StarSCAN™
Network
Troubleshooting
Guide

Introduction

This document is intended to help StarSCAN users diagnose and solve networking problems with the StarSCAN System. Networking and network troubleshooting can be very complex. It is highly recommended that you involve the *Network Systems Coordinator* in troubleshooting network problems with your StarSCAN.

Help can also be obtained in the United States from the DealerCONNECT Hotline at (800) 374-4040.

Note: The DealerCONNECT Hotline may require access to your Network Systems Coordinator to help troubleshoot your networking problem.

Network Troubleshooting Steps

Most StarSCAN networking problems can be solved by following the steps outlined below. It is very important that you follow the steps below in order as this will help minimize the time required to troubleshoot your StarSCAN networking problem.

1. Follow the *StarSCAN Networking Manual* to configure your StarSCAN system for networking. This guide is available at https://dealerconnect.chrysler.com by navigating to DealerCONNECT > Service > Repair > StarSCAN and StarMOBILE Tools. The guide is also available from the *Download Center* at http://www.dcctools.com.

2. Review the *Network Troubleshooting Tips* section below. The troubleshooting tips provided may help you solve your StarSCAN networking problem.

3. Review the *Networking* section of the *StarSCAN FAQ* available at in *Download Center* at www.dcctools.com and in DealerCONNECT under *Service > Repair > StarSCAN/StarMOBILE > Download Center*. The questions/answers provided may be pertinent to your issue.

4. If you are still experiencing networking problems with your StarSCAN system, you can obtain further help in the United States by calling the DealerCONNECT Hotline at (800) 374-4040. Note: The DealerCONNECT Hotline may require access to your Network Systems Coordinator to help troubleshoot your networking problem.

Network Troubleshooting Tips

- Confirm the device is securely connected to a network jack and a link light appears on the hub or switch you are connecting to. If there is no hub or switch visible, assure the cable is securely connected to the wall jack.
- If you are having issues connecting your StarSCAN device to DealerCONNECT to obtain flash files, perform application updates, etc., check with your *Network Systems Coordinator* to make sure there is not a security device or firewall preventing access to the Internet.
- If you are connecting through a switch, try a different port on the switch.
- Try swapping out network cables with a known working cable.
- If you are plugging in to a network jack in the wall try another jack.
- Check with your Network Systems Coordinator to see if Mac filtering/ IP filtering is enabled.
- If you have a Symantec firewall, the device must have a rule created to allow full outbound Internet access. The application proxy used in Symantec firewalls has been known to cause problems with StarSCAN devices.