


# Alienware Update Version 5.x User's Guide

## Notes, cautions, and warnings

 **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.

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# Alienware Update

## NOTE:

Alienware Update is installed as a stand-alone application on consumer client supported platforms to provide updates for system software that is released by Dell. This application is installed locally on the target systems and simplifies the BIOS, firmware, driver, and application update experience on Dell client hardware.

You can find other product guides and third-party license documents for your reference at [dell.com/support](https://dell.com/support).

## Topics:

- [What's new in Alienware Update Version 5.5](#)
- [What's new in Alienware Update Version 5.4](#)
- [What's new in Alienware Update Version 5.3](#)
- [What's new in Alienware Update Version 5.2](#)
- [What's new in Alienware Update Version 5.1](#)
- [What's new in Alienware Update Version 5.0](#)
- [What's new in Alienware Update Version 4.9](#)
- [What's new in Alienware Update Version 4.8](#)
- [What's new in Alienware Update Version 4.7.1](#)
- [What's new in Alienware Update Version 4.6](#)

## What's new in Alienware Update Version 5.5


Alienware Update provides the following features and enhancements in this release:

- User interface refinements with rebranding of the splash screen for Alienware Update application.

## What's new in Alienware Update Version 5.4

Alienware Update provides the following features and enhancements in this release:

- Enhanced security measures on Alienware Update notifications for Universal Windows Platform (UWP) applications.
- Improved automatic update schedules.
- Enhanced the telemetry event information.
- Added the capability to attempt installing failed updates again after the system reboots.

 **NOTE:** Alienware Update Universal Windows Platform (UWP) does not support toast notifications if the Alienware Client Management Service is upgraded to version 5.4 without upgrading the Alienware Update application.

## What's new in Alienware Update Version 5.3

Alienware Update provides the following features and enhancements in this release:

- Added the capability to temporarily pause scanning, downloading, and installing operations when in a conference call through the Avaya agent app.
- Enhanced the telemetry event information.
- Added the **The system needs to be rebooted to complete the installation** notification for BIOS updates.
- Added an **End-of-life** notification for Alienware Update.
- Enhanced the driver scan process.

## What's new in Alienware Update Version 5.2

Alienware Update provides the following features and enhancements in this release:

- Enhanced the security measures by upgrading third party components to higher versions.
- Optimized the payload size during driver scan to save network bandwidth.
- Enhanced the security measures in line with Microsoft VBScript deprecation.

## What's new in Alienware Update Version 5.1

Alienware Update provides the following features and enhancements in this release:

- Enhanced the algorithm for qualifying updates.
- Enhanced the service shutdown process to reduce the system shutdown time.
- Enhanced the security measures in line with Microsoft Smart App Control compliance.

 **NOTE:**

## What's new in Alienware Update Version 5.0

Alienware Update provides the following features and enhancements in this release:

- Supports updates for Trusted Device category.
- Enhanced the user interface experience during low-bandwidth operations.
- Improved the capability to detect conference calls when connected through a Bluetooth audio device.
- Enhanced capability of UWP notifications to remain displayed in action center until removed.

## What's new in Alienware Update Version 4.9

Alienware Update provides the following features and enhancements in this release:

- Improved the system information user interface to display the correct driver versions.

## What's new in Alienware Update Version 4.8


Alienware Update provides the following features and enhancements in this release:

- Improved self-update workflow.
- Enhanced the toast notification mechanism during driver installations.

## What's new in Alienware Update Version 4.7.1

Alienware Update provides the following features and enhancements in this release:

- Updated the warning message for BIOS failure that occurs due to an invalid or empty password.
- Added security checks for file downloads.
- Enhanced security measures.

 **NOTE:** Alienware Update Classic interface is not supported from version 4.7.1 onwards, and the older Alienware Classic clients are upgraded to Alienware Update version 4.7.1 UWP.

## What's new in Alienware Update Version 4.6

Alienware Update provides the following features and enhancements in this release:

- Added support to provide updates for Camera subsystem.
- Added capability to pause Alienware Update activity when there is a Windows Update running.
- Scheduled reboot time is configured to five minutes for manual updates that require reboot when reboot consent check box is set.

- Enhanced file handling security measures.
- InvColPC.exe is not bundled with Alienware Update package as a security enhancement.

# Install, uninstall, and upgrade Alienware Update

This section contains information about the installation, uninstallation, and upgrading Alienware Update.

There is a download available for Alienware Update version 5.5.

- Alienware Update for Windows —Universal Windows Platform (UWP) application supports Windows 10, starting from Redstone 1 build number 14393 or later, and Windows 11.
- Alienware Update for Windows —This version of application supports Windows 8, 8.1, 10, and 11 operating systems (32-bit and 64-bit).

## Topics:

- [Supported Operating Systems](#)
- [Download Alienware Update for Universal Windows Platform \(UWP\)](#)
- [Download Alienware Update](#)
- [Install Alienware Update for Universal Windows Platform \(UWP\)](#)
- [Uninstall Alienware Update for Universal Windows Platform \(UWP\)](#)
- [Uninstall Alienware Update](#)
- [Upgrade Alienware Update](#)

## Supported Operating Systems


Alienware Update application supports the following operating systems:

### Supported operating system (Arm)

Windows 11

### Supported operating systems (Intel)

- Windows 10 (32-bit and 64-bit)
- Windows 11

 **NOTE:** Alienware Update—Universal Windows Platform (UWP) application supports Windows 10, starting from Redstone 1 build number 14393 or later, and Windows 11.

## Download Alienware Update for Universal Windows Platform (UWP)

To download the latest version of the Dell Update for Universal Windows Platform (UWP):

1. Go to [Dell | Support](#).
2. In **Identify your product or search support**, search for Dell Update for Windows.
3. Go to **Drivers & Downloads**.
4. Select the operating system.
5. Select the **Driver**— Alienware Update for Universal Windows Platform.
6. Download `Dell-Update-Application-for-Windows_XXXXX_WIN_y.y.y_A00.EXE` where `x` represents the software ID and `y` represents the version number.

## Download Alienware Update

To download the latest version of the Alienware Update:


1. Go to [Dell | Support](#).
2. In **Identify your product or search support**, search for Dell Update for Windows.
3. Go to **Drivers & Downloads**.
4. Select the operating system.

5. Download `Alienware-Update-Application_XXXXX_WIN_y.y.y_A00.EXE` where x represents the software ID and y represents the version number.

## Install Alienware Update for Universal Windows Platform (UWP)

1. Open the .exe file that is downloaded from the Dell support site.
2. Click **Install**.

The **Welcome** screen is displayed.

 **NOTE:** You must have administrative rights to install Dell Update.

3. On the **Welcome** screen, click **Next**.  
The **License Agreement** screen is displayed.
4. On the **License Agreement** screen, select **I accept the terms in the license agreement**, and then click **Next**.
5. Click **Install** on the **Ready to Install the Program** screen.
6. On the **Installation Wizard Completed** screen, click **Finish**.

## Silent install

To perform a silent installation of Alienware Update, run the following command in a command prompt with administrative privileges:

Alienware Update for Universal Windows Platform (UWP):

```
Dell-Update-Application-for-Windows_XXXXX_WIN_y.y.y_A00.EXE /s
```

Optionally, to capture the installation log, run the following command:

Alienware Update for Universal Windows Platform (UWP):

```
Dell-Update-Application-for-Windows_XXXXX_WIN_y.y.y_A00.EXE /s /l=C:\log path\log.txt
```

## Uninstall Alienware Update for Universal Windows Platform (UWP)

Dell Technologies recommends uninstalling Alienware Update using any of the following methods.

### Method 1: Uninstall through Control Panel

1. Click **Start**.
2. Go to **Control Panel > Programs > Programs and Features**.
3. Select **Alienware Update**.
4. Click **Uninstall**.

### Method 2: Uninstall through Windows Settings

1. Open **Windows Settings**.
2. Go to **System > Apps and Features**.
3. Select **Alienware Update**.
4. Click **Uninstall**.
5. Select **Alienware Update for Windows Universal**.
6. Click **Uninstall**.

## Alternative Method: Uninstall using Command Prompt

To uninstall Alienware Update for Universal Windows Platform (UWP), run the following command with administrative privileges:

```
Alienware-Update-Application-for-Windows_XXXXX_WIN_y.y.y_A00.EXE /passthrough /x /s /v"/qn"
```

To specify a log path, use the following command:

```
Alienware-Update-Application-for-Windows_XXXXX_WIN_y.y.y_A00.EXE /passthrough /x /s /v"/qn /l*vx <log path>"
```

## Uninstall Alienware Update

Dell Technologies recommends uninstalling Alienware Update using any of the following methods.

### Method 1: Uninstall through Control Panel

1. Click **Start**.
2. Go to **Control Panel > Programs > Programs and Features**.
3. Select **Alienware Update**.
4. Click **Uninstall**.

### Method 2: Uninstall through Windows Settings

1. Open **Windows Settings**.
2. Go to **System > Apps and Features**.
3. Select **Alienware Update**.
4. Click **Uninstall**.

## Alternative Method: Uninstall using Command Prompt

To uninstall, Alienware Update run the following command with administrative privileges: `Dell-Update-Application_XXXXX_WIN_y.y.y_A00.EXE /passthrough /x /s /v"/qn"`

Log path command: `Dell-Update-Application_XXXXX_WIN_y.y.y_A00.EXE /passthrough /x /s /v"/qn /l*vx <log path>"`.


## Upgrade Alienware Update

You can upgrade Alienware Update in the following ways:

- Manual update—For Alienware Update, download, and install Alienware Update Version 5.5 from [dell.com/support](https://dell.com/support). For information about the installation procedure, see [Install Alienware Update](#).

When the new version is installed, the installer prompts for an upgrade. Select **Yes** to continue the upgrade.

- Self-update—If the application is already installed, launch the application and click the **CHECK** button on the **Welcome** screen to check for updates. If newer versions of Alienware Update are available the latest version of Alienware Update is listed under Recommended updates. Select the update, and install the newer version of the application.

 **NOTE:** During the upgrade, application settings are retained.

# Features of Alienware Update

## Topics:

- [Install updates](#)
- [Select updates](#)
- [Suspend BitLocker](#)
- [Give us your feedback](#)

## Install updates

To check for, and install updates, do the following:

1. On the **Welcome** screen, click **CHECK**.  
The **Checking for updates** task starts, and the **Checking for Updates** screen is displayed.  
The **Checking for updates** task includes the following:
  - Checking for component updates.
  - Scanning for system devices.
  - Determining available updates.The **Checking for Updates** screen provides the status of the system scan. When updates are found, Alienware Update prompts you to install the updates.  
If no updates are found, a **This system is up-to-date** message is displayed indicating that the applications, firmware, and drivers on the system are up to date. Click **CLOSE** to exit Alienware Update.
2. Optionally, if you want Alienware Update to automatically restart the system after installing updates, select **Automatically restart system (when required)**.
3. Click **INSTALL** to install the selected updates on the system.
  - ① **NOTE:** If you click **CANCEL** during the installation, Alienware Update does not roll back the updates that are already applied.
  - ① **NOTE:** Updates that do not comply with the Federal Information Processing Standards (FIPS), are not installed or displayed as available updates when the FIPS mode is enabled on the system.

## Select updates

On the **Welcome** screen, Click **CHECK**, to run the **Checking for updates** task. If updates are available for the system, the **Selected Updates** screen is displayed.

The update summary is displayed next to the heading in the format—update type <x of y; z MB> in megabytes (MB): Based on importance, the updates are described as follows:

- 'x' is the number of updates to be downloaded.
- 'y' is the total number of updates available.
- 'z' is the size of the available updates.
- **Security Updates**—These updates improve the security of the system.
- **Critical Updates**—These updates are important for improving the reliability, security, and availability of the system.
- **Recommended Updates**—These updates are recommended for installation on the system.
- **Optional Updates**—These updates are optional updates.
- **Dell Docking Solution**—These updates are for the Dell docking solution.

If the Dell Docking Solution option is selected, then:

- The updates for the Dell Docking Solution cannot be cleared from **Customize Selection** screen.
- The **Automatically restart the system (when required)** option is selected and cannot be cleared.
- The system may restart multiple times and continue the installation.

- One or more categories (Security, Critical, Recommended, Optional) are selected and cannot be cleared if there are updates that are part of the Dell Docking Solution.
- The Dell Docking Solution option is not displayed if there are no updates available for Dell docking solution.

A warning message is displayed if:

- An update that is to be installed requires an interim version of the utility. If there are multiple dependencies for an update, Alienware Update attempts to install the latest version. This task may require multiple update cycles to be completed.
- Certain updates cannot be installed until a power adapter is plugged into the system.

## Suspend BitLocker

Alienware Update supports the ability to install BIOS updates even if BitLocker Encryption is enabled on the system boot drive. This provides an option by suspending the BitLocker while updating the BIOS and resuming BitLocker encryption once the BIOS has been upgraded.

Alienware Update provides a check box in the **Select Updates** screen to **Automatically suspend BitLocker** and displays the following warning message: `Warning: Automatically suspending BitLocker drive encryption must be executed in a secure environment to safeguard the drive security.`

If BitLocker is enabled, the following options get applied:

- When a BIOS update is available and selected, and the **Automatically suspend BitLocker** option is checked, then the **Automatically restart the system (when required)** option is checked. By default this option is disabled. When the BIOS update is installed, BitLocker is suspended temporarily to apply the BIOS updates. After the BIOS and other updates are installed, the system automatically reboots to complete the BIOS update, and BitLocker is reenabled.
- A BitLocker icon is displayed to the left of the BIOS update, if present, in the list of **Selected Updates** screen.
- You can clear the **Automatically suspend BitLocker** option, the BIOS update is cleared and disabled.

**i** **NOTE:** Hovering over the icon provides the message: `This update is blocked because BitLocker is enabled on this system. If you want to install this update, please check Automatically suspend BitLocker in the BIOS settings pane.`

## Give us your feedback

You have the option to provide the feedback about the product, by clicking **Give us your feedback** link option from the bottom corner of the left pane on the welcome page.

**i** **NOTE:** You have the option to publish the feedback anonymously.