DELLEMC

SupportAssist for Business PCs on Latitude Chromebook Release Notes

Release summary

This release adds new features and enhancements to the SupportAssist application installed on the Chromebook.

Release version

- SupportAssist for business PCs on Latitude Chromebook version 1.4
- Google Chrome OS version 84

ⓘ **NOTE:** SupportAssist for business PCs on Latitude Chromebook version 1.4 is supported only on Google Chrome OS version 84 and later.

Release date

July 2020

Priority and recommendations

Recommended: Dell recommends applying this update during your next scheduled update cycle. The update contains feature enhancements or changes that help keep your system software current and compatible with other system modules (firmware, BIOS, drivers, and software).

Compatibility

SupportAssist is supported on the following Dell systems:

- Latitude 5300 2-in-1 Chromebook Enterprise
- Latitude 5400 Chromebook Enterprise
- Latitude 7410 Chromebook Enterprise
- Latitude 7410 2-in-1 Chromebook Enterprise

Network requirements

To enable SupportAssist, the systems must be able to connect to the following destinations:

- **https://apidp.dell.com**
- **https://fuslite.dell.com/FUSLite/api/2.0**
- **https://techdirect.dell.com**
- **https://downloads.dell.com**
- **https://www.dell.com**

New features in this release

This release enables you to:

- Scan a specific hardware components such as processor, hard drive, memory, and battery individually.
- Troubleshoot your system by running diagnostic tests such as speaker test, microphone test, mouse test, and keyboard test.
- Upload system activity log files to the Dell backend server.
- View the hard drive space available on the system.

Important notes

SupportAssist uses the 1.1.3 version of the log4cpp library. It is a library of C++ classes for flexible logging to files.

Limitations

- Predictive issue detection capability is available only for batteries.
- SupportAssist does not automatically perform diagnostic tests that require user intervention such as sound test, microphone test, mouse test, and keyboard test.

Deployment

Configure and deploy the SupportAssist configuration on systems to enable automatic monitoring and to manage SupportAssist alerts from TechDirect.

For more information about configuring and deploying the SupportAssist configuration using a Google Admin Console account, see the *SupportAssist for Business PCs on Latitude Chromebook Deployment Guide* available at https://www.dell.com/serviceabilitytools.

Contacting Dell

> (i) **NOTE: If you do not have an active Internet connection, you can find contact information about 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 or region and product, and some services may not be available in your area.

Contact Dell for sales, technical support, or customer service issues

1. Go to https://www.dell.com/support.
2. Select your country or region in the selection list at the bottom of the page.
3. Click **Contact Support** and select the appropriate support link.

Find manuals and documents

1. Go to https://www.dell.com/support.
2. Click **Browse all products**.
3. Select the appropriate product category and then select the desired product.
4. To view or download the manuals and documents, click the **DOCUMENTATION** tab.

   > (i) **NOTE: You can also directly access the manuals and documents for Serviceability Tools from https://www.dell.com/serviceabilitytools.**

Notes, cautions, and warnings

(i) **NOTE:** A NOTE indicates important information that helps you make better use of your product.

△ **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.