SupportAssist for Home PCs Version 3.6
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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In this release, you can enable or disable temporary suspension of data encryption to install updates on a BitLocker enabled PC. SupportAssist displays notifications with a provision to check the status of an open support request online. Security and performance issues that are identified in SupportAssist were also resolved.

Topics:

- Version
- Release date
- Priority and recommendations

Version

3.6

Release date

July 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.
SupportAssist is supported on the following Dell systems:

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

**Topics:**

- Minimum PC requirements

**Minimum PC requirements**

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

<table>
<thead>
<tr>
<th>Particulars</th>
<th>Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Operating system</strong></td>
<td>Laptops and desktops:</td>
</tr>
<tr>
<td></td>
<td>• Microsoft Windows 8</td>
</tr>
<tr>
<td></td>
<td>• Microsoft Windows 8.1</td>
</tr>
<tr>
<td></td>
<td>• Microsoft Windows 10</td>
</tr>
<tr>
<td></td>
<td><strong>Edge Gateways:</strong></td>
</tr>
<tr>
<td></td>
<td>• Microsoft Windows 10 IoT Enterprise 2015 LTSB (only 64-bit)</td>
</tr>
<tr>
<td></td>
<td>• Microsoft Windows 10 IoT Enterprise 2016 LTSB (only 64-bit)</td>
</tr>
<tr>
<td></td>
<td><strong>Embedded Box PCs:</strong></td>
</tr>
<tr>
<td></td>
<td>• Microsoft Windows 10 Professional (only 64-bit)</td>
</tr>
<tr>
<td></td>
<td>• Microsoft Windows 10 IoT Enterprise 2015 LTSB (only 64-bit)</td>
</tr>
<tr>
<td></td>
<td>• Microsoft Windows 10 IoT Enterprise 2016 LTSB (only 64-bit)</td>
</tr>
<tr>
<td><strong>Software</strong></td>
<td>Microsoft .NET Framework 4.6.1</td>
</tr>
<tr>
<td><strong>Web browser</strong></td>
<td>Microsoft Edge, or Internet Explorer 10 or later</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—to open the SupportAssist user interface</td>
</tr>
<tr>
<td></td>
<td>9012—to communicate with Dell SupportAssist service</td>
</tr>
<tr>
<td></td>
<td>8883, 8884, 8885, or 8886—to communicate with Dell support website</td>
</tr>
<tr>
<td></td>
<td>28283—to pair your Dell PC to any other PC for data migration</td>
</tr>
<tr>
<td></td>
<td>28100–28700—to migrate your data to your Dell PC from any other PC</td>
</tr>
<tr>
<td>Particulars</td>
<td>Requirements</td>
</tr>
<tr>
<td>-------------</td>
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</tr>
<tr>
<td></td>
<td>The PC 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">https://fuslite.dell.com</a></td>
</tr>
<tr>
<td></td>
<td>• <a href="https://cs-is.dell.com">https://cs-is.dell.com</a></td>
</tr>
<tr>
<td></td>
<td>• <a href="https://techdirect.dell.com/">https://techdirect.dell.com/</a></td>
</tr>
<tr>
<td></td>
<td>• <a href="https://api.dell.com">https://api.dell.com</a></td>
</tr>
<tr>
<td></td>
<td>• <a href="https://downloads.dell.com">https://downloads.dell.com</a></td>
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<tr>
<td></td>
<td>• <a href="https://www.dell.com">https://www.dell.com</a></td>
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<td></td>
<td>• <a href="https://dl.dell.com">https://dl.dell.com</a></td>
</tr>
<tr>
<td></td>
<td>• <a href="http://content.dellsupportcenter.com">http://content.dellsupportcenter.com</a></td>
</tr>
</tbody>
</table>
New features in this release

- Provision to enable or disable temporary suspension of data encryption to install updates on a BitLocker enabled PC.
- Added notification to check the status of an open support request online.
- Removed notification that is displayed before a scheduled scan is initiated.
- Security and other bug fixes.
Known issues

Topics:
- Data migration is automatically canceled when you click a SupportAssist notification
- Selected files and settings are automatically cleared
- Number of files that were not migrated is not displayed
- Unable to install recommended driver update
- JavaScript error is displayed
- Notification is displayed for a closed support request
- Different notification is displayed

Data migration is automatically canceled when you click a SupportAssist notification

Description
Depending on the operating system installed on your PC, SupportAssist displays Dell Data Migrate notifications in the Windows Action Center or taskbar. If you click such notifications when your files and settings are migrated, the data migration process is automatically canceled.

Workaround
None.

Version affected
3.5

Tracking number
SACH-3113

Selected files and settings are automatically cleared

Description
If you rescan the drivers on the source PC after you select the files and settings that you want to migrate, the selections are automatically cleared.

Workaround
None.

Version affected
3.5

Tracking number
SACH-3072

Number of files that were not migrated is not displayed

Description
In some PCs where an IT administrator manages the anti-virus and firewall settings, the number of files that were not migrated is not displayed in the Skipped Files pane in the migration summary page.

**Workaround**
Add your local network as a trusted network and update the anti-virus software that is installed on your PC.

**Version affected**
3.5

**Tracking number**
CDM-698

### Unable to install recommended driver update

**Description**
Certain driver that is updated can be installed only after their associated driver updates are installed. If you try to install such a driver update without installing the associate driver updates, Failed status is displayed in the Status column.

**Workaround**
None.

**Version affected**
3.5

**Tracking number**
SACH-2923

### JavaScript error is displayed

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

**Workaround**
Close and reopen SupportAssist.

**Version affected**
2.0

### Notification is displayed for a closed support request

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

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

**Version affected**
2.2 or later

### Different notification is displayed

**Description**
Depending on the version of the operating system installed on your PC, SupportAssist displays notifications in the Windows Action Center or in the taskbar. When you click a notification, SupportAssist displays information about a different notification pending in the Windows Action Center.

**Workaround**

None.

**Version affected**

3.6

**Tracking number**

SACH-4290
Limitations

- SupportAssist does not identify associated driver updates.
- The Carry-in Service Locator and Call us information is always displayed in the language applicable for the country or region in which the PC was purchased.
Install SupportAssist

Prerequisites

- The PC must meet the minimum PC requirements for installing and using SupportAssist. See Minimum PC requirements on page 5.
- You must have administrator rights on the PC.

About this task

By default, SupportAssist is installed on all PCs shipped from the Dell factory. If SupportAssist is not installed on your PC, you can manually download and install SupportAssist.

Steps

2. Click Download Now.  
   The SupportAssistInstaller.exe file is downloaded.
   The SupportAssist installer package is downloaded, and SupportAssist is automatically installed and a shortcut icon is created on the desktop.  
   [NOTE: On PCs with operating system build number 16299 or later, the shortcut icon is not created.]
4. In the SupportAssist installer window, click Launch.  
   The SupportAssist user interface is displayed.
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
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
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 https://www.dell.com/serviceabilitytools.