



StarMOBILE™
Network
Troubleshooting
Guide



Network Troubleshooting Guide

Introduction

This document is intended to help StarMOBILE users diagnose and solve networking problems with the StarMOBILE 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 StarMOBILE.

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 StarMOBILE 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 StarMOBILE networking problem.

1. Follow the *StarMOBILE Quick Start Networking Guide* or the more detailed *StarMOBILE Network Configuration Guide* to configure your StarMOBILE system for networking. These guides are 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 StarMOBILE networking problem.
3. Review the *Networking* section of the *StarMOBILE 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 StarMOBILE 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 with your StarMOBILE Desktop Client connecting 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 StarMOBILE devices.