
Subject: Anyone Else Have This Problem?

Posted by [SturdyPeasantWoman](#) on Sat, 10 Mar 2012 14:37:24 GMT

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I've been trying to upload a couple new images since last night, and it just stops on a blank page.

Is it just me or is there a problem at the other end?

Thanks!

-Sherry

Subject: Re: Anyone Else Have This Problem?

Posted by [stop4stuff](#) on Sat, 10 Mar 2012 14:58:31 GMT

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works ok for me

Subject: Re: Anyone Else Have This Problem?

Posted by [cadalu](#) on Sat, 10 Mar 2012 17:24:50 GMT

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Any project that involved the image popper seems to result in a blank white screen which is a result of the new update. So for us poppers, the site is completely unusable for yet another weekend.

Subject: Re: Anyone Else Have This Problem?

Posted by [Roy_Stevens](#) on Sat, 10 Mar 2012 17:44:49 GMT

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I've been having a lot of problems with the site since the major update. But the issues seem to be because I'm using IE8, I'm having to use Chrome to post this because forums, updates, and many other things are not available using IE. This is a major concern to me that 60% of the world may be having trouble getting to my products.

Subject: Re: Anyone Else Have This Problem?
Posted by [aeron203](#) on Sat, 10 Mar 2012 22:15:23 GMT
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Us poor poppers are positively frustrated by the preposterous predicament you've placed us in. The only positive part is that The Vibe creator has been provided to placate us until the popping problem is pfixed.

Subject: Re: Anyone Else Have This Problem?
Posted by [bdickason](#) on Sat, 10 Mar 2012 23:34:57 GMT
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My alliteration is not as strong as Aeron's

I'm sorry you guys are having issue with the image popper. We broke it in this latest update and have not been able to bring it back on yet. It will be fixed in an upcoming release early this week. We're working really hard to get this back online and also deal with the IE8/9 issues along with other remaining bugs.

johnnylingo, it may give you some short term peace of mind to know that significantly less than 60% of our visitors use IE8. I realize this is no excuse for Shapeways to not support IE8 in full, or for the bugginess you're experiencing. We're working to get this resolved as soon as possible.

Subject: Re: Anyone Else Have This Problem?
Posted by [zqtwho](#) on Sun, 11 Mar 2012 01:14:15 GMT
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yeah im getting a white screen as well

Subject: Re: Anyone Else Have This Problem?
Posted by [stonysmith](#) on Sun, 11 Mar 2012 02:47:43 GMT
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Two notes.. yes, MS-IE represents some 60% of the market, but there are at least 4 versions 'out in the wild' (versions 6,7,8,9), of which, you are likely to find IE9 most prevalent in the home market, with IE6 (yes, i said SIX.. shudder) still prevalent in many corporate machines.

When I try to upload a popper image, I see at the top of the screen "HTTP 500".. if you are seeing this error #.. it would be helpful to report that fact here, along with which browser and OS you are using.

I'm running IE9 on Windows 7 - 64 bit version.

Subject: Re: Anyone Else Have This Problem?
Posted by [zqtwho](#) on Sun, 11 Mar 2012 03:24:17 GMT
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i got errors on firefox, Opera and Safari

Subject: Re: Anyone Else Have This Problem?
Posted by [SturdyPeasantWoman](#) on Sun, 11 Mar 2012 05:35:25 GMT
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File Attachments

1) [Pop Up result.jpg](#), downloaded 162 times

Subject: Re: Anyone Else Have This Problem?
Posted by [SturdyPeasantWoman](#) on Sun, 11 Mar 2012 06:05:41 GMT
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And there is no place to save a design when trying to do earrings. I haven't tried rings.

Hope this update was/will be worth it! I am in withdrawal.

Subject: Re: Anyone Else Have This Problem?
Posted by [Youknowwho4eva](#) on Sun, 11 Mar 2012 21:46:09 GMT
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As Bradley said, this will hopefully be fixed in an update early this week. If you have any new issues, please report them on the feedback post here
