SupportAssist for Home 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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Release summary

In this release, security and performance issues identified in SupportAssist were resolved.

Topics:
- Version
- Release date
- Priority and recommendations

Version
3.4.1

Release date
January 2020

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

Security and bug fixes.
## Minimum system requirements

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

**Table 1. Minimum system requirements**

<table>
<thead>
<tr>
<th>Particulars</th>
<th>Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Software</td>
<td>Microsoft .NET Framework 4.5</td>
</tr>
<tr>
<td>Web browser</td>
<td>Microsoft Edge</td>
</tr>
<tr>
<td>Hardware</td>
<td>• Memory (RAM)—2 GB</td>
</tr>
<tr>
<td></td>
<td>• Hard drive free space—1 GB</td>
</tr>
<tr>
<td>Network</td>
<td>Internet connectivity</td>
</tr>
<tr>
<td>Ports</td>
<td>• 5700—For opening the SupportAssist user interface</td>
</tr>
<tr>
<td></td>
<td>• 9012—For communication with Dell SupportAssist service</td>
</tr>
</tbody>
</table>

The system must be able to connect to the following destinations:

- https://apidp.dell.com
- https://fuslite.dell.com
- https://cs-is.dell.com
- https://techdirect.dell.com/
- https://api.dell.com
- https://downloads.dell.com
- www.dell.com
- http://content.dellsupportcenter.com

<table>
<thead>
<tr>
<th>System settings</th>
<th>Automatic updates in Windows Update page and Microsoft Store must be enabled</th>
</tr>
</thead>
<tbody>
<tr>
<td>Display resolution</td>
<td>1200 x 720</td>
</tr>
</tbody>
</table>
Known issues—To be fixed in future releases

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
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.
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 manuals and documents

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 Support and select the appropriate support link.

Find manuals and documents

Steps

1. Go to www.dell.com/support.
2. Click Browse all products.
3. Select the appropriate product category and then select the desired product.
4. To view or download the manuals and documents, click the DOCUMENTATION tab.

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