
Subject: Model stuck in processing

Posted by [TomZ](#) on Sat, 22 Oct 2011 14:58:07 GMT

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Last night, I uploaded a model and nearly 18 hours later it still has not finished processing (I got the "we got the upload" email but no notification that it was available or that there was an error). I uploaded a remeshed model this morning and that too hasn't finished.

Is the model queue possibly stuck? Has a faulty model broken the upload processing machine? Or is it my own model that is the culprit (it is very close to 1M polygons) which is somehow exceeding your timelimit without me getting a notification?

Could somebody please check on what is happening? The model is called "4x5x6 Cuboid", in a suitably named "V6.zip" file.

Subject: Re: Model stuck in processing

Posted by [RalphVdB](#) on Mon, 24 Oct 2011 14:17:03 GMT

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Dear Tom,

I have checked your file. It has indeed 976818 polygons. It has also 35 loose shells. Our Meshmedic tries to combine these which leads to the fact the polygons cross the 1 million and thus is not uploadable.

Hope this clears things up for you. If not please send an email to service@shapeways

Cheers, Ralph
