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.

This document provides information about using SupportAssist installed on your system.

**Topics:**
- Release version
- Audience
- Supported systems
- Additional resources

**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.*

**Audience**
The information in this user's guide is intended for administrators and users who manage SupportAssist on systems running the Google Chrome operating system.

**Supported systems**
SupportAssist is supported on the following Dell systems:
- Latitude 5300 2-in-1 Chromebook Enterprise
- Latitude 5400 Chromebook Enterprise

**Additional resources**
- For information about managing SupportAssist alerts and parts dispatch requests in TechDirect, go to [www.techdirect.com](http://www.techdirect.com).
- For 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).
Getting started with SupportAssist for business PCs

SupportAssist is configured and deployed on your system by your IT administrator. To start using SupportAssist, open the SupportAssist application from the launcher.

Topics:
- SupportAssist user interface

SupportAssist user interface

The following information is displayed on the SupportAssist home page:

- **Health Summary** — This pane displays the system temperature value as Cool, Normal, or High. It also displays the average memory usage value of the system.
- **Asset Details** — This pane displays the model number, Service Tag, service plan and its expiration date, and the express service code of the system. This pane also displays the technical specifications of the system. To view the technical specifications, click the arrow icon.
- **Activity Details** — This pane displays the current activity details.

At the top-right of the SupportAssist header, the following icons allow you to view information or perform certain tasks:

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>![notification_icon]</td>
<td>Displays notifications in the activity details pane.</td>
</tr>
<tr>
<td>![filter_icon]</td>
<td>Allows you to filter and view the system activity history. Also, if a support request is created for your system, then the request number is displayed in the activity details pane.</td>
</tr>
<tr>
<td>![help_icon]</td>
<td>Displays helpful tips about using the SupportAssist user interface.</td>
</tr>
<tr>
<td>![info_icon]</td>
<td>Provides information about the version of SupportAssist installed on your system.</td>
</tr>
</tbody>
</table>
Scanning your system hardware

Running a hardware scan helps detect hardware issues on your system. SupportAssist scans your system hardware based on a predefined schedule. You can also manually perform a hardware scan to identify an issue.

Topics:
- Run quick hardware scan

Run quick hardware scan

About this task
Run a quick scan on your system to detect issues in hardware components such as hard drive, processor, and so on.

Steps
Open SupportAssist and click QUICK SCAN.

Results
After the scan is complete:
- If no issue is detected, an appropriate result is displayed.
- If an issue is detected, but does not require support request creation as per Dell policy, a notification is sent to your IT administrator and Dell technical support.
- If an issue is detected, and requires support request creation, a request is automatically created, and a notification is sent to your IT administrator and Dell technical support.