SupportAssist for Home PCs

Release Notes for Windows 10 in S mode

D∉LL Technologies

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.**

Contents

Release summary

This release includes fixes for security and performance issues.

Version

3.10

Release date

September 2021

Priority and recommendations

URGENT: Dell highly recommends applying this update as soon as possible. The update contains changes to improve the reliability and availability of your Dell system.

Compatibility

Minimum system requirements

The following table lists the minimum system requirements for using SupportAssist on systems running Windows 10 in S mode:

Table 1. Minimum system requirements

Particulars	Requirements
Software	Microsoft .NET Framework 4.7.2
Web browser	Microsoft Edge
Hardware	• Memory (RAM)—2 GB • Hard drive free space—1 GB
Network	Internet connectivity
Ports	• 5700—For opening the SupportAssist user interface • 9012—For communication with Dell SupportAssist service The system must be able to connect to the following destinations: • **https://apidp.dell.com** • **https://fuslite.dell.com** • **https://cs-is.dell.com** • **https://techdirect.dell.com/** • **https://api.dell.com** • **https://downloads.dell.com** • **www.dell.com** • **http://content.dellsupportcenter.com**
System settings	Automatic updates in Windows Update page and Microsoft Store must be enabled
Display resolution	1200 x 720

Limitation

If you update to 3.10 from an earlier version, SupportAssist does not function properly. To resolve the issue, perform the following steps:

1. Go to `C:\Program Files\DELL\SupportAssistAgent\bin`.
2. Copy and paste the **Appx** folder in a different location.
3. Uninstall SupportAssist from the **Control Panel**.
4. Go to the **Appx** folder and double-click `WindowUWPClient_x64.app`.
5. Click **Launch** to download and install SupportAssist.

SupportAssist is downloaded and installed on your PC.

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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.

Steps

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.