

Dell SupportAssist Agent User's 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 (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, personalized, and efficient support experience. Dell SupportAssist has two primary components:

- The SupportAssist application — For automated periodic system diagnostic scan.
- The Dell 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 the Dell SupportAssist Agent, see [Dell SupportAssist Agent capabilities and Dell service entitlements](#)

Dell 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

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

If you want to monitor multiple devices, install SupportAssist on the devices you want to monitor and deploy the Dell SupportAssist Agent configuration on each device. For more information on deploying Dell SupportAssist Agent on multiple devices, see *Dell SupportAssist Agent Deployment Guide* at dell.com/Tools.

This document provides you with the information required to install and use Dell SupportAssist Agent.

Dell SupportAssist Agent capabilities and Dell service entitlements

The Dell SupportAssist Agent automatically detects and notifies you about the issues on your devices. The benefits of SupportAssist capabilities depend on the Dell service entitlements. To receive all the benefits SupportAssist offers, a device requires an active Dell ProSupport, Consumer Premium Support, or ProSupport Plus service entitlement.

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

Dell SupportAssist Agent 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 case creation for issue resolution	Automatically create support request if an issue is identified.	✗	✓	✓	✓
Predictive issue detection and notification*	Predict potential issues based on the current functionality and generate notifications.	✗	✗	✗	✓
Automated case creation for predictive issue resolution	Automatically create support request for potential issues.	✗	✗	✗	✓

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

Additional Dell SupportAssist Agent resources

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

- The *Dell SupportAssist Agent Deployment Guide* available at support.dell.com/Tools, provides information about installing, using, and deploying the Dell SupportAssist Agent on multiple devices.

- The *SupportAssist User's Guide* available at dell.com/Tools, provides information about installing, 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.

Installing Dell SupportAssist Agent

SupportAssist integrates with Dell SupportAssist Agent to enable proactive monitoring and detection of hardware and software issues that may occur on your devices. If you select the **Auto Update** option when you open the SupportAssist application for the first time after installation, the Dell SupportAssist Agent is automatically downloaded and installed using silent installation.. You have to manually update SupportAssist to install Dell SupportAssist Agent, if the **Auto Update** option is not selected. For more information about **Auto Update**, see *SupportAssist User's Guide* at dell.com/Tools.

Downloading SupportAssist

You have to download the SupportAssist installer from dell.com/SupportAssist. The Dell SupportAssist Agent is automatically downloaded and installed using silent installation.

If the Dell SupportAssist Agent is not installed, you may have to download the installer file and install it manually. For more information, see [Frequently asked questions](#).

Minimum device requirements

The following table lists the minimum device requirements for monitoring using the Dell SupportAssist Agent.

Particulars	Requirements
Operating system	Laptops and 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) Tablet devices: <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 8 or later

Installing SupportAssist

To start using SupportAssist Agent, you have to install SupportAssist.

Prerequisites

- Ensure that you have downloaded the SupportAssist installation package.
- Review the minimum device requirements for using Dell SupportAssist Agent. For more information on the minimum device requirements see, [Minimum device requirements](#).
- Ensure that you have Microsoft Windows Administrator privileges on the device.

Steps

1. Double-click the SupportAssist installer package.

The SupportAssist application is installed.



NOTE: The Dell SupportAssist Agent is downloaded and installed automatically in the background approximately 20 minutes after you install SupportAssist. If the Dell SupportAssist Agent is not downloaded and installed automatically, open the SupportAssist application. The application tries to download and install SupportAssist Agent silently in the background.

2. Press <windows logo key> and open the SupportAssist application.
The **SupportAssist** window is displayed.
3. Read the **Dell System Information Sharing** data, select **I allow Dell to collect Service Tag and other system usage data as described above** and then click **OK**.

Next steps


You can click the **Notifications** section to view the latest notification or click the **System Info** section to view the system information. You can also run a diagnostics by clicking the **Checkup** section. Click the **Support** section to contact the Dell Technical support.

Installing SupportAssist on multiple devices

If you want to use Dell SupportAssist Agent to monitor multiple devices, install SupportAssist and deploy the Dell SupportAssist Agent configuration on each device you want to monitor. For more information about deploying the Dell SupportAssist Agent, see *Dell SupportAssist Agent Deployment guide* at dell.com/Tools

Registering to Dell TechDirect

If you are using SupportAssist to monitor multiple devices, you need to register to Dell TechDirect using the Dell My Account credentials that you used in your Dell SupportAssist Agent answer file.

1. Click the **Notifications** section on the SupportAssist window.
The **Notifications** page is displayed.
2. Click the **Connect SupportAssist** notification.
3. Click **Register**.
The Dell SupportAssist **Registration** page is displayed.
4. Click **Use existing Dell My Account login**.
 **NOTE:** If you do not have an existing TechDirect account, create a new TechDirect account, For more information on creating a new account, visit dell.com/techdirect.
5. Click **Next** to continue with the setup process.
The **Contact information** tab is displayed.
6. On the **Contact Information** tab, type your first name and last name, phone number, email, and your preferred contact method.
7. In the **Shipping information** section, type your address, country, state, city, and postal code.
 - a. If you require a support request to be created automatically in the event of a hardware failure, select **Automatically create a support request when a hardware failure is detected**.
 - b. If you require a notification when a support request is created, select **Receive notification when a new support request is generated**.
8. Click **Next**.
The **Summary** page displays the summarized registration details.
9. Click **Finish**.
On successful registration, an email is sent to your registered email ID.

Issue detection and support request creation

The device on which you have installed Dell SupportAssist Agent is proactively monitored periodically for possible hardware or software issues.

When an issue is detected, the following conditions are checked:

- Is the system covered under an active warranty service agreement?
- Is it a hardware or a software issue?
- If it is a hardware issue, how should the component be dispatched?

If an issue is detected on a component with a Dell Basic service entitlement or an expired warranty, the Dell SupportAssist Agent displays a notification, but a support request is not created automatically. You may have to contact the Dell Technical support to create a support request.

Creating a support request for dispatchable components

When an issue is detected on your device, a notification is displayed. Using the wizard you can create a parts dispatch request for dispatchable components.

1. On the **Engage Support** wizard, click **Next** to confirm the support request with Dell Technical support.
The **Dell My Account** page is displayed
2. Perform one of the following:
 - If you already have a My Account, select **Use existing My Account login** option, type the My Account user name and password and click **Sign-in**.
 - If you do not have a My Account, select **Create a My Account login** option to create a new account.
3. Click **Next**.
The **Contact Information** page is displayed.
4. In the **Contact Information** page, provide **First name** and **Last name**, **Phone number**, **Email**, and the **Preferred contact method** in the appropriate text box.
 - a. In future, if you prefer to have a support request to be created automatically on detection of a hardware issue, select **Automatically create a support request when a hardware failure is detected**.
 - b. If you prefer to receive an email notification when a support request is created, select **Receive notification when a new support request is generated**.
5. Click **Next**.
6. In the **Shipping information** section, type your address, country, state, postal code and then click **Next**.
The **Verify Shipping Address** confirmation window is displayed.


7. Click **Yes** to save the address.


8. Click **Next**.


The **Summary** page is displayed. A support request number is generated and the support request creation is successful.

9. Click **Finish**.

On successful creation of a support request, an email is sent to your registered email ID.

 **NOTE:** Make note of the support request number, which can be used in all communication related to this issue with Dell Technical Support.

 **NOTE:** If you cancel a notification about an issue, you can still view the details about the issue from the SupportAssist **Notification** section. However, the notification is valid only for 24 hours.

 **NOTE:** For the Dell Basic entitlement, if the SupportAssist diagnostics scan determines that a part replacement is required to resolve the issue, a part dispatch request is created automatically.

Creating a support request for non-dispatchable components

When an issue is detected on your device, a notification is displayed. Using the wizard you can create a support request for a non-dispatchable components.

1. On the **Engage Support** wizard, click **Next** to confirm the support request with Dell Technical support.

The **Dell My Account** page is displayed.

2. Perform one of the following:

- If you already have a My Account, select **Use existing My Account login**, type the My Account user name and password and click **Sign-in**.
- If you do not have a My Account, click **Create a My Account login**.

3. Click **Next**.

The **Contact Information** page is displayed.

4. In the **Contacts Information** page, provide the **First name** and **Last name**, **Phone number**, **Email**, and the **Preferred contact method** in the appropriate text box.


a. In future, if you prefer to have a support request to be created automatically on detection of a hardware issue, select **Automatically create a support request when a hardware failure is detected**.

b. If you prefer to receive an email notification when a support request is created, select **Receive e-mail notification when a new support request is generated**.

5. Click **Next**.

The **Summary** page is displayed. A support request number is generated and the support request creation is successful.

6. Click **Finish**. An email notification is sent to you after successfully creating a support request.

 **NOTE:** If you cancel a notification about an issue, you can still view and submit a request to Dell Technical Support from the SupportAssist **Notification** section. However, the notification is valid only for 24 hours.

Uninstalling SupportAssist

Prerequisites

You can uninstall SupportAssist and Dell SupportAssist Agent from your system.

Steps

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

Dispatchable components

The following parts are dispatched automatically if an issue is detected — **Hard-disk drive, Memory, Optical disk drive, Keyboard, Mouse, Battery, and Graphic adapter.**

Frequently asked questions

How do I check if SupportAssist and Dell SupportAssist Agent are installed?

SupportAssist Agent is downloaded and installed automatically if you install or update SupportAssist. To verify if SupportAssist and Dell SupportAssist Agent are installed, check the program name **SupportAssist** and **Dell SupportAssist Agent** in **Control Panel** → **All Control Panel Items** → **Programs and Features**.

How do I select different categories for which I would like to receive notifications?

You can select the type of notification you want in the SupportAssist Settings window.

How do I schedule a hardware scan?

Click the **Settings** icon on the SupportAssist window to schedule a hardware scan. Select the relevant checkbox in the **Checkup** tab. You have the option to schedule the scan **Weekly**, **Monthly**, or **Quarterly**.

Where do I change my contact or shipping address?

To change your contact or shipping details, click the **Settings** icon on the SupportAssist window and then click **Edit contact and shipping information**.

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

If Dell SupportAssist Agent is not downloaded and installed automatically, a notification is created in the SupportAssist window notifying you about the unavailability of Dell SupportAssist Agent. To download and install Dell SupportAssist Agent manually, click the notification.

I accidentally cancelled a notification about a failure. How and where do I get the notification again to view the details about the failure?

If you cancel a notification, it is still available in the SupportAssist **Notifications** section. You can view the details about the issue from the **Notification** section. However, the notification is valid only for 24 hours.

