Dell SupportAssist for PCs
Release Notes

This document describes the known issues and limitations in SupportAssist for PCs.

Topics:
- Release type and definition
- New features in this release
- Supported systems
- Known Issues
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- Uninstall SupportAssist
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Release type and definition

SupportAssist for PCs

Dell SupportAssist for PCs automates support from Dell by proactively identifying hardware and software issues on your system. SupportAssist addresses system performance and stabilization issues, prevent security threats, monitors and detects hardware failures, and automates the engagement process with Dell Technical support. When an issue is detected, SupportAssist notifies you about the issue and automatically creates a Support Request with Dell (for ProSupport, Premium Support, or ProSupport Plus Service entitlement).

NOTE: In this document, the term system refers to Dell laptops, desktops, tablets, gateways, and embedded PCs.

SupportAssist enables you to optimize your system by removing unwanted files, optimizing network settings, tuning-up system performance, and removing virus and malware. It also identifies driver updates available for your system.

SupportAssist collects and sends the required system information securely to Dell Technical Support to analyze and resolve the issues on your system. The collected information enables Dell to provide you an enhanced, efficient, and accelerated support experience.

Release date

September 2018
Importance

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.

Platforms affected

For the complete list of supported Dell systems, see Supported systems. For information on the minimum system requirements for installing and using SupportAssist, see Minimum system requirements.

New features in this release

- Depending on your service plan, the following information is displayed on the home page and the History page:
  - Number of driver updates installed
  - Amount of hard drive space saved
  - Number of viruses and malware removed
- On systems with operating system build number greater than or equal to 16299, you can use SupportAssist for PCs without administrator rights on the system to perform a quick hardware scan or manually create a support request.

Supported systems

SupportAssist is compatible with the following Dell systems:

- Laptops and desktops
  - Inspiron
  - XPS
  - Alienware
  - Latitude
  - Vostro
  - OptiPlex
  - Precision
- Tablets
  - Venue Pro
- Gateways and Embedded PCs
  - Edge Gateway
  - Embedded Box PCs

Known Issues

Issue 1
Description: A JavaScript error is displayed when the SupportAssist window is opened immediately after installing a new operating system.
Resolution: Close the SupportAssist window and try opening SupportAssist again.
Version affected: 2.0 or later

Issue 2
Description: Notification about the support request created for a part replacement is displayed even after the part has been received and the support request is closed by Dell.
Resolution: On the notification, click Never remind me.
Version affected: 2.2 or later
**Issue 3**

**Description:** If a notification is displayed on the home page for a pending issue and you click the notification to run all SupportAssist scans and optimizations, the scan progress is not displayed on the tiles.

**Resolution:** Perform the following steps:
1. Open SupportAssist.
2. On the notification window, click *Never Remind Me* or *Remind Me Later*.
3. Click *Skip* to hide the notification.
4. Click *Run All* to perform the SupportAssist scans and optimizations.

**Version affected:** 2.2 or later

**Issue 4**

**Description:** The *History* page does not display details of the *Custom Component Test* performed from www.dell.com/support for a hardware component that is not available on the system.

**Resolution:** None

**Version affected:** 2.2 or later

**Issue 5**

**Description:** The SupportAssist installer window does not display information in the default system language.

**Resolution:** None

**Version affected:** 2.2 or later

**Limitations**

- SupportAssist does not support zoom in or zoom out feature on Tablets.
- SupportAssist does not automatically perform diagnostic tests on microphone, keyboard, and graphics adapter because diagnostic tests for these components require user intervention.
- On systems with operating system build number greater than or equal to 16299, SupportAssist does not display pop-up notifications on the task bar when a hardware issue is detected or a support request is created.

**Minimum system requirements**

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

<table>
<thead>
<tr>
<th>Particulars</th>
<th>Requirements</th>
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</thead>
<tbody>
<tr>
<td>Operating system</td>
<td><strong>Laptops and desktops:</strong></td>
</tr>
<tr>
<td></td>
<td>• Microsoft Windows 7 SP1</td>
</tr>
<tr>
<td></td>
<td>• Microsoft Windows 8</td>
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<tr>
<td></td>
<td>• Microsoft Windows 8.1</td>
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<td></td>
<td>• Microsoft Windows 10</td>
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<td></td>
<td><strong>Tablets:</strong></td>
</tr>
<tr>
<td></td>
<td>• Microsoft Windows 8.1</td>
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<td></td>
<td>• Microsoft Windows 10</td>
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<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 Embedded Standard 7P (only 64-bit)</td>
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<tr>
<td></td>
<td>• Microsoft Windows Embedded Standard 7E (only 64-bit)</td>
</tr>
<tr>
<td></td>
<td>• Microsoft Windows 7 Professional (only 64-bit)</td>
</tr>
</tbody>
</table>

**NOTE:** SupportAssist is supported on both 32 bit and 64-bit operating systems.
### Particulars

<table>
<thead>
<tr>
<th>Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Microsoft Windows 7 Professional for Embedded Systems (only 64-bit)</td>
</tr>
<tr>
<td>- Microsoft Windows 10 Professional (only 64-bit)</td>
</tr>
<tr>
<td>- Microsoft Windows 10 IoT Enterprise 2015 LTSB (only 64-bit)</td>
</tr>
<tr>
<td>- Microsoft Windows 10 IoT Enterprise 2016 LTSB (only 64-bit)</td>
</tr>
</tbody>
</table>

### Software

Microsoft .NET Framework 4.5 or later

**NOTE:** If you do not have Microsoft .NET Framework 4.5 or later installed, SupportAssist installs the latest Microsoft .NET Framework on your system.

### Web browser

Internet Explorer 10 or later

### Hardware

- Memory (RAM) — 2 GB
- Hard drive free space — 1 GB

### Network

Internet connectivity

### Ports

- 5700 — For opening the SupportAssist user interface
- 9012 — For communication with Dell
- 8883, 8884, 8885, or 8886 — For communication with Dell support website

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

- https://apidp.dell.com
- https://api.dell.com
- https://is.us.dell.com
- http://downloads.dell.com
- www.dell.com
- https://dellsupportcenter.com
- https://dellsupportcenterplus.com
- https://amazonaws.com
- https://apidp.dell.com/warrantyServices/api/v2/warranties

### Display resolution

1200 x 720

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# Uninstall SupportAssist

## Prerequisites

- The SupportAssist window must not be open on the system.
- Depending on your operating system, ensure that there are no pending SupportAssist notifications on the Windows Action Center or taskbar.

## Steps

1. Depending on the operating system, perform one of the following:
   - On Microsoft Windows 8.x (x can be 0 or 1) or Windows 10, press the Windows logo key, point to **Control panel > Programs**, and click **Programs and Features**.
   - On Microsoft Windows 7, click **Start**, go to **Control Panel > Programs > Programs and Features**.

   The **Uninstall or change a program** page is displayed.

2. Right-click **Dell SupportAssist** and click **Uninstall**.

3. When you are prompted to confirm the uninstallation, click **Yes**.

SupportAssist is uninstalled.
Contacting Dell

**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.

Contacting Dell for sales, technical support, or customer service issues

1. Go to www.dell.com/support.
2. Select your country in the country 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 Serviceability Tools documents from www.dell.com/ServiceabilityTools.

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