
Subject: 2 issues with co-creators
Posted by [Magic](#) on Tue, 11 Oct 2011 17:38:14 GMT
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Hi all,

I had to face recently two issues with co-creators.

First the error message for co-creators is not explicit.

There was a problem when I uploaded one of my co-creators and I got the following message:

Quote:Hello,

We are sorry to report that there is a problem with your personalized template

Happy Event Bead, Event Bead Sky.zip.

It did not pass the check model_correction.

This message is typically of no use.

I uploaded the very same model in my shop (without going through the co-creator mechanism) and this time I got this message:

Quote:We just finished processing your product, Event Bead Sky, and ran a few checks on it to make sure your product can be printed.

Unfortunately, we were not able to process and thus print your product. The error message was:
Your object has not the correct size.

The size is 0.00 x 0.00 x 0.00 cm / 0.00 x 0.00 x 0.00 inch.

OK, now I can do something. Knowing the problem, you can fix it.

Can we have the same level of detail on message error for co-creators as for standard models?

Second, when i tried to fix the issue, I went back to the co-creator customization page and the customization texture was not visible anymore:

This is a huge bug. I had saved the image before, so I was able to go on anyway, but what if I did not keep a copy of this image? It would have been impossible to finish the customization.

Anyone noticed the same things?

File Attachments

1) [bug co-creator.png](#), downloaded 187 times
