

---

Subject: Problems with model processing [solved]  
Posted by [barrys](#) on Thu, 13 Oct 2011 02:26:52 GMT  
[View Forum Message](#) <> [Reply to Message](#)

---

Currently we encounter problems with our model processing.  
All model uploads fail with the message:  
"unknown size"

We're investigating this, until that is sorted out all processing of model uploads is postponed.

Sorry for any inconvenience,

Barry

---

---

Subject: Re: Problems with model processing  
Posted by [barrys](#) on Thu, 13 Oct 2011 09:24:56 GMT  
[View Forum Message](#) <> [Reply to Message](#)

---

Model upload problems are solved and I just entered the ones that failed with the message  
"Unknown size" to the queue again.  
These will be processed again.

Best,

Barry

---

---

Subject: Re: Problems with model processing  
Posted by [mctrivia](#) on Thu, 13 Oct 2011 11:27:16 GMT  
[View Forum Message](#) <> [Reply to Message](#)

---

Glad you fixed quickly but why did it break in the first place? Made update without testing again?

---

---

Subject: Re: Problems with model processing [solved]  
Posted by [dizingof](#) on Thu, 13 Oct 2011 12:23:43 GMT  
[View Forum Message](#) <> [Reply to Message](#)

---

@mctrivia when is your birthday coming? i'm going to 3d print you a horsewhip

---

---

Subject: Re: Problems with model processing [solved]  
Posted by [mctrivia](#) on Thu, 13 Oct 2011 12:42:04 GMT  
[View Forum Message](#) <> [Reply to Message](#)

---

LOL. not until February. I don't know if that is the reason. There are lots of reasons something can break. It is just the most likely. I can only hope that if I keep saying it enough someone will get it in there head that testing is important or someone will get fired and someone that can put proper testing procedures can get put in there place. If anything is going to sink shapeways it is likely going to be there lack of testing.

Not testing results:

- \*unhappy customers
- \*loss in sales because people can't do what they need
- \*reduced security - if you are not testing you open your self up to all kinds of attacks that can take advantage of the broken code
- \*loss of trust - how can I trust shapeways to keep my private stuff safe, actually pay me for sales made, ect when tomorow they could upload a bunch of new code that allows everyone to download my model stl files, add a bug that stops recording sales, shows people my printing costs/markup
- \*litigation - some bugs like not showing units of measurmnet properly, showing one price then changing once added to cart, ect could cause shapeways to get sued.

And I am sure there are many more I can't think of. If things keep going the way they have over the last month the shapeways programers are going to kill shapeways. Safe guards against these mistakes must be put in place NOW and failure to fallow these safe guards should mean termination.

---

---

Subject: Re: Problems with model processing [solved]  
Posted by [dizingof](#) on Thu, 13 Oct 2011 13:00:30 GMT  
[View Forum Message](#) <> [Reply to Message](#)

---

I hear you.. last time i wrote an email to shapeways chief IT about bad stuff going on with my sales he "left" shapeways few days later.. So i gave up on ever figuring out shapeways long ago

- I turned my shop to "for show only" , no item is for sale

I'll return to the game when i feel the plain-field is FAIR and i'm wanted as a designer around here with no sales bugs of any kind.. or.. not.

But here is to you Don Quichotte!

---

Subject: Re: Problems with model processing [solved]  
Posted by [ceramicwombat](#) on Sat, 15 Oct 2011 19:36:19 GMT  
[View Forum Message](#) <> [Reply to Message](#)

Dizingof, why do you feel the playing-field is not fair? I'm just curious.

---

Subject: Re: Problems with model processing [solved]  
Posted by [robert](#) on Sat, 15 Oct 2011 22:04:41 GMT  
[View Forum Message](#) <> [Reply to Message](#)

Dizingof, I was not aware I left Shapeways.

---

Subject: Re: Problems with model processing [solved]  
Posted by [mctrivia](#) on Sat, 15 Oct 2011 22:17:33 GMT  
[View Forum Message](#) <> [Reply to Message](#)

pretty sure he means horst

---

Subject: Re: Problems with model processing [solved]  
Posted by [dizingof](#) on Mon, 17 Oct 2011 09:38:11 GMT  
[View Forum Message](#) <> [Reply to Message](#)

ceramicwombat wrote on Sat, 15 October 2011 19:36  
Dizingof, why do you feel the playing-field is not fair? I'm just curious.

This should give you some idea..

[http://www.shapeways.com/forum/index.php?t=msg&&th=5616&goto=32646#msg\\_32646](http://www.shapeways.com/forum/index.php?t=msg&&th=5616&goto=32646#msg_32646)

On this blog about you, see the comments..

<http://www.shapeways.com/blog/archives/787-The-Dizzying-Demand-for-Dungeons-Dragons-Dice.html>

Also this:

[http://www.shapeways.com/forum/index.php?t=msg&&th=6157&goto=33050#msg\\_33050](http://www.shapeways.com/forum/index.php?t=msg&&th=6157&goto=33050#msg_33050)

plenty more about "sales bugs" of the same if you do a search on the forum with my username..

Regrettably it "happens" only on my shop/account...

Someone at shapeways must like me a lot...

---

---

Subject: Re: Problems with model processing [solved]  
Posted by [dizingof](#) on Sat, 22 Oct 2011 16:55:21 GMT  
[View Forum Message](#) <> [Reply to Message](#)

upload issues again? i uploaded few models none is showing up nor did i received any email about any issue.. just the thank you email

---

---

Subject: Re: Problems with model processing [solved]  
Posted by [dizingof](#) on Sat, 22 Oct 2011 22:46:47 GMT  
[View Forum Message](#) <> [Reply to Message](#)

Anyone else isn't seeing new uploads?

4 new uploads , 3 yesterday.. and still cant see them nor received an email ..

---

Subject: Re: Problems with model processing [solved]

Posted by [TomZ](#) on Sun, 23 Oct 2011 08:49:18 GMT

[View Forum Message](#) <> [Reply to Message](#)

---

Yes, I've been waiting for 48 hours now for a model I dearly want to get up for sale.

---

---

Subject: Re: Problems with model processing [solved]

Posted by [Kasss\\_Gnarl](#) on Sun, 23 Oct 2011 13:24:25 GMT

[View Forum Message](#) <> [Reply to Message](#)

---

I have just uploaded a model and it has gone through without any issues. Might be worth giving one of your uploads another shot.

---

---

Subject: Re: Problems with model processing [solved]

Posted by [mctrivia](#) on Sun, 23 Oct 2011 13:44:07 GMT

[View Forum Message](#) <> [Reply to Message](#)

---

I have had some go through and some fail. Uploaded a 900k triangle model and just got an email thanking me. Nothing more and still not in shop after 8 hours

---

---

Subject: Re: Problems with model processing [solved]

Posted by [stonysmith](#) on Sun, 23 Oct 2011 19:21:37 GMT

[View Forum Message](#) <> [Reply to Message](#)

---

For what it's worth, over the past two days, I've uploaded many (small) models, and have had no problem.

---

---

Subject: Re: Problems with model processing [solved]

Posted by [dizingof](#) on Sun, 23 Oct 2011 19:24:09 GMT

[View Forum Message](#) <> [Reply to Message](#)

---

So the issue seems to be with the 900k triangles models... mine are 900k+

---

Subject: Re: Problems with model processing [solved]  
Posted by [Scissors67](#) on Sun, 23 Oct 2011 19:52:23 GMT  
[View Forum Message](#) <> [Reply to Message](#)

I've also been having the same problem. Uploaded several models Friday afternoon and received confirmation of the upload, but nothing telling me the models were accepted or rejected. High triangle counts, too.

---

Subject: Re: Problems with model processing [solved]  
Posted by [Kasss\\_Gnarl](#) on Sun, 23 Oct 2011 20:22:32 GMT  
[View Forum Message](#) <> [Reply to Message](#)

Kasss\_Gnarl wrote on Sun, 23 October 2011 13:24I have just uploaded a model and it has gone through without any issues. Might be worth giving one of your uploads another shot.

Should mention that my model has a low triangle count.

---

Subject: Re: Problems with model processing [solved]  
Posted by [barrys](#) on Tue, 25 Oct 2011 07:48:22 GMT  
[View Forum Message](#) <> [Reply to Message](#)

Hi all,

there were indeed some problems with large model uploads due to heavy load on the server. (since Friday afternoon) The database connection timed out for long calculations, which resulted in failed uploads and no email response.

The problem should have been fixed last night.

Best,

Barry

---

---

Subject: Re: Problems with model processing [solved]  
Posted by [tk1055](#) on Tue, 08 Nov 2011 21:03:54 GMT  
[View Forum Message](#) <> [Reply to Message](#)

---

I have been having issues uploading models as well. When I try I get stuck on the screen that says upload is being processed, I have let it run for over two hours and nada, no email saying it failed or uploaded correctly, and the model doesn't show up in my shop either.

---

---

Subject: Re: Problems with model processing [solved]  
Posted by [ana](#) on Tue, 08 Nov 2011 23:22:28 GMT  
[View Forum Message](#) <> [Reply to Message](#)

---

Hey tk,

Can you give me details on which browser you were using, and what time of day this happened?

Thanks!

---

---

Subject: Re: Problems with model processing [solved]  
Posted by [tk1055](#) on Wed, 09 Nov 2011 02:19:37 GMT  
[View Forum Message](#) <> [Reply to Message](#)

---

I use Firefox 5.0 and it happens at all times of the day, Most recently today at around 12:30 pm central time.

---

---

Subject: Re: Problems with model processing [solved]  
Posted by [dizingof](#) on Fri, 18 Nov 2011 19:00:40 GMT  
[View Forum Message](#) <> [Reply to Message](#)

---

dizingof wrote on Mon, 17 October 2011 09:38ceramicwombat wrote on Sat, 15 October 2011

19:36Dizingof, why do you feel the playing-field is not fair? I'm just curious.

This should give you some idea..

[http://www.shapeways.com/forum/index.php?t=msg&&th=5616&goto=32646#msg\\_32646](http://www.shapeways.com/forum/index.php?t=msg&&th=5616&goto=32646#msg_32646)

On this blog about you, see the comments..

<http://www.shapeways.com/blog/archives/787-The-Dizzying-Demand-for-Dungeons-Dragons-Dice.html>

Also this:

[http://www.shapeways.com/forum/index.php?t=msg&&th=6157&goto=33050#msg\\_33050](http://www.shapeways.com/forum/index.php?t=msg&&th=6157&goto=33050#msg_33050)

plenty more about "sales bugs" of the same if you do a search on the forum with my username..

Regrettably it "happens" only on my shop/account...  
Someone at shapeways must like me a lot...

Here is ANOTHER live example how shapeways is skimming my earning - again, call it a "bug" call it whatever you want ... this seems to happen only on my account !!!

goto : <http://www.shapeways.com/gifts/>

click on my Dymaxion World Map model , add it to your cart - you will see the cost to print as the price WITHOUT my markup !!

---

**Subject: Re: Problems with model processing [solved]**



Posted by [Youknowwho4eva](#) on Fri, 18 Nov 2011 19:09:14 GMT  
[View Forum Message](#) <> [Reply to Message](#)

---

That's odd, I tried a few other models, and yours is the only one that shows one price, then when added to the cart it is another price. I'll see if I can hunt down what's going on.

---

Subject: Re: Problems with model processing [solved]  
Posted by [dizingof](#) on Fri, 18 Nov 2011 19:29:25 GMT  
[View Forum Message](#) <> [Reply to Message](#)

---

F#@\$#@\$n sales bugs only on my account , AGAIN and AGAIN  
countless times

see my reply to Pete the ceo of shapeways :  
<http://www.shapeways.com/blog/archives/1098-American-Censors-hip-Day.html>

And lets not forget how shapeways skimmed hundreds of dollars from my logged markups for each of the last 3 pay periods of 2010

Over \$1200 disappeared from my account !  
[http://www.shapeways.com/forum/index.php?t=msg&&th=5616&goto=32646#msg\\_32646](http://www.shapeways.com/forum/index.php?t=msg&&th=5616&goto=32646#msg_32646)

Only after i made threats Bart took care of it and money was paid to me !

But then countless "sales errors" continued happening on my account - its all in the forum !

Enough is Enough !!

---

Subject: Re: Problems with model processing [solved]  
Posted by [ana](#) on Fri, 18 Nov 2011 22:57:03 GMT  
[View Forum Message](#) <> [Reply to Message](#)

---

Hey Dizingof,

I've realized that there's a problem here and I'm in the middle of collecting info so that my team can handle this, once and for all. I'm trying to pinpoint what's going on, and we have no desire to get in the way of your earnings. One of Shapeways primary goals is to create new income streams for independent creatives!

I'd really appreciate if you could weigh in here. It'll help me in the process of getting these issues fixed. Sorry for the trouble.

Best,  
Ana

---