Dell SupportAssist Agent

Release Notes

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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.

Release Date: February 2015

Importance
OPTIONAL: Dell recommends the customer review specifics about the update to determine if it applies to your system. The update contains changes that impact only certain configurations, or provides new features that may/may not apply to your environment.

Platform(s) Affected
For a complete list of affected Dell systems and supported operating systems, see the *Dell SupportAssist Agent User's Guide* at **Dell.com/Tools**.

What is Supported
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
- Tablet devices
    – Dell Venue Pro 11

Limitations
- SupportAssist Agent does not support zoom in/zoom out feature on Tablet devices.
- SupportAssist Agent does not run diagnostic tests for the the microphone, keyboard, and graphics cards because diagnostic tests for these components require user intervention.

Important Notes

The command for deploying SupportAssist on mulitple devices is represented incorrectly in the non-English versions of the SupportAssist Agent Deployment Guide. The correct command for deploying SupportAssist on multiple devices is as follows:

Setup.exe -answerfilepath -s -v"/qn <common network location of the SupportAssist answer file>"

Installation Prerequisites

The following are the minimum requirements for installing and using SupportAssist Agent:
- Operating system
  - 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)
  - Tablet devices:
    - Microsoft Windows 8.1
- Web browser: Internet Explorer 8 or later
- Software: Microsoft .NET Framework 3.5.1 or later
- Internet connection
- Hardware
  - Memory (RAM): 2GB
  - Hard drive: 512MB

NOTE: For more information about installing and using SupportAssist Agent, see the latest *SupportAssist Agent User's Guide* at **dell.com/support/manuals.**

NOTE: SupportAssist Agent can monitor one or more devices. To monitor a single device, you must install SupportAssist Agent on the device. To monitor multiple devices using SupportAssist Agent, install SupportAssist Agent on the devices you want to monitor and then deploy the answer file.

Installation Instructions

SupportAssist Agent is downloaded and installed automatically in the background after you install or update SupportAssist.

Uninstallation

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

Contacting Dell

✎ NOTE: If you do not have an active Internet connection, you can find contact information on 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 and product, and some services may not be available in your area. To contact Dell for sales, technical support, or customer service issues:

1. Visit **support.dell.com**.
2. Select your support category.
3. If you are not a U.S. customer, select your country code at the bottom of the **support.dell.com** page, or select **All** to see more choices.
4. Select the appropriate service or support link based on your need.

For information on documentation support, visit **dell.com/SupportAssistGroup** or **dell.com/Tools.**