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 migrate files and settings to your Dell PC from any other PC running Windows operating system using the Dell Migrate service.

Topics:
- Version
- Release date
- Priority and recommendations

Version
3.5

Release date
May 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

**Topics:**
- Minimum PC requirements

**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>NOTE:</strong> SupportAssist is supported on both 32-bit and 64-bit operating systems.</td>
</tr>
</tbody>
</table>
| **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 4.6.1  
| | **NOTE:** If you do not have Microsoft .NET Framework 4.6.1, SupportAssist installs the latest Microsoft .NET Framework on your PC. |
| **Web browser** | Microsoft Edge, or Internet Explorer 10 or later  
| **Hardware** | - Memory (RAM)—2 GB  
| | - Hard drive free space—1 GB  
<p>| <strong>Network</strong> | Internet connectivity |</p>
<table>
<thead>
<tr>
<th>Particulars</th>
<th>Requirements</th>
</tr>
</thead>
</table>
| Ports      | • 5700—To open the SupportAssist user interface  
            • 9012—To communicate with Dell SupportAssist service  
            • 8883, 8884, 8885, or 8886—To communicate with Dell support website  
            • 28283—To pair your Dell PC to any other PC for data migration  
            • 28100–28700—To migrate your data to your Dell PC from any other PC  
            The PC 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  
            • https://www.dell.com  
            • https://dl.dell.com  
            • http://content.dellsupportcenter.com |
| Display resolution | 1200 x 720 |
New features in this release

Ability to migrate files and settings from a Dell or non-Dell PC to a different Dell PC using the Dell Migrate service.
Known issues

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 cancelled.

**Resolution**
None.

**Version affected**
3.5

**Tracking number**
SACH-3113

Selected files and settings are automatically cleared

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

**Resolution**
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.

**Resolution**
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**
48
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.

Resolution
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.

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
SupportAssist does not identify associated driver updates.
Install SupportAssist

Prerequisites

- The system must meet the minimum system requirements for installing and using SupportAssist. See Minimum PC 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

1. **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.