Dell 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.
Release summary

This release enables SupportAssist for PCs to automatically detect hardware issues on systems running Windows 10 in S mode. Depending on your service plan, SupportAssist can automatically create a support request for the issue detected.

Topics:

- Version
- Release date

Version

3.1

Release date

January 2019
New and enhanced features

- Predictive issue detection and notification.
- View details of all support requests that were created on a particular day, week, or month.
- Create a support request for an issue on your system manually.
- Send files to Dell Technical Support manually, for example, system activity log.
- Locate the nearest carry-in service locator.

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

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

<table>
<thead>
<tr>
<th><strong>Particulars</strong></th>
<th><strong>Requirements</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Web browser</td>
<td>Microsoft Edge</td>
</tr>
<tr>
<td>Software</td>
<td>Microsoft .NET Framework 4.5 or later</td>
</tr>
<tr>
<td>Internet connection</td>
<td><strong>Ports:</strong></td>
</tr>
<tr>
<td></td>
<td>• 5700 — For opening the Dell SupportAssist user interface</td>
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<tr>
<td></td>
<td>• 9012 — For communication with Dell SupportAssist service</td>
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<td></td>
<td>The system must be able to connect to the following destinations:</td>
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<tr>
<td></td>
<td>• <a href="https://apidp.dell.com">https://apidp.dell.com</a></td>
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<tr>
<td></td>
<td>• <a href="https://api.dell.com">https://api.dell.com</a></td>
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<td>• <a href="https://is.us.dell.com">https://is.us.dell.com</a></td>
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<td></td>
<td>• <a href="http://www.techdirect.dell.com">www.techdirect.dell.com</a></td>
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<td>• <a href="http://downloads.dell.com">http://downloads.dell.com</a></td>
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<td>• <a href="http://www.dell.com">www.dell.com</a></td>
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<td>• <a href="https://dellsupportcenter.com">https://dellsupportcenter.com</a></td>
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<td>• <a href="https://dellsupportcenterplus.com">https://dellsupportcenterplus.com</a></td>
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<td>• <a href="https://amazonaws.com">https://amazonaws.com</a></td>
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<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>Hardware</td>
<td>• Memory (RAM) — 2 GB</td>
</tr>
<tr>
<td></td>
<td>• Hard drive free space — 1 GB</td>
</tr>
<tr>
<td>Display resolution</td>
<td>1200 x 720</td>
</tr>
</tbody>
</table>
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.
Installing and uninstalling SupportAssist for Windows 10 in S mode

Install SupportAssist for Windows 10 in S mode

By default, SupportAssist is installed on all systems that are shipped from Dell factory. If SupportAssist is not installed on your system, you can manually download and install SupportAssist.

For steps to download and install SupportAssist, see the Dell SupportAssist for PCs User’s Guide for systems running Windows 10 in S mode from dell.com/serviceabilitytools.

Uninstall SupportAssist for Windows 10 in S mode

Prerequisites

- The SupportAssist window must not be open on the system.
- Ensure that there are no pending SupportAssist notifications on the Windows Action Center.

Steps

1. Click Start to open the Programs menu.
2. Search and open the Apps & features page.
3. Click SupportAssist, click Uninstall, and then click Uninstall again.

NOTE: If multiple users have installed SupportAssist on the same system, only when all the users uninstall SupportAssist, both the user interface and backend components are uninstalled.

SupportAssist is uninstalled.
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 and product, and some services may not be available in your area.

Topics:
- Contacting Dell for sales, technical support, or customer service issues
- Finding documentation support

Contacting 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.

Finding 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.