StarSCAN

StarSCAN™
Networking Manual

A reference guide for configuring your StarSCAN for networking

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 http://www.starstandards.org 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 (http://dealerconnect.chrysler.com) and navigating to *Service > Repair > StarSCAN and StarSCAN Tools > Latest News*. This information is also available in the *Latest News* section at http://www.dcctools.com.

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.

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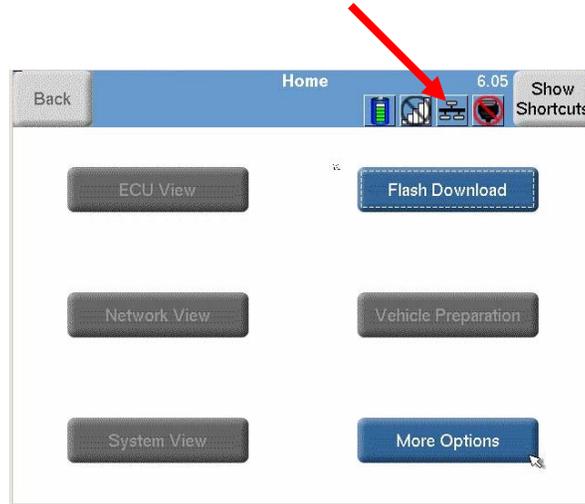
2. Transfer all the information from your *StarSCAN Network Configuration Worksheet* to the *Wired Network Settings* pop-up window below. To change an item, select the item and press the *Change* button.

    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.

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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.

Wired Network Settings		
Name	Value	
Secondary DNS		Change
Proxy Settings		
Use Proxy	Yes	Test
Server		
Port		Tech Tips
User Name		
Remember password		Toggle Row Height
Password		
DealerCONNECT Settings		
User Id		Close
Dealer Code		
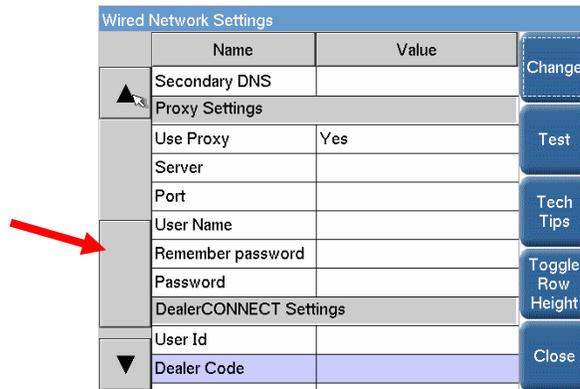
4. You can also set your DealerCONNECT *User ID*, *Dealer Code*, and *Password* from the *Wired Network Settings* pop-up window. To save the Password, set the *Remember Password* item to *Yes* and enter your password in the *Password* item.

Wired Network Settings		
Name	Value	
Use Proxy		Change
Server		
Port		Test
User Name		
Remember password		Tech Tips
Password		
DealerCONNECT Settings		Toggle Row Height
User Id		
Dealer Code		
Remember password	No	Close
Password		
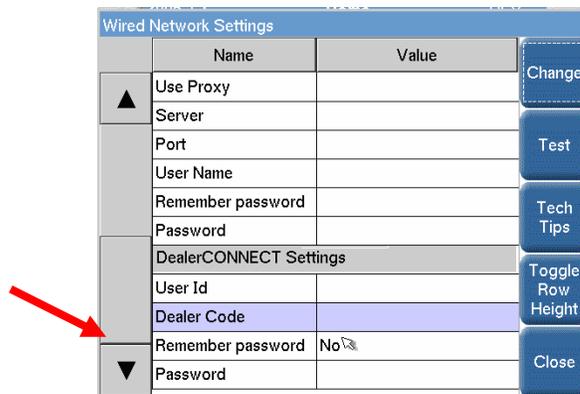
Testing Your Network Configuration

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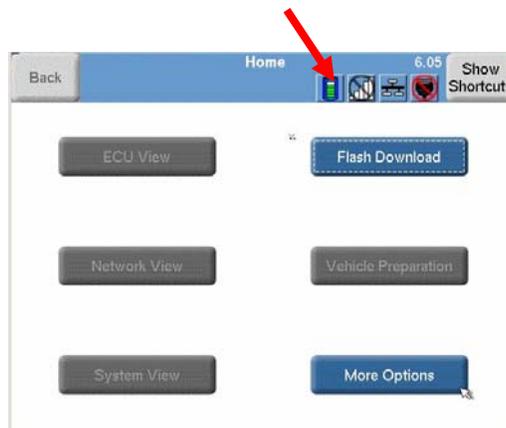
2. Press the *Test* button located on the right side of the window.

    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'.

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.

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 (https://dealerconnect.chrysler.com) by navigating to *Service > Repair > StarSCAN and StarSCAN Tools*. This document can also be found in the *Download Center* on the DCCTools website (http://www.dcctools.com).

Appendix A: Supported Network Configurations

The supported network connection methods are:
- Wired with Static IP Addressing
- Wired with DHCP
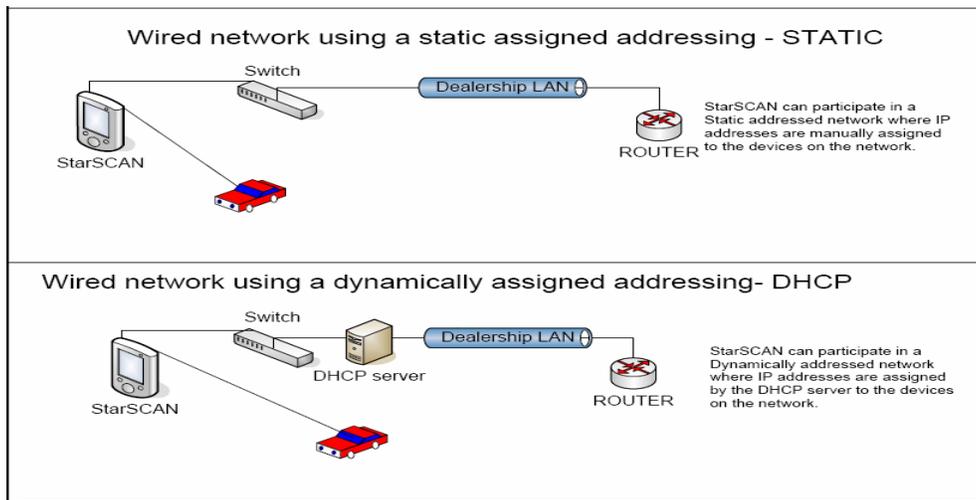
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Appendix B: Filling out the Network Information Worksheet

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*.
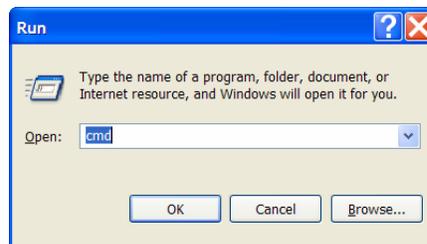
   b) Type **ipconfig /all** into the window that appears and press Enter.
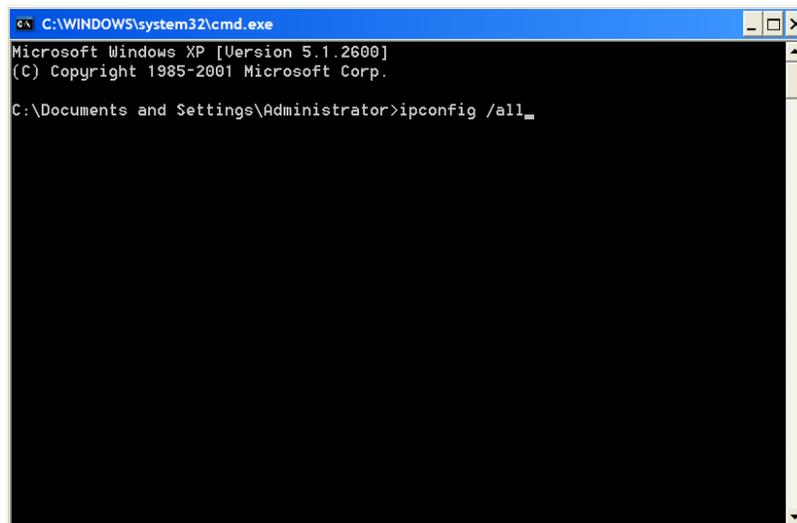
   c) If it says *Yes* next to *DHCP Enabled*, then your network uses DHCP to assign IP addresses. Fill out the worksheet indicating your network uses DHCP and skip to step 2. Otherwise, your network uses manually assigned IP addresses. Copy the Subnet Mask, Default Gateway, and any DNS

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.
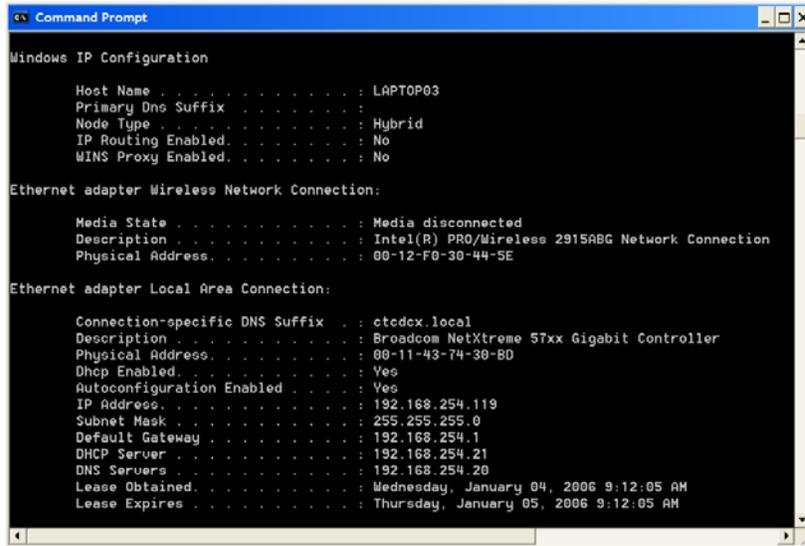
2) Determine Proxy Settings

   a) Open an *Internet Explorer* window and from the *Tools* menu, select *Internet Options*, the *Connections* tab, and then the *LAN Settings* button.
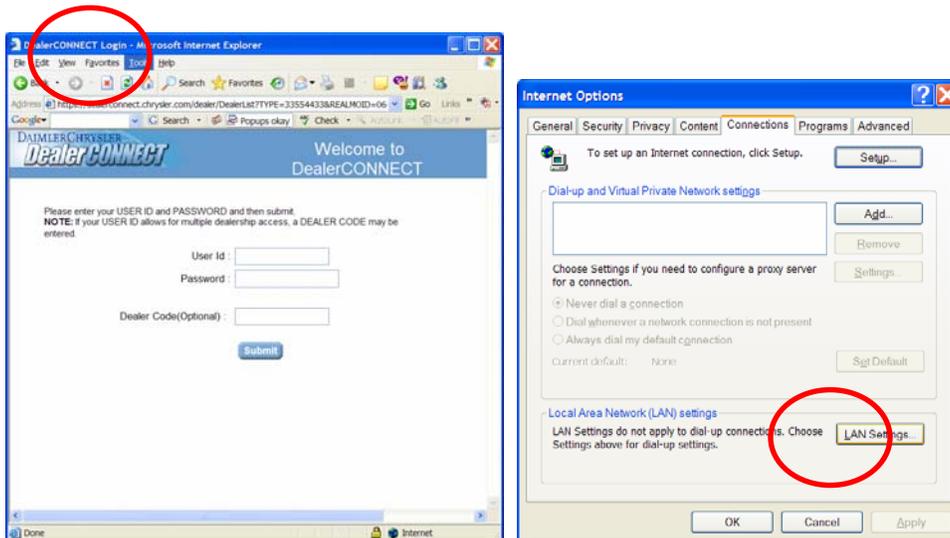
   b) If the *Use a proxy server for your LAN* is checked, transfer the *Address* and *Port* information to your worksheet. You will need to consult your Network Systems Coordinator if you do not know your proxy *User Name* and *Password*.