



The power to do more

# Dell SupportAssist for PCs and tablets

## Frequently Asked Questions

Dell SupportAssist is proactive, automated support technology to enable faster detection, resolution and reporting. Please find below the most frequently asked questions and answers about SupportAssist.

### 1. What is Dell SupportAssist for PCs and tablets?

Dell SupportAssist Client is a Microsoft Windows©-based software program that 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. If an in-warranty part needs replacement, you will be prompted to request that part.

For customers that manage devices with [ProSupport entitlements](#), SupportAssist features extend to include automatic case creation for detected issues, predictive\* failure prevention and contact rom Dell to resolve immediately. Designed to help maintain system’s performance and minimize downtime, experience an enhanced support experience. Reduce troubleshooting steps by 58%\* and shorten minutes on the phone with Technical Support by 84% with SupportAssist and ProSupport Plus! \*\*

*\*Initially for hard drives and batteries*

*\*\*Source: Third-party lab testing with Principled Technologies (Tech Support process compared against HP & Lenovo), Oct 2014*

### 2. Which devices are eligible for SupportAssist for PCs and tablets?

Laptops and desktops:	Tablets:
Dell Inspiron	Dell Venue 8 Pro
Dell XPS	Dell Venue 10 Pro (Eagle Peak & Silver Oak)
Dell Latitude	Dell Venue 11 Pro (5000 & 7000 series)
Dell Vostro	Dell Latitude
Dell Alienware	Dell XPS 10
Dell Optiplex	
Dell Precision	

### 3. How much does it cost?

SupportAssist is available at no cost to customers and no premium services warranty is required for the basic features. If customer purchases a ProSupport Plus or ProSupport

contract they will be able to take advantage of auto-create and predictive capabilities as described in the above table.

#### **4. What are the requirements per device type?**

- Operating System Requirements – 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)
- Software
  - Microsoft .NET Framework 3.5.1 or later
- Internet Connectivity
- Web Browser
  - Internet Explorer 7 or later

#### **5. How do customers get Dell SupportAssist for PCs and tablets?**

- SupportAssist is preinstalled on all new Dell home PCs and tablets. If you have a device less than a year old, simply search your device for “SupportAssist” and run the application.
- If your device did not come with SupportAssist preinstalled or you want to reinstall SupportAssist, make sure that your device meets the minimum system requirements and then follow the “how to install” instructions below.
- If you would like to monitor multiple devices with SupportAssist Client, you can deploy a common configuration across your devices. Information on how to configure this capability is available in the [Dell SupportAssist Deployment Guide](#).

#### **6. How do customers receive alerts when monitoring on a single device?**

When installing SupportAssist, customers will enter their existing Dell My Account login information or create a new Dell My Account. This will establish a monitoring connection to Dell and enable the capability of alerting you in the event of a hardware or software issue. In the event of an alert, you will see a message displayed on their system with information related to the failure. ProSupport services warranties (ProSupport, ProSupport Plus and ProSupport Flex) purchased on a device will enable a support request to be automatically submitted to Dell Technical Support.

#### **7. How do customers receive alerts when monitoring multiple devices?**

- Customers who wish to use SupportAssist to receive alerts from monitoring on multiple devices will need to enroll for a [Dell TechDirect](#) account. The [Dell SupportAssist Deployment Guide](#) explains how to create a configuration file matching the credentials aligned to your Dell My Account and TechDirect account. TechDirect offers the customer the capability to receive incoming alerts and manage how they review or forward to Dell Technical Support. Customer end-users on devices being monitored in a multiple device configuration will not receive alerts on the system. ProSupport services

warranties (ProSupport, ProSupport Plus and ProSupport Flex) purchased for each device will enable additional capabilities to automatically direct alerts to Dell Technical Support.

#### **8. What languages does Dell SupportAssist Client support?**

The Dell SupportAssist Client user interface for end users supports the following languages: Arabic, Chinese (simplified,) Chinese (Traditional,) Czech, Danish, Dutch, English, Finnish, French, German, Greek, Hebrew, Hungarian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese (Brazilian,) Portuguese (Iberian,) Russian, Spanish, Swedish, and Turkish.

The Dell TechDirect user interface supports the following languages: English, Chinese (Traditional) and Chinese (Simplified), French, German, Italian, Japanese, Korean, Portuguese (Brazil), Russian, and Spanish (Latin America).

#### **9. What data does SupportAssist collect?**

SupportAssist collects data that is required for troubleshooting hardware issues and providing proactive support from our ProSupport engineers. SupportAssist does not collect any user files stored on the system, any passwords or any information about application usage. SupportAssist collection includes following types of data:

- Hardware configuration — installed device, processor, memory, network device and usage
- Event Data – Windows event logs, core dump, and debug logs
- Software configuration for device — operating system and installed applications
- Network Identity information — computer name, domain name, and IP address
- SupportAssist also stores the contact information that is provided during SupportAssist registration or SupportAssist configuration screens which includes customer name, email address and phone numbers

#### **10. How is my data transferred to Dell?**

The data sent from your Dell systems to Dell is encrypted with 128 bit encryption and transferred securely using SSL protocol. The data is stored in compliance with the [Dell Privacy Policy](#).

#### **11. What steps does Dell take to safeguard customer information?**

Dell hosts SupportAssist data—including the application, systems, network and security components—in a US-based data center designed to maintain high levels of availability and security. Dell protects your data by using a wide variety of measures, including physical security.

Features include, but are not limited to:

- On-premise security guards
- Rigorous exterior building security, including cameras, false entrances, vehicle blockades, specialized parking lot design, bulletproof glass and walls, and the use of an unmarked building
- Interior pan/tilt/zoom security cameras with digital recorders
- Network security — all monitoring components are located behind a firewall and are managed by a Dell network security team. We tightly control all network

traffic, requiring all inbound traffic to be transmitted via specific ports and sent only to appropriate destination network addresses.

- Server and database security – Servers and OS components reside on standard images that have undergone security review. We regularly review security updates used by the application, including those published by Microsoft and vendors of other software. When critical security updates are issued, we test them first on nonproduction images and generally apply them to live servers within 48 hours.
- Procedural security – Dell groups who have access to Dell SupportAssist components (such as the database administration group and the operational support team) are assigned separate duties and access rights. All updates to the production environment go through a defined change control process that incorporates checks and balances.
- Auditing – Dell retains proprietary monitoring hosting device logs, accessible only by Dell. These logs record all attempts to log into or access the OS or SupportAssist Web Server Console, as well.

#### **12. Who has access to the SupportAssist collected data at Dell?**

SupportAssist collected data is accessible by technical support agents who use it for troubleshooting hardware issues reported by SupportAssist. The data is also available to Technical Account Managers providing technical recommendation to ProSupport Plus and ProSupport Flex customers. The data is not shared for sales or promotional purposes.

Dell takes information security and privacy seriously. Above described mechanisms makes sure that customer data collected by SupportAssist is secure and used only for support purposes.

#### **13. How do I add or remove the SupportAssist icon from my Taskbar?**

To add - devices with the SupportAssist end user interface installed can add SupportAssist to the taskbar by right clicking on the Taskbar, then selecting "Pin this program to taskbar".

To remove - right click on Taskbar, then select "Unpin this program to my taskbar."

#### **14. Need assistance or more information?**

For tutorial videos and ability to post questions to the experts, visit our [SupportAssist Community Group](#). Or, contact your Technical Account Manager. Sales Representative or Dell directly at this link [here](#).