Notes, cautions, and warnings

NOTE: A NOTE indicates important information that helps you make better use of your product.

CAUTION: A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

WARNING: A WARNING indicates a potential for property damage, personal injury, or death.
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Clean files

Tune PC performance

Optimize network

Remove viruses and malware

Remove potentially unwanted programs

Run all PC scans and optimizations

Chapter 7: Creating support request

Create support request for issue detected by a scan

Manually create a support request

Issue details page

Issue summary page

Dispatchable parts

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Send files to Dell technical support

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Start Dell RemoteAssist session

Chapter 11: Frequently asked questions

Chapter 12: Additional resources
Introduction

SupportAssist automates support from Dell by proactively and predictively identifying hardware and software issues on your PC. SupportAssist addresses PC performance and stabilization issues, prevents security threats, monitors and detects hardware failures, and automates the engagement process with Dell Technical support. Depending on your Dell service plan, SupportAssist also automates support request creation for issues that are detected during a scan. For information on the SupportAssist capabilities for different service plans, see SupportAssist capabilities and Dell service plans on page 6.

**NOTE:** In this document, the term PC refers to Dell laptops, desktops, gateways, and embedded PCs.

SupportAssist enables you to optimize your PC by removing unwanted files, optimizing network settings, tuning-up PC performance, and removing virus and malware. It also identifies driver updates available for your PC. SupportAssist collects and sends the required PC information securely to Dell Technical Support. The collected information enables Dell to provide you an enhanced, efficient, and accelerated support experience.

### Key features

- Predictive and proactive issue detection and notification.
- Manually or automatically check for driver updates available for your PC.
- Manually or automatically scan your PC hardware to identify issues.
- Automatically create a support request for a hardware issue detected in your PC.
- Manually create a support request for an issue in your PC.
- Clean temporary files, optimize network connectivity, fine-tune PC performance, and remove viruses and malware.
- Manually send files to Dell technical support.

**NOTE:** SupportAssist capabilities available for a PC vary depending on the Dell service plan of the PC.

### Document purpose

This document provides information about using SupportAssist on PCs running Windows 8 or Windows 10 operating systems.


### Audience

This document is intended for users who monitor their PCs running Windows 8 or Windows 10 operating system using SupportAssist for Home PCs. This document also caters to employees of organizations that do not have an IT administrator and allow the employees to monitor their PCs by themselves using SupportAssist.

### New features in this release

- Provision to enable or disable temporary suspension of data encryption to install updates on a BitLocker enabled PC.
- Added notification to check the status of an open support request online.
- Removed notification that is displayed before a scheduled scan is initiated.
- Security and other bug fixes.

### Supported PCs

SupportAssist is supported on the following Dell PCs:

- **Laptops and desktops:**
NOTE: SupportAssist is not supported on virtual machines.

SupportAssist capabilities and Dell service plans

SupportAssist proactively and predictively detects and notifies you about hardware and software issues that may occur on your PC. Depending on your Dell service plan, SupportAssist automates and facilitates your engagement with Dell Technical Support.

The following table summarizes the SupportAssist capabilities for PCs with an active Basic, Premium Support, ProSupport, ProSupport Plus, and Premium Support Plus service plans:

Table 1. SupportAssist capabilities and Dell service plans

<table>
<thead>
<tr>
<th>SupportAssist capabilities</th>
<th>Description</th>
<th>Dell service plans</th>
</tr>
</thead>
<tbody>
<tr>
<td>Schedule hardware and software scans</td>
<td>You can schedule hardware and software scans depending on your preference.</td>
<td>✔️</td>
</tr>
<tr>
<td></td>
<td>SupportAssist performs the scans based on the schedule.</td>
<td></td>
</tr>
<tr>
<td>Clean files manually</td>
<td>You can clear temporary, redundant, and other unwanted files from your PC.</td>
<td>✔️</td>
</tr>
<tr>
<td>Tune PC performance manually</td>
<td>You can adjust the power settings, registry files, and memory allocations to fine-tune your PC performance.</td>
<td>✔️</td>
</tr>
<tr>
<td>Optimize network connectivity manually</td>
<td>You can optimize network connectivity by adjusting the settings to have an efficient and reliable network.</td>
<td>✔️</td>
</tr>
<tr>
<td>Troubleshoot issues manually</td>
<td>You can fix common PC issues by using the step-by-step instructions and video tutorials that are available on the troubleshooting page.</td>
<td>✔️</td>
</tr>
<tr>
<td>Scan and update drivers manually</td>
<td>You can manually scan and install the driver updates that are available for your PC.</td>
<td>✔️</td>
</tr>
<tr>
<td>Self-dispatch parts through manual scans</td>
<td>If an issue is detected for in-warranty parts during manual scans, you are prompted to confirm your shipping address for dispatching the replacement part.</td>
<td>✔️</td>
</tr>
<tr>
<td>Self-dispatch parts through automated scans</td>
<td>If an issue is detected for in-warranty parts during automated scans, you are prompted to confirm your shipping address for dispatching the replacement part.</td>
<td>✗</td>
</tr>
<tr>
<td>Request onsite assistance for replacing a self-replaceable part¹</td>
<td>You can request a service technician to visit you to replace a self-replaceable part at your location.</td>
<td>✗</td>
</tr>
<tr>
<td>Automated support request creation</td>
<td>If an issue is detected during a scheduled scan, a support request is automatically</td>
<td>✗</td>
</tr>
</tbody>
</table>

¹ Self-replaceable parts are parts that you can replace on your own. For more information, see Dell’s hardware support information at dell.com/support/manuals.
<table>
<thead>
<tr>
<th>SupportAssist capabilities</th>
<th>Description</th>
<th>Dell service plans</th>
</tr>
</thead>
<tbody>
<tr>
<td>Create support request manually</td>
<td>You can manually create a support request if you are experiencing an issue that is not detected by SupportAssist.</td>
<td>✗</td>
</tr>
<tr>
<td>Remove viruses and malware manually²</td>
<td>Isolate, remove, and restore files that are corrupted by viruses and malware to keep your PC secure.</td>
<td>✗</td>
</tr>
<tr>
<td>Predictive issue detection and support request creation for failure prevention³</td>
<td>If a part is identified for possible failure, an alert is sent to you. SupportAssist opens a support request, and a Dell Technical Support agent contacts you to ship the replacement part.</td>
<td>✗</td>
</tr>
<tr>
<td>Notify PC optimization issues that are detected during scheduled scans</td>
<td>Depending on your operating system, a notification is displayed on your task bar or in Windows action center about PC optimization issues that are detected during scheduled scans.</td>
<td>✗</td>
</tr>
<tr>
<td>Automated PC optimizations²</td>
<td>SupportAssist automatically optimizes your PC during automated scans.</td>
<td>✗</td>
</tr>
<tr>
<td>Specify preferred contact time³</td>
<td>You can provide your preferred contact time. A Dell Technical Support agent contacts you only during the specified hours.</td>
<td>✗</td>
</tr>
</tbody>
</table>

1 Onsite assistance for replacing a self-replaceable part is available only in certain regions.
2 The virus and malware removal capability is not available in certain regions, for example, China.
3 Predictive analysis failure detection includes hard drives, solid-state drives, batteries, thermals, and desktop fans.
4 Only customers in US or Canada can provide preferred contact time.
Getting started with SupportAssist for Home PCs

SupportAssist is preinstalled on all PCs shipped out of the Dell factory. If SupportAssist is not preinstalled, follow the instructions in this section to install, configure, and use SupportAssist.

Minimum PC requirements

The following table lists the minimum PC requirements for installing and using SupportAssist:

<table>
<thead>
<tr>
<th>Particulars</th>
<th>Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating system</td>
<td><strong>Laptops and desktops:</strong></td>
</tr>
<tr>
<td></td>
<td>• Microsoft Windows 8</td>
</tr>
<tr>
<td></td>
<td>• Microsoft Windows 8.1</td>
</tr>
<tr>
<td></td>
<td>• Microsoft Windows 10</td>
</tr>
<tr>
<td></td>
<td><strong>Edge Gateways:</strong></td>
</tr>
<tr>
<td></td>
<td>• Microsoft Windows 10 IoT Enterprise 2015 LTSB (only 64-bit)</td>
</tr>
<tr>
<td></td>
<td>• Microsoft Windows 10 IoT Enterprise 2016 LTSB (only 64-bit)</td>
</tr>
<tr>
<td></td>
<td><strong>Embedded Box PCs:</strong></td>
</tr>
<tr>
<td></td>
<td>• Microsoft Windows 10 Professional (only 64-bit)</td>
</tr>
<tr>
<td></td>
<td>• Microsoft Windows 10 IoT Enterprise 2015 LTSB (only 64-bit)</td>
</tr>
<tr>
<td></td>
<td>• Microsoft Windows 10 IoT Enterprise 2016 LTSB (only 64-bit)</td>
</tr>
<tr>
<td>Software</td>
<td>Microsoft .NET Framework 4.6.1</td>
</tr>
<tr>
<td></td>
<td><strong>NOTE:</strong> If you do not have Microsoft .NET Framework 4.6.1, SupportAssist installs the latest Microsoft .NET Framework on your PC.</td>
</tr>
<tr>
<td>Web browser</td>
<td>Microsoft Edge, or Internet Explorer 10 or later</td>
</tr>
<tr>
<td>Hardware</td>
<td>• Memory (RAM)—2 GB</td>
</tr>
<tr>
<td></td>
<td>• Hard drive free space—1 GB</td>
</tr>
<tr>
<td>Network</td>
<td>Internet connectivity</td>
</tr>
<tr>
<td>Ports</td>
<td>• 5700—to open the SupportAssist user interface</td>
</tr>
<tr>
<td></td>
<td>• 9012—to communicate with Dell SupportAssist service</td>
</tr>
<tr>
<td></td>
<td>• 8883, 8884, 8885, or 8886—to communicate with Dell support website</td>
</tr>
<tr>
<td></td>
<td>• 28283—to pair your Dell PC to any other PC for data migration</td>
</tr>
<tr>
<td></td>
<td>• 28100–28700—to migrate your data to your Dell PC from any other PC</td>
</tr>
<tr>
<td></td>
<td>The PC must be able to connect to the following destinations:</td>
</tr>
<tr>
<td></td>
<td>• <a href="https://apidp.dell.com">https://apidp.dell.com</a></td>
</tr>
<tr>
<td></td>
<td>• <a href="https://fuslite.dell.com">https://fuslite.dell.com</a></td>
</tr>
<tr>
<td></td>
<td>• <a href="https://cs-is.dell.com">https://cs-is.dell.com</a></td>
</tr>
<tr>
<td></td>
<td>• <a href="https://techdirect.dell.com/">https://techdirect.dell.com/</a></td>
</tr>
<tr>
<td></td>
<td>• <a href="https://api.dell.com">https://api.dell.com</a></td>
</tr>
<tr>
<td></td>
<td>• <a href="https://downloads.dell.com">https://downloads.dell.com</a></td>
</tr>
<tr>
<td></td>
<td>• <a href="https://www.dell.com">https://www.dell.com</a></td>
</tr>
</tbody>
</table>
Table 2. Minimum PC requirements (continued)

<table>
<thead>
<tr>
<th>Particulars</th>
<th>Requirements</th>
</tr>
</thead>
</table>
|             | • [https://dl.dell.com](https://dl.dell.com)  
|             | • [http://content.dellsupportcenter.com](http://content.dellsupportcenter.com) |

Install SupportAssist

Prerequisites

- The PC must meet the minimum PC requirements for installing and using SupportAssist. See Minimum PC requirements on page 8.
- You must have administrator rights on the PC.

About this task

By default, SupportAssist is installed on all PCs shipped from the Dell factory. If SupportAssist is not installed on your PC, you can manually download and install SupportAssist.

Steps

2. Click Download Now.
   - The SupportAssistInstaller.exe file is downloaded.
   - The SupportAssist installer package is downloaded, and SupportAssist is automatically installed and a shortcut icon is created on the desktop.
   - **NOTE:** On PCs with operating system build number 16299 or later, the shortcut icon is not created.
4. In the SupportAssist installer window, click Launch.
   - The SupportAssist user interface is displayed.

SupportAssist user interface

Click Start Now to run all the scans and optimizations from the Home page.

- **NOTE:** If there is a pending notification or SupportAssist requires you to perform an action, only the tiles view is displayed when you open SupportAssist.
After the scans and optimizations are complete, the following details are displayed on the Home page:

- Amount of hard drive space reclaimed
- Number of driver updates installed
- Number of viruses or malware removed

NOTE: The Home page displays the details of the scans and optimizations that were performed during the last 90 days.

Figure 2. Home page—summary view

To go to the tiles view, click 

Depending on your service plan, the following tiles are displayed on the Home page. For information on the SupportAssist capabilities for different service plans, see SupportAssist capabilities and Dell service plans on page 6.

- Get Drivers & Downloads
- Scan Hardware
- Clean Files
- Tune Performance
- Optimize Network
- Remove Viruses & Malware

NOTE: If you do not have administrator rights on the PC, only the Scan Hardware tile is enabled.
NOTE: Figures 1, 2, and 3 are for illustrative purpose only. Individual features such as header color, buttons, and so on, are different on Alienware PCs.

NOTE: If a critical hardware issue is detected on your PC, all the PC optimization tiles are disabled until you create a support request.

When you hover over the PC model or Service Tag displayed in the SupportAssist user interface, the PC image and its details are displayed. The following table describes the PC details displayed:

### Table 3. PC details

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>PC model</td>
<td>The PC model. For example, Latitude E7440</td>
</tr>
<tr>
<td>Service plan type</td>
<td>The Dell service plan type and its expiry date.</td>
</tr>
<tr>
<td>Service Tag</td>
<td>The unique identifier of the PC. The Service Tag is an alpha-numeric identifier.</td>
</tr>
<tr>
<td>Express Service Code</td>
<td>The numerical sequence that can be used during automated phone help. For example, 987-674-723-2.</td>
</tr>
<tr>
<td>Memory</td>
<td>The amount of RAM installed in the PC. For example, 16 GB.</td>
</tr>
<tr>
<td>Processor</td>
<td>The type of processor installed in the PC. For example, Intel Core i5 6200U.</td>
</tr>
<tr>
<td>Operating System</td>
<td>The operating system installed in the PC. For example, Microsoft Windows 10 Pro.</td>
</tr>
</tbody>
</table>

### Change language setting

**About this task**

SupportAssist is available in 25 languages. By default, SupportAssist is set to the same language as that of the operating system. You can change the language according to your preference.
Steps
1. On the top-right corner of the SupportAssist user interface, click the settings icon and click Select language. The list of languages is displayed.
2. Select your preferred language.
3. Click Yes to restart SupportAssist in the selected language.

SupportAssist restarts in the selected language and ✓ is displayed next to the selected language.

Create SupportAssist profile

Prerequisites
You must have administrator rights on the PC.

About this task
A SupportAssist profile enables you to receive the automated support capabilities available for your PC service plan. You can create a SupportAssist profile by using your Dell My Account or your social media account.

Steps
1. On the top-right corner of the SupportAssist user interface, click Profile and click Complete Profile.
   - If you have not accepted the SupportAssist terms and conditions, a message is displayed indicating that you have not accepted the SupportAssist terms and conditions. Click the Read SupportAssist terms & conditions link, accept the terms and conditions, click Save, and then try again.
   - If SupportAssist is unable to connect to the Internet, an appropriate message is displayed. You can click the troubleshooting links displayed below the error message to fix the issue and try again.
2. On the Dell My Account Sign In page, perform one of the following steps:
   - If you already have a Dell My Account, enter your Dell My Account credentials, and then click Sign In.
   - If you do not have a Dell My Account, create an account to sign in. For instructions on creating an account, see Create Dell My Account on page 12.
   - Sign in with your social media account. For instructions on using your social media account, see Sign in with social media account on page 13.
3. On the Contact and Shipping Address page, enter your contact information and shipping details.
4. Select your preferred contact method and preferred contact time.
   - The preferred contact time is applicable only for PCs with an active Premium Support or Premium Support Plus service plans in U.S. or Canada.
5. If you want to add a secondary contact, select the Add secondary contact and enter the details.
6. If you do not want SupportAssist to automatically create a support request, clear Automatically create Support Requests.
   - The automatic support request creation capability is available and enabled only for PCs with an active ProSupport, ProSupport Plus, Premium Support, or Premium Support Plus service plan.
7. Click Done.
   - If the shipping details are incorrect, a message is displayed to update the details. Click Update and Finish to update the details.
   - If the shipping details are correct, the first name and last name are displayed on the top-right corner of the SupportAssist user interface.

Create Dell My Account

Prerequisites
You must have administrator rights on the PC.
Steps
1. In the Create an Account section of the Dell My Account Sign in page, enter the first name, last name, email address, and password in the appropriate fields.
   **NOTE:** The password must contain eight through 20 characters, and must include 1 uppercase letter, 1 lowercase letter, and 1 number.
2. Re-enter the password.
3. Click Create Account.
   A new Dell My Account is created, and you are signed in to SupportAssist.

Sign in with social media account

Prerequisites
- You must have administrator rights on the PC.
- You must have a valid account with any of the following social media platforms:
  ○ Google Plus
  ○ Facebook

Steps
1. On the Dell My Account Sign in page, click the appropriate social media icon.
2. On the corresponding social media login page, enter the user name or email address and password in the appropriate fields.
3. Click Sign in.
   A new Dell My Account is created with the credentials that you entered for signing in to your social media account.

Update contact and shipping information

Prerequisites
You must have administrator rights on the PC.

Steps
1. On the top-right corner of the SupportAssist user interface, click the user name and click Profile Details.
   The Contact and Shipping Address page is displayed.
2. Update the required details and click Done.
   - If the shipping details are incorrect, a message is displayed to update the details. Click Update and Finish to update the details.
   - If the shipping details are correct, the Home page is displayed.

Use different SupportAssist profile

Prerequisites
You must have administrator rights on the PC.

Steps
1. On the top-right corner of the SupportAssist user interface, click the username and click Use a different profile.
2. Click Continue.
   **NOTE:** When you click Continue, SupportAssist deactivates the current profile and removes access to the saved contact information and shipping details.

The Home page is displayed and the link to create a profile is displayed on the top-right corner of the SupportAssist user interface. For instructions to create a profile, see Create SupportAssist profile.
Configure Internet settings

Prerequisites
You must have administrator rights on the PC.

About this task
Your PC must be connected to an active Internet connection to experience the automated support capabilities of SupportAssist. You can configure SupportAssist to connect to the Internet directly or through a proxy server.

Steps
1. On the top-right corner of the SupportAssist user interface, click the settings icon, click Settings, and then click Internet.
2. If you want SupportAssist to directly connect to the Internet, select Connect directly.
3. If you want SupportAssist to connect to the Internet using a proxy network, perform the following steps:
   a. Select Connect using proxy.
   b. Enter the address, port number, username, and password details.
   \[\text{NOTICE: You can enter a maximum of five digits for the port number.}\]
4. Click Save.
   The Home page is displayed.

Scheduled scans and optimizations

By default, SupportAssist scans your PC to detect hardware issues, driver updates, and the required PC optimizations. The default frequency of the scans depend on your PC service plan.

If an urgent driver update, hardware issue, or a virus or malware is detected during the scan, a notification is displayed. The type of notification depends on the operating system that is installed on the PC. See Notifications on taskbar or Windows Action Center on page 16. If your PC has an active ProSupport Plus or Premium Support Plus service plan, SupportAssist automatically optimizes your PC after the scan.

Schedule automatic scans and optimizations

Prerequisites
You must have administrator rights on the PC.

About this task
SupportAssist automatically scans your PC for driver updates, hardware issues, and the required optimizations. You can select the preferred time, frequency, and day when you want SupportAssist to scan your PC.

Steps
1. On the top-right corner of the SupportAssist user interface, click the settings icon, click Settings, and then click Schedule scans and Optimizations.
2. Enable automatic PC scans and optimizations.
3. Select the time, frequency, and day when you want to run the scan.
   The date of the next scheduled scan is displayed.
4. Click Save.
   The Home page is displayed.
Manually upgrade SupportAssist

Prerequisites

- You must have administrator rights on the PC.
- You must be signed in to SupportAssist.

About this task

Upgrading SupportAssist enables you to receive the latest features and ensures that your PC is running at its best. If a newer version is available, SupportAssist automatically upgrades to the new version. You can also manually check and upgrade SupportAssist.

**NOTE:** SupportAssist upgrades are not available for PCs running Windows 7 operating system.

Steps

1. On the top-right corner of the SupportAssist user interface, click the settings icon, and then click **About SupportAssist**. SupportAssist automatically checks if a newer version of SupportAssist is available.
   - If no update is available, and a message indicating that the latest version of SupportAssist is installed are displayed.
   - If a newer version of SupportAssist is available, and the **Update Now** link are displayed.
2. Click **Update Now**.

Results

The latest version of SupportAssist is downloaded and installed on the PC.

Notifications

By default, SupportAssist displays notifications about hardware and software issues, driver updates, open support requests, service plan, and so on.

Notifications on SupportAssist user interface

The following table provides a summary of the notifications that are displayed when you open SupportAssist:

<table>
<thead>
<tr>
<th>When the notification is displayed</th>
<th>Action</th>
</tr>
</thead>
</table>
| A SupportAssist profile has not been created. | - Click **Complete Profile** to create a SupportAssist profile. See Create SupportAssist profile on page 12.  
- Click **Remind Me Later** to view the notification when you reopen SupportAssist after 24 hours.  
- Click **Never Remind Me** to stop SupportAssist from displaying the notification again. |
| Dell technical support is still working on a support request that is created for your PC. | - Click **Check status online** to view the status of the support request online.  
- Click **Dismiss** to hide the notification. |
| If you have not optimized your PC in the last 28 days | - Click **Run all** to run all the scans and optimizations on your PC.  
- Click **Remind Me Later** to view the notification when you reopen SupportAssist after 24 hours.  
- Click **Cancel** to hide the notification. |
| Service plan of the PC is about to expire, or has expired. | - Click **Renew** to renew the PC service plan.  
- Click **Remind Me Later** to view the notification when you reopen SupportAssist after 24 hours. |
Table 4. Notifications on the SupportAssist user interface (continued)

<table>
<thead>
<tr>
<th>When the notification is displayed</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>You renewed your PC service plan</td>
<td>Click OK to hide the notification.</td>
</tr>
<tr>
<td>[37x768]You deferred migrating your files and settings using Dell Migrate service.</td>
<td>Click the notification to go to the Dell Migrate home page.</td>
</tr>
<tr>
<td>During a scheduled scan, an urgent driver update is detected.</td>
<td>Click the notification to see the driver details page. For instructions to install driver updates, see Install driver updates on page 21.</td>
</tr>
<tr>
<td>A support request must be created for a hardware issue that is detected during a manually initiated or a scheduled scan.</td>
<td>Click the notification to see the issue details page. For instructions to create a support request, see Create support request for issue detected by a scan on page 31.</td>
</tr>
<tr>
<td>A support request is automatically created for a hardware issue that is detected during a manually initiated or a scheduled scan.</td>
<td>No action required.</td>
</tr>
<tr>
<td>Potentially unwanted programs (PUPs) are detected during a manually initiated or a scheduled scan.</td>
<td>Click the notification to review and remove the PUPs that were detected by the scan. For instructions to remove the PUPs, see Remove potentially unwanted programs on page 29.</td>
</tr>
<tr>
<td>Viruses or malware is detected during a manually initiated scan or a scheduled scan.</td>
<td>Click the notification to see the details of the viruses or malware that was detected during the scan.</td>
</tr>
<tr>
<td>Service plan of the PC is about to expire, or has expired.</td>
<td>Click the notification to open SupportAssist. A link to renew the service plan is displayed on the SupportAssist user interface.</td>
</tr>
<tr>
<td>Status of the support request that is created for your PC was recently updated.</td>
<td>Click the notification to open SupportAssist and view the status of the support request online.</td>
</tr>
</tbody>
</table>

NOTE: The notification is not displayed when the support request is closed.

Notifications on taskbar or Windows Action Center

Depending on the type of operating system installed on your PC, SupportAssist displays notifications on the taskbar or in the Windows Action Center:

- On Microsoft Windows 8, or 8.1, notifications are displayed on the taskbar.
- On Microsoft Windows 10, notifications are in the Windows Action Center.

The following table provides a summary of the different types of notifications that are displayed on the taskbar or in the Windows Action Center.

Table 5. Taskbar or Windows Action Center notifications

<table>
<thead>
<tr>
<th>When the notification is displayed</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>You deferred migrating your files and settings using Dell Migrate service.</td>
<td>Click the notification to go to the Dell Migrate home page.</td>
</tr>
<tr>
<td>During a scheduled scan, an urgent driver update is detected.</td>
<td>Click the notification to see the driver details page. For instructions to install driver updates, see Install driver updates on page 21.</td>
</tr>
<tr>
<td>A support request must be created for a hardware issue that is detected during a manually initiated or a scheduled scan.</td>
<td>Click the notification to see the issue details page. For instructions to create a support request, see Create support request for issue detected by a scan on page 31.</td>
</tr>
<tr>
<td>A support request is automatically created for a hardware issue that is detected during a manually initiated or a scheduled scan.</td>
<td>No action required.</td>
</tr>
<tr>
<td>Potentially unwanted programs (PUPs) are detected during a manually initiated or a scheduled scan.</td>
<td>Click the notification to review and remove the PUPs that were detected by the scan. For instructions to remove the PUPs, see Remove potentially unwanted programs on page 29.</td>
</tr>
<tr>
<td>Viruses or malware is detected during a manually initiated scan or a scheduled scan.</td>
<td>Click the notification to see the details of the viruses or malware that was detected during the scan.</td>
</tr>
<tr>
<td>Service plan of the PC is about to expire, or has expired.</td>
<td>Click the notification to open SupportAssist. A link to renew the service plan is displayed on the SupportAssist user interface.</td>
</tr>
<tr>
<td>Status of the support request that is created for your PC was recently updated.</td>
<td>Click the notification to open SupportAssist and view the status of the support request online.</td>
</tr>
</tbody>
</table>

Banners on SupportAssist home page

When the service plan of your PC is nearing expiry or has expired:

- A notification is displayed on the SupportAssist user interface.
- Depending on the operating system installed on your PC, a notification is displayed on the taskbar or in Windows Action Center.
- A banner is displayed on the SupportAssist Home page.

You can renew or upgrade your service plan by using the links that are provided in the notification or banner. For information about the notifications that are displayed on the SupportAssist user interface, see Notifications on SupportAssist user interface on page 15. For information about notifications that are displayed on the taskbar or Windows Action Center, see Notifications on taskbar or Windows Action Center.

The following table describes the banners that are displayed on the Home page:
## Table 6. Banners on SupportAssist home page

<table>
<thead>
<tr>
<th>When the banner is displayed</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>If you have purchased Dell Migrate service and not migrated your files and settings within 90 days</td>
<td>Click Yes to go to the Dell Migrate home page.</td>
</tr>
<tr>
<td>You have not logged in as an administrator into the PC on which the Dell Migrate service is enabled.</td>
<td>Log in as an administrator to migrate your files and settings.</td>
</tr>
<tr>
<td>0 to 60 days before the service plan expires.</td>
<td>Click Renew to renew the service plan online.</td>
</tr>
<tr>
<td>The service plan has expired and is within the renewable period.</td>
<td>Click Renew to renew the service plan online.</td>
</tr>
<tr>
<td>The service plan has expired and is not within the renewable period.</td>
<td>Click Contact Dell to extend or upgrade the service plan.</td>
</tr>
</tbody>
</table>

⚠ **NOTE:** The online renewal capability is available only for PCs in the United States.

### Disable SupportAssist notifications

**Prerequisites**

You must have administrator rights on the PC.

**About this task**

You can disable SupportAssist from displaying notifications on your PC. However, SupportAssist displays notifications about hardware issues and urgent driver updates that are detected during a scan even if you disable the notifications.

**Steps**

1. On the top-right corner of the SupportAssist user interface, click the settings icon, click Settings, and then click Notifications.
2. Clear the I want to receive notifications about hardware and software issues, driver updates, Support Requests, and other alerts for my PC check box and click Save.
   
   The Home page is displayed.

### Uninstall SupportAssist

**Prerequisites**

The SupportAssist user interface must not be open on the PC.

**Steps**

1. Click Start, go to Control panel > Programs, and then click Programs and Features.
   
   The Uninstall or change a program page is displayed.
2. Right-click Dell SupportAssist, and click Uninstall.
3. When you are prompted to confirm the uninstallation, click Yes.

**Results**

SupportAssist is uninstalled.
Dell Migrate is a service that enables you to securely migrate your personal files and settings to your Dell PC from any other PC running Windows operating system.

**NOTE:** The Dell Migrate service is available only for Inspiron, XPS, and Alienware PCs in U.S.

In this document, the term **source PC** refers to the PC from which you want to migrate your files and settings. The term **target PC** refers to the PC to which you want to migrate your files and settings.

Dell Migrate enables you to migrate your personal files such as documents, photos, music, videos, and so on.

The following table lists the type of settings that can also be migrated from your source PC using Dell Migrate:

**Table 7. Type of settings that can be migrated using Dell Migrate**

<table>
<thead>
<tr>
<th>Type</th>
<th>Settings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date and time</td>
<td>• Additional calendar and clocks</td>
</tr>
<tr>
<td></td>
<td>• User locale</td>
</tr>
<tr>
<td>Personalization</td>
<td>• Background</td>
</tr>
<tr>
<td></td>
<td>• File Explorer Options</td>
</tr>
<tr>
<td></td>
<td>◦ General</td>
</tr>
<tr>
<td></td>
<td>◦ Folder views</td>
</tr>
<tr>
<td></td>
<td>◦ Advanced</td>
</tr>
<tr>
<td></td>
<td>• Taskbar</td>
</tr>
<tr>
<td></td>
<td>• Colors</td>
</tr>
<tr>
<td>Hardware</td>
<td>• Phone and Modem</td>
</tr>
<tr>
<td></td>
<td>• Fax options and accounts</td>
</tr>
<tr>
<td>Bookmarks</td>
<td>• Favorites in Internet Explorer</td>
</tr>
<tr>
<td></td>
<td>• Bookmarks saved in Google Chrome and Mozilla Firefox</td>
</tr>
<tr>
<td>User Control</td>
<td>• Mouse properties</td>
</tr>
<tr>
<td></td>
<td>◦ Primary and secondary buttons</td>
</tr>
<tr>
<td></td>
<td>◦ Pointer schemes</td>
</tr>
<tr>
<td></td>
<td>• Keyboard</td>
</tr>
<tr>
<td></td>
<td>◦ Character repeat delay</td>
</tr>
<tr>
<td></td>
<td>◦ Character repeat rate</td>
</tr>
<tr>
<td></td>
<td>◦ Cursor blink rate</td>
</tr>
<tr>
<td></td>
<td>• PC sound</td>
</tr>
<tr>
<td></td>
<td>◦ Playback</td>
</tr>
<tr>
<td></td>
<td>◦ Communications</td>
</tr>
<tr>
<td></td>
<td>◦ Sound theme</td>
</tr>
<tr>
<td>Accessibility</td>
<td>• High contrast</td>
</tr>
<tr>
<td></td>
<td>• Magnifier</td>
</tr>
<tr>
<td></td>
<td>• Color filters</td>
</tr>
<tr>
<td></td>
<td>• Toggle keys, sticky keys, and filter keys settings for keyboard.</td>
</tr>
</tbody>
</table>
Migrate data from source to target PC

Prerequisites
Ensure the following:
• The operating system that is installed on the source PC is Windows 8 or later.
• The operating system that is installed on the target PC is Windows 10.
• The source and target PCs are connected to an electrical outlet.
• You are logged in to source and target PCs as an administrator.
• The source and target PCs are connected to the same local network.
• Sufficient disk space is available on the target PC.
• No applications are running on the source and target PCs.
• The language in SupportAssist is set to English. For instructions to change your language setting, see Change language setting on page 11.

Steps
1. On the source PC, perform the following steps:
   b. Download and run Dell data assistant.exe.
      Dell Data Assistant checks for a target PC that is connected to the same local network. If a target PC is detected, a verification code is displayed on the source PC.
2. On the target PC, perform the following steps:
   a. Open SupportAssist and click Go now.
   b. Perform one of the following steps:
      • On the bottom-left corner of the SupportAssist home page, click Go now.
      • Go to Troubleshooting > Copy my files and settings from another PC, and then click Go now.
   c. On the Dell Migrate home page, click Get started.
   d. Click Connect.
      • Dell Migrate checks for a source PC that is connected to the same local network.
      • The Troubleshooting, History, and the Get Support tabs are disabled.
   e. Enter the verification code that is displayed on the source PC.
      If the code is verified successfully:
      • The accounts used to log in to the source and target PCs are verified. If you used different accounts, a message is displayed to confirm if you want to continue the migration. Click Continue to perform the migration.
      NOTE: During migration, only the files and settings of the current user profile in the source PC are migrated to the current user profile in the target PC.
      • The source and target PCs are paired.
      • Dell Migrate scans the source PC for your files and settings that can be migrated.
3. By default, all your files and settings that can be migrated from the source PC are selected. If you want to select your files and settings that must be migrated, select Let me choose what to move. For more information on the files and type of settings that can be migrated, see Change language setting on page 11.
The files and settings that are detected on the source PC are displayed.
4. Optionally, if you want to manually select the drive to which your files and settings must be migrated to, perform the following steps:
   a. On the left pane, click Change.
   b. Select the required drive, and click Apply.
5. Click Migrate now.
   After the migration is completed, a summary is displayed with the following information:
   • Size of the files migrated
   • Time taken to migrate the files and settings
   • Number of files and settings that were migrated
   • Number of files or settings that were not migrated
   • Number of files that were backed up or replaced
6. Perform one of the following steps:
• If all your files and settings were migrated successfully, click **OK**.
• If some of your files or settings were not migrated, click **Show skipped files** to view the details or click **Retry** to migrate your files or settings again.

7. Optionally, click **to view the migration summary or click **to provide your feedback to Dell.

   **NOTE:** For any assistance on migrating your files and settings using Dell Migrate, contact Dell technical support. The support options available for your PC are displayed on the Get Support page. See **Getting support** on page 36.

8. Click **Home**.
The SupportAssist home page is displayed.
Drivers and downloads overview

By default, SupportAssist scans your PC every week to detect updates available for drivers and Dell applications that are installed on your PC. If required, you can configure the frequency in which SupportAssist performs the scan. See Scheduled scans and optimizations on page 14. Updating the drivers helps improve PC performance and patch security risks.

**NOTE:** In this document, the term driver refers to BIOS, drivers, firmware, and Dell applications installed on your PC.

Figure 4. Notifications on Get Drivers & Downloads tile

**Severity categorization of updates**

SupportAssist categorizes the updates based on their severity as follows:

- **Urgent**—updates that can prevent potential security threats to your PC.
- **Recommended**—updates that can improve the performance of your PC.
- **Optional**—updates that you can choose to install, if necessary.

**NOTE:** If an urgent or recommended update is available, a notification is displayed. For information on the types of notification that are displayed by SupportAssist, see Notifications on page 15.

**Install driver updates**

**Prerequisites**

You must have administrator rights on the PC.

**About this task**

SupportAssist scans your PC and proactively suggests updates available for your PC drivers and Dell applications that are installed on your PC. Before installing a driver update, SupportAssist automatically creates a restore point. You can use the restore point to uninstall the driver update and return the PC to its previous state. At a given time period, SupportAssist can retain only three restore points. If a new restore point must be created, the oldest restore point is automatically removed.
By default, SupportAssist is authorized to temporarily suspend data encryption to install some updates on a BitLocker enabled system. To disable this authorization, go to Settings > Privacy, and then clear the appropriate permission.

⚠️ CAUTION: You cannot uninstall a BIOS update.

注意事项：默认情况下，创建还原点的设置已禁用。您必须启用该设置以允许 SupportAssist 创建还原点。

步骤
1. 打开 SupportAssist 并单击√。
2. 在 Get Drivers & Downloads 图标上，单击 Run。
   - 如果有可用的更新，您将收到通知，告知更新类型和可用更新的数量。
   - 如果 SupportAssist 无法检测到您的 PC 上可用的更新，将显示一个适当的错误消息。

   注意：图标的通知取决于更新的严重性。有关显示在图标的类型的通知的更多信息，请参阅 Get Drivers and Downloads tile notifications on page 22。
3. 单击 Update Now。
   - 驱动程序页面将显示。
4. 选择要安装的更新并单击 Install。

   注意：某些驱动程序更新必须与其他一个或多个其他驱动程序一起安装才能正常工作。您必须选择所有这些相关驱动程序，然后单击 Install。

   - 对于自动安装的更新，√和 Done 状态将在 Status 列中显示。
   - 如果更新必须手动安装，一个 Install 链接将在 Status 列中显示，该链接会在下载完成后显示。更新可以由单击 Install 链接来安装。

   注意：您可能需要重新启动您的 PC 以完成某些驱动程序的安装。
5. 单击 Finish。
   - 主页将显示。主页上显示已安装的驱动程序数量。
6. 如果更新需要重新启动，请单击 Restart Now 重新启动 PC。
   - 您将被提示保存您的文件并关闭所有应用程序。
7. 单击 Restart。
   - PC 将自动重新启动以完成安装。

卸载驱动程序更新

先决条件
您必须在 PC 上具有管理员权限。

关于此任务
如果您在更新驱动程序后遇到问题，可以卸载该更新并恢复 PC 到其先前的状态。

步骤
1. 打开 SupportAssist 并单击 History。
2. 在 History 页面上，单击所需的 Restore System 链接。
   - 显示一条消息，说明 PC 将被恢复到创建还原点时的状态。
3. 单击 Restore。
   - PC 将自动重新启动以卸载更新。

Get Drivers and Downloads tile notifications

以下表格描述了在 Get Drivers & Downloads 图标上显示的不同状态通知：

Drivers and downloads overview
### Table 8. Get Drivers & Downloads tile notifications

<table>
<thead>
<tr>
<th>Update icon</th>
<th>Tile icon</th>
<th>Update type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>No icon is displayed.</td>
<td><img src="image" alt="Icon" /></td>
<td>Optional or no update available</td>
<td>No update is available or an optional update is available.</td>
</tr>
<tr>
<td><img src="image" alt="Icon" /></td>
<td><img src="image" alt="Icon" /></td>
<td>Recommended</td>
<td>Only recommended type of updates are available.</td>
</tr>
<tr>
<td><img src="image" alt="Icon" /></td>
<td><img src="image" alt="Icon" /></td>
<td>Urgent</td>
<td>Only urgent or multiple types of updates are available.</td>
</tr>
</tbody>
</table>
Running a hardware scan enables you to detect hardware issues on your PC. By default, SupportAssist scans your PC hardware once a month to detect hardware issues. You can also manually perform the following to identify a hardware issue:

- Scan a specific hardware component
- Run a quick hardware scan
- Run a stress test

NOTE: If SupportAssist is minimized and an issue is detected during a scan, a notification is displayed on the Scan Hardware tile. The notification is retained on the tile for up to seven days. If you do not create a support request for the issue within seven days, the notification is automatically removed.

For certain hardware issues, the issue title is displayed above the tiles and a notification is displayed on the Scan Hardware tile. The notification that is displayed on the tile depends on the severity of the issue. For information on the type of notifications that are displayed on the tile, see Scan Hardware tile notifications on page 25.

Scan specific hardware component

About this task
SupportAssist enables you to scan a specific hardware component that is installed in your PC. The steps to run a scan depend on the hardware component that you select.

The following steps are applicable for scanning the hard drive.

Steps
1. Open SupportAssist and click the Troubleshooting tab.
2. Click I want to troubleshoot my PC and then click I want to check a specific piece of hardware.
   The list of hardware components that are available in your PC is displayed.
   NOTE: To update the list of hardware components displayed, click Refresh hardware list.
3. In the Storage Devices section, click Hard Drive.
4. Select the test type, and click Run Test.

Results
- If no issue is detected, Passed status and ✓ are displayed.
- If an issue is detected and it does not require creating a support request, Failed status and ✗ are displayed.
- If an issue is detected and requires creating a support request, the issue details page is displayed. For instructions to create a support request, see Create support request for issue detected by a scan.

Run quick hardware scan

About this task
A quick scan on your PC detects issues in hardware components such as the hard drive, processor, memory module, and so on.

NOTE: You must have administrator rights on the PC to create a support request for an issue that is detected during the scan. For instructions to know your user account type, see the operating system documentation at Microsoft.com/support.
Steps

1. Open SupportAssist and click \(\checkmark\).
2. On the **Scan Hardware** tile, click **Run**.

Results

- If no issue is detected, an appropriate notification is displayed on the tile.
- If an issue is detected and it requires creating a support request, the optimization tiles are disabled and the issue details page is displayed. For instructions to create a support request, see Create support request for issue detected by a scan on page 31.
- If an issue is detected and it does not require creating a support request, the issue title is displayed above the tiles, a notification is displayed on the **Scan Hardware** tile, and the optimization tiles are disabled. If you want to enable the tiles, click **Skip**.

**Run stress test**

About this task

A stress test detects issues in components such as the PC board, optical drives, and camera. It also detects issues in components scanned during a quick scan.

⚠️ **CAUTION:** During a stress test, you can see flashes on your screen and you may not be able to use your PC.

Steps

1. Open SupportAssist and click the **Troubleshooting** tab.
2. Click **I want to troubleshoot my PC** and then click **I want to scan my entire PC**.
3. Click **Start**.
   A message is displayed prompting you to save your files and to close all applications.
4. After you save your files and close all the applications, click **OK** to run the test.
   During the test, the name of the task that is running is displayed above the tiles and the scan progress is displayed on the **Scan Hardware** tile.

Results

- If no issue is detected, an appropriate notification is displayed on the tile.
- If an issue is detected and requires creating a support request, the optimization tiles are disabled and the issue details page is displayed. For instructions to create a support request, see Create support request for issue detected by a scan on page 31.
- If an issue is detected and does not require creating a support request, the issue title is displayed above the tiles, a notification is displayed on the **Scan Hardware** tile, and the optimization tiles are disabled. If you want to enable the optimization tiles, click **Skip**.

**Scan Hardware tile notifications**

The following table describes the different status notifications that are displayed on the **Scan Hardware** tile when an issue is detected during a quick hardware scan or a stress test on the PC:

<table>
<thead>
<tr>
<th>Status icon</th>
<th>PC icon</th>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>No icon is displayed.</td>
<td>![PC icon]</td>
<td>Normal</td>
<td>No hardware issues have been detected.</td>
</tr>
<tr>
<td>!</td>
<td>![Warning icon]</td>
<td>Warning</td>
<td>![NOTE:][1] If a warning type issue is detected, the PC optimization tiles are disabled. Click Skip to enable the tiles.</td>
</tr>
<tr>
<td>⫸</td>
<td>![Critical icon]</td>
<td>Critical</td>
<td>A hardware issue has been detected in the memory module or hard drives.</td>
</tr>
</tbody>
</table>

[1]: #note
Table 9. Scan Hardware tile notifications (continued)

<table>
<thead>
<tr>
<th>Status icon</th>
<th>PC icon</th>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td><strong>NOTE:</strong> If a critical hardware issue is detected, the PC optimization tiles are disabled until you create a support request.</td>
</tr>
</tbody>
</table>
Optimizing your PC

SupportAssist helps you optimize your PC by running a series of diagnostics to identify modifications to files and settings of your PC. SupportAssist optimizations helps you improve your PC speed, storage space availability, and PC stability by performing the following on your PC:

- Cleaning temporary files
- Tuning PC performance
- Optimizing network
- Removing viruses, malware, and potentially unwanted programs (PUPs)

Figure 5. PC optimization

Clean files

About this task
SupportAssist removes redundant files, temporary folders, and other unnecessary clutter from your PC.

Steps
1. Open SupportAssist and click Run.
2. On the Clean Files tile, click Run.

During the optimization, the name of task that is running is displayed above the tiles and the progress of scan is displayed on the tile.

**CAUTION:** If you cancel the optimization while it is in progress, the changes that were performed are not reversed.

Results
The amount of hard drive space that is saved is displayed on the Clean Files tile, the Home page, and the History page.
Tune PC performance

About this task
SupportAssist adjusts the power settings, registry, and memory allocation to maximize your PC processing speed.

Steps
1. Open SupportAssist and click \( \checkmark \).
2. On the Tune Performance tile, click Run.
   During the optimization, the name of task that is running is displayed above the tiles and the progress of scan is displayed on the tile.
   \( \triangle \) CAUTION: If you cancel the optimization while it is in progress, the changes that were performed are not reversed.

Results
After the optimization is complete, an appropriate notification is displayed on the tile.

Optimize network

About this task
SupportAssist updates your PC settings keep your network efficient and reliable.

Steps
1. Open SupportAssist and click \( \checkmark \).
2. On the Optimize Network tile, click Run.
   During the optimization, the name of task that is running is displayed above the tiles and the progress of scan is displayed on the tile.
   \( \triangle \) CAUTION: If you cancel the optimization while it is in progress, the changes that were performed are not reversed.

Results
After the optimization is complete, an appropriate notification is displayed on the tile.

Remove viruses and malware

About this task
SupportAssist isolates and removes the files that are infected by viruses and malware to keep your PC secure. It also detects potentially unwanted programs (PUPs) installed on your PC.

\( \triangle \) NOTE: The virus and malware removal capability is available only for PCs with an active ProSupport Plus or Premium Support Plus service plan.

\( \triangle \) NOTE: The virus and malware removal capability is not available in certain regions, for example, China.

Steps
1. Open SupportAssist and click \( \checkmark \).
2. On the Remove Viruses & Malware tile, click Run.
   During the optimization, the name of task that is running is displayed above the tiles and the progress of scan is displayed on the tile.
   \( \triangle \) CAUTION: If you cancel the optimization while it is in progress, the changes that were performed are not reversed.
Results

• The number of viruses and malware removed are displayed on the Remove Viruses & Malware tile, Home page, and on the History page.
• If PUPs are detected on the PC, the number of PUPs detected is displayed on the Remove Viruses & Malware tile. For instructions to remove PUPs, see Remove potentially unwanted programs on page 29.

Remove potentially unwanted programs

Prerequisites
You must have administrator rights on the PC.

About this task
Potentially unwanted programs (PUPs) are programs that are installed in the background when you install an application. PUPs reduce your PC performance or display unwanted advertisements.

SupportAssist detects PUPs on your PC through a manually initiated or automated virus and malware scan. If PUPs are detected, the Remove Viruses & Malware tile icon is displayed in red color and the number of PUPs that were detected is displayed on the tile. You can review and remove the PUPs that were detected on your PC.

NOTE: If PUPs are detected during an automated scan, a notification is displayed. For information about the types of notification that are displayed by SupportAssist, see Notifications on page 15.

Steps

1. Open SupportAssist.
2. On the Remove Viruses & Malware tile, click View.
   The PUPs details page is displayed.
   NOTE: By default, all the PUPs are selected. You can review and clear the selections of the PUPs that you do not want to remove from the PC.
3. Click the Click here for more details link to view more information about a PUP.
4. Click Remove and then click Confirm.
   The selected PUPs are removed from the PC.
5. Click OK.

Results
The number of PUPs removed is displayed on the Home page and the History page.

Run all PC scans and optimizations

About this task
A complete PC scan identifies hardware issues, required optimizations, and updates to drivers or Dell applications that are installed on your PC.

Steps

1. Perform one of the following steps:
   • Open SupportAssist and click Start Now.
   • Open SupportAssist, click , and then click Run all.
   During the optimization, the name of task that is running is displayed above the tiles and the progress of scan is displayed on the tile.
   CAUTION: If you cancel the optimization while it is in progress, the changes that were performed are not reversed.

After the scan is complete, the following are observed:
• If no issue is detected and there are no updates, an appropriate message is displayed on each tile. The amount of hard drive space that is saved, and the number of viruses or malware that is removed is displayed on the home page.
• If driver or application updates are detected during the scan, the update type and the number of available updates are displayed on the **Get Drivers & Downloads** tile. For instructions to install these updates, see **Install driver updates** on page 21.

• If a hardware issue is detected and it requires creating a support request, the issue details page is displayed. For instructions to create a support request, see **Create support request for issue detected by a scan** on page 31.

• If an issue is detected and it does not require creating a support request, the issue title is displayed above the tiles and a notification is displayed on the **Scan Hardware** tile after all the scans are complete.

  **NOTE:** The type of notification depends on the severity of the hardware issue. For information on the types of notification that are displayed by SupportAssist, see **Notifications** on page 15. Click Skip to hide the issue notification.

• If potentially unwanted programs (PUPs) are detected, a notification is displayed on the **Remove Viruses & Malware** tile. For instructions to remove PUPs, see **Remove potentially unwanted programs** on page 29.

  **NOTE:** View details of the scans and optimizations that are performed on your PC on the History page.

2. If the issue persists after the scan is complete, click **Still Need Help** to manually create a support request.

  **NOTE:** The manual support request creation capability is applicable only for PCs with an active Premium Support, ProSupport, Premium Support Plus, or ProSupport Plus service plan.

The support request page is displayed. For instructions to manually create a support request, see **Manually create a support request** on page 32.
SupportAssist helps you proactively and periodically monitor your PC for hardware or software issues. If an issue is detected on your PC, SupportAssist enables you to create a support request with Dell technical support. Depending on the service plan of your PC, SupportAssist may also automatically create a support request for the issue.

NOTE: The automatic support request creation capability is not available for PCs with an expired warranty.

Create support request for issue detected by a scan

Prerequisites
On PCs with operating system build number 16299 or later, you must have administrator rights on the PC. For steps to see the build number of the operating system installed on your PC, see Frequently asked questions on page 39.

About this task
If a support request must be created for an issue that is detected during a manually initiated or an automated scan:

- The PC optimization tiles are disabled.
- The links to troubleshoot hardware issues are disabled on the Troubleshooting page.
- If the SupportAssist user interface is minimized during the scan, a notification is displayed on the Scan Hardware tile. For information on the type of notifications that are displayed on the tile, see Scan Hardware tile notifications on page 25.
- If the SupportAssist user interface is open, the issue details page is displayed.

Steps
1. Open SupportAssist.
2. Click Fix Now.

   NOTE: If you do not have administrator rights on the PC and a SupportAssist profile is not created, an appropriate message is displayed. You must sign in to the PC as an administrator, create a profile, and then try again.

   NOTE: If ! is displayed on the tile, click Skip and create the support request later. If you click Skip, the PC optimization tiles and the links in the Troubleshooting page are enabled.

   The issue details page is displayed.

   NOTE: For XPS, Inspiron, and Alienware PCs in certain regions with an expired service plan, a link to purchase the hardware component is displayed.

3. Click Next.

   - If you have not accepted the SupportAssist terms and conditions, a message is displayed indicating that you have not accepted the SupportAssist terms and conditions. Click the Read SupportAssist terms & conditions link, accept the terms and conditions, click Save, and then try again.
   - If SupportAssist is unable to connect to the Internet, a message is displayed. Click the troubleshooting links displayed below the message to fix the issue and try again.
   - If you have not created a SupportAssist profile, the Dell My Account Sign In page is displayed. To continue, create a SupportAssist profile and click Finish.
   - If you have already created a SupportAssist profile, the contact information and shipping address are displayed. If you want to update the contact information and shipping address, click Edit, make the necessary updates, and then click Finish.

   NOTE: If you do not have administrator rights on the PC, you cannot edit the contact information and shipping address.

4. On the issue summary page, click Done.
NOTE: You can view the details and track the status of the support request on the History page.

The tiles view of the Home page is displayed, and the Support Request Open status is displayed on the Scan Hardware tile.

Manually create a support request

About this task
Depending on the service plan of your PC, you can manually create a support request for issues that are not detected by SupportAssist. For information on the SupportAssist capabilities for different service plans, see SupportAssist capabilities and Dell service plans on page 6.

Steps
1. Open SupportAssist and click the Get Support tab.
2. Click Open a Support Request.
   - If the SupportAssist scans and optimizations are not performed in the last 24 hours, all the scans are automatically initiated. If an issue is detected on your PC, the scan is stopped and the issue details page is displayed. For instructions to create a support request, see Create support request for issue detected by a scan.
   - If the SupportAssist scans and optimizations are performed in the last 24 hours, the support request page is displayed.
   - If a notification for a hardware issue is already displayed on the Home page, the issue details page is displayed. For instructions to create a support request, see Create support request for issue detected by a scan.
   - If you do not have administrator rights on the PC and a SupportAssist profile is not created, an appropriate message is displayed. You must sign in to PC as an administrator, create a profile, and then try again.
3. If the support request page is displayed:
   a. From the Select a category list, select an appropriate issue category.
   b. Enter the description of the issue.
   c. Click Next.
      - If you have not accepted the SupportAssist terms and conditions, a message is displayed indicating that you have not accepted the SupportAssist terms and conditions. Click the Read SupportAssist terms & conditions link, accept the terms and conditions, click Save, and then try again.
      - If you have not created a SupportAssist profile, the Dell My Account Sign In page is displayed. To continue, create a SupportAssist profile and click Finish.
      - If you have already created a SupportAssist profile, the contact information and shipping address are displayed. If you want to update the contact information and shipping address, click Edit, make the necessary updates, and then click Finish.
      - NOTE: If you do not have administrator rights on the PC, you cannot edit the contact information and shipping address.
4. On the issue summary page, click Done.
   NOTE: You can view the details and track the status of the support request on the History page.

The tiles view of the Home page is displayed, and the Support Request Open status is displayed on the Scan Hardware tile.

Issue details page

The following table describes the information displayed on the issue details page:

<table>
<thead>
<tr>
<th>Information</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Tag</td>
<td>The unique identifier of the PC. The Service Tag is an alpha-numeric identifier.</td>
</tr>
<tr>
<td>Warranty</td>
<td>The service plan and its expiry date.</td>
</tr>
<tr>
<td>Issue</td>
<td>The details of the issue for which the support request is created.</td>
</tr>
<tr>
<td>Solution</td>
<td>The recommended solution.</td>
</tr>
<tr>
<td>Information</td>
<td>Description</td>
</tr>
<tr>
<td>-----------------------------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>I would like onsite support&lt;br&gt;NOTE: This option is available only in certain regions and is displayed only for PCs with an active Premium Support, Premium Support Plus, ProSupport, or ProSupport Plus service plan.</td>
<td>Select this check box if you want a Dell support technician to visit your site to replace the part.</td>
</tr>
</tbody>
</table>

### Issue summary page

The following table describes the information that is displayed on the issue summary page:

<table>
<thead>
<tr>
<th>Information</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Tag</td>
<td>The unique identifier of the PC. The Service Tag is an alpha-numeric identifier.</td>
</tr>
<tr>
<td>Warranty</td>
<td>The service plan and its expiry date.</td>
</tr>
<tr>
<td>Issue</td>
<td>The details of the issue for which the support request is created.</td>
</tr>
<tr>
<td>Support Request #</td>
<td>The support request number for the issue.</td>
</tr>
</tbody>
</table>

### Dispatchable parts

When SupportAssist detects an issue on your PC, a replacement part may be automatically dispatched to you depending on your PC service plan.

The following parts may be dispatched automatically:

- Hard drive
- Memory module
- Optical drive
- Keyboard
- Mouse
- Battery
- Video card
Troubleshooting overview

The Troubleshooting page enables you to troubleshoot issues in network connectivity and PC performance. It also enables you to scan a specific hardware component or the entire PC for hardware issues. It also provides links to video tutorials to troubleshoot issues in operating system, PC hardware, software, and Internet connectivity.

The troubleshooting links enabled for you depends on your user account type. For instructions to know your user account type, see the operating system documentation at Microsoft.com/Support.

**NOTE:** If a hardware issue is detected or a support request is created for a hardware issue, the links to troubleshoot hardware issues are disabled.

The Troubleshooting page also enables you to set up your PC by configuring the following:

- Microsoft Office account
- Automatic Windows updates
- Email account
- Printer
- Browser home page
- Desktop wallpaper
- Automatic application updates, Live Tile, and Video Autoplay settings in Microsoft Store

**NOTE:** These options are available only for PCs running Windows 10 operating system.

![SupportAssist](image)

**Figure 6. Troubleshooting page**
The **History** page displays information about the SupportAssist activities and events that are performed in the last 90 days in a chronological order. The activities that are listed include software optimizations, troubleshooting tasks, driver updates, hardware scans, and so on.

By default, information about events and activities that are performed during the current week are displayed. You can view the details for a specific day or an entire month. You can also view the history of a particular type of event by selecting the required event type in the **Select History View** list.

Depending on the service plan of your PC, the number of driver updates that are installed, hard drive space saved, and number of viruses or malware deleted are displayed.

---

**Figure 7. History page**
Getting support

SupportAssist enables you to contact Dell technical support agents through phone, chat, or social media.

The Get Support page lists the help and support options available for your PC. The help and support options that you can access vary based on the service plan of your PC and your region. For information about the help and support options available for various service plans, see SupportAssist capabilities and Dell service plans on page 6.

**NOTE:** If Internet connectivity is not available, you can only view the Dell technical support contact numbers for your region.

Your contact options

![SupportAssist interface](image)

Figure 8. Get Support page

The following table describes the help and support options that are displayed on the Get Support page:

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Carry-in Service Locator¹</td>
<td>Find the nearest Dell authorized carry-in service center based on ZIP or postal code, city, or state.</td>
</tr>
<tr>
<td>Call us¹</td>
<td>Depending on your region, contact Dell technical support using the displayed contact numbers.</td>
</tr>
<tr>
<td>Connect with Social Media</td>
<td>Contact Dell technical support through social media platforms such as WeChat, WhatsApp, Facebook Messenger, or Line depending on your region.</td>
</tr>
<tr>
<td>Open a Support Request</td>
<td>Manually create a support request for a hardware or software issue. For instructions to create a support request, see Manually create a support request on page 32.</td>
</tr>
<tr>
<td>Start Dell RemoteAssist Session</td>
<td>Allow a technical support agent to access your PC remotely to troubleshooting an issue. For instructions to start a session, see Start Dell RemoteAssist session on page 38.</td>
</tr>
<tr>
<td>Send files to Tech Support</td>
<td>Send files to Dell technical support describing the issue on your PC or send files that a technical support agent requests for.</td>
</tr>
</tbody>
</table>
Table 12. Get Support page (continued)

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>NOTE:</strong> The maximum size of the file that you can send is 4 MB.</td>
<td>For information about sending files to Dell technical support, see Send files to Dell technical support on page 37. For information about sending PC activity log file to Dell technical support, see Send log files to Dell technical support on page 37.</td>
</tr>
<tr>
<td>Owner’s Manual</td>
<td>View and download manuals that are available for your PC.</td>
</tr>
<tr>
<td>Warranty Information</td>
<td>View the warranty details of your PC.</td>
</tr>
<tr>
<td>Online Tools and Info</td>
<td>Access tools, additional information, and resources that are available for your PC.</td>
</tr>
<tr>
<td>Service Contracts</td>
<td>Access the Dell service plan website for your region.</td>
</tr>
<tr>
<td>Community Support Forums</td>
<td>Access information about the capabilities and features of SupportAssist, blogs, FAQs, and other technical documents.</td>
</tr>
<tr>
<td>Hardware Repair Service</td>
<td>Contact a hardware repair service expert, if necessary.</td>
</tr>
</tbody>
</table>

1 This information is always displayed in the language applicable for the country or region in which the PC was purchased.

Send files to Dell technical support

About this task
If requested by a Dell technical support agent, you can send files describing the issue on your PC or any other specific file that is requested by the support agent. You can send a ZIP, RAR, TXT, JPG, JPEG, PNG, GIF, DOCX, DOC, ODT, PDF, XLS, or XLSX file.

**NOTE:** The maximum size of the file that you can send is 4 MB.

**NOTE:** You can send up to three files in a day. If you have multiple files, compress the files to .zip format and send the ZIP file.

Steps
1. Open SupportAssist and click the Get Support tab.
2. In the right pane, click Upload Files.
3. In the Upload files dialog box, click Browse, select the required file, and then click Upload.

Results
After the file is sent, ✓ and the File uploaded successfully message are displayed.

Send log files to Dell technical support

About this task
Send the PC activity log files to Dell technical support if requested by the Dell technical support agent.

Steps
1. Open SupportAssist and click the Get Support tab.
2. In the right pane, click Upload log file.
Results

After the file is sent, ✓ and the File uploaded successfully message are displayed.

Start Dell RemoteAssist session

Prerequisites

- You must have administrator rights on the PC.
- A Dell RemoteAssist session must be initiated for your PC by the Dell technical support agent.

About this task

For certain issues, the technical support agent must remotely access your PC to troubleshoot the issue. You can enable the technical support agent to remotely access your PC using Dell RemoteAssist.

Steps

1. Open SupportAssist and click the Get Support tab.
2. In the right pane, in the Start Dell RemoteAssist session section, click Start Session.
   The Dell RemoteAssist Terms & Conditions page is displayed.
   
   ℹ️ **NOTE:** If you try to start a session before the technical support agent enables it, an error message is displayed.

3. Select I agree to the terms and conditions and click Finish.
Frequently asked questions

1. **How can I identify the build number of the operating system that is installed on my PC?**
   Perform the following steps:
   a. Click **Start** to open the programs menu.
   b. Search and open the **Run** application.
   c. Enter `winver` and click **OK**.
      
The operating system build number is displayed, for example, OS Build 15063.1266.

2. **How can I check if SupportAssist is installed on my PC?**
   To verify if SupportAssist is installed, perform the following steps:
   a. Click **Start** to open the programs menu.
   b. Go to **Control Panel > Programs > Programs and Features.**
   c. In the list of programs, verify if **Dell SupportAssist** is present.

3. **How can I disable SupportAssist notifications?**
   For instructions on disabling SupportAssist notifications, see **Disable SupportAssist notifications.**

4. **Can I schedule a hardware scan?**
   Yes, you can schedule a hardware scan. For instructions on scheduling a hardware scan, see **Schedule scans and optimizations.**

5. **How can I edit my contact and shipping information?**
   For instructions on updating your contact and shipping information, see **Update contact and shipping information.**

6. **I accidentally canceled a notification about a failure. How and where do I get the notification again to view details about the failure?**
   If you cancel a notification, it will be displayed again after six hours or when you restart the PC.

7. **Can I change the contact information and shipping details while creating a support request?**
   Yes, you can change the contact information and shipping details while creating a support request.

8. **Why should I enter my shipping details for an issue with a nondispatchable part?**
   After analysis, if a hardware failure is identified as the root cause of the issue, the shipping address is used to ship a replacement part to you. If you had entered your shipping address while registering SupportAssist, your shipping address is automatically retrieved before you submit an issue.

9. **What are the languages that the SupportAssist user interface supports?**
   The SupportAssist user interface supports 25 languages. The supported languages are Arabic, Chinese (Simplified), Chinese (Traditional), Czech, Danish, Dutch, English, Finnish, French, French Canadian, German, Greek, Hebrew, Hungarian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese (Brazilian), Portuguese (Iberian), Russian, Spanish, Swedish, and Turkish. For instructions to change your language setting, see **Change language setting.**

10. **I have installed SupportAssist on my PC, but I am unable to open it. What could be the reason?**
    SupportAssist requires 5700 port to open the SupportAssist interface. If any other application uses the 5700 port, SupportAssist does not open in your PC. Ensure that no other application is using port 5700 and then retry opening SupportAssist.

11. **How can I check if any other application is using the 5700 port?**
    Perform the following steps:
    a. Click **Start** to open the programs menu.
    b. Search and open the **Services** application.
    c. In the right pane, click **Dell SupportAssist.**
d. In the left pane, click Stop.
e. From the programs menu, search and open the Command Prompt application.
f. Type `netstat -a -v | findstr /C:"5700"` and press Enter.
   - If no application uses the 5700 port, no result is displayed.
   - If any other application uses the 5700 port, the port number and LISTENING status are displayed.
g. Restart the Dell SupportAssist service.

12. It is taking a long time to open SupportAssist. What should I do?
If it is taking a long time to open SupportAssist, you must restart the SupportAssist service. Perform the following steps:
   a. Click Start to open the programs menu.
   b. Search and open the Services application.
   c. In the right pane, click Dell SupportAssist.
   d. In the left pane, click Stop and then click Restart.

13. I am facing a hardware issue on my PC. Why is it undetected by SupportAssist?
If no hardware issue is detected, ensure that the SupportAssist services are running on the PC. To verify if the SupportAssist services are running:
   a. Click Start to open the programs menu.
   b. Search and open the Services application.
   c. Verify if Running status is displayed for the following services on your PC:
      - Dell Data Vault Collector
      - Dell Data Vault Processor
      - Dell Data Vault Service API
      - Dell SupportAssist
      - Dell Hardware Support

14. Where can I check details of the optimizations that were performed on my PC during a scheduled or manually initiated optimization?
SupportAssist retains the details of all the events and activities that were performed in the last 90 days. You can view the details for a month, week, or a specific day on the History page.

15. Why does SupportAssist take more time to perform the optimizations than the duration specified on the tiles?
The time that is displayed on the PC optimization tiles is only an estimate based on your PC configuration. The actual time required to perform the optimizations may differ from the estimate.

16. When I click Start DellConnect Session and accept the terms and conditions, the support agent is unable to access my PC remotely. What should I do?
Request the support agent to disconnect the current session and initiate a new DellConnect session.

17. When I click Start Session, why is a message stating that there is no active Dell RemoteAssist session displayed?
You can start a Dell RemoteAssist session only after it is initiated by a Dell technical support agent. To avoid this error, click Start Session after the session is initiated.

18. When I hover over the Service Tag or PC model number, Unknown Warranty is displayed. Why?
Unknown Warranty could be displayed because of one of the following reasons:
   - SupportAssist is not connected to the Internet. Go to the Troubleshooting page for steps to troubleshoot your Internet connection.
   - If your PC connects to the Internet through a proxy server, ensure that you have configured the proxy settings in SupportAssist. See Configure Internet settings.

19. During optimization, SupportAssist stopped working. What should I do?
Close and reopen SupportAssist and then try to run the optimization again. If the issue persists, perform the following steps:
   a. Click Start to open the programs menu.
   b. Search and open the Services application.
   c. In the right pane, click Dell SupportAssist.
   d. In the left pane, click Stop and then click Restart.
20. I am not receiving notifications for driver updates. What should I do?

If your service plan has expired, SupportAssist does not display notifications for driver updates available for your PC. You must renew your service plan to receive notifications about driver updates. See Banners on SupportAssist home page.

21. Can I update the BIOS on a BitLocker enabled PC?

It is recommended to disable the BitLocker encryption on the PC before updating the BIOS.

22. When I perform a hardware scan, the scan result is displayed as Misconfigured on the History page. But, there is no notification that is displayed on the Scan Hardware tile. Why?

If SupportAssist could not scan a component during the hardware scan, the Misconfigured status is displayed. Hence, no notification is displayed on the Scan Hardware tile. SupportAssist scans the component again during the next manually initiated or automated scan.

23. Where can I view the summary of the files and settings that were migrated using Dell Migrate?

To view the files and settings that were migrated in the last session, go to the Dell Migrate home page and click View Summary. You can also view the summary of all the files and settings that were migrated during the last 90 days on the History page.
Additional resources

The following resources help you learn more about SupportAssist for Home PCs:

- For other documents available for SupportAssist, go to the SupportAssist for Home PCs page.
- For video tutorials, go to the SupportAssist for Home PCs playlist on YouTube.
- For frequently asked questions from other users of this product, go to Dell SupportAssist Community.