



StarMOBILE™
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.*

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 Network Troubleshooting Checklist section of this document before calling the DealerCONNECT Hotline.

Why does my StarMOBILE device shut down 2 minutes after I power it up? This happens while I am attempting to configure it for networking.

You most likely have your device in *Flight Recorder* mode. In this mode, the StarMOBILE device will shut down after 2 minutes of inactivity if it doesn't see messages on the vehicle communications bus. To configure your StarMOBILE device for networking, change the device to *Pass-Through* mode by going to the device's main menu and selecting *Enter Pass-Through Mode*. Note: In most cases, network setup does not involve the use of the StarMOBILE device menu, as configuration is usually accomplished through a browser connection to the device. Read the StarMOBILE Configuration Guide for information on how to set up your StarMOBILE system for networking.

Why won't my StarMOBILE device connect to my network after I create a data recording in Flight Recorder mode?

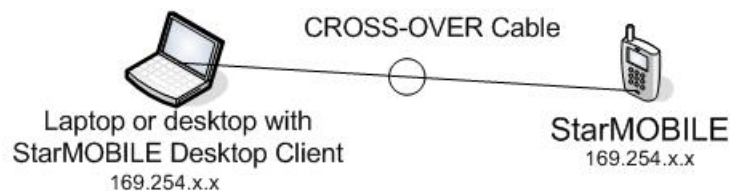
Network Troubleshooting Guide

If the device is in *Flight Recorder* mode, network connectivity is disabled. From the System Status screen choose *Enter Pass-Through Mode* to re-establish network connectivity.

Why can't I "ping" my StarMOBILE device?

- Ensure the network cable you are using is properly seated in the Ethernet jack located on the bottom/right of the tool.
- Test connectivity of the network cable you are using by plugging in a different device, i.e. a PC and ping test again to the PC.
- If your network does not have a DHCP server and the StarMOBILE device has a Link-local address (169.254.x.x), the PC you are connecting from and the tool must be on the same network hardware, i.e. switch or hub and have the StarMOBILE Desktop Client installed. Network connectivity to the Link-local range is obtained through a special route inserted during the StarMOBILE Desktop Installation. If the tool is not located on the same network hardware as the PC or located on the other side of a router, connectivity will fail. The best method of connectivity if you are unable to determine if the PC and tool are on the same network hardware is to disconnect the PC from the network and connect the PC and StarMOBILE tool via a cross-over cable. This can be obtained from StarMOBILE support or from a local computer store.

Wired Link-Local Network with Cross-over Cable



Why can't I configure my StarMOBILE device for wireless?

- Make sure you are within range of the access point.
- Ensure you have typed the WPA pre-shared key properly in the wireless configuration section.
- Ensure the wireless profile was saved under the wireless configuration section of the web-based tool setup.

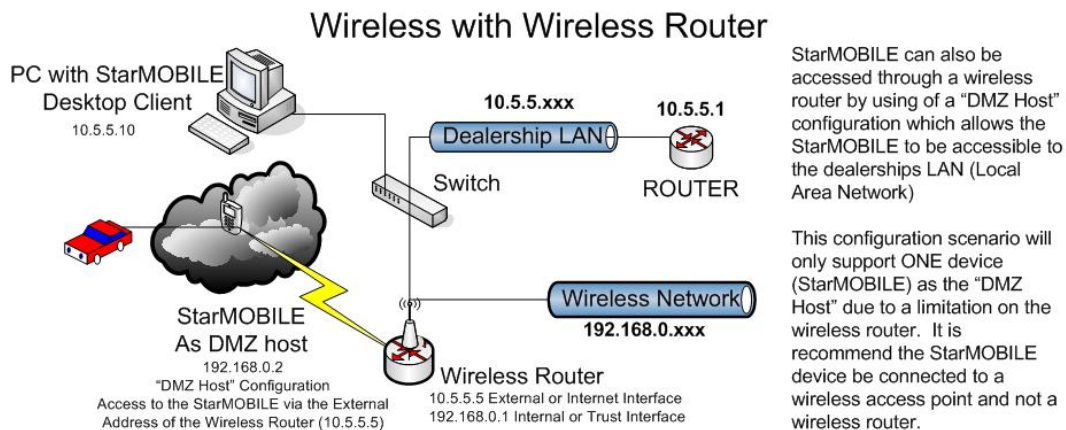
Network Troubleshooting Guide

- Ensure the tool is attempting to use wireless as its default method of connectivity. From the StarMOBILE device's *Main Menu*, navigate to *Settings > Choose Network* and select the wireless profile. Once the selection has been chosen, reboot the tool.
- Connect a laptop to the wireless network using the same settings as the StarMOBILE and test connectivity.

Why can't I access my StarMOBILE device from the network when using a wireless router instead of an access point?

Note: This configuration is not recommend or supported. The recommended configuration for wireless connectivity with the StarMOBILE device is with a wireless access point, not a router.

You must ensure the StarMOBILE is able to participate in the wireless network properly and has a static IP address with the proper gateway and DNS settings. Once the addressing and wireless security settings are complete and verified, the StarMOBILE must be setup as a "DMZ Host". In this way, the wireless router will forward all traffic destined for its outside interface to the StarMOBILE. From the PC, you can access the StarMOBILE via the external IP address of the wireless router.



Note: Only one DMZ Host can be configured on some wireless routers. Only one StarMOBILE device will then be available to hosts outside of the wireless network for connectivity.

Why does my "System Status" screen read "IP: unable"?

If your StarMOBILE is in *Flight Recorder* mode then the device will no longer work on any network. To allow the StarMOBILE Desktop Client to reconnect to the StarMOBILE, you need to place the device back into *Pass-Through* mode. From the Main Menu, choose "Enter Pass-Through Mode".

Why can't I configure my StarMOBILE with two network interfaces on my PC?

There are known routing problems that can occur when two network interfaces are enabled on the PC. To configure the StarMOBILE, disable or unplug the network interface not in use.

Why can't I enter my static network IP or change the first digit of an IP address from 1 to 2 when trying to enter a static address via the tool?

This is a known problem in OS version 0.21.2 and lower. To change the first digit in an IP octet you need to change the second digit in the same octet to a value of 4 then change the 1 to a 2 for the first digit.

Why can't I connect to a wired network when my StarSCAN can?

The StarMOBILE operates with a 10 Mbps network interface whereas the StarSCAN has a 10/100 Mbps interface. Have your Network Systems Coordinator check the port on the switch the StarMOBILE is connected to and ensure it does not require a 100 Mbps connection.

Why can't I change my StarMOBILE device's IP setting to something other than 192.168.1.10?

Performing a factory reset will reset the StarMOBILE device settings to the default configuration. From the StarMOBILE device's *Main Menu*, navigate to *Settings* and choose *Perform Factory Reset*. Reboot your device and re-enter all network configuration information.

Network Troubleshooting Checklist

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

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

1. Confirm you have read the *Frequently Asked Questions* section of this document. The answers provided may help you quickly solve your StarMOBILE networking problem.
2. Confirm the StarMOBILE Desktop Client application is installed on a PC that meets the DealerCONNECT recommended minimum PC requirements. The minimum requirements can be found at: <https://dealerconnect.chrysler.com> by navigating to DealerCONNECT > eFiles > New Dealer > Infrastructure Requirements > Dealership Minimum and Recommended Technology Requirements.
3. Confirm that your StarMOBILE device OS and StarMOBILE Desktop Client application are at the latest version. Refer to the *Latest News* section 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>.
4. Perform a factory reset on the StarMOBILE device. This will ensure that any settings from previous troubleshooting sessions have been cleared. From the StarMOBILE device's *Main Menu*, navigate to *Settings* and choose *Perform Factory Reset*. Reboot your device and re-enter all network configuration information.
5. Confirm you have read and followed the *StarMOBILE Configuration Guide* to configure your StarMOBILE system for networking. 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>.

Note: To avoid problems, it is very important that you closely follow the steps outlined in the StarMOBILE Configuration Guide when configuring your StarMOBILE system for networking.

6. Have your Network Systems Coordinator complete the Network Information Worksheet found on the DealerCONNECT website located at <https://dealerconnect.chrysler.com> by navigating to DealerCONNECT > Service > Repair > StarSCAN and StarMOBILE Tools. This worksheet is also available from the Download Center at the DCC Tools website located at <http://www.dcctools.com>.

Note: It is very important that your Network Systems Coordinator confirms that all the information on the Network Information Worksheet is correct. Time spent troubleshooting your StarMOBILE networking problem will significantly increase if there are errors on this worksheet.

Note for Help Desk personnel: Help Desk personnel should direct customers to the Network Information Worksheet form link located under this document's PDF link on the DCC Tools website. Please note that this form link is not available on the DealerCONNECT website.

7. Have your Network Systems Coordinator confirm that the IP settings are appropriate by comparing them with other working devices already on the network.
8. Confirm the device is securely connected to the network jack and a link light appears on the hub or switch you are connecting to. In the case where the hub or switch is not visible, assure it is securely connected to the wall.
9. Confirm that the PC with the StarMOBILE Desktop Client application can ping the StarMOBILE device. Refer to the Network Configuration Guide for the steps required to ping the device.
10. If you are having problems discovering StarMOBILE devices on the network, confirm that your PC running the StarMOBILE Desktop Client is on the same broadcast domain as the StarMOBILE device.
Note: Your StarMOBILE Desktop Client application can manually connect to a StarMOBILE device if it is not on the same broadcast

domain (by manually typing in the StarMOBILE device's IP address). The StarMOBILE automatic discovery feature, however, will not work. For a discussion on Discovery and broadcast domains, refer to the *StarMOBILE Configuration Guide*.

11. If you are having issues connecting your StarMOBILE Desktop Client to DealerCONNECT to obtain flash files, perform application updates, etc., confirm that your PC has full access to the Internet. *Note: A proxy server or firewall could block access to the Internet. If you have a proxy server, confirm the username and password are correct and 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 StarSCAN/MOBILE devices.*

12. 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.*