Dell SupportAssist for PCs and Tablets
Deployment Guide for Managing Business Systems
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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Introduction

Dell SupportAssist is a proactive and predictive technology that enables you to receive automated technical support for the Dell systems used by your organization. When deployed on your Dell systems, SupportAssist monitors each system and proactively detects both hardware and software issues. On issue detection, SupportAssist automatically opens a support request with Dell technical support for systems with an active ProSupport or ProSupport Plus service plan. Depending on the type of issue, the support request may initiate either an automatic parts dispatch or a technical support request.

SupportAssist also collects both hardware and software data automatically from your Dell systems and sends it securely to Dell technical support. This data is used by technical support to troubleshoot and provide a solution to the issue.

**NOTE:** For a list of data that is collected from your systems by SupportAssist, see [Data collected by SupportAssist](#).

Topics:
- Release version
- About this document
- About TechDirect
- Key features
- SupportAssist capabilities and Dell service plans
- Additional resources
- Video tutorials

Release version

1.1

About this document

This document provides information on how to configure and deploy SupportAssist for businesses that have IT teams and to manage alerts by using TechDirect. Additionally, you can also find information about the following, and the frequently asked questions.

- Data collected by SupportAssist
- Windows Management Instrumentation (WMI) classes used to retrieve SupportAssist data.

**NOTE:** Businesses without IT teams can use another version of SupportAssist that allows end users to manage their own systems. For more details, see [www.dell.com/SupportAssist](http://www.dell.com/SupportAssist).

**NOTE:** In this document, the term local system or administrator system refers to the system you will use for creating the SupportAssist deployment files or package; target systems refer to all systems on which you will deploy SupportAssist.

About TechDirect

TechDirect is an online portal that enables you to manage alerts created by SupportAssist. Administrators can create rules in TechDirect to automatically forward alerts to Dell for technical support or parts dispatch. If auto-forward is turned off for either technical support or parts dispatch, you can review and determine if the alert should be forwarded to Dell. For more information on managing SupportAssist alerts using TechDirect, see [Managing SupportAssist alerts](#).
Key features

- Automatic creation of support request when an issue is detected
- Automatic parts dispatch for issues that require a part replacement
- Proactive contact from technical support to help you resolve the issue
- Predictive issue detection and notification
- Forwarding of alerts to your linked TechDirect account
- Ability to view the SupportAssist alerts by using your linked TechDirect account
- Ability to retrieve SupportAssist data from the system by using WMI

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

SupportAssist capabilities and Dell service plans

The following table summarizes the SupportAssist capabilities available for systems with an active Basic, ProSupport, ProSupport Plus, and ProSupport Flex service plans.

<table>
<thead>
<tr>
<th>Capability</th>
<th>Description</th>
<th>Basic</th>
<th>ProSupport</th>
<th>ProSupport Flex</th>
<th>ProSupport Plus</th>
</tr>
</thead>
<tbody>
<tr>
<td>Automated issue detection, notification, and support request creation *</td>
<td>A notification is sent to you after Dell creates a support request for parts dispatch or technical support requests. For technical support requests, a technical support representative contacts you proactively to help you resolve the issue.</td>
<td>✗</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Predictive issue detection and support request creation for failure prevention **</td>
<td>A notification is sent to your primary and secondary contact about the potential failure of the part. Dell opens a support request and contacts you for shipping the replacement part.</td>
<td>✗</td>
<td>✗</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>

* If auto-forward is turned off in TechDirect for either technical support or parts dispatch, you can review and determine if the alert should be forwarded to Dell.

** Predictive issue detection capability is available only for batteries, hard drives, solid-state drives (SSDs), and fans.

**NOTE:** For systems with a Basic service plan, alerts will not be forwarded to TechDirect.

Additional resources

- For more information about enrolling your organization, managing SupportAssist alerts, technical support alerts, and parts dispatch requests in TechDirect, go to TechDirect portal.
- For more information about SupportAssist, visit www.dell.com/SupportAssist.
- For questions about SupportAssist, visit the Dell SupportAssist Community.
- To access other SupportAssist documents, go to www.dell.com/serviceabilitytools.
Video tutorials

In addition to this guide, you can watch the following video tutorials that are available on the Dell TechCenter channel.

- Accessing Setup Manager wizard
- Creating your Deployment Configuration using MST
- Deploying SupportAssist and MST file using SCCM
- Creating your Deployment Configuration (ADML & ADMX)
- Deploying ADML and ADMX Files and SupportAssist using SCCM
- Creating your Deployment Configuration using Answer File
- Deploying SupportAssist and Answer file using SCCM
- Using TechDirect to Monitor Alerts
- Modifying your deployment configuration
- Creating deployment configuration for preinstalled systems
- Integrating SupportAssist with ServiceNow
Deployment of SupportAssist is supported on Dell systems that meet the hardware, software, and network requirements specified in the following sections.

**NOTE:** SupportAssist is not supported on virtual machines.

Topics:
- Supported systems
- Minimum requirements

## Supported systems

- **Laptops and desktops**
  - Inspiron
  - XPS
  - Alienware
  - Latitude
  - Vostro
  - OptiPlex
  - Precision
- **Tablets**
  - Venue Pro
- **Gateways and Embedded PCs**
  - Edge Gateway
  - Embedded Box PCs

## Minimum requirements

The following table lists the minimum requirements for SupportAssist.

**Table 2. Minimum requirements**

<table>
<thead>
<tr>
<th>Particulars</th>
<th>Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating system</td>
<td></td>
</tr>
<tr>
<td><strong>NOTE:</strong> SupportAssist is supported on both 32 and 64 bit operating systems.</td>
<td></td>
</tr>
</tbody>
</table>
| Laptops and desktops: | Microsoft Windows 7  
| | Microsoft Windows 8  
| | Microsoft Windows 8.1  
| | Microsoft Windows 10  
| Tablets: | Microsoft Windows 8.1  
<p>| | Microsoft Windows 10 |</p>
<table>
<thead>
<tr>
<th>Particulars</th>
<th>Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Dell Edge Gateways:</strong></td>
<td>• Microsoft Windows 10 IoT Enterprise 2015 LTSB (only 64-bit)</td>
</tr>
</tbody>
</table>
| **Dell Embedded Box PCs:** | • Microsoft Windows Embedded Standard 7 P (only 64-bit)  
  • Microsoft Windows Embedded Standard 7 E (only 64-bit)  
  • Microsoft Windows 7 Professional (only 64-bit)  
  • Microsoft Windows 7 Professional for Embedded Systems (only 64-bit)  
  • Microsoft Windows 10 Professional (only 64-bit)  
  • Microsoft Windows 10 IoT Enterprise 2015 LTSB (only 64-bit) |
| Software | Microsoft .NET Framework 4.5 or later |
| Hardware | 4 GB (recommended) |
| Network | • Internet connectivity  
  • The local system and target systems must be able to connect to the following destinations:  
  
  **NOTE:** The term local system or administrator system refers to the system you will use for creating the SupportAssist deployment files or package; target systems refers to all systems on which you will deploy SupportAssist.  
  - https://apidp.dell.com  
  - https://api.dell.com  
  - https://is.us.dell.com  
  - https://techdirect.dell.com  
  - https://downloads.dell.com  
  - https://www.dell.com |
Preparing for deployment

Before you deploy SupportAssist, you should consider the following:

- If you plan to manage your SupportAssist alerts from TechDirect, you need to have a Dell My Account that is linked with your TechDirect account. Therefore, verify the following:
  - Ensure you have a My Account. If you do not have a My Account, create one by visiting the My Account registration page.
  - Enroll with TechDirect as an administrator using the same credentials that you use for your My Account. To enroll your organization with TechDirect, access the TechDirect enrollment page.

  **NOTE:** To view or manage alerts for hardware issues, you must enroll for the self-dispatch service in TechDirect.

- If you manage multiple sites that have different internet settings or contact and shipping information, ensure that you have the internet, contact, and shipping information ready.

- If the deployment is expected to span across systems running both 32-bit and 64-bit operating systems, Dell recommends that you group the systems accordingly. Creating these groups will make the deployment process easier.

- If you have systems that have SupportAssist preinstalled by deploying a custom system image created with ImageAssist, update the SupportAssist settings on the target systems. For more information, see Configuration.

  **NOTE:** To configure SupportAssist, you need to have a My Account. A TechDirect account is recommended, but not mandatory.
The SupportAssist installer package (MSI) is available in 32-bit and 64-bit formats. As a first step in deployment, you must download and extract the appropriate SupportAssist installer package on the local system. The installer package that you must download and extract depends on the bit-level of the operating system running on the target systems. If your organization has systems running both 32-bit and 64-bit operating systems, you need to download both versions of the SupportAssist installer package on the local system.

**NOTE:** Although you can download both 32-bit and 64-bit installer packages on the local system, the process of creating the configuration file is the same.

This section provides instructions on:

- Downloading and extracting the SupportAssist installer package.
- Accessing the Dell SupportAssist Setup Manager wizard that you will use to create the configuration file.

**Topics:**

- Downloading and extracting SupportAssist installer package
- Accessing the Dell SupportAssist Setup Manager wizard

### Downloading and Extracting SupportAssist Installer Package

**Prerequisite**
You must be logged in to the local system with an account that has administrative rights.

**Steps**

1. Go to [www.dell.com/SupportAssist](http://www.dell.com/SupportAssist) and click **Available versions > SupportAssist for Business Client Systems > Learn More.** and then perform one of the following:
   - If you want to download the 32-bit version, click **Download 32-bit Windows version.**
   - If you want to download the 64-bit version, click **Download Now.**

   The SupportAssist installer package is downloaded.

   **NOTE:** Use the downloaded SupportAssist installer package (.msi) for deploying SupportAssist. You must not use the installer package (.msi) that is extracted with the same name in step 5.

2. Press the Windows logo key and type **command** in the search bar.
3. Right-click **Command Prompt** and click **Run as administrator.**
   The **Command Prompt** window is displayed.
4. Go to the folder where you downloaded the SupportAssist installer package.
5. To extract the SupportAssist installer package, type the following command depending on your requirement:
   - For extracting the 64-bit installer package:
     ```shell
     msiexec /a SupportAssistx64.msi TARGETDIR=<folder path> /qn
     ```
     Where **folder path** is the location where you want to extract the files to.
   - For extracting the 32-bit installer package:
     ```shell
     msiexec /a SupportAssistx86.msi TARGETDIR=<folder path> /qn
     ```
     Where **folder path** is the location where you want to extract the files to.
NOTE: You cannot extract the installer package to the same folder where you have placed the installer package. Ensure that you provide a different destination folder for extracting the installer package.

The SupportAssist installer package is extracted to the specified folder path. The following folders are created after the extraction is complete:

- **Dell** — Contains the files that are used to collect hardware and software information from the systems.
- **Program Files 64** (on 64-bit) or **program files** (on 32-bit) — Contains the SupportAssist executable files.
- **SupportAssistx64.msi** (on 64-bit) or **SupportAssistx86.msi** (on 32-bit) — Duplicate version of the SupportAssist installer package.

Next step
Open the **Dell SupportAssist Setup Manager** wizard to create the configuration file.

**Accessing the Dell SupportAssist Setup Manager wizard**

**Prerequisites**

- You must be logged in to the local system with an account that has administrative rights.
- You must have extracted the SupportAssist installer package to a desired folder on the local system.

**About this task**

The **Dell SupportAssist Setup Manager** wizard enables you to create the configuration file required for deploying SupportAssist. You must also use the Setup Manager wizard to update the settings in the configuration file that you deployed earlier.

NOTE: If you want to deploy SupportAssist on both 32-bit and 64-bit systems, you can extract and launch the **SupportAssist Setup Manager** wizard from either the 32-bit or 64-bit SupportAssist installer package. The configuration files that are generated by the Dell SupportAssist Setup Manager wizard can be deployed on both 32-bit and 64-bit target systems.

**Steps**

1. On the local system, open Windows Explorer, browse to location where you have extracted the SupportAssist installer package, and perform one of the following:
   - If you extracted the 64-bit installer package, browse to `x:\Program Files 64\Dell\SupportAssistBusinessClient\bin\`.
   - If you extracted the 32-bit installer package, browse to `x:\program files\Dell\SupportAssistBusinessClient\bin\`

   Where `x` is the location where you have extracted the SupportAssist installer package.

2. Right-click **SupportAssistWizard.exe** and click **Run as administrator**.

   The **Dell SupportAssist Setup Manager** wizard is displayed.

**Next step**

Follow the instructions in the **Dell SupportAssist Setup Manager** wizard to create the configuration files required for deploying SupportAssist. For more information, [Configuring and deploying SupportAssist](#).
Your SupportAssist deployment needs the following inputs to manage the configuration unique to your organization:

- Internet connection settings
- TechDirect or My Account credentials
- Contact and Shipping information
- Preferences

The Dell SupportAssist Setup Manager wizard enables you to create the configuration file with the above settings. In the wizard, choose one of the following configuration files based on your existing tool used for deploying configuration settings:

- Windows Installer File (MST) — This configuration file can be used if you are using configuration management tools such as Microsoft System Center Configuration Manager (SCCM), KACE, or any other tool to deploy the configuration information.
- Active Directory Administrative Template — This configuration file can be used if you can create an Active Directory group policy to deploy the configuration information.
- Answer file — This configuration file can be used if you want to use an Answer file to deploy the configuration information.

Topics:

- Overview of deployment using MST file
- Overview of deployment using Active Directory Group Policy
- Overview of deployment using Answer file
- Testing SupportAssist connectivity

Overview of deployment using MST file

This section provides instructions on how to create the MST file that contains the configuration settings, and then deploy SupportAssist with the MST file on target systems.

The following figure illustrates the workflow for creating the MST file and deploying it with SupportAssist on target systems.
Table 3. Deployment using MST file

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Download and extract the SupportAssist installer package on the local system. See Downloading and extracting SupportAssist installer package.</td>
</tr>
<tr>
<td>2</td>
<td>Open the Dell SupportAssist Setup Manager wizard. See Accessing the Dell SupportAssist Setup Manager wizard.</td>
</tr>
<tr>
<td>3</td>
<td>Create the MST file and save it on the local system. See Creating MST file.</td>
</tr>
<tr>
<td>4</td>
<td>Deploy the SupportAssist installer package and the MST file on target systems by using any deployment tool. See Deploying SupportAssist with MST file.</td>
</tr>
<tr>
<td>5</td>
<td>After the deployment is complete, SupportAssist alerts flow into your TechDirect account for easy, centralized management.</td>
</tr>
<tr>
<td>6</td>
<td>Log in to TechDirect to view and manage SupportAssist alerts. See Managing SupportAssist alerts.</td>
</tr>
<tr>
<td>7</td>
<td>Retrieve SupportAssist data from a system by using WMI consoles such as SCCM or SCOM. See Retrieving SupportAssist data using WMI.</td>
</tr>
</tbody>
</table>

Creating MST file

The Dell SupportAssist Setup Manager wizard guides you through the process of creating the MST file with configuration settings.

Prerequisites

- You must be logged in to local system with Microsoft Windows administrator rights.
- The local system must have internet connectivity.
- You must have a My Account and TechDirect account created with the same credentials.

Steps

1. Open the Dell SupportAssist Setup Manager wizard. See Accessing the Dell SupportAssist Setup Manager wizard.
2. Ensure that all the prerequisites are met and click Next.
3. On the Setup Type page, select Create new configuration option, and click Next.
4 On the Agreement page, read the Dell system information sharing terms and agreement, select the I allow Dell to collect Service Tag and other system usage details check box, and click Next.

5 On the Internet Connection Settings page, select one of the following options:
   - Connect Directly — Select this option if your local system connects to the internet directly.
   - Connect via Proxy — Select this option if your local system connects to the internet through a proxy server, and then type the proxy server address and port. If proxy server requires authentication, select the This proxy requires authentication check box, and enter the proxy server user name and password.

   \[\text{NOTE:} \text{For the proxy server authentication, Dell recommends that you provide the user name and password of a service account that does not expire.}\]

6 If the target systems use different internet connection settings, select the Target systems have different settings check box, and on the Target Systems tab, select one of the following options:
   - Connect directly — Select this option if the target systems connect to the internet directly.
   - Connect via Proxy — Select this option if the target systems connect to the internet through a proxy server, and then type the proxy server address and port. If proxy server requires authentication, select the This proxy requires authentication check box, and enter the proxy server user name and password.

   \[\text{NOTE:} \text{Internet connectivity of target systems cannot be verified from the Dell SupportAssist Setup Manager wizard.}\]

7 Click Next. The Sign in to Dell My Account page is displayed.

8 Click Next. The Dell My Account Sign In page is displayed in a new window.

9 Type your My Account login details and click Sign In. The Contact and Shipping page is displayed.

10 In the Contact and Shipping page, perform the following and click Next.
   - Check if the Company, Name, Email, (optional) Alternate Email, Phone Number, (optional) Alternate Phone Number are displayed correctly and make changes if required. Select the preferred contact method:
     - Email
     - Phone
   - Optionally, to add secondary contact information, select the Add Secondary Contact check box and enter the Name, Email, (optional) Alternate Email, Phone Number, (optional) Alternate Phone Number. Select the preferred contact method:
     - Email
     - Phone
   - Under Shipping/Service Address, check if Country, Shipping Address, City, State/Province, and Zip/Postal code are displayed correctly and make changes if required.

11 On the Preferences page, perform the following and click Next.
   - Select the Accept and install updates check box to allow the automatic download and installation of the latest SupportAssist updates.
   - Select the Include Software information in collections check box to allow Dell to collect information about installed applications, drivers, and operating system updates from your systems.

   \[\text{NOTE:} \text{SupportAssist does not collect any information about the usage of your applications.}\]
   - Select the Identification information settings check box to allow Dell to collect system identification information.

12 On the Deployment Type page, select Windows Installer File and perform the following:
   - For the Select MSI File field, click Browse and select the SupportAssist installer package (SupportAssistx64.msi or SupportAssistx32.msi) that you downloaded earlier.
   - For the Choose the file path and name field, click Browse and select the file path where you want to save the configuration file and enter a name for the MST file.

13 Click Create. A MST file with the name that you have specified is created in the specified file path.

14 On the Summary page, perform the following:
   - To create another configuration file with different settings, click Create New, and perform steps 5 to 13.
     If you want deploy SupportAssist on multiple sites with different settings, you must create a configuration file for each site with corresponding settings.
To close the **Dell SupportAssist Setup Manager** wizard, click **Close**.

**Next step**

Deploy the SupportAssist installer package along with the MST file using a deployment tool. See Deploying SupportAssist with MST file.

### Deploying SupportAssist with MST file

#### Prerequisites

- The target systems must meet the minimum system requirements for SupportAssist. See System requirements.
- You must have Administrative rights on the target systems to install SupportAssist.
- You must have created the MST files for systems available at different site locations See Creating MST file.

#### About this task

Dell has validated deployment of SupportAssist on target systems using Microsoft System Center Configuration Manager 2012 (SCCM 2012). However, you can use any deployment tool to deploy the SupportAssist installer package (SupportAssistx64.msi or SupportAssistx86.msi) along with MST file. In the deployment tool, use the following command and deploy SupportAssist on the target systems:

```
msiexec /i <File path of the SupportAssist installer package> TRANSFORMS=<File path of the MST file> /qn
```

For example:

```
msiexec /i "c:\extract\SupportAssistx64.msi" TRANSFORMS="c:\config\SupportAssistConfig.mst" /qn
```

**NOTE:** Ensure that you use the SupportAssist installer package (SupportAssistx64.msi or SupportAssistx86.msi) that you downloaded from Dell for deploying SupportAssist on target systems. Do not use the supportassistx64.msi or supportassistx32.msi file that is extracted from the SupportAssist installer package.

---

### Overview of deployment using Active Directory Group Policy

This section provides instructions on how to create the Active Directory (AD) template files that contain the configuration settings, and then deploy SupportAssist with the AD template files on target systems.

The following figure illustrates the workflow for creating the AD template files (ADML and ADMX), creating the group policy object, and deploying SupportAssist on target systems.
Figure 2. Deployment using Active Directory Group Policy

Table 4. Deployment using Active Directory Group Policy

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Download and extract the SupportAssist installer package on the local system. See Downloading and extracting SupportAssist installer package.</td>
</tr>
<tr>
<td>2</td>
<td>Open the Dell SupportAssist Setup Manager wizard. See Accessing the Dell SupportAssist Setup Manager wizard.</td>
</tr>
<tr>
<td>3</td>
<td>Create the Active Directory template files (ADML and ADMX) and save them on the local system. See Creating Active Directory administrative template files.</td>
</tr>
<tr>
<td>4</td>
<td>In Active Directory, create a Group Policy Object and apply the ADML and ADMX files. See Deploying Active Directory administrator template files on a domain controller.</td>
</tr>
<tr>
<td>5</td>
<td>Deploy SupportAssist installer package on the target systems by using any deployment tool. See Deploying SupportAssist using Active Directory administrative template files.</td>
</tr>
<tr>
<td>6</td>
<td>After the deployment is complete, SupportAssist alerts flow into your TechDirect account for easy, centralized management. See Managing SupportAssist alerts.</td>
</tr>
<tr>
<td>7</td>
<td>Log in to TechDirect to view and manage SupportAssist alerts. See Managing SupportAssist alerts.</td>
</tr>
<tr>
<td>8</td>
<td>Retrieve SupportAssist data from a system by using WMI consoles such as SCCM or SCOM. See Retrieving SupportAssist data by using WMI.</td>
</tr>
</tbody>
</table>

Creating Active Directory administrative template files

The Dell SupportAssist Setup Manager wizard guides you through the process of creating the Active Directory administrative template files (ADML and ADMX).

Prerequisites

- You must be logged in to local system with Microsoft Windows administrator rights.
- The local system must have internet connectivity.
- You must have a My Account and TechDirect account created with the same credentials.
Steps

1. Open the **Dell SupportAssist Setup Manager** wizard. See Accessing the Dell SupportAssist Setup Manager wizard.
2. Ensure that all the prerequisites are met and click **Next**.
3. On the **Setup Type** page, select **Create new configuration** option, and click **Next**.
4. On the **Agreement** page, read the Dell system information sharing terms and agreement, select the **I allow Dell to collect Service Tag and other system usage details** check box, and click **Next**.
5. On the **Internet Connection Settings** page, select one of the following options:
   - **Connect Directly** — Select this option if your local system connects to the internet directly.
   - **Connect via Proxy** — Select this option if your local system connects to the internet through a proxy server, and then type the proxy server address and port. If proxy server requires authentication, select the **This proxy requires authentication** check box, and enter the proxy server user name and password.

   **NOTE:** For the proxy server authentication, Dell recommends that you provide the user name and password of a service account that does not expire.
6. If the target systems use different internet connection settings, select the **Target systems have different settings** check box, and on the **Target Systems** tab, select one of the following options:
   - **Connect directly** — Select this option if the target systems connect to the internet directly.
   - **Connect via Proxy** — Select this option if the target systems connect to the internet through a proxy server, and then type the proxy server address and port. If proxy server requires authentication, select the **This proxy requires authentication** check box, and enter the proxy server user name and password.

   **NOTE:** Internet connectivity of target systems cannot be verified from the Dell SupportAssist Setup Manager wizard.
7. Click **Next**.
   The **Sign in to Dell My Account** page is displayed.
8. Click **Next**.
   The Dell My Account Sign In page is displayed in a new window.
9. Type your My Account login details and click **Sign In**.
   The **Contact and Shipping** page is displayed.
10. In the **Contact and Shipping** page, perform the following and click **Next**.
    - Check if the **Company**, **Name**, **Email**, (optional) **Alternate Email**, **Phone Number**, (optional) **Alternate Phone Number** are displayed correctly and make changes if required. Select the preferred contact method:
      - **Email**
      - **Phone**
    - Optionally, to add secondary contact information, select the **Add Secondary Contact** check box and enter the **Name**, **Email**, (optional) **Alternate Email**, **Phone Number**, (optional) **Alternate Phone Number**. Select the preferred contact method:
      - **Email**
      - **Phone**
    - Under **Shipping/Service Address**, check if **Country**, **Shipping Address**, **City**, **State/Province**, and **Zip/Postal code** are displayed correctly and make changes if required.
11. On the **Preferences** page, perform the following and click **Next**.
    - Select the **Accept and install updates** check box to allow the automatic download and installation of the latest SupportAssist updates.
    - Select the **Include Software information in collections** check box to allow Dell to collect information about installed applications, drivers, and operating system updates from your systems.

   **NOTE:** SupportAssist does not collect any information about the usage of your applications.
    - Select the **Identification information settings** check box to allow Dell to collect system identification information.
12. On the **Deployment Type** page, select **Active Directory (AD)**, and click **Next**.
13. Enter a name for the administrative template.
14. Click **Browse** and select a file path for saving the Active Directory administrative template files.

   **NOTE:** Dell recommends that you name the Active Directory template files based on your organization or business unit.
15. Click **Create**.
   The two Active Directory administrative template files (ADML and ADMX) are created in the specified file path.
16 On the **Summary** page, perform the following:

- To create another configuration file with different settings, click **Create New**, and perform steps 5 to 15.
  - If you want deploy SupportAssist on multiple sites with different settings, you must create a configuration file for each site with corresponding settings.
- To close the **Dell SupportAssist Setup Manager** wizard, click **Close**.

**Next steps**

1. Deploy Active Directory administrator template files (ADML and ADMX) on a domain controller. See [Deploying Active Directory administrator template files on a domain controller](#).
2. Deploy SupportAssist installer package by using a deployment tool. See [Deploying SupportAssist using Active Directory administrative template files](#).

---

### Deploying Active Directory administrator template files on a domain controller

**Prerequisites**

- You must have created the Active Directory administrator template files. See [Creating Active Directory administrative template files](#).
- The target systems must be connected to the domain network.

**Steps**

1. Navigate to the central store on the domain controller.
   
   ![NOTE] The central store location refers to the SYSVOL location. For example, C:WindowsSYSVOL SYSVOL\sysvol\<your domain name>\Policies\PolicyDefinitions.

2. Create a folder in the name of the language code used by the operating system.
   
   ![NOTE] Based on the language settings of your operating system, create a folder with the language code as the folder name. For example, if your operating system is in English, create a folder by the named en-US.

3. Copy the ADML file and paste it in the folder that you created.
4. Copy the ADMX file and paste it in the central store location.
   
   ![NOTE] Any changes to the Active Directory administrative template files may take some time to update across all systems that are connected to the domain network. To ensure that the update is quick, on each system connected to the domain network, open Command Prompt as an administrator, type `gpudate` and press Enter.

5. Open the **Group Policy Management**, right-click the domain folder and click **Create a GPO in this domain, and Link it here**. The **New GPO** pop-up is displayed.

6. Enter your preferred domain name and click **OK**.

7. Right-click each operational unit folder and click **Create a GPO in this domain, and Link it here**. The **New GPO** pop-up is displayed.

8. Enter the operational unit’s Active Directory administrative template name and click **OK**.

9. Right-click the created domain group policy and click **Edit**. The **Group Policy Management Editor** is displayed.

10. Go to the created Active Directory administrative template. Click **Enter the deployment content to be distributed**. The **Enter the deployment content to be distributed** page is displayed.

11. Click **Enabled**, and then click **Apply**.

12. Click **OK**.
Deploying SupportAssist using Active Directory administrative template files

Prerequisites

- The target systems must meet the minimum system requirements for SupportAssist. See System requirements.
- You must have Administrative rights on the target systems to install SupportAssist.
- You must have created the ADML and ADMX files for the systems available at different site locations. See Creating Active Directory administrative template files.

About this task

You can use any deployment tool to deploy the SupportAssist installer package (SupportAssistx64.msi or SupportAssistx86.msi). In the deployment tool, use the following command to deploy SupportAssist on the target systems:

```msiexec /i <File path of the SupportAssist installer package> /qn```

For example:

`msiexec /i "c:\installer\SupportAssistx64.msi" /qn`

SupportAssist is automatically deployed in the background.

**NOTE:** Ensure that you use the SupportAssist installer package (SupportAssistx64.msi or SupportAssistx32.msi) that you downloaded from Dell for deploying SupportAssist on target systems. Do not use the supportassistx64.msi or supportassistx32.msi file that is extracted from the SupportAssist installer package.

Overview of deployment using Answer file

This section provides instructions on how to create the Answer file that contains the configuration settings, and then deploy SupportAssist with the Answer file on target systems.

The following figure illustrates the workflow for creating the Answer file and deploying it with SupportAssist.

**Figure 3. Deployment using Answer file**
<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
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<td>1</td>
<td>Download and extract the SupportAssist installer package on the local system. See Downloading and extracting SupportAssist installer package.</td>
</tr>
<tr>
<td>2</td>
<td>Open the Dell SupportAssist Setup Manager wizard. See Accessing the Dell SupportAssist Setup Manager wizard.</td>
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<tr>
<td>3</td>
<td>Create the Answer file and save it on the local system. See Creating Answer file.</td>
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<td>4</td>
<td>Deploy the SupportAssist installer package and the Answer file on target systems by using any deployment tool. See Deploying SupportAssist using Answer file.</td>
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<td>5</td>
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<td>Retrieve SupportAssist data from a system by using WMI consoles such as SCCM or SCOM. See Retrieving SupportAssist data by using WMI.</td>
</tr>
</tbody>
</table>

### Creating Answer file

The Dell SupportAssist Setup Manager wizard guides you through the process of creating the Answer file.

**Prerequisites**

- You must be logged in to local system with Microsoft Windows administrator rights.
- The local system must have internet connectivity.
- You must have a My Account and TechDirect account created with the same credentials.

**Steps**

1. Open the Dell SupportAssist Setup Manager wizard. See Accessing the Dell SupportAssist Setup Manager wizard.
2. Ensure that all the prerequisites are met and click Next.
3. On the Setup Type page, select Create new configuration option, and click Next.
4. On the Agreement page, read the Dell system information sharing terms and agreement, select the I allow Dell to collect Service Tag and other system usage details check box, and click Next.
5. On the Internet Connection Settings page, select one of the following options:
   - Connect Directly — Select this option if your local system connects to the internet directly.
   - Connect via Proxy — Select this option if your local system connects to the internet through a proxy server, and then type the proxy server address and port. If proxy server requires authentication, select the This proxy requires authentication check box, and enter the proxy server user name and password.

   **NOTE:** For the proxy server authentication, Dell recommends that you provide the user name and password of a service account that does not expire.

6. If the target systems use different internet connection settings, select the Target systems have different settings check box, and on the Target Systems tab, select one of the following options:
   - Connect directly — Select this option if the target systems connect to the internet directly.
   - Connect via Proxy — Select this option if the target systems connect to the internet through a proxy server, and then type the proxy server address and port. If proxy server requires authentication, select the This proxy requires authentication check box, and enter the proxy server user name and password.

   **NOTE:** Internet connectivity of target systems cannot be verified from the Dell SupportAssist Setup Manager wizard.

7. Click Next.
   The Sign in to Dell My Account page is displayed.
8. Click Next.
   The Dell My Account Sign In page is displayed in a new window.
9. Type your My Account login details and click Sign In.
The Contact and Shipping page is displayed.

10 In the Contact and Shipping page, perform the following and click Next.

- Check if the Company, Name, Email, (optional) Alternate Email, Phone Number, (optional) Alternate Phone Number are displayed correctly and make changes if required. Select the preferred contact method:
  - Email
  - Phone
- Optionally, to add secondary contact information, select the Add Secondary Contact check box and enter the Name, Email, (optional) Alternate Email, Phone Number, (optional) Alternate Phone Number. Select the preferred contact method:
  - Email
  - Phone
- Under Shipping/Service Address, check if Country, Shipping Address, City, State/Province, and Zip/Postal code are displayed correctly and make changes if required.

11 On the Preferences page, perform the following and click Next.

- Select the Accept and install updates check box to allow the automatic download and installation of the latest SupportAssist updates.
- Select the Include Software information in collections check box to allow Dell to collect information about installed applications, drivers, and operating system updates from your systems.

**NOTE:** SupportAssist does not collect any information about the usage of your applications.

- Select the Identification information settings check box to allow Dell to collect system identification information.

12 On the Deployment Type page, select Answer File and enter a key for encrypting the Answer file.

**NOTE:** Ensure that you make note of the encryption key because the same key will be required while deploying SupportAssist with the Answer file on target systems.

13 Click Browse, select the file path where you want to save the Answer file and enter a name for the Answer file.

14 Click Create.

An Answer file is created in the specified file path.

15 On the Summary page, perform the following:

- To create another configuration file with different settings, click Create New, and perform steps 5 to 14.
  
  If you want deploy SupportAssist on multiple sites with different settings, you must create a configuration file for each site with corresponding settings.

- To close the Dell SupportAssist Setup Manager wizard, click Close.

**Next step**

Deploy the Answer file along with the SupportAssist installer package by using a deployment tool. See Deploying SupportAssist using Answer file.

---

**Deploying SupportAssist using Answer file**

**Prerequisites**

- The target systems must meet the minimum system requirements for SupportAssist. See System requirements.
- You must have Administrative rights on the target systems to install SupportAssist.
- You must have created the Answer files for the systems available at different site locations. Creating Answer file.

**About this task**

Dell has validated deployment of SupportAssist on target systems by using Microsoft System Center Configuration Manager 2012 (SCCM 2012). However, you can use any deployment tool to deploy the SupportAssist installer package (SupportAssistx64.msi or SupportAssistx86.msi) along with the Answer file on the target systems. In the deployment tool, use the following command to deploy SupportAssist on target systems:

```
msiexec /i <File path of the SupportAssist installer package> CONFIG=<File path of the Answer file> KEY=<key> /qn
```

Where key is the encryption key that was used to encrypt the Answer file in the Dell SupportAssist Setup Manager wizard.

---

22 Configuring and deploying SupportAssist
For example:
msiexec /i "c:\installer\SupportAssistx64.msi" CONFIG="c:\config\SupportAssistConfig.xml"
KEY=Abcd$ /qn

NOTE: Ensure that you use the SupportAssist installer package (SupportAssistx64.msi or SupportAssistx32.msi) that you downloaded from Dell for deploying SupportAssist on target systems. Do not use the supportassistx64.msi or supportassistx32.msi file that is extracted from the SupportAssist installer package.

NOTE: If the key used to encrypt the Answer file contains special characters, enclose the key within the quotation marks.

NOTE: If you deploy the latest version of the SupportAssist installer package on target systems with a incorrect Answer file key, the earlier version of the SupportAssist is uninstalled. However, the latest version of the SupportAssist will not be installed. If this issue occurs, redeploy the SupportAssist installer package with the correct Answer file key.

Testing SupportAssist connectivity

Prerequisite
The target systems must have access to an active internet connection.

About this task
To monitor your systems and provide automated technical support, SupportAssist must be connected to Dell. The connectivity test helps you determine if SupportAssist is successfully connected to Dell. You can perform the connectivity test on any of the target systems after deployment.

Steps
1. Access the target system on which you want to perform the connectivity test.
2. Press the Windows logo key and type command in the search bar.
   The Start menu displays matching results.
3. Right-click Command Prompt and click Run as administrator.
   The Command Prompt window is displayed.
4. Browse to the following location depending on the operating system architecture:
   - On 64-bit systems: \Program Files (64)\Dell\SupportAssistBusinessClient\bin
   - On 32-bit systems: \Program Files\Dell\SupportAssistBusinessClient\bin
5. Type SupportAssistConnectivity.exe TestConnectivity and press Enter.
   - If the internet connection settings in the configuration file are not correct, the following message is displayed:
     Unable to connect to Dell. Check if the Internet Connection Settings in the configuration file are correct and then retry.
   - If the connection to Dell is unavailable because of a temporarily outage, the following message is displayed:
     Unable to connect to Dell due to a temporary outage. Retry after some time.
   - If the setup is complete and SupportAssist can connect to Dell, the following message is displayed:
     Connection successful.
Modifying SupportAssist deployment configuration

After deploying SupportAssist, you can modify the SupportAssist configuration settings that have been deployed on the target systems. For example, you may want to modify the configuration settings for the internet connectivity, preferences, My account details, or contact and shipping information. The Dell SupportAssist Setup Manager wizard enables you to modify the settings in a configuration file. After the configuration file is modified, use any deployment tool to update SupportAssist settings on the target systems.

- To modify the settings in an MST file. See Modifying MST file.
- To modify the settings in Active Directory Administrative Template files. See Modifying existing Active Directory administrative template files.
- To modify the settings in an Answer file. Modifying Answer file.

Topics:
- Modifying MST file
- Modifying existing Active Directory administrative template files
- Modifying Answer file

Modifying MST file

The Dell SupportAssist Setup Manager wizard enables you to modify the settings in an existing MST file. After modifying the MST file, use any deployment tool to deploy the modified SupportAssist configuration settings on the target systems.

Prerequisites
- You must be logged in to the local system with a user account that has administrative rights.
- You must be able to access the existing MST file.
- The local system must have internet connectivity.

Steps
1. Perform one of the following steps to open the Dell SupportAssist Setup Manager wizard.
   - If SupportAssist is already installed on the system, browse to C:\Program Files\Dell\SupportAssistBusinessClient\bin, right-click SupportAssistWizard.exe and click Run as administrator.
   - If SupportAssist is not installed on the system, see Accessing the Dell SupportAssist Setup Manager wizard for instructions to open the Dell SupportAssist Setup Manager wizard.
2. Ensure that all the prerequisites are met and click Next.
3. On the Setup Type page, select Modify existing configuration, select or clear the setup options that you want to modify, and click Next.
   - Internet Connection
   - Dell My Account
   - Contact & Shipping
   - Preferences

**NOTE:** If you have selected the Dell My Account, Contact & Shipping, or Preferences option, but you do not have an active internet connection, SupportAssist will prompt you verify the internet connection. To continue, you must specify the correct internet connection settings.

**NOTE:** If you have selected only the Contact & Shipping option to modify, SupportAssist will prompt you to log in and verify your My Account to confirm your contact and shipping address. To continue, you must log in to your Dell My Account.
If SupportAssist is installed on the local system, the existing configuration settings are automatically retrieved and displayed for you to modify. If SupportAssist is not installed on the local system, you can select an existing configuration file. To select an existing configuration file, perform the following steps and click Next.

- Select the **Use an existing configuration file** check box.
- Click **Browse** and select the SupportAssist installer package file that you downloaded from the Dell website.
- Click **Browse** and select the existing SupportAssist configuration file (MST file) that you want to use and modify.

On the **Internet Connection Settings** page, select one of the following options:

- **Connect directly** — Select this option if your local system connects to the internet directly.
- **Connect via Proxy** — Select this option if your local system connects to the internet through a proxy server, and then type the proxy server address and port. If proxy server requires authentication, select the **This proxy requires authentication** check box, and enter the proxy server user name and password.

If the target systems use different internet connection settings, select the **Target systems have different settings** check box, and on the **Target Systems** tab, select one of the following options:

- **Connect directly** — Select this option if the target systems connect to the internet directly.
- **Connect via Proxy** — Select this option if the target systems connect to the internet through a proxy server, and type the proxy server address and port. If proxy server requires authentication, select the **This proxy requires authentication** check box, and enter the proxy server user name and password.

Click Next.

The **Sign in to Dell My Account** page is displayed.

Click Next.

The Dell My Account Sign In page is displayed in a new window.

**NOTE:** You must have a Dell My Account and TechDirect account created by using the same credentials.

Type your My Account login details and click **Sign In**.

The **Contact and Shipping** page is displayed.

On the **Contact and Shipping** page, perform the following and click Next.

- Check if the **Company**, **Name**, **Email** (optional) **Alternate Email**, **Phone Number** (optional) **Alternate Phone Number** are displayed correctly and make changes if required. Select your preferred contact method:
  - **Email**
  - **Phone**
- Optionally, to add secondary contact information, select the **Add Secondary Contact** check box and enter the **Name**, **Email** (optional) **Alternate Email**, **Phone Number** (optional) and **Alternate Phone Number**. Select the preferred contact method:
  - **Email**
  - **Phone**
- Under **Shipping/Service Address**, check if **Country**, **Shipping address**, **City**, **State/Province**, and **Zip/Postal code** are displayed correctly and make changes if you want to edit any of the fields.

On the **Preferences** page, perform the following and click Next.

**NOTE:** The Preferences page is displayed only if you have selected the Internet Connection option in the Setup Type page.

- Select the **Accept and install updates** check box to allow the automatic download and installation of the latest SupportAssist updates.
- Select the **Include Software information in collections** check box to allow Dell to collect information about installed applications, drivers, and operating system updates from your systems.

**NOTE:** SupportAssist does not collect any information about the usage of your applications.

- Select the **Identification information settings** check box to allow Dell to collect system identification information.

On the **Deployment Type** page, select **Windows Installer File**.

Click **Browse** and select the folder where you want to save the MST file and enter a name for the MST file.

Click **Create**.

A MST file with the modified information and the **SupportAssistConfiguration.msi** are created in the specified folder.

On the **Summary** page, click **Close**.
Next step
Deploy the SupportAssistConfiguration.msi along with the MST file by using any deployment tool. In the deployment tool, use the following command and deploy the SupportAssistConfiguration.msi file along with the MST file to update the configuration settings on the target systems.

For example:
msiexec /i "c:\modify\SupportAssistConfiguration.msi" TRANSFORMS="c:\modify\SupportAssistConfig.mst" /qn

Modifying existing Active Directory administrative template files

The Dell SupportAssist Setup Manager wizard enables you to create an AD Template with modified settings. After creating the AD Template, use any deployment tool to deploy SupportAssist along with the AD Template that contains the configuration information to be modified on the target systems.

Prerequisites

- You must be logged in to the local system with a user account that has administrative rights.
- You are able to access the existing administrative template files.
- The local system must have internet connectivity.

Steps

1. Perform one of the following steps to open the Dell SupportAssist Setup Manager wizard.
   - If SupportAssist is already installed on the system, browse to C:\Program Files\Dell\SupportAssistBusinessClient\bin, right-click SupportAssistWizard.exe and click Run as administrator.
   - If SupportAssist is not installed on the system, see Accessing the Dell SupportAssist Setup Manager wizard for instructions to open the Dell SupportAssist Setup Manager wizard.
2. Ensure that all the prerequisites are met and click Next.
3. On the Setup Type page, select Modify existing configuration, select or clear the setup options that you want to modify, and click Next.
   - Internet Connection
   - Dell My Account
   - Contact & Shipping
   - Preferences
4. If SupportAssist is installed on your local system, existing configuration settings is automatically retrieved and displayed for you to modify. If SupportAssist is not installed on your system, you can use the settings from the existing files. To use an existing file, perform the following steps and click Next. To use the existing files, perform the following steps and click Next:
   a. Select the Use an existing configuration file check box.
   b. Click Browse and select the existing SupportAssist Administrative template (ADML) file that you want to use and modify.
5. On the Internet Connection Settings page, select one of the following options:
   - Connect directly — Select this option if your local system connects to the internet directly.
   - Connect via Proxy — Select this option if your local system connects to the internet through a proxy server, and then type the proxy server address and port. If proxy server requires authentication, select the This proxy requires authentication check box, and enter the proxy server user name and password.
6. If the target systems use different internet connection settings, select the Target systems have different settings check box, and on the Target Systems tab, select one of the following options:
   - Connect directly — Select this option if the target systems connect to the internet directly.
- **Connect via Proxy** — Select this option if the target systems connect to the internet through a proxy server, and type the proxy server address and port. If proxy server requires authentication, select the **This proxy requires authentication** check box, and enter the proxy server user name and password.

7. Click **Next**.
   The **Sign in to Dell My Account** page is displayed.

8. Click **Next**.
   The Dell My Account Sign In page is displayed in a new window.

   **NOTE:** You must have a Dell My Account and TechDirect account created by using the same credentials.

9. Type your My Account login details and click **Sign In**.
   The **Contact and Shipping** page is displayed.

10. On the **Contact and Shipping** page, perform the following and click **Next**.
    - Check if the **Company**, **Name**, **Email**, (optional) **Alternate Email**, **Phone Number**, (optional) **Alternate Phone Number** are displayed correctly and make changes if required. Select your preferred contact method:
      - Email
      - Phone
    - Optionally, to add secondary contact information, select the **Add Secondary Contact** check box and enter the **Name**, **Email**, (optional) **Alternate Email**, **Phone Number**, (optional) and **Alternate Phone Number**. Select the preferred contact method:
      - Email
      - Phone
    - Under **Shipping/Service Address**, check if **Country**, **Shipping address**, **City**, **State/Province**, and **Zip/Postal code** are displayed correctly and make changes if you want to edit any of the fields.

11. On the **Preferences** page, perform the following and click **Next**.
    **NOTE:** The Preferences page is displayed only if you have selected the Internet Connection option in the Setup Type page.
    - Select the **Accept and install updates** check box to allow the automatic download and installation of the latest SupportAssist updates.
    - Select the **Include Software information in collections** check box to allow Dell to collect information about installed applications, drivers, and operating system updates from your systems.

    **NOTE:** SupportAssist does not collect any information about the usage of your applications.
    - Select the **Identification information settings** check box to allow Dell to collect system identification information.

12. On the **Deployment Type** page, select **Active Directory (AD)**.
13. Enter a name for the administrative template.
14. Click **Browse** and select the file path where you want to save the Active Directory administrative template files.
15. Click **Create**.
16. On the **Summary** page, click **Close**.
   The two Active Directory administrative template files ADML and ADMX with modified configuration settings are saved in the specified file path.

**Next step**
Copy and replace the existing ADML and ADMX files in the domain controller. Edit the group policy by right-clicking the corresponding Active Directory template. Click **Edit policy settings**. To reapply the modified settings, click **Disable** and then click **Enable** again. Click **Apply**. The registry and the Group Policy are updated. The modified administrative template is updated after the Group Policy is applied.

**Modifying Answer file**

The **Dell SupportAssist Setup Manager** wizard enables you to create an Answer file with modified settings. After creating the Answer file, use any deployment tool to deploy SupportAssist along with the Answer file that contains the configuration information to be modified on the target systems.

**Prerequisites**
- You must be logged in to the local system with a user account that has administrative rights.
- You are able to access the existing Answer file.
The local system must have internet connectivity.

**Steps**

1. Perform one of the following steps to open the Dell SupportAssist Setup Manager wizard.
   - If SupportAssist is already installed on the system, browse to `C:\Program Files\Dell\SupportAssistBusinessClient\bin`, right-click `SupportAssistWizard.exe`, and click *Run as administrator*.
   - If SupportAssist is not installed on the system, see Accessing the Dell SupportAssist Setup Manager wizard for instructions to open the Dell SupportAssist Setup Manager wizard.

2. Ensure that all the prerequisites are met and click *Next*.

3. On the **Setup Type** page, select *Modify existing configuration*, select or clear the setup options that you want to modify, and click *Next*.
   - **Internet Connection**
   - **Dell My Account**
   - **Contact & Shipping**
   - **Preferences**

   **NOTE:** If you have selected the Dell My Account, Contact & Shipping, or Preferences option, but you do not have an active internet connection, SupportAssist will prompt you verify the internet connection. To continue, you must specify the correct internet connection settings.

   **NOTE:** If you have selected only the Contact & Shipping option to modify, SupportAssist will prompt you to log in and verify your My Account to confirm your contact and shipping address. To continue, you must log in to your Dell My Account.

4. If SupportAssist is installed on your local system, existing configuration settings is automatically retrieved and displayed for you to modify. If SupportAssist is not installed on your system, you can use the settings from the existing files. To use an existing file, perform the following steps and click *Next*. To use the existing files, perform the following steps and click *Next*.
   - Select the *Use an existing configuration file* check box.
   - Click *Browse* and select the Answer file that you want to use and modify the settings.

5. On the dialog box that is displayed, enter the key to decrypt the Answer file.

6. On the **Internet Connection Settings** page, select one of the following options:
   - **Connect directly** — Select this option if your local system connects to the internet directly.
   - **Connect via Proxy** — Select this option if your local system connects to the internet through a proxy server, and then type the proxy server address and port. If proxy server requires authentication, select the *This proxy requires authentication* check box, and enter the proxy server user name and password.

7. If the target systems use different internet connection settings, select the **Target systems have different settings** check box, and on the **Target Systems** tab, select one of the following options:
   - **Connect directly** — Select this option if the target systems connect to the internet directly.
   - **Connect via Proxy** — Select this option if the target systems connect to the internet through a proxy server, and type the proxy server address and port. If proxy server requires authentication, select the *This proxy requires authentication* check box, and enter the proxy server user name and password.

8. Click *Next*.

   The **Sign in to Dell My Account** page is displayed.

9. Click *Next*.

   The Dell My Account Sign In page is displayed in a new window.

   **NOTE:** You must have a Dell My Account and TechDirect account created by using the same credentials.

10. Type your My Account login details and click *Sign In*.

    The **Contact and Shipping** page is displayed.

11. On the **Contact and Shipping** page, perform the following and click *Next*.
    - Check if the **Company**, **Name**, **Email**. (optional) **Alternate Email**, **Phone Number**. (optional) **Alternate Phone Number** are displayed correctly and make changes if required. Select your preferred contact method:
      - Email
      - Phone
• Optionally, to add secondary contact information, select the Add Secondary Contact check box and enter the Name, Email, (optional) Alternate Email, Phone Number, (optional) and Alternate Phone Number. Select the preferred contact method:
  – Email
  – Phone
• Under Shipping/Service Address, check if Country, Shipping address, City, State/Province, and Zip/Postal code are displayed correctly and make changes if you want to edit any of the fields.

12 On the Preferences page, perform the following and click Next.

| NOTE: The Preferences page is displayed only if you have selected the Internet Connection option in the Setup Type page. |
| Select the Accept and install updates check box to allow the automatic download and installation of the latest SupportAssist updates. |
| Select the Include Software information in collections check box to allow Dell to collect information about installed applications, drivers, and operating system updates from your systems. |

| NOTE: SupportAssist does not collect any information about the usage of your applications. |
| Select the Identification information settings check box to allow Dell to collect system identification information. |

13 On the Deployment Type page, select Answer File and enter the key to encrypt the Answer file.

| NOTE: Ensure that you make note of the encryption key because the same key will be required while deploying SupportAssist with the Answer file on target systems. |

14 Click Browse and select the file path where you want to save the Answer file and enter the name for the Answer file.

15 Click Create.

An Answer file with the name that you have specified is saved in the local drive path.

16 On the Summary page, click Close.

An Answer file with updated information and SupportAssistConfiguration.msi are saved in the specified file path.

Next step

Deploy the SupportAssistConfiguration.msi file with the updated Answer file by using any deployment tool. In the deployment tool, use the following command to deploy the updated Answer file on the target systems:

msiexec /i <File path of the SupportAssistConfiguration.msi file> CONFIG=<File path of the Answer file> KEY=<key> /qn

Where key is the encryption key that was used to encrypt the Answer file in Dell SupportAssist Setup Manager wizard.

For example:

msiexec /i "c:\modify\SupportAssistConfiguration.msi" CONFIG="c:\modify\SupportAssistConfig.xml" KEY=Dell2$ /qn

| NOTE: If the key used to encrypt the Answer file contains special characters, enclose the key within the quotation marks. |
Managing SupportAssist alerts

SupportAssist alerts can be managed using your organization's TechDirect account or ServiceNow solution. If you have configured SupportAssist with your TechDirect account credentials, all alerts are forwarded to your TechDirect account. You can also integrate ServiceNow with SupportAssist to redirect all alerts to your ServiceNow solution. This chapter provides information on managing SupportAssist alerts in TechDirect and integrating ServiceNow with SupportAssist.

Topics:
- Configuring alert rules in TechDirect
- Viewing SupportAssist alerts in TechDirect
- SupportAssist Alerts
- SupportAssist Alert Actions
- Enabling ServiceNow integration
- Disabling ServiceNow integration

Configuring alert rules in TechDirect

Administrators in your organization can configure rules to determine how alerts created by SupportAssist are handled by the TechDirect portal. For example, you can choose to automatically forward all alerts to technical support or have the alerts placed in your SupportAssist alert queue for your support team to review and determine if the alert should be forwarded to Dell.

Prerequisite
Ensure that your TechDirect account credentials are the same as your My Account credentials used during SupportAssist deployment.

Steps
2. Log in to TechDirect using an administrator account. The Administrator's TechDirect dashboard is displayed.
3. Click Services > SupportAssist. The SupportAssist page is displayed.
4. In the Alerts & Assets tab, click Configure in the Configure Rules gadget. The Configure SupportAssist Alert Rules page is displayed.
5. In the Inactivity notification alert period field, type the desired duration.
6. For the Automated technical support case requests? option, select one of the following:
   - Select Yes to directly forward all technical support alerts to Dell.
   - Select No to send all technical support alerts to your company’s SupportAssist alerts queue for review by your support team to determine if the alert should be forwarded to Dell.
7. For the Auto-forward all Dispatch alerts to Dell? option, select one of the following:
   - Select Yes to directly forward all parts dispatch alerts to Dell.
   - Select No to send all parts dispatch alerts to your company’s SupportAssist alerts queue for review by your support team to determine if the alert should be forwarded to Dell.

The Group Management section is displayed if you have chosen to forward all parts dispatch alerts to Dell.
8. Click Add Group Rule. The group rules will be used to identify the address where dispatched parts should be sent. Whenever a SupportAssist alert is forwarded to Dell for parts dispatch, the address in the alert is compared with the addresses defined in the group rules. If there is a match, the address information associated with that group rule will be used to identify the address where the dispatched parts should be sent.
9 On the Add Group Rule page, select one of the following options:

- **By Country** — Select this option if you want to route all auto-dispatches from a country to a specific address.
- **By State/Province** — Select this option if you want to route all auto-dispatches from a state or province to a specific address.
- **By City** — Select this option if you want to route all auto-dispatches from a city to a specific address.
- **By ZIP/Postal Code** — Select this option if you want to route all auto-dispatches with a ZIP/Postal Code to a specific address.

10 Enter the required details based on the option that you have selected in Step 8 and click Save Rule.

11 Click Save Alert Rules.

### Viewing SupportAssist alerts in TechDirect

On systems configured with an MST file, an Answer file or Active Directory administrative template, when SupportAssist detects an issue, an alert is automatically created in TechDirect.

**Prerequisites**

- You must have enrolled your company with TechDirect.
- You must have used common login and password credentials across your SupportAssist MST file, Answer file, Active Directory administrative template, My Account, and TechDirect account setup.

**Steps**


   The TechDirect portal landing page is displayed.

2. Click **Sign In**.

3. Type your TechDirect credentials and click **Submit**.

   Your TechDirect **Dashboard** is displayed.

4. Click **Services > SupportAssist**.

   The **SupportAssist** page is displayed.

5. In the Alerts & Assets tab, click **Manage** in the **Manage SupportAssist Alerts** gadget.

   The **SupportAssist Alerts** page is displayed.

### SupportAssist Alerts

You can view details about the alerts generated by SupportAssist through the TechDirect portal. The following table describes the details displayed on the **SupportAssist Alerts** page.

**Table 6. Alert details**

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Tag</td>
<td>Displays the unique identifier of the system which reported an issue.</td>
</tr>
<tr>
<td>Alert Number</td>
<td>Displays the unique support request number assigned to the alert that you can reference while communicating with technical support.</td>
</tr>
<tr>
<td>Alert Type</td>
<td>Displays the type of alert:</td>
</tr>
<tr>
<td></td>
<td>- <strong>Technical Support</strong></td>
</tr>
<tr>
<td></td>
<td>- <strong>Dispatch</strong></td>
</tr>
<tr>
<td>Notes</td>
<td>Displays details about the issue that was detected and error information for investigation.</td>
</tr>
<tr>
<td>Create Timestamp</td>
<td>Displays the date and time that the alert was created in TechDirect.</td>
</tr>
<tr>
<td>Name</td>
<td>Description</td>
</tr>
<tr>
<td>----------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Last Activity Time</td>
<td>Displays the date and time of the last action taken by the customer</td>
</tr>
<tr>
<td></td>
<td>Administrator or Technician User.</td>
</tr>
<tr>
<td>Status</td>
<td>Displays the status of the alert:</td>
</tr>
<tr>
<td></td>
<td>• Unassigned — No customer Technician User has ownership</td>
</tr>
<tr>
<td></td>
<td>• Assigned — A customer Technician User has ownership</td>
</tr>
<tr>
<td></td>
<td>• Submit Failed — Attempt to forward to Dell failed</td>
</tr>
</tbody>
</table>

**Actions**

Click to view actions available for the alert. Technician Users may:

• Take ownership of the alert
• Update the alert details
• Close the alert
• Forward the alert to Dell

Administrators can perform all the actions available for users with the role Technician. Administrators can assign an alert to one of their Technician Users.

**Owner**

Displays the Technician User who is currently the owner of an alert.

**NOTE:** The Owner field is not displayed in the default view. You can select the Owner field through the Column Preferences link.

**SupportAssist Alert Actions**

You can take action on the alerts created by SupportAssist through the TechDirect portal. The following table describes the actions available for alerts created by SupportAssist.

**Table 7. Alert actions**

<table>
<thead>
<tr>
<th>TechDirect account type</th>
<th>Available actions</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrator and Technician Users</td>
<td>Take Ownership</td>
<td>Individual Technician Users under a TechDirect account can see all SupportAssist alerts as they arrive. A Technician User may take ownership of an alert. Technician Users may not reassign alerts, only the TechDirect Administrator for the account may reassign alerts.</td>
</tr>
<tr>
<td></td>
<td>Update</td>
<td>Displays the Details page that allows you to add a note or an attachment about the alert.</td>
</tr>
<tr>
<td></td>
<td>Close Alert</td>
<td>Closes the alert. Both you and Dell will not be able to take any further action on the alert.</td>
</tr>
<tr>
<td></td>
<td>Forward To Dell</td>
<td>Forwards the support request to technical support. You can continue to monitor progress from either your Technical Support or Dispatch Summary pages in TechDirect.</td>
</tr>
<tr>
<td>Administrator</td>
<td>Assign Ownership</td>
<td>Assigns a Technician User as the owner of an alert. May also be used to reassign to another Technician User.</td>
</tr>
</tbody>
</table>
Enabling ServiceNow integration

**Prerequisite**
You must be logged in to TechDirect as an Administrator.

**About this task**
If your organization uses ServiceNow for IT and Helpdesk management, you can integrate SupportAssist alerts with your ServiceNow solution. Integration with ServiceNow enables automatic creation of an incident in ServiceNow for your SupportAssist alerts.

**NOTE:** After ServiceNow integration is enabled, SupportAssist alerts cannot be managed using TechDirect. However, you will have to use TechDirect to request a parts dispatch or submit a support request to Dell.

**Steps**
1. Visit [www.techdirect.com](http://www.techdirect.com) and click Sign in.
2. Enter the user name and password in the appropriate fields and click Sign in.
3. Click Services > SupportAssist. The SupportAssist page is displayed.
4. If you have multiple accounts, select the required account from the Select Account list. **NOTE:** The Select Account list is displayed only if you have multiple accounts.
5. In the Manage Assets gadget, click Manage. The Manage Assets page is displayed.
6. Click Integrate with ServiceNow. The ServiceNow Case Management Integration window is displayed.
7. Select the required site from the Select SupportAssist Site list. **NOTE:** The site displayed in the SupportAssist Site list is the company name that you entered for the SupportAssist configuration file. **NOTE:** Selecting a site enables TechDirect to forward alerts generated from all systems in the site to ServiceNow.
8. If you want SupportAssist to automatically create an incident in ServiceNow:
   a. Select Use ServiceNow Instance.
   b. Enter the ServiceNow instance ID, user name, password, and failure notification email address in the appropriate fields. **NOTE:** If SupportAssist is unable to automatically create an incident in ServiceNow, an email is sent to the email address provided in the Failure Notification field.
   c. Click Send test alert to send a test alert to your ServiceNow instance.
9. If you want to receive details of SupportAssist alerts by email:
   a. Select Use Email.
   b. In the From field, enter the email address from which you want to receive the SupportAssist alert details.
   c. In the Alert Notifications field, enter the email address to which you want to send the SupportAssist alert details.
   d. In the Failure Notification field, enter the email address to which a notification has to be sent if SupportAssist is unable to send the alert details.
   e. Click Send test email to send a test email to the entered email address.
10. Click Save.

Disabling ServiceNow integration

**Prerequisite**
You must be logged in to TechDirect as an Administrator.

**About this task**
You can disable the integration of SupportAssist alerts with your ServiceNow solution at any time.

**NOTE:** After ServiceNow integration is disabled, you can manage SupportAssist alerts using TechDirect.
Steps
2. Enter the user name and password in the appropriate fields and click Sign in.
3. Click Services > SupportAssist.
   The SupportAssist page is displayed.
4. If you have multiple accounts, select the required account from the Select Account list.
   🔴 NOTE: The Select Account list is displayed only if you have multiple accounts.
5. In the Manage Assets gadget, click Manage.
   The Manage Devices page is displayed.
6. On the Manage Devices page, click Integrate with ServiceNow.
   The ServiceNow Case Management Integration window is displayed.
7. Select the required site from the Select SupportAssist Site list.
   🔴 NOTE: The site displayed in the SupportAssist Site list is the company name that you entered for the SupportAssist configuration file.
8. Select Inactivate.
   ServiceNow integration for SupportAssist alerts is disabled.
Retrieving SupportAssist data using WMI

You can get information about the state of each system where SupportAssist is deployed by using Windows Management Instrumentation (WMI) classes. The namespace to access the SupportAssist profiles and classes is root\supportassist. The information that is exposed by WMI classes is as follows:

- Registration status
- Support request details
- Alert details
- Configuration and entitlement details

This chapter provides information about the available WMI classes.

### DSA_RegistrationInformation

Table 8. DSA_RegistrationInformation

<table>
<thead>
<tr>
<th>Property</th>
<th>Property Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>InstanceID</td>
<td>CIM_STRING [KEY]</td>
<td>A string that uniquely identifies the instance of the class.</td>
</tr>
<tr>
<td>IsRegistrationDone</td>
<td>CIM_BOOLEAN</td>
<td>A boolean value that indicates whether SupportAssist is registered with Dell. The possible values are:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• True — SupportAssist is registered with Dell.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• False — SupportAssist is not registered with Dell.</td>
</tr>
<tr>
<td>RegistrationTime</td>
<td>CIM_DATETIME</td>
<td>Indicates the date and time when SupportAssist was registered.</td>
</tr>
</tbody>
</table>

### DSA_CaseInformation

Table 9. DSA_CaseInformation

<table>
<thead>
<tr>
<th>Property</th>
<th>Property Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>InstanceID</td>
<td>CIM_STRING [KEY]</td>
<td>A string that uniquely identifies the instance of the class.</td>
</tr>
<tr>
<td>CaseID</td>
<td>CIM_STRING</td>
<td>A string that identifies the support request number created for an instance.</td>
</tr>
<tr>
<td>Description</td>
<td>CIM_STRING</td>
<td>A string that provides a description of the support request.</td>
</tr>
<tr>
<td>Type</td>
<td>CIM_UNIT16</td>
<td>An integer that indicates the type of the support request.</td>
</tr>
</tbody>
</table>
### DSA_AlertInformation

**Table 10. DSA_AlertInformation**

<table>
<thead>
<tr>
<th>Property</th>
<th>Property Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>InstanceID</td>
<td>CIM_STRING [KEY]</td>
<td>A string that uniquely identifies the instance of the class.</td>
</tr>
<tr>
<td>TrapID</td>
<td>CIM_STRING</td>
<td>A string that identifies the trap ID of the alert.</td>
</tr>
<tr>
<td>EventID</td>
<td>CIM_STRING</td>
<td>A string that identifies the alert ID of the alert.</td>
</tr>
<tr>
<td>AlertDescription</td>
<td>CIM_STRING</td>
<td>A string that describes the alert.</td>
</tr>
<tr>
<td>AlertTime</td>
<td>CIM_DATETIME</td>
<td>Indicates the date and time when the alert was created.</td>
</tr>
</tbody>
</table>

### DSA_SystemInformation

**Table 11. DSA_SystemInformation**

<table>
<thead>
<tr>
<th>Property</th>
<th>Property Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>CIM_STRING [KEY]</td>
<td>A string that provides the name of the system.</td>
</tr>
</tbody>
</table>
| IsConfigurationSet | CIM_BOOLEAN        | A boolean value that indicates whether the configuration is set on the system. The possible values are:
<table>
<thead>
<tr>
<th>Property</th>
<th>Property Type</th>
<th>Description</th>
</tr>
</thead>
</table>
| • True — The configuration is set on the system.  
• False — The configuration is not set on the system. |
| Entitlement    | CIM_UNIT16          | Indicates the service plan of the system.                                  |
|                |                     | The possible values are:                                                   |
|                |                     | • 0 — Other                                                               |
|                |                     | • 1 — Basic                                                               |
|                |                     | • 2 — ProSupport                                                          |
|                |                     | • 3 — ProSupport Plus                                                     |
|                |                     | • 4 — Premium                                                             |
|                |                     | • 5 — Premium Support Plus                                                |
|                |                     | • 6 — ProSupport Flex                                                     |
|                |                     | • 7 — Unknown Warranty                                                    |
| EntitlementExpiryDate | CIM_DATETIME      | Indicates the expiry date of the system service plan.                     |
| Version        | CIM_STRING          | A string that identifies the SupportAssist version installed on the system. |
The data required for troubleshooting an issue is automatically collected from the system by SupportAssist and sent securely to technical support. This data enables Dell to provide you an enhanced, efficient, and accelerated support experience.

The following table lists the data collected from various components of your system.

### Table 12. System monitoring

<table>
<thead>
<tr>
<th>Categories</th>
<th>Attributes</th>
</tr>
</thead>
<tbody>
<tr>
<td>System Information</td>
<td>System Service Tag</td>
</tr>
<tr>
<td></td>
<td>System Model</td>
</tr>
<tr>
<td></td>
<td>Motherboard ePPID</td>
</tr>
<tr>
<td></td>
<td>BIOS Version</td>
</tr>
<tr>
<td></td>
<td>System Type</td>
</tr>
<tr>
<td></td>
<td>Processor Information</td>
</tr>
<tr>
<td></td>
<td>Processor Speed</td>
</tr>
<tr>
<td></td>
<td>Video Controller</td>
</tr>
<tr>
<td></td>
<td>Video RAM Bytes</td>
</tr>
<tr>
<td></td>
<td>Number of Displays</td>
</tr>
<tr>
<td></td>
<td>Operating System</td>
</tr>
<tr>
<td></td>
<td>AC Adapter Watts</td>
</tr>
<tr>
<td></td>
<td>Logical Drive Info</td>
</tr>
<tr>
<td></td>
<td>System RAM (GB)</td>
</tr>
<tr>
<td>System Usage &amp; Power</td>
<td>Hours on AC power</td>
</tr>
<tr>
<td></td>
<td>Hours on DC power</td>
</tr>
<tr>
<td></td>
<td>Power Cycles</td>
</tr>
<tr>
<td></td>
<td>Sleep States</td>
</tr>
<tr>
<td></td>
<td>Time in Sleep States</td>
</tr>
<tr>
<td></td>
<td>Power management settings</td>
</tr>
<tr>
<td>Battery</td>
<td>Position</td>
</tr>
<tr>
<td></td>
<td>Manufacture Date</td>
</tr>
<tr>
<td></td>
<td>Serial Number</td>
</tr>
<tr>
<td></td>
<td>Chemistry</td>
</tr>
<tr>
<td></td>
<td>Design Capacity</td>
</tr>
<tr>
<td>Categories</td>
<td>Attributes</td>
</tr>
<tr>
<td>--------------------</td>
<td>--------------------------------</td>
</tr>
<tr>
<td></td>
<td>Name</td>
</tr>
<tr>
<td></td>
<td>Manufacturer Name</td>
</tr>
<tr>
<td></td>
<td>ePPID</td>
</tr>
<tr>
<td></td>
<td>Current</td>
</tr>
<tr>
<td></td>
<td>Voltage</td>
</tr>
<tr>
<td></td>
<td>Cycles</td>
</tr>
<tr>
<td></td>
<td>Full Charge Capacity</td>
</tr>
<tr>
<td></td>
<td>Temperature</td>
</tr>
<tr>
<td></td>
<td>Manufacturer logs</td>
</tr>
<tr>
<td></td>
<td>Disk Position</td>
</tr>
<tr>
<td></td>
<td>Disk Name</td>
</tr>
<tr>
<td></td>
<td>Disk Make Model</td>
</tr>
<tr>
<td></td>
<td>Disk Size MB</td>
</tr>
<tr>
<td></td>
<td>Disk ePPID</td>
</tr>
<tr>
<td></td>
<td>Disk Partition Position</td>
</tr>
<tr>
<td></td>
<td>Disk Partition Name</td>
</tr>
<tr>
<td></td>
<td>Disk Partition Size MB</td>
</tr>
<tr>
<td></td>
<td>Read Time Percentage</td>
</tr>
<tr>
<td></td>
<td>Write Time Percentage</td>
</tr>
<tr>
<td></td>
<td>Idle Time Percentage</td>
</tr>
<tr>
<td></td>
<td>Bytes Read MB</td>
</tr>
<tr>
<td></td>
<td>Bytes Write MB</td>
</tr>
<tr>
<td></td>
<td>SMART Logs</td>
</tr>
<tr>
<td></td>
<td>OS Crash Events</td>
</tr>
<tr>
<td></td>
<td>Power Events</td>
</tr>
<tr>
<td></td>
<td>Thermal Events</td>
</tr>
<tr>
<td></td>
<td>Boot Error Events</td>
</tr>
<tr>
<td></td>
<td>Diagnostic Events</td>
</tr>
<tr>
<td></td>
<td>CPU Utilization</td>
</tr>
<tr>
<td></td>
<td>Concurrent Threads</td>
</tr>
<tr>
<td></td>
<td>Queue Lengths</td>
</tr>
<tr>
<td></td>
<td>C-States</td>
</tr>
<tr>
<td></td>
<td>DIMM Position</td>
</tr>
<tr>
<td></td>
<td>DIMM Name</td>
</tr>
<tr>
<td></td>
<td>DIMM Manufacturer</td>
</tr>
</tbody>
</table>
The following table describes the system information that is collected and sent to Dell once every 24 hours as part of the routine system monitoring.

### Table 13. Routine system monitoring

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Schema version</td>
<td>Version of the schema used for routine system monitoring</td>
</tr>
<tr>
<td>Agent version</td>
<td>Version of SupportAssist deployed on the system</td>
</tr>
<tr>
<td>Service Tag</td>
<td>Unique identifier of the system</td>
</tr>
<tr>
<td>System model</td>
<td>Model name of the system</td>
</tr>
<tr>
<td>Registration information</td>
<td>Registration status of SupportAssist</td>
</tr>
<tr>
<td>Attribute</td>
<td>Description</td>
</tr>
<tr>
<td>-------------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>OS version</td>
<td>Version of the operating system running on the system</td>
</tr>
<tr>
<td>SP version</td>
<td>Service pack of the operating system</td>
</tr>
<tr>
<td>UTC date</td>
<td>Date and time when the routine system monitoring information was sent to Dell</td>
</tr>
<tr>
<td>BIOS version</td>
<td>Version of the BIOS that is installed on the system</td>
</tr>
<tr>
<td>Status</td>
<td>Status of the alert depending on the severity, for example, warning</td>
</tr>
<tr>
<td>Description</td>
<td>Information about the system failure, for example, high CPU usage</td>
</tr>
<tr>
<td>Hard drive free space</td>
<td>Free space available in the system hard drive</td>
</tr>
<tr>
<td>Memory usage</td>
<td>Amount of system memory used</td>
</tr>
<tr>
<td>CPU usage</td>
<td>Amount of CPU used</td>
</tr>
<tr>
<td>Local date</td>
<td>Date and time of the system</td>
</tr>
<tr>
<td>Last Boot Up Date</td>
<td>Date and time when the system was last restarted</td>
</tr>
<tr>
<td>Windows Updated Run Date</td>
<td>Date and time when Windows was last updated on the system</td>
</tr>
<tr>
<td>BSOD Count 24hrs</td>
<td>Number of blue screen occurrences in the last 24 hours</td>
</tr>
<tr>
<td>Alert info</td>
<td>Unique identifier of the alert</td>
</tr>
<tr>
<td>Source</td>
<td>Source from where the alert was generated</td>
</tr>
<tr>
<td>Type</td>
<td>Type of the alert, for example, predictive alert</td>
</tr>
</tbody>
</table>
Frequently asked questions

Pre deployment

1. **What Dell accounts should I create before I begin the deployment?**
   If you plan to manage your SupportAssist alerts from TechDirect, you need to have a Dell My Account that is linked with your TechDirect account. Therefore, verify the following:
   - Ensure you have a My Account. If you do not have a My Account, create one by visiting www.dell.com/myaccount.
   - Enroll to TechDirect with the same credentials that you use for My Account. To enroll your organization with TechDirect, visit www.techdirect.com.

2. **How do I set up a My Account?**
   To create a My Account, perform the following steps:
   b. On the Sign in page, click Create an Account.
   c. On the Dell.com Account Registration page, enter the required details, click Complete Registration.

3. **How do I set up a TechDirect account?**
   Your company should designate an Administrator to set up your TechDirect account. This Administrator will visit www.techdirect.com and click Register Now to begin the enrollment process. As part of this process, the Administrator will add Technician users who will receive an email confirming their enrollment and include log in details. Users who want to dispatch parts must first complete the free online certification courses available within the TechDirect online portal. For more information, see www.techdirect.com.

4. **Can I reuse the same TechDirect account or My Account if I need to have multiple variants of the deployment configuration?**
   Yes, with the caveat that you go through the configuration creation process only once and go through the modify flow of the setup wizard to generate subsequent configurations. For more information about the modify flow process, see Modifying SupportAssist deployment configuration.

   Let us understand this with an example. You are an IT Administrator who manages multiple systems from two sites. Now, you want to use your TechDirect account or My Account for both the sites so that you can centrally manage your alerts and dispatches in a single place. However, you also would like to maintain distinct settings as both sites have different Internet connection settings.

   In this scenario, you should go through the setup wizard and create a configuration for the first site. For the second site, you should go through the modify flow and create another distinct configuration as needed.

Configuration

1. **How can I deploy configuration on systems that have SupportAssist preinstalled as part of custom system images using ImageAssist?**
   If you have purchased systems from Dell with the custom image, SupportAssist may be preinstalled on these systems. Perform the following steps to configure SupportAssist settings on these systems:
   a. Open the Dell SupportAssist Setup Manager wizard. See Accessing the Dell SupportAssist Setup Manager wizard.
   b. Use the Modify existing configuration option in the wizard to create and update the configuration:
      - To modify the settings in an MST file. See Modifying MST file.
      - To modify the settings in the Active Directory Administrative Template files. See Modifying existing Active Directory administrative template files.
To modify the settings in an Answer file. See Modifying Answer file.

c Deploy the updated configuring settings.

2  What option should I choose "Create new configuration" or "Modify existing configuration" in the setup wizard?
You should select "Create new configuration" for the following scenarios:
• When you want to deploy and configure SupportAssist for the first time on your target systems.
• When an older version of SupportAssist is installed and configured, and now you want to install the current version with the same or different configuration settings.

You should select "Modify existing configuration" when the current version of SupportAssist is already deployed and configured on the target systems and you want to update the existing settings.

3  I have modified the configuration and updated SupportAssist on target systems. How will I know if the settings are updated correctly?
To verify that the settings are updated on the target systems, in the registry, check the status of the key HKLM\Dell\SupportAssistConfig\Status. If the settings are updated correctly, the status of the key is displayed as "0".

Deployment

1  Which deployment type should I use?
Choose the deployment type based on your existing setup used to deploy the configuration information:
• Windows Installer File — Use this deployment type if you are using configuration management tool such as SCCM, KACE, or any other deployment tool to deploy the configuration settings.
• Active Directory Template File — Use this deployment type if you can create an Active Directory group policy to deploy the configuration information and do not have a configuration management tool.
• Answer File — Use this deployment type if you cannot create Active Directory group policy and need to use Answer File to deploy the configuration information.

2  In my organization, I manage systems located across multiple sites with different settings. How do I deploy SupportAssist?
Use the following method to deploy SupportAssist on two different site locations (For example, "Site One" and "Site Two") with distinct settings:
a  Open the Dell SupportAssist Setup Manager wizard.
b  Use the create new configuration flow and create a configuration file (Site 1.mst) with the settings required for "Site One".
c  On the Summary page, click Create New, and create a configuration file (Site2.xml) with the settings required for "Site Two".
d  Deploy SupportAssist installer package with the corresponding configuration files on the target systems in “Site One” and “Site Two” by using any deployment tool.

3  Can I install SupportAssist on a virtual machine (VM)?
No, SupportAssist is not designed to detect issues on virtual machines because it requires access to hardware components.

4  How can I deploy SupportAssist on target systems running on both 32-bit and 64-bit operating systems?
You have to download both 32-bit and 64-bit version of SupportAssist installer package and perform the following:
• If you are selecting Windows installer file (MST) as the deployment type, then create the MST configuration file using the corresponding Dell SupportAssist Setup Manager wizard for both 32-bit and 64-bit installer packages.
• If you are selecting Answer file or Active Directory template file as the deployment type, then create the configuration file using Dell SupportAssist Setup Manager wizard for both 32-bit or 64-bit installer packages.

After creating the configuration files, choose the corresponding packages of SupportAssist based on the platform and deploy SupportAssist on the target systems.

5  Can I use the Answer file generated using the older version of SupportAssist to deploy the current version of the SupportAssist.
No. You must create the Answer file with the current version of the SupportAssist setup wizard and use this Answer file for deployment.
Post deployment

1. **How will I know SupportAssist is installed and configured correctly on the target system?**
   The `InstallAndRegistration.ps1` script enables you to verify if SupportAssist is installed and registered on the target systems. To run the script on a target system, perform the following steps:
   a. Click the *Windows logo* key and type `command` in the search bar.
      The *Start* menu displays matching results.
   b. Right-click *Command Prompt* and click *Run as administrator*.
      The *Command Prompt* window is displayed.
   c. Go to the location where you have unzipped the SupportAssist installer package, and perform the following:
      - If you have download and unzipped the 64-bit version of SupportAssist installer package, browse to `\Program Files (64)\Dell\SupportAssistBusinessClient\bin`
      - If you have download and unzipped the 32-bit version of SupportAssist installer package, browse to `\Program Files\Dell\SupportAssistBusinessClient\bin`
   d. Type `InstallAndRegistration.ps1` and press Enter.

   **NOTE:** You can also use monitoring consoles such as System Center Operations Manager (SCOM) to run this script on target systems. However, ensure that you follow the guidelines that are provided for the monitoring consoles.

   The following is the sample output if SupportAssist is installed and registered on the target systems:
   `<Computer Name> has Dell SupportAssist Installed and Registered.`

   The following is the sample output if SupportAssist is installed but not registered on the target systems:
   `<Computer Name> has SupportAssist Installed but not Registered.`

   The following is the sample output if SupportAssist is not installed on the target systems:
   `<Computer Name> does not have SupportAssist installed.`

   The following is the sample output if SupportAssist is installed and registered, and the service is running on target systems:
   `<Computer Name> has Dell SupportAssist Installed and Registered and DDV Service is running.`

   The following is the sample output if SupportAssist is installed and registered, but the service is not running on target systems:
   `<Computer Name> has Dell SupportAssist Installed and Registered but DDV service is not running.`

2. **The Active Directory configuration settings are not applied on the target systems. What should I do?**
   If you have selected AD template as the deployment type, there might be a delay in updating the settings because it takes time to perform a sync between the target systems and the domain controller. If you want to sync immediately, on the target systems, run the following command:
   `gpupdate/force`

3. **What should I need to do if WMI Scripts not returning any value?**
   Ensure that the WMI service is running. To start the WMI service, perform the following:
   a. Press the Windows logo key, type `services.msc` in the search field, press Enter.
      The *Services* window is displayed.
   b. Right-click *Windows Management Instrumentation* and click *Start* from the list.

4. **Does SupportAssist automatically detect the Internet proxy settings on the target systems?**
   No. If your target systems connect to the Internet through a proxy server, you have to provide the proxy details while creating the configuration file.

5. **Post deployment, some of the target systems are not able to register with SupportAssist. What could be the reason?**
This is likely due to invalid Internet connectivity settings applied on target systems. While creating or modifying the configuration file, the Internet connectivity for target systems cannot be validated by the setup wizard. To provide the correct Internet connectivity settings, see Modifying SupportAssist deployment configuration.

How can I verify if support requests were created for the target systems?
The CaseAndDispatchReport.ps1 script enables you to verify if SupportAssist has created any support request for the target systems.
To run the script on a target system, perform the following steps:

a Click the Windows logo key and type command in the search bar. The Start menu displays matching results.
b Right-click Command Prompt and click Run as administrator. The Command Prompt window is displayed.
c Go to to the location where you have unzipped the SupportAssist installer package, and perform the following:
• If you have download and unzipped the 64-bit version of SupportAssist installer package, browse to \Program Files (64)\Dell\SupportAssistBusinessClient\bin
• If you have download and unzipped the 32-bit version of SupportAssist installer package, browse to \Program Files\Dell\SupportAssistBusinessClient\bin
d Type CaseAndDispatchReport.ps1 and press Enter.

**NOTE:** You can also use monitoring consoles such as System Center Operations Manager (SCOM) to run this script on target systems. However, ensure to follow the guidelines that are provided for the monitoring consoles.

The following is the sample output that displays the details of the support request that is created on a target system.

<table>
<thead>
<tr>
<th>Case Number is</th>
<th>Commodity type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>907504464</td>
<td>N/A</td>
<td>WCG: SAAGENT</td>
</tr>
<tr>
<td>907504464</td>
<td>N/A</td>
<td>WCG: SAAGENT</td>
</tr>
</tbody>
</table>

## Alerts

1 I have deployed SupportAssist but alerts are not showing up on my TechDirect account. How do I view them?
Ensure that your My Account and TechDirect accounts use the same login credentials. Consider updating SupportAssist configuration if required.

2 How can I monitor SupportAssist alerts and support requests if I do not have a TechDirect Account?
If you do not have a TechDirect account, you can monitor the alerts in the event viewer. whenever SupportAssist creates support request for the issue that was detected (both proactive and predictive), it logs the event in the Event Viewer of the system.

3 In TechDirect, how can I manually create a support request for an issue identified on a target system?
To create a support request on TechDirect Portal, perform the following steps:

   a Log in to www.techdirect.dell.com by using your TechDirect credentials.
   b On the Dashboard page, from the Services menu, click Technical Support.
   c On the Technical Support page, click Create on the Create New Service Request gadget. The Create Service Request wizard is displayed.
   d Follow the instructions in the Create Service Request wizard to enter the service tag of your system, information about the incident (issue details), and contact information.
   e Click Submit.

Ensure to make a note of the support request number. A technical support agent will contact you to address your issue.

4 Will end users get a notification on the target systems when SupportAssist detects any issue?
No. Only the configured contact will receive an email confirmation when SupportAssist creates a support request.
Upgrade

I have an earlier version of SupportAssist installed on my target systems. How do I upgrade to the current version?
Installing the current version of the SupportAssist takes care of upgrading from earlier version. The diagnostic user interface available in the older version will no longer be available after the upgrade.

Uninstallation

When I cancel the SupportAssist uninstallation process, the services are in stopped state. How do I start them?
To start the service:

a  Press the Windows logo key, type `services.msc` in the search field, press Enter.
   The **Services** window is displayed.

b  Right-click **Dell SupportAssist for Business Client**, and then click **Start** from the list.

Miscellaneous

What is PII? What PIIs are collected by SupportAssist?
Personally Identifiable Information (PII) is the information that can be used to identify your system. SupportAssist collects the following PIIs from your system: IP address, MAC address, and hostname.
Network bandwidth utilization

SupportAssist utilizes your network bandwidth for various events that require connectivity to Dell. The network bandwidth utilized may vary based on the number of target systems that are monitored by SupportAssist. The following table provides the average network bandwidth utilized by SupportAssist for monitoring 100 systems.

Table 14. Average network bandwidth utilization

| Event                                      | Frequency                                                      | Network bandwidth |
|--------------------------------------------|                                                               |                   |
| Registering SupportAssist                   | Once after deployment                                         | 232 Kbps          |
| Sending routine system monitoring information | Once every 24 hours after deployment                          | 114 Kbps          |
| Sending periodic system monitoring information | Once between every 30-45 days after deployment                | 2727 Kbps         |
| Sending alert and system state information  | When an alert is detected                                    | 18 Kbps           |
| Verifying system warranty information       | When an alert is detected                                    | 213 Kbps          |
| Creating support request                   | When an alert qualifies for creation of a support request     | 18 Kbps           |
| Checking for updates                       | Once in a week                                               | 820 Kbps          |
### Table 15. Glossary

<table>
<thead>
<tr>
<th>Terminology/Abbreviations/Acronyms</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>System</td>
<td>Represents Dell laptops, desktops, tablets, Gateways, and Embedded box PCs</td>
</tr>
<tr>
<td>Support request</td>
<td>When an issue detected on a system, SupportAssist creates a support request and forwards it to technical support for resolving the issue.</td>
</tr>
<tr>
<td>TechDirect</td>
<td>It is a centralized support tool designed to provide commercial customers with the ability to open and manage Dell support request. The TechDirect portal allows you to manage SupportAssist alerts in a central location.</td>
</tr>
<tr>
<td>WMI</td>
<td>Windows Management Instrumentation</td>
</tr>
<tr>
<td>Alert</td>
<td>An alert is a notification created by SupporAssist when an issue detected on a target system.</td>
</tr>
<tr>
<td>CPU</td>
<td>Central processing unit</td>
</tr>
<tr>
<td>MAC</td>
<td>Media access control address</td>
</tr>
<tr>
<td>BIOS</td>
<td>Basic input/output system</td>
</tr>
<tr>
<td>IMEI</td>
<td>International Mobile Equipment Identity</td>
</tr>
<tr>
<td>WLAN</td>
<td>Wireless local area network</td>
</tr>
<tr>
<td>DIMM</td>
<td>Dual in-line memory module</td>
</tr>
<tr>
<td>ePPID</td>
<td>Enhanced Performance Profile ID</td>
</tr>
<tr>
<td>GB</td>
<td>Gigabyte</td>
</tr>
<tr>
<td>DC</td>
<td>Direct current</td>
</tr>
<tr>
<td>Dell CFI</td>
<td>Dell Custom Factory Integration. Dell CFI is a service provided by Dell through which the systems that are purchased from Dell are preinstalled with required software application as being built in the Dell Factory.</td>
</tr>
<tr>
<td>Local system</td>
<td>Local system or administrator system refers to the system you will use for creating the SupportAssist deployment files or package</td>
</tr>
<tr>
<td>RAM</td>
<td>Random-access memory</td>
</tr>
<tr>
<td>Target systems</td>
<td>Target systems refers to all systems on which you will deploy SupportAssist.</td>
</tr>
<tr>
<td>MSI</td>
<td>Microsoft Installer (MSI) is an installer package file format used by Windows.</td>
</tr>
<tr>
<td>MST</td>
<td>Microsoft Transform (MST) File is a configuration file used by the Microsoft Windows Installer to configure software installations. The SupportAssist MST file contains settings that will be configured on each target system.</td>
</tr>
<tr>
<td>Terminology/Abbreviations/Acronyms</td>
<td>Definition</td>
</tr>
<tr>
<td>----------------------------------</td>
<td>------------</td>
</tr>
<tr>
<td>Answer File</td>
<td>The SupportAssist Answer file is an XML-based configuration file that contains the settings that will be configured on each target system.</td>
</tr>
<tr>
<td>Active Directory Administrative Template (ADML/ADMX)</td>
<td>Active Directory Administrative Template is a feature of Group Policy used for centralized management of systems in an Active Directory environment. The SupportAssist Active Directory configuration file contains the settings that will be configured on each target system. Administrative Templates files are divided into .admx files and language-specific .adml files for use by Group Policy administrators. The changes that are implemented in these files let administrators configure the same set of policies by using two languages. Administrators can configure policies by using the language-specific .adml files and the language-neutral .admx files.</td>
</tr>
<tr>
<td>Deployment tools</td>
<td>The tools that can be used to deploy SupportAssist on target systems.</td>
</tr>
<tr>
<td>SCCM</td>
<td>Microsoft System Center Configuration Manager</td>
</tr>
<tr>
<td>SCOM</td>
<td>System Center Operations Manager</td>
</tr>
</tbody>
</table>