

GreenStar 2 Product Transfers

Step One-Deactivation of Failed Display

Pre-Conditions

- Make sure both displays are in the same profile before beginning
- DTAC case has been opened for all in-warranty displays and in and out-of-warranty displays that can not be de-activated.
- DTAC will advise on non-upgradeable, non-functioning displays.
- Log onto Stellar Support
- Select to do a GS2 software product transfer
- Look up the customer and select the appropriate customer profile
- Locate software version number on failed display
 - If software is Version 2.2.1163 or prior, it must be upgraded to the latest software version before deactivation.
- Locate the serial number and challenge code from the GS2 that currently has the licenses and for the display they want to move the licenses to.
- If at anytime an incorrect serial number is entered, you must call 1-800-GRNSTAR for assistance in activating/deactivating the display.

On the page that lists all the GS2 displays

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GreenStar 2 Product Transfer

Here you can transfer the GS2 Pro Module products from one GreenStar 2 system to another unit.

- Step 1: Deactivate the product you want to transfer by selecting the serial number and click "Step 1 - Deactivate the product" button.
- Step 2: If you have completed "Step 1" and have obtained the confirmation code, please select the deactivated serial number (in Pending status) and click "Step 2 - Complete the Transfer" button.

GS2 Serial Number	979895	999798	999888	9798790	999825
Type	2100	2100	2600	2100	2600
Basics	ACTIVE	ACTIVE	ACTIVE	ACTIVE	ACTIVE
AutoTrac SF1	ACTIVE		ACTIVE		
AutoTrac SF2		ACTIVE			
Pivot Pro/Circle Trac					ACTIVE
Swath Control Pro				ACTIVE	
ITEC Pro				ACTIVE ()	
AutoTrac RowSense SF1					
AutoTrac RowSense SF2					
SprayerPro Universal					

Type: 2100 add new serial number (6 digit number)

Step 1 - Deactivate the Product Step 2 - Complete the Transfer

If you deactivated the wrong unit and haven't entered the deactivation code on the display, you can select it and click the button below to cancel the transfer.

Cancel Transfer

If you deactivated the wrong one and have entered the deactivation code, you can complete the transfer back on to itself.

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A – GS2 serial number

B – Active GS2 Pro Modules

C – Step 1 – Deactivate the Product

1. Select or enter the GS2 that you want to transfer the active license from.
2. Press “Step 1 – Deactivate the Product.”
3. Enter the challenge code and click on “Next.”

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GreenStar 2 Product Activation

Here you can activate the GS2 Pro Module products you have purchased. You can select an existing serial number or add a new one using the "Add Serial Number" row. Enter the Challenge code for the selected serial number and click the "Next" button to continue.

GS2 Serial Number	979895	999798	999888	9798790	999825
	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Type	2100	2100	2600	2100	2600
Basics	ACTIVE	ACTIVE	ACTIVE	ACTIVE	ACTIVE
AutoTrac SF1	ACTIVE		ACTIVE		
AutoTrac SF2		ACTIVE			
Pivot Pro/Circle Trac					ACTIVE
Swath Control Pro				ACTIVE	
iTEC Pro				ACTIVE ()	
AutoTrac RowSense SF1					
AutoTrac RowSense SF2					
SprayerPro Universal					

Type: 2100 add new serial number (6 digit number)

Challenge Code (from the display)*

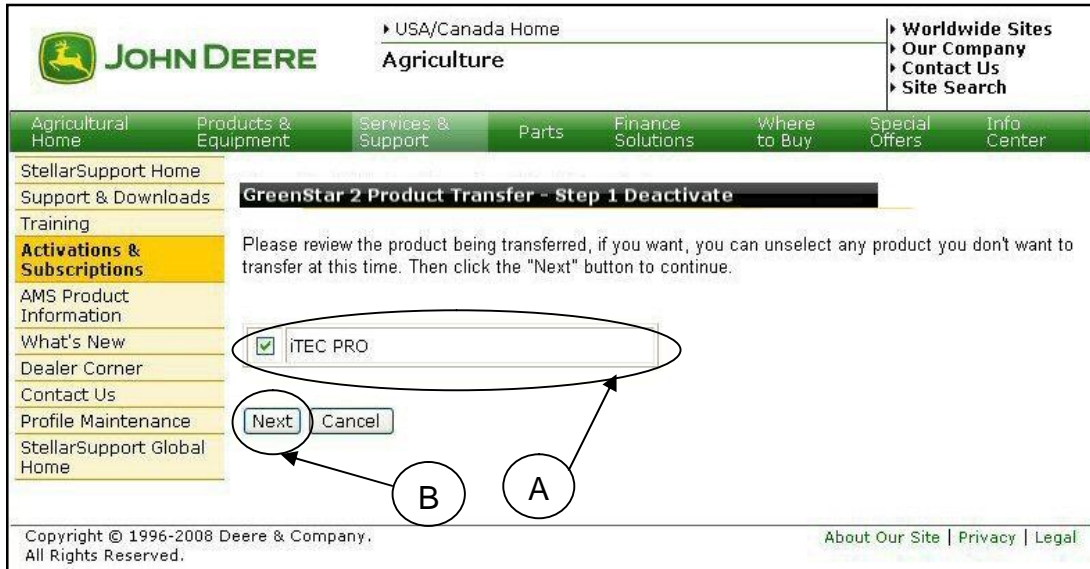
[Click here to show an image](#) on where you can obtain the serial number and challenge code on your GreenStar 2 display.

*** Attention: Always use the latest challenge code of the GS2 display, otherwise the compiled activation code does not work. The challenge code changes after every display software update (GS2 LiveUpdate) and after every product activation.**

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- A - Challenge Code (from the display)***
B - “Next” button

4. StellarSupport will display each of the active licenses with a checkbox (default checked), this will allow the user to unselect the licenses they do not want to transfer.



A – List of active licenses

B – “Next” button

5. Select “Next.”
6. StellarSupport generates a deactivation code and stores the deactivation code and challenge code.
7. StellarSupport then displays the deactivation code to the user. This ends the “Step 1” of the transfer process.

The screenshot shows the John Deere website's 'GreenStar 2 Product Transfer - Step 1 Deactivate Confirmation' page. The page header includes the John Deere logo and navigation links for 'USA/Canada Home', 'Agriculture', and 'Worldwide Sites'. The main navigation bar lists categories like 'Agricultural Home', 'Products & Equipment', 'Services & Support', 'Parts', 'Finance Solutions', 'Where to Buy', 'Special Offers', and 'Info Center'. The left sidebar contains links for 'StellarSupport Home', 'Support & Downloads', 'Training', 'Activations & Subscriptions', 'AMS Product Information', 'What's New', 'Dealer Corner', 'Contact Us', 'Profile Maintenance', and 'StellarSupport Global Home'. The main content area displays the title 'GreenStar 2 Product Transfer - Step 1 Deactivate Confirmation' and a message: 'Please print this page or write down the information for your reference. [Show Printer Friendly Version.](#)' Below this, it states: 'Here is the deactivation code for the GreenStar 2 unit with serial number of 191817(2100) :'. The deactivation code is shown in a text box: '29hcarxte - k67zgv8q - 5udaxntvm'. A circled 'A' points to this code. Below the code, it says 'Product(s) being deactivated: ITEC PRO'. There is a text input field for 'Record the confirmation code here' and a 'Return' button. A 'Note' section at the bottom states: 'This is the end of "Step 1" of the transfer process. When you have obtained the confirmation code after the deactivation, you can come back to Stellar Support web site and continue with "Step 2 - Complete the Transfer" of the GreenStar 2 Software Transfer Process.'

A – Deactivation Code

8. Enter the deactivation code on the GreenStar 2 system and obtain a “Confirmation code”. This is done from the hardware device and will need to be verified on StellarSupport. This is the proof that you actually deactivated the license.
9. Return to StellarSupport and continue with Step 2 of the transfer. Select deactivated system’s serial number and select “Step 2-Complete the Transfer.”

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GreenStar 2 Product Transfer

Here you can transfer the GS2 Pro Module products from one GreenStar 2 system to another unit.

- Step 1: Deactivate the product you want to transfer by selecting the serial number and click "Step 1 - Deactivate the product" button.
- Step 2: If you have completed "Step 1" and have obtained the confirmation code, please select the deactivated serial number (in Pending status) and click "Step 2 - Complete the Transfer" button.

GS2 Serial Number	979895	999798	999888	9798790	999825
	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Type	2100	2100	2600	2100	2600
Basics	ACTIVE	ACTIVE	ACTIVE	ACTIVE	ACTIVE
AutoTrac SF1	ACTIVE		ACTIVE		
AutoTrac SF2		ACTIVE			
Pivot Pro/Circle Trac					ACTIVE
Swath Control Pro				ACTIVE	
iTEC Pro				ACTIVE ()	
AutoTrac RowSense SF1					
AutoTrac RowSense SF2					
SprayerPro Universal					

Type: 2100 add new serial number (6 digit number)

If you deactivated the wrong unit and haven't entered the deactivation code on the display, you can select it and click the button below to cancel the transfer.

If you deactivated the wrong one and have entered the deactivation code, you can complete the transfer back on to itself.

A

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A – Step 2 – Complete the Transfer

Step Two-Completing the Transfer

1. Enter the “Confirmation Code” for the selected GreenStar 2 unit (already deactivated and showing as Pending status) and select or enter a new GS2 unit to transfer the product to.

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GreenStar 2 Product Transfer - Step 2 Complete the Transfer

Deactivated GreenStar 2 Serial Number: 999888

Confirmation Code

Please select or add the GreenStar 2 unit to receive the transferred product, then click on "Next".

GS2 Serial Number	979895	999798	999888	9798790	999825
Type	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Basics	ACTIVE	ACTIVE	ACTIVE	ACTIVE	ACTIVE
AutoTrac SF1	ACTIVE		ACTIVE		
AutoTrac SF2		ACTIVE			
Pivot Pro/Circle Trac					ACTIVE
Swath Control Pro				ACTIVE	
iTEC Pro				ACTIVE ()	
AutoTrac RowSense SF1					
AutoTrac RowSense SF2					
SprayerPro Universal					

Type: 2100 add new serial number (6 digit number)

Challenge Code* of the above selected or added unit:

Note:
 The GreenStar 2 unit you are transferring product license to can not already have the same product activated or in pending status.
[Click here to show an image](#) on where you can obtain the serial number and challenge code on your GreenStar 2 display

***Attention: Always use the latest challenge code of the GS2 display, otherwise the compiled activation code does not work. The challenge code changes after every display software update (GS2 LiveUpdate) and after every product activation.**

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- A – Confirmation Code
- B – Challenge Code
- C – “Next” button

2. Enter “Challenge Code” for the display the license is transferring to and then click on “Next.”
3. StellarSupport sends email notification to the customer of the new activation code.
4. StellarSupport also displays the activation code and confirmation of the transfer.

The screenshot shows the John Deere website interface. At the top, there is a navigation bar with the John Deere logo and 'Agriculture' category. Below this is a secondary navigation bar with links like 'StellarSupport Home', 'Support & Downloads', 'Training', 'Activations & Subscriptions' (highlighted), 'AMS Product Information', 'What's New', 'Dealer Corner', 'Contact Us', 'Profile Maintenance', and 'StellarSupport Global Home'. The main content area displays the title 'GreenStar 2 Product Transfer - Step 2 Confirmation' (circled with 'A'). Below the title, it says 'Here is the code to activate iTEC PRO'. A message follows: 'Please enter the code below on your GreenStar 2 system with serial number of 171819(2100) to start to use the product:'. The activation code '7trrjmv7b - s2gjesm8 - n7jtw2q4' is shown in a text box (circled with 'B'). Below the code is a 'Return' button. The footer contains copyright information and links for 'About Our Site', 'Privacy', and 'Legal'.

- A – GreenStar 2 Product Transfer – Step 2 Confirmation
- B – Activation Code

5. Check to ensure replacement display has the latest software version on it, if it does not update software to latest version.

Troubleshooting

- If you are trying to transfer AutoTrac SF1 and the second unit already has active or pending AutoTrac SF2, the transfer should be blocked. The reasoning is that this kind of transfer would result in a loss of license for the customer.
- If you are trying to transfer AutoTrac SF2 and the second unit already has active or pending AutoTrac SF1, the transfer should be blocked. The reasoning is that this kind of transfer would result in a loss of license for the customer.
- If you are trying to transfer AutoTrac RowSense SF1 and the second unit already has active or pending AutoTrac RowSense SF2, the transfer should be blocked. The reasoning is that this kind of transfer would result in a loss of license for the customer.
- If you are trying to transfer AutoTrac RowSense SF2 and the second unit already has active or pending AutoTrac RowSense SF1, the transfer should be blocked. The reasoning is that this kind of transfer would result in a loss of license for the customer.
- If the second GS2 display already has the same license activated or in “pending” status, the system should stop the transfer and show an error message. This is due to the same reason above.
- If the “confirmation code” does not match the system generated code, it should stop the transfer and show a warning message
- On the first transfer screen where the list of GreenStar 2 systems is shown, the radio button is disabled if a unit doesn’t have any product in “active” or “pending” status.

- At Step 2, if the GS2 display you selected as the second display has any license in “pending” status itself, system will block the transfer and show a message. This is to prevent the licenses getting mixed up. You should finish one transfer before starting another transfer.
- If you deactivated one of the licenses on a display and try to deactivate another license on the same display without finishing the transfer of the first license (by completing Step 2), it will be blocked.
- If you deactivated the wrong one and have entered the deactivation code, you can complete the transfer and then transfer the license back to the original display.
- This is a list of products that should be available in for transfer in the US/Canada, Australia, New Zealand, Argentina, and Brazil:
 - Basics
 - AutoTrac SF1
 - AutoTrac SF2
 - Pivot Pro/Circle Trac
 - Swath Control Pro
 - iTEC Pro
 - AutoTrac RowSense SF1
 - AutoTrac RowSense SF2
- This is a list of products that should be available for transfer for AMS EAME
 - Basics
 - AutoTrac SF1 Generic
 - AutoTrac Platform
 - i. 6000/7000 Mannheim
 - ii. 7000/8000/T/9000/T Waterloo
 - iii. Track Tractors
 - iv. Sprayers
 - v. Harvesters
 - AutoTrac SF2 Generic
 - Pivot Pro/Circle Trac
 - Swath Control Pro (known as Sprayer Pro in EAME)
 - iTEC Pro
 - AutoTrac RowSense SF1 (hidden)
 - AutoTrac RowSense SF2 (hidden)
 - SprayerPro Universal (hidden)