

Why do hard edges appear on my model when I upload it to Sketchfab? How can I fix this?

Models uploaded to Sketchfab without valid vertex normals will undergo Sketchfab's normals recomputation where edges will crease when the adjacent faces form angles greater than or equal to 45°. We will check into this problem further and provide a fix in the near future. For now you work around this issue by:

- 1) Export the model in FBX
- 2) Importing it back into Character Creator 2
- 3) Upload to Sketchfab

For more relevant information:

<https://help.sketchfab.com/hc/en-us/articles/209143406-Vertex-Normals>

Reallusion FAQ

<https://kb.reallusion.com/Product/52519/Why-do-hard-edges-appear-on-my-model-when-I-upload-it-to-S>