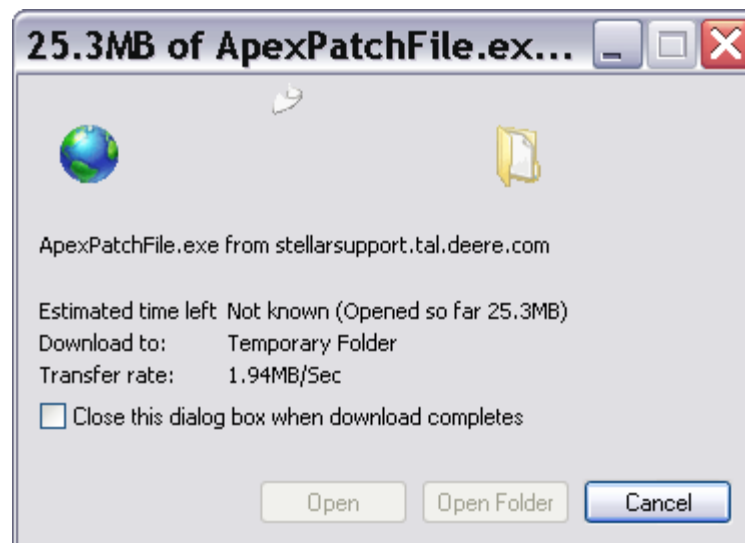


Stellar Support Patch Instructions

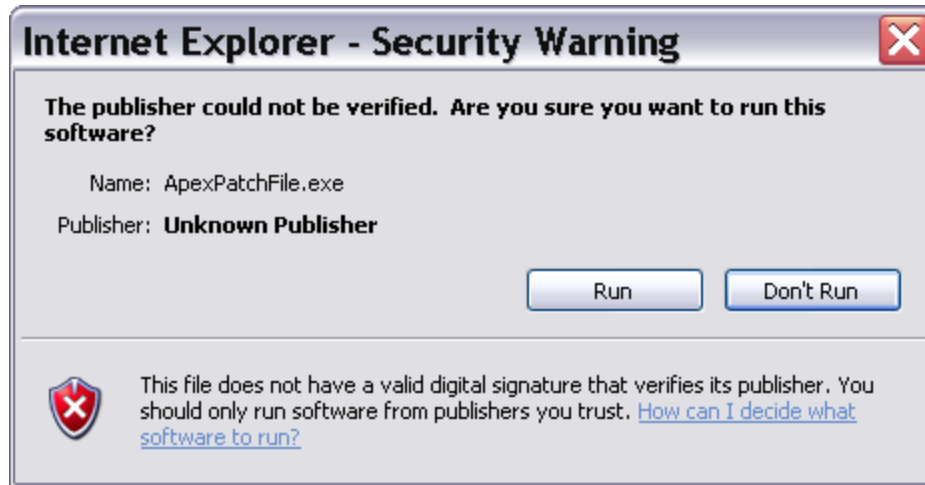
1. Click the link to download the patch to upgrade Apex 2.0, 2.1, 2.2, 2.3.0.141, or 2.3.0.145 (32 or 64 bit) to Apex 2.3.0.149.



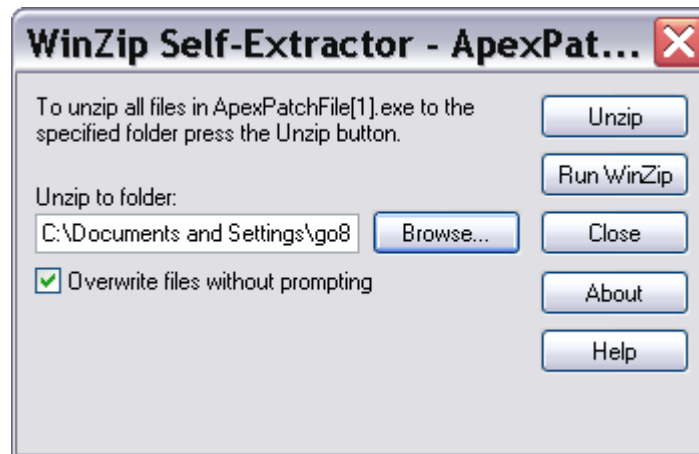
2. Click "Run". (The progress indicator will appear)



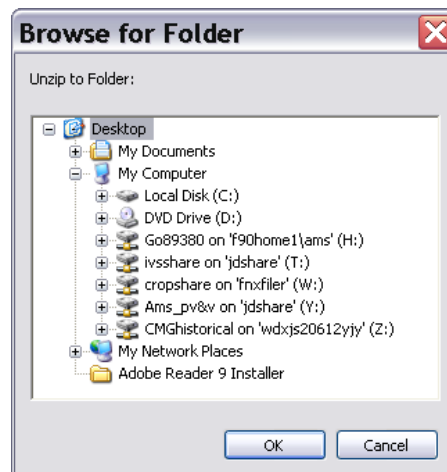
3. Click “Run” again when the Security Warning window appears.



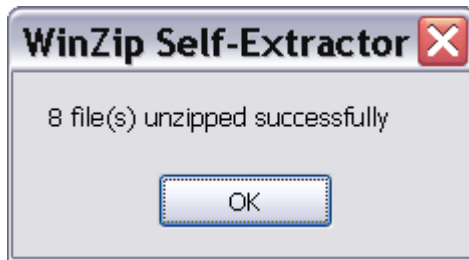
4. In the unzip window, click “Browse”.



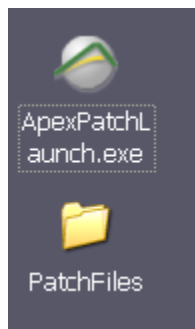
5. In the Browse for Folder window, select Desktop and then click “OK”.



6. Click "Unzip".
7. Click "Ok" once unzip is finished.



8. Click "Close" in the unzip window.
9. Go to your desktop and make a CD of the file (ApexPatchLaunch.exe) and folder (PatchFiles) that were just unzipped.



Take CD and insert into customer's computer.

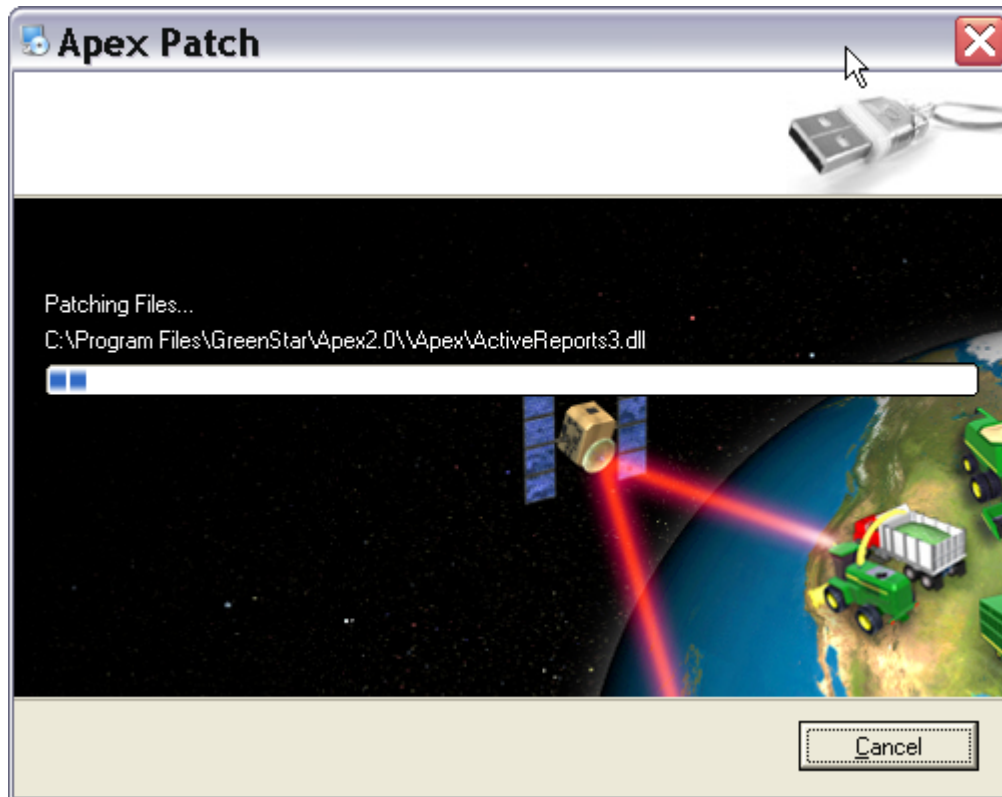
1. Click on My Computer and select the CD Rom Drive
2. Double click the ApexPatchLaunch.exe to run the Apex Patch

Apex Update Instructions

- The following screen will appear when Apex is closed and “Ready to Patch”



- Clicking “Start” will run the Apex Update Patch



- After installing the patch it will display "Patch Successful"



- Clicking "Finish" on the above screen will complete the update.

- Run Apex.

Customer Contact Center Information

www.stellarsupport.com

E-mail GreenStar@JohnDeere.com

North America 1-888-GRN-STAR

Australia 0011-800-0000-3333

New Zealand 00-800-0000-3333

South America

Brazil 0-800-891-4031

Mexico 866-582-4068

Argentina 0800-444-9126

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