uploaded image.

The order the materials are arranged in on the right column feels random. It frustrates me to keep scrolling up and down to find all the coloured Strong Flexibles, for example. If the materials can be grouped to their families (much like how the old layout does) and separated by dividers, it will be much easier to work with.

This one has been mentioned before, and I want to say it again. Needing to click 'more' to read the product description is needlessly distracting.

However, I'd like to say that I really like how I can easily edit the markup fees on the main page without needing to go to product inventory. Kudos to that.

I also like how images can be viewed full-screen. We just need to be able to upload large enough images to make this feature worth it.

Subject: Re: new model page
Posted by aegidian on Tue, 20 Sep 2011 06:49:12 GMT
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ana wrote on Tue, 20 September 2011 03:14There were many things about this release that weren't up to par. Please know that there are more fixes on the way.

Thanks for those fixes, looking forward to seeing those other fixes ASAP so I can get back to modelling and creating content for you. I still can't do that until the truncated description and shop sections are fixed.

Quote:Many of you guys had questions and confusion about why we released when we did. I hope I can help shed some light on things. This release was scheduled for Wednesday, which then got pushed to Thursday. The process took our dev team until late into the night, which meant many of you woke up to it on Friday morning (right when I was heading off to Maker Faire NY...). While it may have seemed that we pushed this out on Friday and then left it, Josh and the product team actually monitored your feedback all weekend, and even implemented some changes over the weekend that they recognized were truly critical. We were doing everything we could to ensure we didn't just leave you hanging.

Well that sucked deeply. And yet it was a repeat of the situation you had before and promised

wouldn't happen again.

I really want to know what you are going to do to avoid this situation in future. Because despite your 'best' efforts, a lot of people felt that they were left without support and with (what is still) a non-functional, inferior UI.

Quote:Even though we botched a lot of things on this release, we're moving into a phase where changes are going to be made often, and I'm confident that we're going to get good at it quickly.

I really thank you for your patience and your feedback. I'm keeping my eye on this thread closely so I can continue to address your thoughts and reactions.

Good, because this debacle came very close to me losing my enthusiasm for Shapeways. There are alternatives.

Subject: Re: new model page
Posted by unellenu on Tue, 20 Sep 2011 07:22:25 GMT
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I'm mostly OK with the new page just had a look at it today (aside from my usual response to any change which is not ever generally positive). At least there is not so much scrolling down the page neccessary as before.
My only thing that I'm quite unhappy about is the way that all my squarish images are now zoomed in and cropped (with the new aspect ratio) . As I have over 200 models currently on Shapeways (some hidden some showing) it is too much time for me to resize every one.
I'd prefer my images to have white strips down the side rather than be cropped so much that the product is only half visible.

Janelle.

Subject: Re: new model page
Posted by Dexter on Tue, 20 Sep 2011 07:35:28 GMT
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Hi Ana,

Quote:This release was scheduled for Wednesday, which then got pushed to Thursday. The process took our dev team until late into the night

I think having your developers working overtime before a production release deadline is a bad idea. Also I wonder what happened between the moment that the developers finished their work and the actual release? Did your software testers have their say? Did you have an acceptance test?

Mark

Subject: Re: new model page
Posted by stop4stuff on Tue, 20 Sep 2011 09:58:48 GMT
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fakebusker83 wrote on Tue, 20 September 2011 04:32...The image upload function is pretty bad. There is no feedback to let me know if the image is loading or if it is going to be uploaded successfully. A page refresh doesn't work all the time in showing the newly uploaded image...

Noted, see 40)

fakebusker83 wrote on Tue, 20 September 2011 04:32...The order the materials are arranged in on the right column feels random. It frustrates me to keep scrolling up and down to find all the coloured Strong Flexibles, for example. If the materials can be grouped to their families (much like how the old layout does) and separated by dividers, it will be much easier to work with...

Noted, see 27)

fakebusker83 wrote on Tue, 20 September 2011 04:32...However, I'd like to say that I really like how I can easily edit the markup fees on the main page without needing to go to product inventory. Kudos to that....

to that

fakebusker83 wrote on Tue, 20 September 2011 04:32I also like how images can be viewed full-screen. We just need to be able to upload large enough images to make this feature worth it.

Full screen images are still vertically cropped to fit the width of the screen, e.g. Baritone Horn

op updated to relect fixes so far

Subject: Re: new model page
Posted by stop4stuff on Tue, 20 Sep 2011 10:17:27 GMT
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Downloading models currently works ok. If a download doesn't work first time, try again.

Subject: Re: new model page
Posted by aegidian on Tue, 20 Sep 2011 12:12:18 GMT
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NEW BUG:

I managed to edit the description for this model once, but I further edits aren't being saved when I press the OK button.

Safari 5.1, Mac OS X 10.7.1

http://www.shapeways.com/model/313233/

Subject: Re: new model page
Posted by virtox on Tue, 20 Sep 2011 12:24:40 GMT
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The editing of descriptions is still buggy (only first parts shows up in edit, second part is still saved with it when first part is changed), but there is a crude work-around:

Go to edit mode, click the edit description:
clear the description/hit space
then enter (to save it)
Reload the edit page.
Description should now be blank and you can re-enter and save it.

Subject: Re: new model page
Posted by virtox on Tue, 20 Sep 2011 13:33:09 GMT
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Delete model link not visible for everyone:
http://www.shapeways.com/forum/index.php?t=msg&goto=3466 8&#msg_34668

No delete buttons in list mode caused some confusion, nevermind.

Subject: Re: new model page
Posted by aegidian on Tue, 20 Sep 2011 14:10:01 GMT
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virtox wrote on Tue, 20 September 2011 12:24The editing of descriptions is still buggy (only first parts shows up in edit, second part is still saved with it when first part is changed), but there is a crude work-around:

Go to edit mode, click the edit description:
clear the description/hit space
then enter (to save it)
Reload the edit page.
Description should now be blank and you can re-enter and save it.

It's VERY buggy. The workaround works, but only about one time in five - I have to keep repeating it until it saves.

This is not usable.

Subject: Re: new model page
Posted by mctrivia on Tue, 20 Sep 2011 15:51:06 GMT
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Been doing some digging into the new pages source codes because I was curious.

Seriously guys. Stop using AJAX so much. There is absolutely no reason to use an ajax call when I change the wanted price to compute the markup price. Javascript is perfectly capable of

doing the necisary math. Using AJAX so iresponsably results in:

1) Slow update of markup field making people think things are not working write. In my testing average response time was 17 seconds where javascript could do almost instantly.
2) Increased bandwith. Just to change the price we had to communicate 181 bytes of data back and forth which had no valuable meaning. This data still needs to be sent when I hit save so is just waisted bandwidth. May seem small but how many other places are you waisting that across how many other people?
3) Increase server load. Your servers are over taxed. For practically everything I do your server has to load up hundreads of objects parse my request and return the answer. Multiply this by all the other users on shapeways and no wounder your servers are running so slow. Just removing the overuse of Ajax could drastically reduce server load.

Conclusion this abuse of AJAX is costing you money in bandwidth, processing power and/or hydro depending on your server location and internet contracts. It is waisting our time since it takes longer to do things, and it makes the site slower which discourages customers costing us all money.

Subject: Re: new model page
Posted by jlevine on Tue, 20 Sep 2011 16:58:40 GMT
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Hello all,

I'd like to acknowledge all the bugs and process mistakes you guys have pointed out in this thread (and in past threads). It's important for us to recognize our deficiencies in order to address them and get better and you've been invaluable in helping us understand the level of service we are expected to deliver.

I'd like to address two main points:

Frequency of releases:
We are a small team. We have 7 developers that work on all aspects of Shapeways. This means 7 people to handle all issues on the website (which we are focused on in this thread) and all of the tools and systems that are in place to make the uploading, commenting, purchasing, printing, and shipping happen. If you are an engineer, or if you are a leader of engineers, you can understand the volume of work that falls onto each of those seven pairs of shoulders and you can understand how hard we are working to get you the features and functionality that you want and deserve.

Regardless of our current team size, we have moved to a weekly release schedule. That means

that we will be making a meaningful feature release to our website every two weeks, and a bug fix release every week.

We also have "Emergency Releases" baked into our process so that we can rush out fixes for issues that are crippling to your experience. You can expect that if something is totally broken (e.g. you cannot sell your wares, the pages don't load, etc) we will work through the night and weekend to release a fix immediately. That said, you may start to question our prioritization of what's "totally broken". We could use your help in assessing the impact of these issues.

Quality of releases
As we increase velocity we run the risk of having a dip in quality. It's important to note that your feedback is invaluable in achieving a high-quality standard. I ask that you give our team time and a few iterations to improve before giving up on us or publicly criticizing our efforts. Constructive feedback is always welcome.

Here's what we're doing to address release quality:

Quality Assurance
- We are now manually testing each feature we develop against a specification. This is time consuming but necessary while we build our body of automated tests
- We are building a body of automated functional tests. This will help us identify and fix any negative side effects that new features have on existing functionality.
- We are modifying our deployment stream to include a "staging" environment. This will let us test our new code against live data.

Product Definition
- We are improving our feature specifications to include objectives, actors, use cases, page flows, wireframes, visual comps and interaction design notes.
- Product and Tech teams are collaborating on feature development to ensure feasibility, as well as a high-quality and comprehensive user experience
- Quality Assurance team are involved in writing the test cases for each feature spec
- Product team is working to balance the needs of Community and Shapeways business

You can expect us to improve week on week heading into the holiday shopping season. I know that we cannot turn all of this on in one day, but we are moving very quickly. I'm confident that we'll be able to show meaningful progress over the next several weeks and months.

Thank You,

Josh Levine

Subject: Re: new model page
Posted by fakebusker83 on Tue, 20 Sep 2011 17:07:54 GMT
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Amidst all the criticisms and complaints, I must say you guys have taken it very graciously and I give you props for that. Some of us on the forums have been pretty harsh indeed.

I know better than to underestimate the amount of work that goes into maintaining and improving a site like Shapeways, especially with such a small team as this. I'd like to thank you guys for going beyond the call of duty to serve the community.

That being said, I wish you guys smooth workflow and I can't wait for the fixes to be implemented. Holla if you need more feedback.

Subject: Re: new model page
Posted by mctrivia on Tue, 20 Sep 2011 17:31:31 GMT
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glad to here that. Hope you put quality before trying to get things out weekly.

Subject: Re: new model page
Posted by lensman on Tue, 20 Sep 2011 18:12:03 GMT
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jlevine wrote on Tue, 20 September 2011 16:58- We are modifying our deployment stream to include a "staging" environment. This will let us test our new code against live data.

Yes, well, I think THAT was the biggest problem here... Anyway, as said above, not an easy job for a small team but at least you are recognising the errors...

Glenn

Subject: Re: new model page
Posted by virtox on Tue, 20 Sep 2011 18:31:04 GMT
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Thanks Josh, very insightful!

Subject: Re: new model page
Posted by GWMT on Tue, 20 Sep 2011 19:49:30 GMT
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Is the actual name of file that was uploaded for printing listed anywhere on the page? If not it needs to be listed on the edit page so I can see if the most up-to-date version of the file has been added for printing.

Subject: Re: new model page
Posted by cadalu on Tue, 20 Sep 2011 20:24:45 GMT
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Downloading models does NOT work for me. I've tried a million times. I even opened up Internet Explorer which has absolutely no cache of shapeways on it and the download is still not working.

These are image popper results created at shapeways. They worked perfectly until the new layout premiered.

HELP!!! Support can you provide some insight? I get an invalid .stl file read in netfabb or any other software.

Any ideas??????

Subject: Re: new model page
Posted by Magic on Wed, 21 Sep 2011 06:00:42 GMT
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Nothing new, just a picture to illustrate two of the problems with Windows 7 and Internet Explorer 9:

- No picture for the model
- the marerial list goes out of the boundaries of its window (the vertical slider of the window can

move but has no effect).

File Attachments

1) W7IE9.jpg, downloaded 540 times

Subject: Re: new model page
Posted by Bathsheba on Wed, 21 Sep 2011 06:08:41 GMT
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Another vote to fix the photo cropping. If you're not treating this internally as a bug, you need to -- it's not ok at all.

Going forward, I need you to stick to one photo size forever. I cannot go back into all my models and re-render or re-Photoshop them every time you change this. Again, not ok.

Subject: Re: new model page
Posted by lensman on Wed, 21 Sep 2011 11:53:18 GMT
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@Magic - Could the image problem be with IE9 ? I'm still using IE8 (with Win7) and it seems okay. I'm now not going to d/l IE9 until this is fixed!

Glenn

Subject: Re: new model page
Posted by Magic on Wed, 21 Sep 2011 12:12:28 GMT
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I will test at home again tonight.

Somebody in office pointed out that this could be due the the "compatibilty display" button of IE. All what I can say is that I can see the model page working properly with Windows7 or Windows XP with IE8, and I've seen those page broken at home with Windows 7 and IE9: but this could be due to the compatibility display being set on for Shapeways at home (because when I set it on in IE8, I obtain the same issues: no image and material list overflow).

Once again I will test that tonight and let you know.

Subject: Re: new model page
Posted by D_man on Wed, 21 Sep 2011 13:18:00 GMT
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For those looking for a way to remove some models, i don't know wether it's been said before here or not, but :
Removing your models can be done from teh page that shows all your designs. (clicking on "My Design")
You have a little dustbin under each design thumbnail.
But it can only be done one by one, which can end up pretty long and boring !

Subject: Re: new model page
Posted by Technoboots on Wed, 21 Sep 2011 16:52:09 GMT
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I think the main issue for me is the lack of 3D view in Internet Explorer as others have said. I use that to ensure that a model has uploaded properly and a single render doesn't do this.

Subject: Re: new model page
Posted by mctrivia on Wed, 21 Sep 2011 16:54:32 GMT
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use netfabb. though 3d model works for me. Firefox Windows 7

Subject: Re: new model page
Posted by stannum on Wed, 21 Sep 2011 18:50:11 GMT
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OK, indeed own shop sections are missing, you can classify in SW sections ("product categories") and nothing more.

Plus where did volume info go? Own items had cm3 usage (and area?) so you could check if hollowing was working or not, for example. With new prices less than 10 days away, it's important; for example to send customers a detailed notice about price changes.

Subject: Re: new model page
Posted by mctrivia on Wed, 21 Sep 2011 18:58:13 GMT
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volume is shown in edit mode by description. stupid place but it is stil there

Subject: Re: new model page
Posted by stannum on Wed, 21 Sep 2011 19:32:05 GMT
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OK, thanks... mouse makers must have invested in SW, the switches are getting some serious work. ^_^

Area is not shown or maybe it went to a different place than volume? Ceramic is not for sale, yeah...

"Allow download" toggle is near the description (edit page), but "public" and "for sale" are hidden under a "more" in the side bar. The logic for placing things is misterious, indeed.

Subject: Re: new model page
Posted by mctrivia on Wed, 21 Sep 2011 19:34:38 GMT
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i use a tablet so the crazy moving around not so bad. The fact I can't see the right side bar is a bit of a pain when in the normal format though but that is not a new problem.

Subject: Re: new model page
Posted by Magic on Wed, 21 Sep 2011 20:14:34 GMT
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Magic wrote on Wed, 21 September 2011 12:12I will test at home again tonight.
Somebody in office pointed out that this could be due the the "compatibilty display" button of IE.

That was that. The 2 issues - no image and material list overflow - are solved for me.

Subject: Re: new model page
Posted by AotrsCommander on Thu, 22 Sep 2011 12:05:20 GMT
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Guys, you REALLY need to fix this joke of an page update fast, especially in light of this price hike around the corner. For a kick off, when I inevitably have to modify the prices of all my models, not being able to do so from one page as before will drastically increase the amount of time I need - and the load on your servers - when everyone else and their uncle is having to do the same. (And I know that far more people than me are going to have vastly bigger and longer job, which it makes it WORSE.) Sure, using that page was a bit of a pain for doing one model, but when you have do to ten or twenty (or a hundred, as I'm sure other people will have to be doing) it is far better than having to do every single model individually for every material.

And it its absolutely VITAL you get shop sections back up.

Putting this out, not properly tested, before the biggest overhaul you've ever done on pricing is frankly completely irresponcible of you and appallingly bad customer service. I am frankly disappointed to the point of near disgust at the lack of forethought and concern for the your (until now) loyal and dedicated customers. That you only have a small team doing to job only gets you some leeway, but does not excuse you from this large a [insert expletive of choice]-up.

I have noted a massive drop in the overall quality of service from Shapeways in the last couple of months - I'm starting to regret spending the last THREE MONTHS working my arse off doing models to show off the technology and Shapeways at a big convention (particularly as the very day of the convention is the day the new prices come into play, so I can't even give all the interest people an estimate into the cost the first day.) Pull your fingers out, guys!

I know I am being rather snippy, but frankly, Shapeways has exhausted my (large) quota of politeness for the immediate future, at least until you guys do something I can consider positive.

Subject: Re: new model page
Posted by mo-design on Thu, 22 Sep 2011 14:13:31 GMT
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Hello,

downloaded stl files are still corrupted. And why i have to make my model downloadable for all, to be able to download it. There should be, at my own designs, a download link visible all the time.

At least it doesn't really matter how long the development lasts, as long as the quality is right. I think you had some trading shows in mind, when you set the release date. But as you see that is

not a good idea.
Please remove the beta stick from the main page and give the community access to a second beta.shapeways.com. You see the community is willing to test the page, but we need a fall back, so that the workflow for the designers and shop owners is not broken. And the most important think, it is necessary that a customer is not confronted with beta buggy sites. And the shop owners can update their shops all the time. Keep in mind that they also have deathlines so it can be really horrible if their shop cannot be maintained for a weekend or more days.

Michael

Subject: Re: new model page
Posted by pfeiffer stylez on Thu, 22 Sep 2011 14:34:00 GMT
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Aotrs Commander wrote on Thu, 22 September 2011 12:05For a kick off, when I inevitably have to modify the prices of all my models, not being able to do so from one page as before will drastically increase the amount of time I need - and the load on your servers - when everyone else and their uncle is having to do the same.
Is there a reason why you don't use the Product Inventory Management page for this ?

http://www.shapeways.com/myshop/markup

Subject: Re: new model page
Posted by AotrsCommander on Thu, 22 Sep 2011 14:54:14 GMT
View Forum Message <> Reply to Message

pfeiffer stylez wrote on Thu, 22 September 2011 14:34Aotrs Commander wrote on Thu, 22 September 2011 12:05For a kick off, when I inevitably have to modify the prices of all my models, not being able to do so from one page as before will drastically increase the amount of time I need - and the load on your servers - when everyone else and their uncle is having to do the same.
Is there a reason why you don't use the Product Inventory Management page for this ?

http://www.shapeways.com/myshop/markup

That was what I was referring to. It isn't obvious how (or even if) you can access that page from the new product descripton page, and I wasn't aware there was another way to access it (since I always called from the button on the old model page).

(And if it is there, and I've missed it, it probably means it's not well signposted enough.)

Good to know there's at least a workaround.

Subject: Re: new model page
Posted by Youknowwho4eva on Thu, 22 Sep 2011 14:55:05 GMT
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pfeiffer stylez wrote on Thu, 22 September 2011 14:34Aotrs Commander wrote on Thu, 22 September 2011 12:05For a kick off, when I inevitably have to modify the prices of all my models, not being able to do so from one page as before will drastically increase the amount of time I need - and the load on your servers - when everyone else and their uncle is having to do the same.
Is there a reason why you don't use the Product Inventory Management page for this ?

http://www.shapeways.com/myshop/markup

That works well for a few items, but several people have hundreds of items. So there is an item in the works for being able to mass edit all markups before Oct. 1

http://www.shapeways.com/forum/index.php?t=msg&th=6470&a mp;a mp;start=0&

Aotrs, this method has been around for a little bit, but I do agree that some features are hard to find if you don't know they are their. As always, shapeways appreciates feedback on any item that will make things easier for everyone.

You can go here http://www.shapeways.com/forum/index.php?t=msg&th=6254&a mp;start=0& and add your suggestion to the list.

And as always, if you have a problem, my email is below, you can PM me. I can't do anything but I can direct your concerns to someone who can.

Subject: Re: new model page
Posted by pfeiffer stylez on Thu, 22 Sep 2011 15:11:17 GMT
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Aotrs Commander wrote on Thu, 22 September 2011 14:54That was what I was referring to. It isn't obvious how (or even if) you can access that page from the new product descripton page, and I wasn't aware there was another way to access it (since I always called from the button on the old model page).

There was a button to the "PIM" page on the old model page ?
I never noticed that one ...

File Attachments

1) L.jpg, downloaded 332 times

Subject: Re: new model page
Posted by nancyliang on Thu, 22 Sep 2011 15:44:07 GMT
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Hey all, for the new price model we are rolling out a tool that allows you to bulk edit prices--something like a CSV export/import method. This gives you the flexibility to use your favorite spreadsheet program to tweak all your prices, set percentages, round up to the nearest $0.99, etc.

It WILL go live BEFORE the price change, and we are planning to release a version with new prices calculated (or a version that gives you volume so you can calculate the new pricing), and a version with the current pricing.

See thread here: http://www.shapeways.com/forum/index.php?t=msg&th=6470&a mp;start=0& -- please add your comments to that thread?

Thanks!
Nancy

Subject: Re: new model page
Posted by cadalu on Fri, 23 Sep 2011 04:17:53 GMT
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Download files are still corrupt for me, and I see another user experiencing the same problem. I sent an email to support but have not heard back yet.

My models are listed as private and not for sale but downloadable. Could that be what's generating the bug?

Windows Vista with Firefox/Chrome/Internet Explorer, Safari, & Netfabb, Blender, Meshlabb and every combination of the above that's possible.

Can anyone help???

Subject: Re: new model page
Posted by stop4stuff on Fri, 23 Sep 2011 06:36:47 GMT
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I was going to do some testing with model downloads this morning, but it looks like in making the edit page default, the ability to view the public page has now gone as the page reloads to the edit page.

I've also updated my op with a few issues as fixed, and reverted back some unfixed issues back to need fixing.

Subject: Re: new model page
Posted by stop4stuff on Fri, 23 Sep 2011 08:08:53 GMT
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cadalu wrote on Fri, 23 September 2011 04:17Download files are still corrupt for me, and I see another user experiencing the same problem. I sent an email to support but have not heard back yet.

My models are listed as private and not for sale but downloadable. Could that be what's generating the bug?

Windows Vista with Firefox/Chrome/Internet Explorer, Safari, & Netfabb, Blender, Meshlabb and every combination of the above that's possible.

Can anyone help???

cadalu, can you try downloading the model here;
http://www.shapeways.com/model/335454/e6c0bb47c47238bf52fa06a95f884215/100mm_cube.html?gid=ug its a 100mm cube - the file will be 100mm cube.stl.zip and when unpacked the model filename is original-335454_v4.stl

---

Subject: Re: new model page
Posted by stop4stuff on Fri, 23 Sep 2011 10:15:31 GMT
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Page view counts look to be gone...
Add your voice to Page View Count - Poll

Paul

Subject: Re: new model page
Posted by BillBedford on Fri, 23 Sep 2011 10:19:40 GMT
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stop4stuff wrote on Fri, 23 September 2011 08:08
cadalu, can you try downloading the model here;
http://www.shapeways.com/model/335454/e6c0bb47c47238bf52fa06a95f884215/100mm_cube.html?gid=ug its a 100mm cube - the file will be 100mm cube.stl.zip and when unpacked the model filename is original-335454_v4.stl

Using the Mac archiver this failed to unzip, but using Unix unzip at the command line worked but gave this:-

york:Downloads old Bill$ unzip '/Volumes/Persimmon/Bill/Downloads/100mm cube.stl.zip'

Archive: /Volumes/Persimmon/Bill/Downloads/100mm cube.stl.zip

warning [/Volumes/Persimmon/Bill/Downloads/100mm cube.stl.zip]: 1 extra byte at beginning or within zipfile

  (attempting to process anyway)

  inflating: original-335454_v4.stl

HTH

Subject: Re: new model page
Posted by aegidian on Fri, 23 Sep 2011 11:37:46 GMT
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Thanks for putting the shop sections back.

NOW STOP ARBITRARILY TRUNCATING THE DESCRIPTION ON MY MODELS' PAGES!

It sucks. Just stop it.

Subject: Re: new model page
Posted by mctrivia on Fri, 23 Sep 2011 12:21:29 GMT
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aegidian wrote on Fri, 23 September 2011 11:37NOW STOP ARBITRARILY TRUNCATING THE DESCRIPTION ON MY MODELS' PAGES!

It sucks. Just stop it.

I agree totally. Just do a search for substr(and remove it. There is no need for it and removal should be a 1 line fix.

Subject: Re: new model page
Posted by cadalu on Fri, 23 Sep 2011 18:30:56 GMT
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@stop4stuff - Your cube downloaded fine, thanks for the test!

I am thrilled to report my models are now downloading. When the files were corrupt they were coming through as straight .stl files and now they are all zipped. Unzipping them, they upload perfectly. I guess they were experimenting with zipped vs unzipped?

I'm a happy camper now!!!

Subject: Re: new model page
Posted by stop4stuff on Fri, 23 Sep 2011 19:35:19 GMT
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Yep, SW coders stuck the file in a zip as the code that spits out the download file chucks in an extra 'newline' character at the beginning of the file, it still does it with the zip file (as noted by Bill) but for most the workaround has fixed the corrrupt download issue.

Subject: Re: new model page
Posted by virtox on Fri, 23 Sep 2011 22:06:52 GMT
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Page loads are way faster, overall response of the site seems to have improved greatly. (cloudfront/cdn?)

I have noticed several small layout improvements

Seems things are running smoother everyday

stop4stuff: Thanks for keeping track!

I did notice the permalink sometimes breaks, on different models I got:
http://shpws.me/3kG0
Which gives a 404

Goodnight all.

Subject: Re: new model page
Posted by jlevine on Fri, 23 Sep 2011 22:59:46 GMT
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Re: cloudfront/cdn - no - just optimizing database indexes, queries, code, etc.

We are working hard on making Shapeways really awesome for everyone so thanks for the positive feedback. It really means a lot.

- Josh

Subject: Re: new model page
Posted by Bathsheba on Fri, 23 Sep 2011 23:01:37 GMT
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Shop sections. Thank you!

Subject: Re: new model page
Posted by Bathsheba on Fri, 23 Sep 2011 23:03:41 GMT
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But now my widget at http://bathsheba.com is busted.

Please bring back my widget?

I liked it.

Oh no! All widgets everywhere are busted. This is very sad:
http://www.shapeways.com/blog/archives/830-Promoting-Your-Sh
op-With-The-Shapeways-Widget.html

Subject: Re: new model page
Posted by jlevine on Fri, 23 Sep 2011 23:39:44 GMT
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Fixed.

Subject: Re: new model page
Posted by unellenu on Mon, 26 Sep 2011 03:21:28 GMT
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Thanks so much to the smart Shapeways techies for 'un-cropping' all my models super happy ...apologies if this is a delayed response to your hard work I've been super busy the past few days.

unellenu.com

twitter: unellenu

Subject: Re: new model page
Posted by Bunrattypark on Mon, 26 Sep 2011 10:03:58 GMT
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Why do two entirely different pricing structures appear together on the model page when I log in, with and without sales tax? It is completely confusing. Why not just show one price, and make it plain and simple for people? The website knows what country I am in, why doesn't it show me the relevant price?

The only thing I like about the new model page layout is the much more user friendly way of organising and displaying images.

I HATE everything else.

WHY can't the Shapeways model pages be kept as simple as possible? A minimum of superfluous detail, or at least an option to hide those parts of the page that aren't wanted?

E.g.

I don't want any reference to anything except PWSF. All other materials are superfluous to me, I don't want any reference to them for my models

I don't want Tweet, or Facebook, or any of those other untidy and unnecessary icons.

I don't want 'Other items you might like.'

I don't want keywords.

ALL I want are my images, my description in FULL, UNtruncated (Why is it truncated? What good is that to anyone?) and the price in Euro, ONE price, with a link to checkout, and a link to my main shop page. Can I not have the option to eliminate everything else on my own pages?

And when can we tie our pricing to Euro, so that I can advertise a Euro price here to my customers, and not have to go in every day to make sure the currency hasn't changed, and altered my price while I wasn't looking?

Subject: Re: new model page
Posted by Bunrattypark on Mon, 26 Sep 2011 10:39:36 GMT
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PS...

I have one model publicly for sale at the moment... When I log out, it appears with NO price and NO link to checkout. How is anyone supposed to purchase it?

This is all very strange and unintelligible... Maybe I am missing something. Unfortunately, I doubt my customers would have the patience for this...

EDIT Perhaps it has something to do with the fact that Shapeways seems to be grinding to a halt this morning? It takes forever even to open a single page, even though my connection is fine, and every other website is flying in as normal...

Subject: Re: new model page
Posted by stop4stuff on Mon, 26 Sep 2011 10:52:58 GMT
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Hi Bunrattypark,

I just had a look at your shop, all of your models are marke as 'not for sale' The only reasons I can suggest that your 'for sale' model is marked 'not for sale' is that you may have used the Product Inventory Manager and inadvertantly removed all materials, or that the check box 'Display to the

public' on the upper right of the model edit page is not cheked.

Can you provide a link to the model in question, I'll take a look.

Paul

Subject: Re: new model page
Posted by Bunrattypark on Mon, 26 Sep 2011 11:56:30 GMT
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Many thanks for your reply Paul.

I have spent all morning trying to figure out the new Shapeways website.

All my prices were wrong, due to a currency fluctuation, so I spent ages recalculating all my markups for a standard Euro price. I saved that, only to find that any model I opened for sale, did not appear for sale when I logged out. When I logged back in, I found all my prices were wrong again.

Finally now, after three hours messing on the site, I have one model for sale, although the price is wrong again. Each time I click a link on Shapeways, I have to sit for ages waiting for the page to load.

I know it's early days with this new layout, and that work progresses, but I just want to log the complaint with the team that I find the whole thing very user unfriendly, unresponsive, and time wasting. I cannot understand setting all my prices and preferences, only to log out and back in, and find it all back to where I started. It's maddening. Probably something I am doing wrong, but then that's a sign that things aren't clear and simple enough.

I am figuring it all out slowly. In the meantime, can I make two requests to Shapeways please, that the model description be displayed in full on model pages, and not in the arbitrarily truncated form, which to me serves no purpose to anyone, and also to able able to tag to the Euro, so that I don't have price fluctuations due to currency exchange variations. Dollars are no use to me.

Subject: Re: new model page
Posted by Bathsheba on Mon, 26 Sep 2011 16:34:07 GMT
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Thanks for uncropping the photos.

Please stop truncating descriptions, or at least don't truncate them nearly so short! No reason for this, and it's just bad.

If you need more room, how about removing the "You might also like"? This presents unrelated, sometimes embarrassing models, and makes it look like I've selected them. This makes bunny cry.

Overall I'm OK with the new interface now. I agree it looks spiffier, and it mostly works. But wow, that was a messy launch! I hope future upgrades will get much more QA before release.

Thanks!

Subject: Re: new model page
Posted by stop4stuff on Mon, 26 Sep 2011 17:11:53 GMT
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Very much off topic... Bathsheba, earlier I searched for '3d printed art' on google... you're #1

Subject: Re: new model page
Posted by Bathsheba on Mon, 26 Sep 2011 17:15:10 GMT
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It's like being famous only much, much smaller.

Subject: Re: new model page
Posted by Youknowwho4eva on Mon, 26 Sep 2011 17:21:00 GMT
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Bathsheba wrote on Mon, 26 September 2011 17:15It's like being famous only much, much smaller.

So modest, as every aspiring 3D artist dreams of being Bathsheba . I can't tell you how many of your items I've seen everywhere.

Subject: Re: new model page
Posted by Bathsheba on Tue, 27 Sep 2011 08:21:44 GMT
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On topic again.

Can Google Analytics come back please?

TIA,

Subject: Re: new model page
Posted by virtox on Tue, 27 Sep 2011 08:42:29 GMT
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Bathsheba wrote on Tue, 27 September 2011 08:21
Can Google Analytics come back please?

+1 !

Subject: Re: new model page
Posted by stop4stuff on Tue, 27 Sep 2011 08:46:56 GMT
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I htought I'd already put that on the list... but I must of missed it...

Google Analytics is now #49

Subject: Re: new model page
Posted by TomZ on Tue, 27 Sep 2011 17:39:02 GMT
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I've created a bookmarklet that unchecks all available materials from a model. Just to ease the

pain from this update

To use it, simply go here and add the link shown to your bookmarks. Then go to a model page and while in edit mode, clicking the bookmark should unmark all materials (except for the default one).

Subject: Re: new model page
Posted by CadMonkey on Wed, 28 Sep 2011 04:39:23 GMT
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Thought I should add my voice to the chorus of discontent.

The new layout generally seems to make inventory management time consuming and laborious. And I only have a few models. I can't imagine the amount of time and frustration users with a lot of models are encountering. I understand there is a csv management tool coming soon and this may be the reason this is so cumbersome. But the old layout was fine. I don't understand the need to make it look like an i-phone app.

If it aint broke, don't fix it!!!

Brad.

Subject: Re: new model page
Posted by mctrivia on Wed, 28 Sep 2011 10:41:25 GMT
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CadMonkey wrote on Wed, 28 September 2011 04:39
If it aint broke, don't fix it!!!

Brad.

Shapeways takes Red Greens Moto.

"If it aint broke, your not trying hard enough"

Subject: Re: new model page
Posted by aegidian on Wed, 28 Sep 2011 13:19:40 GMT

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Once more, with feeling.

Please stop truncating our model descriptions.

Oh, and that permalink that isn't a link, and needs to be clicked and then selected and then copied before I can copy and paste a permalink. That would work much better if it were presented as, you know, A LINK!

Subject: Re: new model page
Posted by stop4stuff on Wed, 28 Sep 2011 15:39:34 GMT
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Please, there is no need to add to the thread if there are no issues not already covered in the list on page one... find another issue, for sure go ahead and document it.

Cheers,
Paul

Subject: Re: new model page
Posted by aegidian on Wed, 28 Sep 2011 16:49:00 GMT
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Excuse my strong feelings on this. I should explain.

Shapeways have adjusted the amount of description before the tedious 'More Info' link, but are still arbitrarily truncating the description.

I want to make it clear that, in my opinion, this is not an acceptable 'fix' for this problem.

Subject: Re: new model page
Posted by Bathsheba on Wed, 28 Sep 2011 16:57:07 GMT
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Well, there's gotta be some limit.

How many lines do you want?

There are 4 now. I would like 12.

Subject: Re: new model page
Posted by stop4stuff on Wed, 28 Sep 2011 17:23:49 GMT
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I would like as many lines as it takes, not some arbitary limit

However the list is there and being dealt with (try jumping into the chatroom sometime & asking), so, for now we need to be a little bit patient as what is going on is part of the future for all of us.

Subject: Re: new model page
Posted by aegidian on Wed, 28 Sep 2011 20:48:18 GMT
View Forum Message <> Reply to Message

Bathsheba wrote on Wed, 28 September 2011 16:57Well, there's gotta be some limit.

How many lines do you want?

There are 4 now. I would like 12.

I don't care, as long as the page design doesn't chop my description off in the middl... [+]More Info

Look, I'm quite capable of deciding for myself how much description I want to present to a potential buyer - I don't need or want that second-guessed.

Subject: Re: new model page
Posted by Bathsheba on Wed, 28 Sep 2011 20:57:36 GMT

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Come on guys, play ball here.

If you ask for unlimited description text, the answer will be "No". Shapeways isn't going to let you put 100 pages of text there; if you want to write the Great American Novel, you can do that on your own site. This is, lest we forget, theirs, and it is reasonable that they need to standardize its layout to some extent.

Srsly, what would you settle for that is actually possible?

Subject: Re: new model page
Posted by aegidian on Wed, 28 Sep 2011 21:22:48 GMT
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Bathsheba wrote on Wed, 28 September 2011 20:57Come on guys, play ball here.

If you ask for unlimited description text, the answer will be "No". Shapeways isn't going to let you put 100 pages of text there; if you want to write the Great American Novel, you can do that on your own site. This is, lest we forget, theirs, and it is reasonable that they need to standardize its layout to some extent.

Srsly, what would you settle for that is actually possible?

You're conflating two things:

1. The maximum size of the description - and whatever that was before was fine. Seriously, not a problem.

2. Arbitrarily truncating how much of the description is displayed. Seriously, a problem.

No-one (except you) is suggesting that anyone would choose to have pages and pages of description, that's not what the problem is.

Subject: Re: new model page
Posted by Bathsheba on Wed, 28 Sep 2011 21:28:22 GMT
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So you don't want it unlimited, you just want it put back to whatever limit there was before the update. Coo.

Subject: Re: new model page
Posted by stannum on Wed, 28 Sep 2011 21:30:13 GMT
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The design has to cope with the full text once the visitor clicks. So whatever is the max text saved, it will have to look OK anyway. Thus, get rid of the click and pick a nice size that isn't tiny.

On the other hand, some people is looking at code... could they figure a way so once the page loads, it becomes what the shop owner wanted, calling the functions to open things and such? Some have been inserting menus in their pages... so...

Subject: Re: new model page
Posted by stannum on Wed, 28 Sep 2011 21:36:59 GMT
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New item for the first post list:

The size of the item are something like "cm.| 5.0 w x 20.0 d x 9.4 h in.". Normally units go after the digits and have no dotted bars. Also using underline and blue makes a bit unclear which is the active one.

Subject: Re: new model page
Posted by pfeiffer stylez on Wed, 28 Sep 2011 21:37:43 GMT
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What is the "perfect" scale for custom images on the new model page ?

The images on the shop pages are 135px x 100px (that's a ratio of 0,74),
and the old images were 700px Ã— 519px (at least that are the dimensions of the old, shapeways-made renders... still a ratio of 0,74)...

Currently, the old 700x519 px images are scaled down to 445px Ã— 330px ... but "real" images in 445x330 are looking somehow stupid on the new model page.
And wider images would look stupid on the shop main pages, because they would be cropped in height...

Subject: Re: new model page
Posted by stop4stuff on Wed, 28 Sep 2011 21:41:20 GMT
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stannum wrote on Wed, 28 September 2011 21:36New item for the first post list:

The size of the item are something like "cm.| 5.0 w x 20.0 d x 9.4 h in.". Normally units go after the digits and have no dotted bars. Also using underline and blue makes a bit unclear which is the active one.

Added.

Subject: Re: new model page
Posted by woody64 on Thu, 29 Sep 2011 11:34:27 GMT
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First of all thanks to stop4stuff for doing this work!!!!!!!

o) I'm bot sure if I have missed it but the go to next and previous item has been eliminated.
To be honest I would like to see a much better navigation. I.e. o row with the last 5-10 elements and the next 5-10 elements.
Loading the side is so slow and navigating back to the overview and then to the next item I have to change is boring.

o) Do we really think that the "delete" button on the overview side does make sense. Deleting items is for me a seldom done task, no need to put it on the overview page

o) still struggling around with the new "update" philosophy. Soemetimes there's an update button, then the update is done automatically.
For me it's inconsistent

o) layout still doesn't rock me. Still a lot of scrolling around is necessary .

o) no ordering of materials. we had that point already in the previous version.
(ordering seems ok in the buyers view)

o) looking at the layout: why is there so much space wasted left and right. the width of the side is generally?
That may be ok with all the other pages with the model page it's a waste.

Woody64

Subject: Re: new model page
Posted by virtox on Thu, 29 Sep 2011 13:12:47 GMT
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I have made separate thread about the latest general site update.
Seemed wise to spread the load a bit

But if people prefer a merge, I will comply

Subject: Re: new model page
Posted by aegidian on Thu, 29 Sep 2011 13:34:44 GMT
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NEW BUG:

Editing descriptions:

If you click the text to edit the description, make a change and then click outside the edit box, the change is saved.

Surely this should only happen if the 'OK' button is pressed. It's very easy to make inadvertent changes.

Subject: Re: new model page
Posted by virtox on Thu, 29 Sep 2011 13:45:31 GMT
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Reverting changes when the box looses focus is also not very usable behavior imho.

Subject: Re: new model page
Posted by aegidian on Thu, 29 Sep 2011 14:22:28 GMT
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virtox wrote on Thu, 29 September 2011 13:45Reverting changes when the box looses focus is also not very usable behavior imho.

Agreed. There needs to be something between the two behaviours.

Best solution would be for the edit box to remain an edit box (not go back to presenting the text in final form) when it loses focus and only save changes and present the text when the 'OK' button is pressed.

I hope that makes sense, describing how something switches from being a text editing box to a rich HTML display of that text is hard to do.

Subject: Re: new model page
Posted by AotrsCommander on Thu, 29 Sep 2011 16:13:03 GMT
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Edit box is still very buggy. Random code appeared a couple of times: I've tried to delete when I caught but the autosave if not highlighted think as meant that I missed at least one; and now the page for this model

http://www.shapeways.com/model/308881/mg144_sv006a_t_150al_f
ext_beam_grav_tank__2_.html?gid=ug

Has what appears to be web code or something, and I'm unable to edit the descripton anymore.

Subject: Re: new model page
Posted by virtox on Thu, 29 Sep 2011 16:20:23 GMT
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Quote:
Best solution would be for the edit box to remain an edit box (not go back to presenting the text in final form) when it loses focus and only save changes and present the text when the 'OK' button is pressed.

Makes perfect sense to me, a highlight around the OK/save button when changes are made would be very helpful in such scenario.

@Aotrs Commander: Looks borked to me Can you try to clear the description, save that blank description, hard reload the edit page and see if it's removed then. Worked for me when remnants of old descriptions were shown below the edit box.

Subject: Re: new model page
Posted by AotrsCommander on Thu, 29 Sep 2011 16:50:41 GMT
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Unfortunately, I no longer have the option to edit it. The edit function has completely vanished on my editing page!

It is, as they say, a bit FUBAR...

I thought it'd happened again on one of my other models, but that seems to have saved the text okay. But it's clearlt very temremental, and several orders of magnitide harder to work with than the old one. (And that actually had RTF as well.)

Subject: Re: new model page
Posted by stop4stuff on Thu, 29 Sep 2011 16:54:43 GMT
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Mouseover descritpion text pops the 'tooltip' "Click to edit", click & edit - does that work for you?

Subject: Re: new model page
Posted by aegidian on Thu, 29 Sep 2011 19:24:29 GMT
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stop4stuff wrote on Thu, 29 September 2011 16:54Mouseover descritpion text pops the 'tooltip' "Click to edit", click & edit - does that work for you?

Sometimes, sometimes it only selects part of the description.

Subject: Re: new model page
Posted by stop4stuff on Thu, 29 Sep 2011 20:21:45 GMT
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I had the same using nested html tags for formatting.... does the description(s) in question use any html?

Subject: Re: new model page
Posted by Bunrattypark on Thu, 29 Sep 2011 22:47:26 GMT
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I have wasted another entire evening trying to upload new models, while trying to figure out the new layout, AND work around the bugs.

There really is too much happening all at once here, a new pricing structure, AND a buggy new web design, seemingly all rushed through in an ill thought out way. I hate to be critical, Shapeways customer service 'on the ground' is superb. But I have little time to give to the website, and I really cannot afford the time I am expending chasing my tail through numerous bugs and unclear processes.

Right now, I have to abandon my evening's efforts, as it seems now that the good old Product Inventory Management is not working either. Every time I try to update a markup, the price totals disappear, and the change does not save to the model page.

I give up. I'm off to bed. Please tell me this is all leading somewhere very definite and final, and you aren't throwing darts into the wind with all this.

Subject: Re: new model page
Posted by Bathsheba on Thu, 29 Sep 2011 23:13:26 GMT
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> Mouseover descritpion text pops the 'tooltip' "Click to edit", click & edit - >does that work for you?

How about this? A button that says "Edit", and clicking that button is the only action that begins editing. Then a button that says "Save", and clicking that button is the only action that saves changes.

If you want to get cute, they can be the same button.

It's better not to build nonstandard, unsignaled behavior into the interface. Just use buttons like every other site does. It's OK. People get out their credit cards when they understand how a site works, and feel confident and familiar navigating in it. They do not do this when the design is so clever that they have to think how to do every task, and mouse over interface elements to find out what they are.

I'm sorry for the soapbox rant. This is actually true.

The only complicated, interesting, engaging, intriguing thing on this site should be the parts. The site design should be so simple and obvious that no one even notices it.

Subject: Re: new model page
Posted by AotrsCommander on Thu, 29 Sep 2011 23:21:23 GMT
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stop4stuff wrote on Thu, 29 September 2011 16:54Mouseover descritpion text pops the 'tooltip' "Click to edit", click & edit - does that work for you?

Nope, there's no tooltip popup. It's completely screwed, I'm afraid.

I don't think it uses any html (at least, not to my knowledge, not different to any of the others. I did have to put in

 to make it break the paragraphs on them all (because having a simple text field would have been too much like trouble, right....)

I think the random code that appears IS html code, but why it keeps cropping up everytime I deleted it is a good question.

Subject: Re: new model page
Posted by woody64 on Fri, 30 Sep 2011 21:15:23 GMT
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Quote:
There really is too much happening all at once here, a new pricing structure, AND a buggy new web design, seemingly all rushed

I must fully agree.

This time it's like trial and error. And it seems that designers are really hindered to work with this page.

Also doing pricing changes, csv .... and many other things.

Why not do that step by step:
- a new clear and easy buying interface (first tested by the designer comunity and then going live)
- an additional edit interface also first tested

both can be done without eliminating the old ones. Then the new interfaces can be set to default after test. All the designers can do their daily work without troubles, taking a look on the new design in the background.
And we all will see the major troubles when doing some work with one or two items.

That's one of the major rules in IT business. Never go live with new software for your major business processes without having some overlapping time with the old software.
Selling of items and managing (new) items by the designers are two of your most important processes. Aren't they?

Woody64

Subject: Re: new model page
Posted by aegidian on Fri, 30 Sep 2011 21:57:47 GMT

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Bathsheba wrote on Thu, 29 September 2011 23:13How about this? A button that says "Edit", and clicking that button is the only action that begins editing. Then a button that says "Save", and clicking that button is the only action that saves changes.

If you want to get cute, they can be the same button.

It's better not to build nonstandard, unsignaled behavior into the interface. Just use buttons like every other site does. It's OK. People get out their credit cards when they understand how a site works, and feel confident and familiar navigating in it. They do not do this when the design is so clever that they have to think how to do every task, and mouse over interface elements to find out what they are.

What they said. Please. No more mystery-meat UI designs.

Subject: Re: new model page
Posted by dizingof on Sun, 02 Oct 2011 07:25:49 GMT
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Serious bug on materials section (dont know if it was reported before)

- uncheck a material then recheck... you'll get a cost that you can only dream about.. i.e: a wrong $$$ value ...

- if you try to make it the default material , it disappears completely from the list.

Subject: Re: new model page
Posted by stop4stuff on Sun, 02 Oct 2011 07:41:23 GMT

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dizingof wrote on Sun, 02 October 2011 07:25Serious bug on materials section (dont know if it was reported before)

A) - uncheck a material then recheck... you'll get a cost that you can only dream about.. i.e: a wrong $$$ value ...

B) - if you try to make it the default material , it disappears completely from the list.

For issue A) clicking 'Update Materials & Pricing' (to save the changes) results in the correct pricing being shown.

I couldn't make B) happen, I am using a 100mm cube as a test model... but what I think is happening is that the scale for issue A) is a factor of 10 out per axis, if a model is small to start with the pricing bug could make the model seem too small for a materials, thus the material disapears (if that makes sense?)... what size model were you using?

[eidt] I couldn't replicate B) at all

Subject: Re: new model page
Posted by mctrivia on Tue, 04 Oct 2011 15:28:58 GMT
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click on a model. Make sure edit is off. now click on change to let you set the model status. set model to for sale. click update. Now I can not use the back button to get back to the list of models.

Firefox - Windows 7

Subject: Re: new model page
Posted by stop4stuff on Tue, 04 Oct 2011 15:35:16 GMT
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Does the model become private and for sale? If so, it is already noted item 1 [edit]3.

Subject: Re: new model page
Posted by mctrivia on Tue, 04 Oct 2011 16:37:38 GMT
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My bad. I should have known better then to assume shapeways would fix things before breaking more things.

Subject: Re: new model page
Posted by stop4stuff on Tue, 04 Oct 2011 17:09:09 GMT
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mctrivia wrote on Tue, 04 October 2011 16:37My bad. I should have known better then to assume shapeways would fix things before breaking more things.

Not quite sure how this reply helps... but thanks anyway {not)

Subject: Re: new model page
Posted by mctrivia on Tue, 04 Oct 2011 17:46:32 GMT
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Sorry. Just super annoyed with shapeways of late. The programming staff are inept. And keep making things live without testing thing and adding tones of bugs but are slow to actually fix them. Instead they make more changes that add even more bugs.

For example major sales issues like truncated edit box is likely only 1 line of code to fix but it does not get fixed.

Subject: Re: new model page
Posted by stop4stuff on Tue, 04 Oct 2011 18:00:20 GMT
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Oh no, that's not a new bug...it was in the initial 'new' model page update and was reported directly via Shapeways Live chat ~11 days ago... I do sympathise with you, but please can we keep things civilised and pro-active

Cheers,
Paul

Subject: Re: new model page
Posted by mctrivia on Tue, 04 Oct 2011 18:19:48 GMT
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I know it is not a new bug but is a huge bug that should have been fixed 11 days ago. Find where the page is truncated and remove it. What is taking so long?

Like look at this:

http://www.shapeways.com/model/349199/

It is nicely truncated to look like I finished but leaves out the entire table of sizes since this is not a real item.

Subject: Re: new model page
Posted by stop4stuff on Tue, 04 Oct 2011 18:30:52 GMT
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Yes, anything new or anything fixed that I missed? - old news is not good news

[edit] What do the sizes relate to on your model page?

Subject: Re: new model page
Posted by mctrivia on Tue, 04 Oct 2011 18:40:28 GMT
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Ring Size.

Subject: Re: new model page
Posted by stop4stuff on Tue, 04 Oct 2011 18:44:13 GMT
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oh righto, might be an idea to have an explaination or link to conversion for those whose units of ring size measurement is something different to numbers

---

Subject: Re: new model page
Posted by mctrivia on Tue, 04 Oct 2011 18:51:35 GMT
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Good point I will write one up.

I do like that the new page layout allows HTML entry. Maybe I should see if I can add javascript. If so I could fix the problem myself.

Subject: Re: new model page
Posted by bluelinegecko on Tue, 04 Oct 2011 19:10:02 GMT
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bluelinegecko wrote on Sat, 01 October 2011 15:33SERIOUS pricing error on Co-creators!!

Currently shapeways is listing the price on all my co-creator models by figuring the price on the uploaded model and NOT the MAXIMUM VOLUME I entered in the co-creator template. Many of my designs are showing up cheaper when you look at the model or my store front, and then jump to the correct price only after one clicks on the model to purchase it. Basically they are being advertised at a false lower price and this will surely confused and upset new shoppers.

This was posted to a different thread a few days ago. Despite getting a reply that they were working on the problem it still hasn't been fixed 3 days later. Thought posting it here might help actually get it fixed.

Subject: Re: new model page
Posted by stop4stuff on Tue, 04 Oct 2011 19:19:29 GMT
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bluelinegecko wrote on Tue, 04 October 2011 19:10bluelinegecko wrote on Sat, 01 October 2011 15:33SERIOUS pricing error on Co-creators!!

Currently shapeways is listing the price on all my co-creator models by figuring the price on the uploaded model and NOT the MAXIMUM VOLUME I entered in the co-creator template. Many of my designs are showing up cheaper when you look at the model or my store front, and then jump to the correct price only after one clicks on the model to purchase it. Basically they are being advertised at a false lower price and this will surely confused and upset new shoppers.

This was posted to a different thread a few days ago. Despite getting a reply that they were working on the problem it still hasn't been fixed 3 days later. Thought posting it here might help actually get it fixed.

A few questions before I add this issue to 'the list'
a) Are you logged in when you view the co-creator model?
b) Are you in a EU country (when logged in) when viewing the co-creator page?
c) Is the price in USD or Euros (or both at different times)? - for me in the UK, the model page shows Euros, but going to the 'personalise' page shows USD.
d) What is the model?

Subject: Re: new model page
Posted by stannum on Tue, 04 Oct 2011 19:24:54 GMT
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mctrivia wrote on Tue, 04 October 2011 18:51I do like that the new page layout allows HTML entry. Maybe I should see if I can add javascript. If so I could fix the problem myself.It allows HTML, but it seems to get rid of <script> blocks and add leading empty lines constantly (hmmmmm... like the zip files...) as well as go out of edit mode when you change windows.

Subject: Re: new model page
Posted by bluelinegecko on Tue, 04 Oct 2011 19:25:44 GMT
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A. Nope, not logged in when I view this. Using a different browser to check changes as customer sees them.

B. In the US.

C. Price mistake showing as dollars.But just checked and euros showing the same issue.

D. ANY co-creator I've clicked on seems to show this.

http://www.shapeways.com/shops/bluelinegecko?section=Pet+Tag s

Watch for the price jump when you hit button to personalize the item.

http://www.shapeways.com/model/235732/sheriffs_star__6_point __pet_tag___pendant__key_fob.html?gid=sg71149

Subject: Re: new model page
Posted by mctrivia on Tue, 04 Oct 2011 19:27:23 GMT
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stannum wrote on Tue, 04 October 2011 19:24mctrivia wrote on Tue, 04 October 2011 18:51I do like that the new page layout allows HTML entry. Maybe I should see if I can add javascript. If so I could fix the problem myself.It allows HTML, but it seems to get rid of <script> blocks and add leading empty lines constantly (hmmmmm... like the zip files...) as well as go out of edit mode when you change windows.

It did work for a little bit. Seems like someone fixed that loop hole though. There are so many cool things I could do with javascript. Though there are so many bad things others could do that I am surprised it worked at all.

Subject: Re: new model page
Posted by stop4stuff on Tue, 04 Oct 2011 19:48:48 GMT
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bluelinegecko wrote on Tue, 04 October 2011 19:25A. Nope, not logged in when I view this. Using a different browser to check changes as customer sees them.

B. In the US.

C. Price mistake showing as dollars.But just checked and euros showing the same issue.

D. ANY co-creator I've clicked on seems to show this.

http://www.shapeways.com/shops/bluelinegecko?section=Pet+Tag s

Watch for the price jump when you hit button to personalize the item.

http://www.shapeways.com/model/235732/sheriffs_star__6_point

__pet_tag___pendant__key_fob.html?gid=sg71149

I get these figures -
IE 8.0 logged in (as UK & Euro) - model page = â‚¬28.47 - personalise = â‚¬29.47, ($37.94 & $39.27) <- this includes 19% VAT
Firefox - not logged in, (as USA & $) - stainless steel (model page) = $31.88, personalise page = $33.00

Are you seeing the same sort of numbers?

@mctrivia - yes, there were some people exploiting script inclusions, so that 'feature' got removed.

Subject: Re: new model page
Posted by bluelinegecko on Tue, 04 Oct 2011 20:52:59 GMT
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yep, exactly what I am seeing.

Subject: Re: new model page
Posted by stop4stuff on Tue, 04 Oct 2011 22:02:02 GMT
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Added, #51 - pricing different on model and co-create pages. (I used one of Nancy's models as the example)

Subject: Re: new model page
Posted by kontor_apart on Wed, 05 Oct 2011 09:51:44 GMT
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the random price generator (3rd report)

File Attachments
1) the random price generator.jpg, downloaded 204 times

Subject: Re: new model page
Posted by stop4stuff on Wed, 05 Oct 2011 09:56:16 GMT
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yep, already noted on the list on page 1 as item #51

Subject: Re: new model page
Posted by kontor_apart on Wed, 05 Oct 2011 10:00:49 GMT
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stop4stuff wrote on Wed, 05 October 2011 09:56yep, already noted on the list on page 1 as item #51
Sorry, but no. See purple rectangles

Subject: Re: new model page
Posted by stop4stuff on Wed, 05 Oct 2011 10:05:07 GMT
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Yes, different prices on model and co-creator pages... check a different co-creator - the materials selector works ok on other co-creator pages, but not Nancy's for some reason.

Subject: Re: new model page
Posted by virtox on Wed, 05 Oct 2011 10:17:33 GMT
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I think he means that the material selector jumps back to WSF while Grey robust was selected.
I had noticed that on other co-creators as well.

Subject: Re: new model page
Posted by stop4stuff on Wed, 05 Oct 2011 10:39:12 GMT
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Ok, got it and found out why

When heading to the personalise page, the material selector automatically reverts back to the material that's set as the default, not the material that was selected on the model page.

Will add as #52

Perhaps a good reason for the default material setting to be an option, or removed from co-creator models?

Subject: Re: new model page
Posted by mctrivia on Wed, 05 Oct 2011 13:16:14 GMT
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I see 8 is suposedly fixed. How do I add stuff to shop categories. Can't find it.

Subject: Re: new model page
Posted by jlevine on Wed, 05 Oct 2011 13:21:00 GMT
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Hey all - we are working on the co-creator pricing issues as #1 priority.

- Josh

Subject: Re: new model page
Posted by mctrivia on Wed, 05 Oct 2011 13:29:14 GMT
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what about the truncated description problem. that should be a really quick fix.

Subject: Re: new model page
Posted by aegidian on Wed, 05 Oct 2011 14:28:32 GMT
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mctrivia wrote on Wed, 05 October 2011 13:29what about the truncated description problem. that should be a really quick fix.
Fixing it in code is easy - fixing it in the head of whoever thought truncating the description was a good idea, that, I suspect, is trickier.

Subject: Re: new model page
Posted by stop4stuff on Wed, 05 Oct 2011 15:03:15 GMT
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mctrivia wrote on Wed, 05 October 2011 13:16I see 8 is suposedly fixed. How do I add stuff to shop categories. Can't find it.

Shop categories are on the lower right (below keywords) of the model edit page for models that are for sale and available to the public.

Subject: Re: new model page
Posted by stop4stuff on Wed, 05 Oct 2011 15:04:46 GMT
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jlevine wrote on Wed, 05 October 2011 13:21Hey all - we are working on the co-creator pricing issues as #1 priority.

- Josh

Thanks Josh... any news on any of the other items for the model page?

Subject: Re: new model page
Posted by mctrivia on Wed, 05 Oct 2011 15:15:00 GMT
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i guess it makes sense that it is not on for sale but not available to the public. just means I need to make my excel sheet more complicated

---

Subject: Re: new model page
Posted by jlevine on Wed, 05 Oct 2011 15:17:46 GMT
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stop4stuff wrote on Wed, 05 October 2011 15:04jlevine wrote on Wed, 05 October 2011 13:21Hey all - we are working on the co-creator pricing issues as #1 priority.

- Josh

Thanks Josh... any news on any of the other items for the model page?

Here's the high-level news:

1) We are taking all the unresolved issues from this thread
 http://www.shapeways.com/forum/index.php?t=msg&th=6411&a mp;prevloaded=1&&start=0

2) We are prioritizing based on all your feedback and our business needs
3) We are fixing at the pace where we can accurately test
4) We are releasing at least weekly

We will do our best to announce fixes per release and to match up the names of our release notes with the names you've given in the bug tracking thread in the Official Announcements section.

We are also planning on enabling a feedback agent for bugs that will take this work of assembling and monitoring the status of bugs off your plate and out of the forums.

Right now the word in the office is "User Voice".

Thanks,
Josh

Subject: Re: new model page
Posted by ana on Wed, 05 Oct 2011 15:29:06 GMT
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Hey guys, I wanted to address some of your feedback about the "More Info" button to expand model descriptions.

This is an intentional move made by our UX team to make the shopping process easier for new site visitors. While I can imagine that it might be a frustrating change for some of you, here's why we're doing it: Research has shown that people scan online and that the "inverted pyramid" style of writing works best to engage users.

We're not looking to control how you express yourself -- we wanted shoppers to have the option of opening up a full description, and engaging with your lovingly written prose, but if you're a shopper who's looking around casually, having a tidbit of key info to engage with is more likely to pull me in and make me want to "get to know" your work better.

We're sticking with this for now, but I hope the reason for it makes a little more sense.

Subject: Re: new model page
Posted by mctrivia on Wed, 05 Oct 2011 15:37:17 GMT
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The problem is you fill the page with usless info when the description is our real chance to sell the product. You do not need to list materials available in twice. Why not give us more room to sell ourselves. Let the user scroll down and see the info.

We now have HTML input which means we can put extra pictures, flashy text, all the things we need to sell our products.

Cutting off the text right before some key info where it looks like you finished is really bad. And having it the way you set up that some times happens.

Maybe give us the option to show with more already pressed or not.

It is our products to sell why not let us decide what better represents our products.

Subject: Re: new model page
Posted by fx on Wed, 05 Oct 2011 15:37:44 GMT
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If a truncated description is that good, I'm really wondering why eBay, Amazon or Aliexpress and all other other e-commerce sites I'm aware of have not already adopted this ?

Subject: Re: new model page
Posted by stop4stuff on Wed, 05 Oct 2011 15:46:28 GMT
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Hi Ana,

Thanks for the enlightenment... but... for some of us getting the sales pitch into a line or two isn't how things are done. Ok for headlines maybe, or for
limited-character-count-social-networking-text-box, but the description is what it is, a description.

And as mentioned... other selling sites don't cripple the user creativity with limited blurb.

If things are changing like you say, how's about a tutorial showing how it needs to be done?

Cheers,
Paul

[edit] I just actually looked at (well, 'scanned') the wikipedia page... it relates to journalism (you know, news stories) not product information.

Subject: Re: new model page
Posted by bluelinegecko on Wed, 05 Oct 2011 15:55:10 GMT
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No kidding. If it was a matter of getting useful information out to the shopper then why do the "keywords" take up 25-35% of the visible page? They don't even need to be visible to shoppers, especially not that large. Their only real function is to draw web crawlers to the page. Hell, I added a bunch of common spelling errors to mine to try to bring in more traffic. How about giving us full descriptions and making the keyword section expandable? lol

Subject: Re: new model page
Posted by aeron203 on Wed, 05 Oct 2011 16:05:23 GMT
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I agree with the reasoning for the short description, but I see that is is implemented in a way that harms communication more than it helps. We almost had an effective implementation with the old co-creator template. There was a main description (which should be short and sweet), then an extended description. The problem then was that the extended description always showed. It would be best if we had two fields, one for the short description, and one for the extended description that has info about the model, ordering, sizing, etc. We could implement this ourselves by having a short description, some breaks, then a new paragraph. Unfortunately the four lines we are given is just not enough. Can we agree on a compromise by making it, say eight lines, then we will do the work of separating the two descriptions? That should be very easy to do.

Subject: Re: new model page
Posted by stop4stuff on Wed, 05 Oct 2011 16:17:59 GMT
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Aaron, we don't get n amount of lines, the size is height in pixels, here's an example of how a newspaper style 'pyramid' setup looks as the description. Sorry, it doesn't work.

[edit] and I can't edit it

Subject: Re: new model page
Posted by virtox on Wed, 05 Oct 2011 16:19:42 GMT
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I would *REALLY* appreciate working google analytics on the model page.

Tyia!

Subject: Re: new model page
Posted by aeron203 on Wed, 05 Oct 2011 16:25:14 GMT
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That's fine. More pixels, please.

One thing I noticed about the broken analytics is that it allows me to compare the number of model visits vs. shop visits. FYI, about 5% of the people who look at my models visit my shop.

Subject: Re: new model page
Posted by ana on Wed, 05 Oct 2011 16:35:05 GMT
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So here's the kinda big picture philosophy behind it -- Shapeways is an online marketplace which means we need both buyers and sellers to be healthy and thriving.

We do get that for some of you guys, you don't get to your primary pitch until you're a couple lines in. The thing is, based on a lot of research, if I as a shopowner wait until a couple lines in to hit my main point, chances are I've already lost the customer's attention. Since we want to grow the overall shopper base, and our UX team has looked into this type of user behavior, we're going to default to the way people seem to be behaving online at large, rather than trying to force shoppers to wrap their heads around the specific way we're doing things.

On a similar note, limited-character-count tidbit-driven social networking text boxes is what connects huge numbers of people on the internet right now, and we're trying to harness that.

Finally, some of the things you guys mention, like the big keywords section are actually only a "for now" thing, and hopefully, as parts of the bigger design strategy are rolled out, it'll be replaced with things that make good clear sense to you.

P.S.
@Paul a tutorial you say? Like on how to orient the information? Hmmm...

Subject: Re: new model page
Posted by AotrsCommander on Wed, 05 Oct 2011 16:36:22 GMT
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fx wrote on Wed, 05 October 2011 15:37If a truncated description is that good, I'm really wondering why eBay, Amazon or Aliexpress and all other other e-commerce sites I'm aware of have not already adopted this ?

I'm inclinded to agree. You should be looking at what big e-companies (like ebay and Amazon in particular) do; even the chap who wrote that webpage you linked apparently likes Amazon. (And I'm a little concerned about it quoting the date as being from 1997...)

ana wrote on Wed, 05 October 2011 16:35So here's the kinda big picture philosophy behind it -- Shapeways is an online marketplace which means we need both buyers and sellers to be healthy and thriving.

We do get that for some of you guys, you don't get to your primary pitch until you're a couple lines in. The thing is, based on a lot of research, if I as a shopowner wait until a couple lines in to hit my main point, chances are I've already lost the customer's attention. Since we want to grow the overall shopper base, and our UX team has looked into this type of user behavior, we're going to default to the way people seem to be behaving online at large, rather than trying to force shoppers to wrap their heads around the specific way we're doing things.

But that's not how Amazon and ebay do it. Or, for that matter, any of the places I do my shopping regularly do (and I almost exclusively use the net for my purchases these days, including groceries.) I am am FAR more inclinded to trust their operational prodcedures.

ana wrote on Wed, 05 October 2011 16:35On a similar note, limited-character-count tidbit-driven social networking text boxes is what connects huge numbers of people on the internet right now, and we're trying to harness that.

One of the things I first thought when I saw the new page layout was it looked like it was trying to emulate youtube or twitter and it disturbs me a bit to find out that was true.

Me, as a customer - never mind about me having a Shapeways shop for the moment - I really don't want to be using a site that looks more like a social networking site than Sainsburies.

Subject: Re: new model page
Posted by mctrivia on Wed, 05 Oct 2011 16:54:00 GMT
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Me, as a customer - never mind about me having a Shapeways shop for the moment - I really don't want to be using a site that looks more like a social networking site than Sainsburies.

I missed the fact a 14 year old article is quoted. people use the internet a lot differently today then they did in the past. People do scan but they look for the flashy pictures and videos which is completely cut off now. Then things were mostly text based.

Subject: Re: new model page
Posted by aeron203 on Wed, 05 Oct 2011 16:57:10 GMT
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As long as we're condensing information here, this seems as good a place as any to discuss the description. I should note though that the ultra-condensed social networking format being referred to is applied when a large number of posts are aggregated onto a single page, not after the user has already indicated their interest by clicking on the product. In this case, the 'fewer clicks' principal is more appropriate and is the very first thing one learns in Information Architecture.

Here is my format:

First sentence: The (Title of model) is a (adjective)(recognizable product category). If the product has a characteristic that separates it from most products in that category, it is important enough to include that in the first sentence after a comma.

Second Sentence describes function, purpose, use, appearance or other characteristics that are usually already apparent in the image, which reinforces the general impression. This is a lot like saying someones name while looking at their face to mentally link the two together.

That's it for the basic description, but unfortunately I am not good at expressing my ideas using only Television Vocabulary. I like to spice it up, because unique language aids in retension (as long as it is comprehended). For me, these two sentences can easily exceed four lines, but if the person didn't want to read them they wouldn't have clicked the product!

Subject: Re: new model page
Posted by ana on Wed, 05 Oct 2011 17:46:50 GMT
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Since this has really gotten into a discussion surrounding the specifics of the "More Info" button, and how information is presented, I'm going to create a new thread.

Subject: Re: new model page
Posted by stop4stuff on Wed, 05 Oct 2011 18:44:33 GMT
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ana wrote on Wed, 05 October 2011 16:35So here's the kinda big picture philosophy behind it -- Shapeways is an online marketplace which means we need both buyers and sellers to be healthy and thriving.

We do get that for some of you guys, you don't get to your primary pitch until you're a couple lines in. The thing is, based on a lot of research, if I as a shopowner wait until a couple lines in to hit my main point, chances are I've already lost the customer's attention. Since we want to grow the overall shopper base, and our UX team has looked into this type of user behavior, we're going to default to the way people seem to be behaving online at large, rather than trying to force shoppers to wrap their heads around the specific way we're doing things.

On a similar note, limited-character-count tidbit-driven social networking text boxes is what connects huge numbers of people on the internet right now, and we're trying to harness that.

Finally, some of the things you guys mention, like the big keywords section are actually only a "for now" thing, and hopefully, as parts of the bigger design strategy are rolled out, it'll be replaced with things that make good clear sense to you.

P.S.
@Paul a tutorial you say? Like on how to orient the information? Hmmm...

Yes Ana,

A tutorial would be good for those of us who don't know how to write snappy advertising style headlines for a description that is meant to be a 'social' type blurb.

Social networking tidbit driven stuff is fine for the social networking tidbit type sites (which incidentally allow a user to summarise the information displayed themselves and provides the facility to link to a full article), but for a sales page, all of the information needs to be available to the viewer.

I, for one, do not feel comfortable trying to summarise what I am trying to say in fewer words than I do... It takes me long enough to get what I want to say down anyway without the added pressure of confomring to some kind of elitist ethics.

Any chance of starting new threads for all the other issues too?

Subject: Re: new model page
Posted by aegidian on Wed, 05 Oct 2011 20:42:54 GMT
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ana wrote on Wed, 05 October 2011 16:35... limited-character-count tidbit-driven social networking text boxes is what connects huge numbers of people on the internet right now, and we're trying to harness that.

That'd be great if you want to be Twitter. But you're not - you are a sales business and the model pages are the pages that should be the last place people arrive at before they click 'BUY ME'.

Very short descriptions are what should appear on social networking sites - with links to the model description page. The customer has already clicked a [+]More Info link to get to the model page -

they should NOT have to click one once they get there.

But, to take your argument and summarise it - SW UX experts are right and the UX as expressed by people here is wrong.

That's stubbornly wrongheaded. Please reconsider.

Subject: Re: new model page
Posted by stannum on Thu, 06 Oct 2011 00:33:32 GMT
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50 has morphed, units go after the numbers (fixed), but numbers don't change (new bug).

Subject: Re: new model page
Posted by jlevine on Thu, 06 Oct 2011 01:31:58 GMT
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jlevine wrote on Wed, 05 October 2011 13:21Hey all - we are working on the co-creator pricing issues as #1 priority.

- Josh

This has been fixed - please let us know if
you see any more oddities with co-creator pricing.

Subject: Re: new model page
Posted by mctrivia on Thu, 06 Oct 2011 02:21:48 GMT
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clicking on "cm" button does not do anything. still shows in. This is huge problem as you are lying about dimensions which could cause legal issues if someone feels they have been financially harmed.

Subject: Re: new model page
Posted by stop4stuff on Thu, 06 Oct 2011 06:46:00 GMT

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Hi Josh,

Co-creator is not quite fixed... choosing BSF on the model page and then heading to personalize, the materials drop down still shows the default material.

Also in IE8.0, the co-create edit box is a bit off the screen.

And as noted, changing the units of measurement doesn't dynamically change the number, but the correct dimensions are shown after a page refresh.

Paul

[edit] and trying to read forum posts at 7:30am isn't doing my eyes any good with the poor contrast between text and background

File Attachments

1) co-create-edit.jpg, downloaded 339 times

Subject: Re: new model page
Posted by stannum on Thu, 06 Oct 2011 07:06:14 GMT
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If your browser has extensions like Firefox's Stylish, you can force black text in forums with one setting that contains:
@namespace url(http://www.w3.org/1999/xhtml);

```
@-moz-document url-prefix("http://www.shapeways.com/forum/") {
  body {
    color: #000 !important;
  }
}
```

Other useful extension for this forum is Autopager, create a new setting and make sure the fields have the following:
URL pattern: http://www.shapeways.com/forum/index.php*
Link XPath: //a[@class='PagerLink' and (text()='â€º')]
Content XPath (current, past week it was different, and better):

Subject: Re: new model page
Posted by stop4stuff on Thu, 06 Oct 2011 07:35:42 GMT
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Thanks stunnum, I can turn off colours altogether and that makes things much worse, and under accessiblity, I can specify my own style sheet, but I haven't a clue about that.

Subject: Re: new model page
Posted by stop4stuff on Thu, 06 Oct 2011 11:07:06 GMT
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Found another bug.

Happens in IE8.0 and Firefox. (WinXP) - not tried Chrome.

When not logged in and viewing a model page, a load of code appears at the bottom of the page.

Added as #53

File Attachments
1) broken-page.jpg, downloaded 580 times

Subject: Re: new model page
Posted by jlevine on Thu, 06 Oct 2011 13:57:49 GMT
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stop4stuff wrote on Thu, 06 October 2011 11:07Found another bug.

Happens in IE8.0 and Firefox. (WinXP) - not tried Chrome.

When not logged in and viewing a model page, a load of code appears at the bottom of the page.

Added as #53

Is this still happening? I cannot reproduce.

Subject: Re: new model page
Posted by stop4stuff on Thu, 06 Oct 2011 15:08:07 GMT
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Yes it is still happening, try logging out and clearing cookies first, then heading to a model page (my browsers are set to clear cookies on exit)

[edit] ooo... lovely darker text colour back again

Subject: Re: new model page
Posted by virtox on Fri, 07 Oct 2011 08:15:03 GMT
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G Analytics on model page seems to be working again!

Awesome!

Subject: Re: new model page
Posted by Bathsheba on Fri, 07 Oct 2011 08:51:42 GMT
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Yes, I see GA hits starting mid Wednesday. Thanks.

Subject: Re: new model page
Posted by Bunrattypark on Fri, 07 Oct 2011 19:09:46 GMT
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Er, how do I add or remove a model from a shop section? I see no mention of shop section on the model edit page. Many thanks...

Subject: Re: new model page
Posted by aeron203 on Fri, 07 Oct 2011 20:00:12 GMT
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FYI, Josh, I got some page gunk too.

Signed out, XP2, Mozilla 4.0.1

File Attachments

1) page gunk.png, downloaded 183 times

Subject: Re: new model page
Posted by Youknowwho4eva on Fri, 07 Oct 2011 20:08:58 GMT
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I see it as well
XP sp3 FF 7.0.1

Subject: Re: new model page
Posted by jlevine on Fri, 07 Oct 2011 21:01:38 GMT
View Forum Message <> Reply to Message

aeron203 wrote on Fri, 07 October 2011 20:00FYI, Josh, I got some page gunk too.

Signed out, XP2, Mozilla 4.0.1

Team and I were able to reproduce. We've cleared some caches at the USER level (o_O) and the problem is now gone for us. Please ping me in PM if you still see the gunk.

Subject: Re: new model page
Posted by stannum on Sun, 09 Oct 2011 06:27:50 GMT
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Description appears as thin column, but only for own models, private and not for sale, in view mode, not edit mode. New? Browser specific?

Subject: Re: new model page
Posted by stop4stuff on Sun, 09 Oct 2011 08:27:49 GMT
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stannum wrote on Sun, 09 October 2011 06:27Description appears as thin column, but only for own models, private and not for sale, in view mode, not edit mode. New? Browser specific?

Yep, can confirm this happens in both Firefox and IE8.0.

Subject: Re: new model page
Posted by jlevine on Sun, 09 Oct 2011 13:17:46 GMT
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stop4stuff wrote on Sun, 09 October 2011 08:27stannum wrote on Sun, 09 October 2011 06:27Description appears as thin column, but only for own models, private and not for sale, in view mode, not edit mode. New? Browser specific?

Yep, can confirm this happens in both Firefox and IE8.0.

This has been fixed.

Subject: Re: new model page
Posted by virtox on Sun, 09 Oct 2011 13:21:50 GMT
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While not logged in, when I go to a shop home
/shops/<any>

I still see garbled script remnants.
When there is a shop banner it is to the top-right.
If there is not banner, it is at the bottom of the page.

Subject: Re: new model page
Posted by jlevine on Sun, 09 Oct 2011 13:27:39 GMT
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virtox wrote on Sun, 09 October 2011 13:21While not logged in, when I go to a shop home
/shops/<any>
I still see garbled script remnants.
When there is a shop banner it is to the top-right.
If there is not banner, it is at the bottom of the page.

Thanks virtox - this is a corruption issue with our template caching system - initially pages work fine, but eventually, certain cached pages become corrupt. We are working on fixing this issue ASAP - I'll post update in official announcements when we've made progress.

Thanks,
Josh

Subject: Re: new model page
Posted by pfeiffer stylez on Sun, 09 Oct 2011 14:05:46 GMT
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The option to toggle between [cm] and [in] doesn't work (for me).
I have to reload the page after I made my choice.

Firefox 7.01, Opera 11.51 & Safari 5.07

Subject: Re: new model page
Posted by jlevine on Sun, 09 Oct 2011 14:17:02 GMT
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pfeiffer stylez wrote on Sun, 09 October 2011 14:05The option to toggle between [cm] and [in] doesn't work (for me).
I have to reload the page after I made my choice.

Firefox 7.01, Opera 11.51 & Safari 5.07

Thanks pfeiffer - I see the team is already tracking this issue - set to be fixed in our next scheduled release on 2011-10-12.

Subject: Re: new model page
Posted by lensman on Sun, 09 Oct 2011 14:17:49 GMT
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I really don't have time to wade thru all the messages to see if this has already been mentioned, but...

The uploading of images to model pages has way too many steps:

1) Turn Edit model ON
2) Upload photo(s) - Don't see anything added.
3) Turn Edit OFF - ah, there are the photo's!
4) Turn Edit ON - now find photo you want as default and click button
5) Turn Edit OFF

...move on to next one...

Glenn

Subject: Re: new model page
Posted by virtox on Mon, 10 Oct 2011 08:24:53 GMT

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jlevine wrote on Sun, 09 October 2011 13:27

Thanks virtox - this is a corruption issue with our template caching system - initially pages work fine, but eventually, certain cached pages become corrupt. We are working on fixing this issue ASAP - I'll post update in official announcements when we've made progress.
[/quote]

I assume this is related, but sometimes when I save a description on the model page I get this:

File Attachments

1) borked.jpg, downloaded 555 times

Subject: Re: new model page
Posted by pfeiffer stylez on Tue, 11 Oct 2011 18:27:03 GMT
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stop4stuff wrote on Fri, 16 September 2011 06:35 39) Uploading a new image show no progress, and no indication of successful completion.
This problem seems solved.

Subject: Re: new model page
Posted by stop4stuff on Wed, 12 Oct 2011 09:47:05 GMT
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pfeiffer stylez wrote on Tue, 11 October 2011 18:27stop4stuff wrote on Fri, 16 September 2011 06:35 39) Uploading a new image show no progress, and no indication of successful completion.
This problem seems solved.

Not for me using IE8.0 - I still need to refresh the page to see the image after I think it has finished uploading.

Subject: Re: new model page
Posted by TreadshotA1 on Wed, 12 Oct 2011 14:23:28 GMT
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^Also not showing completion for me, on Firefox.

Subject: Re: new model page
Posted by lensman on Wed, 12 Oct 2011 22:36:31 GMT
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Treadshot A1 wrote on Wed, 12 October 2011 14:23^Also not showing completion for me, on Firefox.

And as my message in 36250 shows, not for me either.

Glenn

Subject: Re: new model page
Posted by pfeiffer stylez on Thu, 13 Oct 2011 10:15:11 GMT
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Huh ?

I've just tested it again.
After the upload is completed, the new picture appears in the ModelViewport...
Without reloading the page, or turn edit off/on, or anything else...

(Firefox 7.0.1)

\edit
It works in IE 9.0.8, too.

Subject: Re: new model page
Posted by stop4stuff on Thu, 13 Oct 2011 10:43:46 GMT
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Image upload & viewable without refreshing now works for me in IE8.0

Subject: Re: new model page
Posted by Magic on Sun, 16 Oct 2011 19:13:36 GMT
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Something I did not see in the previous posts:
- for private models, in edit mode, the shop sections are not shown and thus are not selectionable.
- if the model is turned into public, the shop section are displayed again in edit mode.
 - checked with IE9/Windows7

Subject: Re: new model page
Posted by stop4stuff on Mon, 17 Oct 2011 06:37:50 GMT
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Magic wrote on Sun, 16 October 2011 19:13Something I did not see in the previous posts:
- for private models, in edit mode, the shop sections are not shown and thus are not selectionable.
- if the model is turned into public, the shop section are displayed again in edit mode.
 - checked with IE9/Windows7

Added as #54

Subject: Re: new model page
Posted by kontor_apart on Mon, 17 Oct 2011 18:14:01 GMT
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It's getting better all the time

"I admit it's getting better
A little better all the time
Yes, I admit it's getting better

It's getting better since you've been mine
Getting so much better all the time
It's getting better all the time
Better, better, better
It's getting better all the time
Better, better, better
Getting so much better all the time"

File Attachments

1) getting better.jpg, downloaded 386 times

Subject: Re: new model page
Posted by barrys on Mon, 17 Oct 2011 19:14:42 GMT
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unfortuntely we've not be able to solve the cache bug yet. I cleared the cache, so you're cache error should be gone now for this specific case.

Subject: Re: new model page
Posted by jlevine on Mon, 17 Oct 2011 20:19:46 GMT
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trompevenlo wrote on Mon, 17 October 2011 18:14It's getting better all the time

"I admit it's getting better
A little better all the time
Yes, I admit it's getting better
It's getting better since you've been mine
Getting so much better all the time
It's getting better all the time
Better, better, better
It's getting better all the time
Better, better, better
Getting so much better all the time"

Your humor and optimism is much appreciated

Thanks,
Josh

Subject: Re: new model page
Posted by Bathsheba on Mon, 17 Oct 2011 20:25:39 GMT
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Sorry to rain on the happy times, but I still see this whenever I edit a model description or title. Firefox 7.0.1.

File Attachments

1) Capture.JPG, downloaded 357 times

Subject: Re: new model page
Posted by Magic on Wed, 19 Oct 2011 05:51:29 GMT
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In the material list the materials are in a random order (Red Strong and Flexible is between Gold Plated Glossy and Silver!).
That makes the selection of the available materials cumbersome.
Please order them like in the new inventory.

Subject: Re: new model page
Posted by pfeiffer stylez on Thu, 20 Oct 2011 09:31:41 GMT
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Bathsheba wrote on Mon, 17 October 2011 20:25Sorry to rain on the happy times, but I still see this whenever I edit a model description or title. Firefox 7.0.1. (...)
I've seen this, too.
But since I've deleted the browser history (Cookies, Cache & LSO's) it's gone...

Subject: Re: new model page
Posted by jlevine on Thu, 20 Oct 2011 21:27:06 GMT

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pfeiffer stylez wrote on Thu, 20 October 2011 09:31Bathsheba wrote on Mon, 17 October 2011 20:25Sorry to rain on the happy times, but I still see this whenever I edit a model description or title. Firefox 7.0.1. (...)
I've seen this, too.
But since I've deleted the browser history (Cookies, Cache & LSO's) it's gone...

Hey all - we've just released a fix for the cache issues. If you see these issues again, please let us know here or in private message.

Thanks,
Josh

Subject: Re: new model page
Posted by pfeiffer stylez on Fri, 21 Oct 2011 17:53:41 GMT
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Seems to me that the "Shapies who this" section doesn't work properly.

Since it's addressed as "div#model-view-favorite-user .view" I guess that people, which add a model to favorites, should be listed there, pos ?

Subject: Re: new model page
Posted by Magic on Sat, 22 Oct 2011 06:13:55 GMT
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Not exactly a bug, but I don't like the:
"You cannot disable this material because it is the default for this model"
I wanted one model to be FCS only and I noticed that it also was available in WSF (with no markup because I did not want this material) just because WSF was initially the default material (so even though I click to uncheck WSF this had no effect and furthermore the markup was and kept being 0).
I would prefer another behaviour like: if you disable a material which was the default material then the default material becomes the next available material.
In this way if I disable all material but FCS, FCS becomes the default, which is the expected behaviour.

Subject: Re: new model page
Posted by CuttingEdgeFlutes on Wed, 09 Nov 2011 14:56:16 GMT
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Still getting the cache problem in the description with all the HTML code. If I refresh (my technique is to set my default material AFTER I enter text description, as that requires clicking on the button to save the check that puts the little triangle by the desired material => two silly things cancelling out each other!) it's ok and I can see that.

Sections still not showing up while private! I'm setting up my shop for the first time, and I want it all organized before I let it go live. But I can't do that and check it with sections until I go public.

For those in the know: is there a way to enable entire sections or multiple products to go live simultaneously, rather than on a model per model basis? I will have a few hundred models in the end, and it will be a royal pain to public them one at a time.

Also, if the sections could be not tiny side bar, but the featured organization style (if one wants), that would be good. With hundreds of models, sectioning is required, and should be the main way the buyer can interface with the shop. IMO.

Subject: Re: new model page
Posted by Bathsheba on Wed, 09 Nov 2011 23:11:59 GMT
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Agree, sections need to be more prominent and more fully implemented. They should naturally be the primary presentation for anyone with more than one page of models, but theyr'e just a stub -- this is IMO one of the most customer-unfriendly things about Shapeways at this time.

Subject: Re: new model page
Posted by stop4stuff on Mon, 14 Nov 2011 23:30:45 GMT
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I haven't kept up with everything I listed... did much get fixed yet?