Display and CommandARM™ Simulator Help Guide

- GS2 1800 Display
- GS3 CommandCenter™ Display
- GS3 2630 Display
- Generation 4 CommandCenter™ Display

Last Updated: April 2014

Applies to Simulator Version: 2.2.1
# Table of Contents

WHAT'S NEW IN RELEASE 2.2.1..................................................................................................................... 4
MINIMUM SYSTEM REQUIREMENTS........................................................................................................... 4
OVERVIEW......................................................................................................................................................... 5
INSTALLATION................................................................................................................................................. 5
  Installation .................................................................................................................................................. 5
UPDATES............................................................................................................................................................. 9
  Updates to Display and CommandARM™ Simulator Package .............................................................. 9
  Updates to Generation 4 Display Package ........................................................................................... 9
  New and Updated Plugins .................................................................................................................. 10
  Un-installation .................................................................................................................................. 11
REGISTRATION............................................................................................................................................... 11
  Open the Simulator ............................................................................................................................ 11
  Register the Simulator ........................................................................................................................ 12
  Register the Simulator with (VPN) Proxy Server Internet Connection .................................................. 13
LANGUAGES.................................................................................................................................................... 14
  Changing the Language on the Setup Page ....................................................................................... 14
  Changing the Language on the GS2 1800 and GS3 CommandCenter™ Displays .................................. 14
  Changing the Language on the GS3 2630 Display ............................................................................. 15
  Changing the Language on the Gen4 Command Center Display ......................................................... 15
GETTING STARTED........................................................................................................................................ 15
  Open the Simulator ............................................................................................................................ 15
  Navigation .......................................................................................................................................... 15
  1. Choose a Machine ..................................................................................................................... 16
  2. Choose an Implement ................................................................................................................ 16
  3. Choose a Display ........................................................................................................................... 17
  4. Select Options ........................................................................................................................... 17
  Initial GPS coordinates ....................................................................................................................... 18
USING THE SIMULATOR - INTERFACE...................................................................................................... 18
  Turn Simulation ON / OFF .................................................................................................................. 18
  Help ................................................................................................................................................... 18
  Implement Functions .......................................................................................................................... 18
  Sounds .............................................................................................................................................. 18
  GPS Simulation .................................................................................................................................. 19
INFORMATION ABOUT MACHINES............................................................................................................ 19
  Combine ............................................................................................................................................ 19
  Cotton Picker ..................................................................................................................................... 19
  Sugarcane Harvester .......................................................................................................................... 21
7R and 8R Tractors with Generation 4 CommandCenter™................................................................. 21

INFORMATION ABOUT DISPLAYS .............................................................................................................. 21
    GS2 1800 Display .................................................................................................................................. 21
    GS3 2630 Display .................................................................................................................................. 22
    Generation 4 CommandCenter™ Display ........................................................................................... 23

INFORMATION ABOUT OPTIONS ................................................................................................................ 24
    StarFire™ 3000 .................................................................................................................................. 24
    AutoTrac Universal (ATU) .................................................................................................................... 25

TROUBLESHOOTING ..................................................................................................................................... 26
    Gen 4 CommandCenter™ Fails to Load – Green Screen .................................................................... 26
    Gen 4 CommandCenter™ Fails to Load – Black Screen .................................................................... 26
    Gen 4 CommandCenter™ - An Application Unexpectedly Quit ........................................................... 28
    Resolution of RAM Usage Issues ....................................................................................................... 28
    Gen 4 CommandCenter™ - opens as separate window .................................................................... 29
    Gen 4 CommandCenter™ - USB fails to connect ............................................................................. 29
    GS3 Display fails to startup (usually shows yellow screen) ................................................................. 30
    Implement doesn’t load to Menu ......................................................................................................... 30
    Communication error appears or Task fails to open ............................................................................ 30
    Computer responds slowly .................................................................................................................... 31
    Cotton Picker ADU simulator buttons appear out of place ................................................................. 31
    Machine icon on map does not move ................................................................................................... 31
    Machine icon on map moves backwards ............................................................................................ 31
    Machine icon on map looks skewed ................................................................................................. 31
    Reporting Issues ................................................................................................................................ 32
The Display and CommandARM™ simulator is a Windows application that can be installed on a laptop or desktop computer for the purpose of training, supporting, and learning to use these displays and associated products. The simulator replicates the functionality of these displays, but there may be slight differences from running an actual display.

Refer to Information about Machines section for known simulation limitations and additional information.

**What’s New in Release 2.2.1**

- Support for Windows 8 (32 & 64-bit)
- GS3 2630 14-1 Update - version 3.22.1095
- GS3 2630 opens more quickly
- Tractor is now first in the list of Machine options
- Fix for ATU activation code
- Fix for GS3 2630 data and settings not saving intermittently
- Fix for air cart height sensor calibration
- Improved the simulator performance and reliability

**Known Issues:**

- 7R / 8R Tractor simulation not working for users without administrative rights
- Cotton Picker ADU not working on Windows 7 64bit computers

See section on Information about Machines for known simulation limitations and additional information.

**Minimum System Requirements**

- **Operating System:**
  - MS Windows XP (32-bit)
  - MS Windows 7 (32 & 64-bit)
  - MS Windows 8 (32 & 64-bit)
  - Requires Microsoft Redistributable packages
    - C++ 2005 Redistributable version 8.0.61001
    - C++ 2010 Redistributable version 10.0.40219
    - Microsoft .NET Framework 4.0
  - **3 GB of RAM Recommended:**
    - If running Generation 4 CommandCenter with only 2GB of RAM, you may need to uncheck the option for Tractor Simulation for the simulator to perform well.
    - The simulator will generally work fine with 2 GB of RAM if not running many other applications at the same time.
- **Dual core processor**
- **Screen Resolution:** The simulator is optimized for 1280 x 800, but will work with most resolutions. Utilizing a HDMI or Display Port cable will provide better resolution for viewing on projectors and TVs.
- **Internet Connection:** The simulator requires an internet connection to register at least every 50 uses.
Overview

There are two ways that machines and implements are simulated:

Actual – The actual software from the product is used, so that it is as accurate as possible. Equipment sensor signals are simulated.

Simulated – User interface is recreated. Expect pages to be fairly realistic, but there may be some inconsistencies with the actual product.

<table>
<thead>
<tr>
<th>Machines</th>
<th>Models</th>
<th>Type</th>
<th>Interface Included</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tractor</td>
<td>None</td>
<td>Simulated</td>
<td>None</td>
</tr>
<tr>
<td>Tractor¹</td>
<td>7R, 8R</td>
<td>Actual</td>
<td>Display</td>
</tr>
<tr>
<td>Self-Propelled Sprayer</td>
<td>4730, 4830</td>
<td>Actual</td>
<td>Display and CommandARM™</td>
</tr>
<tr>
<td>Combine</td>
<td>S-series</td>
<td>Actual</td>
<td>Display and CommandARM™</td>
</tr>
<tr>
<td>Cotton Harvester</td>
<td>None</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cotton Harvester²</td>
<td>7660, 7760</td>
<td>Actual</td>
<td>Display and CommandARM™</td>
</tr>
<tr>
<td>Sugar Cane Harvester</td>
<td>330, 3520</td>
<td>Actual</td>
<td>Display</td>
</tr>
<tr>
<td>SPFH</td>
<td>None</td>
<td>Simulated</td>
<td>None</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Implements</th>
<th>Models</th>
<th>Type</th>
<th>Interface Included</th>
</tr>
</thead>
<tbody>
<tr>
<td>Air Cart</td>
<td>1910</td>
<td>Actual</td>
<td>Display</td>
</tr>
<tr>
<td>Air Seeder</td>
<td>1990 CCS</td>
<td>Simulated</td>
<td>Display</td>
</tr>
<tr>
<td>Planter</td>
<td>1720, 1770NT, 1790</td>
<td>Simulated</td>
<td>Display</td>
</tr>
<tr>
<td>Rate Controller Dry</td>
<td></td>
<td>Actual</td>
<td>Display</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Displays</th>
<th>Models</th>
<th>Type</th>
<th>Interface Included</th>
</tr>
</thead>
<tbody>
<tr>
<td>GS2 1800</td>
<td></td>
<td>Actual</td>
<td>Display</td>
</tr>
<tr>
<td>GS3 2630</td>
<td></td>
<td>Actual</td>
<td>Display</td>
</tr>
<tr>
<td>GS3 CommandCenter™</td>
<td>4100, 4600</td>
<td>Actual</td>
<td>Display</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Additional Options</th>
<th>Models</th>
<th>Type</th>
<th>Interface Included</th>
</tr>
</thead>
<tbody>
<tr>
<td>StarFire Receiver</td>
<td>3000</td>
<td>Actual</td>
<td>Display</td>
</tr>
<tr>
<td>AutoTrac Universal</td>
<td></td>
<td>Actual</td>
<td>Display</td>
</tr>
<tr>
<td>Mobile Weather</td>
<td></td>
<td>Simulated</td>
<td>Display</td>
</tr>
<tr>
<td>Harvest ID Cotton</td>
<td></td>
<td>Simulated</td>
<td>Display</td>
</tr>
<tr>
<td>Wireless Data Transfer</td>
<td></td>
<td>Actual</td>
<td>Display</td>
</tr>
</tbody>
</table>

1 – 7R and 8R tractors are only available with selection of Generation 4 CommandCenter™ display.
2 – 7660 and 7760 cotton pickers are only available with selection of ADU display.

NOTE: Please continue to use the GS2 2600 simulator for Implement interfaces that are not yet added to this simulator.

Installation

Display and CommandARM™ Simulator

2. Run the installer file (DisplayAndCommandARMSimulator.exe) and follow the prompts to install.
**Generation 4 Display Package**

A software program named VirtualBox must be installed prior to installing the Generation 4 Display Package. For future updates, just run the Generation 4 Display package installer; no change to VirtualBox is required if it is already installed.

*NOTE: You will run the Display and CommandARM™ simulator to open Gen 4 CommandCenter™ and it will run VirtualBox in the background.*

1. Download and install **Oracle VirtualBox**
   
   http://download.virtualbox.org/virtualbox/4.3.0/VirtualBox-4.3.0-89960-Win.exe

   *NOTE: John Deere employees download VirtualBox from SRS.*

2. Double-click on the .exe file to install it. If it prompts the USER ACCOUNT CONTROL dialog as shown below, select **Yes**.

3. Select **Next** on the Welcome window.
4. Select **Next** to keep default settings.

5. Select **Next**

6. Select **Yes**
7. Select **Install**

8. While installing, VirtualBox pops up messages asking for permission to install drivers. Select ‘Install’ option on all popups. **Uncheck Start Oracle VM VirtualBox** and select **Finish** to complete the installation.

   **NOTE:** This download is very large (> 800 MB). Use a high speed internet connection if possible. You can download the package to a USB drive and then copy to other computers.

10. Run the installer file and follow the prompts to install.

---

**Updates**

**Updates to Display and CommandARM™ Simulator Package**

You will be prompted automatically while opening the simulator if there is an update available (internet connection required). Follow the onscreen prompts if you choose to install it.

**IMPORTANT:** All previous data and settings stored in the simulator and simulated USB will be deleted during updates.

**NOTE:** Administrator level access is required for automatic updates.

**Updates to Generation 4 Display Package**

You will be prompted automatically when selecting the Generation 4 CommandCenter™ if there is an update available (internet connection required).


   **NOTE:** This download is very large (> 800 MB). Use a high speed internet connection if possible. You can download the package to a USB drive and then copy to other computers.

2. Run the installer file and follow the prompts to install. Typically, uninstallation of the existing package is NOT required.
IMPORTANT: All previous data and settings stored in the simulator and simulated USB will be deleted during updates.

New and Updated Plugins

Each display, machine and implement is designed as an individual plugin for the simulator. You can check for updates to the plugins at any time with the following procedure:

1. Open **Display and CommandARM™ Simulator** on the computer desktop.

2. Select **Settings and Software Updates** next to the close button.
3. Select **Check for Updates** at the top of the page. Any available updates will appear.

   **NOTE:** Select **Daily** from the list box to be notified once per day of new plugin updates when you run the simulator.

4. Select **All**

5. **Install Selected**

6. The update will be finished when **100%** appears next the green bar.

7. Select **Settings and Software Updates** to run the simulator.

8. Select **Close** to restart the simulator.

**Un-installation**

**Windows XP**

1. Select **Start -> Settings -> Control Panel -> Add or Remove Programs**
2. Select **Display and CommandARM Simulator** and select **Remove**
3. Select **Generation 4 Display Package** and select **Remove**

**Windows 7**

1. Select **Start -> Control Panel -> Programs and Features**
2. Select **Display and CommandARM Simulator** and select **Uninstall**
3. Select **Generation 4 Display Package** and select **Uninstall**

**Registration**

Registration is required to ensure that the simulator is updated and used properly by all users. The simulator may be used 5 times prior to registration by clicking “Try.” The simulator may be used up to 50 times without an internet connection after registering.

**Open the Simulator**

1. Select **Display and CommandARM™ Simulator** on the computer desktop. The simulator may take 5 – 15 seconds to open.

   **NOTE:** The following error, Unhandled exception (status 407), may appear if the internet connection is through a proxy server the simulator has not been registered. Select **X** and follow the steps below for registering with an internet connection through a proxy server.
NOTE: The following error, Internet Proxy Configuration, may also appear if the internet connection is through a proxy server or VPN server. Select Cancel and the simulator will work like it is not connected to the internet.

Register the Simulator

1. Select Register
2. Enter your Name and if the Serial Number auto-populates, select Register.
a. If the **Serial Number** does not auto-populate, open an internet browser and enter this website [http://jdlicensing.farreachinc.com/](http://jdlicensing.farreachinc.com/).

b. Select Generate Serial Number

c. **Copy** the Serial Number and **paste** it into the Registration window. Then select **Register**.

3. The simulator will automatically complete registration.

   **NOTE:** The simulator requires an internet connection at least every 50 uses to renew the license. Simply connect your computer to the internet and start the simulator. The license will renew automatically.

### Register the Simulator with (VPN) Proxy Server Internet Connection

There are three options; if one does not work, try another:

**Option 1:**

1. Close all simulator windows

2. Open **Internet Explorer** and browse to an external website.

   **NOTE:** This temporarily configures the proxy server settings used by the simulator.

3. **Close** Internet Explorer

4. Select **Display and CommandARM Simulator** on the computer desktop

5. Follow the steps for Registering the Simulator

**Option 2:**

1. Close all simulator windows

2. Open **Internet Explorer** and browse to this website: [http://jdlicensing.farreachinc.com](http://jdlicensing.farreachinc.com)

3. Select **Generate Serial Number** and **Copy** the Serial Number

4. Select **Display and CommandARM™ Simulator** on the computer desktop

5. **Paste** the serial number into the Registration window

6. Select **Register**.
**Option 3:**

1. Obtain internet access through an outside line that does not use a proxy or VPN server.
2. Complete the normal registration.

*NOTE:* With any of these options, the following error (Internet Proxy Configuration) will appear when opening the simulator. Select **Cancel** and the simulator will work like it is not connected to the internet. Options 1, 2, or 3 will need to be repeated to reset the usage count to 50.

---

**Languages**

The following languages are supported by the simulator.

<table>
<thead>
<tr>
<th>Bulgarian</th>
<th>Estonian</th>
<th>Italian</th>
<th>Russian</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chinese</td>
<td>Finnish</td>
<td>Latvian</td>
<td>Serbian</td>
</tr>
<tr>
<td>Croatian</td>
<td>French</td>
<td>Lithuanian</td>
<td>Slovak</td>
</tr>
<tr>
<td>Czech</td>
<td>German</td>
<td>Norwegian</td>
<td>Slovenian</td>
</tr>
<tr>
<td>Danish</td>
<td>Greek</td>
<td>Polish</td>
<td>Spanish</td>
</tr>
<tr>
<td>Dutch</td>
<td>Hungarian</td>
<td>Portuguese</td>
<td>Swedish</td>
</tr>
<tr>
<td>English</td>
<td>Icelandic</td>
<td>Romanian</td>
<td>Turkish</td>
</tr>
</tbody>
</table>

**Changing the Language on the Setup Page**

The simulator setup page language will be set automatically by the computer’s operating system.

1. **Start** menu on the computer
2. **Control Panel**
3. **Region and Language**

**Changing the Language on the GS2 1800 and GS3 CommandCenter™ Displays**

1. **Menu**
2. **Display**
3. **Settings**
4. Scroll to list box and select language

Changing the Language on the GS3 2630 Display

1. Menu
2. Display Settings
3. Global Settings
4. Regional tab

Changing the Language on the Gen4 Command Center Display

1. Menu
2. System
3. Language and Units
4. Select the language by selecting from the drop down for the option

Getting Started

Open the Simulator

Select Display and CommandARM™ Simulator on the computer desktop. The simulator may take 5 – 15 seconds to open.

Navigation

Next
Previous
Close
Minimize
Settings and Software Updates
Ignition Key
Help
Insert / Remove USB drive to display
(GS2 1800, GS3 CommandCenter™, and GS3 2630 displays only)

Screen Capture
(GS2 1800, GS3 CommandCenter™, and GS3 2630 displays only)

1. Choose a Machine

   ![Choose a Machine](image)

   If you chose Tractor as the machine, then you will be prompted to choose an implement.

2. Choose an Implement

   ![Choose an Implement](image)

   No Implement Selected.
3. Choose a Display

The displays that are compatible with selected machine and implement will appear.

4. Select Options

The available options depend on the selected machine, implement, and display.

- **Run StarFire™ 3000**: StarFire 3000 interface will populate on the display.
- **AutoTrac™ Integrated**: Makes the simulator behave like it is connected to an AutoTrac Capable machine.
- **Advanced AutoTrac Settings**: Makes the simulator behave like it is connected to a machine with a SSU capable of Advanced AutoTrac Settings.
- **AutoTrac Universal**: Makes the simulator behave like it is connected to an ATU.
- **GreenStar™ Lightbar**: Makes the simulator behave like it is connected to a GreenStar Lightbar (i.e. the GreenStar Lightbar Settings will appear in Guidance Settings).

**Initial GPS coordinates**

Enter the GPS coordinates of a field to locate the GPS simulation over it.

*NOTE: Moving the GPS location far from the selected field's reference point will make the machine icon on the map look skewed. Create a new field name to solve this problem.*

**Using the Simulator - Interface**

**Turn Simulation ON / OFF**

The key switch 🔐 turns on / off all selected machine, implement and display simulators. It may take roughly 60 seconds for the display to load.

**Help**

The Help button 🛠 opens the website where updated help information can be accessed.

**Implement Functions**

- ![Alert](image)
  **Toggle through available alerts**

- ![Alert](image)
  **Cancel alerts toggle. Note: this button will NOT clear alerts that are triggered by the machine / implement software.**

- ![Air Cart](image)
  **Air cart - triggers Front Tank Low error condition**

- ![Air Cart](image)
  **Air cart – meter calibration switch**

**Sounds**

Most beeps and other sounds are set to OFF. They can be turned ON/OFF by adjusting the volume in Display Settings. Guidance alert sounds and tracking tones will still be ON. Tracking tones may be turned OFF in Guidance Settings, as in an actual display.
GPS Simulation

Increase Speed

Information about Machines

Combine

Known Simulation Limitations:

- Software shows all options at the same time on combine main page
- Yield only works in U.S. units
- Most buttons on armrest are not functional
- PDU Display not fully functional
- Some calibration routines not fully functional

Cotton Picker

Important Notes:

- ADU Display is only operational with Administrative Rights
- ADU Display is only operational with computer screen set to small text and icons; otherwise the interface will appear like this image.
Changing Screen to Small Text and Icons

1. **Start** menu on the computer
2. **Control Panel**
3. **Display**

4. Ensure selection is set to **Smaller – 100%**

*NOTE: This setting will affect the size of text and icons on your desktop.*
Sugarcane Harvester

Features Not Currently Available

- CommandARM™ and PDU display
- Track Setup page

7R and 8R Tractors with Generation 4 CommandCenter™

Features Not Currently Available

- CommandARM™, Navigation bar, and PDU display

If your computer has less than 3GB of RAM, uncheck Tractor Simulation in Machine Options for best performance. Refer to Resolution of RAM Usage Issues for more options.

NOTE: Unchecking this option will disable Tractor Settings applications in the Menu.

Known Issues

- When Tractor Simulation is checked, steering and transmission DTCs may appear frequently. If many other DTCs also appear, try restarting the simulator.
- Help Center may not open at times.

Information about Displays

GS2 1800 Display

NOTE: The GS2 1800 simulator screen will appear fuzzy, because it was scaled 75% to fit on a computer screen.

Navigation

There are 3 options for scrolling the thumbwheel in the simulator:

1. Left-click the mouse on the top or bottom of the thumbwheel.
2. Hover the mouse over the middle of the thumbwheel and turn the mouse wheel.
3. Use the up and down arrows on the keyboard.

There are 2 options for selecting a button in the simulator:

1. Press the check button.
2. Press down on the middle of the mouse (this option may be required for Live Edit Entries)

<table>
<thead>
<tr>
<th>Thumbwheel</th>
<th>Mouse wheel</th>
<th>Live Edit Entry</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1.png" alt="Thumbwheel" /></td>
<td><img src="image2.png" alt="Mouse wheel" /></td>
<td><img src="image3.png" alt="4.5" /></td>
</tr>
</tbody>
</table>

**Swath Control Pro™ and Pivot Pro™ Activations OFF by default**

When the simulator is first installed or updated, the Swath Control Pro™ and Pivot Pro™ Activations will be set to OFF. Follow these steps to turn them ON.

1. **Menu**
2. **GreenStar**
3. **Settings**
4. **Activations**
5. Scroll to the list and select **Check** to edit it
6. Press the **Check** button to turn ON each activation.

**GS3 2630 Display**

*NOTE: The GS3 2630 simulator is not currently capable of simulating Surface Water Pro Plus.*

**Import User Data to the Simulator**

Import user data from a GS3 2630 display or Apex™ desktop software. This feature is meant for training purposes only. The same software version rules apply for compatibility of importing data as with the real display. As a rule of thumb, ensure the most recent updates are installed so that the data will import.

**IMPORTANT:** Simulator software updates will delete any data and settings stored in the simulator.

1. Select Machine, Implement, and then GS3 2630 display
2. In the Display Options select Open Simulated USB. This will open a folder on your computer that simulates a USB drive.

3. Open your actual USB drive and copy the GS3_2630 folder to the Simulated USB.

4. Turn ON the simulator.

5. Import the Profile to the simulator just like you would on an actual display. Click the USB button to simulate inserting and removing the USB.

Export User Data from the Simulator

1. Export data from the display just like you would on an actual display.

2. Turn OFF the simulator.

3. Select Machine, Implement, and then GS3 2630 display

4. Select Open Simulated USB and use File Explorer to copy and paste the Profile folder to a location of your choice.

Generation 4 CommandCenter™ Display

Import User Data to the Simulator

Import user data from a GS3 2630 display or Apex™ desktop software. This feature is meant for training purposes only. The same software version rules apply for compatibility of importing data as with the real display. As a rule of thumb, ensure the most recent updates are installed so that the data will import.

IMPORTANT: Simulator software updates will delete any data and settings stored in the simulator.

1. Put guidance lines on a USB drive as you would for transferring to an actual Generation 4 CommandCenter.

2. Insert the USB drive into your computer.

3. Open the simulator.

4. In Display Options, select the USB drive to link to

5. Turn ON the simulator. After the display loads the following message should appear.
If message does not appear refer to **USB fails to connect** in Troubleshooting section.

6. Import data into the simulator just like you would on an actual display.

**Export User Data from the Simulator**

1. Insert the USB drive into your computer.

2. Open the simulator.

3. In Display Options, select the USB drive to link to.

4. Turn ON the simulator.

5. Export data to the USB drive just like you would on an actual display.

**Information about Options**

**StarFire™ 3000**

**Calibrate TCM Alarm**

The Calibrate TCM alarm will appear once every time the simulator is started with a different Machine, Implement, or Display and the TCM has not been calibrated for that combination.
1. **Menu**
2. **StarFire**
3. **Setup** tab
4. **CAL**
5. Select **Accept** on the next 3 messages

**AutoTrac Universal (ATU)**

**ATU Activation**

The first time you run the ATU with a display you will need to activate it by entering **323**. With the GS2 1800, turn the thumbwheel of the display.
Troubleshooting

Gen 4 CommandCenter™ Fails to Load – Green Screen

Green screen appears.

![Green Screen Image]

Common Cause:
- Generation 4 CommandCenter Package not installed.

Common Fix:
- See instructions above to install Generation 4 CommandCenter Package

Gen 4 CommandCenter™ Fails to Load – Black Screen

Display does not load after black screen and spinning wheel appears for 2 minutes.

![Black Screen Image]

Common Cause:
- Virtual Box lost the IP Address needed for the Generation 4 CommandCenter

Common Fixes:
1. Open VirtualBox from your desktop

2. File > Preferences

3. Network > Host-only Networks > select Screwdriver icon

4. Change the IPv4 Address to 10.0.56.1

5. Change the Network Mask to 255.255.255.0. If the IP Address does not save after closing and reopening, use 255.255.0.0.

   **NOTE:** Administrative Rights are required for changing this setting.

6. Click OK
**Gen 4 CommandCenter™ - An Application Unexpectedly Quit**

Common Cause:
- Computer has run out of RAM memory

Common Fixes:
- See **Resolution of RAM Usage Issues** section below.

**Resolution of RAM Usage Issues**

Common Fixes:

- Turn the key **OFF** to restart the simulator and close all applications other than the simulator.
- Then restart simulator, or
- Select “None” as the Implement, or
- Upgrade computer to 3 or more GB of RAM, or
- Uncheck **Tractor Simulation** option

*NOTE: Unchecking this option will disable Tractor Settings applications in the Menu.*
Gen 4 CommandCenter™ - opens as separate window

Common Cause:
- Computer has run out of RAM memory

Common Fixes:
- See Resolution of RAM Usage Issues section above

Gen 4 CommandCenter™ - USB fails to connect

After linking a USB drive, the message below fails to appear after display loads.

Common Cause:
- USB is not mounted by Virtual Box

Common Fixes:
1. First, check whether display has detected USB. Go to Menu >> System tab >> Diagnostics Center >> Readings tab
   a. If USB Present: 1 = Yes, there is not a problem. Proceed to File Manager or Software Manager in Menu.
   b. If USB Present: 1 = No, continue to step 2.
2. Close all Simulator Windows
3. **Open Virtual Box** from your desktop

4. Right-click on Gen 4 Display > Select **Settings…**

5. Select **USB** from the tabs at the left of the screen.

6. Select **Add Filter** from the options at the right of the screen.

7. Select your **USB drive** from the list (be careful not to select your USB mouse!).

8. Open the simulator and follow the steps in the **Import User Data to the Simulator** section above.

**GS3 Display fails to startup (usually shows yellow screen)**

**Common Causes:**
- Firewall, Administrative Rights issues, or antivirus software conflicts with simulator
- Data files from previous versions were not cleaned up during uninstalled

**Common Fixes:**
- DO NOT turn off Firewall. When the firewall is off it can still block network communication that the simulator requires for CAN communication. When the firewall is on it pops up a message allowing you to give access to the simulator.
- Re-install simulator.
- Report issue to GreenStar@JohnDeere.com.

**Implement doesn’t load to Menu**

1. View table above in Machines and Implements section to determine whether the simulator includes the ‘Display’ interface for the implement
2. If the simulator does include the interface but it does not appear:
   a. First, wait 2 minutes, because they sometimes take time to load
   b. Second, turn key to turn off Simulator and then turn key to turn it back on to reset

**Communication error appears or Task fails to open**

**Common Causes:**
- Lack of available CPU or firewall settings.
- Second, turn key to turn off Simulator and then turn key to turn it back on to reset
- Exit back to the Setup page and then reopen the simulator. If this occurs frequently, contact help.
Common Fixes:

- Close any other applications that are running
- Turn key to turn off Simulator and then turn key to turn it back on to reset

Computer responds slowly

1. Determine CPU Usage
   a. Press the Control, Alt, and Delete buttons at the same time
   b. Select the Performance tab
2. If CPU Usage is over 60%, try closing any other applications that may be running.

Cotton Picker ADU simulator buttons appear out of place

Common Causes:

- ADU Display is only operational with computer screen set to small text and icons.

Common Fixes:

- See section on Information about Machines for instructions.

Machine icon on map does not move

Common Causes:

- Need to increase speed
  o Use Increase Speed button or
  o On CommandARM, put machine in gear and use multifunction hydrohandle
- Lack of CPU availability during startup
- Internal error in simulator

Common Fixes:

- Turn key to restart simulator

Machine icon on map moves backwards

Common Causes:

- Lack of CPU availability during startup

Common Fixes:

- Turn key to restart simulator

Machine icon on map looks skewed

Common Causes:

- GPS location is too far from reference point of selected field

Common Fixes:

- On Simulator Setup page, select a GPS location over the selected field
- Select a new name in the display
Reporting Issues

Please email any feedback to GreenStar@JohnDeere.com with Display and CommandARM Simulator in the subject line.

- Always send screenshots and a description of the issue.
- If simulator does not open or crashes, sending an error log will be helpful. Error logs can be found in \[C:\Program Files\John Deere\DisplayAndCommandARMSimulator\]. Look at the modified date to find that logs from the timeframe the issue occurred.

  ![Error Log Example]

- Issues resulting from firewall conflicts require advanced error logs. Enable advanced error logging, run the simulator to reproduce the issue, and then send the log files. Advanced error logging is OFF by default, so the simulator opens more quickly.

  1. Open the simulator
  2. Open Settings
  3. Select the Debug tab
  4. Check Enable advanced error logging
  5. Select Close and restart the simulator

*Note: The advanced error logging will apply only to the next simulator run and not the current run in which the option was enabled.*

![Simulator Settings]