

SupportAssist for PCs and tablets

Frequently Asked Questions

[SupportAssist](#) is automated proactive and predictive support technology designed to enable faster issue detection and resolution. Below you will find the most frequently asked SupportAssist questions and answers.

1. What is SupportAssist for client systems?

SupportAssist automates support from Dell by identifying hardware and software issues on Dell laptops, desktops, tablets and systems. When an issue is detected, SupportAssist notifies you and Dell technical support. In-warranty replacement parts will be shipped.

For customers that manage devices with [ProSupport suite entitlements](#), SupportAssist features extend to include automatic case creation and proactive engagement from Dell to resolve the detected issue. Third-party research has found when SupportAssist is used with ProSupport Plus the following results occur:

- 72% fewer steps in the support process
- 91% less time to resolution

For this study, the technical support process was compared against HP, Lenovo and Apple in February 2016. Review the full [research study](#) for more details.

2. Which devices are eligible for SupportAssist?

Laptops and desktops:	Tablets:	IoT:
Dell Inspiron	Dell Venue 8 Pro	Dell Edge Gateway 5000
Dell XPS	Dell Venue 11 Pro (5000 & 7000 series)	Dell Edge Gateway 5100
Dell Latitude	Dell Latitude	Dell Embedded Box PC 3000
Dell Vostro	Dell XPS 10	Dell Embedded Box PC 5000
Dell Alienware		
Dell Optiplex		
Dell Precision		

3. How much does SupportAssist cost?

SupportAssist is available at no cost; however, features vary by service level entitlement.

Systems with Basic service entitlements receive critical updates from Dell plus replacement part self-dispatches that result from *Checkup* scans. Please note, Basic customers do not receive SupportAssist alerts within TechDirect.

[ProSupport Plus](#), [ProSupport](#) and [Premium Support](#) customers additionally receive automated issue detection, case creation and notification. Predictive alerts on batteries, hard drives, thermals and fans are available to those with ProSupport Plus.

4. How do I contact Dell for support using SupportAssist?

When SupportAssist detects an issue, a support request is automatically created with Dell on your behalf. You can also open a request at any time by visiting the *Get Support* section of SupportAssist. After submitting a support request, you will immediately be asked if you would like to chat with a support agent about your issue.

Only customers with premium service levels, not Basic, receive automatic and manual case creation features.

You can also visit the *Get Support* section of SupportAssist to easily chat with or get the phone number for Dell technical support.

5. What features does a ProSupport Flex customer receive with SupportAssist?

ProSupport Flex customers receive the same features as ProSupport customers including critical update notifications, automated issue detection that includes parts self-dispatch and technical support case creation.

6. What are the requirements for using SupportAssist?

Operating system	<p>Laptops and desktops:</p> <ul style="list-style-type: none">• 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) <p>Tablets:</p> <ul style="list-style-type: none">• Microsoft Windows 8.1• Microsoft Windows 10 <p>Edge Gateways:</p> <ul style="list-style-type: none">• Microsoft Windows 10 IoT Enterprise 2015 LTSC (64-bit) <p>Embedded PCs:</p> <ul style="list-style-type: none">• Microsoft Windows 7 Professional (64-bit)
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	<ul style="list-style-type: none"> • Microsoft Windows 7 Professional for Embedded Systems (64-bit)
Software	Microsoft .NET Framework 3.5.1 or later
Hardware	Memory (RAM) – 2GB Hard drive free space – 2GB
Network	Internet connectivity

7. How much network bandwidth does SupportAssist consume?

The SupportAssist performance analysis team uses Windows Assessment & Performance monitoring, as well as other tools, to validate every release of SupportAssist has minimal impact on the overall system resources, including network bandwidth consumption.

8. How do customers get SupportAssist?

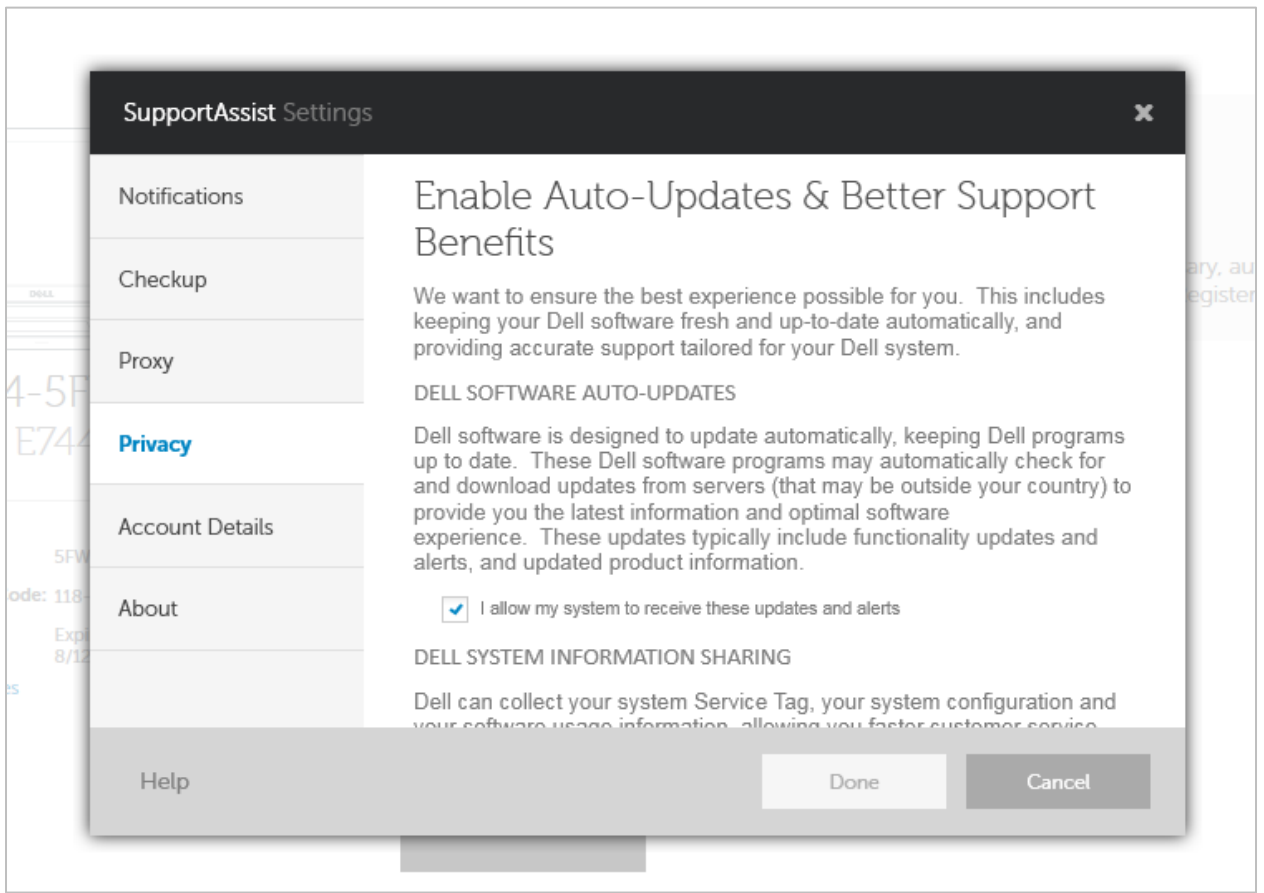
SupportAssist is now pre-installed on most Dell systems. Visit your Windows start button and select *All Programs*. You will find SupportAssist inside the *Dell* folder.

If your system does not have SupportAssist pre-installed, follow the download instructions available dell.com/supportassist.

If you are a business user and would like to monitor multiple systems with SupportAssist, you can deploy a common configuration across your devices. Information on how to configure this capability is available in the [Deployment Guide](#).

9. How do customers ensure they have opted in to receive alerts on their Dell device using SupportAssist?

If a customer is managing SupportAssist alerts on his or her individual system, the customer will want to ensure SupportAssist is connected to Dell by visiting the Settings widget in the top right of the SupportAssist interface. The customer will find Privacy Settings within the Settings menu. The auto-updates will need to be enabled in order for SupportAssist to be connected to Dell.



10. How does SupportAssist help if I cannot start my computer's operating system?

If you are unable to boot to the operating system, SupportAssist will offer you a pre-boot environment where a QR code will be displayed. This code will take you to an online form at <https://supportassist.dell.com> and ask you to enter the provided error code, validation code and system service tag.

Those without a QR code reader can always enter <https://supportassist.dell.com> into an Internet Browser of another device to access the form. This form gives Dell technical support the information they need to begin the resolution process.

Data Recovery and Back-up:

Starting June 2016, select Dell Inspiron and Dell XPS systems that run a Dell factory-installed Microsoft Windows 10 operating system have the SupportAssist OS Recovery feature. This feature gives you a way to access your data for easy back-up when you are unable to start your computer's operating system. It also provides an image recovery option for restoring your system to its Dell factory image. More information is available in the [SupportAssist OS Recovery User's Guide](#).

11. How do customers with an IT department receive alerts in one centralized location when monitoring multiple business client devices and systems with SupportAssist?

Businesses and organizations with an IT department who wish to consolidate management of SupportAssist alerts on multiple business devices will need to create a [TechDirect](#) account. Alerts will flow into this account for easy, centralized management.

The SupportAssist [Deployment Guide](#) explains how to create a configuration file matching the credentials aligned to your Dell My Account and TechDirect account. Customers can review, manage and forward alerts to Dell from within TechDirect.

ProSupport and ProSupport Plus customers can choose to auto-forward alerts to Dell. Please note, Basic customers do not receive SupportAssist alerts within TechDirect.

12. What languages does SupportAssist support?

The SupportAssist interface 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.

You can easily switch the interface language using the language dropdown in the top right of the SupportAssist interface.

For business users only: The TechDirect interface supports English, Chinese (Traditional), Chinese (Simplified), French, German, Italian, Japanese, Korean, Portuguese (Brazil), Russian and Spanish (Latin America). Please note, SupportAssist alert details displayed within TechDirect are only displayed in English.

13. What information does SupportAssist collect?

SupportAssist collects system state information that is required for troubleshooting hardware issues and for providing proactive support. SupportAssist does not collect any user files stored on the system, any passwords or any information about application usage.

SupportAssist collection includes the following types of information:

- Hardware configuration – installed device, processor, memory, network device and usage
- Event information – Windows event logs, core dump, and debug logs
- Software configuration – operating system and installed applications
- Network identity information – computer name, domain name and IP address

SupportAssist also stores the contact information that is provided by the user during registration or configuration including customer name, email address and phone numbers.

14. How is information transferred to Dell?

The information sent from your system(s) to Dell is encrypted with 256 bit encryption and transferred securely using SSL protocol. The system state information is stored in compliance with the [Dell Privacy Policy](#).

15. What steps does Dell take to safeguard customer information?

Dell hosts SupportAssist information—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 system state information by using a wide variety of measures.

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. All network traffic is tightly controlled, 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. Security updates used by the application are regularly reviewed, including those published by Microsoft and vendors of other software. When critical security updates are issued, they are tested 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.

16. Where is SupportAssist assistance and more information available?

You can ask questions any time on the [user forum](#). Or, contact your Dell representative.