

# Dell SupportAssist for PCs and Tablets Deployment Guide



# Notes, cautions, and warnings

 **NOTE:** A NOTE indicates important information that helps you make better use of your computer.

 **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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# Introduction

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 service request with Dell (for ProSupport, Consumer Premium Support, or ProSupport Plus). The data required for troubleshooting the issue is automatically collected from the device and sent securely to Dell Technical Support. The collected data is sent securely to Dell Technical Support. This information allows Dell to provide you with an enhanced, efficient, and accelerated support experience.

 **NOTE:** The SupportAssist capabilities are based on the Dell Service entitlement of the device. For more information about the capabilities of the SupportAssist, see [Dell Service entitlements](#).

SupportAssist is compatible on the following Dell devices:

- Laptops and desktops:
  - Dell Inspiron
  - Dell XPS
  - Dell Alienware
  - Dell Latitude
  - Dell Vostro
  - Dell OptiPlex
  - Dell Precision
- Tablets:
  - Dell Venue Pro 11

SupportAssist can be deployed on one or more devices. To monitor a single device, install the SupportAssist application on that device.

If you want to install SupportAssist on multiple devices, you will deploy the SupportAssist application and the SupportAssist Agent answer file on each device. You can remotely monitor alerts from these devices using Dell TechDirect.

This document provides you with the information required to deploy SupportAssist.

## Dell Service entitlements

SupportAssist automatically detects and notifies you about the issues on your devices. The benefits of SupportAssist capabilities depend on the Dell service entitlements. To receive the benefits SupportAssist

offers, a device requires an active Dell Consumer Premium Support, ProSupport, or ProSupport Plus service entitlement.

The following table provides a summary of SupportAssist capabilities available with the Basic, Consumer Premium Support, ProSupport, and ProSupport Plus service entitlements.

SupportAssist capabilities	Description	Dell Service entitlements			
		Basic	Consumer Premium Support	ProSupport	ProSupport Plus
Critical system updates – self-scheduled	User schedules the diagnostics and the system installs the required updates.	✔	✔	✔	✔
Parts self-dispatch through Checkup System Scans	For an in-warranty part, when an issue is detected, the user is prompted to confirm their shipping address for shipping the replacement part.	✔	✔	✔	✔
Automated issue detection, notification and case creation	An alert is sent to the user after Dell creates a case. Later, the user is contacted for resolution.	✘	✔	✔	✔
Predictive issue detection and case creation for failure prevention *	An alert is sent to the user about the potential failure of the part. Dell opens a case and contacts the user for shipping the replacement part.	✘	✘	✘	✔

\* The predictive issue detection feature is available only for batteries and hard-disk drives.

## Additional Dell SupportAssist resources

In addition to this guide, you can also access the following resources:

- The [Dell SupportAssist for PCs and Tablets User's Guide](#) provides information about installing and using SupportAssist.
- The *Dell SupportAssist Community* online portal at [Dell.com/SupportAssistGroup](https://Dell.com/SupportAssistGroup), provides information about the capabilities and features of SupportAssist, blogs, FAQs, and other technical documents.

- The TechDirect online portal at [TechDirect.com](https://www.techdirect.com) provides information about enrolling your company and managing SupportAssist alerts as well as technical support and self-dispatch parts requests.

## Deploying SupportAssist

To configure multiple PC devices and manage cases through the Dell TechDirect, you must first create an answer file (configuration file) and then deploy SupportAssist on each of those devices with the answer file.

### About this task

Deploying SupportAssist on multiple devices with the answer file allows you to monitor, process alerts, and manage cases using the TechDirect account. Follow the steps below to perform the deployment:

-  **NOTE:** Ensure that you have Administrator rights on the device.
-  **NOTE:** The email address and password login credentials for SupportAssist (in the answer file), Dell My Account, and TechDirect must match.

### Steps

1. Download and install the SupportAssist for PC and Tablets application available at [Dell.com/Support/SupportAssist](https://Dell.com/Support/SupportAssist).
2. Download and install the SupportAssist Agent application. See [Installing SupportAssist Agent](#).
3. Create the answer file. See [Creating the answer file](#).
4. Deploy SupportAssist on each device with the answer file. See [Deploying SupportAssist with the answer file](#).

## Minimum device requirements

The following table lists the minimum device requirements for deploying the SupportAssist for PCs and Tablets.

Particulars	Requirement
Operating system	Laptops and desktops: <ul style="list-style-type: none"> <li>• Microsoft Windows XP (32-bit SP3)</li> <li>• Microsoft Windows Vista (32-bit and 64-bit)</li> <li>• Microsoft Windows 7 (32-bit and 64-bit)</li> <li>• Microsoft Windows 8 (32-bit and 64-bit)</li> <li>• Microsoft Windows 8.1 (32-bit and 64-bit)</li> <li>• Microsoft Windows 10 (32-bit and 64-bit)</li> </ul> Tablet devices: <ul style="list-style-type: none"> <li>• Microsoft Windows 8.1</li> </ul>
Software	Microsoft .NET Framework 3.5.1 or later
Hardware	<ul style="list-style-type: none"> <li>• Memory (RAM) — 2 GB</li> <li>• Hard-disk space — 512 MB</li> </ul>

Particulars	Requirement
Network	Internet connectivity
Web browser	Internet Explorer version 8 or later.

## Installing SupportAssist Agent

SupportAssist Agent is automatically installed when you install SupportAssist. If the SupportAssist Agent is not installed automatically, you can perform the following steps to manually install SupportAssist Agent:

### Prerequisites

[Download the SupportAssist Agent installer file.](#) (SupportAssistAgent.exe)

### Steps

1. Press the <Windows logo> key and type `cmd` in the search bar.  
The start menu displays matching results.
2. Right-click the command prompt menu and click **Run as administrator**.  
The **Command Prompt** window is displayed.
3. Browse to the folder where you have saved the SupportAssist Agent installer file.
4. Type `SupportAssistAgent.exe -s -v/qn` and press <Enter>.

SupportAssist Agent is installed in the background.

## Creating the answer file

### Prerequisites

- Ensure that SupportAssist and SupportAssist Agent are installed on the administrator's device.
- Ensure that you are logged on to the device with Microsoft Windows Administrator rights.
- Ensure that the device has internet connectivity.
- Ensure that you have a common network location that can be accessed by all devices.

### About this task

Before deploying SupportAssist on multiple devices, create the answer file (configuration file). The answer file is a configuration file with key information that is deployed to each device to provide common contact credentials for routing alerts to TechDirect. Each device you want to monitor through SupportAssist should have the SupportAssist application and the answer file installed. Alerts from that device will then route to TechDirect. Additional devices can be added at any time.

The SupportAssist Setup Manager wizard guides you through the process of creating the answer files — **SupportAssistConfig.xml** and **SupportAssistAgentConfig.xml**.

### Steps

1. Press the <Windows logo> key and type `cmd` in the search bar.  
The start menu displays matching results.
2. Right-click the command prompt menu and click **Run as administrator**.  
The **Command Prompt** window is displayed.
3. Perform one of the following:
  - If the device is running a 32-bit operating system — Type `cd "C:\Program Files\Dell\SupportAssistAgent\bin"` and press <Enter>.
  - If the device is running a 64-bit operating system — Type `cd "C:\Program Files (x86)\Dell\SupportAssistAgent\bin"` and press <Enter>.

4. Type `SupportAssist.exe CORPIT` and press <Enter>. The **Dell SupportAssist Setup Manager Wizard** is displayed.
5. Click **Next**. The **License Agreement** page is displayed.
6. Read the license agreement and select **I allow my system to receive these updates and alerts**. Read the Dell system information sharing details and select **I allow Dell to collect Service Tag and other system usage data as described above**, and then click **Next**. The **Answer File Setup Type** page is displayed.
7. If you want SupportAssist to automatically update the settings on all devices whenever you modify the answer file, select **Auto update configuration settings**.
8. Select the preferred frequency for updating the answer file. The available options are **Weekly, Monthly, Quarterly**. By default, **Weekly** is selected.
9. Select **Create new answer file** and click **Browse** and select a common network location for saving the answer file. Click **Next**. The **Link TechDirect and SupportAssist** page is displayed.
  -  **NOTE:** Dell TechDirect is an online portal that helps you manage technical support and parts replacement alerts generated by SupportAssist.
  -  **NOTE:** The email address and password login credentials for SupportAssist (in the answer file), Dell My Account, and TechDirect must match.
10. Select the **Sign-in and use existing Dell My Account linked to a TechDirect account** option, and click **Next**. The **Dell Account Sign In page** is displayed in a new window.
11. Type your Dell My Account login credentials and click **Sign In**. The **Contact Information** page is displayed.
12. Type the details of your company's contact for receiving notifications, and then click **Next**. The **Shipping information** page is displayed.
13. Type the addresses to which you want parts dispatches to be shipped, and then click **Next**. The **Configuration Settings** page is displayed.
14. To detect issues, select the preferred frequency of hardware scan. The available options are **Weekly, Monthly, and Quarterly**.
15. Select a schedule for running the hardware scan, and then click **Next**. The **Configuration Settings (Continued)** page is displayed.
16. On the **Proxy Settings** section, select one of the following options:
  - **Connect with Default Settings** — To connect to the internet using the default system settings.
  - **Connect Directly** — To connect to the internet directly, though you may normally connect to the internet through a proxy server.
  - **Manually Configure** — To configure the proxy details on the Dell SupportAssist Agent.If you selected **Manually Configure** option, type the proxy server Internet Protocol (IP) address, port, user name, and password in the appropriate fields.
17. Click **Next**. The **Summary** page is displayed.
18. Click **Finish**. The two answer files, **SupportAssistConfig.xml** and **SupportAssistAgentConfig.xml**, are saved in the common network location.

## Next steps

-  **NOTE:** Do not use the same Dell My Account to create the answer file on a single system as this operation overwrites the existing answer file. However, you can modify the existing answer file. For more information, see [Modifying the existing answer file](#).

# Deploying SupportAssist with the answer file

Deploying a common answer file across multiple devices enables monitoring all the devices using SupportAssist.

## Prerequisites

- Ensure that the devices on which you want to deploy SupportAssist meet the minimum device requirements. See [Minimum device requirements](#).
- Ensure that you have Administrative rights on the device to install the SupportAssist.
- [Download the SupportAssist installation package](#). (SupportAssist.zip)
- [Download the SupportAssist Agent installer file](#). (SupportAssistAgent.exe)
- Ensure that you have created the SupportAssist answer files (SupportAssistAgentConfig.xml and SupportAssistConfig.xml). See [Creating the answer file](#).
- Ensure that you have the answer files (SupportAssistAgentConfig.xml and SupportAssistConfig.xml) on a common network share location that can be accessed by all devices.
- Ensure that the devices have internet connectivity.

## Steps

1. Copy and paste the SupportAssist installer (SupportAssist.zip) and SupportAssist Agent installer (SupportAssistAgent.exe) on each device that you want to deploy.
2. After copying the SupportAssist.zip file, make sure that you unzip or extract the contents of the file within the same folder.
3. On each device, run the command prompt as an administrator, browse to the folder where you copied the installer files, and run the following commands:
  - SupportAssistAgent.exe /s /v"/qn CONFIG="<<common network location that has the answer files>"  
For example: SupportAssistAgent.exe /s /v"/qn CONFIG="\\<common network location name>"
  - Setup.exe -answerfilepath "<common network location that has the answer files>\SupportAssistConfig.xml"  
For example: Setup.exe -answerfilepath "\\<common network location name>\SupportAssistConfig.xml"

SupportAssist and SupportAssist Agent are automatically deployed in the background.

# Modifying the existing answer file

If you want to change the SupportAssist Agent configuration settings that have been distributed across multiple devices, you can update the information in the existing answer file. For example, if you want to update the contact information or shipping details, you can modify the existing answer file. After you modify and save the answer file, the edited settings are automatically updated on all devices.

## Prerequisites

- Ensure you can access the common network share location and you have selected the **Auto update** option in the **Dell SupportAssist setup manager** wizard.

- Ensure that you are logged on to the device with Microsoft Windows Administrator rights.
- Ensure that you are able to access the existing answer file.
- Ensure that the device has internet connectivity.

### Steps

1. Press the <Windows logo> key and type `cmd` in the search bar.  
The start menu displays matching results.
2. Right-click the command prompt menu and click **Run as administrator**.  
The **Command Prompt** window is displayed.
3. Perform one of the following:
  - If the device is running a 32-bit operating system — Type `cd "C:\Program Files\Dell\SupportAssistAgent\bin"` and press <Enter>.
  - If the device is running a 64-bit operating system — Type `cd "C:\Program Files (x86)\Dell\SupportAssistAgent\bin"` and press <Enter>.
4. Type `SupportAssist.exe CORPIT` and press <Enter>.  
The **Dell SupportAssist Setup Manager Wizard** is displayed.
5. Click **Next**.  
The **License Agreement** page is displayed.
6. Read the license agreement and then select **I allow my system to receive these updates and alerts**. Read the Dell system information sharing details and then select **I allow Dell to collect Service Tag and other system usage data as described above**, and then click **Next**.  
The **Answer File Setup Type** page is displayed.
7. If you want SupportAssist to automatically update the settings on all devices whenever you modify the answer file, select **Auto update configuration settings**.
8. Select the preferred frequency for updating the answer file.  
The available options are **Weekly**, **Monthly**, **Quarterly**. By default, **Weekly** is selected.
9. Select **Modify existing answer file** and then click **Browse**.
10. Browse to the common network location that has the answer file and then click **OK**. Then, click **Next**.  
The **Link TechDirect and SupportAssist** page is displayed.
  -  **NOTE:** Dell TechDirect is an online portal that helps you manage technical support and parts replacement alerts and cases generated by SupportAssist for PCs and Tablets.
  -  **NOTE:** The email address and password login credentials for SupportAssist (in the answer file), Dell My Account, and TechDirect must match.
11. Select the **Sign-in and use existing Dell My Account linked to a TechDirect account** option, and click **Next**.  
The **Dell Account Sign In page** is displayed in a new window.
12. Type your Dell My Account login credentials and click **Sign In**.  
The **Contact Information** page is displayed.
13. Type the details of your company's contact for receiving notifications, and then click **Next**.  
The **Shipping information** page is displayed.
14. Type the addresses to which you want parts dispatches to be shipped, and then click **Next**.  
The **Configuration Settings** page is displayed.
15. To detect issues, select the preferred frequency of hardware scan. The available options are **Weekly**, **Monthly**, and **Quarterly**.

16. Select a schedule for running the hardware scan, and then click **Next**.

The **Configuration Settings (Continued)** page is displayed.

17. On the **Proxy Settings** section, select one of the following options:

- **Connect with Default Settings** — To connect to the internet using the default system settings.
- **Connect Directly** — To connect to the internet directly, though you may normally connect to the internet through a proxy server.
- **Manually Configure** — To configure the proxy details on the Dell SupportAssist Agent.

If you selected **Manually Configure** option, type the proxy server IP address, port, user name, and password in the appropriate fields.

18. Click **Next**.

The **Summary** page is displayed. You can also view the location where the answer file is saved.

#### **Next steps**

Ensure that the common network share location is accessible to all devices. The modified answer file is automatically updated on all devices based on the selected auto update configuration settings.

# Monitoring alerts using Dell TechDirect

The Dell TechDirect online portal provides you the ability to have your SupportAssist alerts report to a central location for you to manage. This chapter provides information about the basic features to receive and take action on alerts.

## Configuring alert rules

You can configure rules to determine how alerts created by SupportAssist are handled by the TechDirect portal. For example, you can choose to automatically forward all alerts to Dell Technical Support or have the alerts placed in your SupportAssist alert queue for your support team to review and determine if the alert should be forwarded to Dell.

### Prerequisites

Ensure that you are logged in to the TechDirect portal as an Administrator.

### Steps

1. Go to [TechDirect.com](https://TechDirect.com)  
The TechDirect portal landing page is displayed.
2. In the **SupportAssist Alerts** pane, click the **\* Based on alert rules** link.  
The **SupportAssist Alerts** window is displayed.
3. In the **Inactivity notification alert period** field, type the required duration.
4. For the **Auto-forward all Dispatch alerts to Dell** option, select one of the following:
  - Select **Yes**, to directly forward all parts dispatch alerts to Dell.
  - Select **No**, to send all parts dispatch alerts to your company's SupportAssist alerts queue for review by your support team to determine if the alert should be forwarded to Dell.
5. For the **Automated technical support case requests** option, select one of the following:
  - Select **Yes**, to directly forward all technical support alerts to Dell.
  - Select **No**, to send all technical support alerts to your company's SupportAssist alerts queue for review by your support team to determine if the alert should be forwarded to Dell.
6. Select the default branch, default relationship, and default time zone.
7. Click **Save Alert Rules**.

## Viewing SupportAssist alerts

On systems configured with an answer file, when SupportAssist detects an issue, an alert is automatically created in TechDirect. The following information assumes that you have enrolled your company in TechDirect and have used common login and password credentials across your SupportAssist answer file, Dell My Account, and TechDirect account setup.

1. Go to [TechDirect.com](https://TechDirect.com)

The TechDirect portal landing page is displayed.

2. Click **Sign In**.
3. Type your TechDirect credentials and click **Submit**.  
Your TechDirect **Dashboard** is displayed.
4. Perform one of the following:
  - Click **My Services** and then click **SupportAssist Alerts**.
  - On the **SupportAssist Alerts** pane, click the **Detailed View** link.

 **NOTE:** In the default view, the **SupportAssist Alerts** pane is displayed at the bottom of **Dashboard** page. You can move the **SupportAssist Alerts** pane to any location based on your preference.

The **SupportAssist Alerts** page is displayed.

## SupportAssist Alerts

You can view details about the alerts generated by SupportAssist through the TechDirect portal. The following table describes the details displayed on the **SupportAssist Alerts** page.

**Table 1. Alert details**

Name	Description
<b>Service Tag</b>	Displays the unique identifier of the device which reported an issue.
<b>Alert Number</b>	Displays the unique support request number assigned to the alert that you can reference while communicating with Dell Technical Support.
<b>Alert Type</b>	Displays the type of alert: <ul style="list-style-type: none"><li>• <b>Technical Support</b></li><li>• <b>Dispatch</b></li></ul>
<b>Notes</b>	Displays details about the issue that was detected and error information for investigation.
<b>Create Timestamp</b>	Displays the date and time that the alert was created in TechDirect.
<b>Last Activity Time</b>	Displays the date and time of the last action taken by the customer Administrator or Technician User.
<b>Status</b>	Displays the status of the alert: <ul style="list-style-type: none"><li>• <b>Unassigned</b> – No customer Technician User has ownership</li><li>• <b>Assigned</b> – A customer Technician User has ownership</li><li>• <b>Submit Failed</b> – Attempt to forward to Dell failed for some reason</li></ul>
<b>Actions</b>	Click to view actions available for the alert. Technician Users may:

Name	Description
	<ul style="list-style-type: none"> <li>• Take ownership of the alert</li> <li>• Update the alert details</li> <li>• Close the alert</li> <li>• Forward the alert to Dell</li> </ul> <p>Administrators can perform all the actions available for Technician Users. Administrators also have the ability to assign an alert to one of their Technician Users.</p>
<b>Owner</b>	<p>Displays the Technician User who is currently the owner of an alert.</p> <p> <b>NOTE:</b> The <b>Owner</b> field is not displayed in the default view. You can select the <b>Owner</b> field through the <b>Column Preferences</b> link.</p>

## SupportAssist Alert Actions

You can take actions on the alerts created by SupportAssist through the TechDirect portal. The following table describes the actions available for alerts created by SupportAssist.

**Table 2. Alert actions**

TechDirect account type	Available actions	Description
Administrator and Technician Users	<b>Take Ownership</b>	Individual Technician Users under a TechDirect account will all see SupportAssist alerts as they arrive. A Technician User may take ownership of an alert. Technician Users may not reassign alerts, only the TechDirect Administrator for the account may reassign alerts.
	<b>Update</b>	Displays the <b>Details</b> page that allows you to add a note or an attachment about the alert.
	<b>Close Alert</b>	Closes the alert. Both you and Dell will not be able to take any further action on the alert.
	<b>Forward To Dell</b>	Forwards the service request to Dell Technical Support. You can continue to monitor progress from either your <b>Technical Support</b> or <b>Dispatch Summary</b> pages in TechDirect.
Administrator	<b>Assign Ownership</b>	Assigns a Technician User as owner of an alert. May also be used to reassign to another Technician User.

## Frequently asked questions

### The configuration settings are not updated on the deployed devices. What should I do?

- Ensure that the answer files **SupportAssistAgentConfig.xml** and **SupportAssistConfig.xml** are available on the common network share location that is accessible to all deployed devices.
- Ensure that the path to the common network share location is correct.
- Verify if the common network share location is password protected.
- Verify if the password for the common network share location has changed.

### Can I modify the configuration settings if I have not selected the Auto update configuration settings option in the answer file setup type?

No, only the administrator has the required permission to modify the configuration settings and deploy the updated answer file on multiple devices.

### How do I schedule a hardware scan?

To schedule a hardware scan:

1. Click the **Settings** icon in the SupportAssist user interface.
2. On the **SupportAssist Settings** page, click **Checkup**.
3. From the **Scheduled Hardware Scan** section, select **Weekly**, **Monthly**, or **Quarterly**.

### I downloaded and installed SupportAssist, but SupportAssist Agent is not installed automatically. How do I download and install SupportAssist Agent?

If SupportAssist Agent is not downloaded and installed automatically, SupportAssist notifies you about the unavailability of the Dell SupportAssist Agent. To download and install SupportAssist Agent manually, click the SupportAssist notification. For more details on Installing SupportAssist Agent manually, see [Installing SupportAssist Agent](#).