This Document provides detailed steps to Troubleshoot StarParts Application Login related issues.

1. <u>Install StarParts Application</u>

a) Download the StarParts by clicking on the below link
   http://starparts.chrysler.com/starpartsweb/HomeAction.do
   if you are facing issues with Downloading exe file, Please **Disable any Antivirus or Firewall**
set up on the computer that will block the download.

b) Double click to run the downloaded StarParts.exe for installation. (Some machines might ask for Administrator Credentials. You need to check with your Dealership IT Team)

c) On the Successful installation, an icon would be placed on your desktop to launch StarParts.

d) Click on StarParts icon and launch the application.

e) If **No StarParts Desktop Icon** is there on desktop then, please follow the below steps:

   i. Go to the location: This PC\C:\Users\<User Profile>\dc_fw\SPLauncher on your machine.

   ii. Double click on create_new_fw_start and wait for a second.

   iii. Double click on createStartup and wait for a second.

   iv. Double click on sp_launch and wait for a second.

   v. A Starparts window will open. Enter your credentials and try to login.

   vi. If login is successful, close the application. Then right click on sp_launch and send it to desktop to create a shortcut icon on Desktop.

   vii. Click on StarParts icon and launch the application.

   viii. If you face **Problem Connecting to Server** errors, then follow steps mentioned in Step 4

   ix. If following the above steps does not resolve the issue, then reach out to your Dealership IT Team to whitelist following URL's.

   - https://e12804.x.akamaiedge.net
   - https://starparts.chrysler.com
   - https://starparts.chrysler.com.edgekey.net

2. <u>StarParts Access Request</u>

Asked the user to go to Star Parts website or the link below and fill in the NEW USER form.
http://starparts.chrysler.com/starpartsweb/CompletionLoginAction.do

Please find below attached starparts access guidelines pdf for your reference.

http://pilot.starparts.chrysler.com/home/starparts_access_guidelines.pdf
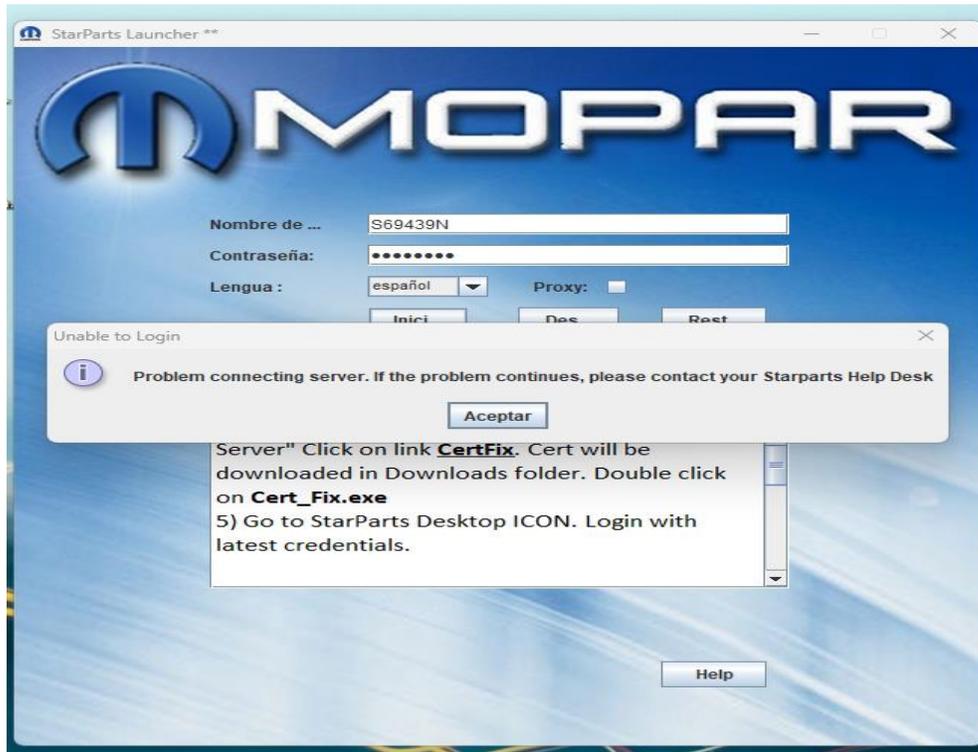Access will be granted within one working day of filling in the form.

3. <u>Reinstall StarParts Application</u>
<u>OR</u>
<u>Cannot create Java virtual machine</u>

a) Delete StarParts Icon from Desktop.
b) Go to Location: This PC\C:\Users\<User Profile> & delete following items.
   i. Select dc_fw folder & delete it
   ii. Delete fw_start.bat
   iii. Delete StarParts_Install_6.6.exe file. 🖼
c) Download the StarParts by clicking on the below link
   http://starparts.chrysler.com/starpartsweb/HomeAction.do
d) Double click to run the downloaded StarParts.exe for installation. (Some machines might ask for Administrator Credentials. You need to check with your Dealership IT Team)
e) On the Successful installation, an icon would be placed on your desktop to launch StarParts.
f) Click on StarParts icon and launch the application.
g) If no StarParts desktop icon is there on desktop then, please follow the below steps:
   i. Go to the location: This PC\C:\Users\<User Profile>\dc_fw\SPLauncher .
   ii. Double click on create_new_fw_start and wait for a second.
   iii. Double click on createStartup and wait for a second.
   iv. Double click on sp_launch and wait for a second.
   v. A Starparts window will open. Enter your credentials and try to login.
   vi. If login is successful, close the application. Then right click on sp_launch and send it to desktop to create a shortcut icon on Desktop.
   vii. Click on StarParts icon and launch the application.
   viii. If you face **Problem Connecting to Server** errors, then follow steps mentioned in Step 4
   ix. If following above steps does not resolve the issue, then reach out to your Dealership IT team to whitelist following URL's.
      - https://e12804.x.akamaiedge.net
      - https://starparts.chrysler.com
      - https://starparts.chrysler.com.edgekey.net

4. **Problem connecting to server issue**

a) Download the security certificate by clicking on the link below http://pilot.starparts.chrysler.com/home/html/STARPARTS/STARPARTS/Cert_Fix .exe and if the link is not working for you by clicking on it, please copy the link and enter it in different browsers and press enter and run it by clicking once on the downloaded file to complete the installation.

b) After the installation is completed, close the StarParts application.

c) Go to the location: This PC\C:\Users\<User Profile>\dc_fw\SPLauncher on your machine.

d) Double click on create_new_fw_start and wait for a second.

e) Double click on createStartup and wait for a second.

f) Double click on sp_launch and wait for a second.

g) A Starparts window will open. Enter your credentials and try to login.

h) If login is successful, close the application. Then go to the desktop.

i) Click on StarParts icon and launch the application.

j) If the issue persists, then try to uninstall and reinstall the StarParts then Follow Step 3.

5. StarParts Icon Missing

If StarParts icon is missing from Desktop.

If no StarParts desktop icon is there on desktop then Please follow the below steps:
a) Go to the location: This PC\C:\Users\<User Profile>\dc_fw\SPLauncher on your machine.
b) Double click on create_new_fw_start and wait for a second.
c) Double click on createStartup and wait for a second.
d) Double click on sp_launch and wait for a second.
e) A Starparts window will open. Enter your credentials and try to login.
f) If login is successful, close the application. Then right click on sp_launch and send it to desktop to create a shortcut icon on Desktop.
g) Click on StarParts icon and launch the application.

6. <u>Invalid Username and Password issue</u>

If you are facing Invalid Username and Password issue while logging into StarParts. You can reset your password by clicking on the link DealerCONNECT Login and then clicking on 'Forgot Password' option and following the further steps to reset your password. But if you have recently changed your password, trying to login to StarParts with new Credentials (Changed Password) and facing invalid password issue then, please follow steps below:

    a) Download the file using the link below:
    b)   http://pilot.starparts.chrysler.com/home/newsPages/UpdateJar.zip
    c) The file will be downloaded to Downloads folder. Extract it.
    d) Locate UpdateJar folder. Open it & double click on updateJar.bat
    e) Go to StarParts Desktop ICON. Login with latest credentials.

7. <u>Password Expiration</u>

Asked the user to reset their password by clicking on the link DealerCONNECT Login and then clicking on 'Forgot Password' option and following the further steps to reset your password.

But, if the user has changed their password recently, trying to login to StarParts with new Credentials (Changed Password) and facing invalid password issue then, please follow steps below:

a) Download the file using the link below:
   http://pilot.starparts.chrysler.com/home/newsPages/UpdateJar.zip
b) The file will be downloaded to Downloads folder. Extract it.
c) Locate UpdateJar folder. Open it & double click on updateJar.bat
d) Go to StarParts Desktop ICON. Login with latest credentials.