
Subject: Full validation before first purchase
Posted by [GeoBling](#) on Mon, 05 Dec 2011 05:01:14 GMT
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There seem to be two validation steps when selling objects on Shapeways: First the file gets validated on upload, and then again after ordering. We recently had one of our country shapes pass the upload validation, but after putting in the order and paying, we received an email saying that the item cannot be printed.

Is there a way to get the full validation before ordering? We have a few shapes where we are pushing the design guidelines a little (with stainless steel) and would like to know if what we are doing is printable without having to order it. Is that possible?

Subject: Re: Full validation before first purchase
Posted by [Youknowwho4eva](#) on Mon, 05 Dec 2011 14:23:08 GMT
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The first validation is a basic validation. It checks the file to see if it's printable (or if mesh medic can fix it), and it checks the bounding box to see what materials it's available in. The second check, when ordering, is for wall thickness, and other problems that may arise in printing. This is a manual check which is why it's only done at the time of order, and isn't as quick. Software is in development to be able to do a full check of your files at upload.

Subject: Re: Full validation before first purchase
Posted by [GeoBling](#) on Tue, 06 Dec 2011 05:01:44 GMT
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Can I send somebody a file to do the manual check? If it passes I know I can generate other files of the same style, if not I'll have to figure out something else.

Subject: Re: Full validation before first purchase
Posted by [Youknowwho4eva](#) on Tue, 06 Dec 2011 13:26:18 GMT
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Right now the only way to do that is to order. You could try contacting service@shapeways.com they may be able to check without ordering.

Subject: Re: Full validation before first purchase
Posted by [duann](#) on Tue, 06 Dec 2011 17:27:26 GMT
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Hey GeoBling,

When you upload the model there is the option to manually fix the file if there are errors.

This may help fix files but not help you learn where the issues are.

Kind regards.

Subject: Re: Full validation before first purchase
Posted by [stop4stuff](#) on Thu, 08 Dec 2011 09:28:27 GMT
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In the past, I have simply uploaded a model and asked Shapeways CS to take a look and get back to me with their opinion as to the printability - not that I'd recommend doing this too often as it adds to their workload. Also, sometimes, it is Shapeways production partners who have the final say as to the printability.
