Dell SupportAssist for PCs and Tablets User's 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.

Contents

1

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. This information allows Dell to provide you with an enhanced, efficient, and accelerated support experience.

> NOTE: SupportAssist capabilities depend on the Dell service entitlement for 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 Latitude
  - Dell Vostro
  - Dell Alienware
  - 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. For more information on deploying SupportAssist on multiple devices, see *Dell SupportAssist for PCs and Tablets Deployment Guide* at Dell.com/SupportAssist.

This document provides the information required to install SupportAssist and to create a service request.

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	Premium Support	ProSupport	ProSupport Plus
Critical system updates —self-scheduled	Monitor devices proactively and periodically to identify the health of the components.	✔	✔	✔	✔
Automated issue detection and notifications	Detect issues automatically and triggers notifications.	✔	✔	✔	✔
Automated service request creation for issue resolution	Automatically opens a service request if an issue is identified.	✖	✔	✔	✔
Predictive issue detection, automated notification and service request for resolution *	Prevent issues based on the current functionality of batteries and hard drives.	✖	✖	✖	✔

* 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* available at Dell.com/supportassist, provides information about installing and using SupportAssist.
- The *Dell SupportAssist Community* online portal at 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 provides information about enrolling your company and managing SupportAssist alerts as well as technical support and self-dispatch parts requests.

2

Installing SupportAssist

SupportAssist may be preinstalled on your Dell laptop, desktop, or tablet. If SupportAssist is already installed, you can open SupportAssist through the **Programs** menu. If SupportAssist is not installed, you can follow the instructions in this section to install SupportAssist.

Minimum device requirements

The following table lists the minimum device requirements for monitoring using the Dell SupportAssist Agent.

Particulars	Requirements
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
Software	Microsoft .NET Framework 3.5.1 or later
Hardware	• Memory (RAM) — 2GB • Hard-disk space — 512MB
Network	Internet connectivity
Web browser	Internet Explorer 8 or later

Installing SupportAssist

Prerequisites

• Review the minimum device requirements for using Dell SupportAssist Agent. For more information on the minimum device requirements see, [Minimum device requirements](#).
• Ensure that you have Microsoft Windows Administrator privileges on the device.

Steps

1. Visit Dell.com/SupportAssist.
2. If required, scroll to the bottom of the SupportAssist web page.
3. On the **End-User** tab, under **Downloads**, click **SupportAssist for PCs and Tablets**.
4. Double-click the SupportAssist installer package.

   The SupportAssist application is installed.

   > **NOTE:** The Dell SupportAssist Agent is downloaded and installed automatically in the background approximately 20 minutes after you install SupportAssist. If the Dell SupportAssist Agent is not downloaded and installed automatically, open the SupportAssist application. The application tries to download and install SupportAssist Agent silently in the background.

5. Press <windows logo key> and open the SupportAssist application.

   The **SupportAssist** window is displayed.
6. Read the **Dell System Information Sharing** data, select **I allow Dell to collect Service Tag and other system usage data as described above** and then click **OK**.

Next steps

You can click the **Notifications** section to view the latest notification or click the **System Info** section to view the system information. You can also run a diagnostics by clicking the **Checkup** section. Click the **Support** section to contact the Dell Technical support.

If you select the **Auto Update** option when you open the SupportAssist application for the first time after installation, the SupportAssist Agent is automatically downloaded and installed using silent installation. You have to manually update SupportAssist to install Dell SupportAssist Agent, if the **Auto Update** option is not selected.

Deploying SupportAssist on multiple devices

If you want to use SupportAssist to monitor multiple devices, install SupportAssist and deploy a common configuration on each device you want to monitor. For more information about deploying SupportAssist on multiple devices, see *Dell SupportAssist for PCs and Tablets Deployment Guide* at Dell.com/SupportAssist.

3

Issue detection and service request creation

The device on which you have installed Dell SupportAssist Agent is proactively and periodically monitored for potential hardware or software issues.

When an issue is detected on your device, SupportAssist displays the **Engage Support** wizard that allows you to submit the issue to Dell Technical Support. The **Alert** page of the **Engage Support** wizard displays the Dell Service entitlement of the device, component on which the issue was detected, and the details of the issue.

> **NOTE:** The **Engage Support** wizard is also displayed if an issue is detected on a device with a Dell Basic Service entitlement or an expired warranty, but a service request is not created automatically. You may have to contact Dell Technical Support to create a service request for devices with Basic service or expired warranty.

> **NOTE:** Devices on which SupportAssist is deployed, the **Engage Support** wizard is not displayed. However, the issue is automatically sent to Dell Technical Support for creating a service request. You can view details about the service request through the Dell TechDirect portal at TechDirect.com.

Dispatchable components

When SupportAssist detects an issue on your device, a replacement part may be automatically dispatched to you depending on the Dell Service entitlement of your device.

The following are the parts that may be dispatched automatically:

- Hard drive
- Memory
- Optical drive
- Keyboard
- Mouse
- Battery
- Graphic adapter

Creating a service request for dispatchable parts

When an issue is detected, the **Engage Support** wizard is displayed. If the issue is detected on a dispatchable part, when you submit the issue, SupportAssist requires you to provide the shipping address to which the part must be shipped.

1. On the **Engage Support** wizard, click **Next**.

   The **Dell My Account** page is displayed.
2. Perform one of the following:
   - If you already have a My Account, select the **Use existing My Account login** option and click **Next**. On the **Dell Account Sign In** page, type the My Account user name and password and click **Sign-in**.
   - If you do not have a My Account, select **Create a My Account login** option to create a new My Account.
3. On the **Dell My Account** page, click **Next**.

   The **Contact Information** page is displayed.
4. On the **Contact Information** page, provide the first name, last name, phone number, email address, and select the preferred contact method.
   a. In future, if you prefer to have a service request to be created automatically on detection of an issue, select **Automatically create a service request when a failure is detected**.
   b. If you prefer to receive an email notification about alerts and service requests, select **Receive email notification regarding alerts and service requests**.
5. Click **Next**.
6. On the **Shipping information** page, type your shipping details and click **Next**.

   The **Verify Shipping Address** window is displayed.
7. Perform one of the following:
   a. If you want to save the address as you provided, click **Yes**..
   b. If you want to save the corrected address, click **No**.
8. The **Service Request Created** page is displayed. On this page, you can view the service request number and also access a link that allows you to track the status of the service request

   > NOTE: Make a note of the service request number. You can use the service request number when you contact Dell Technical Support regarding this issue.
9. Click **Finish**.

   A confirmation email is sent to your email address.

Creating a service request for non-dispatchable parts

1. On the **Engage Support** wizard, click **Next** to confirm the service request with Dell Technical support.

   The **Dell My Account** page is displayed.
2. Perform one of the following:
   - If you already have a My Account, select **Use existing My Account login**, type the My Account user name and password and click **Sign-in**.

- If you do not have a My Account, click **Create a My Account login**.
3. Click **Next**.

   The **Contact Information** page is displayed.
4. In the **Contacts Information** page, provide the **First name** and **Last name**, **Phone number**, **Email**, and the **Preferred contact method** in the appropriate text box.
   a. In future, if you prefer to have a service request to be created automatically on detection of a hardware issue, select **Automatically create a service request when a hardware failure is detected**.
   b. If you prefer to receive an email notification when a service request is created, select **Receive e-mail notification when a new service request is generated**.
5. Click **Next**.

   The **Summary** page is displayed. A service request number is generated and the service request creation is successful.
6. Click **Finish**.

   An email notification is sent to you after successfully creating a service request.

4

Uninstalling SupportAssist

1. Press <Windows logo> key.
   The Start menu or the Start screen is displayed.
2. Click **Control Panel**.
   a. In Microsoft Windows 8 operating system:

      1. Click **Uninstall a program** in **Programs and Features**.
   b. In Microsoft Windows 7 operating system:

      1. Click **Programs**.
      2. Click **Add or Remove Programs**.
   c. In Microsoft Windows Vista operating system:

      1. Click **Programs and Features**.
      2. Click **Add or Remove Programs**
   d. In Microsoft Windows XP operating system:

      1. Click **Add or Remove Programs**.
3. Right-click **SupportAssist** and click **Uninstall**.
4. If you are prompted to confirm the uninstallation, click **Yes**.
5. Right-click **Dell SupportAssist Agent** and click **Uninstall**.
6. If you are prompted to confirm the uninstallation, click **Yes**.
   SupportAssist and Dell SupportAssist Agent are uninstalled.

5

Frequently asked questions

How do I check if SupportAssist and Dell SupportAssist Agent are installed?

SupportAssit Agent is downloaded and installed automatically if you install or update SupportAssist. To verify if SupportAssist and Dell SupportAssist Agent are installed, check the program name **SupportAssist** and **Dell SupportAssist Agent** in **Control Panel** → **All Control Panel Items** → **Programs and Features**.

How do I select different categories for which I would like to receive notifications?

You can select the type of notification you want in the SupportAssist Settings window.

How do I schedule a hardware scan?

Click the **Settings** icon on the SupportAssist window to schedule a hardware scan. Select the relevant checkbox in the **Checkup** tab. You have the option to schedule the scan **Weekly**, **Monthly**, or **Quarterly**.

Where do I change my contact or shipping address?

To change your contact or shipping details, click the **Settings** icon on the SupportAssist window and then click **Edit contact and shipping information**.

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

If Dell SupportAssist Agent is not downloaded and installed automatically, a notification is created in the SupportAssist window notifying you about the unavailability of Dell SupportAssist Agent. To download and install Dell SupportAssist Agent manually, click the notification.

I accidentally cancelled a notification about a failure. How and where do I get the notification again to view the details about the failure?

If you cancel a notification, it is still available in the SupportAssist **Notifications** section. You can view the details about the issue from the **Notification** section. However, the notification is valid only for 24 hours.