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, SupportAssist notifies about hardware issues on XPS, Inspiron, and Alienware systems in the United States even if their service plan has expired. A notification is also displayed on systems in the United States to renew the service plan.

Topics:
- Version
- Release date
- Priority and recommendations

Version
3.3.2

Release date
August 2019

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

- **Gateways and Embedded PCs**
  - Edge Gateways
  - Embedded Box PCs

**Topics:**
- Minimum system requirements

## 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>
</tr>
</thead>
</table>
| Operating system       | **Laptops and desktops:**
|                        | • Microsoft Windows 7 SP1
|                        | • Microsoft Windows 8
|                        | • Microsoft Windows 8.1
|                        | • Microsoft Windows 10
|                        | **Edge Gateways:**
|                        | • Microsoft Windows 10 IoT Enterprise 2015 LTSB (only 64-bit)
|                        | • Microsoft Windows 10 IoT Enterprise 2016 LTSB (only 64-bit)
|                        | **Embedded Box PCs:**
|                        | • Microsoft Windows Embedded Standard 7P (only 64-bit)
|                        | • Microsoft Windows Embedded Standard 7E (only 64-bit)
|                        | • Microsoft Windows 7 Professional (only 64-bit)
|                        | • Microsoft Windows 7 Professional for Embedded Systems (only 64-bit)
|                        | • Microsoft Windows 10 Professional (only 64-bit)
|                        | • Microsoft Windows 10 IoT Enterprise 2015 LTSB (only 64-bit)
|                        | • Microsoft Windows 10 IoT Enterprise 2016 LTSB (only 64-bit)
| Software               | Microsoft .NET Framework 4.5
|                        | **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            | Microsoft Edge, or Internet Explorer 10 or later                                                                                                                                 |

**NOTE:** SupportAssist is supported on both 32-bit and 64-bit operating systems.
<table>
<thead>
<tr>
<th>Particulars</th>
<th>Requirements</th>
</tr>
</thead>
<tbody>
<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—For opening the SupportAssist user interface</td>
</tr>
<tr>
<td></td>
<td>• 9012—For communication with Dell SupportAssist service</td>
</tr>
<tr>
<td></td>
<td>• 8883, 8884, 8885, or 8886—For communication with Dell support website</td>
</tr>
<tr>
<td></td>
<td>The system 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://fusilite.dell.com/FUSLite/api/2.0">https://fusilite.dell.com/FUSLite/api/2.0</a></td>
</tr>
<tr>
<td></td>
<td>• <a href="http://www.techdirect.dell.com">www.techdirect.dell.com</a></td>
</tr>
<tr>
<td></td>
<td>• <a href="http://downloads.dell.com">http://downloads.dell.com</a></td>
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<td></td>
<td>• <a href="http://www.dell.com">www.dell.com</a></td>
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<td></td>
<td>• <a href="https://dellsupportcenter.com">https://dellsupportcenter.com</a></td>
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<tr>
<td></td>
<td>• <a href="https://dellsupportcenterplus.com">https://dellsupportcenterplus.com</a></td>
</tr>
<tr>
<td></td>
<td>• <a href="https://amazonaws.com">https://amazonaws.com</a></td>
</tr>
<tr>
<td></td>
<td>• <a href="https://apidp.dell.com/warrantyServices/api/v2/warranties">https://apidp.dell.com/warrantyServices/api/v2/warranties</a></td>
</tr>
</tbody>
</table>

| Display resolution | 1200 x 720 |
New features in this release

Display notifications when:

- Hardware issues are detected by SupportAssist on XPS, Inspiron, and Alienware systems without an active service plan
- Service plan of the system is about to expire, or has expired.

**NOTE:** The notifications are displayed only for systems in certain regions, for example, United States.
Known issues—To be fixed in future releases

JavaScript error is displayed

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

Resolution
Close and reopen the SupportAssist.

Version affected
2.0

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

Scan progress is not displayed

Description
When a warning alert is present, on clicking the Optimize My PC notification, the optimization progress is not displayed as the tiles are disabled.

Resolution
Before you click the notification, open SupportAssist and click Skip Now.

Version affected
2.2 or later

SupportAssist installer text is displayed in English

Description
Text on the SupportAssist installer window is not displayed in the default system language.

Resolution
None

Version affected
2.2 or later
Limitations

- SupportAssist does not automatically perform diagnostic tests on microphone, keyboard, and graphics adapter.
- On Win10 RTM systems, taskbar notifications are not displayed when a support request is created or a hardware issue is detected.
Install SupportAssist

Prerequisites

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

About this task

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

Steps

1. Go to www.dell.com/supportassistforpcs
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 systems with operating system build number greater than or equal to 16299, the shortcut icon is not created.
4. On the SupportAssist Installer window, click Launch.
   
   The SupportAssist window 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 documentation support

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 Us** and select the appropriate support link.

Find documentation support

Steps
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 **DOCUMENTATION** tab.

**NOTE:** You can also directly access the documentation for Serviceability Tools from www.dell.com/serviceabilitytools.