

SupportAssist Agent Deployment Guide



Notes, Cautions, and Warnings

-  **NOTE:** A NOTE indicates important information that helps you make better use of your computer.
-  **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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Introduction

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. 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, personalized, and efficient support experience. Dell SupportAssist has two primary capabilities:

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

 **NOTE:** SupportAssist capabilities depend on the Dell service entitlement for the device. For more information about the capabilities of SupportAssist Agent, see [SupportAssist Agent capabilities and Dell service entitlements](#).

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:** On Dell Alienware systems, SupportAssist is displayed as AlienAutopsy.

SupportAssist Agent can monitor one or more devices. To monitor a single device, you must install SupportAssist on the device.

If you want to monitor multiple devices, you must deploy the SupportAssist Agent answer file on each device you want to monitor.

This document provides you with the information required to deploy a common configuration for monitoring multiple devices using SupportAssist Agent.

SupportAssist Agent capabilities and Dell service entitlements

SupportAssist Agent automatically detects and notifies you about the issues on your devices. The benefits of SupportAssist capabilities depend on the Dell service entitlements. The primary benefits of SupportAssist are available only for devices that have an active Dell ProSupport Plus service entitlement. With the Dell Basic entitlement, you can create a support request in SupportAssist, only if you have manually initialized a diagnostics scan and an issue is detected.

The following table provides a summary of SupportAssist capabilities available with the Basic, ProSupport, Consumer Premium Support, and ProSupport Plus service entitlements.

SupportAssist capabilities	Description	Dell service entitlement			
		Basic	ProSupport	Consumer Premium Support	ProSupport Plus
Proactive monitoring	Monitor devices proactively and periodically to identify the health of the components.	✓	✓	✓	✓
Automated issue detection*	Detect issues automatically.	✓	✓	✓	✓
Automated support request creation for issue resolution	Automatically create support request if an issue is identified.	✗	✓	✓	✓
Predictive issue detection**	Predict potential issues based on the current functionality.	✗	✓	✓	✓
Automated support request creation for predictive issue resolution	Automatically create support request for potential issues.	✗	✗	✗	✓

* If an issue is detected on a component with basic service entitlement which is less than 90 days from the date of purchase, dispatch process is initiated automatically. For the list of components that are dispatchable, see *Dispatchable components* in *SupportAssist Agent User's Guide*.

** Predictive feature is available only for batteries and hard disk drives.

Additional SupportAssist Agent resources

In addition to this guide, you can also access the following resources:

- The *Dell SupportAssist Agent User's Guide* available at support.dell.com/Tools, provides information about installing and using SupportAssist Agent.
- The *Dell SupportAssist User's Guide* available at dell.com/Tools, provides information about installing and using SupportAssist.
- The *Dell SupportAssist* online portal dell.com/SupportAssistGroup, provides information about the capabilities and features of SupportAssist, blogs, FAQs, and other technical documents.
- The Dell TechDirect online portal provides information regarding enrollment and submitting and managing support and parts dispatch requests. See dell.com/techdirect.

Deploying SupportAssist Agent

SupportAssist Agent monitors and provides automated support for one or more devices. If you have multiple devices that you want to monitor using SupportAssist Agent, you must create an answer file and then deploy SupportAssist Agent on each of those devices with the answer file. The advantage of deploying SupportAssist Agent on multiple devices using a single answer file is that you can monitor and process alerts from a single Dell TechDirect account.

About this task

The following are the steps to perform the deployment:

Steps

1. Install SupportAssist application.



NOTE: The SupportAssist Agent is also installed automatically. For more information, see the *Dell SupportAssist User's Guide* or *Dell SupportAssist Agent User's Guide* at support.dell.com/Tools.

2. Create an answer file. See [Creating an answer file](#).
3. Download SupportAssist and SupportAssist Agent installer files from dell.com/SupportAssist.
4. Deploy SupportAssist Agent with the answer file. See [Deploying SupportAssist Agent using the answer file](#).

Minimum device requirements

The following table lists the minimum device requirements for deploying SupportAssist Agent.

Particulars	Requirement
Operating system	Laptops, desktops: <ul style="list-style-type: none"> • 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) Tablets <ul style="list-style-type: none"> • Microsoft Windows 8.1
Software	Microsoft .NET Framework 3.5.1 or later
Hardware	<ul style="list-style-type: none"> • Memory (RAM) — 2GB • Hard-disk space — 512MB
Network	Internet connectivity
Web browser	Internet Explorer version 8 or later.

Creating an answer file

Before you deploy the SupportAssist application on multiple devices, you must create an answer file. The SupportAssist Setup Manager guides you through the process of creating the answer file.

Prerequisites

- Ensure that SupportAssist is installed on a device. For information about installing SupportAssist, see the *Dell SupportAssist Agent User's Guide* at support.dell.com/Tools.
- Ensure that you are logged on to the device with Microsoft Windows Administrator rights.
- Ensure that the device has internet connectivity.

Steps

1. Click <Windows logo key>. Type **cmd** in the search bar and run as administrator.
The command prompt is displayed.
2. Perform one of the following:
 - If the device is running a 32-bit operating system — Type `cd "C:\Program Files\Dell\SupportAssistAgent\bin"` and press **<Enter>**.
 - If the device is running a 64-bit operating system — Type `cd "C:\Program Files (x86)\Dell\SupportAssistAgent\bin"` and press **<Enter>**.
3. Type `SupportAssist.exe CORPIT` and press <Enter>.
The **Dell SupportAssist Setup Manager Wizard** is displayed.
4. Click **Next**.
The **License Agreement** page is displayed.
5. Read the license agreement and then select **I allow my system to receive these updates and alerts**. Read the Dell system information sharing details and then select **I allow Dell to collect Service Tag and other system usage data as described above**, and then click **Next**.
The **Answer File Setup Type** page is displayed.
6. If you want to automatically update the answer file settings on all devices, select **Auto update configuration settings**.
7. Select the preferred answer file update frequency.
The available options are **Weekly**, **Monthly**, **Quarterly**. By default, **Weekly** is selected.
8. Select **Create new answer file** and enter a common network share location where you want to save the answer file and then click **Next**.
 **NOTE:** Dell recommends using a common network share location accessible from the devices on which SupportAssist is to be deployed.

The **Link TechDirect and SupportAssist** page is displayed.
 **NOTE:** Dell TechDirect is an online portal that helps you manage technical support and parts replacement alerts generated by SupportAssist.
9. Perform one of the following:
 - If you already have a Dell TechDirect account, select **Sign-in and use existing Dell My Account linked to a TechDirect account**, type the Dell My Account user name and password and click **Sign-in**.
 - If you do not have a Dell TechDirect account, click **Create a TechDirect account**. To create an account, follow the instructions on the Dell TechDirect website, and then provide your account details.
10. Click **Next**.

11. Enter the Dell My Account credentials and log in.
The **Contact Information** page is displayed.
12. In the **Contact Information** section, type the company name, your first name and last name, phone number, and email address. You can also select the preferred contact method. Click **Next**.
13. In the **Shipping information** section, type your address, country, state, postal code. Click **Next**.
The **Configuration Settings** page is displayed.
14. Select the preferred frequency of hardware scan to detect issues. The available options are **Weekly**, **Monthly**, and **Quarterly**.
15. Select the day of the month and the time you want to run the hardware scan, and then click **Next**.
The **Configuration Settings (Continued)** page is displayed.
16. On the **Proxy Settings** section, select one of the following options:
 - **Connect with Default Settings** – To connect to the internet using the default system settings.
 - **Connect Directly** – To connect to the internet directly, though you may normally connect to the internet through a proxy server.
 - **Manually Configure** – To configure the proxy details on SupportAssist Agent.

If you selected **Manually Configure** option, type the proxy server IP address, port, user name, and password in the appropriate fields.
17. Click **Next**.
The **Summary** page is displayed. You can also view the location of the answer file.
18. Click **Finish**.

Next steps

 **NOTE:** The two answer files, **SupportAssistConfig.xml** and **SupportAssistAgentConfig.xml** are available in the common network share location.

Deploying SupportAssist using the answer file

Deploying a common answer file across multiple devices enables monitoring all the devices using SupportAssist.

Prerequisites

- Ensure that the devices on which you want to deploy SupportAssist meets the minimum device requirements. See [Minimum device requirements](#).
- Ensure that you have Microsoft Windows Administrator rights on all devices.
- Ensure that you have created the SupportAssist answer file. See [Creating an answer file](#).
- Ensure that you have the answer files (**SupportAssistAgentConfig.xml** and **SupportAssistConfig.xml**) and installer files (**SupportAssist Agent-1.0.exe** and **SupportAssist-x.x.exe**), where x.x is the version number.
- Ensure that you have the answer files on a common network share location that is accessible to all devices.
- Ensure that the devices have internet connectivity.

Steps

1. Copy the installer files (**SupportAssistAgent.exe** and **SupportAssist.exe**) and paste the files on all devices. You may distribute the installer files to all devices using any available software distribution mechanism.
2. On each device, open a command prompt, browse to the folder where you copied the installer files, and run the following commands:

- `SupportAssistAgent-1.0.exe /s /v"/qn CONFIG=<common network location of the SupportAssistAgentConfig.xml>`.
- `SupportAssist-x.x.exe/answerfilepath <common network location of the SupportAssistConfig.xml>`.

Modifying an existing answer file

If you want to change the SupportAssist Agent configuration settings that have been distributed across multiple devices, you can update the information on the existing answer file. For example, if you want to update the contact information or shipping details, you can modify the existing answer file. After modifying the answer file, place the answer file in the common network share location for distribution across all systems.

Prerequisites

- Ensure you can access the common network share location and you have selected the **Auto update** option in the **Dell SupportAssist setup manager** wizard.
- Ensure that you are logged on to the device with Microsoft Windows Administrator rights.
- Ensure that you are able to access the existing answer file.
- Ensure that the device has internet connectivity.

Steps

1. Click <Windows logo key>. Type **cmd** in the search bar and run as administrator.
The command prompt is displayed.
2. Perform one of the following:
 - If the device is running a 32-bit operating system — Type `cd "C:\Program Files\Dell\SupportAssistAgent\bin"` and press <Enter>.
 - If the device is running a 64-bit operating system — Type `cd "C:\Program Files (x86)\Dell\SupportAssistAgent\bin"` and press <Enter>.
3. Type `SupportAssist.exe CORPIT` and press <Enter>.
The **Dell SupportAssist Setup Manager Wizard** is displayed.
4. Click **Next**.
The **License Agreement** page is displayed.
5. Read the license agreement and then select **I allow my system to receive these updates and alerts**. Read the Dell system information sharing details and then select **I allow Dell to collect Service Tag and other system usage data as described above**, and then click **Next**.
The **Answer File Setup Type** page is displayed.
6. If you want to automatically update the answer file settings on all devices, select **Auto update configuration settings**.
7. Select the preferred answer file update frequency.
The available options are **Weekly**, **Monthly**, **Quarterly**. By default, **Weekly** is selected.
8. Select **Modify existing answer file** and then click **Browse**.
9. Browse to select the existing answer file and then click **OK**.
The **Link TechDirect and SupportAssist** page is displayed.

 **NOTE:** Dell TechDirect is an online portal that helps you manage technical support and parts replacement alerts generated by SupportAssist.
10. Perform one of the following:
 - If you already have a Dell TechDirect account, select **Sign-in and use existing Dell My Account linked to a TechDirect account**, type the Dell My Account user name and password and click **Sign-in**.

- If you do not have a Dell TechDirect account, click **Create a TechDirect account**. To create an account, follow the instructions on the Dell TechDirect website, and then provide your account details.

11. Click **Next**.

12. Enter the Dell My Account credentials and log in.
The **Contact Information** page is displayed.

13. In the **Contact Information** section, type the company name, your first name and last name, phone number, and email address. You can also select the preferred contact method. Click **Next**.

14. In the **Shipping information** section, type your address, country, state, postal code. Click **Next**.
The **Configuration Settings** page is displayed.

15. Select the preferred frequency of hardware scan to detect issues. The available options are **Weekly**, **Monthly**, and **Quarterly**.

16. Select the day of the month and the time you want to run the hardware scan, and then click **Next**.
The **Configuration Settings (Continued)** page is displayed.

17. On the **Proxy Settings** section, select one of the following options:

- **Connect with Default Settings** – To connect to the internet using the default system settings.
- **Connect Directly** – To connect to the internet directly, though you may normally connect to the internet through a proxy server.
- **Manually Configure** – To configure the proxy details on SupportAssist Agent.

If you selected **Manually Configure** option, type the proxy server IP address, port, user name, and password in the appropriate fields.

18. Click **Next**.

The **Summary** page is displayed. You can also view the location of the answer file.

19. Click **Finish**.

20. Click **Next**.

The **Summary** page is displayed. You can also view the location of the answer file.

21. Click **Finish**.

Next steps

Ensure that the common network share location is accessible to all devices. The modified answer file is automatically updated on all devices based on the selected auto update configuration settings.

Frequently asked questions

The configuration settings are not updated on the monitored devices. What should I do?

- Verify if the answer files **SupportAssistAgentConfig.xml** and **SupportAssistConfig.xml** are available on the common network share location.
- Verify if the path to the common network share location is correct.
- Verify if the common network share location is password protected.
- Verify if the password for the common network share location has changed.
- Verify if you have the Microsoft Windows Administrator rights to access the network share.

Can I modify the configuration settings if I have not selected the Auto update configuration settings option in the Answer file setup type?

No, only the administrator has the required permissions to modify the configuration settings and deploy the updated answer file on multiple devices.

How do I schedule a hardware scan?

You can schedule the hardware scan by selecting the relevant checkbox in the **Checkup** tab. You have the option to schedule the scan **Weekly**, **Monthly**, or **Quarterly**.

I downloaded and installed SupportAssist, but SupportAssist Agent is not installed automatically. How do I download and install SupportAssist Agent?

If SupportAssist Agent is not downloaded and installed automatically, SupportAssist notifies you about the unavailability of SupportAssist Agent. To download and install SupportAssist Agent manually, click the SupportAssist notification.