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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Introduction

Dell SupportAssist for Business Client Systems automates support from Dell by proactively and predictively identifying hardware and software issues on your system. SupportAssist addresses system performance and stabilization issues, prevents security threats, monitors and detects hardware failures, and automates the engagement process with Dell Technical support. SupportAssist also enables you to manually update system drivers, scan your system hardware, and optimize your system.

SupportAssist is configured and deployed on your system by your IT administrator. You can use only the features that are enabled by your IT administrator for your system. This document provides information about using SupportAssist installed on your system by your IT administrator.

Topics:
- Release version
- Key features
- Additional resources

Release version

2.0.1

Key features

- Predictive and proactive issue detection and notification.
- Manually or automatically check for driver updates available for your system.
- Manually or automatically scan your system hardware to identify issues, if any.
- Clean temporary files, optimize network connectivity, fine-tune system performance, and remove viruses and malware.

NOTE: The virus and malware removal feature is not available in certain regions, for example, China.

- Troubleshoot common system issues by using the step-by-step instructions or video tutorials.
- View details of all SupportAssist events and activities that were performed on a particular day, week, or month.
- Contact Dell Technical Support for remote assistance and send files to them, for example, system activity log.

NOTE: You can use only the features that are enabled by your IT administrator for your system.

NOTE: The SupportAssist features available for a system vary depending on the Dell service plan of the system.

Additional resources

In addition to this guide, you may refer to the following resources:

- For questions about SupportAssist, go to the Dell SupportAssist Community.
- For video tutorials about various SupportAssist features, see the SupportAssist for Business Client Systems playlist on YouTube.
Getting started with SupportAssist for Business Client Systems

You can access the SupportAssist user interface only if it is enabled for your system by your IT administrator. Also, you can use only the features that are enabled by your IT administrator.

Topics:
- SupportAssist user interface
- Change language setting
- System details
- Notifications
- Scheduled scans

SupportAssist user interface

![SupportAssist user interface](image)

**Figure 1. Home page**

Click **Start Now** to run all the scans and optimizations from the home page. However, if there is a pending notification or SupportAssist requires you to perform an action, the tiles view is displayed when you open SupportAssist.

After the scans and optimizations are complete, the following details are displayed on the home page:

- Amount of hard drive space recovered
- Number of driver updates installed
- Number of viruses or malware removed

**NOTE:** The home page displays the details of the scans and optimizations that were performed during the last 90 days.
To go to the tiles view, click 🔄.

Depending on your service plan, the following tiles are displayed on the home page:

- Get Drivers & Downloads
- Scan Hardware
- Clean Files
- Tune Performance
- Optimize Network
- Remove Viruses & Malware

**NOTE:** Figures 1, 2, and 3 are for illustrative purpose only. Individual features such as header color, buttons, and so on, are different on Alienware systems.
Change language setting

About this task
SupportAssist is available in 25 languages. By default, SupportAssist is set to the same language as that of the operating system. You can change the language according to your preference.

Steps
1. Open SupportAssist.
2. On the top-right corner of the SupportAssist user interface, click the settings icon, and then click **Select language**.
   
   The languages list is displayed.
3. Select your preferred language.
4. Click **Yes** to restart SupportAssist in the selected language.

   SupportAssist restarts in the selected language and ✓ is displayed next to the selected language.

System details

Hover over the system model or Service Tag displayed in the top-right corner of the SupportAssist user interface to view the system details. The following table describes the system details that are displayed:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>System model</td>
<td>The system model, for example, Latitude E7440.</td>
</tr>
<tr>
<td>Service plan type</td>
<td>The Dell service plan type and its expiry date.</td>
</tr>
<tr>
<td></td>
<td><strong>NOTE:</strong> When your service plan expires, the service plan type and the expiry date are displayed in red color.</td>
</tr>
<tr>
<td>Service Tag</td>
<td>The unique identifier of the system. The Service Tag is an alphanumeric identifier.</td>
</tr>
<tr>
<td>Express Service Code</td>
<td>The numerical identifier that can be used during automated phone help, for example, 987-674-723-2.</td>
</tr>
<tr>
<td>Memory</td>
<td>The RAM installed in the system, for example, 16 GB.</td>
</tr>
<tr>
<td>Processor</td>
<td>The type of processor installed in the system, for example, Intel Core i5 6200U.</td>
</tr>
<tr>
<td>Operating System</td>
<td>The operating system installed on the system, for example, Microsoft Windows 10 Pro.</td>
</tr>
</tbody>
</table>

Notifications

If enabled by your IT administrator, SupportAssist displays notifications about driver updates and software optimization.

Notifications on SupportAssist window

The following table provides a summary of the notifications that are displayed when you open SupportAssist:
Table 2. Notifications on the SupportAssist window

<table>
<thead>
<tr>
<th>When the notification displays</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>If you have not optimized your system in the last 14 days</td>
<td>• Click Run All to run all the scans and optimizations on your system.</td>
</tr>
<tr>
<td></td>
<td>• Click Remind Me Later to view the notification when you open the SupportAssist window after 24 hours.</td>
</tr>
<tr>
<td></td>
<td>• Click Cancel to hide the notification.</td>
</tr>
</tbody>
</table>

Notifications on taskbar or Windows Actions Center

Depending on the type of operating system installed on your system, SupportAssist displays the notifications on the taskbar or in the Windows Action Center.

- On Microsoft Windows 8.1, 8, or 7, the notifications are displayed on the taskbar.
- On Microsoft Windows 10, the notifications are displayed in the Windows Action Center.

The following table provides a summary of the types of notifications that are displayed on the taskbar or in the Windows Action Center:

Table 3. Taskbar or Windows Action Center notifications

<table>
<thead>
<tr>
<th>When the notification displays</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>During a scheduled scan, an urgent driver update is detected</td>
<td>Click the notification to see the details of the viruses or malware that were detected during the scan.</td>
</tr>
<tr>
<td>Potentially unwanted programs (PUPs) are detected during a manually initiated scan or a scheduled scan</td>
<td>Click the notification to review and remove the PUPs that were detected during the scan. For instructions to remove the PUPs, see Remove potentially unwanted programs.</td>
</tr>
<tr>
<td>Viruses or malware are detected during a manually initiated scan or a scheduled scan</td>
<td>Click the notification to see the driver details page. For instructions to install driver updates, see Install driver updates.</td>
</tr>
</tbody>
</table>

Scheduled scans

Depending on the interval set by your IT administrator, SupportAssist automatically initiates a scan on your system to detect driver updates, hardware issues, and the required system optimizations.

Before the scan, a message is displayed to confirm if you want SupportAssist to run the scan. If you do not want SupportAssist to run the scan, click Run Later to defer the scan. When you defer the scan, SupportAssist performs the scan after 24 hours. You can defer the scheduled three times. When you defer the schedule scan for the third time, SupportAssist automatically performs the scan at the next scheduled time.

NOTE: SupportAssist performs a scheduled scan only when the system is connected to an electrical outlet and is not in use during the start of the scheduled scan.

If an urgent driver update, virus or malware is detected during the scan, a notification is displayed. The type of notification depends on the operating system. For information on the types of notifications that are displayed by SupportAssist, see Notifications.

If a hardware issue is detected during the scan, a support request is automatically created.

If enabled by your IT administrator, SupportAssist automatically optimizes your system after the scan.
Scanning your system hardware

Running a hardware scan enables you to detect hardware issues on your system. SupportAssist scans your system hardware based on a predefined schedule. You can also manually perform the following to identify a hardware issue:

• Scan a specific hardware component
• Run a quick hardware scan
• Run a stress test

⚠️ **NOTE:** If an issue is detected during a scan and requires creating a support request, a support request is automatically created. If SupportAssist is not able to automatically create the support request, the Fix Now option is displayed on the Scan Hardware tile. You must click Fix Now to retry creating the support request.

Topics:
• Scan specific hardware component
• Run quick hardware scan
• Run a stress test

### Scan specific hardware component

**About this task**
Depending on your requirement, you can scan a specific hardware component.

⚠️ **NOTE:** The following steps are applicable for scanning the hard drive. The steps to run a scan may vary depending on the hardware component that you select.

**Steps**
1. Open SupportAssist and click the Troubleshooting tab.
2. Click I want to check a specific piece of hardware.
   - The list of hardware components that are available on your system is displayed.
   ⚠️ **NOTE:** Click Refresh system hardware list to update the list.
3. In the Storage Devices section, click Hard Drive.
4. Select a test and click Run Test.

After the scan is complete, one of the following is displayed:

• If no issue is detected, **Passed** status and ✓ icon are displayed.

• If an issue is detected which does not require creating a support request, **Failed** status and 🔄 icon are displayed.

• If an issue is detected which requires creating a support request, a support request is automatically created, and the issue summary page is displayed. A notification is also sent to your IT administrator.

### Run quick hardware scan

**About this task**
Run a quick scan on your system to detect issues in hardware components such as hard drive, processor, and so on.
**Steps**

1. Open SupportAssist and click \( \checkmark \).
2. On the **Scan Hardware** tile, click **Run Now**.

After the scan is complete, one of the following is displayed:

- If no issue is detected, an appropriate notification is displayed on the tile.
- If an issue is detected and requires creating a support request, a support request is automatically created, the optimization tiles are disabled, and the issue summary page is displayed. A notification is also sent to your IT administrator.
- If an issue is detected and does not require creating a support request, the issue title is displayed above the tiles and a notification is displayed on the **Scan Hardware** tile. The optimization tiles are also disabled. Click **Skip** to enable the optimization tiles.

---

**Run a stress test**

**About this task**

A stress test helps you to detect issues in hardware components such as the system board, optical drives, camera, hardware components that are scanned during a quick scan.

⚠️ **WARNING:** During a stress test, you may see flashes on your screen and may not be able to use your system.

**Steps**

1. Open SupportAssist and click the **Troubleshooting** tab.
2. Click **I want to scan my entire PC** and click **Start**.
   
   SupportAssist prompts you to save your files and close all applications.
3. Click **OK** to run the test.

After the scan is complete, the following may be observed:

- If no issue is detected, an appropriate notification is displayed on the tile.
- If an issue is detected and requires creating a support request, a support request is automatically created, the optimization tiles are disabled, and the issue summary page is displayed. A notification is also sent to your IT administrator.
- If an issue is detected and does not require creating a support request, the issue title is displayed above the tiles and a notification is displayed on the **Scan Hardware** tile. The optimization tiles are also disabled. Click **Skip** to enable the optimization tiles.
SupportAssist helps you optimize your system by running a series of diagnostic tests to identify changes to files and settings of your system. SupportAssist optimizations helps you improve the system speed, storage space availability, and system stability by:

- Cleaning temporary files
- Tuning system performance
- Optimizing network
- Removing viruses, malware, and potentially unwanted programs (PUPs)

**NOTE:** You can run only the optimizations that are enabled by your IT administrator for your system.

Topics:

- Clean files
- Tune system performance
- Optimize network
- Remove viruses and malware
- Run all system scans and optimizations
- Notifications on SupportAssist tile

### Clean files

**Prerequisite**
You must have administrator rights on the system.

**About this task**
Remove redundant files, temporary folders, and other unnecessary clutter from your system.

**Steps**

1. Open SupportAssist and click **Run Now**.
2. On the Clean Files tile, click **Run Now**.

⚠️ **CAUTION:** If you cancel the optimization while it is in progress, the changes that were applied are not reversed.

After the optimization is complete, an appropriate notification is displayed on the tile. The amount of hard drive space that is recovered is also displayed on the Home page and the History page.

**NOTE:** The notification that is displayed on the tile changes automatically depending on the time when the optimization was performed. For information about the type of notification that is displayed on the tile, see Notifications on SupportAssist tile.

### Tune system performance

**Prerequisite**
You must have administrator rights on the system.

**About this task**
Adjust the power settings, registry, and memory allocation to maximize the processing speed of your system.
Steps
1. Open SupportAssist and click ↗.
2. On the **Tune Performance** tile, click **Run Now**.

   > **CAUTION:** If you cancel the optimization while it is in progress, the changes that were applied are not reversed.

After the optimization is complete, an appropriate notification is displayed on the tile.

   > **NOTE:** The notification that is displayed on the tile changes automatically depending on the time when the optimization was performed. For information about the type of notification that is displayed on the tile, see *Notifications on SupportAssist tile*.

### Optimize network

**Prerequisite**
You must have administrator rights on the system.

**About this task**
Optimize network settings on your system to maintain an efficient and reliable network connectivity.

**Steps**
1. Open SupportAssist and click ↗.
2. On the **Optimize Network** tile, click **Run Now**.

   > **CAUTION:** If you cancel the optimization while it is in progress, the changes that were applied are not reversed.

After the optimization is complete, an appropriate notification is displayed on the tile.

   > **NOTE:** The notification that is displayed on the tile changes automatically depending on the time when the optimization was performed. For information about the type of notification that is displayed on the tile, see *Notifications on SupportAssist tile*.

### Remove viruses and malware

**About this task**
Isolate and remove files infected by viruses and malware to keep your system secure. Also, detect and remove potentially unwanted programs (PUPs) installed on your system. For instructions to remove PUPs, see *Remove potentially unwanted programs*.

   > **NOTE:** The virus and malware removal feature is not available in certain regions, for example, China.

**Steps**
1. Open SupportAssist and click ↗.
2. On the **Remove Virus & Malware** tile, click **Run Now**.

   > **CAUTION:** If you cancel the optimization while it is in progress, the changes that were applied are not reversed.

After the optimization is complete, an appropriate notification is displayed on the tile.

   > **NOTE:** The notification that is displayed on the tile changes automatically depending on the time when the optimization was performed. For information about the type of notification that is displayed on the tile, see *Notifications on SupportAssist tile*.
Remove potentially unwanted programs

About this task
Potentially unwanted programs (PUPs) are programs that are installed silently on the system while installing an application. PUPs include spyware, adware and so on which may reduce the system performance or display unwanted advertisements.

SupportAssist detects PUPs present on the system during a manually initiated or automated virus and malware scan. If PUPs are detected, the Remove Viruses & Malware tile icon is displayed in red color and the number of PUPs that were detected are displayed on the tile. You can review and remove these PUPs.

1. **NOTE:** If PUPs are detected during an automated scan, an appropriate notification is displayed. For information on the types of notifications that are displayed by SupportAssist, see Notifications.

Steps
1. Open SupportAssist.
2. On the Remove Viruses & Malware tile, click View.
   The details of the PUPs are displayed.
   1. **NOTE:** By default, all the PUPs are selected. You can review and clear the PUPs that you do not want to remove from the system.
3. If necessary, click the Click here for more details link to view more information about a PUP.
4. Click Remove and click Confirm.
   The selected PUPs are removed from the system.
5. Click OK.

The number of PUPs that were removed is displayed on the Home page and the History page.

Run all system scans and optimizations

About this task
Run multiple scans one by one to check available driver updates, detect hardware issues, and identify optimizations required on your system. After one scan is complete, the next scan is initiated. View details of all the scans and optimizations on the History page.

Step
Perform one of the following:
- Open SupportAssist and click Start Now.
- Open SupportAssist, click , and then click Run All.

△ **CAUTION:** If you cancel the optimization while it is in progress, the changes that were applied are not reversed.

After the scan is complete, one of the following is displayed:
- If no issue is detected and there are no updates, an appropriate message is displayed on each tile. The amount of hard drive space that is recovered, and the number of viruses or malware that are removed are displayed on the Home page and the History page.
- If driver updates are detected during the scan, the update type and the number of updates are displayed on the Get Drivers & Downloads tile. For instructions to install driver updates, see Install driver updates.
- If a hardware issue is detected which requires creating a support request, a support request is automatically created and the issue summary page is displayed. A notification is also sent to your IT administrator.
- If an issue is detected which does not require creating a support request, the issue title is displayed above the tiles, a notification is displayed on the Scan Hardware tile, and the optimization tiles are disabled. Click Skip to enable the optimization tiles.
If potentially unwanted programs (PUPs) are detected, a notification is displayed on the Remove Viruses & Malware tile. For instructions to remove PUPs, see Remove potentially unwanted programs.

Notifications on SupportAssist tile

The notification displayed on the SupportAssist tile depends on when the last scan or optimization was performed. The following table describes the notification displayed on the tile depending on when the last scan was performed.

Table 4. Notifications on SupportAssist tiles

<table>
<thead>
<tr>
<th>Time since last run</th>
<th>Notification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than three hours</td>
<td>Result of the scan or optimization performed and <strong>Just Now</strong> are displayed, for example, PC tuned: Just now</td>
</tr>
<tr>
<td>More than three hours, but less than 24 hours</td>
<td>Result of the scan or optimization performed and <strong>Today</strong> are displayed, for example, PC tuned: Today</td>
</tr>
<tr>
<td>More than 24 hours, but less than 48 hours</td>
<td>Result of the scan or optimization performed and <strong>Yesterday</strong> are displayed, for example, PC tuned: Yesterday</td>
</tr>
<tr>
<td>More than 48 hours</td>
<td>Result and the date when the scan or optimization was performed, for example, 120 MB saved: Mar 16, 2018</td>
</tr>
<tr>
<td>Less than seven days</td>
<td>Displayed in green color.</td>
</tr>
<tr>
<td>More than seven days, but less than 30 days</td>
<td>Displayed in orange color.</td>
</tr>
<tr>
<td>More than 30 days</td>
<td>Displayed in red color.</td>
</tr>
</tbody>
</table>
Getting drivers and downloads

A driver is a software that enables the operating system to communicate with the hardware components in your system. Hardware components such as video cards, sound cards, and modems require drivers to work efficiently. Sometimes, the operating system includes drivers for the system, but generally the drivers must be downloaded and installed separately.

A firmware is a software that is embedded on the system hardware. It is programmed to give instructions to communicate with other hardware components and perform functions such as basic input/output tasks.

The system drivers and firmware should be updated for numerous reasons, some of which include improving system performance, preventing security risks, and expanding compatibility. SupportAssist enables you to update the drivers and firmware.

**NOTE:** In this document, the term drivers refers to both drivers and firmware.

As part of routine system monitoring, SupportAssist scans your system every 7 days to detect driver updates that are available for your system. If an urgent update is available, a notification is displayed. For information on the types of notifications that are displayed by SupportAssist, see Notifications.

**Topics:**

- Severity categorization of drivers
- Install driver updates
- Uninstall driver updates
- Notifications on Get Drivers and Downloads tile

### Severity categorization of drivers

SupportAssist categorizes the drivers and firmware based on their severity. Depending on the severity, the drivers are categorized as follows:

- **Urgent** — Updates that can prevent potential security threats to your system.
- **Recommended** — Updates that can significantly improve the performance of your system.
- **Optional** — Updates that you can choose to install, if necessary.

### Install driver updates

**Prerequisite**

You must have administrator rights on the system.

**About this task**

SupportAssist scans your system and proactively suggests the driver updates that are required for your system. Before installing an update, SupportAssist automatically creates a restore point. You can use the restore point to uninstall the update and restore the system to its previous state. At a given time period, SupportAssist can retain only three restore points. When a new restore point is created, the oldest restore point is removed.

**NOTE:** If you install a newer version of BIOS available for your system, you cannot uninstall the update.

**NOTE:** By default, the restore point creation setting is disabled in Windows operating system. To enable SupportAssist to create a restore point, you must enable the restore point creation settings in Windows.
Steps

1. Open SupportAssist and click √.
2. On the Get Drivers & Downloads tile, click Run Now.
   - If there are any updates available for your system, the update type and the number of available updates are displayed on the Get Drivers & Downloads tile.

   **NOTE:** The notification on the tile depends on the severity of the update. For information about the type of notifications that are displayed on the tile, see Notifications on Get Drivers and Downloads tile.
   - If SupportAssist cannot detect updates available for your system, an appropriate message is displayed.
3. Click Update Now.
   The drivers page is displayed.

   **NOTE:** By default, all the updates are selected. You may review the list and clear the updates that you do not want to install.
4. Click Install.
   - For updates that are automatically installed, ✓ and Done status are displayed in the Status column.
   - If the update must be manually installed, an Install link is displayed in the Status column after the download is complete. The update can be installed by clicking the Install link.

   **NOTE:** You may have to restart your system to complete the installation of certain drivers.
   **NOTE:** If the download of an update is in progress, click X to cancel the download. You cannot cancel an update while the installation is in progress.
5. If an update requires restart, perform the following steps:
   a. Click Restart Now to restart the system immediately.
   b. Click Restart to complete the installation.
6. Click Finish.
   The home page is displayed. The number of drivers that are installed is displayed on the home page.

Uninstall driver updates

Prerequisite
You must have administrator rights on the system.

About this task
If you encounter problems with your system after updating a driver, you may uninstall the update and restore the system to its previous state.

Steps
1. Open SupportAssist and click the History tab.
2. On the History page, click the required Restore System link.
   A message is displayed stating that the system will be restored to the state when the restore point was created.
3. Click Restore.
   The system restarts and the update is uninstalled.

Notifications on Get Drivers and Downloads tile

The following table describes the different status notifications that are displayed on the Get Drivers & Downloads tile:
### Table 5. Get Drivers & Downloads tile notifications

<table>
<thead>
<tr>
<th>Update icon</th>
<th>Tile Icon</th>
<th>Update type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>None available message is displayed.</td>
<td>![Icon]</td>
<td>Optional or no update available</td>
<td>No update or an optional update is available.</td>
</tr>
<tr>
<td>![Icon]</td>
<td></td>
<td>Recommended</td>
<td>Only recommended types of updates are available.</td>
</tr>
<tr>
<td>![Icon]</td>
<td></td>
<td>Urgent</td>
<td>Only urgent or multiple types of updates are available.</td>
</tr>
</tbody>
</table>
Troubleshooting common issues

The **Troubleshooting** page provides step-by-step instructions to help you resolve common issues by yourself without the assistance of Dell technical support. On the **Troubleshooting** page, you can also access video tutorials for common hardware, software, and operating system issues.

**NOTE:** Depending on the preferences selected by your IT administrator, you can access the links that are enabled on the **Troubleshooting** page.

![Figure 4. Troubleshooting page](image)

**Figure 4. Troubleshooting page**

If a hardware issue is detected during a scan or a support request is created for a hardware issue, the following links on the **Troubleshooting** page are disabled:

- I want to check a specific piece of hardware
- I want to scan my entire PC
- My PC stopped responding or restarted unexpectedly. (I think it was a 'Blue Screen' Error.)
- My PC is running slower than it used to
- I'm having internet issues
- I suspect that my PC has a virus
- My PC is running out of storage space

If you sign in to your system with non-administrator rights, you can use only the following links and the links in the **How-to Videos** section:

- I want to check a specific piece of hardware
- I want to scan my entire PC

**Troubleshoot blue screen error**

Sometimes, your system restarts automatically or stops responding and a blue screen is displayed. This is known as the blue screen error. A blue screen error is displayed when some critical data on the system is corrupted, a hardware failure is detected, or an issue is detected on the system and the system needs to be restarted immediately.

**Prerequisite**
You must have administrator rights on the system.

**About this task**
Fix a blue screen error by running SupportAssist scans and optimization.
Steps
1. Open SupportAssist.
2. Click the Troubleshooting tab and click My PC stopped responding or restarted unexpectedly. (I got a Blue Screen Error.)
3. Click Fix Now.

The home page is displayed and a system is initiated. After the scan is complete, one of the following is displayed:

- If no issue is detected and there are no updates, an appropriate message is displayed on each tile. The amount of hard drive space recovered, and the number of viruses or malware that are removed is displayed on the home page.
- If driver updates are detected during the scan, the update type and the number of available updates are displayed on the Get Drivers & Downloads tile. For instructions to install driver updates, see Install driver updates.
- If a hardware issue is detected which requires creating a support request, a support request is automatically created, and the issue summary page is displayed.
- If an issue is detected which does not require creating a support request, the issue title is displayed above the tiles and a notification is displayed on the Scan Hardware tile after all the scans are complete.

**NOTE:** The type of notification depends on the severity of the hardware issue. For information on the types of notifications that are displayed by SupportAssist, see Notifications. Click Skip to hide the notification.

- If potentially unwanted programs (PUPs) are detected, a notification is displayed on the Remove Viruses & Malware tile. For instructions to remove PUPs, see Remove potentially unwanted programs.
The **History** page provides details of SupportAssist activities that were performed on the system in a chronological order. The activities that are listed include software optimizations, troubleshooting tasks, driver updates, hardware scans, and so on.

From the **Select History View** list, select an activity type to view the details of that specific activity type.

By default, the activities that were performed during the current week are displayed. Click **Day** or **Month** to view the activities that were performed on a specific day or during the month. A summary of the number of driver updates installed, hard drive space recovered, and virus or malware detected is displayed above the timeline.

**NOTE:** The History page displays details of the activities and events that were performed during the last 90 days.

![Figure 5. History page](image)

If you encounter problems with your system after updating a driver, click the **Restore System** link to uninstall the update and restore the system to its previous state. For instructions to uninstall driver updates, see **Uninstall driver updates**.
The **Get Support** page enables you to access the available help and support options for your system. The help and support options that can be accessed vary based on the service plan of your system and your region. If internet connectivity is unavailable, the Dell Technical Support contact numbers for your region are displayed.

**NOTE:** The Get Support page is displayed only if you have administrator rights on the system.

![SupportAssist](image)

**Figure 6. Get Support page**

The following table describes the help and support features that are displayed on the **Get Support** page:

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Start DellConnect Session</td>
<td>Allow a technical support agent to access your system remotely to troubleshoot and resolve an issue. For information on DellConnect, see <a href="#">Start DellConnect session</a>.</td>
</tr>
<tr>
<td>Send files to Tech Support</td>
<td>Send files to Dell Technical Support describing an issue on your system or send files that are requested by a technical support agent.</td>
</tr>
<tr>
<td></td>
<td><strong>NOTE:</strong> The maximum size of the file that you can send is 4 MB. For instructions to send files, see <a href="#">Send log files to Dell technical support</a>.</td>
</tr>
<tr>
<td>Upload log file</td>
<td>If requested by the technical support agent, send the system activity log file to Dell Technical Support. For instructions to send log files, see <a href="#">Send log files to Dell technical support</a>.</td>
</tr>
<tr>
<td>Owner’s Manual</td>
<td>View and download manuals that are available for your system.</td>
</tr>
</tbody>
</table>
### Feature Description

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Warranty Information</td>
<td>View the warranty details of your system.</td>
</tr>
<tr>
<td>Community Support Forums</td>
<td>Access topics that are discussed in the SupportAssist forum.</td>
</tr>
</tbody>
</table>

Topics:

- Start DellConnect session
- Send files to Dell Technical Support
- Send log files to Dell technical support

## Start DellConnect session

### Prerequisites

- You must have administrator rights on the system.
- Ensure that a DellConnect session has been initiated by the Dell technical support agent.

### About this task

In certain circumstances, the technical support agent must remotely access your system to troubleshoot and resolve the issue. In such circumstances, allow the technical support agent to remotely access your system by using DellConnect.

**NOTE:** Start a DellConnect session only after the technical support agent enables the session. If you try to start DellConnect before the support agent enables it, an error message is displayed.

### Steps

1. Open SupportAssist and click the Get Support tab.
2. In the Start DellConnect session section, click Start Session.
   - The DellConnect Terms & Conditions page is displayed.
3. Select I agree to the terms and conditions and click Finish.

DellConnect session is initiated.

## Send files to Dell Technical Support

### About this task

Send files describing the issue on your system or any specific file requested by the support agent. You can send the following files:

- ZIP
- RAR
- TXT
- JPEG
- PNG
- GIF
- DOCX
- DOC
- ODT
- PDF
- XLS
- XLSX

**NOTE:** The maximum size of the file that you can send is 4 MB.

**NOTE:** You can send only three files in a day. If you have multiple files, compress and send the files as a ZIP file.
Steps
1  Open SupportAssist and click the Get Support tab.
2  On the right pane, click Upload Files.
3  Click Browse, select the required file, and then click Upload.

After the file is sent, ✓ and the File uploaded successfully message is displayed.

Send log files to Dell technical support

1  Open SupportAssist and click the Get Support tab.
2  On the right pane, click Upload log file.

After the file is sent, ✓ and the File uploaded successfully message is displayed.
Frequently asked questions

1. **What are the languages that the SupportAssist user interface supports?**
   The SupportAssist user interface supports 25 languages. The supported languages are Arabic, Chinese (Simplified), Chinese (Traditional), Czech, Danish, Dutch, English, Finnish, French, German, Greek, Hebrew, Hungarian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese (Brazilian), Portuguese (Iberian), Russian, Spanish, Swedish, and Turkish. For instructions to change your language setting, see Change language setting.

2. **Where can I check details of the optimizations that were performed on my system during a scheduled or a manually initiated optimization?**
   SupportAssist retains the details of all the events and activities that were performed during the last 90 days. You can view the details for a month, week, or a specific day on the History page.

3. **Why does SupportAssist take more time to perform the optimizations than the duration specified on the tiles?**
   The time displayed on the system optimization tile is only an estimate based on your system configuration. The actual time required to perform the optimizations may differ from the estimate time.

4. **When I perform a hardware scan, the scan result is displayed as Misconfigured on the History page. But, there is no notification displayed on the Scan Hardware tile. Why?**
   If SupportAssist could not scan a component during the hardware scan, the Misconfigured status is displayed. Hence, no notification is displayed on the Scan Hardware tile. SupportAssist scans the component again during the next manually initiated or automated scan.

5. **I can see the SupportAssist user interface. But, the Clean Files and Optimize Network tiles are disabled. Why?**
   SupportAssist installed on your system is managed by your IT administrator. Certain features might be disabled by your IT administrator, hence those tiles are disabled.

6. **When I try to open SupportAssist from the programs menu, a message is displayed to contact my IT administrator. Why?**
   SupportAssist installed on your system is managed by your IT administrator. You can see the SupportAssist user interface only if it is enabled by your IT administrator for your system.