SupportAssist for PCs
Release Notes for Windows 10 in S mode
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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In this release, SupportAssist notifies about hardware issues on XPS, Inspiron, and Alienware systems in the United States even if their service plan has expired. A notification is also displayed on systems in the United States to renew the service plan.

Topics:
- Version
- Release date
- Priority and recommendations

Version

3.3.2

Release date

August 2019

Priority and recommendations

OPTIONAL: Dell recommends you to 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.
New features in this release

Display notifications when:

• Hardware issues are detected by SupportAssist on XPS, Inspiron, and Alienware systems without an active service plan
• Service plan of the system is about to expire, or has expired.

NOTE: The notifications are displayed only for systems in certain regions, for example, United States.
## Compatibility

### Minimum requirements for installing and using SupportAssist for Windows 10 in S mode

The following table lists the minimum system requirements for installing and using SupportAssist on systems running Windows 10 in S mode:

<table>
<thead>
<tr>
<th>Particulars</th>
<th>Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Software</strong></td>
<td>Microsoft .NET Framework 4.5</td>
</tr>
<tr>
<td><strong>Web browser</strong></td>
<td>Microsoft Edge</td>
</tr>
<tr>
<td><strong>Hardware</strong></td>
<td>• Memory (RAM)—2 GB</td>
</tr>
<tr>
<td></td>
<td>• Hard drive free space—1 GB</td>
</tr>
<tr>
<td><strong>Network</strong></td>
<td>Internet connectivity</td>
</tr>
<tr>
<td><strong>Ports</strong></td>
<td>• 5700—For opening the SupportAssist user interface</td>
</tr>
<tr>
<td></td>
<td>• 9012—For communication with Dell SupportAssist service</td>
</tr>
<tr>
<td></td>
<td>The system must be able to connect to the following destinations:</td>
</tr>
<tr>
<td></td>
<td>• <a href="https://apidp.dell.com">https://apidp.dell.com</a></td>
</tr>
<tr>
<td></td>
<td>• <a href="https://fuslite.dell.com/FUSLite/api/2.0">https://fuslite.dell.com/FUSLite/api/2.0</a></td>
</tr>
<tr>
<td></td>
<td>• <a href="http://www.techdirect.dell.com">www.techdirect.dell.com</a></td>
</tr>
<tr>
<td></td>
<td>• <a href="https://downloads.dell.com">https://downloads.dell.com</a></td>
</tr>
<tr>
<td></td>
<td>• <a href="http://www.dell.com">www.dell.com</a></td>
</tr>
<tr>
<td></td>
<td>• <a href="https://dellsupportcenter.com">https://dellsupportcenter.com</a></td>
</tr>
<tr>
<td></td>
<td>• <a href="https://dellsupportcenterplus.com">https://dellsupportcenterplus.com</a></td>
</tr>
<tr>
<td></td>
<td>• <a href="https://amazonaws.com">https://amazonaws.com</a></td>
</tr>
<tr>
<td></td>
<td>• <a href="https://apidp.dell.com/warrantyServices/api/v2/warranties">https://apidp.dell.com/warrantyServices/api/v2/warranties</a></td>
</tr>
<tr>
<td><strong>System settings</strong></td>
<td>Automatic updates in Windows Update page and Microsoft Store must be enabled</td>
</tr>
<tr>
<td><strong>Display resolution</strong></td>
<td>1200 x 720</td>
</tr>
</tbody>
</table>
**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.

**Version affected**
2.0

**Notification is displayed for a closed support request**

**Description**
Notification about the support request created for a part replacement is displayed even after the part is delivered and the support request is closed by Dell.

**Resolution**
On the notification, click *Never remind me*.

**Version affected**
2.2 or later

**Scan progress is not displayed**

**Description**
When a warning alert is present, on clicking the *Optimize My PC* notification, the optimization progress is not displayed as the tiles are disabled.

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

**Version affected**
2.2 or later

**SupportAssist installer text is displayed in English**

**Description**
Text on the SupportAssist installer window is not displayed in the default system language.

**Resolution**
None

**Version affected**
2.2 or later
Limitations

- SupportAssist does not support the zoom in or zoom out feature on Tablets.
- SupportAssist does not function correctly when you restart your system by disabling driver signature enforcement.
Install SupportAssist for Windows 10 in S mode

Prerequisites

- The system must meet the minimum system requirements for installing and using SupportAssist. See Minimum requirements for installing and using SupportAssist for Windows 10 in S mode.
- You must have administrator rights on the system.

About this task

By default, SupportAssist is installed on all systems shipped from the Dell factory. You can search and open SupportAssist from the programs menu. If SupportAssist is not installed on your system, you can manually download and install SupportAssist.

Steps

1. Open Microsoft Store.
2. Search and open the Dell SupportAssist for PCs application page.
3. Click Get.
   - The SupportAssist installer package is downloaded, and SupportAssist is automatically installed on the system.
   
   **NOTE:** When you install SupportAssist from the Microsoft Store, only the user interface component is installed.

4. Click Start, search and open SupportAssist.
   - The SupportAssist window is displayed and a messaging indicating that the backend component is getting downloaded and installed. A notification is displayed in the Windows Action Center after the installation is complete.

   **CAUTION:** You will not be able to use SupportAssist if the backend component is not installed.

5. Click the notification in the Windows Action Center or open SupportAssist from the programs menu.
   - The SupportAssist window is displayed.

![SupportAssist for PCs window on systems running Windows 10 in S mode](image.png)

**NOTE:** Click Learn more for information about your service plan and other service plans available for your region.
Contacting Dell

About this task

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 or 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

Steps

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

Steps

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 DOCUMENTATION tab.

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