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.

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Release Summary

This release enables IT administrators to view and perform remote optimizations instantly on the target systems. It also enables the administrator to review recommendations for target systems and optimize them. Also, on the SupportAssist insights page, the administrator can filter various target systems and view the metrics and recommendations for a specific system.

Topics:
- Version
- Release date
- Priority and recommendations

Version

2.1.3

Release date

December 2019

Priority and recommendations

OPTIONAL: Dell recommends that you review the details about the update to determine if it applies to your system. The update contains changes that impact only certain configurations, or provides new features that may not apply to your environment.
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

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

Topics:

- Minimum system requirements

Minimum system requirements

The following table lists the minimum requirements for SupportAssist:

**Table 1. Minimum requirements**

<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></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></td>
<td><strong>Dell Edge Gateways:</strong></td>
</tr>
<tr>
<td></td>
<td>• Microsoft Windows 10 IoT Enterprise 2015 LT SB (only 64-bit)</td>
</tr>
<tr>
<td></td>
<td><strong>Dell Embedded Box PCs:</strong></td>
</tr>
<tr>
<td></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></td>
<td>• Microsoft Windows 7 Professional for Embedded Systems (only 64-bit)</td>
</tr>
<tr>
<td></td>
<td>• Microsoft Windows 10 Professional (only 64-bit)</td>
</tr>
<tr>
<td></td>
<td>• Microsoft Windows 10 IoT Enterprise 2015 LT SB (only 64-bit)</td>
</tr>
<tr>
<td>Software</td>
<td>• .NET Framework 4.5</td>
</tr>
<tr>
<td></td>
<td>• PowerShell script execution must be enabled on target systems</td>
</tr>
<tr>
<td>Hardware</td>
<td>4 GB (recommended)</td>
</tr>
<tr>
<td>Network</td>
<td>• Internet connectivity</td>
</tr>
<tr>
<td></td>
<td>• Port 5700 must be open on target systems</td>
</tr>
<tr>
<td>Particulars</td>
<td>Requirements</td>
</tr>
<tr>
<td>------------</td>
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<tr>
<td></td>
<td>• Elevation of the SupportAssistUI.exe launch command must be enabled on the target systems</td>
</tr>
<tr>
<td></td>
<td>• The local system and target 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><strong>NOTE:</strong> The term local system or administrator system refers to the system you use to create the SupportAssist deployment files or package. Target systems refer to all systems on which SupportAssist is deployed.</td>
</tr>
<tr>
<td></td>
<td>• Do not verify connectivity to the following destinations. These are Dell internal sites, and verifying connectivity to the destinations from the local and target systems will fail.</td>
</tr>
<tr>
<td></td>
<td>• <a href="https://apidp.dell.com">https://apidp.dell.com</a></td>
</tr>
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<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="http://downloads.dell.com">http://downloads.dell.com</a></td>
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<td>• <a href="https://agent-api.sa.insights.dell.com">https://agent-api.sa.insights.dell.com</a></td>
</tr>
</tbody>
</table>

**Web browser**

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

- Active troubleshooting—View and perform remote optimizations instantly on the target systems
- Preventive maintenance—Perform optimizations remotely to maintain good health or detect hardware issues of the target system
- Recommendations for PCs—Review recommendations for target systems and optimize them, depending on the requirement
- PC insights—View PC performance and utilization data for systems on the PC insights page
Known issues—To be fixed in future releases

Service does not start automatically

Description
When you uninstall Dell SupportAssist, if you cancel the uninstallation process while it is running, the Dell SupportAssist for PCs service does not start automatically.

Resolution
Start the Dell SupportAssist service manually. To start the service manually, perform the following steps:

1. Press Start 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.

Version affected
1.5.0 and later

JavaScript error is displayed

Description
SupportAssist displays a JavaScript error when the SupportAssist user interface is opened immediately after installing a new operating system.

Resolution
Close and reopen the SupportAssist user interface.

Version affected
2.0.1 and later

Scan progress is not displayed

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

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

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 a 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 creation and SupportAssist insights are not generated for these systems.

Resolution
None

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.

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

**Version affected**
2.1.1 and later
Limitations

- SupportAssist does not automatically perform diagnostic tests on microphone, keyboard, and graphics adapter because diagnostic tests for these components require user intervention.
- In Windows 10 RTM systems, pop-ups are not displayed for notifications in system tray when a hardware issue is detected or when a support request is created.
- SupportAssist deployed on Windows 7 SP1 systems stops working if SHA-2 code signing support is not installed on the systems. For more information, see Windows Security Advisory and Code Signing Support requirement for Windows and WSUS.
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.