

# Image Assist Version 11.2.0 Release Notes

## Release summary

- ImageAssist is supported on Dell devices with Arm64-based processors.
- This release includes enhancements and bug fixes.

## Release version

11.2.0

## Release date

Feb 2026

## 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.

## Supported operating system and recommended framework

- Image Assist is supported on 64-bit Windows 10 and Windows 11 operating systems.
- Microsoft .NET Framework 4.8 or later must be installed on the system.

## Known issues

### Microsoft Defender SmartScreen prevents launch of ImageAssist.exe file

<b>Description</b>	When the ImageAssist.exe file is launched, the <b>Microsoft Defender Smartscreen</b> page is displayed, preventing the launch of the .exe file.
<b>Workaround</b>	Click <b>More info</b> on the <b>Microsoft Defender Smartscreen</b> page and then click <b>Run anyway</b> .
<b>Tracking number</b>	688
<b>Version affected</b>	11.1.2.4 and later

## Intermittent failure occurs creating a Dynamic or Static USB key

<b>Description</b>	An intermittent USB creation failure may occur during the dual partition creation process.
<b>Workaround</b>	<p>Manually reformat the USB key then re-run the USB creation process in additional tools to create the Dynamic or Static USB key. To manually reformat the USB drive using Command Prompt, perform the following steps:</p> <ul style="list-style-type: none"><li>• Open Command Prompt as Administrator.</li><li>• Enter <code>diskpart</code> to start the DiskPart utility.</li><li>• List all available disks using <code>list disk</code>.</li><li>• Select your USB drive by typing <code>select disk X</code> (replace X with the disk number of your USB).</li><li>• Clean the disk by typing <code>clean</code>.</li><li>• Create a primary partition with <code>create partition primary</code>.</li><li>• Format the partition to NTFS using <code>format fs=NTFS quick</code>.</li><li>• Assign a drive letter by typing <code>assign</code>.</li><li>• Exit DiskPart by typing <code>exit</code>.</li></ul>
<b>Tracking number</b>	762
<b>Version affected</b>	11.1.2.4 and later

## BitLocker prevents Sysprep from running on virtual machines in Windows 11 24H2

<b>Description</b>	BitLocker prevents Sysprep from running on virtual machines in Windows 11 24H2. This issue is <b>Partially resolved</b> in version 11.2.0.12
<b>Workaround</b>	<ul style="list-style-type: none"><li>• Disable BitLocker. Open a CMD with admin rights and run the command: <code>manage-bde c: -off</code></li><li>• It may take a few minutes to decrypt. You can view the status by running <code>manage-bde -status</code></li><li>• Once the drive is fully decrypted, rerun Image Assist.</li></ul>
<b>Tracking number</b>	756
<b>Version affected</b>	11.1.2.4 and later

## Issues fixed in the 11.2.0 release

1. Intermittent boot issues after DIA restore if Secure Boot is enabled.

## Limitations

- Customized modifications to static IP address, DNS, or WINS information settings in your image are reset to default settings after the Sysprep process is complete.
- For an OEM image, the local administrator account is renamed to **Administrator** after Sysprep is complete. However, for a non-OEM image, Image Assist restores the name provided by the user.
- Image Assist Dynamic does not support the Windows Server and Embedded Windows 10 operating systems.
- The Image Assist Dynamic image may not be restored if the size of the drive in Hyper-V Manager is lesser than the size of attached external hard drive.
- If you are using the Windows 10 operating system, you can retain the user settings only if you are using a virtual machine as a build base.
- Due to limitations in Hyper-V Manager, creating a bootable USB drive in Hyper-V Manager is not supported. It is recommended that you use a physical system or VMware Workstation Pro to create a bootable USB drive for image creation.

# Downloading and installing Image Assist

For more information about downloading and installing Image Assist, see the *Image Assist Dynamic for Multiple Platforms User's Guide* and *Image Assist Static for Single Platform User's Guide* available on the [Image Assist documentation](#) page.

## Image Assist support

For additional guidance on Image Assist, contact the Dell OS Imaging Helpdesk by using the following details:

**Table 1. Image Assist support**

Country or Region	Email support
Americas	US_OSImaging@dell.com
Europe, Middle East, and Africa	EMEA_OSImaging@dell.com
Australia	ANZ_OSImaging@dell.com
South Asia	SA_OSImaging@dell.com
India	IN_OSImaging@dell.com
China	CN_OSImaging@dell.com
Japan	JPN_OSImaging@dell.com
Latin America and Brazil	LATAM_SOImagenes@dell.com


## Issues fixed in previous releases

This section lists the issues fixed in previous Image Assist releases:

**Table 2. Issues fixed in previous releases**

Release version	Issues fixed
11.0.0 and 11.0.2	<ul style="list-style-type: none"><li>• When a VMware VMCI Bus Device Driver was automatically installed during a Windows update, the Check Image process failed at Driver Check.</li><li>• While capturing an image, the external USB hard drive was detected as a data partition.</li><li>• The Microsoft Windows operating system build version displayed on the Image Assist Dynamic home page was not the same as the version displayed in the Windows <b>About your PC</b> system settings.</li><li>• In certain Latitude models, incorrect driver packs were detected and installed during image restore.</li><li>• Restoring a static image failed when you upgraded the operating system from Windows 10 to a newer version.</li><li>• A recovery environment error was displayed when you tried to reset the PC.</li></ul>
11.0.3, 11.0.4, 11.0.5, 11.0.6, 11.0.7, 11.0.8	N/A

## 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.