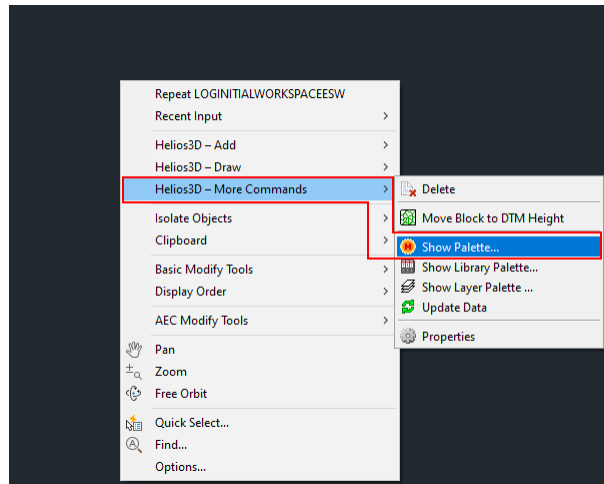# Fixing Helios 3D Loading Issues in Civil 3D

Problem Description

Civil 3D starts out of Helios 3D, but doesn't show the palette and even opening the palette by the context menu doesn't work, as no Helios commands are offered. The commands from the following picture should be available, when no CAD object is selected.
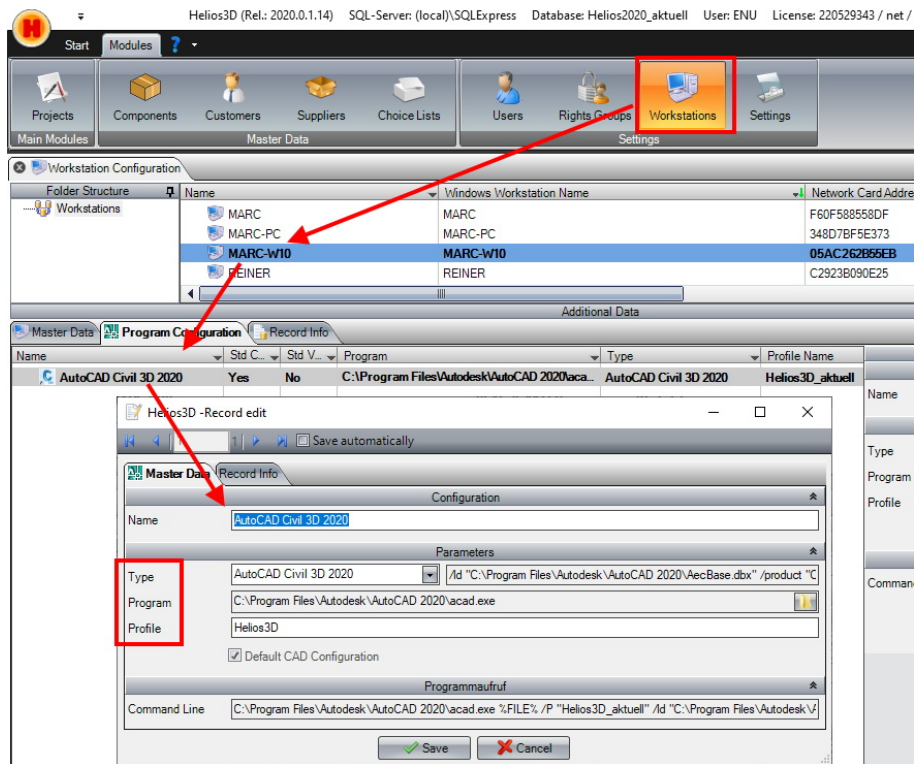

Solutions

1. Are you using the **correct Civil 3D version**? For major release versions until 2020 the matching Civil 3D version is exclusively supported. For Helios 2020, that would make Civil 3D 2020 only!
   From Helios 3D 2021, the major release version shows the latest Civil version supported, but old versions from v2020 are still included. Thus, Helios 2021 can be used with Civil 2020 or 2021 and for later major versions, new Civil releases will get added.
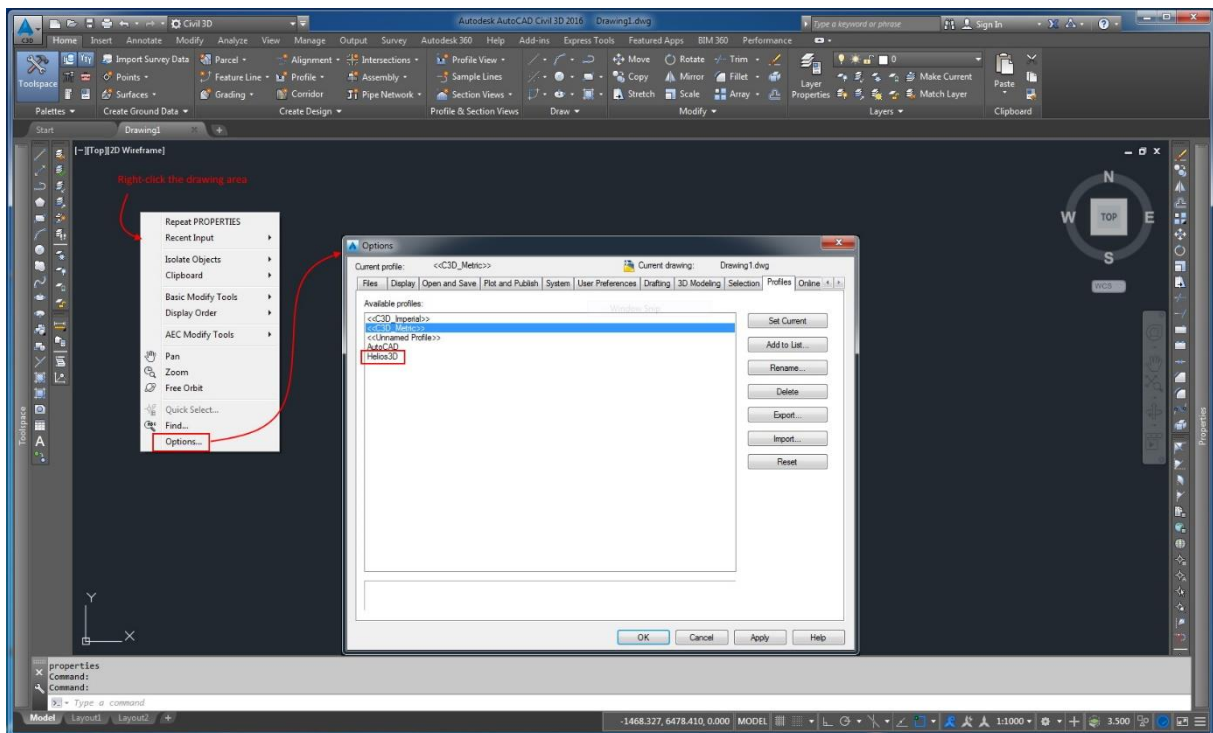
   If the wrong Civil 3D version gets started, the program configuration for your workstation causes the problem. The type setting must show the same Civil version as the chosen acad.exe and a profile name is required as well.
   The following picture shows an example configuration for Civil 3D 2020.

2. For profile related issues:
   Open Civil 3D without Helios 3D and remove the profile "Helios3D" (standard name, if not manually changed). The following picture shows how.

After that, the easiest way would be closing Civil and starting it out of Helios again, so the profile should automatically be recreated as copy of the profile <<C3C_Metric>>.

If that doesn't work, you can create the profile manually with the description form the below chapter.

3. **Only network installations** might need to allow Civil 3D loading our DLL files over the network. For that you need to exchange or edit the Acad.exe.Config file. We have a prepared version of the file in our Helios 3D installation directory (e.g., C:\Helios3D\Acad.exe.Config).

The target file to change/replace is found in the Civil installation folder, which is usually:

"C:\Program Files\Autodesk\AutoCAD 202X\Acad.exe.Config"

We recommend to rename the original and then copy our example file from the Helios folder to the AutoCAD folder with the correct version number.

The important line is the red one below to be added to the first <runtime> section of the document:

```
<runtime>
  <loadFromRemoteSources enabled="true"/>
…
</runtime>
```

Creating a Civil Profile manually

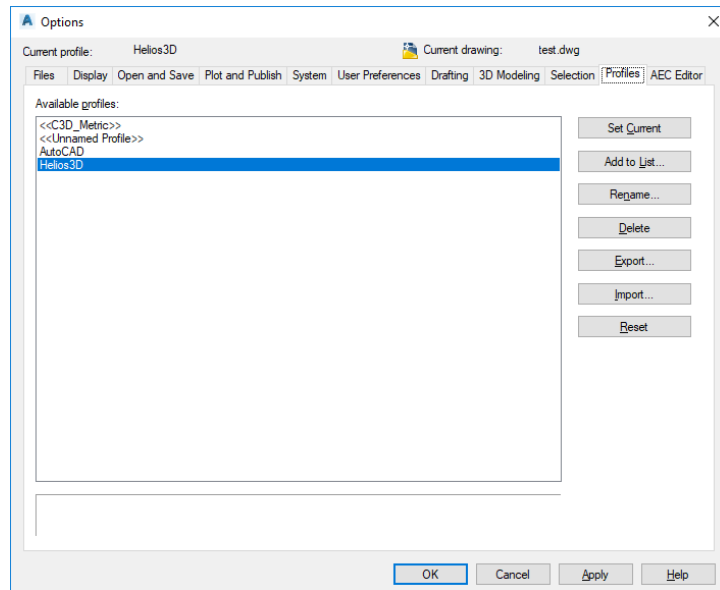These settings are **just required if all above options fail.**

Step 1:

Enter the command "options" to the command line. (If you use another Civil 3D language version than English, please try "_options" or the corresponding translation in your language.)

Step 2:

Select the "Profiles" tab (further on the right) of the "Options" dialog. The following figure shows an already created profile "Helios3D".

If you want to use a profile which is already existing you can use it by clicking "Set Current" and close this dialog.

Step 3:

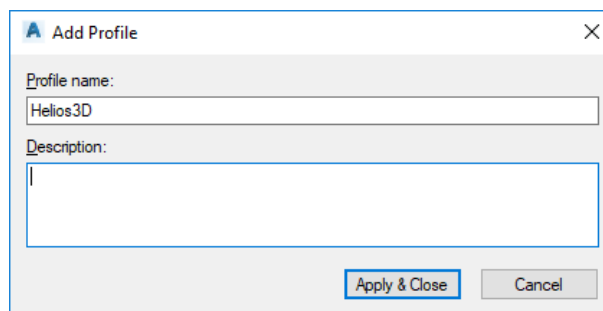Go to profile "<<C3D_Metric>>" and make it <Current>.

Step 4: (only if an already existing profile "Helios3D" should be replaced)

Select the profile "Helios3D" and press <Delete>.

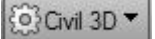**Step 5:**

Copy the profile "<<C3D_Metric>>" by using the <In list...> button.

Please enter the profile name "Helios3D" in the appearing dialog and close it by pressing <Proceed & Close>.

Step 6:

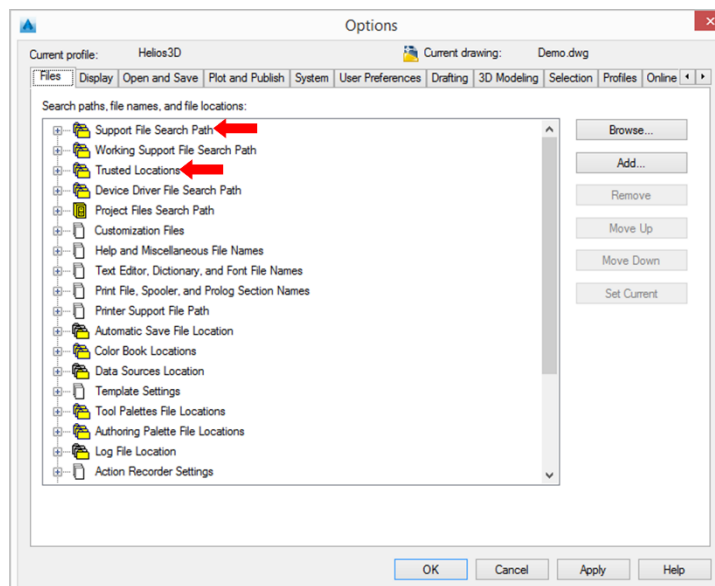Go to the new profile and press <Current>. Afterwards you can close the dialog with <OK>.

After setting up the profile you can now start the Helios-Palette. Please regard that the workspace is set to ⚙ Civil 3D ▼.

A right click into the drawing opens the context menu. Under "Helios 3D – More commands" there is the command "Show palette...". Use it to load the Helios-Palette whenever it has not been loaded automatically.

Step 7:

The "Bin" directory from your Helios 3D installation path must be added as "Support File Search Path" and the program base path of Helios 3D to the trusted locations.

So, you need to open the Civil 3D options dialog and activate the profile "Helios3D". Then navigate to the Files tab and locate the entries "Support File Search Path" and "Trusted Locations", which are displayed below.

Here you can <Add> a new entry.

As search path please add the "Bin" directory of your installation path and **move it to the top of the list!**

Example: "C:\Helios3D\Bin"

As trusted path you can add the installation path of Helios 3D or a part of its root path with three dots at the end of the entry (makes all sub paths being trusted, too).

So "C:\..." makes the whole drive I being trusted, while "C:\Helios3D\..." just makes the installation directory a trusted location.