StarMOBILE™
Software Installation
Troubleshooting Guide

Introduction

This document is intended to help users diagnose and solve StarMOBILE installation problems. It contains three sections:

- Installation Troubleshooting Checklist
- Common Installation Problems and Causes
- Frequently Asked Questions

If you cannot resolve your problem with the information contained in this document, help can also be obtained in the United States from the DealerCONNECT Hotline at (800) 374-4040.

Installation Troubleshooting Checklist

Most StarMOBILE installation problems can be solved by following the steps outlined in this checklist.

1. Confirm that you are using the latest *StarSCAN & StarMOBILE Update CD* to install your StarMOBILE software. Refer to the *Latest News* section of at https://dealerconnect.chrysler.com under DealerCONNECT > Service > Repair > StarSCAN and StarMOBILE Tools. This information is also available in the *Latest News* section at http://www.dcctools.com.

2. Confirm you have read and followed the *StarMOBILE Software Installation Guide* to install your StarMOBILE software. This guide is available at the DealerCONNECT website located 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 the DCC Tools website located at http://www.dcctools.com.

3. Confirm you have read the *Common Installation Problems* and *Frequently Asked Questions* sections of this document. The answers provided may help you quickly solve your StarMOBILE installation problem.

4. If you still are experiencing problems after following the steps below, you can call the DealerCONNECT Hotline at (800) 374-4040 for further assistance.

Common Installation Problems

This section lists common installation problems and causes.

Operating System's JVM not installed properly

Older versions of the installation or 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*.

Administrative Rights

If you do not have full administrative rights to the computer, you will not be able to install StarMOBILE Desktop Client. The following message will display in this instance.
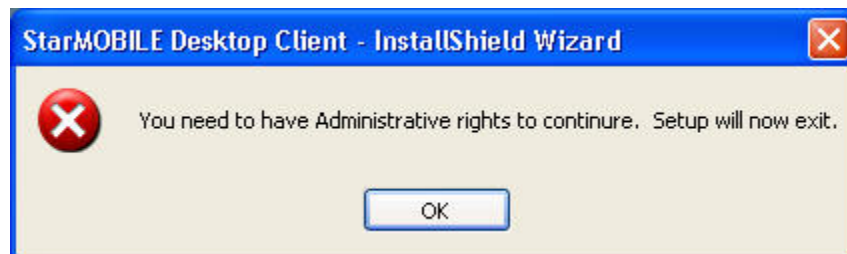
Anti-Virus Script Blocking Enabled

Newer anti-virus software packages include script blocking which can prevent the StarMOBILE Desktop Client from installing properly on versions of the *StarMOBILE Installation CD* before 1.2 and versions of the *StarSCAN & StarMOBILE Update CD* before 6.03. The following scenarios can be attributed to script blocking.

1. The StarMOBILE Desktop Client setup application to freeze on first-time installs of the StarMOBILE Desktop Client as it is installing the Bonjour discovery components.
2. The StarMOBILE Desktop Client setup application to freeze while completing the software installation.

If you have anti-virus software with script blocking enabled, disable the script blocking feature and re-run the installation/update.

Note: Be sure Script Blocking is being disabled and NOT Anti-Virus Software. If you have anti-virus software with script blocking enabled, disable the script blocking feature and re-run the installation/update. For Norton AntiVirus 2005 software, this can be accomplished by:

1. Right clicking on NAV icon in Windows system tray
2. Choose Norton Settings
3. Click Script Blocking
4. Clear Enable Script Blocking and click OK

You can re-enable script blocking once you have successfully installed or upgraded the StarMOBILE Desktop Client software.

Note: If you re-enable script blocking, you will need to disable it the next time you update the StarMOBILE Desktop Client software.
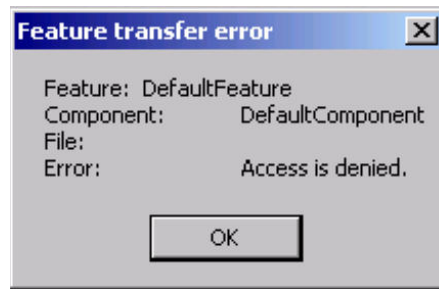

Installing on pre-SP4 versions of Windows 2000
If the StarMOBILE Desktop Client is installed on pre-SP4 versions of Windows 2000, the system path will not be updated correctly and will cause problems with the Bonjour discovery feature. Note: The StarMOBILE requires Windows 2000 SP4 or later to run properly.

In systems running Windows 2000 before installing service pack 4, the %SYSTEMROOT% system variable is not interpreted properly. In the case of JAVA, the OS cannot find the java.exe command because it cannot find c:\winnt\system32 in the path, it only finds %SYSTEMROOT%\system32.

To fix this issue, install the latest Windows 2000 service pack.

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

Feature transfer error

Feature: DefaultFeature
Component: DefaultComponent
File:
Error: Access is denied.

OK

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.

Frequently Asked Questions

Problems can often be solved by reading the frequently asked questions below. If the questions below do not address your issue, follow the steps outlined in the *Installation Troubleshooting Checklist* section.

Where can I go for help if I have problems with installing software for my StarMOBILE system?

You can find documentation, including the latest version of the installation guide and this troubleshooting guide, at the DealerCONNECT website located at dealerconnect.chrysler.com by navigating to: DealerCONNECT > Service > Repair > StarSCAN and StarMOBILE Tools. These documents are also available from the *Download Center* at www.dcctools.com.

If you still need further assistance after reading these documents, help can also be obtained in the United States from the DealerCONNECT Hotline at (800) 374-4040.

Should I use the *StarSCAN & StarMOBILE Update CD* or the *StarMOBILE Installation CD* to install the StarMOBILE Desktop Client?

Always use the latest *StarSCAN & StarMOBILE Update CD* to install your StarMOBILE Desktop Client. The S*tarSCAN & StarMOBILE Update CDs* are more up-to-date and contain enhancements that minimize

installation issues typically encountered with the earlier installation CDs.

Information on the latest StarSCAN and StarMOBILE software releases can be found in the *Latest News* section of the DealerCONNECT website located at dealerconnect.chrysler.com by navigating to DealerCONNECT > Service > Repair > StarSCAN and StarMOBILE Tools. This information is also available in the *Latest News* section at www.dcctools.com.