SupportAssist for Business PCs on Latitude Chromebook
Release Notes
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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This release enables IT administrators to deploy SupportAssist for Business PCs on Dell Latitude systems running Google Chrome OS. IT administrators can also manage large site asset configuration from TechDirect. When deployed on Dell systems, SupportAssist monitors each system and proactively detects hardware issues. For systems with an active ProSupport or ProSupport Plus service plan, SupportAssist can automatically create a support request with Dell technical support when an issue is detected. Depending on the type of issue, the Dell technical support may either initiate an automatic parts dispatch or create a support request.

**Topics:**
- Version
- Release date
- Priority and recommendations

**Version**

1.1

**Release date**

December 2019

**Priority and recommendations**

This software is pre-installed with your operating system and is updated along with updates to the operating system.
SupportAssist is supported on the following Dell systems:

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

**Topics:**

- Network requirements

## Network requirements

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

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

SupportAssist uses the 1.1.3 version of the log4cpp library. It is a library of C++ classes for flexible logging to files.
Limitations

- Predictive issue detection capability is available only for batteries.
- SupportAssist does not automatically perform diagnostic tests on several hardware components.
SupportAssist is preinstalled on systems with the Google Chrome operating system. However, you must configure and then deploy the SupportAssist configuration on target systems to enable automatic monitoring and also to manage SupportAssist alerts from TechDirect.

For more information about configuring and deploying the SupportAssist configuration using a Google Admin Console account, see the SupportAssist for Business PCs on Latitude Chromebook Deployment Guide available at www.dell.com/serviceabilitytools.
NOTE: If you do not have an active Internet connection, you can find contact information about your purchase invoice, packing slip, bill, or Dell product catalog.

Dell provides several online and telephone-based support and service options. Availability varies by country or region and product, and some services may not be available in your area.

Topics:

- Contact Dell for sales, technical support, or customer service issues
- Find manuals and documents

Contact Dell for sales, technical support, or customer service issues

1. Go to www.dell.com/support.
2. Select your country or region in the selection list at the bottom of the page.
3. Click Contact Support and select the appropriate support link.

Find manuals and documents

1. Go to www.dell.com/support.
2. Click Browse all products.
3. Select the appropriate product category and then select the desired product.
4. To view or download the manuals and documents, click the DOCUMENTATION tab.

NOTE: You can also directly access the manuals and documents for Serviceability Tools from www.dell.com/serviceabilitytools.