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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This release contains updates for driver recommendations for your PC.

Version

3.7

Release date

September 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.
Compatibility

SupportAssist is supported on the following Dell systems:

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

Minimum PC requirements

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

**Table 1. Minimum PC requirements**

<table>
<thead>
<tr>
<th>Particulars</th>
<th>Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Operating system</strong></td>
<td><strong>Laptops and desktops:</strong>&lt;br&gt;  - Microsoft Windows 8&lt;br&gt;  - Microsoft Windows 8.1&lt;br&gt;  - Microsoft Windows 10</td>
</tr>
<tr>
<td>(NOTE) SupportAssist is supported on both 32-bit and 64-bit operating systems.</td>
<td><strong>Edge Gateways:</strong>&lt;br&gt;  - Microsoft Windows 10 IoT Enterprise 2015 LTSB (only 64-bit)&lt;br&gt;  - Microsoft Windows 10 IoT Enterprise 2016 LTSB (only 64-bit)</td>
</tr>
<tr>
<td><strong>Software</strong></td>
<td><strong>Embedded Box PCs:</strong>&lt;br&gt;  - Microsoft Windows 10 Professional (only 64-bit)&lt;br&gt;  - Microsoft Windows 10 IoT Enterprise 2015 LTSB (only 64-bit)&lt;br&gt;  - Microsoft Windows 10 IoT Enterprise 2016 LTSB (only 64-bit)</td>
</tr>
<tr>
<td><strong>Microsoft .NET Framework 4.6.1</strong></td>
<td>(NOTE) If you do not have Microsoft .NET Framework 4.6.1, SupportAssist installs the latest Microsoft .NET Framework on your PC.</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&lt;br&gt;  - 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&lt;br&gt;  - 9012—to communicate with Dell SupportAssist service&lt;br&gt;  - 8883, 8884, 8885, or 8886—to communicate with Dell support website&lt;br&gt;  - 28283—to pair your Dell PC to any other PC for data migration&lt;br&gt;  - 28100–28700—to migrate your data to your Dell PC from any other PC</td>
</tr>
<tr>
<td></td>
<td>The PC must be able to connect to the following destinations:&lt;br&gt;  - <a href="https://saservices.dell.com">https://saservices.dell.com</a></td>
</tr>
<tr>
<td>Particulars</td>
<td>Requirements</td>
</tr>
<tr>
<td>-------------</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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<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>
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<tr>
<td></td>
<td>● <a href="https://techdirect.dell.com/">https://techdirect.dell.com/</a></td>
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<td></td>
<td>● <a href="https://api.dell.com">https://api.dell.com</a></td>
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<tr>
<td></td>
<td>● <a href="https://downloads.dell.com">https://downloads.dell.com</a></td>
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<td>● <a href="https://www.dell.com">https://www.dell.com</a></td>
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<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

The following new features, capabilities, and enhancements are added in this release:

- Instantly rollback to a previous point in time on your PC to resolve boot issues or any other performance issues.
- Back up your personal files on your local hard drive or on an external storage device when you reset your PC.
- Install the factory operating system or upgrade to the latest operating system available for your PC.
- The local network to which the source PC is connected is displayed when you initiate data migration.
- The estimated time remaining and current data transfer speed are displayed when data migration is in progress.
- The estimated time to migrate the settings is displayed when you select only the settings that you want to migrate.
- The start and expiry dates of your PC service plan are displayed when you hover over the Service Tag on SupportAssist user interface.
- Improved the criteria for Recommended and Optional driver updates applicable for your PC.
Data migration is automatically canceled when you click a SupportAssist notification

**Description**
SupportAssist displays Dell Data Migrate notifications in the Windows Action Center or taskbar. If you click such notifications while data migration process is in progress, the data migration 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 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
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 for Home PCs

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.

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.

Steps
2. Click Download Now.
   The SupportAssistInstaller.exe file is downloaded.
   The installation progress is displayed in SupportAssist installer window. After SupportAssist is installed, a shortcut is created on the desktop.
   ☑️ **NOTE:** On PCs with operating system build number 16299 or later, the shortcut icon is not created.
4. Click Launch.
   The SupportAssist for Home PCs is installed, and the user interface is displayed.
Contacting Dell

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. 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.

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