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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Dell SupportAssist is a proactive and predictive technology that enables you to receive automated technical support for the Dell systems used by your organization. When deployed on your Dell systems, SupportAssist monitors each system and proactively detects hardware issues. For systems with an active ProSupport or ProSupport Plus service plan, SupportAssist can automatically create a support request with Dell technical support when an issue is detected. Depending on the type of issue, Dell technical support may either initiate an automatic parts dispatch or create a support request.

SupportAssist also collects hardware data from your Dell systems and sends it securely to Dell technical support. This data is used by Dell technical support to troubleshoot and provide a solution to the issue. For information about the data that is collected by SupportAssist, see [Data collected by SupportAssist](#).

**Topics:**
- Release version
- Audience
- Purpose of this document
- TechDirect overview
- SupportAssist in TechDirect
- SupportAssist capabilities and Dell service plans
- Supported systems
- Network requirements
- Additional resources

## Release version

1.1

## Audience

The information in this deployment guide is intended primarily for administrators who manage SupportAssist for Business PCs on target systems running the Google Chrome operating system.

## Purpose of this document

This document provides information about configuring and deploying SupportAssist on Business PCs running the Google Chrome operating system. Additionally, you can also find information about managing your assets and SupportAssist alerts through TechDirect.

## TechDirect overview

TechDirect is an online portal that enables you to manage SupportAssist alerts. Administrators can create rules in TechDirect to automatically forward the SupportAssist alerts to Dell to create a support request or initiate a parts dispatch request. If auto-forward of SupportAssist alerts is turned off in TechDirect, administrators can review the alerts in TechDirect and determine if they should be forwarded to Dell. For information about managing SupportAssist alerts in TechDirect, see [Managing SupportAssist alerts in TechDirect](#).

## SupportAssist in TechDirect

TechDirect enables you to download a customized JSON file. The JSON file is associated with your TechDirect account and can be used to deploy the SupportAssist configuration on your Dell systems. After deployment, you can manage the SupportAssist configuration for all the systems or for systems in a specific device group in TechDirect.
SupportAssist capabilities and Dell service plans

The following table summarizes the SupportAssist capabilities available for systems with an active Basic, ProSupport, ProSupport Plus, and ProSupport Flex for Client service plan:

Table 1. SupportAssist capabilities and Dell service plans

<table>
<thead>
<tr>
<th>Capability</th>
<th>Description</th>
<th>Basic</th>
<th>ProSupport</th>
<th>ProSupport Flex for Client</th>
<th>ProSupport Plus</th>
</tr>
</thead>
<tbody>
<tr>
<td>Schedule hardware scans</td>
<td>Schedule hardware scans depending on your preference.</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Automated issue detection, notification, and support request creation¹</td>
<td>A notification is sent to you after Dell creates a support request for parts dispatch or technical support requests. For technical support requests, a technical support representative contacts you proactively to help you resolve the issue.</td>
<td></td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Predictive issue detection and support request creation for failure prevention²</td>
<td>A notification is sent to your primary and secondary contact about the potential failure of a part. Dell creates a support request and contacts you for shipping the replacement part.</td>
<td></td>
<td></td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>

1—If auto-forward of SupportAssist alerts is turned off in TechDirect, SupportAssist administrators can review the alerts and determine if they should be forwarded to Dell.

2—Predictive issue detection capability is available only for batteries.

NOTE: For systems with a Basic service plan, SupportAssist alerts are not forwarded to TechDirect.

Supported systems

SupportAssist is supported on the following Dell systems:

- Laptops
  - Latitude 5300 2-in-1 Chrome
  - Latitude 5400 Chrome

Network requirements

SupportAssist is preinstalled on systems with the Google Chrome operating system and is updated along with operating system updates. To enable SupportAssist, the systems must be able to connect to the following destinations:

- https://apidp.dell.com
- https://fuslite.dell.com/FUSLite/api/2.0
- https://techdirect.dell.com
- https://downloads.dell.com
- https://www.dell.com

Additional resources

- For information about enrolling your organization, managing SupportAssist alerts, and parts dispatch requests in TechDirect, go to www.techdirect.com.
- For information about SupportAssist, go to www.dell.com/supportassist.
- For questions about SupportAssist, go to the Dell SupportAssist Community.
To access other SupportAssist documents, go to www.dell.com/serviceabilitytools.
For information about manually enrolling Chrome devices, see Enroll Chrome devices.
For information about creating or removing an organizational unit, see Add an organizational unit.
For information about moving devices across organizational units, see Move a Chrome device to an organizational unit.
Configuring and deploying SupportAssist

SupportAssist is preinstalled on systems with the Google Chrome operating system. However, you must configure and then deploy the SupportAssist configuration on the target systems to enable automatic monitoring and also to manage SupportAssist alerts from TechDirect.

Topics:
- Configure SupportAssist
- Download SupportAssist configuration
- Preferences
- Deploy SupportAssist configuration

Configure SupportAssist

Prerequisites
You must be logged in to TechDirect with SupportAssist administrator rights.

About this task
TechDirect enables you to configure the automated tasks in SupportAssist. You can configure the settings for all the systems that are managed in TechDirect or systems in a specific device group.

If you are configuring the settings in TechDirect for the first time, the settings are applied on all the systems. You can then configure SupportAssist for systems in a specific device group.

NOTE: The configuration is applied on the systems within 24 hours after they connect to the Internet.

Steps
1. Go to Services > SupportAssist. The SupportAssist page is displayed.
2. Click the Manage SupportAssist tab.
3. If you have multiple accounts, select an account from the Select Account list.
   NOTE: The Select Account list is displayed only if you have multiple accounts.
4. On the Deployment gadget, click DEPLOY.
5. To configure SupportAssist for the first time, you must verify your TechDirect account. To verify the account, perform the following steps:
   a) Click VERIFY ACCOUNT. The account is verified and a confirmation message is displayed.
   b) Click NEXT. The Configure SupportAssist for Business PCs page is displayed.
6. If you have already verified your TechDirect account, click CONFIGURE. The Configure SupportAssist for Business PCs page is displayed.
7. From the Select the primary contact and Select the secondary contact lists, select Create New Contact.
8. On the Add Contact page, enter the required details and click Save. The contact details are saved and the Configure SupportAssist for Business PCs page is displayed.
9. From the Select the shipping address list, select Create new Address.
10. On the Add Address page, enter the required details and click Save. The address details are saved and the Configure SupportAssist for Business PCs page is displayed.
11. Enable or disable the settings in the Application Preferences (For Chrome OS) section. See Preferences.
12. Perform one of the following:
Download SupportAssist configuration

Prerequisites
You must be logged in to TechDirect with SupportAssist administrator rights.

Steps
1. Go to Services > SupportAssist.
   The SupportAssist page is displayed.
2. Click the Manage SupportAssist tab.
3. If you have multiple accounts, select an account from the Select Account list.
   📌**NOTE:** The Select Account list is displayed only if you have multiple accounts.
4. On the Deploy SupportAssist for Business PCs gadget, click DEPLOY.
5. To download SupportAssist for the first time, you must verify your TechDirect account and also configure SupportAssist. To verify the account and configure SupportAssist, perform the following steps:
   a) Click VERIFY ACCOUNT.
      The account is verified and a confirmation message is displayed.
   b) Click NEXT.
      The Configure SupportAssist for Business PCs page is displayed.
   c) Configure SupportAssist, and click SAVE & PROCEED TO DEPLOY. For information about configuring SupportAssist in TechDirect, see Configure SupportAssist.
   d) In the Deploy SupportAssist for PCs Running Chrome OS section, click DOWNLOAD CONFIGURATION.
6. If you have already verified your TechDirect account and configured SupportAssist, click DOWNLOAD.
7. Optionally, if you have already grouped the devices running the Google Chrome operating system into different configuration groups, select the required configuration group in the Deploy SupportAssist for PCs Running Chrome OS section.
8. Click DOWNLOAD CONFIGURATION.

Results
The SupportAssist configuration file is downloaded in a JSON file.

**NOTE:** When an upgrade is available, SupportAssist is automatically upgraded to the latest version when your Chrome operating system is upgraded.

Preferences
The following table describes the options in the Automated Tasks section in the Application Preferences (For Chrome OS) pane:

<table>
<thead>
<tr>
<th>Table 2. Automated Tasks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Option</td>
</tr>
<tr>
<td>Include Identification Information</td>
</tr>
<tr>
<td>Perform Scheduled Scans</td>
</tr>
</tbody>
</table>

Deploy SupportAssist configuration

Prerequisites
- You must have a Google Admin Console account.
- The target systems must meet the network requirements for SupportAssist. See Network requirements.
Steps

1. Log in to the Google Admin Console.
2. Click Devices.
3. On the Device management page, in the DEVICE SETTINGS pane, click Chrome management.
5. In the left pane, select the organizational unit for which you want to deploy the SupportAssist configuration.
   - For information about creating or removing an organizational unit, see Add an organizational unit.
   - For information about moving devices across organizational units, see Move a Chrome device to an organizational unit.
6. In the Other settings section, select Enable Dell SupportAssist for the Dell SupportAssist option.
7. Read the Dell SupportAssist terms and conditions, and then click OK.
8. Click Upload, and then select the JSON file to upload.
9. Click SAVE.

Results

The SupportAssist configuration is deployed on the devices in the selected organizational unit.

NOTE: The configuration is applied on the systems within 24 hours after they connect to the Internet.
Managing your assets

After you deploy SupportAssist, the system details are automatically displayed on the Manage Assets page in TechDirect. Use the Manage Assets page to organize your devices into groups and integrate your SupportAssist alerts with ServiceNow.

NOTE: You must have SupportAssist administrator rights to manage your assets in TechDirect.

Topics:
- Access Manage Assets page
- Manage Assets page
- My Assets tab
- Organizing devices and groups

Access Manage Assets page

Prerequisites
You must be logged in to TechDirect with SupportAssist administrator or SupportAssist technician rights.

Steps
1. Go to Services > SupportAssist.
   The SupportAssist page is displayed.
2. Click the Assets tab.
3. If you have multiple accounts, select an account from the Select Account list.
   NOTE: The Select Account list is displayed only if you have multiple accounts.
4. On the Manage Assets gadget, click MANAGE.

Results
The Manage Assets page is displayed.

Manage Assets page

The Manage Assets page enables you to perform various actions on the devices that are managed using SupportAssist. However, the actions that you can perform depend on the account type that is used to log in to TechDirect, for example, SupportAssist administrator or SupportAssist technician.

You can use the following tabs that are displayed on the Manage Assets page to perform various actions:
- My Assets—Create service or dispatch requests, check dispatch status, review system warranty, and download asset inventory data. See My Assets tab.
- Organize Devices and Groups—Create or delete a group and to move devices across groups. See Organizing devices and groups.
- Integrate with ServiceNow—Enable or disable integration of SupportAssist alerts with your ServiceNow solution. See Integrating SupportAssist alerts with ServiceNow.

My Assets tab

The following table describes the information that is displayed on the My Assets tab. By default, the Site, Group, Service Tag, Region, Product Type, Model, and OS columns are displayed. Click displayed in the bottom-left corner of the table to select the columns you want to view.
Table 3. My Assets

<table>
<thead>
<tr>
<th>Column</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Site</td>
<td>Name of the site to which the device is assigned.</td>
</tr>
<tr>
<td>Group</td>
<td>Group to which the device is assigned.</td>
</tr>
<tr>
<td>Service Tag</td>
<td>The unique identifier of the system. The Service Tag is an alphanumeric sequence.</td>
</tr>
<tr>
<td>NOTE: If the device is managed by SupportAssist, the Service Tag column displays 📧.</td>
<td></td>
</tr>
<tr>
<td>Region</td>
<td>Region where the device is present.</td>
</tr>
<tr>
<td>Product Type</td>
<td>Type of the device.</td>
</tr>
<tr>
<td>Model</td>
<td>Model number of the device.</td>
</tr>
<tr>
<td>Warranty Plan</td>
<td>Service plan of the device.</td>
</tr>
<tr>
<td>Expiration Date</td>
<td>Date on which the service plan expires.</td>
</tr>
<tr>
<td>IP Address</td>
<td>IP address of the device.</td>
</tr>
<tr>
<td>Hostname</td>
<td>Hostname of the device.</td>
</tr>
<tr>
<td>SupportAssist Contact</td>
<td>Contact details for SupportAssist</td>
</tr>
<tr>
<td>Alert Status</td>
<td>Status of the device when the alert was received.</td>
</tr>
<tr>
<td>OS</td>
<td>Type of operating system installed on the device.</td>
</tr>
<tr>
<td>Asset Tag</td>
<td>Asset Tag of the device.</td>
</tr>
</tbody>
</table>

The My Assets tab also enables you to:
- Create service request.
- Create dispatch request.
- Check dispatch status.
- Review warranty.
- Download asset inventory data.

Create service request

Prerequisites
You must be logged in to TechDirect with SupportAssist administrator rights.

About this task
Create a service request for a device and submit it to Dell EMC.

Steps
1. Go to the Manage Assets page. See Access Manage Assets page.
2. Click My Assets.
3. From the Sites list, select the site.
4. From the table, select the device for which you want to create a service request.
5. Click CREATE SERVICE REQUEST.
   The Create Service Request page is displayed.
6. Verify the Service Tag and click NEXT.
7. Enter incident and contact information.
8. Review the information that you provided and click NEXT.
9. Click SUBMIT.
Create dispatch request

Prerequisites
You must be logged in to TechDirect with SupportAssist administrator rights.

About this task
Create dispatch requests for parts in case of a hardware failure.

Steps
1. Go to the Manage Assets page. See Access Manage Assets page.
2. Click My Assets.
3. From the Sites list, select the site.
4. Select the device for which you want to create a dispatch request.
5. Click CREATE DISPATCH.
   The Create Dispatch Request page is displayed.
6. Verify the Service Tag and click NEXT.
7. Enter the incident and contact information.
8. Review the information that you provided and click NEXT.
9. Click SUBMIT.
   The dispatch request is submitted to Dell.

Check dispatch status

Prerequisites
You must be logged in to TechDirect with SupportAssist administrator rights.

About this task
Check status of a parts dispatch request.

Steps
1. Go to the Manage Assets page. See Access Manage Assets page.
2. Click My Assets.
3. From the Sites list, select the site.
4. From the table, select the device for which a parts dispatch request is initiated.
5. Click CHECK DISPATCH STATUS.
   The Search Dispatches page is displayed.
6. Enter the support request number, dispatch number, or Service Tag and click SEARCH.

Results
The dispatch details are displayed.

Review warranty

Prerequisites
You must be logged in to TechDirect with SupportAssist administrator rights.
About this task
Review the warranty status of a device.

Steps
1. Go to the Manage Assets page. See Access Manage Assets page.
2. Click My Assets.
3. From the Sites list, select the site.
4. From the table, select the device for which you want to review the warranty status.
5. Click *** and then click REVIEW WARRANTY NOW.
   The Check Warranty Status page is displayed.
6. Verify the Service Tag of the device and click VALIDATE.

Results
The warranty status of the device is displayed.

Download asset inventory data

Prerequisites
You must be logged in to TechDirect with SupportAssist administrator rights.

About this task
Download the inventory data for your assets from the My Assets tab.

Steps
1. Go to the Manage Assets page. See Access Manage Assets page.
2. Click My Assets.
   A list of all the devices that are associated with your TechDirect account is displayed.
3. Optionally, filter the list by selecting type of device or by selecting a site from the Site list.
   The filtered list is displayed.
4. Click DOWNLOAD CSV.
   The asset inventory data is downloaded and saved in a CSV file.
   If the number of rows in the list is more than 400, the Download data to CSV window is displayed.
5. If the Download data to CSV window is displayed, perform the following:
   a) From the Select list, select the range of rows that you want to download.
   b) Click DOWNLOAD.

Results
The asset inventory data is downloaded and saved in a CSV file.

Organizing devices and groups

The Organize Devices and Groups tab on the Manage Assets page enables you to:

- Create a group
- Move devices between existing groups
- Delete a group

Sites and device groups

The following table provides information about sites and device groups:
### Table 4. Sites and device groups

<table>
<thead>
<tr>
<th>Sites</th>
<th>Device groups</th>
</tr>
</thead>
<tbody>
<tr>
<td>• A site is a high-level logical identifier of your assets, based on a physical location.</td>
<td>• A device group is a logical group of assets within a site.</td>
</tr>
<tr>
<td>• When you download and deploy SupportAssist from TechDirect, a site is automatically created with the details of all the devices on which SupportAssist is deployed.</td>
<td>• By default, your site does not contain any device groups.</td>
</tr>
<tr>
<td></td>
<td>• Creating device groups enables you to organize your assets.</td>
</tr>
<tr>
<td></td>
<td>• You can create one or more device groups within a site.</td>
</tr>
<tr>
<td></td>
<td>• A device group can be created with assets from the same site.</td>
</tr>
</tbody>
</table>

### Create device group

**Prerequisites**

You must be logged in to TechDirect with SupportAssist administrator rights.

**About this task**

Create device groups to organize devices based on your requirement.

**Steps**

1. Go to the Manage Assets page. See Access Manage Assets page.
2. Click Organize Devices and Groups.
3. Click CREATE GROUP.
   - The Create a New Group window is displayed.
4. From the Site list, select a site.
5. Enter a name for the group and click CREATE.

**Results**

The device group is created.

### Move devices between existing groups

**Prerequisites**

You must be logged in to TechDirect with SupportAssist administrator rights.

**About this task**

You can move devices from one device group to another, provided the source and target device groups are within the same site.

**Steps**

1. Go to the Manage Assets page. See Access Manage Assets page.
2. Click Organize Devices and Groups.
3. Click MANAGE DEVICE GROUPS.
   - The Manage Device Groups window is displayed.
4. From the Site list, select the site.
5. From the From Group list, select the device group from which you want to move the devices.
   - The devices from the selected device group are listed on the left side.
6. From the To Group list, select the device group to which you want to move the devices.
   - The devices from the selected device group are listed on the right side.
7. Select the devices listed on the left side to move and click ➔.

**Results**

The devices are moved to the new device group within 24 hours.
Delete device group

Prerequisites

- Ensure that the device group that you want to delete does not contain any devices.
- You must be logged in to TechDirect with SupportAssist administrator rights.

Steps

1. Go to the Manage Assets page. See Access Manage Assets page.
2. Click Organize Devices and Groups.
3. Optionally, from the Select Site list, select a site.
4. Locate the row where the details of the device group that you want to delete are listed.
5. In the row that you locate, click ⚪️, and then click Delete.

NOTE: The option to delete is displayed only when that device group does not have any devices in it. If you want to delete a device group that has devices in it, you must move the devices to another device group. See Move devices between existing groups.

Results

The device group is deleted.
Managing SupportAssist alerts in TechDirect

SupportAssist alerts can be managed using your organization's TechDirect account or ServiceNow solution. If you have configured SupportAssist with your TechDirect account credentials, all SupportAssist alerts are forwarded to your TechDirect account. You can also integrate ServiceNow with SupportAssist to redirect all SupportAssist alerts to your ServiceNow solution. This section provides information about managing SupportAssist alerts in TechDirect and integrating ServiceNow with SupportAssist.

**Topics:**
- Configure alert rules in TechDirect
- View SupportAssist alerts in TechDirect
- SupportAssist Alerts
- Integrating SupportAssist alerts with ServiceNow

**Configure alert rules in TechDirect**

Administrators in your organization can configure rules to determine how SupportAssist alerts are handled in TechDirect. For example, you can choose to automatically forward all alerts to technical support or have the alerts placed in TechDirect for your support team to review and determine if the alerts should be forwarded to Dell EMC.

**Prerequisites**
- Ensure that your TechDirect account credentials are the same as your My Account credentials that are used during SupportAssist deployment.
- You must be logged in to TechDirect with SupportAssist administrator rights.

**Steps**

1. Go to Services > SupportAssist. The SupportAssist page is displayed.
2. Click the Alerts tab. The Alerts pane is displayed.
4. In the Inactivity Period section, enter the number of days.
5. In the Technical Support Alerts section, perform one of the following:
   - Select Yes to directly forward all technical support alerts to Dell EMC.
   - Select No, send all into SupportAssist Alerts queue to send all technical support alerts to your TechDirect account. Your support team can review the alerts and determine if the alerts should be forwarded to Dell EMC.
6. In the Dispatch Alerts section, perform one of the following:
   - Select Yes to directly forward all parts dispatch alerts to Dell EMC.
   - Select No, send all into SupportAssist Alerts queue to send all parts dispatch alerts to your SupportAssist alerts queue. Your support team can review the alerts and determine if the alerts should be forwarded to Dell EMC.
7. If the Group Management section is displayed, click ADD GROUP RULE.
   - **NOTE:** The group rules are used for identifying the address where the dispatched parts should be sent. Whenever a SupportAssist alert is forwarded to Dell EMC for parts dispatch, the address in the alert is compared with the addresses that are defined in the group rules. If there is a match, the address information that is associated with that group rule is used to identify the address where the dispatched parts should be sent.
8. On the Add Group Rule page, select one of the following options:
- **By Country**—Select this option if you want to route all auto-dispatches from a country to a specific address.
- **By State/Province**—Select this option if you want to route all auto-dispatches from a state or province to a specific address.
- **By City**—Select this option if you want to route all auto-dispatches from a city to a specific address.
- **By ZIP/Postal Code**—Select this option if you want to route all auto-dispatches with a ZIP/Postal Code to a specific address.

9. Enter the required details based on the option that you have selected in Step 8 and click **SAVE**.
10. Click **SAVE ALERT RULES**.

### View SupportAssist alerts in TechDirect

**Prerequisites**

You must be logged in to TechDirect with SupportAssist administrator or SupportAssist technician rights.

**About this task**

When an issue is detected on the systems that are monitored using SupportAssist, an alert is automatically created in TechDirect.

**Steps**

1. Go to **Services > SupportAssist**.
   The **SupportAssist** page is displayed.
2. Click the **Alerts** tab.
   The **Alerts** pane is displayed.
3. On the **Manage SupportAssist Alerts** gadget, click **MANAGE**.
   The **SupportAssist Alerts** page is displayed.

**SupportAssist Alerts**

You can view details about the alerts that are generated by SupportAssist on the **SupportAssist Alerts** page in TechDirect.

The following table describes the information that is displayed on the **SupportAssist Alerts** page. By default, the **Service Tag**, **Alert Number**, **Alert Type**, **Last Activity Timestamp**, **Owner**, **Company Name**, and **Line of Business** columns are displayed. Click displayed in the bottom-left corner of the table to select the columns you want to view.

**NOTE:** You can select only seven columns.

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Tag</td>
<td>The unique identifier of the system. The Service Tag is an alphanumeric identifier.</td>
</tr>
<tr>
<td>Alert Number</td>
<td>The unique support request number that is assigned to the alert that you can reference while communicating with Dell EMC technical support.</td>
</tr>
<tr>
<td>Alert Type</td>
<td>Type of alert:</td>
</tr>
<tr>
<td></td>
<td>- Technical Support</td>
</tr>
<tr>
<td></td>
<td>- Dispatch</td>
</tr>
<tr>
<td>Notes</td>
<td>Details about the issue that was detected and error information for investigation.</td>
</tr>
<tr>
<td>Create Timestamp</td>
<td>Date and time of when the alert was created in TechDirect.</td>
</tr>
<tr>
<td>Last Activity Timestamp</td>
<td>Date and time of the last action that was performed by a SupportAssist administrator or a SupportAssist technician.</td>
</tr>
<tr>
<td>Status</td>
<td>The status of the alert:</td>
</tr>
<tr>
<td></td>
<td>- Unassigned—No SupportAssist technician has ownership.</td>
</tr>
<tr>
<td>Description</td>
<td></td>
</tr>
<tr>
<td>------------------------------------------------------------------------------</td>
<td>---</td>
</tr>
<tr>
<td>• <strong>Assigned</strong>—A SupportAssist technician has ownership.</td>
<td></td>
</tr>
<tr>
<td>• <strong>Submit Failed</strong>—Attempt to forward to Dell EMC failed.</td>
<td></td>
</tr>
<tr>
<td><strong>Owner</strong></td>
<td></td>
</tr>
<tr>
<td>The SupportAssist technician who is the owner of an alert.</td>
<td></td>
</tr>
<tr>
<td><strong>Company Name</strong></td>
<td></td>
</tr>
<tr>
<td>Name of the company</td>
<td></td>
</tr>
<tr>
<td><strong>Line of Business</strong></td>
<td></td>
</tr>
<tr>
<td>Line of business</td>
<td></td>
</tr>
<tr>
<td><strong>Actions</strong></td>
<td></td>
</tr>
<tr>
<td>Click to view actions available for the alert. Users with SupportAssist technician rights may:</td>
<td></td>
</tr>
<tr>
<td>• Take ownership of the case.</td>
<td></td>
</tr>
<tr>
<td>• Update the case details.</td>
<td></td>
</tr>
<tr>
<td>• Close the case.</td>
<td></td>
</tr>
<tr>
<td>• Forward the case to Dell EMC.</td>
<td></td>
</tr>
</tbody>
</table>

**NOTE:** Users with SupportAssist administrator rights can perform all the actions available for users with the SupportAssist technician rights. A SupportAssist administrator can also assign a case to one of their SupportAssist technicians.

### SupportAssist Alert Actions

You can take action on the alerts that are created by SupportAssist through TechDirect. The following table describes the actions available for alerts that are created by SupportAssist:

<table>
<thead>
<tr>
<th>TechDirect account type</th>
<th>Available actions</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>SupportAssist administrator</td>
<td><strong>Assign Case</strong></td>
<td>Assigns a SupportAssist technician as the owner of a case. May also be used to reassign to another SupportAssist technician.</td>
</tr>
<tr>
<td>SupportAssist administrator and SupportAssist technician</td>
<td><strong>Take Ownership</strong></td>
<td>Individual SupportAssist technician under a TechDirect account can see all SupportAssist alerts as they arrive. A SupportAssist technician may take ownership of an alert. A SupportAssist technician cannot reassign alerts, only the SupportAssist administrator for the account can reassign alerts.</td>
</tr>
<tr>
<td><strong>Update</strong></td>
<td></td>
<td>Displays the Details page that enables you to add a note or an attachment about the alert.</td>
</tr>
<tr>
<td><strong>Close Case</strong></td>
<td></td>
<td>Closes the case. Both you and Dell EMC cannot take any further actions on the alert.</td>
</tr>
<tr>
<td><strong>Forward To Dell EMC</strong></td>
<td></td>
<td>Forwards the support request to technical support. You can continue to monitor progress from either Technical Support page or Dispatch Summary page in TechDirect.</td>
</tr>
</tbody>
</table>

### Integrating SupportAssist alerts with ServiceNow

If your organization uses ServiceNow for IT and Helpdesk management, you can integrate SupportAssist alerts with your ServiceNow solution. Integration with ServiceNow enables automatic creation of an incident in ServiceNow for your SupportAssist alerts.

**NOTE:** After ServiceNow integration is enabled, SupportAssist alerts cannot be managed using TechDirect. However, you must use TechDirect to request for parts dispatch or submit a support request to Dell.
Enable ServiceNow integration

Prerequisites
You must be logged in to TechDirect with SupportAssist administrator rights.

Steps
1. Go to **Services > SupportAssist**.
   The SupportAssist page is displayed.
2. Click the **Assets** tab.
3. If you have multiple accounts, select an account from the Select Account list.
   (NOTE: The Select Account list is displayed only if you have multiple accounts.)
4. On the **Assets** gadget, click **MANAGE**.
   The Manage Assets page is displayed.
5. Click **Integrate with ServiceNow**.
   The ServiceNow Case Management Integration page is displayed.
6. From the Select SupportAssist Site list, select the required site.
   (NOTE: The site that is displayed in the Select SupportAssist Site list is the company name that you entered for the SupportAssist configuration file.)
   (NOTE: Selecting a site enables TechDirect to forward alerts that are generated from all systems in the site to ServiceNow.)
7. Clear the **Inactivate (continue managing SupportAssist Alerts in TechDirect)** check box.
8. If you want SupportAssist to automatically create an incident in ServiceNow:
   a) Select **Use ServiceNow Instance**.
   b) Enter the ServiceNow instance ID, username, password, and failure notification email address.
   (NOTE: If SupportAssist is unable to automatically create an incident in ServiceNow, an email is sent to the email address provided in the Failure Notification field.)
   c) Click **Send test alert** to send a test alert to your ServiceNow instance.
9. If you want to receive details of SupportAssist alerts by email:
   a) Select **Use Email**.
   b) In the **From** field, enter the email address from which you want to receive the SupportAssist alert details.
   c) In the **Alerts Notifications** field, enter the email address to which you want to send the SupportAssist alert details.
   d) In the **Failure Notification** field, enter the email address to which a notification has to be sent if SupportAssist is unable to send the alert details.
   e) Click **Send test email** to send a test email to the email address entered in the **Failure Notification** field.
10. Click **SAVE**.

Disable ServiceNow integration

Prerequisites
You must be logged in to TechDirect with SupportAssist administrator rights.

About this task
Disable the integration of SupportAssist alerts with your ServiceNow solution.

(Note: After ServiceNow integration is disabled, you can manage SupportAssist alerts using the SupportAssist Alerts page in TechDirect.)

Steps
1. Go to **Services > SupportAssist**.
   The SupportAssist page is displayed.
2. Click the **Assets** tab.
3. If you have multiple accounts, select an account from the **Select Account** list.
   
   **NOTE:** The **Select Account** list is displayed only if you have multiple accounts.

4. On the **Manage Assets** gadget, click **MANAGE**.
   
The **Manage Assets** page is displayed.
5. Click **Integrate with ServiceNow**.
   
The **ServiceNow Case Management Integration** page is displayed.
6. From the **Select SupportAssist Site** list, select the required site.
   
   **NOTE:** The site that is displayed in the **Select SupportAssist Site** list is the company name that you entered during SupportAssist configuration.

7. Select **Inactivate (continue managing SupportAssist Alerts in TechDirect)**.
8. Click **SAVE**.

**Results**

ServiceNow integration for SupportAssist alerts is disabled.
The data that is required for troubleshooting an issue is automatically collected from the system by SupportAssist and is sent securely to Dell technical support. This data enables Dell to provide you an enhanced, efficient, and accelerated support experience.

The following table lists the data that is collected from various components of your system:

### Table 7. System monitoring

<table>
<thead>
<tr>
<th>Categories</th>
<th>Attributes</th>
</tr>
</thead>
<tbody>
<tr>
<td>System Information</td>
<td>System Service Tag</td>
</tr>
<tr>
<td></td>
<td>System Model</td>
</tr>
<tr>
<td></td>
<td>Motherboard ePPID</td>
</tr>
<tr>
<td></td>
<td>BIOS Version</td>
</tr>
<tr>
<td></td>
<td>System Type</td>
</tr>
<tr>
<td></td>
<td>Processor Information</td>
</tr>
<tr>
<td></td>
<td>Operating System</td>
</tr>
<tr>
<td></td>
<td>System RAM (GB)</td>
</tr>
<tr>
<td>System Usage &amp; Power</td>
<td>Hours on AC power</td>
</tr>
<tr>
<td></td>
<td>Hours on DC power</td>
</tr>
<tr>
<td>Battery</td>
<td>Serial Number</td>
</tr>
<tr>
<td></td>
<td>Design Capacity</td>
</tr>
<tr>
<td></td>
<td>Name</td>
</tr>
<tr>
<td></td>
<td>Manufacturer Name</td>
</tr>
<tr>
<td></td>
<td>ePPID</td>
</tr>
<tr>
<td></td>
<td>Full Charge Capacity</td>
</tr>
<tr>
<td>Storage (HDD/ SSD)</td>
<td>Disk Name</td>
</tr>
<tr>
<td></td>
<td>Disk Make Model</td>
</tr>
<tr>
<td></td>
<td>Disk Size MB</td>
</tr>
<tr>
<td></td>
<td>Disk ePPID</td>
</tr>
<tr>
<td></td>
<td>Read Time Percentage</td>
</tr>
<tr>
<td></td>
<td>Write Time Percentage</td>
</tr>
<tr>
<td></td>
<td>Idle Time Percentage</td>
</tr>
<tr>
<td></td>
<td>Bytes Read MB</td>
</tr>
<tr>
<td></td>
<td>Bytes Write MB</td>
</tr>
<tr>
<td></td>
<td>SMART Logs</td>
</tr>
<tr>
<td>System Events</td>
<td>Diagnostic Events</td>
</tr>
<tr>
<td>Processor</td>
<td>CPU Utilization</td>
</tr>
<tr>
<td></td>
<td>Queue Lengths (PQL)</td>
</tr>
</tbody>
</table>
The following table describes the system information that is collected and sent to Dell once every 24 hours as part of the routine system monitoring:

### Table 8. Routine system monitoring

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Schema version</td>
<td>Version of the schema used for routine system monitoring</td>
</tr>
<tr>
<td>Agent version</td>
<td>Version of SupportAssist deployed on the system</td>
</tr>
<tr>
<td>Service Tag</td>
<td>Unique identifier of the system</td>
</tr>
<tr>
<td>System model</td>
<td>Model name of the system</td>
</tr>
<tr>
<td>Registration information</td>
<td>Registration status of SupportAssist</td>
</tr>
<tr>
<td>OS version</td>
<td>Version of the operating system running on the system</td>
</tr>
<tr>
<td>UTC date</td>
<td>Date and time when the routine system monitoring information was sent to Dell</td>
</tr>
<tr>
<td>BIOS version</td>
<td>Version of the BIOS that is installed on the system</td>
</tr>
<tr>
<td>Status</td>
<td>Status of the alert depending on the severity, for example, warning</td>
</tr>
<tr>
<td>Description</td>
<td>Information about the system failure, for example, high CPU usage</td>
</tr>
<tr>
<td>Memory usage</td>
<td>Amount of system memory used</td>
</tr>
<tr>
<td>CPU usage</td>
<td>Amount of CPU used</td>
</tr>
<tr>
<td>Local date</td>
<td>Date and time of the system</td>
</tr>
<tr>
<td>Attribute</td>
<td>Description</td>
</tr>
<tr>
<td>-------------</td>
<td>--------------------------------------------</td>
</tr>
<tr>
<td>Alert info</td>
<td>Unique identifier of the alert</td>
</tr>
<tr>
<td>Source</td>
<td>Source from where the alert was generated</td>
</tr>
<tr>
<td>Type</td>
<td>Type of the alert, for example, predictive alert</td>
</tr>
</tbody>
</table>