

# Dell Optimizer

## Version 1.2 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.

<b>Chapter 1: Overview.....</b>	<b>4</b>
Supported operating system.....	4
<b>Chapter 2: Install, uninstall, and upgrade Dell optimizer.....</b>	<b>5</b>
Install Dell Optimizer using Dell Update Package.....	5
Uninstall Dell Optimizer.....	5
Upgrade Dell Optimizer using Dell Installer.....	5
Upgrade Dell Optimizer using Dell Command   Update.....	5
<b>Chapter 3: Getting started with Dell Optimizer.....</b>	<b>7</b>
Analytics.....	7
Workload Analysis.....	8
System Analysis.....	8
System Diagnostics.....	8
Applications.....	9
Optimizing applications.....	9
Audio.....	10
Optimizing audio.....	10
Power.....	10
Optimizing power.....	11
Proximity Sensor.....	11
Configuring Proximity Sensor.....	12
Performance feed.....	12
Preferences.....	12
<b>Chapter 4: Administration.....</b>	<b>13</b>
Install Dell Optimizer using the command prompt .....	13
Installation modes.....	13
Uninstall Dell Optimizer using the command prompt.....	14
Upgrade Dell Optimizer using System Center Configuration Manager update.....	14
Creating log files.....	14
Command-line interface for Dell Optimizer.....	14
WMI Provider.....	18
<b>Chapter 5: Feedback.....</b>	<b>20</b>
<b>Chapter 6: Frequently asked questions .....</b>	<b>21</b>
Application Optimization FAQs.....	21
Application Messages FAQs.....	21
Installation FAQs.....	22
<b>Chapter 7: Contacting Dell.....</b>	<b>23</b>

# Overview

Dell Optimizer is a software application that intelligently optimizes the performance of your system by using artificial intelligence and machine learning. Dell Optimizer dynamically configures your system settings to optimize the performance of your application. It improves the productivity, performance, and user experience through system usage analysis and learning.

On Dell Precision systems, Dell Optimizer for Precision includes an analytics section that collects extensive data about your system and helps identify potential issues.

**Topics:**

- [Supported operating system](#)

## Supported operating system

The current release supports the Windows 10 October 2018 update, version 1809 or later. Dell Technologies recommends installing Windows 10 October 2020 update, version 20H2 for better experience.

# Install, uninstall, and upgrade Dell optimizer

Dell Optimizer is preinstalled on all supported systems. However, if you have uninstalled it and you want to use it at a later point, see the following topics:


## Topics:

- [Install Dell Optimizer using Dell Update Package](#)
- [Uninstall Dell Optimizer](#)
- [Upgrade Dell Optimizer using Dell Installer](#)
- [Upgrade Dell Optimizer using Dell Command | Update](#)

## Install Dell Optimizer using Dell Update Package


If Dell Optimizer is not installed on the system:

1. Go to [www.dell.com/support](http://www.dell.com/support).
2. Download the Dell Update Package file.
3. Double-click the \*.exe file to start the installation wizard.
4. Follow the steps in the wizard until you complete the installation or upgrade process.

 **NOTE:** This installer supports only the Windows 10 64-bit operating system.


## Uninstall Dell Optimizer

1. Click the **Start** menu, and search for **Apps and Features**.  
The list of applications and features available on the system appears.
2. Search for **Dell Optimizer Service** and select **Uninstall**.  
Dell Optimizer is uninstalled from your system.

 **NOTE:** Uninstalling the service also uninstalls the application from your system.

## Upgrade Dell Optimizer using Dell Installer

1. Go to [www.dell.com/support](http://www.dell.com/support).
2. Enter the model number in the Keyword field and click **Search**.  
For example: Latitude 9510.
3. Click **DRIVERS & DOWNLOADS**.
4. Download the latest version of Dell Optimizer.

 **NOTE:** Dell Optimizer requires Intel 10th generation core processors and Windows 10 on Latitude, OptiPlex, or Dell Precision systems.

## Upgrade Dell Optimizer using Dell Command | Update

1. Include Dell Optimizer in the Dell Command | Update catalog.
2. Configure Dell Command | Update to check for driver, firmware, and software application updates.
3. Export **Update preferences** as an xml from Dell Command | Update.

4. Push **Update preferences** as a policy using System Center Configuration Manager or Workspace ONE.  
Dell Command | Update detects the new Dell Optimizer update, and includes it on the list of latest updates available. Each device within the fleet pulls the update that is based on the policy preferences set in Dell Command | Update.

# Getting started with Dell Optimizer

This section provides information about the general features to help you get started and manage Dell Optimizer.

To launch the application, open the Windows Start menu, and search for Dell Optimizer.

When you launch the application for the first time, you can view the onboarding process. The onboarding process provides information about the application. In **Privacy Notice**, you can accept the Dell Optimizer customer experience improvement program by clicking **Yes, I consent**, or refuse by clicking **No, I don't consent**. If you click **Yes, I consent**, the application collects and sends the information about how you use Dell Optimizer to Dell Technologies.

You can change the option at a later point from **Preferences > Privacy Notice**. An administrator can preset this option during deployment.

In the home screen, you can view the following options:

- Analytics
- Applications (Express Response)
- Audio (Intelligent Audio)
- Power (Express Charge)
- Proximity Sensors (Express Sign-In)

**Table 1. Icons on the windows**

Icon	Function
-	Minimizes the application
X	Closes the application
v	Displays the <b>About Dell Optimizer</b> , <b>Preferences</b> , and the <b>Give Feedback</b> section. For more information about the <b>Give Feedback</b> section, see <a href="#">Feedback</a> .

## Topics:

- [Analytics](#)
- [Applications](#)
- [Audio](#)
- [Power](#)
- [Proximity Sensor](#)
- [Performance feed](#)
- [Preferences](#)

## Analytics

The analytics feature helps in analyzing the system, and enables you to generate the following reports:

- Workload analysis report
- System analysis report
- System diagnostics report



 **NOTE:** This feature is only available for Dell Precision systems running **SupportAssist**.

For information about how to download **SupportAssist**, see SupportAssist for Business PCs with Windows OS Deployment Guide-Using TechDirect at [www.dell.com](http://www.dell.com).

## Workload Analysis

The workload analysis feature enables you to track system resource utilization for components such as processor, memory, graphics, and hard drive while you run your specific work load.

To generate a workload analysis report:

1. Go to **Analytics** and click .  
The Analytics section is displayed.  
**NOTE:** You can enable or disable this feature by using the  toggle switch.
2. Click **Run report** and select the report duration to generate the report.  
A progress bar displays the status of the report. The task runs until either the report is generated, it is manually stopped, or when the timeout limit is reached.
3. Click **View report** to view the generated report.  
**NOTE:** It may take a few minutes to prepare the report after you click the **View report** option.



The workload analysis report displays the process-specific information using charts. The charts display the top five processes that use the system resource, to assess the impact of applications. This report also displays a set of check boxes that allow you to choose the subsystems from which the data is collected. By default, all subsystems are selected.

In the report, the X-axis shows the range of data or specific value that is collected for the given system parameter. The Y-axis displays the percentage of time, the given range (or specific value) that was found during the report interval. For example, in the temperature (Location Memory) report, the X-axis shows the range of temperature and the Y-axis shows the percentage of time the temperature was found to be in the range.

## System Analysis

The system analysis feature runs for a specified period, and collects system configuration and subsystem usage data. The data is collected in the background, and it is compiled in the form of a report. The system analysis report helps you understand the behavior of your system under the current operating environment when the report was running.

To generate a system analysis report:

1. Go to **Analytics** and click .  
The Analytics section is displayed.  
**NOTE:** You can enable or disable this feature by using the  toggle switch.
2. Select the number of reports that you want to generate.
3. Click **Run report** and select the report duration to generate the report.  
A progress bar displays the status of the report. The task runs until either the report is generated, it is manually stopped, or when the timeout limit is reached.

The number of reports option on the **System Analysis** page controls how many reports are generated before the system tracking gets disabled automatically. For example, if you select the report duration as 10 hours and number of reports as three reports, the first report is displayed after 10 hours. The other two new reports are displayed every 10 hours after the first report. The system tracking also stops when all the reports are generated.

4. Click **View report** to view the generated report.  
**NOTE:** If multiple reports are ready to view on your system, click **Next report** to view the reports.

The system analysis reports display the detailed information and graphs of the data such as fan speed, thermal data, battery usage, and processor utilization.

5. Click **Save as PDF** to save the selected report in a PDF format.
6. Click **Delete** to delete the selected report.

## System Diagnostics

This feature allows you to generate and view full system health and diagnostic reports of your system.

To generate a system diagnostics report:



1. Go to **Analytics** and click .

The Analytics section is displayed.

 **NOTE:** You can enable or disable this feature by using the  toggle switch.

2. Click **Launch report**.  
The **Reliability Monitor** page of your system is displayed.
3. Review your system reliability and problem history.



## Applications


The applications feature optimizes the performance of the application on your system. Using machine learning, Dell Optimizer learns how you use the selected applications. The application identifies the optimization opportunities, classifies the users, and automatically applies the appropriate settings to improve application performance. Dell Optimizer optimizes the storage, memory, and CPU utilization of your system. You can optimize five applications simultaneously. You can also arrange the applications that is based on your priority.

## Optimizing applications

1. Go to **Applications** and click .

The Applications section is displayed.

 **NOTE:** You can enable or disable this feature by using the  toggle switch.

2. Click .
3. Select the application that you want to optimize.
4. If the application is not listed, click **Browse**.
5. After you select the applications, click **Learn and optimize**.






The Application learning starts. The status is displayed as **Learning** until Dell Optimizer finishes learning the behavior of the application.

To optimize the application ensure, you continuously use the application. The optimization process enables Dell Optimizer to learn the application behavior and determine the most optimal settings for the application. This process can take a couple of hours. You can also pause and resume the application optimization.

After the application optimization is complete, the status is displayed as **Optimized**, and optimization settings are applied automatically.

You can also perform the actions in the table below by clicking .




**Table 2. Action Icons**

Icon	Function
	You can view the overall performance score of the application. You can also view the bar graph with CPU and storage improvement scores, if available.
	You can temporarily turn off or on the applied optimizations for that application.
	You can remove the application from the application list.
	You can pause the application optimization process.
	You can resume the application optimization process.





# Audio



The audio feature enhances the audio functionality during your online meetings. The audio feature helps filter the background noise, stabilize volume, and prioritize preferred voice streaming during online meetings.

## Optimizing audio

1. Go to **Audio**, and click .  
The Audio section is displayed.  
 **NOTE:** You can enable or disable this feature by using the  toggle switch.
2. Select the environment settings for your conference call, using one of the following options:

**Table 3. Audio environment options**

Option	Function
 Quiet Room	The quiet room feature enhances the audio of your system for a clearer sound. This option is for a quiet environment when only one person is speaking. By default, quiet room is selected.
 Noisy Office	The noisy office feature reduces the unwanted noise. This option is for an office environment when only one person is speaking.
 Multiple Voices	The multiple voices feature minimizes the additional voices. This option is for all environments with multiple speakers.
 Recording Studio	The recording studio feature is for a quiet environment when people are speaking, singing, or playing instruments.

3. Switch the **3D Audio** button to **ON** or **OFF** to enable or disable the feature.  
This feature provides a conference room-like experience through your headphones and speakers. By default, the **3D Audio** button is **OFF**.  
 **NOTE:** Some users may experience an impact on battery run time when the 3D Audio button is on.
4. If you want to connect a new device, plug the device in the audio jack.  
A dialog box is displayed.
5. Select the type of device that you have connected.  
A drop-down menu is displayed with the default preset options.
6. Select the preset option and click **Optimize**.  
The application remembers the preferences, and it automatically selects the same preset option when you connect the device again to your system.  
 **NOTE:** If your device is running in Headless Mode and you checked the option "Do not ask me again," the dialog box does not display. To view the dialog box, reinstall the audio driver.

## Power

The Power feature improves the battery life of your system by configuring and switching productivity on usage behaviors. It learns the battery usage on the system, and uses AI and machine learning models to apply appropriate charge policies. This feature also identifies opportunities to extend the battery run time.



Dell Optimizer learns the discharge patterns, discharge rates, state of battery health, and classifies the users into the following four profiles:

- Desktop replacement—Always connected to a power source and rarely uses battery.
- Corridor warrior—A standard office user with a general charge cycle.
- Performance users—Uses processor heavy applications which have a high battery discharge rate.

- Marathon users—Generally discharges the system completely.

Dell Optimizer takes two weeks to learn the user's behavior, and adjusts their profile after each two-week learning period when needed.

## Optimizing power

1. Go to **Power** section and click .  
The Power section is displayed.  
**NOTE:** You can enable or disable this feature by using the  toggle switch.
2. Click the **Adaptive battery performance** toggle button to extend the battery run time based on the user behavior.  
This feature allows you to extend the battery runtime by intelligently taking battery saving measures. It turns on the windows power saver mode, reduces the processor power level, and dims the screen.  
**NOTE:** Some users may experience an impact on system performance when you apply the Adaptive Battery Performance optimization settings.
3. Use the **Dynamic charge policy** toggle switch, to enable the correct charge policy.  
This feature ensures that the system automatically switches the charging policies between, Always AC, Express Charge, and Standard, according to the usage pattern of user.  
**NOTE:** If you have purchased a long cycle life battery with a three-year warranty, the **Dynamic charge policy** toggle switch is disabled. A long cycle life battery is locked in one charging mode, and the system cannot switch between different charging modes.

## Proximity Sensor





Proximity sensor is an integrated feature in selected Dell laptops and mobile workstations. The sensor detects your presence when you are in front of your system and within the field-of-view (FOV) of the sensor. When you move out of the FOV, the brightness of your system display reduces, and locks your system that is based on the lock time settings. When you walk in to the FOV, the system display turns on and the login screen appears.

When enabled, it can be accessed when the system is on or in modern standby state, and when the system is in clamshell or tablet mode.


Proximity Sensor supports the following capabilities:

- **Walk Away Lock**—When you move out of the FOV, the system locks, and the display is turned off based on the preferred lock time settings. The system then enters modern standby state. This feature secures your system and saves power when you are away from it. By default, the **Walk Away Lock** button is enabled, and the screen lock timer is set to 60 seconds. The **Walk Away Lock** is suspended when:
  - Snooze is enabled in Dell Optimizer.
  - User activity is detected through a keyboard, mouse, or a touchpad.
  - An application running on the system is requesting audio or display power from the operating system. For example, when you are using Skype during an active call, and when you are streaming video in Windows Media Player.
  - An external monitor is connected, and the proximity sensor feature is disabled.
- **Wake On Approach**—When you walk into the FOV, the system wakes from modern standby, turns on the display, and displays the Windows login screen. This feature enables faster sign-in as you approach your system. If you have set up the Windows Hello feature, the camera recognizes your face and Windows automatically unlocks your system. If you have not set up Windows Hello, you have to enter your system password to unlock your system. By default, the **Wake on Approach** button is enabled. The **Wake On Approach** is suspended when:
  - The battery is low, and the system is not plugged in to a power source.
  - An external monitor is connected, and the proximity sensor feature is disabled.
- **Keep Alive**—It prevents Windows from turning off the display, and ensures that the system does not enter sleep state when:
  - The system is plugged in to a power source.
  - The user is present in the FOV but not engaged with the system.
 For example, you are reading a document on your system without using a keypad, mouse, or a touchpad. By default, the **Keep Alive** button is enabled.

## Configuring Proximity Sensor


1. Go to **Proximity Sensor** section and click .  
The Proximity Sensor section is displayed.  
 **NOTE:** You can enable or disable this feature by using the  toggle switch.
2. Switch the **Walk Away Lock** toggle button to **ON or OFF**, and set the screen lock timer.  
 **NOTE:** The screen may not lock if a video is playing on a media player or a browser.
3. Switch the **Wake on Approach** toggle button to **ON or OFF**.
4. To set the snooze timer, click **Snooze**, and select the timer value.  
By default, the snooze timer is set to 0.

## Performance feed

The performance feed  feature provides insight into the optimization that is performed by Dell Optimizer. It displays the optimization settings that are applied for learning, and optimization gains.

## Preferences

This section displays the **Privacy Notice** of Dell Optimizer. Select the check box to send the Dell Optimizer customer experience data to Dell. Clear the check box if you do not want to send the data to Dell.

-  **NOTE:** Dell Optimizer customer experience improvement program collects only application-related data. It does not collect personal information.

# Administration

This chapter provides details about the administrative features of Dell Optimizer. Admin is a default user profile that is created for the user who is a member of the administrator group. When you log in to Dell Optimizer as an administrator, you can access certain notable extended features such as log files, WMI providers, and CLI commands.

**NOTE:** A system administrator should perform the tasks in this chapter. It is recommended to install Dell Optimizer after Image deployment through Software Center or equivalent management console.

## Topics:

- [Install Dell Optimizer using the command prompt](#)
- [Installation modes](#)
- [Uninstall Dell Optimizer using the command prompt](#)
- [Upgrade Dell Optimizer using System Center Configuration Manager update](#)
- [Creating log files](#)
- [Command-line interface for Dell Optimizer](#)
- [WMI Provider](#)

## Install Dell Optimizer using the command prompt

**Table 4. Command prompts to install Dell Optimizer**

Function	exe Installer Switch	DUP Switch
Silent install	DellOptimizer.exe /silent	DellOptimizer.exe /s  <b>NOTE:</b> When you use the DUP with a switch and do silent installation, use /silent instead of /s, after the /passthrough switch.
Policy switch—To install Dell Optimizer where the user is not allowed to use the UI.	/HeadlessMode=true	/passthrough /HeadlessMode=true
Policy switch—To install Dell Optimizer without the Proximity Sensor feature.	/ProximitySensor=skip	/passthrough /ProximitySensor=skip
Policy switch—Preset Opt-in or Opt-out option for Dell Optimizer Customer Experience Improvement Program.	/TelemetryConsent=<value>	/passthrough /TelemetryConsent=<value>


## Installation modes

**Table 5. Installation modes**

Feature	Normal Install	Headless Mode
Analytics (Dell Precision only)	Yes	Yes

**Table 5. Installation modes**

Feature	Normal Install	Headless Mode
Applications	Yes	Yes
Audio (excluding Dell Precision Workstation or Dell Precision Rack Workstation)	Yes	No
Power (laptops only)	Yes	Yes
ProximitySensor (supported laptop configurations)	Yes	No

 **NOTE:** You cannot change the settings using GUI, CLI, or WMI after you have installed a feature using Headless Mode.

## Uninstall Dell Optimizer using the command prompt

Use the following command to uninstall Dell Optimizer from your system:

```
DellOptimizer.exe /remove
```

## Upgrade Dell Optimizer using System Center Configuration Manager update

1. Log in as an administrator.
2. Go to **Start > Control Panel > Configuration Manager**.  
The **Configuration Manager Properties** dialog box is displayed.
3. Click **Third-Party Software Update Catalogs**.
4. Click **Dell Business Client Updates Catalog**, right-click and select **Subscribe to Catalog**.

 **NOTE:** As an administrator you can subscribe to categories based on Dell systems deployed in your environment.

5. Set the schedule to synchronize the catalog.
6. Set the System Center Configuration Manager Update preferences.  
The new Dell Optimizer update gets automatically added in the Dell Business Client Update Catalog. Each device within the fleet pulls the update that is based on the policy preferences set in the System Center Configuration Manager Update. For more information, see Dell Third Party Update Catalog White paper at [www.dell.com](http://www.dell.com).


## Creating log files

Use the following commands to generate the installer log file:

- /debuglog—exe file install switch
- /passthrough /debuglog—DUP switch

## Command-line interface for Dell Optimizer

As an administrator you can use the following CLI commands for batch and scripting scenarios. You can view the location and filename of the CLI in C:\Program Files\Dell\DellOptimizer\do-cli.exe.

 **NOTE:** The return code is sent to stderr, and command output is sent to stdout.

**Table 6. CLI Commands for Dell Optimizer**

**Table 6. CLI Commands for Dell Optimizer**

CLI Command	Description
/help	Use this command to display the list of available arguments.
/version	Use this command to display the current version of Dell Optimizer.
/get	Use this command to display all available settings and their properties. You can combine the command with additional options for specific setting details.
/configure	Use this command to configure a setting, and the command must be combined with additional options for a specific setting. These settings are dynamic, and it is not a static list.
/appperformance	Use this command to display the Applications feature settings and configuration information. The command must be used with additional options. These settings are dynamic, and it is not a static list.

**Table 7. /get commands for Dell Optimizer**

/get command	Details
/get	Use this command to display all settings details.
/get -name=Telemetry.State	Use this command to display current participation status in the Dell Optimizer Customer Experience Improvement Program.
/get -list categories	Use this command to display the name of all available feature categories. For example, Application, Audio, Power.
/get -category=<categoryname>	Use this command to display all settings and current values of the selected category.
/get -name=Audio.State	Use this command to display details about the audio state.
/get -name=Audio.Audio3D	Use this command to display details about the audio 3D state.
/get -name=Audio.Environment	Use this command to display details about the audio environment state.
/get -name=Audio.IsNXOSEnabled	Use this command to display details about the audio IsNXOS state.
/get -name=Audio.JackNotification	Use this command to display details about the audio jack state.
/get -name=BatteryExtender.State	Use this command to display details about the battery extender state.
/get -name=DynamicCharge.State	Use this command to display details about the dynamic charge state.
/get -name=ProximitySensor.State	Use this command to display details about the proximity sensor state.
/get -name=ProximitySensor.EnableWithExternalMonitor	Use this command to display details about the proximity sensor that is enabled with external monitor state.
/get -name="ProximitySensor.KeepAlive"	Use this command to display details about the proximity sensor keep alive state.
/get -name= ProximitySensor.WakeOnApproach	Use this command to display details about the proximity sensor wake on approach state.
/get -name=ProximitySensor.WalkAwayLock	Use this command to display details about the proximity sensor walk away lock state.

**Table 7. /get commands for Dell Optimizer**

<b>/get command</b>	<b>Details</b>
<code>/get -name=ProximitySensor.WalkAwayLockTimer</code>	Use this command to display details about the proximity sensor walk away lock timer state.

**Table 8. Configure commands for Dell Optimizer**

<b>/configure command</b>	<b>Details</b>	<b>Supported Values</b>
<code>/configure -name=&lt;settingname&gt; -lock=</code>	Use this command to lock the specific setting from being changed by user.	<b>True</b> and <b>false</b>
<code>/configure -name=Telemetry.State -value=</code>	Use this command to configure Dell Optimizer Customer Experience Improvement Program.	<b>True</b> and <b>false</b>
<code>/configure -name=AppPerformance.State -value=</code>	Use this command to configure the application performance state value.	<b>True</b> and <b>false</b>
<code>/configure -name=Audio.State -value=</code>	Use this command to configure the audio state value.	<b>True</b> and <b>false</b>
<code>/configure -name=Audio.Audio3D -value=</code>	Use this command to configure the audio 3D value.	<b>True</b> and <b>false</b>
<code>/configure -name=Audio.IsNXOSEnabled -value=</code>	Use this command to configure the audio sNXOS value.	<b>True</b> and <b>false</b>
<code>/configure -name=Audio.JackNotification -value=</code>	Use this command to configure the audio jack notification value.	<b>True</b> and <b>false</b>
<code>/configure -name=Audio.Environment -value=</code>	Use this command to configure the audio environment value.	QuietRoom, NoisyOffice, MultipleVoices, and RecordingStudio
<code>/configure -name=BatteryExtender.State -value=</code>	Use this command to configure the battery extender state value.	<b>True</b> and <b>false</b>
<code>/configure -name=DynamicCharge.State -value=</code>	Use this command to configure the dynamic charge state value.	<b>True</b> and <b>false</b>
<code>/configure -name=ProximitySensor.State -value=</code>	Use this command to configure the proximity sensor state value.	<b>True</b> and <b>false</b>
<code>/configure -name=ProximitySensor.EnableWithExternalMonitor -value=</code>	Use this command to configure the proximity sensor that is enabled with external monitor state value.	<b>True</b> and <b>false</b>
<code>/configure -name=ProximitySensor.KeepAlive -value=</code>	Use this command to configure the proximity sensor keep alive state value.	<b>True</b> and <b>false</b>
<code>/configure -name=ProximitySensor.SnoozeTimer -value=</code>	Use this command to configure the proximity sensor snooze timer value.	<b>30, 60, 90, and 120 minutes</b>
<code>/configure -name=ProximitySensor.WakeOnApproach -value=</code>	Use this command to configure the proximity sensor wake on approach value.	<b>True</b> and <b>false</b>
<code>/configure -name=ProximitySensor.WalkAwayLock -value=</code>	Use this command to configure the proximity sensor walk away lock value.	<b>True</b> and <b>false</b>



**Table 8. Configure commands for Dell Optimizer**

<b>/configure command</b>	<b>Details</b>	<b>Supported Values</b>
/configure - name=ProximitySensor.WalkAway LockTimer -value=	Use this command to configure the proximity sensor walk away lock timer value.	<b>1, 2, and 3 minutes</b>

**Table 9. Application performance commands for Dell Optimizer**

<b>/AppPerformance command</b>	<b>Details</b>
/AppPerformance -listProfiles	Use this command to display the list of applications that are in optimized state.
/AppPerformance -listLearningApps	Use this command to display the list of applications that are in learning state.
/AppPerformance -setPriority - profileName=<profile name> -priority=<value>	Use this command to set the priority of an application profile using the name.
/AppPerformance -setPriority - profileGuid=<profile guid> -priority=<value>	Use this command to set the priority of an application profile using the GUID.
/AppPerformance -restoreToDefault	Use this command to restore all settings back to default for optimized applications.
/AppPerformance -startLearning -profileName=<profile name> - processName=<value> -priority=<value>	Use this command to start the optimization process for the specified application.
/AppPerformance -pauseLearning - profileName=<profile name>	Use this command to pause optimization learning for the specific application.
/AppPerformance -resumeLearning - profileName=<profile name>	Use this command to resume optimization learning for the specific application.
/AppPerformance -deleteProfile - profileName=<profile name>	Use this command to delete an existing optimized application profile by name.
/AppPerformance -deleteProfile - profileGuid=<profile guid>	Use this command to delete an existing optimized application profile by GUID.
/AppPerformance -enableProfile - profileName=<profileName>	Use this command to enable an existing profile by name.
/AppPerformance -enableProfile - profileGuid=<profile guid>	Use this command to enable an existing profile by GUID.
/AppPerformance -disableProfile - profileName=<profile Name>	Use this command to disable an existing profile by name.
/AppPerformance -disableProfile - profileGuid=<profile guid>	Use this command to disable an existing profile by GUID.
/AppPerformance -importProfile - profilePath=<profile file path>	Use this command to import an optimized app profile.
/AppPerformance -exportProfile -profileName=<profile Name> - profilePath=<profile file path>	Use this command to export an optimized app profile by name.
/AppPerformance -exportProfile -profileGuid=<profile guid> - profilePath=<profile file path>	Use this command to export an optimized app profile by GUID.

**Table 10. Return codes for Dell Optimizer**

<b>CLI Return Codes</b>	<b>Condition</b>
0	Success

### Table 10. Return codes for Dell Optimizer

CLI Return Codes	Condition
1	Failure
2	Reboot required
3	Failed to configure the read-only setting
4	Failed to configure licensed feature
5	Dell Optimizer service not installed
6	Dell Optimizer service is disabled
7	Dell Optimizer service is not running
8	Another instance of CLI is active
9	Another instance of GUI is active

## WMI Provider

Dell Optimizer includes a WMI provider to configure the application settings. The following two files are part of the Dell Optimizer download package:

- `doWmiProv.mof`—Dell Optimizer WMI Provider that is installed as part of the installer.
- `sms def delloptimizer.mof`—Dell Optimizer SMS MOF definition file available for Administrators.

The Inventory Agent uses the following custom Dell Optimizer data reporting definitions:

```
#pragma namespace ("\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\root\\\\\\\\\\\\\\\\dcim\\\\\\\\\\\\\\\\sysman\\\\\\\\\\\\\\\\DellOptimizer")
#pragma deleteclass ("EnumerationAttribute", NOFAIL)
#pragma deleteclass ("EnumerationAttribute", NOFAIL)
[ SMS_Report(TRUE),
SMS_Group_Name("Dell Optimizer Settings Inventory"),
SMS_Class_ID("DELL|DELLOPTIMIZER_ENUMSETTINGS|1.0"), SMS_Namespace(FALSE),
Namespace("\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\root\\\\\\\\\\\\\\\\dcim\\\\\\\\\\\\\\\\sysman\\\\\\\\\\\\\\\\DellOptimizer")] Class
EnumerationAttribute : SMS_Class_Template
{ [SMS_Report(TRUE), key] String AttributeName;
[SMS_Report(TRUE)] String DisplayName;
[SMS_Report(TRUE)] String CurrentValue;
[SMS_Report(TRUE)] Boolean IsLocked;
[SMS_Report(TRUE)] Uint32 PossibleValueCount; [SMS_Report(TRUE)] String
PossibleValues[];
};
```

**Table 11. WMI provider (continued)**

Feature	WMI Command
Enumerate all settings	<pre>wmic /NAMESPACE: \ \root\dcim\sysman\DellOptimizer PATH EnumerationAttribute get /value.</pre>
Enumerate a specific setting	<pre>wmic /NAMESPACE:\ \root\dcim\sysman\DellOptimizer PATH EnumerationAttribute.AttributeName="%1%" get /value.</pre>
Set the specific setting value	<pre>wmic /NAMESPACE:\ \root\dcim\sysman\DellOptimizer PATH DellOptimizerService.Name="DellOptimizerSe</pre>

**Table 11. WMI provider**

Feature	WMI Command
	<pre> service" CALL SetAttribute AttributeName="%1" Value="%2". </pre>
Lock the specific settings	<pre> wmic /NAMESPACE:\ \root\dcim\sysman\DellOptimizer PATH DellOptimizerService.Name="DellOptimizerSe rvice" CALL LockAttribute AttributeName="%1" Locked=%2. </pre>

**NOTE:** You cannot configure Application, Performance, Profiles, and learning using Dell Optimizer WMI Provider. You must use the do-cli.exe file.

## Feedback

1. In the home screen, click **v** and select **Give Feedback**.  
The feedback page is displayed.
2. Provide your feedback on the scale of 1 to 10 for the following options:
  - How satisfied you are with Dell Optimizer?
  - How likely you recommend purchasing Dell systems because of Dell Optimizer?
3. Provide additional feedback, if any, and click **Send my comment**.

# Frequently asked questions

## Topics:

- [Application Optimization FAQs](#)
- [Application Messages FAQs](#)
- [Installation FAQs](#)

## Application Optimization FAQs

- Why do I see a notification or status stating a restart is required to apply optimization settings?  
You can decide to reboot later but the changes that are applied to your system becomes effective only after you reboot the system. Some examples of optimized settings that require reboot are the ones that change processor hyper-threading, processor cores, and so on.
- Once an application is in the optimized state, why do I not see the report option in the Actions menu?  
During the learning phase, the application is not engaged enough to determine performance improvements.  
Either the process is unintentionally interrupted by restarts or the system has turned off for an extended period.
- Why does my Latitude or OptiPlex only show CPU performance improvements?  
Latitude and OptiPlex systems can only be optimized for CPU operations. Dell Precision Workstations can also be optimized for memory optimization gains.
- Why is my system getting locked within a short period when my Windows setting for screen lock is set up for a longer period?  
Walk Away Lock feature in Proximity Sensor section of Dell Optimizer locks the system when the user is not in the field of view. The default lock timer is set at 60 secs which is shorter than the Windows screen lock timer. For more information, see [Proximity Sensor](#).
- Why is the Audio feature disabled and disabled?  
There are two scenarios where the Audio feature is disabled:
  - Your IT Administrator might have set the Audio feature to disabled and locked it.
  - The audio driver is not installed on the system. You can download the Realtek Audio Driver from [Dell.com](#).

## Application Messages FAQs


- Why is the message **This application is managed by IT Administrator** displayed after launching the Dell Optimizer application from the Start Menu?  
This message is displayed when an IT administrator deploys the Dell Optimizer application in headless mode. Users do not have access to the user interface of the application. To change this setting, uninstall and reinstall Dell Optimizer using **Apps & Features > Dell Optimizer Service**.
- Why is the message **Dell Optimizer service was not detected** displayed after launching the Dell Optimizer application from the Start Menu?  
This issue occurs when Dell Optimizer is not installed properly. Uninstall and reinstall Dell Optimizer using **Apps & Features > Dell Optimizer Service**.
- Why is the message **Dell Optimizer service is not running** displayed after launching the Dell Optimizer application from the Start Menu?

Windows starts the default services once Windows 10 restarts. Dell Optimizer windows service is configured as automatic (delayed start), which may take two minutes after Windows 10 restart. If you do not restart your system, you can check or start the Dell Optimizer service using **Task Manager** or the **Services console**.

## Installation FAQs

- Can I use Dell Optimizer on my non-Dell laptop or desktop?  
No. Dell Optimizer software is designed to only optimize the performance of a Dell system.
- Why does the Dell Optimizer installer fail with a message stating that my system is not supported?  
You cannot install Dell Optimizer on operating systems other than Windows 10 17134 or later. Dell Optimizer is only supported on Latitude, Dell Precision Workstations, and OptiPlex systems launched after March 2020.
- Why does the Dell Optimizer installer fail with a message **Dell Precision Optimizer must be removed before installation of Dell Optimizer?**  
You cannot install both Dell Precision Optimizer and Dell Optimizer on the same system. You must uninstall Dell Precision Optimizer and then install Dell Optimizer.

# Contacting Dell

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

1. Go to [www.dell.com/support](http://www.dell.com/support).
2. Select your support category.
3. Verify your country/region or region in the **Choose a Country/Region** drop-down list at the bottom of the page.
4. Select the appropriate service or support link that is based on your need.