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 to SupportAssist for PCs

Dell SupportAssist for PCs 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. Depending on your Dell service plan, SupportAssist also automates support request creation for issues that are detected during a scan. For information on the SupportAssist capabilities for different service plans, see SupportAssist capabilities and Dell service plans.

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. The collected information enables Dell to provide you an enhanced, efficient, and accelerated support experience.

This document provides information about installing and using SupportAssist on systems running Windows 7, 8, or 10 operating systems. For information about installing and using SupportAssist on systems running Windows 10 in S mode, see the Dell SupportAssist for PCs User’s Guide for Windows 10 in S mode available at www.dell.com/serviceabilitytools.

Topics:

• Key features
• Supported systems
• SupportAssist capabilities and Dell service plans
• Additional resources

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.
• Resolve issues using 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 through email or phone for assistance.

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

Supported systems

SupportAssist is compatible with the following Dell systems:

• Laptops and desktops
  – Inspiron
  – XPS
  – Alienware
  – Latitude
SupportAssist capabilities and Dell service plans

SupportAssist proactively and predictively detects and notifies you about hardware and software issues that may occur on your system. Depending on your Dell service plan, SupportAssist automates and facilitates your engagement with Dell Technical Support.

The following table summarizes the SupportAssist capabilities for systems with an active Basic, Premium Support, ProSupport, ProSupport Plus, and Premium Support Plus service plans.

Table 1. SupportAssist capabilities and Dell service plans

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Schedule hardware and software scans</td>
<td>You can schedule hardware and software scans depending on your preference. SupportAssist will perform the scans based on the schedule.</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Clean files manually</td>
<td>You can clear temporary, redundant, and other unwanted files from your system.</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Tune system performance manually</td>
<td>You can adjust the power settings, registry files, and memory allocations to fine-tune your system performance.</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Optimize network connectivity manually</td>
<td>You can optimize network connectivity by adjusting the settings to have an efficient and reliable network.</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Troubleshoot issues manually</td>
<td>You can fix common system issues by using the step-by-step instructions and video tutorials that are available on the troubleshooting page.</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Scan and update drivers manually</td>
<td>You can manually scan and install the driver updates that are available for your system.</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Self-dispatch parts through manual scans</td>
<td>If an issue is detected for in-warranty parts during manual scans, you are prompted to confirm your shipping address for dispatching the replacement part.</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Self-dispatch parts through automated scans</td>
<td>If an issue is detected for in-warranty parts during automated scans, you are prompted to confirm your shipping address for dispatching the replacement part.</td>
<td>➡️</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td><strong>SupportAssist capabilities</strong></td>
<td><strong>Description</strong></td>
<td><strong>Dell service plans</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>--------------------------------</td>
<td>----------------</td>
<td>------------------------</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Request onsite assistance for replacing a self-replaceable part&lt;sup&gt;1&lt;/sup&gt;</td>
<td>You can request a service technician to visit you for replacing a self-replaceable part at your location.</td>
<td><img src="!%5B%5D(basic.png)" alt="Basic" /> <img src="!%5B%5D(premium_support.png)" alt="Premium Support" /> <img src="!%5B%5D(prosupport.png)" alt="ProSupport" /> <img src="!%5B%5D(prosupport_plus.png)" alt="ProSupport Plus" /> <img src="!%5B%5D(premium_support_plus.png)" alt="Premium Support Plus" /></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Automated support request creation</td>
<td>If an issue is detected during a scheduled scan, a support request is automatically created and a Dell Technical Support agent contacts you about the solution.</td>
<td><img src="!%5B%5D(basic.png)" alt="Basic" /> <img src="!%5B%5D(premium_support.png)" alt="Premium Support" /> <img src="!%5B%5D(prosupport.png)" alt="ProSupport" /> <img src="!%5B%5D(prosupport_plus.png)" alt="ProSupport Plus" /> <img src="!%5B%5D(premium_support_plus.png)" alt="Premium Support Plus" /></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Create support request manually</td>
<td>You can manually create a support request if you presume that there is an issue that is not detected by SupportAssist.</td>
<td><img src="!%5B%5D(basic.png)" alt="Basic" /> <img src="!%5B%5D(premium_support.png)" alt="Premium Support" /> <img src="!%5B%5D(prosupport.png)" alt="ProSupport" /> <img src="!%5B%5D(prosupport_plus.png)" alt="ProSupport Plus" /> <img src="!%5B%5D(premium_support_plus.png)" alt="Premium Support Plus" /></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Remove viruses and malware manually&lt;sup&gt;2&lt;/sup&gt;</td>
<td>Isolate, remove, and restore files corrupted by viruses and malware to keep your system secure.</td>
<td><img src="!%5B%5D(basic.png)" alt="Basic" /> <img src="!%5B%5D(premium_support.png)" alt="Premium Support" /> <img src="!%5B%5D(prosupport.png)" alt="ProSupport" /> <img src="!%5B%5D(prosupport_plus.png)" alt="ProSupport Plus" /> <img src="!%5B%5D(premium_support_plus.png)" alt="Premium Support Plus" /></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Predictive issue detection and support request creation for failure prevention&lt;sup&gt;3&lt;/sup&gt;</td>
<td>If a part is identified for possible failure, an alert is sent to you. SupportAssist opens a support request and a Dell Technical Support agent contacts you to ship the replacement part.</td>
<td><img src="!%5B%5D(basic.png)" alt="Basic" /> <img src="!%5B%5D(premium_support.png)" alt="Premium Support" /> <img src="!%5B%5D(prosupport.png)" alt="ProSupport" /> <img src="!%5B%5D(prosupport_plus.png)" alt="ProSupport Plus" /> <img src="!%5B%5D(premium_support_plus.png)" alt="Premium Support Plus" /></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Notify system optimization issues detected during scheduled scans</td>
<td>Depending on your operating system, a notification is displayed on your task bar or in Windows action center about system optimization issues that are detected during scheduled scans.</td>
<td><img src="!%5B%5D(basic.png)" alt="Basic" /> <img src="!%5B%5D(premium_support.png)" alt="Premium Support" /> <img src="!%5B%5D(prosupport.png)" alt="ProSupport" /> <img src="!%5B%5D(prosupport_plus.png)" alt="ProSupport Plus" /> <img src="!%5B%5D(premium_support_plus.png)" alt="Premium Support Plus" /></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Automated system optimizations&lt;sup&gt;2&lt;/sup&gt;</td>
<td>SupportAssist automatically optimizes your system during automated scans.</td>
<td><img src="!%5B%5D(basic.png)" alt="Basic" /> <img src="!%5B%5D(premium_support.png)" alt="Premium Support" /> <img src="!%5B%5D(prosupport.png)" alt="ProSupport" /> <img src="!%5B%5D(prosupport_plus.png)" alt="ProSupport Plus" /> <img src="!%5B%5D(premium_support_plus.png)" alt="Premium Support Plus" /></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Specify preferred contact time&lt;sup&gt;4&lt;/sup&gt;</td>
<td>You can provide your preferred contact time. A Dell Technical Support agent contacts you only during the specified hours.</td>
<td><img src="!%5B%5D(basic.png)" alt="Basic" /> <img src="!%5B%5D(premium_support.png)" alt="Premium Support" /> <img src="!%5B%5D(prosupport.png)" alt="ProSupport" /> <img src="!%5B%5D(prosupport_plus.png)" alt="ProSupport Plus" /> <img src="!%5B%5D(premium_support_plus.png)" alt="Premium Support Plus" /></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

---

1 Onsite assistance for replacing a self-replaceable part is available only in certain regions.

2 The virus and malware removal capability is not available in certain regions, for example, China.

3 Predictive analysis failure detection includes hard drives, solid state drives, batteries, thermals, and desktop fans.

4 Preferred contact time can be provided only by customers in U.S. or Canada.

## Additional resources

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

- The [Dell SupportAssist Community](#) provides information on the capabilities and features of SupportAssist, blogs, FAQs, and other technical documents.
- [TechDirect](#) portal provides information on enrolling your company, managing SupportAssist alerts, Dell Technical Support, and self-dispatch parts requests.
Getting started with SupportAssist for PCs

SupportAssist may be preinstalled on your system. If SupportAssist is preinstalled, you can open SupportAssist by browsing through your applications. If SupportAssist is not preinstalled, follow the instructions in this section to install SupportAssist, create a SupportAssist profile, and configure your SupportAssist settings.

Topics:
- Minimum system requirements
- Install SupportAssist
- SupportAssist window
- Change language setting
- Create SupportAssist profile
- Update contact and shipping information
- Use different SupportAssist profile
- System details
- Configure internet settings
- Scheduled scans
- Notifications
- Manually upgrade SupportAssist
- Uninstall SupportAssist

Minimum system requirements

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

Table 2. Minimum system requirements

<table>
<thead>
<tr>
<th>Particulars</th>
<th>Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating system</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

**Tablets:**
- 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)
<table>
<thead>
<tr>
<th>Particulars</th>
<th>Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Microsoft Windows 7 Professional (only 64-bit)</td>
</tr>
<tr>
<td></td>
<td>• Microsoft Windows 7 Professional for Embedded Systems (only 64-bit)</td>
</tr>
<tr>
<td></td>
<td>• Microsoft Windows 10 Professional (only 64-bit)</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>Software</td>
<td>Microsoft .NET Framework 4.5 or later</td>
</tr>
<tr>
<td></td>
<td><strong>NOTE:</strong> If you do not have Microsoft .NET Framework 4.5 or later installed,</td>
</tr>
<tr>
<td></td>
<td>SupportAssist installs the latest Microsoft .NET Framework on your system.</td>
</tr>
<tr>
<td>Web browser</td>
<td>Microsoft Edge, or Internet Explorer 10 or later</td>
</tr>
<tr>
<td>Hardware</td>
<td>• Memory (RAM) — 2 GB</td>
</tr>
<tr>
<td></td>
<td>• Hard drive free space — 1 GB</td>
</tr>
<tr>
<td>Network</td>
<td>Internet connectivity</td>
</tr>
<tr>
<td>Ports</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://api.dell.com">https://api.dell.com</a></td>
</tr>
<tr>
<td></td>
<td>• <a href="https://fuslite.dell.com/FUSLite/api/2.0">https://fuslite.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>
</tr>
<tr>
<td></td>
<td>• <a href="http://www.dell.com">www.dell.com</a></td>
</tr>
<tr>
<td></td>
<td>• <a href="https://dellsupportcenter.com">https://dellsupportcenter.com</a></td>
</tr>
<tr>
<td></td>
<td>• <a href="https://dellsupportcenterplus.com">https://dellsupportcenterplus.com</a></td>
</tr>
<tr>
<td></td>
<td>• <a href="https://amazonsnows.com">https://amazonsnows.com</a></td>
</tr>
<tr>
<td></td>
<td>• <a href="https://apidp.dell.com/warrantyServices/v2/warranties">https://apidp.dell.com/warrantyServices/v2/warranties</a></td>
</tr>
<tr>
<td>Display resolution</td>
<td>1200 x 720</td>
</tr>
</tbody>
</table>

**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/supportassist and click Available Versions > SupportAssist for PCs at home > Learn More > Download Now to download the SupportAssist for PCs installer file. The SupportAssistInstaller.exe file is downloaded.
2. Double-click the SupportAssistInstaller.exe file.
   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. For steps to see the build number of the operating system installed on your system, see Frequently asked questions.

3 On the SupportAssist installer window, click Launch. The SupportAssist window is displayed.

SupportAssist window

You can run all SupportAssist scans and optimizations from the home page. You can click Start Now to run all the scans and optimizations.

NOTE: If there is a pending notification or SupportAssist requires you to perform an action, only the tiles view is displayed when you open SupportAssist.

Figure 1. Home page

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

- Amount of hard drive space saved
- 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 the icon.

Depending on your service plan, the following tiles are displayed on the home page. For information on the SupportAssist capabilities for different service plans, see SupportAssist capabilities and Dell service plans.

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

NOTE: If you do not have administrator rights on the system, only the Scan Hardware tile is enabled.

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.
NOTE: If a critical hardware issue is detected on your system, all the system optimization tiles are disabled until you create a support request.

Change language setting

About this task
SupportAssist is available in 25 languages. By default, SupportAssist is set to the language of the operating system installed on your system. After you install SupportAssist, you can change the language depending on your preference.

Steps
1. Open SupportAssist.
2. On the top-right corner of the SupportAssist window, click the settings icon, and then click Select language.
   The languages list is displayed.
3. Click your preferred language.
   A message is displayed to confirm if you want to restart SupportAssist in the selected language.
4. Click Yes to restart SupportAssist.

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

Create SupportAssist profile

Prerequisite
You must have administrator rights on the system.

About this task
You can create a SupportAssist profile by using your Dell My Account or your social media account. Creating a SupportAssist profile enables you to receive the automated support capabilities available based on your system service plan.

Steps
1. Open SupportAssist.
2. On the top-right corner of the SupportAssist window, click Profile, and then click Complete Profile.
   • If you have not accepted the SupportAssist terms and conditions, a message is displayed indicating that you have not accepted the SupportAssist’s terms and conditions. Click the Read SupportAssist terms & conditions link, accept the terms and conditions, click Save, and then try again.
   • If SupportAssist is unable to connect to the Internet, an appropriate message is displayed. You can click the troubleshooting links displayed below the error message to fix the issue and try again.
3. On the Dell My Account Sign In page, perform one of the following:
   • If you already have a Dell My Account, enter your My Account credentials, and then click Sign In.
   • If you do not have a Dell My Account, create an account to sign in. For instructions on creating an account, see Create a new Dell My Account.
   • Sign in with your social media account. For instructions on using your social media account, see Sign in with social media account.

The Contact and Shipping Address page is displayed.
4. Enter your contact information and shipping details in the appropriate fields.
5. Select one of the following as your preferred contact method:
   • Email
   • Phone
6. Select your preferred contact time.

NOTE: The preferred contact time is applicable only for systems with an active Premium Support or Premium Support Plus service plans in United States of America or Canada.
7. If you want to add a secondary contact, select the Add secondary contact check box and enter the details in the appropriate fields.
8. If you do not want SupportAssist to automatically create a support request, clear the Automatically create Support Requests check box.
NOTE: The automatic support request creation capability is available and enabled only for systems with an active ProSupport, ProSupport Plus, Premium Support, or Premium Support Plus service plan.

9 Click Done.
   • If the shipping details are incorrect, a pop-up window is displayed. If you want to update the details, click Update and Finish, or click Ignore to close the pop-up window and proceed.
   • If the shipping details are correct, the first name and last name are displayed on the top-right corner of the SupportAssist window.

Create a new Dell My Account

Prerequisite
You must have administrator rights on the system.

Steps
1 In the Create an Account section of the Dell My Account Sign in page, enter the first name, last name, email address, and password in the appropriate fields.

   NOTE: The password must contain eight through 20 characters, and must include 1 uppercase letter, 1 lowercase letter, and 1 number.

2 Re-enter the password.
3 Click Create Account.
   A new Dell My Account is created and you are signed in to SupportAssist.

Sign in with social media account

Prerequisites
• You must have administrator rights on the system.
• You must have a valid account with any of the following social media platforms:
  – Google Plus
  – LinkedIn
  – Twitter

Steps
1 On the Dell My Account Sign In page, click the appropriate social media icon.
2 On the corresponding social media login page, enter the user name or email address and password in the appropriate fields.
3 Click Sign in.
   A new Dell My Account is created with the credentials that you entered for signing in to your social media account.

Update contact and shipping information

Prerequisite
You must have administrator rights on the system.

About this task
You can update the contact and shipping information that you provided while creating your profile.

Steps
1 Open SupportAssist.
2 On the top-right corner of the SupportAssist window, click the user name, and then click Profile Details.
   The Contact and Shipping Address page is displayed.
3 Update the required details and click Done.
   • If the shipping details are incorrect, a pop-up window is displayed. If you want to update the details, click Update and Finish.
Use different SupportAssist profile

Prerequisite
You must have administrator rights on the system.

About this task
You can deactivate your current profile and sign in to SupportAssist by using a different profile. When you sign in using a different profile, you cannot access the contact and shipping address details of the previous profile.

Steps
1. Open SupportAssist.
2. On the top-right corner of the SupportAssist window, click the username, and then click Use a different profile.
3. On the pop-up window, click Continue.

NOTE: When you click Continue, SupportAssist deactivates the current profile and removes access to the saved contact information and shipping details.

The home page is displayed and the link to create a profile is displayed on the top-right corner of the SupportAssist window.

System details

When you point to the system model or Service Tag displayed in the SupportAssist window, the system image and its details are displayed. The following table describes the system details displayed:

Table 3. System details

<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>NOTE: 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 alph-numeric sequence.</td>
</tr>
<tr>
<td>Express Service Code</td>
<td>The numerical sequence 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 in the system. For example, Microsoft Windows '10 Pro.</td>
</tr>
</tbody>
</table>

Configure internet settings

Prerequisite
You must have administrator rights on the system.

About this task
Your system must be connected to an active Internet connection to experience the automated support capabilities of SupportAssist. You can choose the method through which SupportAssist can connect to the Internet.
Steps
1. Open SupportAssist.
2. On the top-right corner of the SupportAssist window, click the settings icon, click **Settings**, and then click **Internet**.
3. If you want SupportAssist to directly connect to the Internet, select the **Connect directly** option.
4. If you want SupportAssist to connect to the Internet using a proxy network, perform the following steps:
   a. Select the **Connect using proxy** option.
   b. Enter the address, port number, username, and password details in the appropriate fields.
   
      ![NOTE](https://example.com/note.png)
      **NOTE:** The maximum number of digits that you can enter for a port number is five.
5. Click **Save**.
   The home page is displayed.

### Scheduled scans

By default, SupportAssist scans your system once in a month to detect driver updates, hardware issues, and the required system optimizations. You can also allow SupportAssist to perform the scan once in a week or a quarter.

![NOTE](https://example.com/note.png)
**NOTE:** SupportAssist performs a scheduled scan only when the system is connected to an electrical outlet and the system is not in use during the start of the scheduled scan.

![NOTE](https://example.com/note.png)
**NOTE:** SupportAssist will not perform the scan if a notification for a hardware issue is already displayed.

Before the scan is performed on your system, an appropriate message is displayed in a pop-up window. If you do not want SupportAssist to run the scan, you can click **Run Later** to defer the scan. When you defer the scan, SupportAssist performs the scan after 24 hours.

![NOTE](https://example.com/note.png)
**NOTE:** You can defer the schedule only for three times. After you defer the schedule scan for the third time, SupportAssist automatically performs the scan at the next scheduled date.

If an urgent driver update, hardware issue, or a 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**.

Depending on your service plan, SupportAssist automatically optimizes your system after the scan.

![NOTE](https://example.com/note.png)
**NOTE:** Auto-optimizations are applicable only for systems with an active ProSupport Plus or Premium Support Plus service plan.

### Schedule system scans

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

**About this task**
You can select the frequency, day, and time when you want to run the scan.

![NOTE](https://example.com/note.png)
**NOTE:** You can defer the schedule only for three times. After you defer the schedule scan for the third time, SupportAssist automatically performs the scan at the next scheduled date.

**Steps**
1. On the top-right corner of the SupportAssist window, click the settings icon, click **Settings**, and then click **Scheduled scans**.
2. Select the frequency, day, and time when you want to run the scan.
   The date of the next scheduled scan is displayed.
3. Click **Save**.
   The home page is displayed.
Notifications

By default, SupportAssist displays notifications about hardware and software issues, driver updates, open support requests, service plan, and so on.

Notifications on SupportAssist window

The following table provides a summary of the notifications that are displayed when you open SupportAssist.

<table>
<thead>
<tr>
<th>When the notification is displayed</th>
<th>Action</th>
</tr>
</thead>
</table>
| A SupportAssist profile has not been created | - Click **Complete Profile** to create a SupportAssist profile. For instructions to create a profile, see [Create a SupportAssist profile](#).  
- Click **Remind Me Later** to view the notification when you reopen the SupportAssist window after 24 hours.  
- Click **Never Remind Me** to stop SupportAssist from displaying the notification again. |

| Dell technical support is working on a support request that is created for an issue that is detected on your system | - Click **Ok Got It** to hide the notification temporarily.  
- Click **Never Remind Me** to stop SupportAssist from displaying the notification again.  

**NOTE:** After you hide the notification, the Scan Hardware tile and the optimization tiles continue to be disabled. If you want to enable the tiles, click **Skip** on the home page. |

| If you have not optimized your system in the last 14 days | - Click **Run All** to run all the scans and optimizations on your system.  
- Click **Remind Me Later** to view the notification when you reopen the SupportAssist window after 24 hours.  
- Click **Cancel** to hide the notification. |

Notifications on taskbar or Windows Actions Center

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

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

The following table provides a summary of the different types of notifications that are displayed on the taskbar or in the Windows Action Center.
### Table 5. Taskbar or Windows Action Center notifications

<table>
<thead>
<tr>
<th>When the notification is displayed</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 driver details page. For instructions to install driver updates, see Install driver updates.</td>
</tr>
<tr>
<td>A support request must be created for a hardware issue detected during a manually initiated or a scheduled scan</td>
<td>Click the notification to see the issue details page. For instructions to create a support request, see Create support request for issue detected by a scan.</td>
</tr>
<tr>
<td>A support request is automatically created for a hardware issue detected during a manually initiated or a scheduled scan</td>
<td>No action required.</td>
</tr>
<tr>
<td>Potentially unwanted programs (PUPs) are detected during a manually initiated or a scheduled scan</td>
<td>Click the notification to review and remove the PUPs that were detected by 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 details of the viruses or malware that was detected during the scan.</td>
</tr>
</tbody>
</table>

### Service plan notifications

When the service plan of your system is nearing expiry or has expired, an appropriate notification is displayed. You can renew or upgrade your service plan by using the links provided in the notification. The following table describes the notifications that may be displayed.

<table>
<thead>
<tr>
<th>Warranty status</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 to 60 days for expiry</td>
<td>Click Renew to renew the service plan online.</td>
</tr>
<tr>
<td>Expired, but the service plan is within the renewable period</td>
<td>Click Renew to renew the service plan online.</td>
</tr>
<tr>
<td>Expired, but the service plan is not within the renewable period</td>
<td>Click Contact Dell to extend or upgrade the service plan.</td>
</tr>
</tbody>
</table>

**NOTE:** The online renewal capability is available only for systems in the United States of America.

### Disable SupportAssist notifications

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

**About this task**
You can disable SupportAssist from displaying notifications on your system. However, SupportAssist displays notifications about hardware issues and urgent driver updates that are detected during a scan even if you disable the notifications.

**Steps**
1. On the top-right corner of the SupportAssist window, click the settings icon, click Settings, and then click Notifications.
2. Clear the I want to receive notifications about hardware and software issues, driver updates, Support Requests, and other alerts for my PC check box and click Save.
   The home page is displayed.
Manually upgrade SupportAssist

Upgrading SupportAssist enables you to receive the latest features and ensures that your system is running at its best.

**Prerequisites**

- You must have administrator rights on the system.
- You must be signed in to SupportAssist.

**About this task**
If a newer version is available, SupportAssist automatically upgrades to the new version. You can also manually check and upgrade SupportAssist.

**Steps**

1. Open SupportAssist.
2. On the top-right corner of the SupportAssist window, click the settings icon, and then click About SupportAssist.
   - SupportAssist automatically checks if a newer version of SupportAssist is available.
   - If no update is available, a ✔️ icon and a message indicating that the latest version of SupportAssist is installed are displayed.
   - If a newer version of SupportAssist is available, a 🔄 icon and the Update Now link are displayed.
3. Click Update Now.

The latest version of SupportAssist is downloaded and installed on the system.

Uninstall SupportAssist

**Prerequisites**

- The SupportAssist window must not be open on the system.
- There should be no pending SupportAssist notifications in the Windows Action Center or on the 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, click Start, go 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.
Scanning your system hardware

Running a hardware scan enables you to detect hardware issues on your system. By default, SupportAssist scans your system hardware automatically 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 SupportAssist is minimized and an issue is detected during a scan, a notification is displayed on the Scan Hardware tile. The notification is retained on the tile for up to seven days. If you do not create a support request for the issue within seven days, the notification is automatically removed.

For certain hardware issues, the issue title is displayed above the tiles and a notification is displayed on the Scan Hardware tile. The notification that is displayed on the tile depends on the severity of the issue. For information on the type of notifications that are displayed on the tile, see Scan Hardware tile notifications.

**Topics:**
- Scan a specific hardware component
- Run a quick hardware scan
- Run a stress test
- Scan Hardware tile notifications

## Scan a 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 are displayed.

   **NOTE:** You can click the **Refresh system hardware list** link to update the list of hardware components displayed.

3. In **Storage Devices**, click **Hard Drive**.
4. Select the test type and click **Run Test**.

- If no issue is detected, **Passed** status and a ✔️ icon are displayed.

- If an issue is detected and it does not require creating a support request, **Failed** status and 🚫 icon are displayed.

- If an issue detected and requires creating a support request, the issue details page is displayed. For instructions to create a support request, see Create support request for issue detected by a scan.
Run a quick hardware scan

About this task
You can run a quick scan on your system to detect issues in hardware components, for example, hard drive, processor, memory module, and so on.

NOTE: If you do not have administrator rights on the system, you cannot create a support request for issues detected during the scan. To create support request, you must sign in to your system as an administrator. For instructions to know your user account type, see the operating system documentation at Microsoft.com/support.

Steps
1. Open SupportAssist and click the icon.
2. On the Scan Hardware tile, click Run Now.

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 it requires creating a support request, the optimization tiles are disabled and the issue details page is displayed. For instructions to create a support request, see Create support request for issue detected by a scan.
• If an issue is detected and it 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. If you want to enable the tiles, click Skip.

Run a stress test

About this task
The stress test helps you detect issues in components such as the system board, optical drives, camera, components scanned during a quick scan, and so on.

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.
3. Click Start.
   A message is displayed requesting you to save your files and to close all applications.
4. After you save your files and close all the applications, click OK to run the test.
   During the test, the name of the task that is running is displayed above the tiles and the progress status of the scan is displayed on the Scan Hardware tile.

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, the optimization tiles are disabled and the issue details page is displayed. For instructions to create a support request, see Create support request for issue detected by a scan.
• If an issue is detected and 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. If you want to enable the optimization tiles, click Skip.

Scan Hardware tile notifications

The following table describes the different status notifications that are displayed on the Scan Hardware tile for issues detected during a quick hardware scan or a stress test on the system.
<table>
<thead>
<tr>
<th>Status icon</th>
<th>System icon</th>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>No icon is displayed.</td>
<td><img src="image1" alt="Image" /></td>
<td>Normal</td>
<td>No hardware issues have been detected.</td>
</tr>
<tr>
<td>No issues found: Just now message is displayed.</td>
<td><img src="image2" alt="Image" /></td>
<td>Normal</td>
<td>No hardware issues have been detected.</td>
</tr>
<tr>
<td><img src="image3" alt="Image" /></td>
<td><img src="image4" alt="Image" /></td>
<td>Warning</td>
<td>A hardware issue has been detected in some component, other than the system memory or hard drives.</td>
</tr>
<tr>
<td><img src="image5" alt="Image" /></td>
<td><img src="image6" alt="Image" /></td>
<td>Critical</td>
<td>A hardware issue has been detected in the system memory or hard drives.</td>
</tr>
</tbody>
</table>
Optimizing your system

SupportAssist helps you optimize your system by running a series of diagnostics to identify modifications to files and settings of your system. SupportAssist optimizations helps you improve your system speed, storage space availability, and system stability by performing the following on your system:

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

**Clean files**

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

**About this task**
You can remove redundant files, temporary folders, and other unnecessary clutter from your system.
Steps

1. Open SupportAssist and click the icon.

2. On the Clean Files tile, click Run Now.
   During the optimization, the name of task that is running is displayed above the tiles and the progress of scan is displayed on the tile.

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

After the optimization is complete, an appropriate notification is displayed on the tile. The amount of hard drive space that is saved 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 SupportAssist tile notifications.

---

**Tune system performance**

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

**About this task**
You can adjust the power settings, registry, and memory allocation to maximize the processing speed of your system.

**Steps**

1. Open SupportAssist and click the icon.

2. On the Tune Performance tile, click Run Now.
   During the optimization, the name of task that is running is displayed above the tiles and the progress of scan is displayed on the tile.

   △ **CAUTION:** If you cancel the optimization while it is in progress, the changes that were performed 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 SupportAssist tile notifications.

---

**Optimize network**

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

**About this task**
You can optimize your network to ensure network connectivity and update your system settings to maintain an efficient and reliable network.

**Steps**

1. Open SupportAssist and click the icon.

2. On the Optimize Network tile, click Run Now.
   During the optimization, the name of task that is running is displayed above the tiles and the progress of scan is displayed on the tile.

   △ **CAUTION:** If you cancel the optimization while it is in progress, the changes that were performed 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 SupportAssist tile notifications.

---

**Remove viruses and malware**

**Prerequisite**
You must have administrator rights on the system.
About this task
You can isolate and remove files infected by viruses and malware to keep your system secure. You can also detect and remove potentially unwanted programs (PUPs) installed on your system, if required. For instructions to remove PUPs, see Remove potentially unwanted programs.

1 | **NOTE:** The virus and malware removal capability is available only for systems with an active ProSupport Plus or Premium Support Plus service plan.

2 | **NOTE:** The virus and malware removal capability is not available in certain regions, for example, China.

Steps
1. Open SupportAssist and click the icon.
2. On the Remove Virus & Malware tile, click Run Now.
   During the optimization, the name of task that is running is displayed above the tiles and the progress of scan is displayed on the tile.

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

After the optimization is complete, an appropriate notification is displayed on the tile. The number of viruses and malware removed is displayed on the home page.

3 | **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 SupportAssist tile notifications.

Remove potentially unwanted programs

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

**About this task**
Potentially unwanted programs (PUPs) are programs that are installed silently on the system while installing an application. PUPs 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 the PUPs that were detected on the system.

4 | **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 PUPs details page is displayed.

   ▪ **NOTE:** By default, the PUPs are selected. You can review the PUPs list 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 the PUP.
4. Click Remove and then click Confirm.
   The selected PUPs are removed from the system.
5. Click OK.

The number of PUPs removed is displayed on the home page.

Run all system scans and optimizations

**Prerequisite**
You must have administrator rights on the system.
About this task
You can scan your system for driver updates, hardware issues, and identify the required optimizations continuously. After a scan is complete, the next scan is initiated. You can view details of all the scans and optimizations on the History page.

Steps
1. Perform one of the following:
   - Open SupportAssist and click Start Now.
   - Open SupportAssist, click the ✔ icon, and then click Run All.

   During the optimization, the name of task that is running is displayed above the tiles and the progress of scan is displayed on the tile.

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

   After the scan is complete, the following may be observed:
   - 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 saved, and the number of viruses or malware that is 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 notified on the Get Drivers & Downloads tile. For instructions to install driver updates, see Install driver updates.
   - If a hardware issue is detected and it requires creating a support request, the issue details page is displayed. For instructions to create a support request, see Create support request for issue detected by a scan.
   - If an issue is detected and it 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. You can click Skip to hide the issue 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.

   ○ NOTE: You can view details of the scans and optimizations that are performed on your system on the History page.

2. After the scan is complete and if you are still facing the issue, click Still Need Help to manually create a support request.

   ○ NOTE: The manual support request creation capability is applicable only for systems with an active Premium Support, ProSupport, Premium Support Plus, or ProSupport Plus service plan.

   The support request page is displayed. For instructions to manually create a support request, see Manually create a support request.

SupportAssist tile notifications

The notification on the SupportAssist tile depends on when you performed the scan or optimization. The following table describes how the notification on the tile changes depending on the number of days and hours since when the scan is performed.

<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 Just Now 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 Today 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 Yesterday are displayed. For example, PC tuned: Yesterday</td>
</tr>
<tr>
<td>More than 48 hours</td>
<td>Result of the scan or optimization performed and the date when the scan or optimization was performed. For example, 120MB 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>Time since last run</td>
<td>Notification</td>
</tr>
<tr>
<td>--------------------</td>
<td>-------------</td>
</tr>
<tr>
<td>More than 30 days</td>
<td>Displayed in red color.</td>
</tr>
</tbody>
</table>
Creating a support request

SupportAssist helps you proactively and periodically monitor your system for hardware or software issues. If an issue is detected on your system, SupportAssist enables you to create a support request with Dell Technical Support. Depending on the service plan of your system, SupportAssist may also automatically create a support request for the issue.

1 | NOTE: The automatic support request creation capability is not available for systems with an expired warranty.

Topics:

• Create support request for issue detected by a scan
• Manually create a support request
• View support request details
• Issue details page
• Issue summary page
• Dispatchable parts

Create support request for issue detected by a scan

Prerequisite

On systems with operating system build number greater than or equal to 16299, you must have administrative rights on the system. For steps to see the build number of the operating system installed on your system, see Frequently asked questions.

About this task

If a support request must be created for an issue that is detected during a manually initiated or an automated scan, the following are observed:

• The system optimization tiles are disabled.
• The following links in 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.)
• If the SupportAssist window is minimized during the scan, a notification is displayed on the Scan Hardware tile. For information on the type of notifications that are displayed on the tile, see Scan Hardware tile notifications.
• If the SupportAssist window is open, the issue details page is displayed.

Steps

1. Open SupportAssist.
2. Click Fix Now.

1 | NOTE: If you do not have administrative rights on the system and a SupportAssist profile is not created, an appropriate message is displayed. You must sign in to system as an administrator, create a profile, and then try again.

1 | NOTE: If the icon is displayed on the tile, you can click Skip and create the support request later. If you click Skip, the system optimization tiles and the links in the Troubleshooting page are enabled.

The issue details page is displayed.

3. Click Next.

• If you have not accepted the SupportAssist terms and conditions, a message is displayed indicating that you have not accepted the SupportAssist’s terms and conditions. Click the Read SupportAssist terms & conditions link, accept the terms and conditions, click Save, and then try again.
If SupportAssist is unable to connect to the Internet, an appropriate message is displayed. You can click the troubleshooting links displayed below the error message to fix the issue and try again.

If you have not created a SupportAssist profile, the Dell My Account Sign in page is displayed. To continue, create a SupportAssist profile and click Finish.

If you have already created a SupportAssist profile, the contact information and shipping address are displayed. If you want to update the contact information and shipping address, click Edit, make the necessary updates, and then click Finish.

**NOTE:** If you do not have administrator rights on the system, you cannot edit the contact information and shipping address.

On the issue summary page, click Done.

**NOTE:** You can view the details and track the status of the support request from the History page.

The tiles view of the home page is displayed, and the Support Request Open status is displayed on the Scan Hardware tile.

## Related links
- Create SupportAssist profile
- Issue details page
- Issue summary page

## Manually create a support request

### About this task
Depending on the service plan of your system, you can manually create a support request for issues that are not detected by SupportAssist. For information on the SupportAssist capabilities for different service plans, see SupportAssist capabilities and Dell service plans.

### Steps

1. Open SupportAssist and click the Get Support tab.

2. Click Open a Support Request.
   - If the SupportAssist scans and optimizations are not performed in the last 24 hours, all the scans are automatically initiated. If an issue is detected on your system, the scan is stopped and the issue details page is displayed. For instructions to create a support request, see Create support request for issue detected by a scan.
   - If the SupportAssist scans and optimizations are performed in the last 24 hours, the support request page is displayed.
   - If a notification for a hardware issue is already displayed on the home page, the issue details page is displayed. For instructions to create a support request, see Create support request for issue detected by a scan.
   - If you do not have administrative rights on the system and a SupportAssist profile is not created, an appropriate message is displayed. You must sign in to system as an administrator, create a profile, and then try again.

3. If the support request page is displayed:
   a. From the Select a category list, select an appropriate issue category.
   b. Enter the description of the issue.
   c. Click Next.
      - If you have not accepted the SupportAssist terms and conditions, a message is displayed indicating that you have not accepted the SupportAssist's terms and conditions. Click the Read SupportAssist terms & conditions link, accept the terms and conditions, click Save, and then try again.
      - If you have not created a SupportAssist profile, the Dell My Account Sign in page is displayed. To continue, create a SupportAssist profile and click Finish.
      - If you have already created a SupportAssist profile, the contact information and shipping address are displayed. If you want to update the contact information and shipping address, click Edit, make the necessary updates, and then click Finish.

**NOTE:** If you do not have administrator rights on the system, you cannot edit the contact information and shipping address.

4. On the issue summary page, click Done.

**NOTE:** You can view the details and track the status of the support request from the History page.

The tiles view of the home page is displayed, and the Support Request Open status is displayed on the Scan Hardware tile.
View support request details

About this task
After a support request is created, a notification is displayed with the details of the support request every time you open SupportAssist. If you do not want SupportAssist to display the notification again, click Never Remind Me on the notification.

You can view the support request details from the home page till it is closed by Dell. You can also view the support request details on the History page.

Steps
1. Open SupportAssist.
2. Click View Details.
   The issue summary page is displayed.

Issue details page

The following table describes the information that is displayed on the issue details page.

<table>
<thead>
<tr>
<th>Table 9. Issue details page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information</td>
</tr>
<tr>
<td>Service Tag</td>
</tr>
<tr>
<td>Warranty</td>
</tr>
<tr>
<td>Issue</td>
</tr>
<tr>
<td>Solution</td>
</tr>
<tr>
<td>I would like onsite support</td>
</tr>
</tbody>
</table>

Issue summary page

The following table describes the information that is displayed on the issue summary page.

<table>
<thead>
<tr>
<th>Table 10. Issue summary page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information</td>
</tr>
<tr>
<td>Service Tag</td>
</tr>
<tr>
<td>Warranty</td>
</tr>
<tr>
<td>Issue</td>
</tr>
<tr>
<td>Support Request #</td>
</tr>
</tbody>
</table>
Dispatchable parts

When SupportAssist detects an issue on your system, a replacement part may be automatically dispatched to you depending on the Dell service plan of your system.

The following are the parts that may be dispatched automatically:

- Hard drive
- Memory module
- Optical drive
- Keyboard
- Mouse
- Battery
- Video card
Getting drivers and downloads

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

A firmware is a software that is embedded on the system hardware. It is programmed to give permanent instructions to communicate with other devices 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, patching security risks, and expanding compatibility. SupportAssist allows you to keep your system up-to-date with the latest drivers and firmware.

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

As part of routine system monitoring, SupportAssist scans your system after every 24 hours to detect driver updates that are available for your system. If an urgent update is available, a notification is automatically displayed. For information on the types of notifications that are displayed by SupportAssist, see Notifications.

Figure 5. Get Drivers & Downloads Tile Notification

Topics:
- Severity categorization of drivers
- Install driver updates
- Uninstall driver updates
- Get Drivers and Downloads tile notifications

Severity categorization of drivers

SupportAssist categorizes the drivers and firmware based on their importance. Depending on the severity, the drivers are categorized as follows:
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 return the system to its previous state. At a given time period, SupportAssist can retain only three restore points. If a new restore point must be created, the oldest restore point is automatically removed.

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

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

Steps
1. Open SupportAssist and click the icon.
2. On the Get Drivers & Downloads tile, click Run Now.
   - If updates are available for your system, the update type and the number of available updates are notified on the Get Drivers & Downloads tile.
   - If SupportAssist cannot detect updates available for your system, an appropriate message is displayed.

   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 Get Drivers and Downloads tile notifications.

3. Click Update Now.
   The drivers page is displayed.

   NOTE: By default, all the updates are selected. You may review the updates list and clear the updates that you do not want to install on your system.

4. Click Install.
   - For updates that are automatically installed, a icon 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, you can click to cancel the download. You cannot cancel an update while the installation is in progress.

5. Click Finish.
   The home page is displayed. The number of drivers that are installed is displayed on the home page.

6. If an update requires restart, click Restart Now to restart the system immediately.
   A message is displayed stating that you must save your files and close all applications before you restart.

7. Click Restart.
   The system restarts automatically to complete the installation.

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 return 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 automatically to uninstall the update.

Get Drivers and Downloads tile notifications

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

<table>
<thead>
<tr>
<th>Update icon</th>
<th>Tile icon</th>
<th>Update type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><img src="image1.png" alt="Icon" /></td>
<td>Optional or no update available</td>
<td>No update is available or an optional update is available.</td>
</tr>
<tr>
<td><img src="image2.png" alt="Icon" /></td>
<td><img src="image3.png" alt="Icon" /></td>
<td>Recommended</td>
<td>Only recommended type of updates are available.</td>
</tr>
<tr>
<td><img src="image4.png" alt="Icon" /></td>
<td><img src="image5.png" alt="Icon" /></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.

If the issue is not resolved after you have followed the troubleshooting instructions, you can create a support request or contact Dell technical support for assistance. For instructions to create a support request, see Manually create a support request.

NOTE: If a hardware issue is detected during a scan or a support request is opened 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.)

NOTE: If you have signed in to your system as a non administrator, 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 shows a blue screen. 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 must be restarted immediately.

Prerequisite
You must have administrator rights on the system.

About this task
You can 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 scan of the entire system is initiated. After the scan is complete, the following may be observed:
   - 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 saved, and the number of viruses or malware that is 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 notified on the **Get Drivers & Downloads** tile. For instructions to install driver updates, see **Install driver updates**.
   - If a hardware issue is detected and it requires creating a support request, the issue details page is displayed. For instructions to create a support request, see **Create support request for issue detected by a scan**.
   - If an issue is detected and it 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**. You can click Skip to hide the issue 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**.
4. After the scan is complete and if you are still facing the issue, click **Still Need Help** to manually create a support request.

   **NOTE:** The manual support request creation capability is applicable only for systems with an active Premium Support, ProSupport, Premium Support Plus, or ProSupport Plus service plan.

The support request page is displayed. For instructions to manually create a support request, see **Manually create a support request**.
History overview

The **System Activity 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.

You can also view the history of a particular type of event by selecting the required event type in the **Select History View** menu displayed above the timeline.

By default, the history page displays details of events and activities that were performed during the current week. If required, you can click **Day** or **Month** on the timeline to view the events that were performed on a specific day or during the month. A summary of the number of driver updates installed, hard drive space saved, and virus or malware detected is displayed above the timeline.

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

![System Activity History](image)

### Activity Details

May 29, 2018 - Tuesday

- Drivers & Downloads Installed (Manual) - May 29, 2018 5:12:30 PM
- Drivers & Downloads Installed (Manual) - May 29, 2018 5:08:42 PM
- Drivers & Downloads Installed (Manual) - May 29, 2018 5:02:24 PM
- Drivers & Downloads Installed (Manual) - May 29, 2018 4:57:08 PM
- Drivers & Downloads Scan (Manual) - 4 Updates available - Complete - May 29, 2018 4:49:57 PM

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**Figure 7. History page**

If you encounter problems with your system after updating a driver, you may uninstall the update and return the system to its previous state using the **Restore System** link on the **History** page. 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 you can access vary based on the service plan of your system and your region. For information on the help and support options for various service plans, see [SupportAssist capabilities and Dell service plans](#).

**NOTE:** To access the available help and support options, your system must have an active internet connection. If internet connectivity is not available, you can only view the Dell Technical Support contact numbers for your region.

![Get Support page](image)

**Figure 8. 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>Carry-in Service Locator</td>
<td>You can find the nearest Dell authorized carry-in service center based on zip or postal code, city, or state.</td>
</tr>
<tr>
<td>Call us</td>
<td>Depending on your region, you can contact Dell Technical Support using the displayed contact numbers.</td>
</tr>
<tr>
<td>Send files to Tech Support</td>
<td>You can send files to Dell Technical Support describing an issue on your system or send files that are requested by a 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 files to Dell Technical Support</a>.</td>
</tr>
<tr>
<td>Upload log file</td>
<td>If requested by the support agent, you can send only 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>
</tbody>
</table>

![SupportAssist](image)
Feature | Description
--- | ---
Start DellConnect Session | You can allow a support agent to access your system remotely to troubleshoot and resolve an issue. For information on DellConnect, see Start a DellConnect session.
Open a Support Request | You can manually create a support request for a hardware or software issue. For instructions to create a support request, see Manually create a support request.
Owner's Manual | You can view and download manuals that are available for your system.
Warranty Information | You can view the warranty details of your system.
Online Tools and Info | You can access tools, additional information, and resources that are available for your system.
Service Contracts | You can access the Dell service plan website for your region.
Community Support Forums | You can access any topics that are discussed in the SupportAssist forum.
Hardware Repair Service | You can contact a hardware repair service expert, if necessary.

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

Send files to Dell Technical Support

About this task
You can send files describing the issue on your system or any specific file requested by the support agent. The format of the files that you can send are as follows:

- .zip
- .rar
- .txt
- .jpg
- .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, you can compress the files to the .zip format and send the .zip file.
Steps
1. Open SupportAssist and click the Get Support tab.
2. On the right pane, click Upload Files.
3. On the pop-up window, click Browse, select the required file, and then click Upload.

After the file is sent, a ✔ icon 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, a ✔ icon and the File uploaded successfully message is displayed.

Start a 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
You can contact Dell technical support through email or phone to report an issue with your system. In certain circumstances, the support agent must remotely access your system to troubleshoot and resolve the issue. In such circumstances, you can allow the support agent to remotely access your system by using DellConnect.

NOTE: You can 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. On the right pane, click Start Session.
   The DellConnect Terms & Conditions page is displayed.
3. Select I agree to the terms and conditions and click Finish.
1. How can I see the build number of the operating system installed on my system?
   Perform the following:
   a. Click Start to open the programs menu.
   b. Search and open the Run application.
   c. Type winver and click OK.
      The operating system build number is displayed, for example, OS Build 15063.1266.

2. How can I check if SupportAssist is installed on my system?
   To verify if SupportAssist is installed, perform the following:
   a. Click Start to open the programs menu.
   b. Go to Control Panel > Programs > Programs and Features.
   c. In the list of programs, verify if Dell SupportAssist is present.

3. How can I disable SupportAssist notifications?
   For instructions on disabling SupportAssist notifications, see Disable SupportAssist notifications.

4. Can I schedule a hardware scan?
   Yes, you can schedule a hardware scan. For instructions on scheduling a hardware scan, see Schedule system scans.

5. How can I edit my contact and shipping information?
   For instructions on updating your contact and shipping information, see Update contact and shipping information.

6. I accidentally canceled a notification about a failure. How and where do I get the notification again to view details about the failure?
   If you cancel a notification, it will be displayed again after six hours or if you restart the system.

7. Can I change the contact information and shipping details while creating a support request?
   Yes, you can change the contact information and shipping details while creating a support request.

8. Why should I enter my shipping details for an issue with a nondispatchable part?
   After analysis, if a hardware failure is identified as the root cause of the issue, the shipping address is used to ship a replacement part to you. If you had entered your shipping address while registering SupportAssist, your shipping address is automatically retrieved before you submit an issue.

9. What are the languages that the SupportAssist user interface supports?
   The SupportAssist user interface supports 24 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.

10. I have installed SupportAssist on my system, but I am unable to open it. What could be the reason?
    SupportAssist requires 5700 port to open the SupportAssist interface. If the 5700 port is used by any other application, SupportAssist will not open in your system. Ensure no other application is using port 5700 and then retry opening SupportAssist.

11. How can I check if 5700 port is not used by any other application?
Perform the following steps:

a. Click Start to open the programs menu
b. Search and open the Services application.
c. On the right pane, click Dell SupportAssist.
d. On the left pane, click Stop.
e. From the programs menu, search and open the Command Prompt application.
f. Type `netstat -a -v | findstr /C:"5700"` and press Enter.
   - If 5700 port is not used by any other application, no result is displayed.
   - If 5700 port is used by any other application, the port number and LISTENING status is displayed.
g. Restart the Dell SupportAssist service.

12 It is taking a lot of time to open SupportAssist. What should I do?

If it is taking a long time to open SupportAssist, you must restart the SupportAssist service. Perform the following steps:

a. Click Start to open the programs menu
b. Search and open the Services application.
c. On the right pane, click Dell SupportAssist.
d. On the left pane, click Stop and then click Restart.

13 I am facing a hardware issue on my system. Why is it not detected by SupportAssist?

If no hardware issue is detected, ensure that the SupportAssist services are running on the system. To verify if the SupportAssist services are running:

a. Click Start to open the programs menu.
b. Search and open the Services application.
c. Verify if Running status is displayed for the following services on your system:
   - Dell Data Vault Collector
   - Dell Data Vault Processor
   - Dell Data Vault Service API
   - Dell SupportAssist
   - Dell Hardware Support

14 Where can I check details of the optimizations that were performed on my system during a scheduled or manually initiated optimization?

SupportAssist retains the details of all the events and activities that were performed in the last 90 days. You can view the details for a month, week, or a specific day on the History page.

15 Why does SupportAssist take more time to perform the optimizations than the duration specified on the tiles?

The time displayed on the system optimization tiles is only an estimate based on your system configuration. The actual time required to perform the optimizations may differ from the estimate.

16 When I click Start DellConnect Session and accept the terms and conditions, the support agent is unable to access my system remotely. What should I do?

Request the support agent to disconnect the current session and initiate a new DellConnect session.

17 When I click Start DellConnect Session, why is a message stating that there is no active DellConnect session displayed?

You can start a DellConnect session only after it is initiated by a Dell technical support agent. To avoid this error, click Start DellConnect Session after the session is initiated.

18 When I point to the Service Tag or system model number, Unknown Warranty is displayed. Why?

Unknown Warranty is displayed because of the following reasons:

- SupportAssist is not connected to the internet. Go to the Troubleshooting page for steps to troubleshoot your internet connection.
• If your system connects to the internet through a proxy server, ensure that you have configured the proxy settings in SupportAssist. See Configure internet settings.

19 **During optimization, SupportAssist stopped working. What should I do?**
Close and reopen SupportAssist and then try to run the optimization again. If the issue persists, perform the following:
   a. Click **Start** to open the programs menu.
   b. Search and open the **Services** application.
   c. On the right pane, click **Dell SupportAssist**.
   d. On the left pane, click **Stop** and then click **Restart**.

20 **Can I download Dell SupportAssist for PCs from Windows store?**
Yes, Dell SupportAssist for PCs can be downloaded from Windows store. But, Dell recommends that you download and install SupportAssist from [Dell.com/supportassist](http://Dell.com/supportassist).

21 **I am not receiving notifications for driver updates. What should I do?**
If your service plan has expired, SupportAssist does not display notifications for driver updates available for your system. You must renew your service plan to receive notifications about driver updates. See Service plan notifications.

22 **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.