

# Troubleshooting the 3D Creator Tool

Below are the steps you can take to troubleshoot if the 3D Creator tool does not finish loading, or "hangs" while loading.

Symptom	Resolution
The 3D Creator tool does not finish loading, or "hangs" while loading.	<ul style="list-style-type: none"><li>• It is possible that your account has not been configured completely. Please provide the Brand3D team with an app token data configured as specified in <a href="#">App Token Configuration</a>.</li><li>• The app token data you provided may have become invalid or deleted. Generate a new app token as specified in <a href="#">App Token Configuration</a> and provide it to the Brand3D team.</li></ul>

Please contact Hans Hansen at [hans.hansen@brand3d.com](mailto:hans.hansen@brand3d.com) for additional assistance.