SupportAssist for Business PCs with Windows OS

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.
1 Release Summary ......................................................................................................................... 4
   Version.................................................................................................................................................................................... 4
   Release date........................................................................................................................................................................... 4
   Priority and recommendations............................................................................................................................................. 4

2 Compatibility ............................................................................................................................... 5
   Minimum system requirements............................................................................................................................................5

3 New and enhanced features.......................................................................................................... 7

4 Known issues ............................................................................................................................... 8
   Service does not start automatically...................................................................................................................................8
   Scan progress is not displayed.............................................................................................................................................8
   Services are automatically stopped.....................................................................................................................................8
   Installed BIOS updates recommended................................................................................................................................8
   Download CSV option downloads the predefined columns data.................................................................................... 9

5 Limitations ........................................................................................................................................ 10

6 Contacting Dell ........................................................................................................................... 11
   Contact Dell for sales, technical support, or customer service issues...........................................................................11
   Find manuals and documents.............................................................................................................................................. 11
Release Summary

This release enables users to upgrade to the latest version of SupportAssist for Business PCs without administrator rights. It also provides a graphical view of number of systems with current service plans and SupportAssist versions. Additionally, on the My Assets page, you can view the version of SupportAssist installed on your system and update the site name based on your requirement.

Topics:
- Version
- Release date
- Priority and recommendations

Version

2.1.4

Release date

February 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).

NOTE: If the systems in your organization are running SupportAssist for Business PCs version 2.0.1 or earlier, ensure that you upgrade to the latest version. Upgrading to the latest version enables you to receive full benefits of the updated SupportAssist features and refreshes the required API keys.
Compatibility

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

**Topics:**

- Minimum system requirements

**Minimum system requirements**

The following are the minimum requirements for the systems on which you deploy SupportAssist:

**Table 1. Minimum requirements**

<table>
<thead>
<tr>
<th>Particulars</th>
<th>Requirements</th>
</tr>
</thead>
</table>
| Operating system          | **Laptops and desktops:**
|                           |  - Microsoft Windows 7 SP1                                                                                                                        |
|                           |  - Microsoft Windows 8                                                                                                                             |
|                           |  - Microsoft Windows 8.1                                                                                                                           |
|                           |  - Microsoft Windows 10                                                                                                                             |
|                           | **Dell Edge Gateways:**
|                           |  - Microsoft Windows 10 IoT Enterprise 2015 LTSB (only 64-bit)                                                                                   |
|                           | **Dell Embedded Box PCs:**
<p>|                           |  - Microsoft Windows Embedded Standard 7 P (only 64-bit)                                                                                         |
|                           |  - Microsoft Windows Embedded Standard 7 E (only 64-bit)                                                                                         |
|                           |  - Microsoft Windows 7 Professional (only 64-bit)                                                                                               |
|                           |  - Microsoft Windows 7 Professional for Embedded Systems (only 64-bit)                                                                         |
|                           |  - Microsoft Windows 10 Professional (only 64-bit)                                                                                               |
|                           |  - Microsoft Windows 10 IoT Enterprise 2015 LTSB (only 64-bit)                                                                                   |
| Software                  |  - Microsoft .NET Framework 4.6.1                                                                                                                 |
|                           |  - PowerShell script execution must be enabled on the systems                                                                                     |
| Installed memory          | 4 GB (recommended)                                                                                                                               |
| Network                   |  - Internet connectivity                                                                                                                         |
|                           |  - Port 5700 must be open on the systems                                                                                                          |
|                           | <strong>NOTE:</strong> SupportAssist also uses port 9012. If this port is not available, SupportAssist uses another available port.                           |</p>
<table>
<thead>
<tr>
<th>Particulars</th>
<th>Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Elevation of the SupportAssistUI.exe launch command must be enabled on the systems</td>
</tr>
<tr>
<td></td>
<td>• The systems must be able to connect to the following destinations:</td>
</tr>
<tr>
<td></td>
<td>• <a href="https://apidp.dell.com">https://apidp.dell.com</a></td>
</tr>
<tr>
<td></td>
<td>• <a href="https://fuslite.dell.com/FUSLite/api/2.0">https://fuslite.dell.com/FUSLite/api/2.0</a></td>
</tr>
<tr>
<td></td>
<td>• <a href="https://techdirect.dell.com">https://techdirect.dell.com</a></td>
</tr>
<tr>
<td></td>
<td>• <a href="http://downloads.dell.com">http://downloads.dell.com</a></td>
</tr>
<tr>
<td></td>
<td>• <a href="https://www.dell.com">https://www.dell.com</a></td>
</tr>
<tr>
<td></td>
<td>• <a href="https://agent-api.sa.insights.dell.com">https://agent-api.sa.insights.dell.com</a></td>
</tr>
<tr>
<td></td>
<td>To verify if the above destinations are connecting to the systems, at the command prompt, type <code>tracert &lt;destination address&gt;</code> and press Enter.</td>
</tr>
<tr>
<td></td>
<td>For example, <code>tracert apidp.dell.com</code></td>
</tr>
<tr>
<td></td>
<td>• If the systems can connect to the destination, appropriate results are displayed.</td>
</tr>
<tr>
<td></td>
<td>• If the systems are unable to connect to the destination, an error message is displayed.</td>
</tr>
<tr>
<td></td>
<td><strong>NOTE:</strong> To allow communication, verify the firewall settings on the systems.</td>
</tr>
</tbody>
</table>

| Web browser | Latest versions of Google Chrome, Microsoft Edge, Internet Explorer, or Mozilla Firefox |
New and enhanced features

- Auto-update of SupportAssist for users logged in without administrator rights.
- View a graphical representation of PCs with current service plans and SupportAssist versions on the My Assets page.
- View the version of SupportAssist installed on your PCs on the My Assets page.
- Update the site name on the Organize Assets and Groups page.
Known issues

Service does not start automatically

**Description**
If you cancel the SupportAssist uninstallation process while it is in progress, the Dell SupportAssist for Business PCs service does not start automatically.

**Workaround**
Start the Dell SupportAssist service manually. To start the service manually, perform the following steps:
1. Press the Windows and R key, type `services.msc` in the search box, and then click **Enter**.
2. Right-click **Dell SupportAssist for Business PCs**, and click **Start**.

**Tracking number** SACB-1018

**Version affected** 1.5.0 and later

Scan progress is not displayed

**Description**
When a warning alert is present, on clicking the **Optimize My PC** notification, all the system optimizations are run. However, the scan progress is not displayed as the tiles are disabled.

**Workaround**
Before you click the notification, open the SupportAssist user interface and click **Skip Now**.

**Tracking number** SACB-1019

**Version affected** 2.0.1 and later

Services are automatically stopped

**Description**
If SupportAssist is deployed on Latitude 7390 2-in-1 systems running within System Center Configuration Manager Client Health (CMCH), the Dell Data Vault Service API, Dell Data Vault Collector, and **Windows Management Instrumentation** services are sometimes automatically stopped. When these services are stopped, support request is not created and SupportAssist insights are not generated for these systems.

**Workaround**
None

**Tracking number** DDV-89

**Version affected** 2.0.1 and later

Installed BIOS updates recommended

**Description**
During a **Drivers & Downloads** scan, SupportAssist recommends the same BIOS update that you have already installed on the system.

**Workaround**
After installing a BIOS update using SupportAssist, restart the system to complete the installation process, and then initiate a new driver scan.

**Tracking number** SACB-753

**Version affected** 2.1.1 and later
Download CSV option downloads the predefined columns data

- **Description**: The Download CSV option downloads the predefined columns data instead of the user-selected columns data.
- **Workaround**: None
- **Tracking number**: SATD-1047
Limitations

- SupportAssist is not supported on virtual machines.
- SupportAssist does not automatically perform diagnostic tests on components that require user intervention.
- PC insights is available for systems running the Windows 10 operating system. For systems running the Windows 7 or 8 operating systems, the functionality may not work as expected.
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

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

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 https://www.dell.com/serviceabilitytools.