Genabler: Troubleshooting Guideline

Help · https://mes100.com/docs/genabler-troubleshooting-guideline/

No *Genabler tab* is shown in Civil 3D

This error commonly happens when the ***Genabler.bundle*** is missing from the directory: *C:\Users\USER\AppData\Roaming\Autodesk\ApplicationPlugins*.

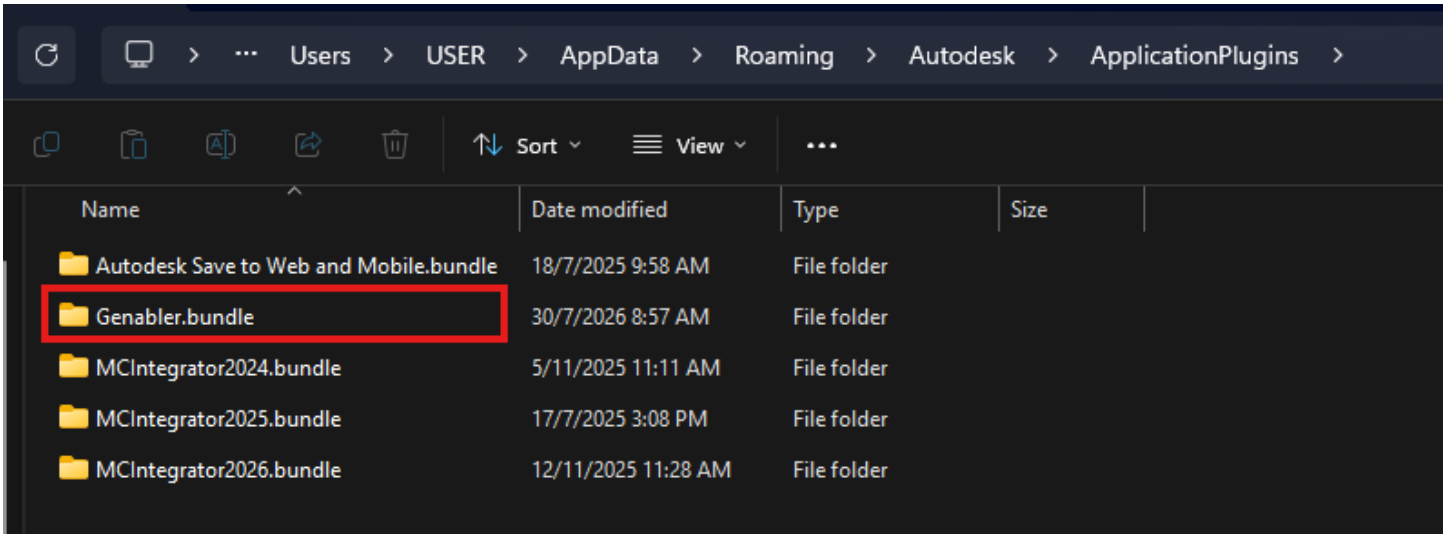
In such cases, users may **load the Genabler plugin manually** in Civil 3D by *copy-and-paste* the ***Genabler.bundle*** folder to the directory above.

Troubleshooting steps:

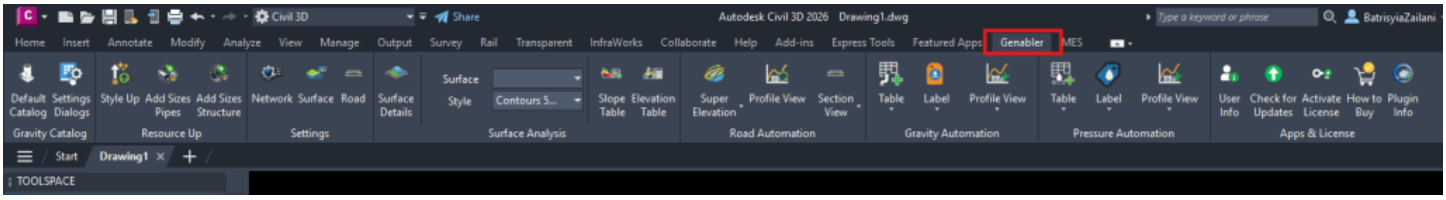
1. Obtain the ***Genabler.bundle*** folder from the MES Support Team.
   - **Note:** The Genabler.bundle folder must be of the same version as the one being installed on the user's end.

2. Copy the folder.

3. Go to the directory: ***C:\Users\USER\AppData\Roaming\Autodesk\ApplicationPlugins*** and paste the copied folder.
   - **Note:** The ***Genabler.bundle*** should be located alongside the MCIntegrator2026.bundle, as shown in the image below.

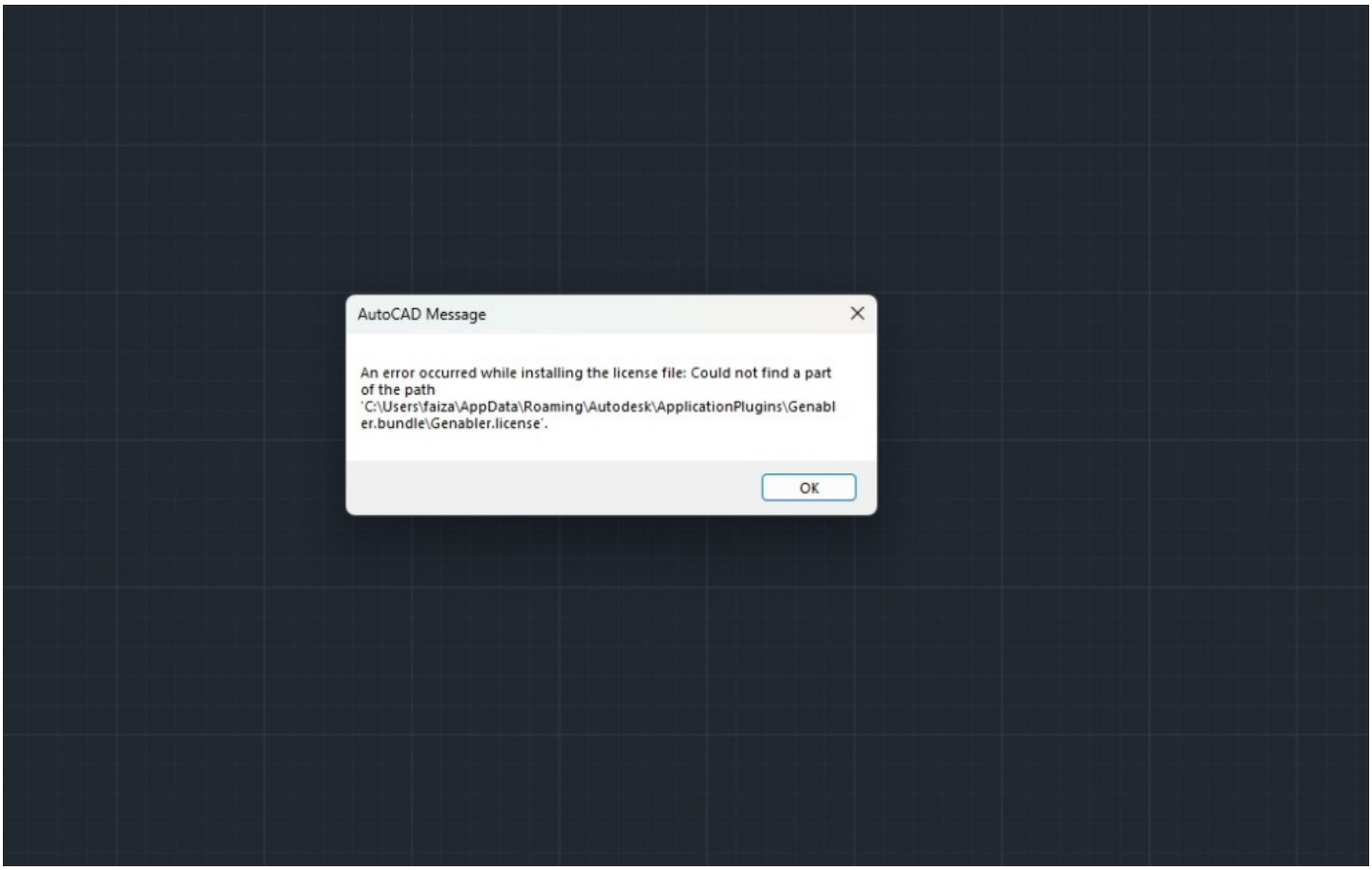


4. Launch the Autodesk Civil 3D application. You will see that the plugin can be loaded by Civil 3D.



License File Activation Fail

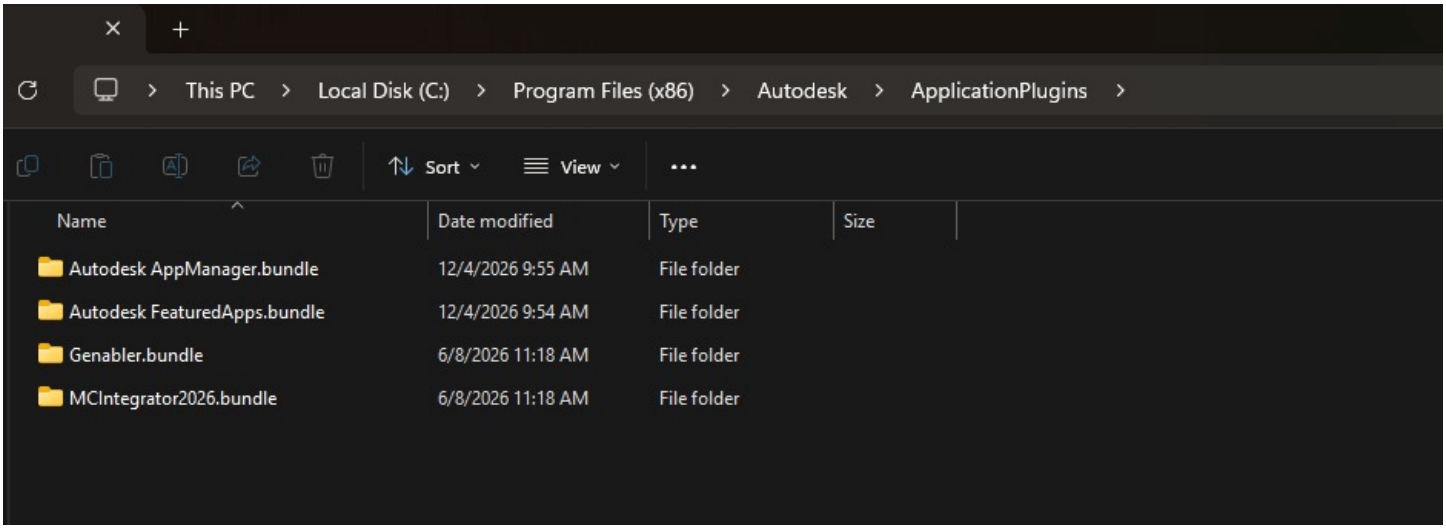
When activating the Genabler license by uploading the license file obtained from the MES Support Team, users may face the error below.



Cause(s) of the error:

While uploading or installing the Genabler license file, the software could not find the dedicated directory: *C:\Users\USER\AppData\Roaming\Autodesk\ApplicationPlugins\Genabler.bundle* (as in the image).

When checked, the ***Genabler.bundle*** may be located under a different file path (*C:\Program Files (x86)\Autodesk\ApplicationPlugins*), as in the image below.



Troubleshooting steps:

The user will need to ensure the files are placed under the directory:

C:\Users\USER\AppData\Roaming\Autodesk\ApplicationPlugins.

To do this, you may copy and paste the files from the incorrect directory to the directory above.

Related



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I’m the Benevolent Dictator for Life for MiTS Software cum Editor of this website. Read more here.

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