



StarMOBILE™
Software Installation
Troubleshooting Guide



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Introduction

This document is intended to help StarMOBILE users diagnose and solve installation problems with the StarMOBILE system. It contains three sections to help you solve your installation problem:

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

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.

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.

Bonjour Discovery Service Not Installed Properly

The Bonjour discovery software is included with your StarMOBILE Desktop Client software installation. Problems with installation of this software will cause the Discovery feature of your StarMOBILE Desktop Client to not work properly. If the Bonjour Service is not installed and working properly, the StarMOBILE Desktop Client will typically generate an error such as *StarMOBILE Discovery Service Not Found!*

If you see this error, confirm the following:

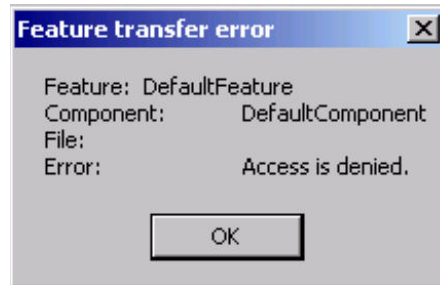
1. The Bonjour Service is running
 - a. Click Start > Control Panel > Administrative Tools > Services
 - b. Look for Bonjour Service in the list with the status as 'Started'
2. The Bonjour program folder and files are present
 - a. Right-click Start and choose 'Explore' to start Windows Explorer.
 - b. Check that the files dnssd.dll, jdns_sd.dll, mDNSResponder.exe exist in the *C:\Program Files\Bonjour* folder.
3. The Path environment variable includes the path to Bonjour
 - a. In a command window (Start > Run > cmd)
 - b. Type `cd \`
 - c. Type `Path`
 - d. The output of the command should contain `c:\Program Files\Bonjour`. Note that each entry of the path is separated by a semicolon (;).

If any of the above is not true, your Bonjour software is not installed properly and will need to be re-installed. To do this, follow the steps below:

1. Close all open windows on your PC
2. Click Start > Run
3. In the Run window, type:
`DRIVE:\data\PCInstall\Install\BonjourRemove.vbs` (where DRIVE = the drive letter of your CD ROM), and then click *OK*.

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.

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 <https://dealerconnect.chrysler.com> by navigating to: DealerCONNECT > Service > Repair > StarSCAN and StarMOBILE Tools. These documents are also available from the *Download Center* at <http://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.

What is the difference between the *StarSCAN & StarMOBILE Update CD* and the *StarMOBILE Installation CD*.

The *StarMOBILE Installation CD* is included in your StarMOBILE kit and only contains the software required for the StarMOBILE Desktop Client. It is intended for customers who have not received a *StarSCAN & StarMOBILE Update CD* via mail. If possible, always use the *StarSCAN & StarMOBILE Update CDs* to install your StarMOBILE Desktop Client, as it contains the latest installation software.

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

If possible, always use the latest *StarSCAN & StarMOBILE Update CD* to install your StarMOBILE Desktop Client. The *StarSCAN & StarMOBILE Update CDs* are more up-to-date and contain enhancements that minimize installation issues typically encountered on 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 <https://dealerconnect.chrysler.com> by navigating to DealerCONNECT > Service > Repair > StarSCAN and StarMOBILE Tools. This information is also available in the *Latest News* section at <http://www.dcctools.com>.

Troubleshooting Checklist

Most StarMOBILE installation 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 installation 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 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>.

Note: To avoid problems, it is very important that you closely follow the steps outlined in the *StarMOBILE Software Installation Guide* when installing your StarMOBILE software.

2. 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>.
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.