

Recommendations That May Help Ensure a Successful Autodesk Civil 3D 2022 Installation

There have been reported cases of Civil 3D 2022 appearing to install, but it turns out the installation process gets interrupted or terminated mid-stream, resulting in missing updates and missing add-ons and extensions (e.g., Grading Optimization, Project Explorer, Trimble Link, Geotechnical Modeler, etc., don't get installed; the Autodesk Desktop App doesn't get removed; or the Civil 3D 2022 version doesn't update from 13.4.214.0 to 13.4.2128.0).

IMPORTANT NOTES:

1. **Please be sure you request Autodesk Civil 3D 2022, NOT AutoCAD 2022, which is a completely different package that DOES NOT include Civil 3D or any of the other add-ons. Civil 3D is CRQ000004292222, while AutoCAD is CRQ000004290359.**
2. **The method of installation is important:**
 - a. **If installing on a machine that has/had an earlier version of Civil 3D, the install packages should be downloaded from ITR directly to the machine's hard drive. Using the Software Center installation method seems to be a big reason for failures.**
 - b. **If installing on a brand-new machine from the depot, the Software Center installation method seems to work fine (if network connectivity isn't an issue).**

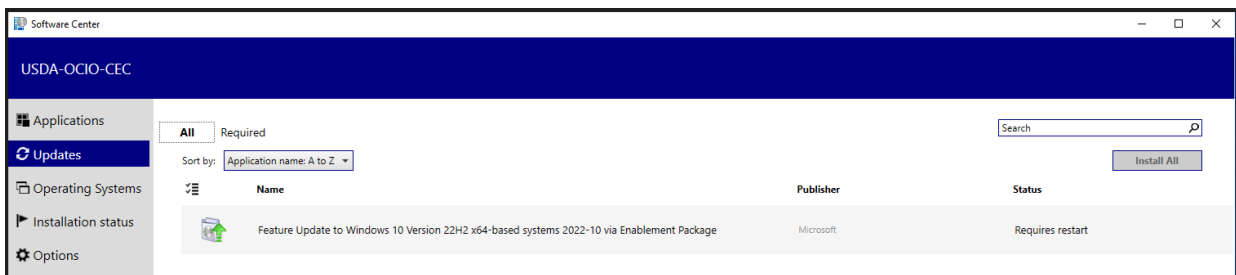
After you've submitted the request to install Civil 3D 2022 and the NRCS Customization 2.0 and your CEC Remedy request has been assigned to a TSD support professional, you'll need to clearly communicate with them whether you wish to keep Civil 3D 2020 installed. The 2020 and 2022 versions can co-exist on the same machine, however, please DO NOT keep both 2018 and 2022 on the same machine; our national license manager and licensing service for 2018 are different than for 2022, which causes its own set of headaches.

Sometimes uninstalling the older version BEFORE installing 2022 works fine, but sometimes uninstalling AFTER is just as successful. Communicate with your TSD support person on their experience and preferred sequence of installation/uninstallation.

Share this link with them if you are uninstalling previous versions: [How to perform a Clean Uninstall of Autodesk products on Windows](#)

Please step through this checklist BEFORE beginning the installation process:

- Open Software Center, choose the "Updates" category in the left menu, and make sure there are no Windows updates waiting. If there are, install them now and be sure to restart.



- From the Windows Start menu, open Settings, and choose "Update & Security". You should see "You're up to date". If not, submit a help desk request to get fully updated before continuing.
- Open Windows File Explorer, select "This PC" and confirm that you have enough free disk space on your C: drive – the certified install package requires a minimum of 40 GB.

- You can free up a good chunk of disk space by deleting all the temporary files and folders that applications like Autodesk, ArcGIS, Office, etc. place in your local temp folder. Navigate to your *C:\Users\first.last\AppData\Local\Temp* (AppData is hidden, you'll have to un-hide) and delete the contents within. It may take a few minutes. Another way to get to the folder is to press Windows-R on your keyboard to bring up the *Run* window, then type %TMP% and then click .
- Your computer must have enough memory resources available to install and run Civil 3D. From the Windows Start menu, open Settings, and choose "System". Click "About" at the bottom of the left menu list and note the "Installed RAM" information. NRCS "Power User" laptops are deployed with 16-32 GB of RAM and can run Civil 3D just fine. Because the NRCS Civil 3D package is not "basic" (it includes a lot of add-ons/extensions), it should not be installed on computers with less than 16 GB of RAM.
- Communicate with your TSD support person on the timing of the installation; recommend installing during early morning off-peak hours rather than overnight when software/security patches could impact the installation.
- To prevent network interruptions during the installation, it is strongly recommended that installation occur while connected to the local USDA office network. Installing while connected through VPN is not recommended.
- Finally, restart your computer a couple times immediately prior to installation, if possible, especially if Windows updates were applied and/or an older version of Civil 3D was removed. This will require some communication with your TSD support person.