

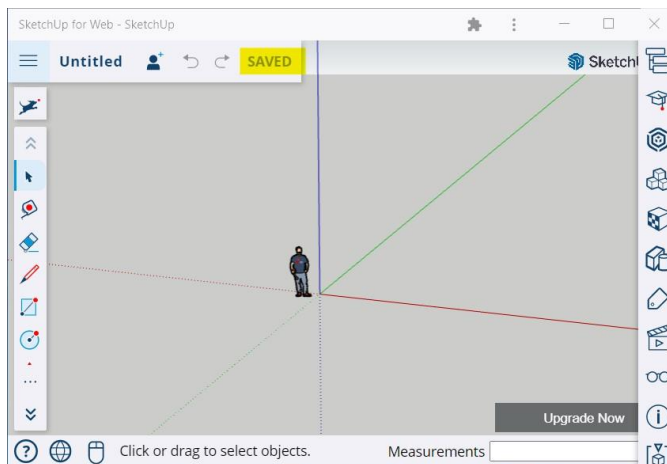
I am using SketchUp for Web and have read many SketchUp forum threads about various instances of getting a **Failed to Save** error. I have also participated in discussions on this topic, but have not gotten any help in resolving this problem.

This is a repeatable process for me and continues after clearing the Chrome browser data/cache. I would like to know if this is repeatable by the SketchUp support staff. For months (years?) I have dealt with this annoyance and it was only after another forum user said that they would get this error after using the **Print** option. This caused me to investigate this condition and sure enough, the **Failed to save** condition is triggered after having used the **Print** function.

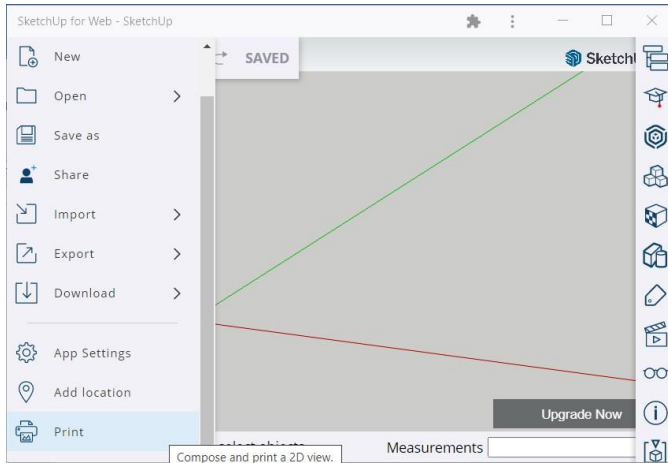
The work-around, of course, is to be sure you save your model before doing any prints. Of course, you then have to remember to restart/reload your model if you intend to make any additional changes.

Here is my step-by-step process for reproducing the **Failed to Save** error and the subsequent hanging of the SketchUp process when attempting to download the model locally when it fails to save to the Trimble cloud.

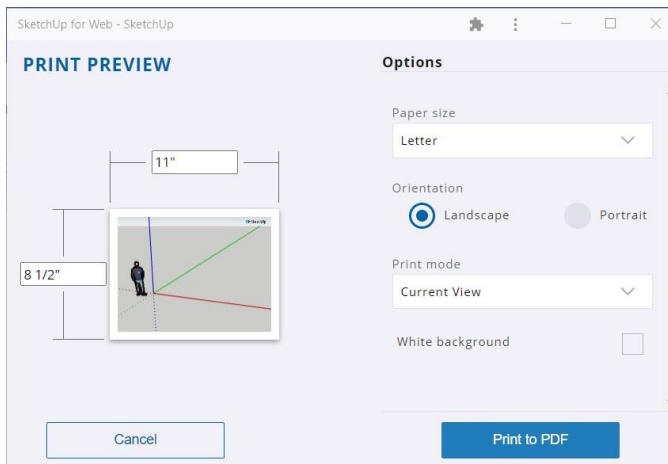
1. Open a fresh SketchUp session and select the **Create new** option to open a new model. Note that the save status indicates that the model does not need to be saved:



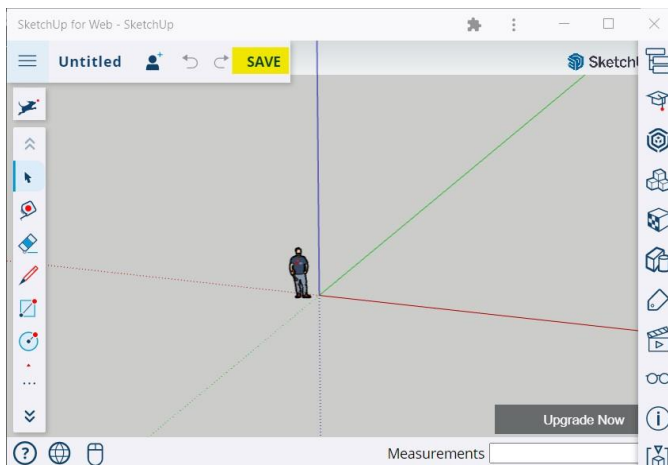
2. Without doing anything, **Print** the model.



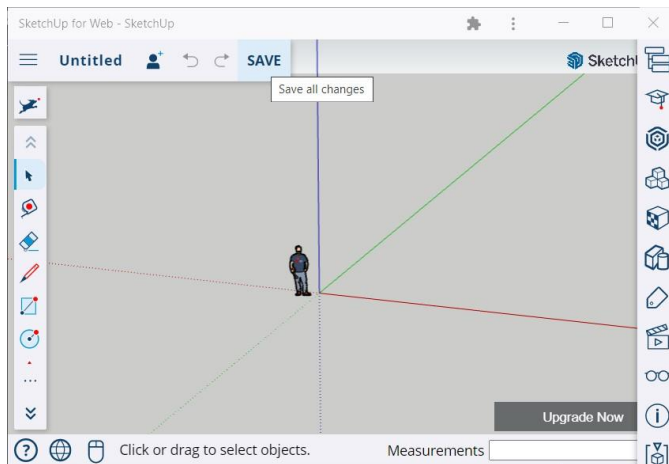
3. Don't change any of the **Print** dialog options, just click the **Print to PDF** button.



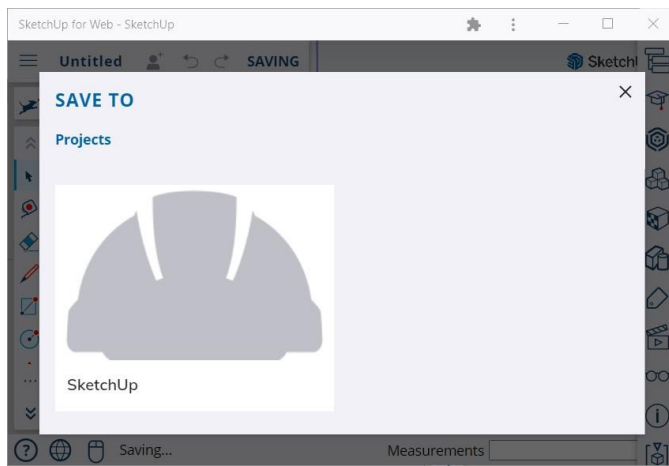
4. The save status of your SketchUp window will now have changed to reflect that the model needs to be saved:



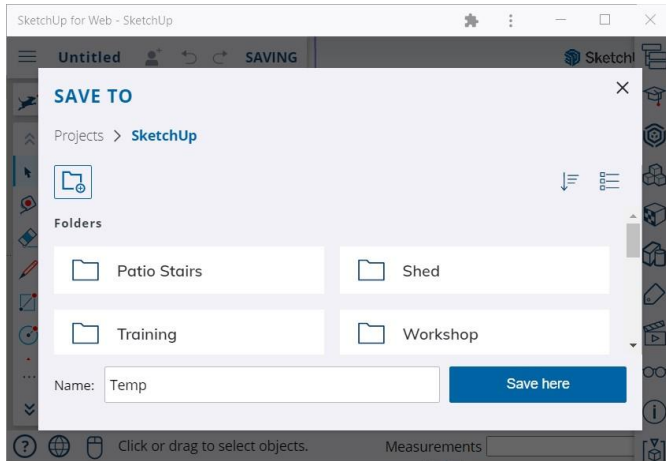
5. Attempt to save the model by pressing the **SAVE** button:



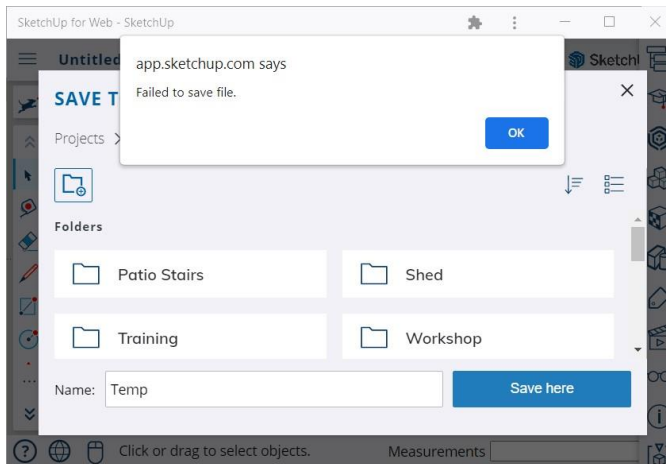
6. Select the **SketchUp** Project as the location to save the file:



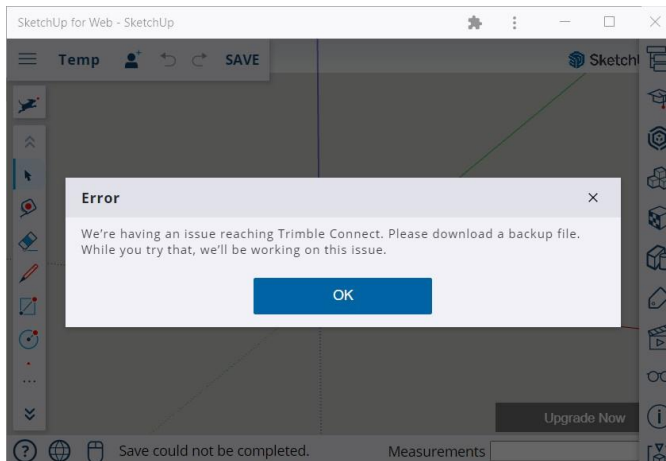
7. Give the model a name and press the **Save here** button:



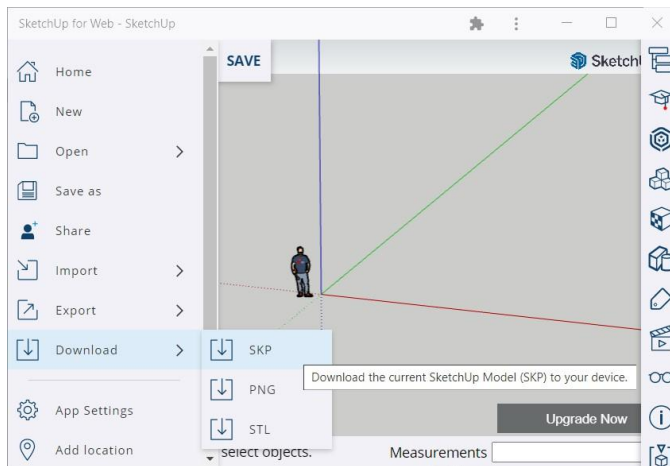
8. And BAM, you get the **Failed to Save** error:



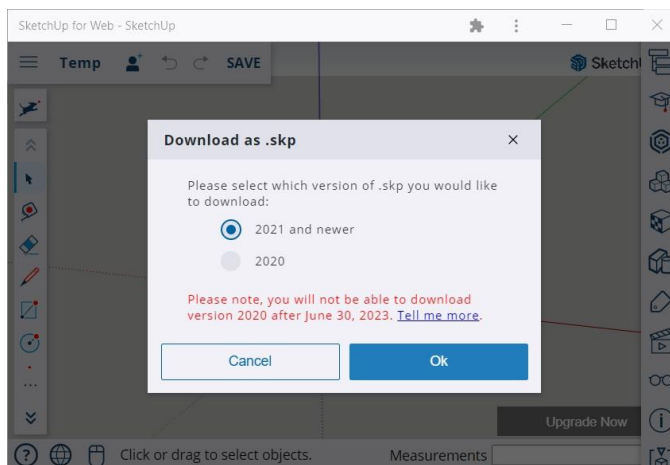
9. After clicking the **OK** button, you'll get the following message suggesting you download a backup copy of your model:



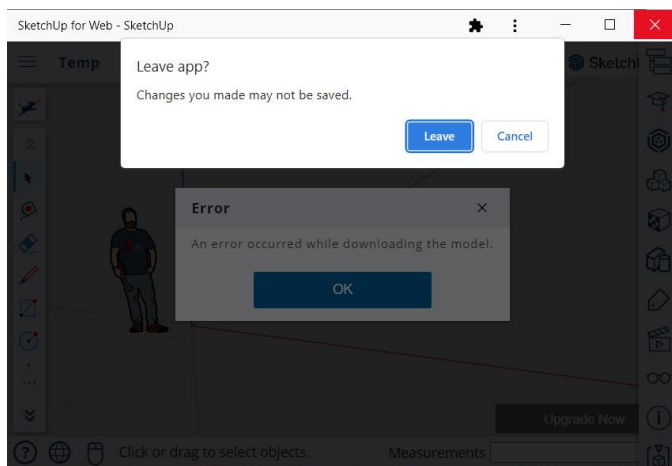
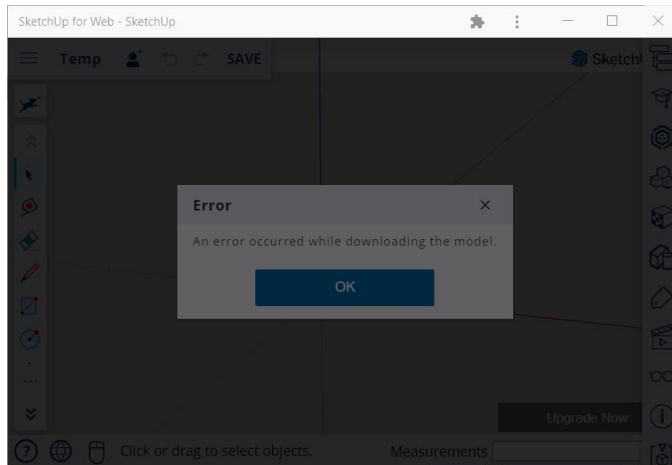
10. After clicking the **OK** button on the previous message, attempt to **Download** the model as a **SKP** (SketchUp) model:



11. Without changing anything in the dialog box, press the **OK** button:



12. Here's problem number 2...the SketchUp process hangs (get the spinning blue wheel) and you have to hit the **X** Window button in the upper right corner to kill the process and start over (if running in a web browser, close the tab).



13. Here's problem number 2...the SketchUp process hangs (get the spinning blue wheel) and I have to hit the 'X' Window button in the upper right corner to kill the process and start over (if running in a web browser, close the tab). So, if you had done any work on your model before doing the Print, you have now lost that work.

14. Note that I have Autosave turned on and set to 5 minutes. While I have had the Autosave feature trigger the 'Failed to Save' error while working on my other models, it doesn't seem to trigger an Autosave in this simple test case.