DELLTechnologies

SupportAssist for Home PCs Version 3.10 Release Notes

Release summary

The Dell Migrate service is now expanded to new regions and locales with this version. A survey for collection of feedback for product enhancements is also included in this release. From this release, SupportAssist for Home PCs is not supported on PCs with 32-bit operating system and on PCs running Windows version 10 RS3 or earlier.

Version

3.10

Release date

July 2021

Priority and recommendations

OPTIONAL: Dell recommends you to review the details about the update to determine if it applies to your system. The update contains changes that impact only certain configurations, or provides new features that may not apply to your environment.

Compatibility

SupportAssist is supported on the following Dell PCs with 64-bit Windows 10 RS4 and later versions of the operating system:

- **Laptops and desktops**
  - Inspiron
  - XPS
  - Alienware
  - Latitude
  - Vostro
  - OptiPlex
  - Precision

Minimum PC requirements

The following table lists the minimum PC requirements for installing and using SupportAssist:

Table 1. Minimum PC requirements

Particulars	Requirements
Operating system	**Laptops and desktops:** ● Microsoft Windows 10 RS4 and later (only 64-bit) **Edge Gateways:** ● Microsoft Windows 10 IoT Enterprise 2015 LTSB (only 64-bit) ● Microsoft Windows 10 IoT Enterprise 2016 LTSB (only 64-bit) **Embedded Box PCs:** ● Microsoft Windows 10 Professional (only 64-bit) ● Microsoft Windows 10 IoT Enterprise 2015 LTSB (only 64-bit) ● Microsoft Windows 10 IoT Enterprise 2016 LTSB (only 64-bit)
Software	Microsoft .NET Framework 4.7.2 (i) **NOTE:** If you do not have Microsoft .NET Framework 4.7.2, SupportAssist installs the latest Microsoft .NET Framework on your PC.
Web browser	Microsoft Edge or Internet Explorer 10 and later
Hardware	● Memory (RAM)—2 GB ● Hard drive free space—1 GB
Network	Internet connectivity
Ports	● 5700—to open the SupportAssist user interface ● 9012—to communicate with Dell SupportAssist service ● 8883, 8884, 8885, or 8886—to communicate with Dell support website ● 28283—to pair your Dell PC to any other PC for data migration ● 28100–28700—to migrate your data to your Dell PC from any other PC The PC must be able to connect to the following destinations: ● https://saservices.dell.com ● https://apidp.dell.com ● https://apigtwb2cnp.us.dell.com ● https://fuslite.dell.com ● https://cs-is.dell.com ● https://tdm.dell.com ● https://api.dell.com ● https://downloads.dell.com ● https://www.dell.com ● https://dl.dell.com ● http://content.dellsupportcenter.com

New and enhanced features

● 32-bit operating systems are no longer supported.
● Windows 10 RS3 and earlier versions of the operating systems are no longer supported.
● Expansion of the Dell Migrate service to new regions and locales
● Implementation of a survey to gather feedback for product enhancements
● Warranty banner enhancements
● Enhancements to the summary displayed on **Home** page and **History** page
● Bug fixes

Known issues

Selected files and settings are automatically cleared

Description

If you rescan the drivers on the source PC after you select the files and settings that you want to migrate, the selections are automatically cleared.

Workaround

None.

Version affected

3.5 and later

Tracking number

3072

SupportAssist user interface does not open when accessed by a non-administrator user

Description

The SupportAssist user interface does not open when you try to open it as a non-administrator user on a PC that is part of a domain such as work or school network.

Workaround

Reboot the PC and try again.

Version affected

All the versions.

Tracking number

8130

Mismatch in the number of files that were not migrated

Description

When the migration fails or is canceled, the number of files that were not migrated is not displayed correctly. The number of files that is displayed on the migration summary page does not match with the number that is displayed when you click **View Details**.

Workaround

None.

Version affected

3.8 and later

Tracking number

1156

Files and settings are not detected during migration

Description

After you pair your old and new PC, Dell Data Assistant does not detect the files and settings that can be migrated from your old PC.

Workaround

Reboot the old and new PCs and try again.

Version affected

3.8 and later

Tracking number

6410

Limitations

The **Carry-in Service Locator** and **Call us** information are always displayed in the language of the country or region where the PC was purchased.

SupportAssist for Home PCs resources

This section lists the documentation resources and other useful links that provide more information about SupportAssist for Home PCs.

Table 2. SupportAssist for Home PCs resources

Contents	Resource	Go to
Minimum requirements, installation, and product features	SupportAssist for Home PCs Version 3.10 User's Guide	SupportAssist for Home PCs manuals
New features, enhancements, known issues, and limitations in the release	SupportAssist for Home PCs Version 3.10 Release Notes	
Video tutorials to learn about the features of SupportAssist for Home PCs	SupportAssist for Home PCs playlist	YouTube
Peer-to-peer questions about SupportAssist for Home PCs	Community forum	SupportAssist for Home PCs community

Contact Dell

Dell provides several online and telephone-based support and service options. Availability varies by country or region and product, and some services may not be available in your area. If you do not have an active Internet connection, you can find contact information in your purchase invoice, packing slip, bill, or Dell product catalog.

1. To contact Dell for sales, technical support, or customer service issues, perform the following steps:
   a. Go to https://www.dell.com/support.
   b. Select your country or region in the selection list at the bottom of the page.
   c. Click **Contact Support** and select the appropriate support link.
2. To find manuals and documents, perform the following steps:
   a. Go to https://www.dell.com/support.
   b. Click **Browse all products**.
   c. Select the appropriate product category and then select the desired product.
   d. To view or download the manuals and documents, click the **Documentation** tab.

      You can also directly access the manuals and documents for Serviceability Tools from https://www.dell.com/serviceabilitytools.

Notes, cautions, and warnings

(i) **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.**