StarParts

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

Sr. No	Issue
1	Install StarParts Application
2	StarParts Access Request
3	Reinstall StarParts Application
	Cannot create Java virtual machine
4	Problem connecting to server issue
5	StarParts Icon Missing
6	Invalid Username and Password issue
7	Password Expiration

# 1. Install StarParts Application

#### 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 <u>Step 4</u>
- 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. StarParts Access Request

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. Reinstall StarParts Application

# <u>OR</u>

### Cannot create Java virtual machine

- 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 <u>Step 4</u>
- 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

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	Nombre de	S69439N		-			
	Contraseña:	•••••					
	Lengua :	español 👻	Proxy:				
		Inici	Des	Rest			
(i) Problem	connecting serve	r. If the problem	continues, pleas	e contact your !	Starparts	s Help Des	ik
	downloaded	on link <u>CertF</u> in Download	s folder. Dou	uble click	-		
	on Cert_Fix.e	xe					
	5) Go to Starl latest creden	Parts Deskto tials.	o ICON. Logi	n with	-		
				Help			

- a) Download the security certificate by clicking on the link below <u>http://pilot.starparts.chrysler.com/home/html/STARPARTS/STARPARTS/Cert\_Fix</u> <u>.exe</u> 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 <u>Step 3</u>.

# 5. StarParts Icon Missing



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. Invalid Username and Password issue

If you are facing Invalid Username and Password issue while logging into StarParts. You can reset your password by clicking on the link <u>DealerCONNECT Login</u> 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:

StarParts Launcher **	
Username:	t0054vh
Password:	••••••
Language:	English V Proxy: Login Close Reset
	StarParts Website
If yo tryin Cred redit steps cent 1) Downle UpdateLa 2) The file	e to Login × Please enter valid username and password OK w ood the file using link below: auncher e will be downloaded to Downloads
	Help

- a) Download the file using the link below:
- b) <u>http://pilot.starparts.chrysler.com/home/newsPages/UpdateJar.zip</u>
- 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. Password Expiration

StarParts Lau	ncher **	- 10	×
	)	10PAR	2
	Username:	s19524u	
	Password:	•••••	
	Languago	Foolish Drover	~
	viessage		^
	Your pass Contact <u>DealerCO</u>	sword will expire in 4 days. Please click on the link below to change th your dealer administrator for password assistance. INNECT URL	e password.
	In adherence	e to corporate standards, your	
	StarParts pa	assword will expire after 56 days.	
	required to	reset it using the link provided under	
	the passwor	rd expirv message. Five days prior to	
		Help	

Asked the user to reset their password by clicking on the link <u>DealerCONNECT Login</u> 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.