Network Information Worksheet

Contact Information		
First name		
Last name		
Phone		Ext.	

Alternate Contact Information		
First name		
Last name		
Phone		Ext.	

System Requiring Support		
# StarSCAN Device # StarMOBILE Device # StarMOBILE Desktop Client		
Device OS Version		
Desktop Client Version		
DCX Ticket Number		

Dealership Information		
Name		
Address		
City/State/Zip			
DealerConnect Username		
DealerConnect Password		
Dealer Code		

Local Area Network	
Network Addressing	# Static # DHCP
IP Address Range	
Subnet Mask	
Device IP Address (if not DHCP)	
Default Gateway Address	
Primary DNS Address	
Secondary DNS Address	
If a TechConnect PC is present, please fill in the information below.	
TechConnect PC IP Address	
TechConnect PC Subnet Mask	
TechConnect PC Gateway Address	
TechConnect PC Primary DNS Address	
TechConnect PC Secondary DNS Address	
Proxy Server	
Is a Proxy Server used?	# Yes # No
Proxy Server Name	
Proxy Server Port	
Firewall	
Does your network have a firewall?	# Yes # No
Firewall IP Address	
Firewall Type	

Network Information Worksheet

Wireless Information	
Wireless Infrastructure Equipment Type	# Access Point # Wireless Router
Make/Model of Wireless Equipment	
Wireless Device Management Address	
Wireless Device Management User Id	
Wireless Device Password	
Wireless Device IP Address (if different)	
Subnet Mask	
Default Gateway	
Primary DNS	
Secondary DNS	
SSID	
SSID Broadcast	# Yes # No
WEP Authentication	# Open System # Shared Key
WEP 64-bit Key	
WEP128-bit Key	
WPA	# Pre-shared Key # Radius
WPA Algorithm	# TKIP # AES
WPA Pre-shared Key	
MAC Level Filtering	# Yes # No
MAC Address of Tool	