

# **Dell SupportAssist for PCs and Tablets**

## Release Notes



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## Dell SupportAssist Agent

Dell SupportAssist automates support from Dell by proactively identifying hardware and software issues on Dell laptops, desktops, and tablets. When an issue is detected, SupportAssist notifies you about the issue and automatically creates a support request with Dell (for ProSupport, Consumer Premium Support, or ProSupport Plus). The data required for troubleshooting the issue is automatically collected from the device and sent securely to Dell Technical Support. This information allows Dell to provide you with an enhanced, efficient, and accelerated support experience.

Dell SupportAssist has two primary capabilities:

- The SupportAssist application – for automated periodic system diagnostic scan.
- The SupportAssist Agent – monitors scanned issues and logs. Automates the notification to Dell Technical support for parts dispatch or technical support requests.

Release Date: June 2015

## Importance

OPTIONAL: Dell recommends the customer review specifics 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/may not apply to your environment.

## Platform(s) Affected

For a complete list of Dell systems and supported operating systems, see the Dell SupportAssist for PCs and Tablets User's Guide at [Dell.com/SupportAssist](http://Dell.com/SupportAssist).

# What is Supported

SupportAssist Agent automates support from Dell for the following devices:

➤ Laptops and desktops

- Dell Inspiron
- Dell XPS
- Dell Latitude
- Dell Vostro
- Dell Alienware
- Dell OptiPlex
- Dell Precision

➤ Tablets

- Dell Venue Pro 11

NOTE: Dell SupportAssist can be deployed on one or more devices.

To monitor a single device, you must install SupportAssist Agent on the device.

To monitor multiple devices using SupportAssist Agent, install SupportAssist Agent on the devices you want to monitor and then deploy the answer file.

## What's New

- Support for Windows 10 (32-bit and 64-bit)
- Ability to ignore alerts temporarily (24 hours) or permanently
- User interface enhancements

## Limitations

- SupportAssist Agent does not support zoom in/zoom out feature on Tablet devices.
- SupportAssist Agent does not run diagnostic tests for the microphone, keyboard, and graphics cards because diagnostic tests for these components require user intervention.

# Installation

- SupportAssist Agent is downloaded and installed automatically in the background after you install or update SupportAssist.
- For more information on Deployment, see Dell SupportAssist for PCs and Tablets Deployment Guide at [Dell.com/SupportAssist](http://Dell.com/SupportAssist).

## Minimum Requirements

The following are the minimum requirements for installing and using SupportAssist Agent:

- Operating system
  - Laptops and desktops
    - Microsoft Windows XP (32-bit SP3)
    - Microsoft Windows Vista (32-bit and 64-bit)
    - Microsoft Windows 7 (32-bit and 64-bit)
    - Microsoft Windows 8 (32-bit and 64-bit)
    - Microsoft Windows 8.1 (32-bit and 64-bit)
    - Microsoft Windows 10 (32-bit and 64-bit)
- Tablets
  - Microsoft Windows 8.1
- Web browser
  - Internet Explorer 8 or later
- Software
  - Microsoft .NET Framework 3.5.1 or later
- Internet connection

The following are the minimum recommended hardware configurations:

- Memory (RAM): 2 GB
- Hard drive: 512 MB

# Uninstallation

1. Press the <Windows logo> key. The Start menu or the Start screen is displayed.
2. Click Control Panel.
  - On Microsoft Windows 8 operating system:
    - Click Uninstall a program in Programs.
    - Click Uninstall a program in Programs and Features.
  - On Microsoft Windows 7 operating system:
    - Click Programs.
    - Click Add or Remove Programs.
    - Click Uninstall a program.
  - On Microsoft Windows Vista operating system:
    - Click Programs and Features.
    - Click Add or Remove Programs.
  - On Microsoft Windows XP operating system:
    - Click Add or Remove Programs.
3. Right-click on Dell SupportAssist, and click Uninstall.
  - If you are prompted to confirm the uninstallation, click Yes.
4. Right-click on Dell SupportAssist Agent, and click Uninstall.
  - If you are prompted to confirm the uninstallation, click Yes. SupportAssist and SupportAssist Agent are uninstalled.

# Contacting Dell

Note: If you do not have an active Internet connection, you can find contact information on 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 and product, and some services may not be available in your area.

1. To contact Dell for sales, technical support, or customer service issues:
2. Visit [www.dell.com/support](http://www.dell.com/support).
3. Select your support category.
4. Verify your country or region in the Choose a Country/Region drop-down menu at the top of page.
5. Select the appropriate service or support link based on your need.

For information about documentation support:

1. Go to [dell.com/support/manuals](http://dell.com/support/manuals).
2. In the Tell us about your Dell system section, under No, select Choose from a list of all Dell products and click Continue.
3. In the Select your product type section, click Software, Monitors, Electronics & Peripherals.
4. In the Choose your Dell Software, Monitors, Electronics & Peripherals section, click Software.
5. In the Choose your Dell Software section, click the below link from the following:
  - Client System Management
  - Enterprise System Management
  - Remote Enterprise
  - System Management–Serviceability Tools
6. To view the document, click the required product version.

NOTE: You can also directly access the documents using the following links:

- For Client System Management documents – [dell.com/OMConnectionsClient](http://dell.com/OMConnectionsClient)
- For Enterprise System Management documents – [dell.com/openmanagemanuals](http://dell.com/openmanagemanuals)
- For Remote Enterprise System Management documents – [dell.com/esmmanuals](http://dell.com/esmmanuals)
- For Serviceability Tools documents – [dell.com/serviceabilitytools](http://dell.com/serviceabilitytools)

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