

StarSCAN[™] Networking Manual

A reference guide for configuring your StarSCAN for networking

Networking Manual



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Introduction

This guide outlines the configuration process for enabling and connecting your StarSCAN device to a wired network infrastructure. Given the complexity of configuring secure networks, it is recommended that your *Network Systems Coordinator* perform your StarSCAN network configuration.

The StarSCAN is designed to operate in a typical dealership networking environment. This document is not intended to make recommendations regarding network setup, as network infrastructure is under the independent control of each dealer. Please refer to the *STAR™ Dealership Infrastructure Guide* located at <u>http://www.starstandards.org</u> for network infrastructure recommendations and setup guidelines.

Before You Begin

Before you begin, please ensure that the following has been completed:

1) Confirm latest software version

You can confirm that you have the latest version of software by visiting the DealerCONNECT website (<u>http://dealerconnect.chrysler.com</u>) and navigating to *Service > Repair > StarSCAN and StarSCAN Tools > Latest News*. This information is also available in the *Latest News* section at <u>http://www.dcctools.com</u>.

2) Gather Network Information

You must understand your network and obtain the required information shown in the Network Information Worksheet (see following page) to configure your StarSCAN for networking.

We recommend that you consult your *Network Systems Coordinator* when filling out the worksheet. Refer to Appendix A (Supported Network Configurations) and Appendix B (Filling out the Network Information Worksheet) if you require assistance in understanding your network or filling out the worksheet.

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StarSCAN Network Configuration Worksheet			
IP Settings			
DHCP Present	yes no		
If No DHCP			
Static IP Address*			
Subnet Mask			
Gateway Address			
Primary DNS			
Secondary DNS			
Proxy Settings (if your network requi	res a proxy)		
Proxy Server IP address			
Proxy Server Port			
Proxy Username			
Proxy Password			
DealerCONNECT Settings			
DealerCONNECT™ UserID			
Dealer Code			
Password			
* If DHCP is not present, you will need to contact your Network Systems			
Coordinator to obtain a unique LP address for your StarSCAN			



Wired Network Configuration

Follow the steps below to configure your StarSCAN for a wired network:

1. From the StarSCAN *Home* screen, press the *Network* icon to view the *Wired Network Settings* pop-up window.



2. Transfer all the information from your *StarSCAN Network Configuration Worksheet* to the *Wired Network Settings* pop-up window below. To change an item, select the item and press the *Change* button.

Note: The *Enabled* item under *Built-in Ethernet Settings & Status* must be set to *Yes* to enable wired networking. Enabling wired networking will disable wireless networking.

		V	Vired	Network Settings				
StarSCAN Network	Configuration Worksheet			Name	Value	Change		
IP Settings				Duilt in Ethermot Cottin		Change		
DHCP Present	yes no							
If No DHCP								
Static IP Address*				Enabled	Yes			
Subnet Mask		1				Test		
Gateway Address								
Primary DNS				Physical Connection	Yes			
Secondary DNS						Tech		
Proxy Settings (if your network red	uires a proxy)			IP Settings		Tipe		
Proxy Server IP address	6 N. 10 N. 10 N.			. Comingo		rips		
Proxy Server Port								
Proxy Username				DHCP Enabled	Yes	Toggle		
Proxy Password						Row		
DealerCONNECT Settings				ID Address		Height		
DealerCONNECT [™] UserID				IF Address		Theight		
Dealer Code								
Password			_	Subnet Mask		Close		
* If DHCP is not present, you will i	need to contact your Network Systems		▼			Close		
Coordinator to obtain a unique IP	address for your StarSCAN.							



3. You can conveniently set your proxy user name in the *Wired Network Settings* pop-up window if a proxy is required by your network. You may save the proxy password for future sessions if desired by setting the *Remember Password* item to *Yes* and entering your password in the *Password* item.

ired Network Sett	ings		
Nam	e	Value	
Secondary D	DNS		Change
Proxy Settin	gs		
Use Proxy	Yes		Test
Server			
Port			Tech
User Name			Tips
Remember p	assword		Toggle
Password			Row
DealerCONN	IECT Settings		Height
User Id			Class
Dealer Code			Close
	ired Network Sett Nam Secondary I Proxy Settin Use Proxy Server Port User Name Remember p Password DealerCONN User Id Dealer Code	ired Network Settings Name Name Secondary DNS Proxy Settings Use Proxy Yes Server Port User Name Remember password Password DealerCONNECT Settings User Id Dealer Code	ired Network Settings Name Value Secondary DNS Proxy Settings Use Proxy Yes Server Port User Name Remember password Password DealerCONNECT Settings User Id Dealer Code

4. You can also set your DealerCONNECT *User ID*, *Dealer Code*, and *Password* from the *Wired Network Settings* pop-up window. To save the Password, set the *Remember Password* item to *Yes* and enter your password in the *Password* item.

Wir	ed Network Settings		
	Name	Value	
	Use Proxy		Change
	Server		
	Port		Test
	User Name		
	Remember password		Tech
	Password		Tips
	DealerCONNECT Set	tings	Todale
	User Id		Row
	Dealer Code		Height
	Remember password	No	Class
	Password		Close



Testing Your Network Configuration

This section will guide you through the steps required to test your StarSCAN wired network connection.

1. Press the *Network* icon to view the *Wired Network Settings* pop-up window.

Note: Make sure your StarSCAN is connected to the network using the Ethernet cable supplied with your StarSCAN. Connecting your StarSCAN to an Ethernet drop near your TechCONNECT PC will increase the likelihood that you are on the same network as the TechCONNECT PC.



2. Press the *Test* button located on the right side of the window.

Note: If the *Test* button is grayed out, one or more of the network settings is incorrect. Review your settings and make sure your Ethernet cable is properly attached.

Helpful Hint: To obtain more information on a particular setting, select the item of interest and press 'Tech Tips'.

Wired Network Settings					
	Name Value		0.1		
	Built-in Ethernet Settin	gs & Status	Change		
	Enabled	Yes	Test		
	Physical Connection	Yes 🦯	\square		
	IP Settings		Tech Tips		
	DHCP Enabled		Toggle		
	IP Address		Height		
▼	Subnet Mask		Close		



3. If you were able to press the *Test* button, a pop-up should appear at the start of the test. Press the *OK* button to continue.



4. You will also see a pop-up requiring you to enter DealerCONNECT settings. Once properly entered, press *OK* to continue.

Note: You may also see a pop-up box requiring a proxy user name and password if your network requires a proxy.

Wired Network Settings	1 .		1
DealerCONNECT Lo	gin		iange
User Id: Password:			⁻ est
Dealer Code:	Bemember p	eeword	iech Tips
Show	OK	Cancel)ggle łow eight
V Dealer Code			Close

5. If a screen appears telling you that the configuration was successful, then the entire setup is now complete.





If you received an error, walk through the instructions in this guide again or refer to the *StarSCAN Network Troubleshooting Guide* located on the DealerCONNECT website (<u>https://dealerconnect.chrysler.com</u>) by navigating to *Service > Repair > StarSCAN and StarSCAN Tools*. This document can also be found in the *Download Center* on the DCCTools website (<u>http://www.dcctools.com</u>).



Appendix A: Supported Network Configurations

The supported network connection methods are:

- Wired with Static IP Addressing
- Wired with DHCP





Appendix B: Filling out the Network Information Worksheet

To setup your StarSCAN for networking, you will need detailed information about our dealership's computer network. The easiest way to get this information is to ask your dealership's *Network Systems Coordinator* to fill out the *Network Information Worksheet* found on page 4 of this guide.

If your dealership's Network Systems Coordinator filled out the Network Information Worksheet for you, you can skip the steps in this appendix. Otherwise, you will need to look at a TechCONNECT PC to determine the correct settings for your dealership's network. Depending on how your network is set up, you still might need to ask your *Network Systems Coordinator* for additional information.

- 1) Determine IP settings
 - a) On the TechCONNECT PC, click the *Start* menu and then choose *Run*. Type *cmd* into the field and press *OK*.



b) Type **ipconfig /all** into the window that appears and press Enter.



c) If it says Yes next to DHCP Enabled, then your network uses DHCP to assign IP addresses. Fill out the worksheet indicating your network uses DHCP and skip to step 2. Otherwise, your network uses manually assigned IP addresses. Copy the Subnet Mask, Default Gateway, and any DNS



information to the worksheet, but not the IP address. Close the command window and call your *Network Systems Coordinator* for an available IP address and note it on your worksheet.

ndows	IP Configuration	
	Host Name	
	Primary Dns Suffix	
	Node Type	
	IP Routing Enabled No	
	WINS Proxy Enabled No	
herne	t adapter Wireless Network Connection:	
	Media State Media disconnected	
	Description Intel(R) PRO/Wireless 2915ABG Network Connectio	n
	Physical Address	
	Connection and Sie DNC College and Annual	
	Description Broadcom NetXtreme 57xx Gioabit Controller	
	Connection specific DNS Suffix . : Ctcdx.iocal Description : Broadcom NetXtreme 57xx Gigabit Controller Physical Address : 00-11-43-74-30-8D	
	Connection specific DNS Suffix . : Etcack.local Description : Broadcom NetXtreme 57xx Gigabit Controller Physical Address : 909-11-43-74-38-BD Dhcp Enabled : Yes	
	Connection-specific DWS Suffix . : Eccack.iocal Description : Broadcom NetXtreme 57xx Gigabit Controller Physical Address : 00-11-43-74-30-BD Dhcp Enabled : Yes Autoconfiguration Enabled : Yes	
	Connection Specific DNS Suffix . : Eccac.iocal Description : Broadcom NetXtreme 57xx Gigabit Controller Physical Address : 00-11-43-74-30-BD Dhep Enabled : Yes Autoconfiguration Enabled : Yes IP Address : 192.168.254.119	
	Connection-specific DWS Suffix . : Etcack.iocal Description : Broadcom NetXtreme 57xx Gigabit Controller Physical Address : 800-11-43-74-30-8D Dhep Enabled : Yes Autoconfiguration Enabled : Yes IP Address : 192.168.254.119 Subnet Hask : 255.255.25.0	
	Connection-specific DNS Suffix . : Etcack.iocal Description : Broadcom NetXtreme 57xx Gigabit Controller Physical Address : 00-11-43-74-30-BD Dhcp Enabled : Yes Autoconfiguration Enabled : Yes IP Address : 192.168.254.119 Subnet Mask : : 192.168.254.119 Default Gateway : : 192.168.254.1	
	Connection specific DNS Suffix . : Etcack.iocal Description : Broadcom NetXtreme 57xx Gigabit Controller Physical Address : 00-11-43-74-30-BD Dhop Enabled : Yes Autoconfiguration Enabled . : Yes IP Address : 192.168.254.119 Subnet Mask : 255.255.255.255.255.0 Default Gateway : 192.168.254.1 DHCP Server : 192.168.254.21	
	Connection specific DNS surfix : tcccx.iccal Description : sroadcom NetXtreme 57xx Gigabit Controller Physical Address : 80-11-43-74-30-80 Dhep Enabled : Yes Autoconfiguration Enabled : Yes IP Address : 255, 255, 255, 0 Default Gateway : 192, 168, 254, 11 DHCP Server : 192, 168, 254, 21 DHS Servers : 192, 168, 254, 20	
	Connection specific DNS Surfix . : Etcack.iocal Description : Broadcom NetXtreme 57xx Gigabit Controller Physical Address : : 90-11-43-74-30-BD Dhcp Enabled : Yes Autoconfiguration Enabled : Yes IP Address : 192.168.254.119 Subnet Mask : 192.168.254.119 Default Gateway : 192.168.254.21 DHCP Servers : 192.168.254.20 Lease Obtained : Wednesday, January 04, 2006 9:12:05 AM	
	Connection specific DNS Suffix E todox.iocal Description Broadcom NetXtreme 57xx Gigabit Controller Physical Address. :00-11-43-74-30-BD Dhcp Enabled. : Yes Autoconfiguration Enabled. : Yes IP Address. : 192.168.254.119 Subnet Mask. : 255.255.255.255.05 Default Gateway : 192.168.254.1 DHCP Server : 192.168.254.21 DNS Servers : 192.168.254.20 Lease Obtained. : Wednesday, January 04, 2006 9:12:05 AM Lease Expires : Thursday, January 05, 2006 9:12:05 AM	
	Connection specific DNS Suffix .: Etcack.iocal Description	

- 2) Determine Proxy Settings
 - a) Open an *Internet Explorer* window and from the *Tools* menu, select *Internet Options*, the *Connections* tab, and then the *LAN Settings* button.

https://www.connect.chrysler.com/dealer/	/DealerList?TYPE=33554433&REALMOID=06 ♥ 🔂 Go Links 🖗 🖓 Popups okay 🖤 Check • 🔍 Addurate 🗐 Addurate	General Security Privacy Content Connections Program	s Advance
aler connect	Welcome to DealerCONNECT	To set up an Internet connection, click Setup.	Setup
		Dial-up and Virtual Private Network settings	
ease enter your USER ID and PASSWOF OTE: If your USER ID allows for multiple of	RD and then submit, dealership access, a DEALER CODE may be		A <u>d</u> d
itered.			Remove
Passwor	rd :	Choose Settings if you need to configure a proxy server for a connection.	<u>S</u> ettings
		Never dial a connection	
Dealer Code(Optional):	 Dial whenever a network connection is not present 	
	Submit	Always dial my default connection	
		Current default: None	Set Defaul
		- Local Area Network (LAN) settings	
		LAN Settings do not apply to dial-up connections. Choose	1.451.0.4

b) If the Use a proxy server for your LAN is checked, transfer the Address and Port information to your worksheet. You will need to consult your Network Systems Coordinator if you do not know your proxy User Name and Password.



L	Local Area Network (LAN) Settings					
	Automatic configuration Automatic configuration may override manual settings. To ensure					
	the use of manual settings, disable automatic configuration.					
	Automatically detect settings					
	Use automatic configuration script					
	Address http://autoproxy.oddc.chrysler.com/					
	Proxy server Use a proxy server for your LAN (These settings will not apply to dial-up or VPN connections).					
	Address: css.appl.daimlei Port: 80 Advanced					
	□ Bypass proxy server for local addresses					
	OK Cancel					