SupportAssist for Business PCs with Windows OS
Deployment Guide—Using Setup Manager Wizard
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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A Network bandwidth utilization

B Glossary
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 both hardware and software issues. On issue detection, SupportAssist automatically opens a support request with Dell technical support for systems with an active ProSupport or ProSupport Plus service plan. Depending on the type of issue, an automatic parts dispatch or a support request may be created.

SupportAssist also collects both hardware and software data automatically from your Dell systems and sends it securely to Dell technical support. This data is used by technical support to troubleshoot and provide a solution to the issue.

NOTE: For information about the data collected by SupportAssist, see Data collected by SupportAssist.

Topics:
- Release version
- Purpose of the document
- TechDirect overview
- SupportAssist in TechDirect
- New features in this release
- SupportAssist capabilities and Dell service entitlements
- Dispatchable parts
- Additional resources

Release version

2.1

Purpose of the document

This document provides information about configuring and deploying SupportAssist for businesses with IT teams and to manage alerts by using TechDirect. Additionally, you can also find information about the Windows Management Instrumentation (WMI) classes used to retrieve SupportAssist data.

NOTE: Businesses without IT teams can use another version of SupportAssist that enables users to manage their own systems. For more details, see www.dell.com/supportassist.

NOTE: In this document, the term local system or administrator system refers to the system used to create the SupportAssist configuration file or package; target systems refers to all systems on which SupportAssist is deployed.

TechDirect overview

TechDirect is an online portal that enables you to manage alerts created by SupportAssist. Administrators can create rules in TechDirect to automatically forward alerts to Dell for technical support or parts dispatch. If auto-forward is turned off for either technical support or parts dispatch, you can review and determine if the alert should be forwarded to Dell. For more information about managing SupportAssist alerts using TechDirect, see Managing SupportAssist alerts in TechDirect.

SupportAssist in TechDirect

TechDirect enables you to download a customized SupportAssist executable from which you can extract the SupportAssist deployment package. When you deploy SupportAssist using this package, you can manage SupportAssist configuration from TechDirect for all the systems or systems in a specific device group.
For more information about SupportAssist in TechDirect, see the SupportAssist for Business PCs with Windows OS Deployment Guide—Using TechDirect available at www.dell.com/serviceabilitytools.

New features in this release

• Download a customized SupportAssist executable from TechDirect.
• Select the format in which you want to extract the deployment package. You can extract the deployment package in Windows Executable or Windows Installer format.
• Manage SupportAssist configuration for device groups in TechDirect.
• Enable performance monitoring for SupportAssist monitored systems in TechDirect.

For more information about SupportAssist in TechDirect, see the SupportAssist for Business PCs with Windows OS Deployment Guide—Using TechDirect available at www.dell.com/serviceabilitytools.

• Enable or disable the following while configuring SupportAssist:
  • SupportAssist user interface
  • Automated SupportAssist scans and optimizations
  • Automated optimizations after a scheduled scan
  • Manual installation of driver updates
  • Manual system optimizations

SupportAssist capabilities and Dell service entitlements

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

<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 and software scans</td>
<td>You can schedule hardware and software scans depending on your preference.</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Update drivers</td>
<td>Enable users with administrator rights to scan and install driver updates that are available for their system.</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Scan hardware</td>
<td>Enable users to scan their system hardware for issues.</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Clean files</td>
<td>Clear temporary, redundant, and other unwanted files from their system. You can also enable users to clean files on their system.</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Tune system performance</td>
<td>Adjust the power settings, registry files, and memory allocations to fine-tune their system performance. You can also enable users to tune their system performance.</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Optimize network connectivity</td>
<td>Optimize network connectivity by adjusting the settings to have an efficient and reliable network. You can also enable users to optimize their network connectivity.</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Capability</td>
<td>Description</td>
<td>Basic</td>
<td>ProSupport</td>
<td>ProSupport Flex for Client</td>
<td>ProSupport Plus</td>
</tr>
<tr>
<td>---------------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>-------</td>
<td>------------</td>
<td>---------------------------</td>
<td>-----------------</td>
</tr>
<tr>
<td>Automated issue detection, notification, and support request creation²</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>Automated software optimizations¹</td>
<td>SupportAssist automatically optimizes the systems during automated scans.</td>
<td>✗</td>
<td>✗</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Predictive issue detection and support request creation for failure prevention³</td>
<td>A notification is sent to your primary and secondary contact about the potential failure of the part. Dell opens a support request and contacts you for shipping the replacement part.</td>
<td>✗</td>
<td>✗</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Remove viruses and malware¹</td>
<td>Isolate, remove, and restore files that are corrupted by viruses and malware to keep systems secure. You can also enable users to remove viruses and malware from their system.</td>
<td>✗</td>
<td>✗</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>

1—Virus and malware removal capability is not available in certain regions, for example, China.
2—If auto-forward is turned off in TechDirect for either technical support or parts dispatch, you can review and determine if the alert should be forwarded to Dell.
3—Predictive issue detection capability is available only for batteries, hard drives, solid-state drives (SSDs), and fans.

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

### 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

### Additional resources

- For information about enrolling your organization, managing SupportAssist alerts, and parts dispatch requests in TechDirect, go to [www.techdirect.com](http://www.techdirect.com).
- For more information about SupportAssist, go to [www.dell.com/supportassist](http://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](http://www.dell.com/serviceabilitytools).
- For video tutorials about the various SupportAssist features, see [SupportAssist for Business PCs playlist](https://www.youtube.com/playlist) in YouTube.
Getting started with SupportAssist for Business PCs

SupportAssist automates technical support for your Dell systems. Depending on your requirement, you can configure and deploy SupportAssist to automate technical support for multiple systems.

Topics:
- Supported systems
- Minimum system requirements
- Download and extract SupportAssist installer package

Supported systems

SupportAssist is supported on the following Dell systems:

- **Laptops and desktops:**
  - Latitude
  - Precision
  - OptiPlex
  - Inspiron
  - XPS
  - Alienware
  - Vostro
- **Gateways and Embedded PCs:**
  - Edge Gateways
  - Embedded Box PCs

**NOTE:** SupportAssist is not supported on virtual machines.

Minimum system requirements

The following table lists the minimum requirements for SupportAssist.

<table>
<thead>
<tr>
<th>Particulars</th>
<th>Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating system</td>
<td><strong>Laptops and desktops:</strong></td>
</tr>
<tr>
<td><strong>NOTE:</strong> SupportAssist is supported on both 32 and 64 bit operating systems.</td>
<td>- Microsoft Windows 7 SP1</td>
</tr>
<tr>
<td></td>
<td>- Microsoft Windows 8</td>
</tr>
<tr>
<td></td>
<td>- Microsoft Windows 8.1</td>
</tr>
<tr>
<td></td>
<td>- Microsoft Windows 10</td>
</tr>
<tr>
<td>Dell Edge Gateways:</td>
<td>- Microsoft Windows 10 IoT Enterprise 2015 LTSB (only 64-bit)</td>
</tr>
<tr>
<td>Dell Embedded Box PCs:</td>
<td>- Microsoft Windows Embedded Standard 7 P (only 64-bit)</td>
</tr>
<tr>
<td></td>
<td>- Microsoft Windows Embedded Standard 7 E (only 64-bit)</td>
</tr>
<tr>
<td></td>
<td>- Microsoft Windows 7 Professional (only 64-bit)</td>
</tr>
<tr>
<td>Particulars</td>
<td>Requirements</td>
</tr>
<tr>
<td>------------</td>
<td>--------------</td>
</tr>
<tr>
<td><strong>Requirements</strong></td>
<td></td>
</tr>
<tr>
<td>• Microsoft Windows 7 Professional for Embedded Systems (only 64-bit)</td>
<td></td>
</tr>
<tr>
<td>• Microsoft Windows 10 Professional (only 64-bit)</td>
<td></td>
</tr>
<tr>
<td>• Microsoft Windows 10 IoT Enterprise 2015 LTSB (only 64-bit)</td>
<td></td>
</tr>
<tr>
<td><strong>Software</strong></td>
<td></td>
</tr>
<tr>
<td>• Microsoft .NET Framework 4.5</td>
<td></td>
</tr>
<tr>
<td>• PowerShell script execution must be enabled on target systems</td>
<td></td>
</tr>
<tr>
<td><strong>Hardware</strong></td>
<td></td>
</tr>
<tr>
<td>4 GB (recommended)</td>
<td></td>
</tr>
<tr>
<td><strong>Network</strong></td>
<td></td>
</tr>
<tr>
<td>• Internet connectivity</td>
<td></td>
</tr>
<tr>
<td>• Port 5700 must be open on target systems</td>
<td></td>
</tr>
<tr>
<td>• Elevation of the SupportAssistUI.exe launch command must be enabled on the target systems</td>
<td></td>
</tr>
<tr>
<td>• The local system and target systems must be able to connect to the following destinations:</td>
<td></td>
</tr>
<tr>
<td>• <a href="https://apidp.dell.com">https://apidp.dell.com</a></td>
<td></td>
</tr>
<tr>
<td>• <a href="https://fuslite.dell.com/FUSLite/api/2.0">https://fuslite.dell.com/FUSLite/api/2.0</a></td>
<td></td>
</tr>
<tr>
<td>• <a href="https://techdirect.dell.com">https://techdirect.dell.com</a></td>
<td></td>
</tr>
<tr>
<td>• <a href="http://downloads.dell.com">http://downloads.dell.com</a></td>
<td></td>
</tr>
<tr>
<td>• <a href="https://www.dell.com">https://www.dell.com</a></td>
<td></td>
</tr>
</tbody>
</table>

**Download and extract SupportAssist installer package**

**Prerequisites**
You must be logged in to the local system with administrative rights.

**About this task**
The SupportAssist installer package contains the SupportAssist MSI file and setup manager wizard used to create the configuration file. To create the SupportAssist configuration file, you must download and extract the files in the SupportAssist installer package.

**Steps**
2. In the SupportAssist for Business PCs: IT Managed section, perform one of the following:
   • To download the 32-bit version, click SupportAssist 32-bit Windows Download.
   • To download the 64-bit version, click SupportAssist 64-bit Windows Download.
   The SupportAssist installer package is downloaded.
3. Click Start to open the programs menu.
4. Right-click Command Prompt and click Run as administrator.
5. Go to the folder where you downloaded the SupportAssist installer package.
6. Run one of the following commands to extract the files in the installer package:
   • On 64-bit version: msiexec /a SupportAssistx64.msi TARGETDIR=<folder path> /qn
   • On 32-bit version: msiexec /a SupportAssistx86.msi TARGETDIR=<folder path> /qn
   Where <folder path> is the location where you want to extract the files in the installer package. For example, C:\SAInstaller.
   **NOTE:** You cannot extract the files to the same folder where you have downloaded the installer package. You must provide a different folder location for extracting the files.
Results
The SupportAssist installer package is extracted to the specified folder path. The following folders are created after the extraction is complete:

- **Dell**—Contains the files that are used to collect hardware and software information from the systems.
- **Program Files** (on 64-bit) or **Program Files (x86)** (on 32-bit)—Contains the SupportAssist executable files.
- **SupportAssistx64.msi** (on 64-bit) or **SupportAssistx86.msi** (on 32-bit)—Duplicate version of the SupportAssist installer package.
- **CommonAppData**—Contains configuration files.
Configuring and deploying SupportAssist

The Setup Manager wizard enables you to create the SupportAssist deployment package with the required configuration using one of the following deployment types:

- **Windows Installer File (MST)**—Used if you deploy configuration information using tools such as Microsoft System Center Configuration Manager (SCCM), KACE, and so on.
- **Active Directory Administrative Template**—Used if you deploy configuration information by creating an Active Directory group policy.
- **Answer File**—Used if you deploy configuration information using an Answer file.

You can also configure and create the SupportAssist deployment package from TechDirect. If you have deployed the SupportAssist deployment package created using the Setup Manager wizard, you can manually migrate to SupportAssist in TechDirect. See Migrating to SupportAssist in TechDirect.

For more information about SupportAssist in TechDirect, see the SupportAssist for Business PCs with Windows OS Deployment Guide—Using TechDirect available at www.dell.com/serviceabilitytools.

Topics:

- Access Setup Manager wizard
- Prepare for deployment
- Deploying SupportAssist using Windows Installer file
- Deploying SupportAssist using Active Directory Group Policy
- Deploying SupportAssist using Answer file
- Uninstall SupportAssist for Home PCs
- Preferences
- Configure internet connection
- Test SupportAssist connectivity

Access Setup Manager wizard

Prerequisites

- You must be logged in to the local system with administrative rights.
- You must have extracted the SupportAssist installer package. See Download and extract SupportAssist installer package.

About this task

The Setup Manager wizard enables you to create the configuration file required for deploying SupportAssist. You can also use the Setup Manager wizard to update the deployed configuration settings.

**NOTE:** If you want to deploy SupportAssist on both 32-bit and 64-bit systems, you can extract and launch the Setup Manager wizard from either the 32-bit or 64-bit SupportAssist installer package. The configuration files that are generated by the Setup Manager wizard can be deployed on both 32-bit and 64-bit target systems.

Steps

1. Perform one of the following:
   - If you extracted the 64-bit installer package, go to `<folder path>\Program Files 64\Dell \SupportAssistBusinessClient\bin\`
   - If you extracted the 32-bit installer package, go to `<folder path>\Program Files\Dell \SupportAssistBusinessClient\bin\`

   Where `<folder path>` is the location where you extracted the installer package.

2. Right-click SupportAssistWizard.exe and click Run as administrator.

The Setup Manager wizard is displayed.
Prepare for deployment

- You must have a Dell My Account. If you do not have a Dell My Account, go to the Dell My Account registration page.
- Enroll with TechDirect as an administrator using the same credentials used for your Dell My Account. To enroll your organization with TechDirect, go to the TechDirect enrollment page.

**NOTE:** To configure SupportAssist, you must have a Dell My Account. A TechDirect account is recommended, but not mandatory.

**NOTE:** To manage your SupportAssist alerts from TechDirect, you must have a Dell My Account that is linked with your TechDirect account.

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

- If the deployment is expected to span across systems running both 32-bit and 64-bit operating systems, Dell recommends that you group the systems accordingly. Creating these groups will make the deployment process easier.

Deploying SupportAssist using Windows Installer file

This section provides information about:

- Creating the Windows Installer file that contains the configuration settings.
- Deploying SupportAssist with the Windows Installer file on target systems.

The following figure illustrates the workflow for creating the Windows Installer file and deploying it with SupportAssist on target systems.

![Figure 1. Deployment using Windows Installer file](image)

### Table 3. Deployment using Windows Installer file

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Download and extract the SupportAssist installer package on the local system. See Download and extract SupportAssist installer package.</td>
</tr>
<tr>
<td>2</td>
<td>Open the Setup Manager wizard. See Access Setup Manager wizard.</td>
</tr>
<tr>
<td>3</td>
<td>Create the MST file and save it on the local system. See Create Windows Installer file.</td>
</tr>
</tbody>
</table>
Create Windows Installer file

Prerequisites
- You must be logged in to the local system with administrative rights.
- The local system must have internet connectivity.
- You must have a Dell My Account and TechDirect account created with the same credentials.

Steps
1. Open the Setup Manager wizard. See Access Setup Manager wizard.
2. Ensure that all the prerequisites are met and click Next.
3. On the Setup Type page, select the Create new configuration option, and click Next.
4. On the Agreement page, read the Dell system information sharing terms and agreement, select the I allow Dell to collect Service Tag and other system usage details check box, and click Next.
5. Enter the internet connection details for the local and target systems and click Next. See Configure internet connection.
6. On the Sign In page, click Next.
7. On the Dell My Account Sign In page, enter the email address and password and click Sign In.
8. On the Contact and Shipping page, enter the contact and shipping details, select the preferred contact method, and then click Next.
9. On the Preferences page, select the required preferences and click Next. See Preferences.
10. On the Deployment Type page, select Windows Installer File and perform the following steps:
    a) For the Select MSI File field, click Browse and select the SupportAssist installer package (SupportAssistx64.msi or SupportAssistx86.msi) that you downloaded earlier.
    b) For the Choose the file path and name field, click Browse and select the folder where you want to save the configuration file.
11. Click Create.
    The following files are created in the specified folder and the Summary page is displayed.
    - A Windows Installer file with the configuration settings
    - CheckandUninstall.ps1

Deploy Windows Installer file on target systems

Prerequisites
- Ensure that the SupportAssist for PCs at Home version is not installed on the target systems. See Uninstall SupportAssist for Home PCs.
- The target systems must meet the minimum system requirements for SupportAssist. See Minimum system requirements.
- You must have administrative rights on the target systems.

About this task
Dell has validated deployment of SupportAssist on target systems using Microsoft System Center Configuration Manager (SCCM). However, you can use any deployment tool to deploy the SupportAssist installer package (SupportAssistx64.msi or SupportAssistx86.msi) along with the Windows Installer file.
Steps
In the deployment tool use the following command to deploy SupportAssist on the target systems:

```
msiexec /i <File path of the SupportAssist installer package> TRANSFORMS=<File path of the MST file> /qn
```

⚠️ CAUTION: Ensure that you use the SupportAssist installer package (SupportAssistx64.msi or SupportAssistx86.msi) that you downloaded for deploying SupportAssist. Do not use the supportassistx64.msi or supportassistx86.msi file that is extracted from the SupportAssist installer package.

SupportAssist is automatically deployed on the target systems.

Example
```
msiexec /i "c:\SA Installer\SupportAssistConfiguration.msi" TRANSFORMS="c:\SA Configuration \SupportAssistConfig.mst" /qn
```

**Deploying SupportAssist using Active Directory Group Policy**

This section provides information about:

- Creating the Active Directory (AD) template files that contains the configuration settings.
- Deploying SupportAssist with the AD template files on target systems.

The following figure illustrates the workflow for creating the AD template files (ADML and ADMX), creating the group policy object, and deploying SupportAssist on target systems.

![Figure 2. Deployment using Active Directory Group Policy](image)

**Table 4. Deployment using Active Directory Group Policy**

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Download and extract the SupportAssist installer package on the local system. See <a href="#">Download and extract SupportAssist installer package</a>.</td>
</tr>
<tr>
<td>2</td>
<td>Open the <strong>Setup Manager</strong> wizard. See <a href="#">Access Setup Manager wizard</a>.</td>
</tr>
</tbody>
</table>
Create Active Directory administrative template files

Prerequisites
- You must be logged in to the local system with administrative rights.
- The local system must have internet connectivity.
- You must have a Dell My Account and TechDirect account created with the same credentials.

Steps
1. Open the Setup Manager wizard. See Access Setup Manager wizard.
2. Ensure that all the prerequisites are met and click Next.
3. On the Setup Type page, select the Create new configuration option, and click Next.
4. On the Agreement page, read the Dell system information sharing terms and agreement, select the I allow Dell to collect Service Tag and other system usage details check box, and click Next.
5. Enter the internet connection details for the local and target systems and click Next. See Configure internet connection.
6. On the Sign In page, click Next.
7. On the Dell My Account Sign In page, enter the email address and password and click Sign In.
8. On the Contact and Shipping page, enter the contact and shipping details, select the preferred contact method, and then click Next.
9. On the Preferences page, select the required preferences and click Next. See Preferences.
10. On the Deployment Type page, select Active Directory (AD) and perform the following steps:
   a) Enter a name for the administrative template file.
   b) Click Browse and select a file path for saving the Active Directory administrative template files.
   💡 **NOTE:** It is recommended that you name the Active Directory template files based on your organization or business unit.
11. Click Create.

The following files are created in the specified folder and the Summary page is displayed.
- The two Active Directory administrative template files ADML and ADMX with configuration settings
- CheckandUninstall.ps1

Next steps
1. Deploy Active Directory administrator template files (ADML and ADMX) on a domain controller. See Deploy Active Directory administrator template files on a domain controller.
2. Deploy SupportAssist installer package by using a deployment tool. See Deploy Active Directory administrative template files on target systems.
Deploy Active Directory administrator template files on a domain controller

Prerequisites
The target systems must be connected to the domain network.

Steps
1. Navigate to the central store on the domain controller.
   
   NOTE: The central store location refers to the SYSVOL location. For example, C:\Windows\SYSVOL\sysvol\<your domain name>\Policies\PolicyDefinitions.

2. Create a folder in the name of the language code used by the operating system.
   
   NOTE: Based on the language settings of your operating system, create a folder with the language code as the folder name. For example, if your operating system is in English, create a folder named en-US.

3. Copy the ADML file and paste it in the folder that you created.
4. Copy the ADMX file and paste it in the central store location.
   
   NOTE: Any changes to the Active Directory administrative template files may take some time to update across all systems that are connected to the domain network. To ensure that the update is quick on each system connected to the domain network, open Command Prompt as an administrator, type gpupdate, and press Enter.

5. Open the Group Policy Management, right-click the domain folder, and then click Create a GPO in this domain, and Link it here.
   The New GPO dialog box is displayed.

6. Enter your preferred domain name and click OK.

7. Right-click each operational unit folder and click Create a GPO in this domain, and Link it here.
   The New GPO dialog box is displayed.

8. Enter the operational unit’s Active Directory administrative template name and click OK.

9. Right-click the created domain group policy and click Edit.
   The Group Policy Management Editor is displayed.

10. Go to the created Active Directory administrative template and click Enter the deployment content to be distributed.
    The Enter the deployment content to be distributed page is displayed.

11. Click Enabled and click Apply.

12. Click OK.

Deploy Active Directory administrative template files on target systems

Prerequisites
- Ensure that the SupportAssist for PCs at Home version is not installed on the target systems. See Uninstall SupportAssist for Home PCs.
- The target systems must meet the minimum system requirements for SupportAssist. See Minimum system requirements.
- You must have administrative rights on the target systems.

About this task
Dell has validated deployment of SupportAssist on target systems using Microsoft System Center Configuration Manager (SCCM). You can use any deployment tool to deploy the SupportAssist installer package (SupportAssistx64.msi or SupportAssistx86.msi).

Steps
In the deployment tool, use the following command to deploy SupportAssist on the target systems:

```bash
msiexec /i <File path of the SupportAssist installer package> /qn
```
CAUTION: Ensure that you use the SupportAssist installer package (SupportAssistx64.msi or SupportAssistx86.msi) that you downloaded for deploying SupportAssist. Do not use the supportassistx64.msi or supportassistx86.msi file that is extracted from the SupportAssist installer package.

SupportAssist is automatically deployed on the target systems.

Example

msiexec /i "c:\installer\SupportAssistx64.msi" /qn

Deploying SupportAssist using Answer file

This section provides information about:

- Creating the Answer file that contains the configuration settings.
- Deploying SupportAssist with the Answer file on target systems.

The following figure illustrates the workflow for creating the Answer file and deploying it with SupportAssist.

![Deployment using Answer file diagram]

Figure 3. Deployment using Answer file

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Download and extract the SupportAssist installer package on the local system. See Download and extract SupportAssist installer package.</td>
</tr>
<tr>
<td>2</td>
<td>Open the Setup Manager wizard. See Access Setup Manager wizard.</td>
</tr>
<tr>
<td>3</td>
<td>Create the Answer file and save it on the local system. See Create Answer file.</td>
</tr>
<tr>
<td>4</td>
<td>Deploy the SupportAssist installer package and the Answer file on target systems by using any deployment tool. See Deploy Answer file on target systems.</td>
</tr>
<tr>
<td>5</td>
<td>After the deployment is complete, SupportAssist alerts flow into your TechDirect account for easy, centralized management. See Managing SupportAssist alerts in TechDirect.</td>
</tr>
<tr>
<td>6</td>
<td>Log in to TechDirect to view and manage SupportAssist alerts. See Managing SupportAssist alerts in TechDirect.</td>
</tr>
<tr>
<td>7</td>
<td>Retrieve SupportAssist data from a system by using WMI consoles such as SCCM or SCOM. See Retrieve SupportAssist data using WMI.</td>
</tr>
</tbody>
</table>
Create Answer file

Prerequisites
- You must be logged in to the local system with administrative rights.
- The local system must have internet connectivity.
- You must have a Dell My Account and TechDirect account created with the same credentials.

Steps
1. Open the Setup Manager wizard. See Access Setup Manager wizard.
2. Ensure that all the prerequisites are met and click Next.
3. On the Setup Type page, select the Create new configuration option, and click Next.
4. On the Agreement page, read the Dell system information sharing terms and agreement, select the I allow Dell to collect Service Tag and other system usage details check box, and click Next.
5. Enter the internet connection details for the local and target systems and click Next. See Configure internet connection.
6. On the Sign In page, click Next.
7. On the Dell My Account Sign In page, enter the email address and password and click Sign In.
8. On the Contact and Shipping page, enter the contact and shipping details, select the preferred contact method, and then click Next.
9. On the Preferences page, select the required preferences and click Next. See Preferences.
10. On the Deployment Type page, select Answer File and perform the following steps:
   a) Enter a key for encrypting the Answer file.
   b) Click Browse and select the file path where you want to save the Answer file.
11. Click Create.
   The following files are created in the specified folder and the Summary page is displayed.
   - The Answer file with configuration settings
   - CheckandUninstall.ps1

Deploy Answer file on target systems

Prerequisites
- Ensure that the SupportAssist for PCs at Home version is not installed on the target systems. See Uninstall SupportAssist for Home PCs.
- The target systems must meet the minimum system requirements for SupportAssist. See Minimum system requirements.
- You must have administrative rights on the target systems.

About this task
Dell has validated deployment of SupportAssist on target systems by using Microsoft System Center Configuration Manager (SCCM). However, you can use any deployment tool to deploy the SupportAssist installer package (SupportAssistx64.msi or SupportAssistx86.msi) along with the Answer file on the target systems.

Steps
In the deployment tool, use the following command to deploy SupportAssist on target systems:

```plaintext
msiexec /i <File path of the SupportAssist installer package> CONFIG=<File path of the Answer file> KEY=<key> /qn
```

where <key> is the encryption key that was entered in the Setup Manager wizard.

CAUTION: Ensure that you use the SupportAssist installer package (SupportAssistx64.msi or SupportAssistx86.msi) that you downloaded for deploying SupportAssist. Do not use the supportassistx64.msi or supportassistx86.msi file that is extracted from the SupportAssist installer package.
**NOTE:** If the key used to encrypt the Answer file contains special characters, enclose the key within the quotation marks.

**NOTE:** If you deploy the latest version of the SupportAssist installer package on target systems with an incorrect key, the earlier version of the SupportAssist is uninstalled. However, the latest version of the SupportAssist will not be installed. If this issue occurs, redeploy the SupportAssist installer package with the correct key.

Example

```dos
msiexec /i "c:\installer\SupportAssistx64.msi" CONFIG="c:\config\SupportAssistConfig.xml" KEY=Abcd$ /qn
```

## Uninstall SupportAssist for Home PCs

### Prerequisites

- You must have administrative rights on the target systems.
- The target systems must meet the minimum system requirements for SupportAssist. See Minimum system requirements.

### About this task

If you have SupportAssist for Home PCs version installed on the target systems, you must uninstall it before deploying the SupportAssist for Business PCs.

### Steps

1. Go to the folder location where you have the SupportAssist for Business PCs deployment package.
2. Run the `CheckAndUninstall.ps1` file on the target systems.
   The SupportAssist for Home PCs version is uninstalled from the target systems.

### Preferences

SupportAssist enables you to perform automated and manual tasks on the systems on which SupportAssist is deployed. Manual tasks can be performed by the users on the system only if the SupportAssist user interface is enabled. However, automated tasks are performed on the systems even if the SupportAssist user interface is not enabled. For information about using the SupportAssist user interface, see the **SupportAssist for Business PCs with Windows OS User’s Guide** available at www.dell.com/serviceabilitytools.

The following table describes the options in the **Automated Tasks** section:

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Auto-update SupportAssist</td>
<td>Allow SupportAssist to automatically upgrade to a higher version.</td>
</tr>
<tr>
<td>Include software information in collected data</td>
<td>Allow Dell to collect information about installed applications, drivers, and operating system updates from your systems.</td>
</tr>
<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 driver updates, hardware issues, and the required system optimizations.</td>
</tr>
<tr>
<td>Automatic Software Optimization</td>
<td>Allow SupportAssist to automatically optimize the system after the scan.</td>
</tr>
</tbody>
</table>
Option | Description
--- | ---
| NOTE: This check box is enabled only if you have enabled scheduled scans. | NOTE: Auto-optimizations are applicable only for systems with an active ProSupport Plus or ProSupport Flex for Client service entitlement.

**Frequency**

| NOTE: The options are enabled only if you enable scheduled scans. | Select the frequency for SupportAssist to perform scheduled scans, for example, monthly.

The following table describes the options in the User Interactions section:

**Table 7. User Interactions**

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
</table>
| Allow users to open and run SupportAssist on their PCs | Enables users to view and use the SupportAssist user interface. **NOTE:** When you enable the SupportAssist user interface, the other options in the User Interactions sections are enabled.

| Admins only | Enables SupportAssist user interface only for users with administrator rights on the system. |
| All users | Enables SupportAssist user interface for all types of users. |
| Display notifications | Allows SupportAssist to display notifications about software optimizations and driver updates. |
| Driver updates | Allows users with administrative rights on the system to manually check and install driver updates. **NOTE:** The term driver refers to drivers, firmware, and BIOS updates. |
| Clean Files | Clears temporary, redundant, and other unwanted files from their system. |
| Tune Performance | Adjusts power settings, registry, and memory allocation to maximize the processing speed of the system. |
| Optimize Network | Optimizes the network to ensure network connectivity and updates the system settings to maintain an efficient and reliable network. |
| Remove Viruses and Malware | Isolates and removes files that are infected by viruses and malware. **NOTE:** The virus and malware removal capability is available only for systems with an active ProSupport Plus or ProSupport Flex for Client service entitlement. **NOTE:** The virus and malware removal capability is not available in certain regions, for example, China.

### Configure internet connection

You must provide the internet connection details for both the local and target systems to create the configuration file.

#### Steps

1. On the **Local System** page, perform one of the following:
   - If the local system connects to the internet directly, select **Connect Directly**.
   - If the local system connects to the internet through a proxy server, perform the following steps:
     a. Select **Connect via Proxy**.
     The proxy settings fields are displayed.
b. Enter the address and port number details for the proxy server.
c. If the proxy server requires authentication, select **This proxy requires authentication**.
d. Enter the username and password for the proxy server.

**NOTE:** For the proxy server authentication, it is recommended that you provide the username and password of a service account that does not expire.

2. If the target systems use different internet connection settings, select **Target systems have different settings**. The **Target System** page is displayed.

3. Perform one of the following:
   - If the target system connects to the internet directly, select **Connect Directly**.
   - If the target system connects to the internet through a proxy server, perform the following steps:
     a. Select **Connect via Proxy**.
     b. Enter the address and port number details for the proxy server.
     c. If the proxy server requires authentication, select the **This proxy requires authentication** check box.
     d. Enter the username and password for the proxy server.

**NOTE:** Internet connectivity of target systems cannot be verified from the Setup Manager wizard.

---

## Test SupportAssist connectivity

### Prerequisites
- The target systems must have internet connectivity.
- You must have administrative rights on the target systems.

### About this task
To monitor your systems and provide automated technical support, SupportAssist must be connected to Dell. Run the connectivity test on any of the target systems after deployment to determine if SupportAssist is successfully connected to Dell.

### Steps
1. Access the target system on which you want to perform the connectivity test.
2. Click **Start** to open the programs menu.
3. Right-click **Command Prompt** and click **Run as administrator**.
   - The **Command Prompt** window is displayed.
4. Browse to one of the following locations depending on the operating system architecture:
   - On 64-bit systems: `\Program Files 64\Dell\SupportAssistBusinessClient\bin`
   - On 32-bit systems: `\Program Files\Dell\SupportAssistBusinessClient\bin`
5. Type `SupportAssistConnectivity.exe TestConnectivity` and press Enter.
   - If the internet connection settings in the configuration file are not correct, the following message is displayed:
     **Unable to connect to Dell. Check if the Internet Connection Settings in the configuration file are correct and then retry.**
   - If the connection to Dell is unavailable due to a temporarily outage, the following message is displayed:
     **Unable to connect to Dell due to a temporary outage. Retry after some time.**
   - If the setup is complete and SupportAssist can connect to Dell, the following message is displayed:
     **Connection successful.**
Modifying deployed SupportAssist configuration

After deploying SupportAssist, you can modify the SupportAssist configuration settings that have been deployed on the target systems. For example, you may want to modify the configuration settings for internet connectivity, preferences, Dell My account details, or contact and shipping information. The Setup Manager wizard enables you to modify the settings in a configuration file. After the configuration file is modified, use any deployment tool to update SupportAssist settings on the target systems.

Topics:

• Modify and deploy Windows Installer file
• Modify and deploy existing Active Directory administrative template files
• Modify and deploy Answer file

Modify and deploy Windows Installer file

Prerequisites

- You must be logged in to the local system with administrative rights.
- You must have administrative rights on the target systems.
- You must have access to the existing Windows Installer file.
- The local system must have internet connectivity.

Steps

1. Perform one of the following steps to open the Setup Manager wizard:
   - If you installed the 32 bit version, go to C:\Program Files (x86)\Dell\SupportAssistBusinessClient\bin, right-click SupportAssistWizard.exe, and then click Run as administrator.
   - If you installed the 64 bit version, go to C:\Program Files\Dell\SupportAssistBusinessClient\bin, right-click SupportAssistWizard.exe, and then click Run as administrator.
   - If SupportAssist is not installed on the system, see Access Setup Manager wizard for instructions to open the Setup Manager wizard.

2. Ensure that all the prerequisites are met and click Next.

3. On the Setup Type page, select Modify existing configuration, select or clear the setup options that you want to modify, and then click Next.

   **NOTE:** If you have selected Dell My Account, Contact & Shipping, or Preferences, but you do not have an active internet connection, SupportAssist prompts you to verify the internet connection. To continue, you must specify the correct internet connection settings.

   **NOTE:** If you have selected only Contact & Shipping to modify, SupportAssist will prompt you to log in and verify your Dell My Account to confirm your contact and shipping address. To continue, you must log in to your Dell My Account.

4. If SupportAssist is deployed on the local system, the existing configuration is automatically retrieved and displayed. If SupportAssist is not deployed on the local system, perform the following:
   a) Select Use an existing configuration file.
   b) Click Browse and select the existing Windows Installer file you want to modify.
   c) Click Browse and select the Windows Installer package.
   d) Click Next.

5. Enter the internet connection details for the local and target systems and click Next. See Configure internet connection.

6. On the Sign In page, click Next.

7. On the Dell My Account Sign In page, enter the email address and password and click Sign In.
8. On the **Contact and Shipping** page, make the required changes and click **Next**.
9. On the **Preferences** page, select the required preferences and click **Next**. See **Preferences**.
10. On the **Deployment Type** page, select **Windows Installer File**.
11. Click **Browse**, select the folder where you want to save the Windows Installer file and enter a name for the file, and then click **Create**. The following files are created in the specified folder and the **Summary** page is displayed.
   - **SupportAssistConfiguration.msi**
   - A Windows Installer file with modified information
   - **CheckandUninstall.ps1**

**Next steps**
Deploy the **SupportAssistConfiguration.msi** along with the Windows Installer file with modified information using the following command to update the configuration settings on the target systems.

```
msiexec /i <File path of the SupportAssist installer package> TRANSFORMS=<File path of the MST file> /qn
```

For example:
```
msiexec /i "c:\modify\SupportAssistConfiguration.msi" TRANSFORMS="c:\modify \SupportAssistConfig.mst" /qn
```

**Modify and deploy existing Active Directory administrative template files**

**Prerequisites**
- You must be logged in to the local system with administrative rights.
- You must have administrative rights on the target systems.
- You must have access to the existing administrative template files.
- The local system must have internet connectivity.

**Steps**

1. Perform one of the following steps to open the **Setup Manager** wizard:
   - If you installed the 32 bit version, go to **C:\Program Files (x86)\Dell\SupportAssistBusinessClient\bin**, right-click **SupportAssistWizard.exe**, and then click **Run as administrator**.
   - If you installed the 64 bit version, go to **C:\Program Files\Dell\SupportAssistBusinessClient\bin**, right-click **SupportAssistWizard.exe**, and then click **Run as administrator**.
   - If SupportAssist is not installed on the system, see **Access Setup Manager wizard** for instructions to open the **Setup Manager** wizard.

2. Ensure that all the prerequisites are met and click **Next**.
3. On the **Setup Type** page, select **Modify existing configuration**, select or clear the setup options that you want to modify, and then click **Next**.
   - **NOTE:** If you have selected Dell My Account, Contact & Shipping, or Preferences, but you do not have an active internet connection, SupportAssist prompts you to verify the internet connection. To continue, you must specify the correct internet connection settings.
   - **NOTE:** If you have selected only Contact & Shipping to modify, SupportAssist will prompt you to log in and verify your Dell My Account to confirm your contact and shipping address. To continue, you must log in to your Dell My Account.

4. If SupportAssist is deployed on the local system, the existing configuration is automatically retrieved and displayed. If SupportAssist is not deployed on the local system, perform the following:
   a) Select **Use an existing configuration file**.
   b) Click **Browse** and select the existing ADML file you want to modify.
   c) Click **Next**.
5. Enter the internet connection details for the local and target systems and click **Next**. See **Configure internet connection**.
6. On the Sign In page, click Next.
7. On the Dell My Account Sign In page, enter the email address and password and click Sign In.
8. On the Contact and Shipping page, make the required changes and click Next. See Preferences.
9. On the Preferences page, select the required preferences and click Next. See Preferences.
10. On the Deployment Type page, select Active Directory (AD).
11. Enter a name for the template.
12. Click Browse, select the file path where you want to save the Active Directory administrative template files, and then click Create.

The following files are created in the specified folder and the Summary page is displayed.
- The two Active Directory administrative template files ADML and ADMX with modified configuration settings
- CheckandUninstall.ps1

Next steps
To deploy the template files with modified settings, perform the following steps:
1. Copy and replace the existing ADML and ADMX files in the domain controller.
2. Right-click the corresponding Active Directory template and edit the group policy.
3. Click Edit policy settings.
4. To reapply the modified settings, click Disable, and then click Enable again.
5. Click Apply.

The registry and the group policy are updated. The modified administrative template is updated after the group policy is applied.

Modify and deploy Answer file

Prerequisites
- You must be logged in to the local system with administrative rights.
- You must have administrative rights on the target systems.
- You must have access to the existing Answer file.
- The local system must have internet connectivity.

Steps
1. Perform one of the following steps to open the Setup Manager wizard:
   - If you installed the 32 bit version, go to C:\Program Files (x86)\Dell\SupportAssistBusinessClient\bin, right-click SupportAssistWizard.exe, and then click Run as administrator.
   - If you installed the 64 bit version, go to C:\Program Files\Dell\SupportAssistBusinessClient\bin, right-click SupportAssistWizard.exe, and then click Run as administrator.
   - If SupportAssist is not installed on the system, see Access Setup Manager wizard for instructions to open the Setup Manager wizard.
2. Ensure that all the prerequisites are met and click Next.
3. On the Setup Type page, select Modify existing configuration, select or clear the setup options that you want to modify, and then click Next.
   - **NOTE:** If you have selected Dell My Account, Contact & Shipping, or Preferences, but you do not have an active internet connection, SupportAssist prompts you to verify the internet connection. To continue, you must specify the correct internet connection settings.
   - **NOTE:** If you have selected only Contact & Shipping to modify, SupportAssist will prompt you to log in and verify your Dell My Account to confirm your contact and shipping address. To continue, you must log in to your Dell My Account.
4. If SupportAssist is deployed on the local system, the existing configuration is automatically retrieved and displayed. If SupportAssist is not deployed on the local system, perform the following:
   a) Select Use an existing configuration file.
   b) Click Browse and select the existing Answer file you want to modify.
   c) Click Next.
5. On the dialog box that is displayed, enter the key to decrypt the Answer file.
6. Enter the internet connection details for the local and target systems and click Next. See Configure internet connection.

7. On the Sign in page, click Next.

8. On the Dell My Account Sign in page, enter the email address and password and click Sign In.

9. On the Contact and Shipping page, make the required changes and click Next.

10. On the Preferences page, select the required preferences and click Next. See Preferences.

11. On the Deployment Type page, select Answer File.

12. Enter a key for encrypting the Answer file.

   **NOTE:** Ensure that you make note of the encryption key because the same key will be required while deploying SupportAssist with the Answer file on target systems.

13. Click Browse, select the file path where you want to save the Answer file, and then click Create.

   The following files are created in the specified folder and the Summary page is displayed.

   - SupportAssistConfiguration.msi
   - An Answer file with the modified configuration information
   - CheckandUninstall.ps1

**Next steps**

Use the following command to deploy the SupportAssistConfiguration.msi file with the updated Answer file to deploy the updated settings on the target systems:

```
msiexec /i <File path of the SupportAssistConfiguration.msi file> CONFIG=<File path of the Answer file> KEY=<key> /qn
```

where `key` is the encryption key that was entered in the Setup Manager wizard.

For example:
```
msiexec /i "c:\modify\SupportAssistConfiguration.msi" CONFIG="c:\modify \SupportAssistConfig.xml" KEY=Dell2$ /qn
```

**NOTE:** If the key used to encrypt the Answer file contains special characters, enclose the key within the quotation marks.
In SupportAssist for Business PCs, you can manage your SupportAssist configuration from TechDirect directly. If you have already deployed SupportAssist using Setup Manager wizard and enabled auto update, SupportAssist is automatically upgraded to the latest version with default configuration. To migrate to SupportAssist in TechDirect, download, extract, and deploy the SupportAssist deployment package from TechDirect.

For more information about SupportAssist in TechDirect, see the SupportAssist for Business PCs with Windows OS Deployment Guide—Using TechDirect available at www.dell.com/serviceabilitytools.

Topics:
- Download SupportAssist from TechDirect
- Deploy SupportAssist package from TechDirect

Download SupportAssist from TechDirect

Prerequisites
You must be logged into TechDirect with SupportAssist administrator rights.

Steps
1. Go to Services > SupportAssist. The SupportAssist page is displayed.
2. If you have multiple accounts, select an account from the Select Account list.
   \[\textbf{NOTE:} \text{The Select Account list is displayed only if you have multiple accounts.}\]
3. Click the Manage SupportAssist tab.
4. On the Deployment gadget, click DEPLOY.
5. Click DOWNLOAD.
6. In the Deploy SupportAssist for PCs Running Windows, perform one of the following:
   - To download the 64-bit version, select 64-bit Windows version.
   - To download the 32-bit version, select 32-bit Windows version.
7. Click DOWNLOAD WINDOWS PACKAGE. The SupportAssist executable file is downloaded.
   \[\textbf{CAUTION:} \text{You must not deploy the downloaded executable file directly on your systems.}\]

Next steps
Run the executable file to extract the SupportAssist deployment package and then deploy SupportAssist.
\[\textbf{NOTE:} \text{It is recommended that you configure SupportAssist in TechDirect before you deploy the extracted package.}\]

Deploy SupportAssist package from TechDirect

Prerequisites
- You must have administrative rights on the target systems.
- You must have downloaded the SupportAssist executable from TechDirect. See Download SupportAssist from TechDirect.

Steps
1. Double-click the .exe file.
The following files are extracted and the Deployment package extractor wizard is displayed.

- SupportAssistx64.msi or SupportAssistx86.msi
- Services.SupportAssist.SupportAssistWizard.7za.exe
- Services.SupportAssist.SupportAssistWizard.CheckAndUninstall.ps1
- SupportAssistToken.txt

2. In the wizard, select the required deployment package format.
   It is recommended that you select Windows Executable as the deployment package format. This simplifies the process to deploy SupportAssist, modify an existing deployment, or migrate to SupportAssist in TechDirect.

3. If you select Windows Installer as the deployment package format, select Redeploy with updated proxy details.
   The Create a new deployment or Redeploy with updated proxy details options are displayed only if you select Windows Installer.

4. Perform one of the following steps:

- If the systems on which you deployed SupportAssist connect to the internet directly, click Next.
- If the systems on which you deployed SupportAssist connect to the internet through a proxy server, perform the following steps:
  a. Select Connect to internet through proxy.
  b. Enter the address and port number.
  c. If the proxy server requires authentication, select This proxy requires authentication.
  d. Enter the username and password.
  e. Click Next.

The File Location page is displayed.

5. Click Browse and select the folder where you want to extract the deployment package.

6. Click Next.

- If you select Windows Executable, an EXE file is created in the specified folder and the Deployment Instructions page is displayed.
- If you select Windows Installer, the following files are created in the folder selected and the Deployment Instructions page is displayed.
  - MST file
  - CheckAndUninstall.ps1
  - SupportAssistx64.msi or SupportAssistx86.msi

7. Perform one of the following:

- If you extracted the deployment package in EXE format, deploy the EXE file on the target systems using a deployment tool.
- If you extracted the deployment package in MSI format, run the following command to deploy the SupportAssist deployment package:
  ```bash
  msiexec /i <downloaded path>\SupportAssistConfiguration.msi TRANSFORMS=<downloaded path>\SupportAssistConfig.mst /qn
  ```
  where, `<downloaded path>` is the location of the folder where you downloaded the SupportAssist executable from TechDirect.
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
- SupportAssist Alert Actions
- 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 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.
3. On the Configure SupportAssist Rules gadget, click CONFIGURE.
   The Configure SupportAssist Rules page is displayed.
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 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 will be used to identify the address where the dispatched parts should be sent.
8. On the Multi-Branch Default window, enter the following and click SAVE.
From the Select Group list, select a device 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 in the SupportAssist Alerts page in TechDirect.

The following table describes the details that are 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 above the table to select the columns you want to view.

**NOTE:** You can select a maximum of seven columns to be displayed at a time.

**Table 8. SupportAssist Alerts**

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Tag</td>
<td>Unique identifier of the system. The Service Tag is an alphanumeric sequence.</td>
</tr>
<tr>
<td>Alert Number</td>
<td>Unique support request number assigned to the alert that you can reference while communicating with 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 that the alert was created in TechDirect.</td>
</tr>
<tr>
<td>Last Activity Timestamp</td>
<td>Date and time of the last action performed by a customer Administrator or Technician User.</td>
</tr>
<tr>
<td>Status</td>
<td>Status of the alert:</td>
</tr>
<tr>
<td></td>
<td>- Unassigned—No Technician User has ownership</td>
</tr>
<tr>
<td></td>
<td>- Assigned—A customer Technician User has ownership</td>
</tr>
<tr>
<td></td>
<td>- Submit Failed—Attempt to forward to Dell failed</td>
</tr>
<tr>
<td>Owner</td>
<td>Technician User who is currently the owner of an alert.</td>
</tr>
</tbody>
</table>
SupportAssist Alert Actions

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

<table>
<thead>
<tr>
<th>TechDirect account type</th>
<th>Available actions</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrator and Technician Users</td>
<td>Take Ownership</td>
<td>Individual Technician Users under a TechDirect account can see all SupportAssist alerts as they arrive. A Technician User may take ownership of an alert. Technician Users may not reassign alerts, only the TechDirect Administrator for the account may reassign alerts.</td>
</tr>
<tr>
<td></td>
<td>Update</td>
<td>Displays the Details page that allows you to add a note or an attachment about the alert.</td>
</tr>
<tr>
<td></td>
<td>CloseAlert</td>
<td>Closes the alert. Both you and Dell will not be able to take any further action on the alert.</td>
</tr>
<tr>
<td></td>
<td>ForwardToDell</td>
<td>Forwards the support request to technical support. You can continue to monitor progress from either your Technical Support or Dispatch Summary pages in TechDirect.</td>
</tr>
<tr>
<td>Administrator</td>
<td>AssignOwnership</td>
<td>Assigns a Technician User as the owner of an alert. May also be used to reassign to another Technician User.</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. If you have multiple accounts, select an account from the Select Account list.
   \( ^{1} \text{NOTE: The Select Account list is displayed only if you have multiple accounts.} \)
4. In the Manage Assets gadget, click Manage.
   The Manage Assets page is displayed.
5. Click Integrate with ServiceNow.
   The ServiceNow Case Management Integration window is displayed.
6. Select the required site from the Select SupportAssist Site list.
   \( ^{1} \text{NOTE: Selecting a site enables TechDirect to forward alerts generated from all systems in the site to ServiceNow.} \)
7. If you want SupportAssist to automatically create an incident in ServiceNow:
   a) Select Use ServiceNow Instance.
   b) Enter the ServiceNow instance ID, user name, password, and failure notification email address.
      \( ^{1} \text{NOTE: If SupportAssist is unable to automatically create an incident in ServiceNow, an email is sent to the email address provided in the Failure Notification box.} \)
   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
You can disable the integration of SupportAssist alerts with your ServiceNow solution at any time.

\( ^{1} \text{NOTE: After ServiceNow integration is disabled, you can manage SupportAssist alerts using TechDirect in the Manage SupportAssist Alerts page.} \)

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.
   \( ^{1} \text{NOTE: The Select Account list is displayed only if you have multiple accounts.} \)
4. On the Manage Assets gadget, click Manage.
   The Manage Assets page is displayed.
5. Click Integrate with ServiceNow.
   The ServiceNow Case Management Integration window is displayed.
6. Select the required site from the Select SupportAssist Site list.
7. Select Inactivate.
   ServiceNow integration for SupportAssist alerts is disabled.
Retrieve SupportAssist data using WMI

You can get information about the state of each system where SupportAssist is deployed by using Windows Management Instrumentation (WMI) classes. The namespace to access the SupportAssist profiles and classes is root\supportassist. The information that is exposed by WMI classes is as follows:

- Registration status
- Support request details
- Alert details
- Configuration and entitlement details

This section provides information about the available WMI classes.

### DSA_RegistrationInformation

<table>
<thead>
<tr>
<th>Property</th>
<th>Property Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>InstanceID</td>
<td>CIM_STRING [KEY]</td>
<td>A string that uniquely identifies the instance of the class.</td>
</tr>
<tr>
<td>IsRegistrationDone</td>
<td>CIM_BOOLEAN</td>
<td>A boolean value that indicates whether SupportAssist is registered with Dell.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>The possible values are:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• True—SupportAssist is registered with Dell.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• False—SupportAssist is not registered with Dell.</td>
</tr>
<tr>
<td>RegistrationTime</td>
<td>CIM_DATETIME</td>
<td>Indicates the date and time when SupportAssist was registered.</td>
</tr>
</tbody>
</table>

### DSA_CaseInformation

<table>
<thead>
<tr>
<th>Property</th>
<th>Property Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>InstanceID</td>
<td>CIM_STRING [KEY]</td>
<td>A string that uniquely identifies the instance of the class.</td>
</tr>
<tr>
<td>CaseID</td>
<td>CIM_STRING</td>
<td>A string that identifies the support request number created for an instance.</td>
</tr>
<tr>
<td>Description</td>
<td>CIM_STRING</td>
<td>A string that provides a description of the support request.</td>
</tr>
<tr>
<td>Type</td>
<td>CIM_UNIT16</td>
<td>An integer that indicates the type of the support request.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>The possible values are:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• 0—Any other support request.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• 1—Support request to get support from Dell technical support.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• 2—Support request for parts dispatch.</td>
</tr>
<tr>
<td>Status</td>
<td>CIM_UNIT16</td>
<td>An integer that indicates the status of the support request.</td>
</tr>
<tr>
<td>Property</td>
<td>Property Type</td>
<td>Description</td>
</tr>
<tr>
<td>--------------------------</td>
<td>-------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td></td>
<td></td>
<td>The possible values are:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• 0—Any other status.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• 1—The support request has been submitted.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• 2—The support request is open.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• 3—The support request is reopened.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• 4—The support request is in progress.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• 5—The customer has deferred the support request.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• 6—The support request is closed.</td>
</tr>
</tbody>
</table>

| CaseCreationTime         | CIM_DATETIME      | Indicates the date and time when the support request was created.           |
| AlertDetails             | CIM_STRING        | The string provides details of the alert for which the support request is created. |

### DSA_AlarternalInformation

Table 12. DSA_AlarternalInformation

<table>
<thead>
<tr>
<th>Property</th>
<th>Property Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>InstanceID</td>
<td>CIM_STRING [KEY]</td>
<td>A string that uniquely identifies the instance of the class.</td>
</tr>
<tr>
<td>TrapID</td>
<td>CIM_STRING</td>
<td>A string that identifies the trap ID of the alert.</td>
</tr>
<tr>
<td>EventID</td>
<td>CIM_STRING</td>
<td>A string that identifies the alert ID of the alert.</td>
</tr>
<tr>
<td>AlertDescription</td>
<td>CIM_STRING</td>
<td>A string that describes the alert.</td>
</tr>
<tr>
<td>AlertTime</td>
<td>CIM_DATETIME</td>
<td>Indicates the date and time when the alert was created.</td>
</tr>
</tbody>
</table>

### DSA_SystemInformation

Table 13. DSA_SystemInformation

<table>
<thead>
<tr>
<th>Property</th>
<th>Property Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>CIM_STRING [KEY]</td>
<td>A string that provides the name of the system.</td>
</tr>
<tr>
<td>IsConfigurationSet</td>
<td>CIM_BOOLEAN</td>
<td>A boolean value that indicates whether the configuration is set on the system.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>The possible values are:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• True—The configuration is set on the system.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• False—The configuration is not set on the system.</td>
</tr>
<tr>
<td>Entitlement</td>
<td>CIM_UNIT16</td>
<td>Indicates the service plan of the system.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>The possible values are:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• 0—Other</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• 1—Basic</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• 2—ProSupport</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• 3—ProSupport Plus</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• 4—Premium</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• 5—Premium Support Plus</td>
</tr>
<tr>
<td>Property</td>
<td>Property Type</td>
<td>Description</td>
</tr>
<tr>
<td>-------------------------</td>
<td>------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• 6—ProSupport Flex for Client</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• 7—Unknown Warranty</td>
</tr>
<tr>
<td>EntitlementExpiryDate</td>
<td>CIM_DATETIME</td>
<td>Indicates the expiry date of the system service plan.</td>
</tr>
<tr>
<td>Version</td>
<td>CIM_STRING</td>
<td>A string that identifies the SupportAssist version installed on the system.</td>
</tr>
</tbody>
</table>
The data required for troubleshooting an issue is automatically collected from the system by SupportAssist and sent securely to technical support. This data enables Dell to provide you an enhanced, efficient, and accelerated support experience.

The following table lists the data collected from various components of your system.

**Table 14. 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>Processor Speed</td>
</tr>
<tr>
<td></td>
<td>Video Controller</td>
</tr>
<tr>
<td></td>
<td>Video RAM Bytes</td>
</tr>
<tr>
<td></td>
<td>Number of Displays</td>
</tr>
<tr>
<td></td>
<td>Operating System</td>
</tr>
<tr>
<td></td>
<td>AC Adapter Watts</td>
</tr>
<tr>
<td></td>
<td>Logical Drive Info</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></td>
<td>Power Cycles</td>
</tr>
<tr>
<td></td>
<td>Sleep States</td>
</tr>
<tr>
<td></td>
<td>Time in Sleep States</td>
</tr>
<tr>
<td></td>
<td>Power management settings</td>
</tr>
<tr>
<td>Battery</td>
<td>Position</td>
</tr>
<tr>
<td></td>
<td>Manufacture Date</td>
</tr>
<tr>
<td></td>
<td>Serial Number</td>
</tr>
<tr>
<td></td>
<td>Chemistry</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>Current</td>
</tr>
<tr>
<td>Categories</td>
<td>Attributes</td>
</tr>
<tr>
<td>----------------------------------</td>
<td>-------------------------------------------------</td>
</tr>
<tr>
<td></td>
<td>Voltage</td>
</tr>
<tr>
<td></td>
<td>Cycles</td>
</tr>
<tr>
<td></td>
<td>Full Charge Capacity</td>
</tr>
<tr>
<td></td>
<td>Temperature</td>
</tr>
<tr>
<td></td>
<td>Manufacturer logs</td>
</tr>
<tr>
<td>Storage (HDD/ SSD)</td>
<td>Disk Position</td>
</tr>
<tr>
<td></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>Disk Partition Position</td>
</tr>
<tr>
<td></td>
<td>Disk Partition Name</td>
</tr>
<tr>
<td></td>
<td>Disk Partition Size MB</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>OS Crash Events</td>
</tr>
<tr>
<td></td>
<td>Power Events</td>
</tr>
<tr>
<td></td>
<td>Thermal Events</td>
</tr>
<tr>
<td></td>
<td>Boot Error Events</td>
</tr>
<tr>
<td></td>
<td>Diagnostic Events</td>
</tr>
<tr>
<td>Processor</td>
<td>CPU Utilization</td>
</tr>
<tr>
<td></td>
<td>Concurrent Threads</td>
</tr>
<tr>
<td></td>
<td>Queue Lengths</td>
</tr>
<tr>
<td></td>
<td>C-States</td>
</tr>
<tr>
<td>Memory</td>
<td>DIMM Position</td>
</tr>
<tr>
<td></td>
<td>DIMM Name</td>
</tr>
<tr>
<td></td>
<td>DIMM Manufacturer</td>
</tr>
<tr>
<td></td>
<td>DIMM Part</td>
</tr>
<tr>
<td></td>
<td>DIMM Location</td>
</tr>
<tr>
<td></td>
<td>DIMM Serial</td>
</tr>
<tr>
<td></td>
<td>Memory Use Free/Available</td>
</tr>
<tr>
<td></td>
<td>Paging Activity</td>
</tr>
<tr>
<td>Thermals</td>
<td>Fan RPM / Status</td>
</tr>
<tr>
<td></td>
<td>System Thermals</td>
</tr>
</tbody>
</table>

Data collected by SupportAssist
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 15. 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>SP version</td>
<td>Service pack of the operating 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>Hard drive free space</td>
<td>Free space available in the system hard drive</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>Last Boot Up Date</td>
<td>Date and time when the system was last restarted</td>
</tr>
<tr>
<td>Windows Updated Run Date</td>
<td>Date and time when Windows was last updated on the system</td>
</tr>
<tr>
<td>BSOD Count 24hrs</td>
<td>Number of blue screen occurrences in the last 24 hours</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>
Frequently asked questions

Pre deployment

1. What Dell accounts should I create before I begin the deployment?
   If you plan to manage your SupportAssist alerts from TechDirect, you must have a Dell My Account that is linked with your TechDirect account. Therefore, verify the following:
   • Ensure you have a Dell My Account. If you do not have a Dell My Account, create one at www.dell.com/myaccount.
   • Enroll to TechDirect with the same credentials that you use for Dell My Account. To enroll your organization with TechDirect, go to www.techdirect.com.

2. How do I set up a Dell My Account?
   To create a Dell My Account, perform the following steps:
   b. On the Sign in page, click Create an Account.
   c. On the Dell.com Account Registration page, enter the required details and click Complete Registration.

3. How do I set up a TechDirect account?
   Your company should designate an Administrator to set up your TechDirect account. This Administrator must go to www.techdirect.com and click Register Now to begin the enrollment process. As part of this process, the Administrator must add Technician users who will receive an email confirming their enrollment and include log in details. Users who want to dispatch parts must first complete the free online certification courses available within the TechDirect online portal. For more information, see www.techdirect.com.

4. Can I reuse the same TechDirect account or Dell My Account if I need to have multiple variants of the deployment configuration?
   Yes, after you create a configuration file, you can use the modify file to generate subsequent configurations. For more information about the modify flow process, see Modifying deployed SupportAssist configuration.
   For example, you are an IT Administrator who manages multiple systems from two sites. You want to use your TechDirect account or Dell My Account for both the sites so that you can centrally manage your alerts and dispatches. However, you also would like to maintain distinct settings as both sites have different internet connection settings.
   In this scenario, create a configuration for the first site. For the second site, use the modify flow and create another distinct configuration as needed.

Configuration

1. What option should I select in the Setup Manager wizard—Create new configuration or Modify existing configuration?
   Select Create new configuration when:
   • You want to deploy and configure SupportAssist for the first time on your target systems.
   • An older version of SupportAssist is installed and configured, and now you want to install the current version with the same or different configuration settings.
   Select Modify existing configuration when you want to update the deployed configuration.

2. I have modified the configuration and updated SupportAssist on target systems. How will I know if the settings are updated correctly?
   To verify that the settings are updated on the target systems, check the status of the key HKLM\Dell\SupportAssistConfig\Status in the registry of the target systems. If the settings are updated correctly, the status of the key is displayed as "0".
Deployment

1. Which deployment type should I use?
   Choose the deployment type based on your existing setup used to deploy the configuration information:
   - Windows Installer File—Use this deployment type if you are using configuration management tool such as SCCM, KACE, or any other deployment tool to deploy the configuration settings.
   - Active Directory Template File—Use this deployment type if you can create an Active Directory group policy to deploy the confirmation information and do not have a configuration management tool.
   - Answer File—Use this deployment type if you cannot create Active Directory group policy and need to use Answer File to deploy the configuration information.

2. In my organization, I manage systems located across multiple sites with different settings. How do I deploy SupportAssist?

   Use the following method to deploy SupportAssist on two different site locations (For example, "Site One" and "Site Two") with distinct settings:
   
a. Open the Dell SupportAssist Setup Manager wizard.
b. Use the create new configuration flow and create a configuration file (Site1.mst) with the settings required for "Site One".
c. On the Summary page, click Create New, and create a configuration file (Site2.xml) with the settings required for "Site Two".
d. Deploy SupportAssist installer package with the corresponding configuration files on the target systems in “Site One” and “Site Two” by using any deployment tool.

3. Can I install SupportAssist on a virtual machine (VM)?

   No, SupportAssist is not designed to detect issues on virtual machines because it requires access to hardware components.

4. How can I deploy SupportAssist on target systems running on both 32-bit and 64-bit operating systems?

   You have to download both 32-bit and 64-bit version of SupportAssist installer package and perform the following:
   
   • If you are selecting Windows installer file (MST) as the deployment type, then create the MST configuration file using the corresponding Dell SupportAssist Setup Manager wizard for both 32-bit and 64-bit installer packages.
   • If you are selecting Answer file or Active Directory template file as the deployment type, then create the configuration file using Dell SupportAssist Setup Manager wizard for both 32-bit or 64-bit installer packages.

   After creating the configuration files, choose the corresponding packages of SupportAssist based on the platform and deploy SupportAssist on the target systems.

5. Can I use the Answer file generated using the older version of SupportAssist to deploy the current version of the SupportAssist?

   No. You must create the Answer file with the current version of the SupportAssist setup wizard and use this Answer file for deployment.

Post deployment

1. How will I know SupportAssist is installed and configured correctly on the target system?

   The InstallAndRegistration.ps1 script enables you to verify if SupportAssist is installed and registered on the target systems. To run the script on a target system, perform the following steps:
   
   a. Press Start to open the programs menu.
b. Right-click Command Prompt and click Run as administrator.
c. Go to to the location where you have unzipped the SupportAssist installer package, and perform the following:
   
   • If you have download and unzipped the 64-bit version of SupportAssist installer package, browse to \Program Files 64\Dell\SupportAssistBusinessClient\bin
   • If you have download and unzipped the 32-bit version of SupportAssist installer package, browse to \Program Files\Dell \SupportAssistBusinessClient\bin
d. Enter InstallAndRegistration.ps1 and press Enter.

   **NOTE:** You can also use monitoring consoles such as System Center Operations Manager (SCOM) to run this script on target systems. However, ensure that you follow the guidelines that are provided for the monitoring consoles.
The following is the sample output if SupportAssist is installed and registered on the target systems:

<Computer Name> has Dell SupportAssist Installed and Registered.

The following is the sample output if SupportAssist is installed but not registered on the target systems:

<Computer Name> has SupportAssist Installed but not Registered.

The following is the sample output if SupportAssist is not installed on the target systems:

<Computer Name> does not have SupportAssist installed.

The following is the sample output if SupportAssist is installed and registered, and the service is running on target systems:

<Computer Name> has Dell SupportAssist Installed and Registered and DDV Service is running.

The following is the sample output if SupportAssist is installed and registered, but the service is not running on target systems:

<Computer Name> has Dell SupportAssist Installed and Registered but DDV service is not running.

2. **How can I verify if support requests were created for the target systems?**

   The CaseAndDispatchReport.ps1 script enables you to verify if SupportAssist has created any support request for the target systems. To run the script on a target system, perform the following steps:

   a. Press **Start** to open the programs menu.
   b. Right-click **Command Prompt** and click **Run as administrator**.
   c. Go to the location where you have unzipped the SupportAssist installer package, and perform the following:
      - If you have downloaded and unzipped the 64-bit version of SupportAssist installer package, browse to `\Program Files\64\Dell\SupportAssistBusinessClient\bin`
      - If you have downloaded and unzipped the 32-bit version of SupportAssist installer package, browse to `\Program Files\Dell\SupportAssistBusinessClient\bin`
   d. Enter `CaseAndDispatchReport.ps1` and press Enter.

   **NOTE:** You can also use monitoring consoles such as System Center Operations Manager (SCOM) to run this script on target systems. However, ensure to follow the guidelines that are provided for the monitoring consoles.

   The following is the sample output that displays the details of the support request that is created on a target system.

   ```
   Case Number is : 907504464
   Commodity type is : N/A
   Description is: WCG: SAAGENT| PS| FA| Precision 5510| Microsoft Windows 10 Enterprise| Automated SupportAssist Dispatch
   Case Number is : 907504464
   Commodity type is : N/A
   Description is: WCG: SAAGENT| PS| FA| Precision 5510| Microsoft Windows 10 Enterprise| Automated SupportAssist Dispatch
   ```

3. **The Active Directory configuration settings are not applied on the target systems. What should I do?**

   If you have selected AD template as the deployment type, there might be a delay in updating the settings because it takes time to perform a sync between the target systems and the domain controller. If you want to sync immediately, run the following command on the target systems:

   `gpupdate/force`

4. **What should I do if WMI Scripts not returning any value?**

   Ensure that the WMI service is running. To start the WMI service, perform the following:

   a. Press **Start** to open the programs menu.
   b. Enter `services.msc` in the search field, press **Enter**.
The Services window is displayed.

5. Does SupportAssist automatically detect the Internet proxy settings on the target systems?
No. If your target systems connect to the Internet through a proxy server, you have to provide the proxy details while creating the configuration file.

6. Post deployment, some of the target systems are not able to register with SupportAssist. What could be the reason?
This is likely due to invalid internet connectivity settings applied on target systems. While creating or modifying the configuration file, the internet connectivity for target systems cannot be validated by the setup wizard. To provide the correct internet connectivity settings, see Modifying deployed SupportAssist configuration.

Alerts

1. I have deployed SupportAssist but alerts are not showing up on my TechDirect account. How do I view them?
Ensure that your Dell My Account and TechDirect accounts use the same login credentials. Consider updating SupportAssist configuration if required.

2. How can I monitor SupportAssist alerts and support requests if I do not have a TechDirect Account?
If you do not have a TechDirect account, you can monitor the alerts in the event viewer. When SupportAssist creates a support request for the issue that was detected (both proactive and predictive), it logs the event in the Event Viewer of the system.

3. In TechDirect, how can I manually create a support request for an issue identified on a target system?
To create a support request on TechDirect, perform the following steps:
   b. Go to Services > Technical Support.
   c. On the Create New Service Request gadget, click Create.
      The Create Service Request wizard is displayed.
   d. Follow the instructions in the Create Service Request wizard to enter the Service Tag of your system, information about the incident (issue details), and contact information.
   e. Click Submit.
      Ensure to make a note of the support request number. A technical support agent will contact you to address your issue.

4. Will end users get a notification on the target systems when SupportAssist detects any issue?
No. Only the configured contact will receive an email confirmation when SupportAssist creates a support request.

Upgrade

1. I have an earlier version of SupportAssist installed on my target systems. How do I upgrade to the current version?
If you have enabled auto-upgrade while configuring SupportAssist, the systems automatically upgrade to the latest version of SupportAssist with the existing configuration. If you have not enabled auto-upgrade, you can manually download and deploy SupportAssist.

   In the 2.0.1 release, you can also manually migrate to SupportAssist in TechDirect. See Migrating to SupportAssist in TechDirect.

Uninstallation

1. When I cancel the SupportAssist uninstallation process, the services are in stopped state. How do I start them?
To start the service:
   a. Click Start to open the programs menu.
   b. Enter services.msc in the search field and press Enter.
      The Services window is displayed.
   c. Right-click Dell SupportAssist for Business PCs and click Start from the list.
1. **What is PII? What PIIs are collected by SupportAssist?**

   Personally Identifiable Information (PII) is the information that can be used to identify your system. If you have enabled SupportAssist to collect PIIs while creating the configuration, the IP address, MAC address, and hostname are collected.
Network bandwidth utilization

SupportAssist utilizes your network bandwidth for various events that require connectivity to Dell. The network bandwidth utilized may vary based on the number of target systems that are monitored by SupportAssist. The following table provides the average network bandwidth utilized by SupportAssist for monitoring 100 systems for one month.

Table 16. Average network bandwidth utilization

<table>
<thead>
<tr>
<th>Event</th>
<th>Frequency</th>
<th>Network bandwidth (in Kbps)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registering SupportAssist</td>
<td>Once after deployment</td>
<td>323</td>
</tr>
<tr>
<td>Sending routine system monitoring information</td>
<td>Once every 24 hours after deployment</td>
<td>114</td>
</tr>
<tr>
<td>Sending periodic system monitoring information</td>
<td>Once between every 30-45 days after deployment</td>
<td>3700</td>
</tr>
<tr>
<td>Sending alert and system state information</td>
<td>When an alert is detected</td>
<td>19</td>
</tr>
<tr>
<td>Verifying system warranty information</td>
<td>Once after deployment</td>
<td>30</td>
</tr>
<tr>
<td>Creating support request</td>
<td>When an alert qualifies for creation of a support request</td>
<td>21</td>
</tr>
<tr>
<td>Checking for updates</td>
<td>Once in a week</td>
<td>2000</td>
</tr>
</tbody>
</table>
Table 17. Glossary

<table>
<thead>
<tr>
<th>Terminology/Abbreviations/Acronyms</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>System</td>
<td>Represents Dell laptops, desktops, tablets, Gateways, and Embedded box PCs</td>
</tr>
<tr>
<td>Support request</td>
<td>When an issue detected on a system, SupportAssist creates a support request and forwards it to technical support for resolving the issue.</td>
</tr>
<tr>
<td>TechDirect</td>
<td>It is a centralized support tool designed to provide commercial customers with the ability to open and manage Dell support request. The TechDirect portal enables you to manage SupportAssist alerts in a central location.</td>
</tr>
<tr>
<td>WMI</td>
<td>Windows Management Instrumentation</td>
</tr>
<tr>
<td>Alert</td>
<td>An alert is a notification created by SupportAssist when an issue is detected on a target system.</td>
</tr>
<tr>
<td>CPU</td>
<td>Central processing unit</td>
</tr>
<tr>
<td>MAC</td>
<td>Media access control address</td>
</tr>
<tr>
<td>BIOS</td>
<td>Basic input/output system</td>
</tr>
<tr>
<td>IMEI</td>
<td>International Mobile Equipment Identity</td>
</tr>
<tr>
<td>WLAN</td>
<td>Wireless local area network</td>
</tr>
<tr>
<td>DIMM</td>
<td>Dual in-line memory module</td>
</tr>
<tr>
<td>ePPID</td>
<td>Enhanced Performance Profile ID</td>
</tr>
<tr>
<td>GB</td>
<td>Gigabyte</td>
</tr>
<tr>
<td>DC</td>
<td>Direct current</td>
</tr>
<tr>
<td>Dell CFI</td>
<td>Dell Custom Factory Integration. Dell CFI is a service provided by Dell through which the systems that are purchased from Dell are preinstalled with required software application as being built in the Dell Factory.</td>
</tr>
<tr>
<td>Local system</td>
<td>Local system or administrator system refers to the system you will use for creating the SupportAssist deployment files or package</td>
</tr>
<tr>
<td>RAM</td>
<td>Random-access memory</td>
</tr>
<tr>
<td>Target systems</td>
<td>Target systems refers to all systems on which you will deploy SupportAssist.</td>
</tr>
<tr>
<td>MSI</td>
<td>Microsoft Installer (MSI) is an installer package file format used by Windows.</td>
</tr>
<tr>
<td>MST</td>
<td>Microsoft Transform (MST) File is a configuration file used by the Microsoft Windows Installer to configure software installations. The SupportAssist MST file contains settings that will be configured on each target system.</td>
</tr>
<tr>
<td>Answer File</td>
<td>The SupportAssist Answer file is an XML-based configuration file that contains the settings that will be configured on each target system.</td>
</tr>
<tr>
<td>Terminology/Abbreviations/Acronyms</td>
<td>Definition</td>
</tr>
<tr>
<td>----------------------------------</td>
<td>------------</td>
</tr>
<tr>
<td>Active Directory Administrative Template (ADML/ADMX)</td>
<td>Active Directory Administrative Template is a feature of Group Policy used for centralized management of systems in an Active Directory environment. The SupportAssist Active Directory configuration file contains the settings that will be configured on each target system. Administrative Templates files are divided into .admx files and language-specific .adml files for use by Group Policy administrators. The changes that are implemented in these files let administrators configure the same set of policies by using two languages. Administrators can configure policies by using the language-specific .adml files and the language-neutral .admx files.</td>
</tr>
<tr>
<td>Deployment tools</td>
<td>The tools that can be used to deploy SupportAssist on target systems.</td>
</tr>
<tr>
<td>SCCM</td>
<td>Microsoft System Center Configuration Manager</td>
</tr>
<tr>
<td>SCOM</td>
<td>System Center Operations Manager</td>
</tr>
</tbody>
</table>