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

SupportAssist is a proactive and predictive technology that provides automated technical support for your Dell systems. When deployed, SupportAssist monitors each system and proactively detects both hardware issues. Depending on your service plan, when an issue is detected, SupportAssist automatically opens a support case with technical support and sends you an email notification. For information about the SupportAssist capabilities for different service plans, see SupportAssist capabilities and Dell service plans.

SupportAssist collects and sends the required system information 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.

If your organization uses ServiceNow for IT and Helpdesk management, and if you have enabled ServiceNow integration, SupportAssist alerts are also sent to the IT administrator.

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

Topics:

• Release version
• Audience
• TechDirect overview
• SupportAssist in TechDirect
• SupportAssist capabilities and Dell service plans
• Supported systems
• Network requirements
• Additional resources

Release version

• SupportAssist for business PCs on Latitude Chromebook version 1.2
• Google Chrome OS version 81

**NOTE:** SupportAssist for business PCs on Latitude Chromebook version 1.2 is supported only on Google Chrome OS version 81 and later.

Audience

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

TechDirect overview

TechDirect is an online portal that enables you to manage assets and SupportAssist alerts. You 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, you can review the alerts and determine if they should be forwarded to Dell.

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 plans:

<table>
<thead>
<tr>
<th>Capability</th>
<th>Description</th>
<th>Basic</th>
<th>ProSupport</th>
<th>ProSupport Plus and ProSupport Flex for Client</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>
</tr>
<tr>
<td>Automated issue detection, notification, and support request creation</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>
</tr>
<tr>
<td>Predictive issue detection and support request creation for failure prevention</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>
</tr>
</tbody>
</table>

**NOTE:** If auto-forward of SupportAssist alerts is turned off in TechDirect, you can review the alerts and determine if they should be forwarded to Dell.

**NOTE:** 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:
- Latitude 5300 2-in-1 Chromebook Enterprise
- Latitude 5400 Chromebook Enterprise

Network requirements

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 https://www.dell.com/supportassist.
- For questions about SupportAssist, go to the Dell SupportAssist Community.
- To access other SupportAssist documents, go to https://www.dell.com/serviceabilitytools.
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
- Enable the SupportAssist user interface

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.

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. On the Deployment gadget, click DEPLOY.
4. If you are configuring SupportAssist for the first time, to verify your TechDirect account automatically, click NEXT.
5. If you have already verified your TechDirect account, click CONFIGURE. The Configure SupportAssist for Business PCs page is displayed.
6. In the Contact and Shipping Address section, perform one of the following:
   - To create a new contact, from the Select the primary contact and Select the secondary contact lists, select Create New Contact.
     On the Add Contact page, perform the following steps:
     a. Enter the first name, last name, email address, and phone number.
     b. Select the preferred contact method.
     c. Click SAVE.
   - To reuse a contact that was previously created, from the Select the primary contact and Select the secondary contact lists, select the desired contact name.
7. Perform one of the following:
   - To add a new shipping address, from the Select the shipping address list, select Create new Address.
     On the Add Address page, perform the following steps:
     a. Select the country or region and state or province.
     b. Enter the address.
     c. Select the city, zip or postal code, and time zone.
d. Enter a unique identifier for the address in **Address Identifier** field.

i. **NOTE:** The unique identifier is displayed in the Select Address list.

e. Click **SAVE**.

- To reuse a shipping address that was previously created, from the **Select the shipping address** select the desired address.

8. Enable or disable the settings in the **Application Preferences (For Chrome OS)** section. For more information, see **Preferences**.

9. To use the Windows application preferences, select the **Use the same Windows application for the following** check box.

10. Perform one of the following:

- To save the configuration and deploy SupportAssist later, click **SAVE**.
- To save the configuration and deploy SupportAssist immediately, click **SAVE & PROCEED TO DEPLOY**.

### 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. On the **Deployment** gadget, click **DEPLOY**.

4. Click **DOWNLOAD**.

5. 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.

6. Click **DOWNLOAD CONFIGURATION**.

**Results**

The SupportAssist configuration file is downloaded as a JSON file.

### Preferences

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

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Include Identification Information</td>
<td>Allow Dell to collect system identification information.</td>
</tr>
<tr>
<td>Perform Scheduled Scans</td>
<td>Allow SupportAssist to automatically scan the systems to detect any hardware issues.</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**.
- Ensure that the Chrome devices are enrolled in the Google Admin Console. For information about manually enrolling Chrome devices, see **Enroll Chrome devices**.

**NOTE:** If the Chrome devices are not enrolled, they are not displayed in the Google Admin Console.

**Steps**

1. Go to **Google Admin Console** and log in with your G Suite account credentials.
2. Click **Devices**.
3. On the **Device management** page, in the **DEVICE SETTINGS** pane, click **Chrome management**.
4. On the **Chrome Management** page, select **Device settings**.
5. In the left pane, select the organizational unit for which you want to deploy the SupportAssist configuration.
   - For information about creating 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** in the **Dell SupportAssist** section.
7. Read the Dell SupportAssist terms and conditions, and click **OK**.
8. Click **Upload**, and then select the JSON file to upload.
9. Copy the SupportAssist Chrome app Extension ID and URL, and 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.

## Enable the SupportAssist user interface

**Prerequisites**
- You must have a Google Admin Console account.
- The target systems must meet the network requirements for SupportAssist. See **Network requirements**.
- Ensure that you have deployed the SupportAssist configuration on Chrome devices. See **Deploy SupportAssist configuration**.
- For the users to start using SupportAssist on their Chrome devices, the users must be added to the organizational unit. See **Move users to an organizational unit**.

**About this task**
After you have deployed the SupportAssist configuration on Chrome devices, enable the SupportAssist user interface for users to view and use the user interface.

**NOTE:** You cannot disable the user interface after you enable it. To disable the user interface, you must disable SupportAssist in the Google Admin Console.

**Steps**
1. Go to **Google Admin Console** and log in with your G Suite account credentials.
2. Go to **Dashboard > Device management > Chrome > Apps & extensions**.
3. In the **USERS & BROWSERS** section, click that is displayed on the right-bottom corner of the page, and then click **Add Chrome app or extension by ID**.
4. From the list, select **From a custom URL**.
5. Enter the SupportAssist Chrome app **Extension ID** and **URL**, and click **SAVE**.
   - To copy the Extension ID and URL, go to **Dashboard > Device management > Chrome > Settings > DEVICE SETTINGS**.

**Results**
When the users log in to their Chrome devices, SupportAssist is automatically installed on the device. To start using SupportAssist, open the SupportAssist application from the launcher.

You can also force-install SupportAssist for managed users in the organizational unit. To force-install SupportAssist, click **Force-install the Dell SupportAssist app for managed users signing into Dell devices in this organizational unit** and click **Save**.
Managing your assets

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

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

Topics:
- Access Manage Assets page
- Manage Assets
- My Assets
- Organizing assets 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. On the Assets gadget, click MANAGE.

Results
The Manage Assets page is displayed.

Manage Assets

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

Use the following links that are displayed on the Manage Assets page to perform various actions.
- Organize Assets and Groups—create or delete a group and move assets across groups. See Organizing assets and groups.
- Integrate with ServiceNow—enable or disable integration of SupportAssist alerts with your ServiceNow solution. See Integrating SupportAssist alerts with ServiceNow.

My Assets

The My Assets page displays a graphical representation of the number of PCs with:
- Current service plans
- SupportAssist versions

The My Assets page also displays information about your managed assets.

The following table describes the information that is displayed on the My Assets page.

By default, the Site, Group, Service Tag, Region, Product Type, Model, and Warranty Plan columns are displayed. Click the 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 asset is assigned.</td>
</tr>
<tr>
<td>Group</td>
<td>Group to which the asset is assigned.</td>
</tr>
</tbody>
</table>
| Service Tag     | The unique identifier of the system. The Service Tag is an alphanumeric sequence.  
|                 | **NOTE:** If the asset is managed by SupportAssist, the Service Tag column displays a icon. |
| Region          | Region where the asset is present.                                          |
| Product Type    | Type of the asset.                                                          |
| Model           | Model number of the asset.                                                  |
| Warranty Plan   | Service plan of the asset.                                                  |
| Expiration Date | Date on which the service plan expires.                                     |
| Version         | Version of SupportAssist installed on the system.                           |
| IP Address      | IP address of the asset.                                                    |
| Hostname        | Hostname of the asset.                                                      |
| SupportAssist Contact | Contact details for SupportAssist                                           |
| Alert Status    | Status of the asset when the alert was received.                            |
| OS              | Type of operating system installed on the asset.                            |
| Asset Tag       | Asset Tag of the system.                                                    |

The **My Assets** page also includes options 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 an asset and submit it to Dell.

### Steps

1. Go to the **Manage Assets** page. See Manage Assets.
2. Click **My Assets**.
3. From the **Sites** list, select the site.
4. Select the asset 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 the incident and contact information.
8. Review the information that you provided and click **NEXT**.
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 asset 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. Select the asset 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 an asset.

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 asset for which you want to review the warranty status.
5. Click ** and, click REVIEW WARRANTY NOW. The Check Warranty Status page is displayed.
6. Verify the Service Tag of the asset, and click VALIDATE.

Results
The warranty status of the asset 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 assets that are associated with your TechDirect account is displayed.
3. Optionally, filter the list by selecting the type of asset 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 assets and groups

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

- Create a group
- Move assets between existing groups
Sites and asset groups

Sites

- A site is a high-level logical identifier of your assets based on a physical location.
- When you download and deploy SupportAssist from TechDirect, a site is automatically created with details of all the assets on which SupportAssist is deployed.

Asset groups

- An asset group is a logical group of assets within a site.
- By default, a site does not contain any asset groups.
- Creating groups enables you to organize your assets.
- You can create one or more asset groups within a site.
- A group can be created with assets from the same site.

Create asset group

Prerequisites

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

About this task

You can create groups to organize assets based on your requirement.

Steps

1. Go to the Manage Assets page. See Access Manage Assets page.
2. Click Organize Assets and Groups.
3. Click CREATE GROUP.
4. The Create a New Group window is displayed.
5. Select a site, and enter a group name.
6. If you want to move assets to the group, select Yes and select the assets that you want to move to the group.
7. Click CREATE.

The group is created, and assets are moved to the group within 24 hours.

NOTE: If the primary and secondary contacts are different for assets running Windows and Chrome operating systems, ensure that you create separate asset groups and assign unique primary and secondary contacts for managing these devices.

Move assets between existing groups

Prerequisites

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

About this task

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

Steps

1. Go to the Manage Assets page. See Access Manage Assets page.
2. Click Organize Assets and Groups.
3. Click MANAGE ASSET GROUPS.
The Manage Asset Groups window is displayed.

4. From the Site list, select the site.

5. From the From Group list, select the asset group from which you want to move the assets.
   The assets from the selected asset group are listed on the left pane.

6. From the To Group list, select the asset group to which you want to move the assets.
   The assets from the selected asset group are listed on the right pane.

7. If you want to select assets across all the pages, select the Select across pages check box.

8. Select the assets that are listed on the left pane and click To move the assets back to the left pane, click

   Results
   The assets are moved to the new asset group within a few minutes.

Update site or group name

About this task
After you have created a site or group, you can update the name of the site or group, based on your requirement.

Steps
1. Go to the Manage Assets page. See Access Manage Assets page.
2. Click Organize Assets and Groups.
3. From the Select Site list, select the site.
4. Locate the row where the details of the asset site or group that you want to update, are listed.
5. In the row that you locate, click , and click Edit.
6. Edit the site or group name, and click SAVE.

   NOTE: To edit the site name, ensure that you have created one or more asset groups within a site.

Delete asset group

Prerequisites
- Ensure that the group that you want to delete does not contain any assets.
- 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 Assets and Groups.
3. Optionally, from the Select Site list, select a site.
4. Locate the row where the details of the asset group that you want to delete are listed.
5. In the row that you locate, click , and click Delete.

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

Results
The asset 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 alerts are forwarded to your TechDirect account. You can also integrate ServiceNow with SupportAssist to redirect all alerts to your ServiceNow solution. This section provides information on managing SupportAssist alerts in TechDirect and integrating ServiceNow with SupportAssist.

**NOTE:** To view or manage alerts for hardware issues, you must enroll for self-dispatch service in TechDirect.

**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.

**Prerequisites**
- Ensure that your TechDirect account credentials are the same as your My Account credentials that is 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 Manage SupportAssist tab.
4. In the Inactivity Period section, enter the number of days an alert can reside in the queue with no activity.
5. In the Technical Support Alerts section, perform one of the following:
   - Select Yes to directly forward all technical support alerts to Dell.
   - 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.
6. In the Dispatch Alerts section, perform one of the following:
   - Select Yes to directly forward all parts dispatch alerts to Dell.
   - The Group Management section is displayed.
   - 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.
7. If the Group Management section is displayed, click ADD GROUP RULE.
   **NOTE:** Group rules are used for identifying the address where the dispatched parts should be sent. Whenever a SupportAssist alert is forwarded to Dell 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. In the Multi-Branch Default window, enter the following and click SAVE.
   - From the Select Group list, select an asset group.
• From the Select Relationship list, select a relationship.
• From the Select Time Zone list, select a time zone.
• From the Select Technician list, select a support technician.

9. 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 Assets tab.
3. On the 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 in the bottom-left corner of the table to select the columns you want to view.

NOTE: You can select only seven columns.

Table 4. SupportAssist Alerts

<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 technical support.</td>
</tr>
</tbody>
</table>
| Alert Type         | Type of alert:
- Technical Support
- Dispatch          |
| Notes              | Details about the issue that was detected and error information for investigation. |
| Create Timestamp   | Date and time when the alert was created in TechDirect.                      |
| Last Activity Timestamp | Date and time of the last action that was performed by a SupportAssist administrator or a SupportAssist technician. |
| Status             | The status of the alert:
- Unassigned—no SupportAssist technician has ownership.
- Assigned—a SupportAssist technician has ownership.
- Submit Failed—attempt to forward to Dell failed. |
| Owner              | The SupportAssist technician who is the owner of an alert.                  |
### 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 5. Alert actions

<table>
<thead>
<tr>
<th>TechDirect account type</th>
<th>Available actions</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>SupportAssist administrator</td>
<td>Assign Case</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>Take Ownership</td>
<td>Individual SupportAssist technician under a TechDirect account can see all SupportAssist alerts. 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></td>
<td>Update</td>
<td>Displays the Details page that enables you to add a note or an attachment about the alert.</td>
</tr>
<tr>
<td></td>
<td>Close Case</td>
<td>Closes the case. Both you and Dell cannot take any further actions on the alert.</td>
</tr>
<tr>
<td></td>
<td>Forward To Dell EMC</td>
<td>Forwards the support request to technical support. You can continue to monitor progress from either the 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 a 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. On the Assets gadget, click MANAGE.
   The Manage Assets page is displayed.
4. Click Integrate with ServiceNow.
   The ServiceNow Case Management Integration page is displayed.
5. From the Select SupportAssist Site list, select a 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.
6. Clear the Inactivate (continue managing SupportAssist Alerts in TechDirect) check box.
7. 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 box.
   c) Click Send test alert to send a test alert to your ServiceNow instance.
8. If you want to receive details of SupportAssist alerts by email:
   a) Select Use Email.
   b) In the From box, enter the email address from which you want to receive the SupportAssist alert details.
   c) In the Alerts Notifications box, enter the email address to which you want to send the SupportAssist alert details.
   d) In the Failure Notification box, 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 box.
9. 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. On the Assets gadget, click MANAGE.
   The Manage Assets page is displayed.
4. Click Integrate with ServiceNow.
   The ServiceNow Case Management Integration page is displayed.
5. 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.
6. Select the Inactivate (continue managing SupportAssist Alerts in TechDirect) check box.
7. Click **SAVE**.

**Results**

ServiceNow integration for SupportAssist alerts is disabled.
Data collected by SupportAssist

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 6. System monitoring**

<table>
<thead>
<tr>
<th>Categories</th>
<th>Attributes</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>System Information</strong></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><strong>System Usage &amp; Power</strong></td>
<td>Hours on AC power</td>
</tr>
<tr>
<td></td>
<td>Hours on DC power</td>
</tr>
<tr>
<td><strong>Battery</strong></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><strong>Storage (HDD/ SSD)</strong></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><strong>System Events</strong></td>
<td>Diagnostic Events</td>
</tr>
<tr>
<td><strong>Processor</strong></td>
<td>CPU Utilization</td>
</tr>
<tr>
<td></td>
<td>Queue Lengths (PQL)</td>
</tr>
</tbody>
</table>
### Table 7. 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>