SupportAssist for Business Client Systems
Release Notes
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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Release Summary

This release enables IT administrators to enable Dell SupportAssist for Business Client Systems user interface for end users and also manage the tasks they can perform using SupportAssist. IT administrators can also manage large site asset configuration from TechDirect.

Topics:

• Version
• Release date
• Priority and recommendations

Version

2.0.1

Release date

May 2019

Priority and recommendations

OPTIONAL: Dell recommends that you review the details about the update to determine if it applies to your system. The update contains changes that impact only certain configurations, or provides new features that may not apply to your environment.
Compatibility

SupportAssist is supported on the following Dell systems:

- **Laptops and desktops:**
  - Latitude
  - Precision
  - OptiPlex
  - Inspiron
  - XPS
  - Alienware
  - Vostro

- **Gateways and Embedded PCs:**
  - Edge Gateways
  - Embedded Box PCs

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

Minimum system requirements

The following table lists the minimum requirements for SupportAssist.

<table>
<thead>
<tr>
<th>Table 1. Minimum requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Particulars</strong></td>
</tr>
<tr>
<td>Operating system</td>
</tr>
</tbody>
</table>
| **NOTE:** SupportAssist is supported on both 32 and 64 bit operating systems. | - Microsoft Windows 7 SP1
- Microsoft Windows 8
- Microsoft Windows 8.1
- Microsoft Windows 10 |
| Dell Edge Gateways: | - Microsoft Windows 10 IoT Enterprise 2015 LTSB (only 64-bit) |
| 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
- PowerShell script execution must be enabled on target systems |
<table>
<thead>
<tr>
<th>Particulars</th>
<th>Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hardware</td>
<td>4 GB (recommended)</td>
</tr>
</tbody>
</table>
| Network    | Internet connectivity  
|            | Port 5700 must be open on target systems  
|            | Elevation of the **SupportAssistUI.exe launch** command must be enabled on the target systems  
|            | The local system and target systems must be able to connect to the following destinations:

<table>
<thead>
<tr>
<th>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 refer to all systems on which you will deploy SupportAssist.</th>
</tr>
</thead>
</table>
| https://apidp.dell.com  
| https://fuslite.dell.com/FUSLite/api/2.0  
| https://techdirect.dell.com  
| http://downloads.dell.com  
| https://www.dell.com |
New features in this release

- Download a customized SupportAssist executable from TechDirect.
- Select the format in which you want to extract the deployment package. You can extract the deployment package in Windows Executable or Windows Installer format.
- Manage SupportAssist configuration for device groups in TechDirect.
- Enable performance monitoring for SupportAssist monitored systems in TechDirect.
- Enable or disable the following while configuring SupportAssist:
  - SupportAssist user interface
  - Automated SupportAssist scans and optimizations
  - Automated optimizations after a scheduled scan
  - Manual installation of driver updates
  - Manual system optimizations
Known issues—To be fixed in future releases

Service does not start automatically

Description
While uninstalling SupportAssist, if you cancel the uninstallation process while it is running, the Dell SupportAssist for Business Client service does not start automatically.

Resolution
Perform the following to start the service manually:

1. Press Start and R key, type services.msc in the search box, and then click Enter.
2. Right-click Dell SupportAssist for Business Client and click Start.

Version affected
1.5.0 and later

JavaScript error is displayed

Description
SupportAssist displays a JavaScript error when the SupportAssist user interface is opened immediately after installing a new operating system.

Resolution
Close and reopen the SupportAssist user interface.

Version affected
2.0.1

Scan progress is not displayed

Description
When a warning alert is present, on clicking "Optimize My PC" notification, all the system optimizations are run. However, the scan progress is not displayed as the tiles are disabled.

Resolution
Before you click the notification, open the SupportAssist user interface and click Skip Now.

Version affected
2.0.1
Services are automatically stopped

Description

If SupportAssist is deployed on Latitude 7390 2-in-1 systems running within a System Center Configuration Manager Client Health (CMCH), the Dell Data Vault Service API, Dell Data Vault Collector, and Windows Management Instrumentation services are sometimes automatically stopped. When these services are stopped, support request creation and SupportAssist insights are not generated for these systems.

Resolution

None

Version affected

2.0.1
Limitations

- SupportAssist does not automatically perform diagnostic tests on microphone, keyboard, and graphics adapter because diagnostic tests for these components require user intervention.
- In Windows 10 RTM systems, pop-ups are not displayed for notifications in system tray when a hardware issue is detected or when a support request is created.
Dell SupportAssist for Business Client Systems can be deployed on one or more systems. To deploy SupportAssist on multiple systems, you can use the **Setup Manager** wizard to create the deployment package. The deployment package contains the SupportAssist Microsoft Installer file (MSI) along with a Microsoft Transform (MST) file, Answer file, or an Active Directory administrative template that contains the common configuration settings for the systems.

For more information on deploying SupportAssist using **Setup Manager** wizard, see the *SupportAssist for Business Client Systems Deployment Guide—Using Setup Manager Wizard* available at [www.dell.com/serviceabilitytools](http://www.dell.com/serviceabilitytools).

You can also configure and create the SupportAssist deployment package from TechDirect. When you deploy SupportAssist using this package, you can manage SupportAssist configuration from TechDirect for all the systems or systems in a specific device group.

NOTE: If you do not have an active internet connection, you can find contact information about your purchase invoice, packing slip, bill, or Dell product catalog.

Dell provides several online and telephone-based support and service options. Availability varies by country, region, and product, and some services may not be available in your area.

Topics:
• Contact Dell for sales, technical support, or customer service issues
• Find documentation support

Contact Dell for sales, technical support, or customer service issues

1. Go to www.dell.com/support.
2. Select your country or region in the selection list at the bottom of the page.
3. Click Contact Us and select the appropriate support link.

Find documentation support

1. Go to www.dell.com/support.
2. Click the Browse all products link.
3. On the All products window, select the appropriate product category, and then the desired product.
4. To view the document, click the required product version, and then click the Manuals & documents tab.

NOTE: You can also directly access the documentation for Serviceability Tools from www.dell.com/serviceabilitytools.