Downloaded Customer Service ADVISOR™ Installation Instructions

Stop!

Please read this critical information before continuing!

If each MyJohnDeere.com user id requires offline access for machine connection capability, each individual MyJohnDeere.com user must install Customer Service ADVISOR on separate devices using their unique MyJohnDeere.com id. Offline access and machine connection capability is only accessible to the MyJohnDeere.com id that installed Customer Service ADVISOR on that device. Web access will be available to other users on devices other than their own.

1. To ensure the best user experience and laptop capabilities refer to Downloaded Hardware Requirements for downloaded Customer Service ADVISOR requirements before installing.

2. The downloaded Customer Service ADVISOR Local installer is available for download on web Customer Service ADVISOR.

3. To perform the installation:

- You must have administrative rights on the computer.
- You must have a connection to the internet to update model information.
- You must have a USB data set for the license you wish to have offline access to.
- You must disable any power settings that will cause the computer to shut off the display, go to sleep, or hibernate during the installation process.

4. Required software:

- Adobe Reader

Section 1: Customer Service ADVISOR Local Installation

1. Navigate to the following URL to access the Customer Service ADVISOR 5 web application:

http://johndeere.com/sa5

- Login to the website using your **Username** and **Password**.
- Click **I Agree** on the John Deere Terms and Conditions of Use Agreement.
- Click **I Agree** on the Customer Service ADVISOR SOFTWARE LICENSE AGREEMENT.

2. Open the Customer Service ADVISOR menu using the button in the upper right corner.

- Choose the **Support** option in the menu.
- Choose **Download the Customer Service ADVISOR Local Installer** located in the Offline section.
- Once downloaded, run the executable file.
- Be sure to close all applications and browser windows leaving only the Installer Wizard open.
- Go to Step 4.

4. The **Select the language for the installation from the choices below** screen displays. Click **OK**.

Note: You may see the following message if you <u>DO NOT</u> have Adobe Reader installed. If you see this message, you must exit the Customer Service ADVISOR Local installation wizard before beginning the Adobe installation. After the install of Adobe Reader completes you must close your browser windows if open and restart the Customer Service ADVISOR Local installer.

Adobe Reader 32 bit is required to run Customer Service ADVISOR. Please go to the following link and download the latest Adobe installer.

https://get.adobe.com/reader/

5. The **Welcome to the InstallShield Wizard for Customer Service ADVISOR** screen displays. **Click Next.**

6. The **Destination Folder** screen displays. Click **Next.**

7. The **Installation Overview** screen displays. Click **Next.**

Note: The components listed are required for downloaded Customer Service ADVISOR Local. If you do not want these components installed on your workstation, press Cancel. The installation will abort and downloaded Customer Service ADVISOR Local will not be installed on your computer.

8. The **Ready to Install the Program** screen displays. Click **Install.**

Note: The install could run for 20 to 30 minutes.

9. The **InstallShield Wizard Complete screen displays.** Click **Finish.**

10. Restart your computer.

Go to **Section 2: Offline Mode Setup**

Section 2: Offline Mode Setup

1. Start Customer Service ADVISOR 5 using the desktop shortcut or by navigating to http://johndeere.com/sa5

- Login using your **Username** and **Password.**
- Click **I Agree** on the John Deere Terms and Conditions of Use Agreement.
- Click **I Agree** on the Customer Service ADVISOR SOFTWARE LICENSE AGREEMENT.

2. The **Customer Service ADVISOR Offline has not yet been registered and setup for use** screen displays. Click **Setup Now.**

3. The **Locations** screen displays, select "customer". Click **Next.**

4. The **Data Language** screen displays. Specify which languages you would like to have available while offline. Click **Next.**

5. The **Data Contracts** screen displays. Specify only the contracts you would like to have available while offline. Click **Next.**

Note: Choosing additional data contracts will increase the installation size and will only impact offline model availability.

6. The **Data Version** screen displays. Select the date that matches the date printed on your USB data sets from the dropdown list. Click **Next.**

7. The **Data Sets Required** screen displays. Ensure you have all of the data sets listed on hand; they will be required to complete the installation process. Click **Next.**

Note: If you do not have all the data sets listed, you can use the previous button to go back and modify your settings, or cancel until you have the data sets available and begin at Section 2, Step 1.

8. The **Update Models** screen displays. Specify the models you wish to receive incremental updates for. You must specify at least one model. Click **Next.**

Note: Only select the models you frequently work on to receive incremental updates. It is

recommended that you select individual models rather than entire product groups (e.g., choose 8360R. Do not choose Tractors.)

Note: The more models you select the longer the first data update will take to complete. You canchoose to add more models to you incremental update profile later.

9. The **Update Frequency** screen displays. Specify how often you would like to receive updates. Click **Next.**

Note: The more often you download updates, the smaller the updates will be. Daily or Weekly update frequency is recommended.

Note: The **Custom** option may be used to schedule a time your update will run. Update will run approximately at the time specified. Computer must be on and connected to internet. If not, the update will try to run at another time.

10. The **Almost Finished** screen displays. Click **Finish.**

- The **Setup in Progress** screen displays.
- You must wait for this process to complete; this may take 20-30 minutes.
- If you receive an error message, please contact your helpdesk.

Go to **Section 3: Offline Data Copying**

Section 3: Offline Data Copying

1. The **Offline Data Copy Required** screen displays. A popup window will launch asking you to specify

your data set location.

- Insert your USB data set into your computer.
  Note: Use of a USB3 port is highly recommended.
- Click **Browse.**
- Navigate to the data folder on the USB drive.
  Note: Only navigate to the data folder (e.g., SA5003_CF_201605) do not select the files inside the data set folder.
- Click **Select Folder**.

2. Once you have selected a valid data folder a **Data Set Detected** message will be displayed. Click **Select.**

3. The total file size for the entire copy operation is displayed along with the amount of available space on your C:/ drive. Click **Copy.**

Note: If you do not have enough available space on your C:/ drive, you may copy the offline data to an external USB drive or other storage device by clicking the **Change Location** button.

4. Allow the data to copy – this step may take some time to complete depending on the device specifications. If needed you can click **Suspend** at any time to pause the copy process and resume later.

5. After all the required data has been copied the first incremental update will automatically begin.

- This update will download any new models that did not exist when the data set was created, and any updates to the models you specified in the Offline Mode Setup.

Note: This step may take a long time to complete and cannot be suspended. Be sure you still have internet connection.

6. Once the data update has completed a confirmation screen is displayed.

Note: Downloaded Customer Service ADVISOR Local is installed and configured for all user accounts on the PC

Note: Offline settings are unique to each device.

Note: You can manage your offline settings for a device by using the **Offline** application tile on that device located on the Customer Service ADVISOR homepage