



## Frequently Asked Questions

### **Why don't I have a Dry Yield layer for my Harvest Data?**

This issue occurs for customers who setup their data cards with Apex 2.1.0.44 or earlier versions and recorded harvest with an Original GreenStar system. Customers may see that the dry yield layer is missing and yield is shown as tons/acre (instead of bushels/acre). The December 2008 Apex Live Update (version 2.1.0.53) solves this problem and eliminates the need to run the Harvest Correction Tool (DTAC solution 82032).

Customers experiencing this problem should run Live Update, delete map layers that are displayed incorrectly, and then re-unload data from card or archive. Customers who have not unloaded data yet this season should run Live Update and unload data as usual. Please refer to [www.StellarSupport.com](http://www.StellarSupport.com) for more detailed information.

### **When will the Apex Version 2.1 CD's be available to order?**

Apex 2.1 CD's will be available to order through your local John Deere Dealership on 1 December 2008.

### **When I run the Apex Live Update tool to upgrade from Apex 2.0 to Apex 2.1, why does it ask me if I want to upgrade my data from Apex 1.5 to Apex 2.1?**

The Apex program checks to see if you have the databases from Apex 1.5 installed on your system. If you do then it will ask you to upgrade. If you have already upgraded your data from Apex 1.5 to Apex 2.0 you do not need to upgrade again from 1.5 to 2.1. This prompt is separate from the box asking you to upgrade your database from Apex version 2.0 to Apex version 2.1. All systems that have been upgraded from 2.0 to 2.1 will need the database upgraded from 2.0 to 2.1.

### **Why is there a Delete Archive button where the unload button used to be?**

The delete button has been added to allow you to clear out all of your data and reset your archive. Once you delete items from the archive there is no way to retrieve the deleted items. If you choose to delete these archived items it is strongly recommended to create a backup in the backup and restore tool before deleting your archive. This will backup the archive in the .JDbak file.

### **Can I move my JDOffice data to Apex?**

Yes, the Apex Migration Utility allows you to move your data from JDOffice 1.5 to Apex. The migration utility gives you the option of migrate setup data only or setup data and collected field data. If you choose to move the collected field data, you have the option to select what year(s) you would like to migrate to Apex. The only information that will not migrate from JDOffice 1.5 to Apex are application plans (prescription plans). The migration utility does not remove or modify data in JDOffice 1.5.

### **Can I have both Apex and JDOffice on the same computer?**

Yes, Apex and JDOffice can co-exist on the same computer. When you install Apex, it does not modify your data within JDOffice.

#### **What displays will Apex Support?**

Apex will support the Original GreenStar and the GreenStar 2 Displays.

#### **What file formats will Apex unload?**

Apex will unload files from the Original GreenStar System (.GSY, .GSD, .GSB) and files from the GreenStar 2 System (.fdd, .fdl, .fds).

#### **Will Apex import aerial images and Soil Maps?**

Yes, Apex can import aerial images from TerraServer as well as Soil Maps from the NRCS through the GSDNet (US feature only). Aerial photos and Soil Maps can be automatically downloaded from field boundaries and field data or can be downloaded based from a location (city and state).

#### **Does Apex have the ability to directly import data from third party systems?**

Apex does not have the ability to import data from third party systems.

#### **What type of files will Apex import?**

Apex will import polygon and point shapefiles that are in the most common projections.

#### **What are the minimum and recommended computer requirements?**

Processor – Celeron/Pentium 4 or equivalent AMD processor 1.2 GHz minimum, 1.6GHz recommended  
Operating System – Windows XP with service pack 2 or 3, or Windows Vista 32 bit  
Memory (RAM) – 1GB minimum, 2GB recommended  
Free Hard Disk space – 20 GB minimum, 60 GB recommended  
CD-ROM Drive – needed to install Apex  
Monitor – 19”  
Resolution – 1280x1024  
Video Card – 32 MB minimum, 64MB recommended  
Printer – Color Printer  
Modem – 56 K modem. High speed internet preferred  
Card Reader – Internal or external compact flash card reader

**NOTE:** Apex currently works with Windows XP™ 32 bit with Service Pack 2 or 3 and Windows Vista™ 32 bit operating systems. Apex currently does **NOT** support Windows Vista 64 bit operating systems; 64 bit support will be available in a future release.

#### **How many computers can I install my copy of Apex on?**

Apex can be installed on two computers per copy of Apex. If you need to move your Apex activation to a new computer, 1-888-GRN-STAR can assist you with this process.

#### **Can I demo Apex before I purchase the program?**

Every install of Apex will have a 30 day fully functional trail period.