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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Dell SupportAssist is a proactive and predictive technology that provides automated technical support for your Dell systems. When deployed, SupportAssist monitors each system, proactively detects hardware issues, and sends it securely to Dell technical support. This data is used by Dell technical support to troubleshoot and provide a solution to the issue.

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

Topics:
- Release summary
- Release version
- Release date
- Priority and recommendations

Release summary

This release enables IT administrators to enable SupportAssist and the user interface. Enablement of the user interface allows users to view and use the SupportAssist user interface.

Release version

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

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

Release date

April 2020

Priority and recommendations

Recommended: Dell recommends applying this update during your next scheduled update cycle. The update contains feature enhancements or changes that help keep your system software current and compatible with other system modules (firmware, BIOS, drivers, and software).
Compatibility

SupportAssist is supported on the following Dell systems:

- Latitude 5300 2-in-1 Chromebook Enterprise
- Latitude 5400 Chromebook Enterprise

Topics:

- Network requirements

Network requirements

To enable SupportAssist, the systems must be able to connect to the following destinations:

- https://apidp.dell.com
- https://fuslite.dell.com/FUSLite/api/2.0
- https://techdirect.dell.com
- https://downloads.dell.com
- https://www.dell.com
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.
- You cannot disable the user interface after you enable it. To disable the user interface, you must disable SupportAssist in the Google Admin Console.
Configure and deploy the SupportAssist configuration on systems to enable automatic monitoring and 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.