

StarSCANTM
Software Update
Troubleshooting Guide

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Introduction

This document is intended to help users diagnose and solve StarSCAN software update problems. Help can also be obtained in the United States from the DealerCONNECT Help Desk at (800) 374-4040.

Software Update Troubleshooting Steps

Most StarSCAN software installation problems can be solved by following the steps outlined below.

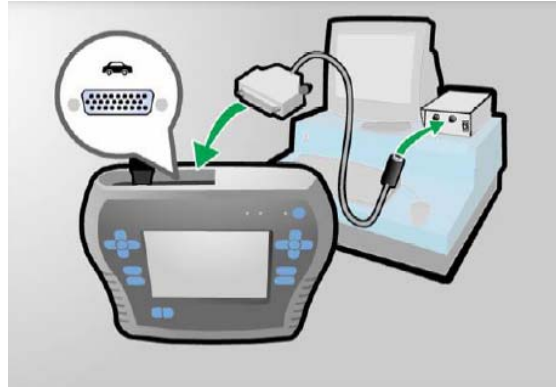
1. Follow the *StarSCAN Software Update Guide* to update your StarSCAN software. This guide is available at <https://dealerconnect.chrysler.com> by navigating to DealerCONNECT > Service > Repair > StarSCAN and StarMOBILE Tools. The guide is also available from the *Download Center* at <http://www.dcctools.com>.
2. Review the *Common Update Problems* section below. The troubleshooting tips provided may help you solve your StarSCAN software update problem.
3. Review the *Software Updates* 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 software update problems with your StarSCAN, you can obtain further help in the United States by calling the DealerCONNECT Hotline at (800) 374-4040.

Common Update Problems

This section lists common installation problems and causes.

Failing to power the StarSCAN through the StarSCAN vehicle connector

Make sure to apply power through the StarSCAN vehicle connector when performing StarSCAN software updates or problems will occur.



Note: You can optionally connect your StarSCAN tool to a vehicle using your StarSCAN vehicle cable, but make sure the vehicle's battery has a full charge or problems may result when updating your StarSCAN software.

Using an unapproved USB storage device

Always use the USB storage device included with your StarSCAN update kit. Other generic USB storage devices may not work with your StarSCAN tool. Additional StarSCAN approved USB storage devices can be purchased through team PSE dealership services.

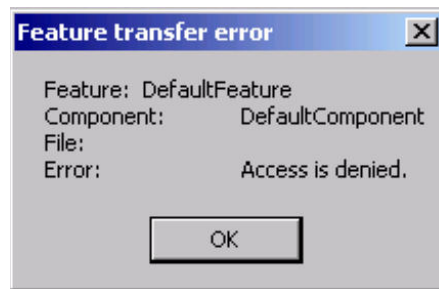


Operating System's JVM not installed properly

Older versions of the *StarSCAN & StarMOBILE Update CD* will not run properly (i.e. appear to start but then quit after a few seconds) if you do not have a JVM properly installed on your PC. To alleviate this problem, a JVM is included on version 6.03 and newer *StarSCAN & StarMOBILE Update CDs*.

Damaged Source CD

Damaged CDs may cause a number of errors with the installation such as:



If you have problems installing the Desktop Client application, check for scratches or other defects with your CD. If defects are found, request another CD via the DealerCONNECT Hotline.