

# SupportAssist for Home PCs Version 3.10.3

## 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: Introduction.....</b>	<b>5</b>
Key features.....	5
Document purpose.....	5
Audience.....	5
New and enhanced features.....	6
Supported PCs.....	6
SupportAssist capabilities and Dell service plans.....	6
Other service offers.....	8
<b>Chapter 2: Getting started with SupportAssist for Home PCs.....</b>	<b>10</b>
Minimum PC requirements.....	10
Install SupportAssist for Home PCs.....	11
SupportAssist user interface.....	11
Change language setting.....	12
Create a SupportAssist profile.....	12
Create a Dell My Account.....	13
Sign in with a social media account.....	13
Update contact and shipping information.....	13
Use a different SupportAssist profile.....	14
Configure Internet settings.....	14
Scheduled scans and optimizations.....	14
Schedule automatic scans and optimizations.....	14
Manually update SupportAssist.....	15
Notifications.....	15
Notifications on SupportAssist user interface.....	15
Notifications in Windows action center.....	16
Banners on SupportAssist Home page.....	18
Disable SupportAssist notifications.....	18
Uninstall SupportAssist .....	18
<b>Chapter 3: System reset and repair overview.....</b>	<b>20</b>
Reset your PC to factory settings.....	20
Reset your PC and update the operating system.....	21
Configure system repair settings.....	21
Repair your PC.....	22
<b>Chapter 4: Dell Migrate overview.....</b>	<b>23</b>
Migrate data from old to new PC.....	24
Erase and reset old PC.....	25
<b>Chapter 5: Drivers and downloads overview.....</b>	<b>26</b>
Severity categorization of updates.....	26
Install driver updates.....	26
Uninstall driver updates.....	27

Get Drivers and Downloads tile notifications.....	27
<b>Chapter 6: Scanning PC hardware.....</b>	<b>28</b>
Scan a specific hardware component.....	28
Run a quick hardware scan.....	29
Run a stress test.....	29
<b>Chapter 7: Optimizing your PC.....</b>	<b>31</b>
Clean files.....	31
Tune PC performance.....	31
Optimize network.....	32
Remove viruses and malware.....	32
Remove potentially unwanted programs.....	32
Run all PC scans and optimizations.....	33
<b>Chapter 8: Virtual assistant overview.....</b>	<b>35</b>
<b>Chapter 9: Creating a support request.....</b>	<b>36</b>
Create a support request for an issue detected by a scan.....	36
Manually create a support request.....	37
Issue details page.....	37
Issue summary page .....	38
Dispatchable parts.....	38
<b>Chapter 10: Troubleshooting overview.....</b>	<b>39</b>
<b>Chapter 11: History overview.....</b>	<b>40</b>
<b>Chapter 12: Getting support.....</b>	<b>41</b>
Send files to Dell technical support.....	42
Send log files to Dell technical support.....	42
Remote troubleshooting.....	42
Allow remote troubleshooting by using RemoteAssist.....	42
Allow remote troubleshooting by using Remote help.....	43
<b>Chapter 13: Provide feedback.....</b>	<b>44</b>
<b>Chapter 14: Frequently asked questions.....</b>	<b>45</b>
<b>Chapter 15: SupportAssist for Home PCs resources.....</b>	<b>48</b>
<b>Chapter 16: Contact Dell.....</b>	<b>49</b>

# Introduction

SupportAssist automates support from Dell by proactively and predictively identifying hardware and software issues on your PC. SupportAssist addresses PC performance and stabilization issues, prevents security threats, monitors and detects hardware failures, and automates the engagement process with Dell Technical support. Depending on your Dell service plan, SupportAssist also automates support request creation for issues that are detected during a scan. For information about the SupportAssist capabilities for different service plans, see [SupportAssist capabilities and Dell service plans](#) on page 6.

**NOTE:** In this document, the term PC refers to Dell laptops, desktops, gateways, and embedded PCs.

SupportAssist enables you to optimize your PC by removing unwanted files, optimizing network settings, tuning-up PC performance, and removing virus and malware. It also identifies driver updates available for your PC.

SupportAssist collects and sends the required PC information securely to Dell Technical Support. The collected information enables Dell to provide you an enhanced, efficient, and accelerated support experience.

SupportAssist for Home PCs complies with Web Content Accessibility Guidelines (WCAG) 2.1 and can be used with assistive technologies such as screen readers, screen magnifiers, and voice recognition software.

**NOTE:** Do not use the PC mouse to navigate within the SupportAssist user interface while using the assistive technologies. You must navigate using only the PC keyboard.

## Key features

- Predictive and proactive issue detection and notification.
- Manual or automatic scan for driver updates available for your PC.
- Manual or automatic scan your PC hardware to identify issues.
- Automatic creation of support request for a hardware issue detected in your PC.
- Manual creation of support request for an issue in your PC.
- Clean temporary files, optimize network connectivity, fine-tune PC performance, and remove viruses and malware.
- Instant rollback to a previous point in time on your PC to resolve boot issues or any other performance issues.
- Save a copy of your personal files on your local hard drive or on an external storage device during PC reset.
- Install the factory operating system or upgrade to the latest operating system available for your PC.
- Allow Dell technical support agents to remotely initiate driver and hardware scans on your PC to troubleshoot and resolve issues.
- Transfer files and settings to your new Dell PC from your old PC using the Dell Migrate service.

**NOTE:** SupportAssist capabilities available for a PC vary depending on the Dell service plan of the PC.

## Document purpose

This document provides information about using SupportAssist for Home PCs on 64-bit Windows 10 RS4 and later versions of the operating system.

## Audience

This document is intended for users who monitor their PCs using SupportAssist for Home PCs. This document also caters to employees of organizations that do not have an IT administrator and monitor their PCs by themselves using SupportAssist.

# New and enhanced features

Bug fixes

## Supported PCs

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

- Inspiron
- G Series
- XPS
- Alienware
- Vostro
- Latitude
- Precision
- OptiPlex

**NOTE:** SupportAssist is not supported on virtual machines.

## SupportAssist capabilities and Dell service plans

SupportAssist proactively and predictively detects and notifies you about hardware and software issues that may occur on your PC. Depending on your Dell service plan, SupportAssist automates and facilitates your engagement with Dell Technical Support.

The following table summarizes the SupportAssist capabilities for PCs with an active Basic, Premium Support, ProSupport, ProSupport Plus, Premium Support Plus, and Dell Software Support (DSS) service plans:

**NOTE:** DSS is available only for XPS, Alienware, Inspiron, and G Series PCs in the U.S. with an active Basic or expired service plan.

**Table 1. SupportAssist capabilities and Dell service plans**

SupportAssist capabilities	Description	Dell service plans					
		Basic	ProSupport	Premium Support	ProSupport Plus	Premium Support Plus	Dell Software Support (DSS)
Schedule hardware and software scans	You can schedule hardware and software scans depending on your preference. SupportAssist performs the scans based on the schedule.	✓	✓	✓	✓	✓	✓
Clean files manually	You can clear temporary, redundant, and other unwanted files from your PC.	✓	✓	✓	✓	✓	✓
Tune PC performance manually	You can adjust the power settings, registry files, and memory allocations to fine-tune your PC performance.	✓	✓	✓	✓	✓	✓
Optimize network connectivity manually	You can optimize network connectivity by adjusting the settings to have an	✓	✓	✓	✓	✓	✓

**Table 1. SupportAssist capabilities and Dell service plans (continued)**

SupportAssist capabilities	Description	Dell service plans					
		Basic	ProSupport	Premium Support	ProSupport Plus	Premium Support Plus	Dell Software Support (DSS)
	efficient and reliable network.						
Troubleshoot issues manually	You can fix common PC issues by using the step-by-step instructions and video tutorials that are available on the troubleshooting page.	✓	✓	✓	✓	✓	✓
Scan and update drivers manually	You can manually scan and install the driver updates that are available for your PC.	✓	✓	✓	✓	✓	✓
Self-dispatch parts through manual scans	If an issue is detected for in-warranty parts during manual scans, you are prompted to confirm your shipping address for dispatching the replacement part.	✓	✓	✓	✓	✓	✗
Self-dispatch parts through automated scans	If an issue is detected for in-warranty parts during automated scans, you are prompted to confirm your shipping address for dispatching the replacement part.	✗	✓	✓	✓	✓	✗
Request onsite assistance for replacing a self-replaceable part <sup>1</sup>	You can request a service technician to visit you for replacing a self-replaceable part at your location.	✗	✓	✓	✓	✓	✗
Automated support request creation	If an issue is detected during a scheduled scan, a support request is automatically created and a Dell Technical Support agent contacts you for resolving the issue.	✗	✓	✓	✓	✓	✗
Manually create support request	You can manually create a support request for an issue that is not detected by SupportAssist.	✗	✓	✓	✓	✓	✓
Remove viruses and malware manually <sup>2</sup>	Isolate, remove, and restore files that are corrupted by viruses and malware to keep your PC secure.	✗	✗	✗	✓	✓	✓

**Table 1. SupportAssist capabilities and Dell service plans (continued)**

SupportAssist capabilities	Description	Dell service plans					
		Basic	ProSupport	Premium Support	ProSupport Plus	Premium Support Plus	Dell Software Support (DSS)
Predictive issue detection and support request creation for failure prevention <sup>3</sup>	If a part is identified for possible failure, an alert is sent to you. SupportAssist opens a support request, and a Dell Technical Support agent contacts you to ship the replacement part.	✗	✗	✗	✓	✓	✗
Notify PC optimization issues that are detected during scheduled scans	A notification is displayed in Windows action center about PC optimization issues that are detected during scheduled scans.	✗	✗	✗	✓	✓	✓
Automated PC optimizations <sup>3</sup>	SupportAssist automatically optimizes your PC during automated scans.	✗	✗	✗	✓	✓	✓
Specify preferred contact time <sup>4</sup>	You can provide your preferred contact time. A Dell Technical Support agent contacts you only during the specified hours.	✗	✗	✓	✗	✓	✓

1 Onsite assistance for replacing a self-replaceable part is available only in certain regions.

2 The virus and malware removal capability is not available in certain regions, for example, China.

3 Predictive analysis failure detection includes hard drives, solid-state drives, batteries, thermals, and desktop fans.

4 Preferred contact time can be provided only by customers in the U.S. or Canada.

## Other service offers

Along with the existing SupportAssist capabilities, you can purchase additional service offers for your PC.

The following table describes the service offers that you can purchase for your PC:

**Table 2. Other service offers**

Service offer	Description	Availability
Dell Software Support (DSS)	Enable automated software optimizations and virus and malware removal capabilities on a PC with Basic or expired service plan. For more information about the SupportAssist capabilities available for DSS, see <a href="#">SupportAssist capabilities and Dell service plans</a> on page 6.	Available for XPS, Alienware, Inspiron, and G Series PCs in the U.S. with an active Basic or expired service plan.
Dell Migrate	Securely migrate your personal data to your new PC from any PC running the Windows operating system. After you migrate your	Available for Inspiron, G Series, XPS, and Alienware PCs in certain regions. For the list of supported regions, see the <b>Supported</b>

**Table 2. Other service offers (continued)**

Service offer	Description	Availability
	<p>data, you can erase and reset your old PC before you sell, gift, or trade in the PC .</p> <p><b>i</b> <b>NOTE:</b> In this document, the term <b>data</b> refers to the files and settings that you want to migrate. The term <b>old PC</b> refers to the PC from which your data is migrated and <b>new PC</b> refers to the Dell PC to which your data is migrated.</p>	<p><b>locales</b> section in the <i>Dell Migrate User's Guide</i> available on the <a href="#">Dell Data Assistant</a> documentation page.</p>

# Getting started with SupportAssist for Home PCs

SupportAssist is preinstalled on all PCs shipped out of the Dell factory. If SupportAssist is not preinstalled, follow the instructions in this section to install, configure, and use SupportAssist.

## Minimum PC requirements

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

**Table 3. Minimum PC requirements**

Particulars	Requirements
Operating system	<ul style="list-style-type: none"> <li>• Microsoft Windows 10 RS4 and later (only 64-bit)</li> <li>• Microsoft Windows 11</li> </ul>
Software	Microsoft .NET Framework 4.7.2  <b>NOTE:</b> 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	<ul style="list-style-type: none"> <li>• Memory (RAM)—2 GB for Windows 10 and 4 GB for Windows 11</li> <li>• Hard drive free space—1 GB</li> </ul>
Network	Internet connectivity
Ports	<ul style="list-style-type: none"> <li>• 5700—to open the SupportAssist user interface</li> <li>• 9012—to communicate with Dell SupportAssist service</li> <li>• 8883, 8884, 8885, or 8886—to communicate with Dell support website</li> <li>• 28283—to pair your Dell PC to any other PC for data migration</li> <li>• 28100–28700—to migrate your data to your Dell PC from any other PC</li> </ul> The PC must be able to connect to the following destinations: <ul style="list-style-type: none"> <li>• <a href="https://saservices.dell.com">https://saservices.dell.com</a></li> <li>• <a href="https://apidp.dell.com">https://apidp.dell.com</a></li> <li>• <a href="https://apigtwb2cnp.us.dell.com">https://apigtwb2cnp.us.dell.com</a></li> <li>• <a href="https://fuslite.dell.com">https://fuslite.dell.com</a></li> <li>• <a href="https://cs-is.dell.com">https://cs-is.dell.com</a></li> <li>• <a href="https://tdm.dell.com">https://tdm.dell.com</a></li> <li>• <a href="https://api.dell.com">https://api.dell.com</a></li> <li>• <a href="https://downloads.dell.com">https://downloads.dell.com</a></li> <li>• <a href="https://www.dell.com">https://www.dell.com</a></li> <li>• <a href="https://dl.dell.com">https://dl.dell.com</a></li> <li>• <a href="http://content.dellsupportcenter.com">http://content.dellsupportcenter.com</a></li> </ul>

# Install SupportAssist for Home PCs

By default, SupportAssist is installed on all PCs shipped from the Dell factory. If SupportAssist is not installed on your PC, you can manually download and install SupportAssist.

## Prerequisites

- The PC must meet the minimum PC requirements for installing and using SupportAssist. See [Minimum PC requirements](#) on page 10.
- You must be logged in as an administrator.

## Steps

1. Go to [www.dell.com/supportassistforpcs](http://www.dell.com/supportassistforpcs).
2. Click **Download Now**.  
The `SupportAssistInstaller.exe` file is downloaded.
3. Double-click the `SupportAssistInstaller.exe` file.  
The installation progress is displayed in the **SupportAssist Installer** window and a shortcut is created on the desktop after installation.  
**NOTE:** On PCs with operating system build number 16299 or later, the shortcut is not created.
4. Click **Launch**.  
SupportAssist for Home PCs user interface is displayed.

# SupportAssist user interface

The SupportAssist user interface contains the following pages:

- Home
- [Troubleshooting](#)
- [History](#)
- [Get Support](#)

When you open SupportAssist for the first time or have not performed any scan or optimization, the default view of the **Home** page is displayed. Click **Start now** to initiate all the scans and optimizations.

If you have run scans or optimizations earlier, the following details are displayed on the **Home** page and the **History** page:

- Amount of hard drive space reclaimed
- Number of driver updates installed or number of available driver updates
- Number of files optimized
- Number of viruses or malware removed

The current Dell service plan for your PC, and other service plan applicable for your PC are also displayed. When you click on the current service plan, the services included in that service plan are displayed. When you click on any other applicable service plan, an option to upgrade your service plan is displayed.

To perform a scan or optimization, click . Depending on the PC service plan, the following tiles are displayed. For information about the SupportAssist capabilities for different service plans, see [SupportAssist capabilities and Dell service plans](#) on page 6.

- **Get drivers & downloads**
- **Scan hardware**
- **Clean files**
- **Tune performance**
- **Optimize network**
- **Remove viruses & malware**

**NOTE:** If a critical hardware issue is detected on your PC, all the PC optimization tiles are disabled until you create a support request.

**NOTE:** If you do not have administrator rights on the PC, only the **Scan Hardware** tile is enabled.

If there are any additional Dell service offers applicable for your PC, the link to review, purchase, or use them are displayed on the bottom pane. For information about Dell service offers, see [Other service offers](#) on page 8.

When you hover over the Service Tag, the model number and the following details are displayed:

- **Warranty details** —service plan and service offers applicable for the PC, its start date, and expiration date.
- **Service Tag**—the unique identifier of the PC. The Service Tag is an alpha-numeric identifier.
- **Express Service Code**—numerical sequence that can be used during automated phone help, for example, 987-674-723-2.
- **Memory**—amount of RAM installed in the PC, for example, 16 GB.
- **Processor**—type of processor installed in the PC, for example, Intel Core i5 6200U.
- **Operating System**—operating system installed on the PC, for example, Microsoft Windows 10 Pro.

## Change language setting

### About this task

SupportAssist is available in 24 languages. By default, SupportAssist is set to the same language as that of the operating system. You can change the language according to your preference.

### Steps

1. On the top-right corner of the SupportAssist user interface, click the settings icon and click **Select language**.  
The list of languages is displayed.
2. Select your preferred language.
3. Click **Yes** to restart SupportAssist in the selected language.  
SupportAssist restarts in the selected language and  is displayed beside the selected language.

## Create a SupportAssist profile

### Prerequisites

You must be logged in as an administrator.

### About this task

A SupportAssist profile enables you to receive the automated support capabilities available for your PC service plan. You can create a SupportAssist profile by using your Dell My Account or your social media account.

### Steps

1. On the top-right corner of the SupportAssist user interface, click **Profile** and click **Complete Profile**.
  - If you have not accepted the SupportAssist terms and conditions, a message is displayed. Click the **Read SupportAssist terms & conditions** link, accept the terms and conditions, click **Save**, and then try again.
  - If SupportAssist is unable to connect to the Internet, a message is displayed. Click the troubleshooting links displayed below the error message to fix the issue and try again.
2. On the Dell My Account **Sign In** page, perform one of the following steps:
  - If you already have a Dell My Account and want to sign in using a one-time passcode, perform the following steps:
    - a. Enable the **Email me a one-time passcode** toggle switch.
    - b. Enter the email address and click **Send passcode** to receive a passcode to your email address.
    - c. Enter the passcode and click **Sign In**.
  - If you already have a Dell My Account, enter your Dell My Account credentials, and then click **Sign In**.
  - If you do not have a Dell My Account, create an account to sign in. See [Create a Dell My Account](#) on page 13.
  - Sign in with your social media account. See [Sign in with a social media account](#) on page 13.
3. On the **Contact and Shipping Address** page, enter your contact information and shipping details.
4. Select your preferred contact method and preferred contact time.



**NOTE:** The preferred contact time option is applicable only for PCs with an active Premium Support or Premium Support Plus service plans in the U.S. or Canada.

5. To add a secondary contact, select **Add secondary contact** and enter the details.
6. If you do not want SupportAssist to automatically create a support request, clear the **Automatically create Support Requests** check box.  
 **NOTE:** The automatic support request creation capability is available and enabled only for PCs with an active ProSupport, ProSupport Plus, Premium Support, or Premium Support Plus service plan.
7. Click **Done**.
  - If the shipping details are invalid, a message is displayed to update the details. Click **Update and Finish** to update the details.
  - If the shipping details are valid, the first name and last name are displayed on the top-right corner of the SupportAssist user interface.

## Create a Dell My Account

### Prerequisites

You must be logged in as an administrator.

### Steps

1. In the **Create an Account** section on the Dell My Account **Sign in** page, enter the first name, last name, email address, and password.  
 **NOTE:** The password must include one uppercase letter, one lowercase letter, and one number. The password length must be within 8-12 characters.
2. Re-enter the password.
3. Click **Create Account**.  
A Dell My Account is created and you are signed in to SupportAssist.

## Sign in with a social media account

### Prerequisites

- You must be logged in as an administrator.
- You must have a valid account with any of the following social media platforms:
  - Google Plus
  - Facebook

### Steps

1. On the Dell My Account **Sign In** page, click the desired social media icon.
2. On the corresponding social media login page, enter the user name or email address and password in the appropriate fields.
3. Click **Sign in**.  
A Dell My Account is created with the credentials that you entered for signing in to your social media account.

## Update contact and shipping information

### Prerequisites

You must be logged in as an administrator.

### Steps

1. On the top-right corner of the SupportAssist user interface, click the **user name** and click **Profile Details**.  
The **Contact and Shipping Address** page is displayed.
2. Update the required details and click **Done**.

- If the shipping details are invalid, a message is displayed to update the details. Click **Update and Finish** to update the details.
- If the shipping details are valid, the **Home** page is displayed.

## Use a different SupportAssist profile

### Prerequisites

You must be logged in as an administrator.

### Steps

1. On the top-right corner of the SupportAssist user interface, click the *username* and click **Use a different profile**.
2. Click **Continue**.  
The current profile is deactivated, access to the saved contact information and shipping details is removed, and the **Home** page is displayed. A link to create a profile is displayed on the top-right corner of the SupportAssist user interface. See [Create a SupportAssist profile](#) on page 12.

## Configure Internet settings

### Prerequisites

You must be logged in as an administrator.

### About this task

Your PC must be connected to an active Internet connection to experience the automated support capabilities of SupportAssist. You can configure SupportAssist to connect to the Internet directly or through a proxy server.

### Steps

1. On the top-right corner of the SupportAssist user interface, click the settings icon, click **Settings**, and then click **Internet**.
2. If SupportAssist can directly connect to the Internet, select **Connect directly**.
3. If SupportAssist must connect to the Internet using a proxy network, perform the following steps:
  - a. Select **Connect using proxy**.  
The proxy settings fields are displayed.
  - b. Enter the address, port number, username, and password details.  
 **NOTE:** You can enter a maximum of five digits for the port number.
4. Click **Save**.  
The Internet settings are configured and the **Home** page is displayed.

## Scheduled scans and optimizations

By default, SupportAssist scans your PC to detect hardware issues, driver updates, and the required PC optimizations. The default frequency of the scans depend on your PC service plan.

If an urgent driver update, hardware issue, or a virus or malware is detected during the scan, a notification is displayed. The type of notification depends on the operating system that is installed on your PC. If your PC has an active ProSupport Plus or Premium Support Plus service plan, SupportAssist automatically optimizes your PC after the scan.

## Schedule automatic scans and optimizations

### Prerequisites

You must be logged in as an administrator.

### About this task

By default, SupportAssist scans your PC to detect hardware issues, driver updates, and the required PC optimizations. The default frequency of the scans depends on your PC service plan. If an urgent driver update, hardware issue, or a virus or malware is detected during the scan, a notification is displayed. The type of notification depends on the operating system that is installed on your PC. If your PC has an active ProSupport Plus or Premium Support Plus service plan, SupportAssist automatically optimizes your PC after the scan. You can select the preferred time, frequency, and day when you want SupportAssist to scan your PC.

### Steps

1. On the top-right corner of the SupportAssist user interface, click the settings icon, click **Settings**, and then click **Schedule scans and Optimizations**.
2. Ensure that the **Turn on automatic system scans and optimizations** check box is selected.
3. Select the time, frequency, and day when you want to run the scan.  
The date of the next scheduled scan is displayed.
4. Click **Save**.  
The automatic scans and optimizations are scheduled and the **Home** page is displayed.

## Manually update SupportAssist

### Prerequisites

- You must be logged in as an administrator.
- You must have created a SupportAssist profile. See [Create a SupportAssist profile](#) on page 12.

### About this task

Updating SupportAssist ensures that the latest SupportAssist features are available on your PC. If a newer version is available, SupportAssist automatically updates to the new version. If required, you can also manually check and update SupportAssist.

 **NOTE:** SupportAssist updates are not available for PCs running Windows 7 operating system.

### Steps

1. On the top-right corner of the SupportAssist user interface, click the settings icon, and then click **About**.  
SupportAssist automatically checks if a newer version of SupportAssist is available.
  - If no update is available,  and a message indicating that the latest version of SupportAssist is installed are displayed.
  - If a newer version of SupportAssist is available,  and the **Update Now** link are displayed.
2. Click **Update Now**.

### Results

The latest version of SupportAssist is downloaded and installed on the PC.

## Notifications

By default, SupportAssist displays notifications about hardware and software issues, driver updates, open support requests, service plan, and so on.

## Notifications on SupportAssist user interface

The following table provides a summary of the notifications that are displayed when you open SupportAssist:

**Table 4. Notifications on the SupportAssist user interface**

Scenario	Action
A SupportAssist profile has not been created.	<ul style="list-style-type: none"> <li>Click <b>Complete Profile</b> to create a SupportAssist profile. See <a href="#">Create a SupportAssist profile</a> on page 12.</li> <li>Click <b>Remind Me Later</b> to view the notification when you reopen SupportAssist after 24 hours.</li> <li>Click <b>Never Remind Me</b> to stop SupportAssist from displaying the notification again.</li> </ul>
Dell technical support is still working on your support request.	<ul style="list-style-type: none"> <li>Click <b>Check status online</b> to view the status of the support request online.</li> <li>Click <b>Dismiss</b> to hide the notification.</li> </ul>
You have not optimized your PC in the last 28 days.	<ul style="list-style-type: none"> <li>Click <b>Run all</b> to run all the scans and optimizations on your PC.</li> <li>Click <b>Remind Me Later</b> to view the notification when you reopen SupportAssist after 24 hours.</li> <li>Click <b>Cancel</b> to hide the notification.</li> </ul>
Your PC service plan is about to expire, or has expired.	<ul style="list-style-type: none"> <li>Click <b>Renew</b> to renew the PC service plan.</li> <li>Click <b>Remind Me Later</b> to view the notification when you reopen SupportAssist after 24 hours.</li> <li>Click <b>Never Remind Me</b> to stop SupportAssist from displaying the notification again.</li> </ul>
You renewed your PC service plan.	Click <b>OK</b> to hide the notification.
SupportAssist OS Recovery is enabled for your PC.	<ul style="list-style-type: none"> <li>Click <b>Thanks, got it</b> to stop SupportAssist from displaying the notification again.</li> <li>Click <b>Tell me more</b> to view the <i>SupportAssist OS Recovery User's Guide</i>.</li> </ul>
Your PC is eligible for the Dell Software Support (DSS) service plan and SupportAssist detected redundant files, network connectivity issues, or virus or malware on your PC. <i>i</i> <b>NOTE:</b> The DSS service plan is available for XPS, Alienware, Inspiron, and G Series PCs in the U.S. with an active Basic or expired service plan.	<ul style="list-style-type: none"> <li>Click <b>Learn more</b> for more information about the Dell Software Support service plan.</li> <li>Click <b>Remind me Later</b> if you want SupportAssist to notify you about the service plan later.</li> <li>Click <b>Dismiss</b> to stop SupportAssist from displaying the notification again.</li> </ul>

## Notifications in Windows action center

SupportAssist displays notifications in the Windows action center. The following table provides a summary of the different types of notifications that SupportAssist displays in the Windows action center.

*i* **NOTE:** Notifications in the Windows action center are not displayed on PCs with unknown warranty status.

**Table 5. Windows action center notifications**

Scenario	Action
On the Dell Data Assistant user interface, you deferred erasing your old PC after migrating your data to your new PC.	Click the notification to open Dell Data Assistant or snooze the notification.
On the SupportAssist user interface, you deferred erasing your old PC after migrating your data from the old PC to your new PC.	Click the notification to open SupportAssist.
During a scheduled scan, an urgent driver update is detected.	Click the notification to see the driver details page. For instructions to install driver updates, see <a href="#">Install driver updates</a> on page 26.
A support request must be created for an issue that is detected during a manually initiated or a scheduled scan.	For a hard drive, SSD, battery, keyboard, RAM, mouse, optical drive, or video card, perform one of the following steps:

**Table 5. Windows action center notifications (continued)**

Scenario	Action
	<ul style="list-style-type: none"> <li>● Click <b>Tell me more</b> to view the issue details and create a support request.</li> <li>● Click <b>Remind me tomorrow</b> to view the notification later.</li> </ul> <p>For other components, perform one of the following steps:</p> <ul style="list-style-type: none"> <li>● Click the notification to view issue details.</li> <li>● Click <b>Remind me tomorrow</b> to view the notification later.</li> </ul>
<p>A hardware component must be replaced for an issue that is detected during a manually initiated or scheduled scan.</p>	<p>For a hard drive, SSD, battery, keyboard, RAM, mouse, optical drive, or video card, perform one of the following steps:</p> <ul style="list-style-type: none"> <li>● Click <b>Replace hardware</b> to view the issue details and create a support request.</li> <li>● Click <b>Remind me tomorrow</b> to view the notification later.</li> </ul> <p>For other components or if your service plan has expired, perform one of the following steps:</p> <ul style="list-style-type: none"> <li>● Click <b>Tell me more</b> to view the issue details.</li> <li>● Click <b>Remind me tomorrow</b> to view the notification later.</li> </ul>
<p>A support request is automatically created for a hardware issue that is detected during a manually initiated or a scheduled scan.</p>	<p>No action required.</p>
<p>Potentially unwanted programs (PUPs) are detected during a manually initiated or a scheduled scan.</p>	<p>Click the notification to review and remove the PUPs that were detected by the scan. For instructions to remove the PUPs, see <a href="#">Remove potentially unwanted programs</a> on page 32.</p>
<p>Viruses or malware is detected during a manually initiated scan or a scheduled scan.</p>	<p>Click the notification to see the details of the viruses or malware that were detected during the scan.</p>
<p>Service plan of the PC is about to expire, or has expired.</p>	<p>Click the notification to open SupportAssist. A link to renew the service plan is displayed on the SupportAssist user interface.</p>
<p>Status of the support request that is created for your PC was recently updated.</p> <p> <b>NOTE:</b> A notification is not displayed when the support request is closed.</p>	<p>Click the notification to open SupportAssist and view the status of the support request online.</p>
<p>SupportAssist OS Recovery creates the first restore point on your PC.</p>	<p>Click the notification to view the system repair option on the <b>Troubleshooting</b> page.</p>
<p>If your system is eligible for Dell Software Support (DSS) service plan and SupportAssist detects redundant files, network connectivity issues, or virus or malware during a scan.</p> <p> <b>NOTE:</b> The DSS service plan is available for XPS, Alienware, Inspiron, and G Series PCs in the U.S. with an active Basic or expired service plan.</p>	<p>Click the notification to open SupportAssist.</p>
<p>Your PC has an active Premium Support Plus service plan and SupportAssist automatically scanned and optimized your PC.</p>	<p>Click the notification to open SupportAssist.</p>
<p>A technical support agent initiated a session to remotely scan and install driver updates or scan your PC for hardware issues.</p>	<p>Click <b>Ok</b> to view the <b>Dell RemoteActions Terms &amp; Conditions</b> page.</p> <p> <b>NOTE:</b> If a remote session was performed during the last two hours, the terms and conditions are not displayed and the technical support agent can initiate the scans automatically.</p> <p> <b>NOTE:</b> If Windows Focus Assist is enabled on your PC, the notification is not displayed.</p>

## Banners on SupportAssist Home page

When the service plan of your PC is nearing expiry or has expired:

- A notification is displayed on the SupportAssist user interface.
- A notification is displayed in the Windows action center.
- A banner is displayed on the SupportAssist **Home** page.

You can renew or upgrade your service plan by using the links that are provided in the notification or banner. For information about the notifications that are displayed on the SupportAssist user interface, see [Notifications on SupportAssist user interface](#) on page 15. For information about notifications that are displayed in the Windows action center, see [Notifications in Windows action center](#) on page 16.

The following table describes the banners that are displayed on the **Home** page:

**Table 6. Banners on SupportAssist Home page**

Scenario	Action
If you have purchased Dell Migrate service and have not migrated your files and settings within 90 days.	Click <b>Yes</b> to go to the Dell Migrate home page.
You have not logged in as an administrator to the PC on which the Dell Migrate service is enabled.	Log in as an administrator to migrate your files and settings.
0–60 days before the service plan expires.	Click <b>Renew</b> to renew the service plan online.
The service plan has expired and is within the renewable period.	Click <b>Renew</b> to renew the service plan online.
The service plan has expired and is not within the renewable period.	Click <b>Contact Dell</b> to extend or upgrade the service plan.

 **NOTE:** The online service plan renewal capability is available only in the U.S.

## Disable SupportAssist notifications

### Prerequisites

You must be logged in as an administrator.

### About this task

You can disable SupportAssist from displaying notifications on your PC. However, SupportAssist still displays notifications about hardware issues and urgent driver updates that are detected during a scan even if you disable the notifications.

### Steps

1. On the top-right corner of the SupportAssist user interface, click the settings icon, click **Settings**, and then click **Notifications**.
2. Clear the **I want to receive notifications about hardware and software issues, driver updates, Support Requests, and other alerts for my PC** check box and click **Save**.  
SupportAssist notifications are disabled and the **Home** page is displayed.

## Uninstall SupportAssist

### Prerequisites

The SupportAssist user interface must not be open on the PC.

### Steps

1. Go to **Control panel > Programs > Programs and Features**.

The **Uninstall or change a program** page is displayed.

2. Right-click **Dell SupportAssist**, and click **Uninstall**.
3. When you are prompted to confirm the uninstallation, click **Yes**.

### **Results**

Dell SupportAssist is uninstalled.

# System reset and repair overview

SupportAssist OS Recovery enables you to reset or repair your PC. You can invoke SupportAssist OS Recovery from the SupportAssist for Home PCs user interface.

## System reset

The system reset feature enables you to reset the operating system of your PC. You can either reset the operating system to factory state or install the latest version of the operating system. Depending upon the state of your PC, the following options may be available:

- Reset to factory settings—install the factory image on your PC to reset the operating system to the state it was in when your PC was shipped from the Dell factory.
- Reset and update—download and install the most recent operating system on your PC along with the critical drivers and applications.

**CAUTION:** The reset process permanently deletes all data on the hard drive and uninstalls any programs or drivers that you installed on your PC. It is recommended that you back up the data before performing a system reset.

**NOTE:** If SupportAssist is unable to detect the factory image that was installed on your PC, only the **Reset and update** option is displayed.

**NOTE:** The feature to reset your PC using the Reset and update option is supported only on certain systems. For the list of systems where this feature is supported, see the *Dell SupportAssist OS Recovery Support Matrix* available on the [SupportAssist OS Recovery](#) documentation page.

## System repair

The system repair feature enables you to instantly rollback to a previous point in time on your PC to resolve boot issues or any other performance issues. This feature is automatically enabled on PCs with at least 50 GB of free hard drive space and where SupportAssist OS Recovery is available. If your PC has less than 50 GB of free hard drive space, you can manually enable the feature in SupportAssist or the operating system control panel settings.

**NOTE:** If a critical hardware issue is detected on your PC, the system repair feature is disabled until you create a support request.

This feature helps you to instantly restore your PC to a previous point in time. Restoring your PC may help in resolving issues caused by virus or malware infections, registry corruption, system file corruption, issues with operating system patches, or drivers.

**NOTE:** This feature does not completely protect the program files. The non-Dell applications that are installed on your PC may be removed when the PC is restored to a previous restore point.

## Reset your PC to factory settings

### Prerequisites

- You must have administrator rights on the PC.
- Your PC must be connected to a power outlet.

### About this task

The **Reset to factory settings** option resets your operating system and default applications to the state they were in when your PC was shipped from the Dell factory.

### Steps

1. Open SupportAssist and go to **Troubleshooting > Erase everything and reset my PC to its original state**, and then click **Reset my PC**.
2. Click **Yes, reboot**.  
The PC restarts, and the SupportAssist OS Recovery user interface is displayed.

### Next steps

Perform the steps that are provided in the **Reset your computer to factory state** section in the *Dell SupportAssist OS Recovery User's Guide* available on the [SupportAssist OS Recovery](#) documentation page.

## Reset your PC and update the operating system

### Prerequisites

- Your PC must be connected to a power outlet.
- Your PC must have an active Internet connection.

### Steps

1. Open SupportAssist and go to **Troubleshooting > Erase everything and reset my PC to its original state**, and then click **Reset my PC**.
2. Click **Yes, reboot**.  
The PC restarts, and the SupportAssist OS Recovery user interface is displayed.

### Next steps

Perform the steps that are provided in the **Reset your computer and update the operating system** section in the *Dell SupportAssist OS Recovery User's Guide* available on the [SupportAssist OS Recovery](#) documentation page.

## Configure system repair settings

### Prerequisites

SupportAssist OS Recovery 5.1 or later must be available on your PC.

### About this task

Configuring system repair settings enables you to select the amount of hard drive space you want to allocate for storing system repair backups.

 **NOTE:** If the amount of free hard drive space available on your PC is less than 12 GB, new system repair backups are not created.

### Steps

1. Open SupportAssist, click the settings icon, and then click **Settings**.
2. Click **System Repair**.  
The system repair settings are displayed.
3. Select the amount of hard drive space you want to allocate for storing system repair snapshots, for example, 15 GB.
4. Click **Save**.

# Repair your PC

## About this task

System repair feature enables you to diagnose and troubleshoot common issues that may occur before your PC boots to the operating system. It checks and fixes the partition table, start-up file, and the health of the Windows operating system.

## Steps

1. Open SupportAssist and go to **Troubleshooting > Restore my PC with System Repair**, and then click **Launch System Repair**.
2. Click **Yes, restart**.  
The PC restarts, and the SupportAssist OS Recovery user interface is displayed.
  - If the issue is fixed successfully, the **Everything's back to normal** status is displayed. Click **DONE**.
  - If the issue cannot be fixed or if the repair is unsuccessful, an error message is displayed. Click **RESET OPTIONS** to reset the operating system of your PC. See [System reset and repair overview](#) on page 20.

# Dell Migrate overview

Dell Migrate is an on-demand service that enables you to securely migrate your personal files and settings to your Dell PC from any PC running the Windows operating system 8.1 or later. After you migrate your data, you can erase and reset your old PC before you sell, gift, or trade in the PC. To purchase the Dell Migrate service for your PC, go to <https://www.dell.com/Migrate>.

The Migrate service is available only for the Inspiron, G Series, XPS, and Alienware PCs in certain regions. For the list of supported regions, see the **Supported locales** section in the *Dell Migrate User's Guide* available on the [Dell Data Assistant](#) documentation page.

In this document, the term data refers to the files and settings that you want to migrate. The term old PC refers to the PC from which your data is migrated and new PC refers to the Dell PC to which your data is migrated.

Dell Migrate enables you to migrate your personal files such as documents, photos, music, videos, and so on. The following table lists the settings that can be migrated:

**Table 7. Settings that can be migrated using Dell Migrate**

Type	Settings
Date and time	<ul style="list-style-type: none"> <li>● Additional calendar and clocks</li> <li>● User locale</li> </ul>
Personalization	<ul style="list-style-type: none"> <li>● Background</li> <li>● File Explorer Options               <ul style="list-style-type: none"> <li>○ General</li> <li>○ Folder views</li> <li>○ Advanced</li> </ul> </li> <li>● Taskbar</li> <li>● Colors</li> </ul>
Hardware	<ul style="list-style-type: none"> <li>● Phone and Modem</li> <li>● Fax options and accounts</li> </ul>
Bookmarks	<ul style="list-style-type: none"> <li>● Favorites in Internet Explorer</li> <li>● Bookmarks saved in Google Chrome, Mozilla Firefox, and Microsoft Edge version 79 or later</li> </ul>
User Control	<ul style="list-style-type: none"> <li>● Mouse properties               <ul style="list-style-type: none"> <li>○ Primary and secondary buttons</li> <li>○ Pointer schemes</li> </ul> </li> <li>● Keyboard               <ul style="list-style-type: none"> <li>○ Character repeat delay</li> <li>○ Character repeat rate</li> <li>○ Cursor blink rate</li> </ul> </li> <li>● PC sound               <ul style="list-style-type: none"> <li>○ Playback</li> <li>○ Communications</li> <li>○ Sound theme</li> </ul> </li> <li>● Gaming</li> </ul>
Accessibility	<ul style="list-style-type: none"> <li>● High contrast</li> <li>● Magnifier</li> <li>● Color filters</li> <li>● Toggle keys, sticky keys, and filter keys settings for keyboard.</li> </ul>

# Migrate data from old to new PC

## Prerequisites

Ensure the following:

- Dell Migrate service is available for your new PC. For instructions to purchase, go to <https://www.dell.com/Migrate>.
- The operating system that is installed on your old PC is Windows 8.1 or later.
- The operating system that is installed on your new PC is 64-bit Windows 10 RS4 or later.
- Both the PCs are connected to an electrical outlet.
- You are logged in to your old and new PCs as an administrator.
- Both the PCs are connected to the same local network.
- Sufficient disk space is available on your new PC.
- The old and the new PCs must have the same system locale.

## Steps

1. On your old PC, perform the following steps:
  - a. Go to <https://www.dell.com/Migrate>.
  - b. Download and run `Dell Data Assistant.exe`.  
The Dell Data Assistant is installed, and a shortcut is created on your desktop.
  - c. Open Dell Data Assistant and click **Let's get started**.  
If your PC is connected to a public network, you are prompted to confirm if you recognize and trust the network and want to continue with the migration. Click **Trust Network** to continue.  
Dell Data Assistant checks for your new PC with Dell Migrate that is connected to the same local network. If your new PC is detected, a verification code is displayed.
2. On your new PC, perform the following steps:
  - a. Open SupportAssist and click .
  - b. On the bottom-left corner, click **Go now**.
  - c. On the Dell Migrate home page, click **Let's get started**.
    - Dell Migrate checks for your old PC that is connected to the same local network and has Dell Data Assistant running.
    - The **Troubleshooting**, **History**, and the **Get Support** tabs are disabled.
  - d. Enter the verification code that is displayed on your old PC.

 **NOTE:** If you have SupportAssist for Home PCs version 3.9 installed on your new PC, you must use only the Dell Data Assistant executable file version 1.1 or later.

If the code is verified successfully, your PCs are paired and Dell Data Assistant scans your old PC for the data that can be migrated.

 **NOTE:** If you logged in using different user accounts on your old and new PC, you are prompted to confirm if you want to continue. Click **Continue** to proceed with the migration. During migration, only the data of the user account that is signed in on your old PC is migrated.

3. Perform one of the following steps on your new PC:
  - Click **Move everything for me** to move all the files and settings from the old PC to the new PC.
  - Click **Let me choose what to move** to select the files and settings that you want to move, instead of moving everything.

 **NOTE:** If you do not have sufficient hard drive space on the primary drive of your new PC to move all the files, the **Move everything for me** option is not displayed. If available, you must select a different drive with sufficient storage space, or select only the most important files to migrate.
4. By default, all your files and settings are migrated to the primary drive in your new PC. If you have multiple drives in your new PC, perform the following steps to manually select the drive to which you want to migrate the data:
  - a. On the left pane, click **Change**.
  - b. Select the required drive, and click **Apply**.

 **NOTE:** If you have multiple drives in your old PC and only one drive in your new PC, separate folders are created for each drive in the default location, for example, Migration\_D\_Drive.
5. Click **Migrate now**.

If any other applications are running on your new PC, you are prompted to close the applications and continue or cancel the migration process.

 **NOTE:** Do not close Dell Data Assistant or click **Cancel** on your old PC while the migration is in progress.

6. After the migration process is complete, perform one of the following steps:
  - If all your data was migrated successfully, click **Finish**.
  - If some of your data was not migrated, click **Show skipped files**, review, and select the data that you want to migrate, and then click **Retry**.
7. Optionally, click  to provide your feedback, click  to migrate data from another PC or user account, or click  to learn about erasing your old PC.
8. Click **Close**.  
The **Home** page is displayed. For more information about Dell Migrate, see the *Dell Migrate User's Guide* available on the [Dell Data Assistant](#) documentation page.

### Next steps

To erase and reset your old PC, click **Erase This PC** on the Dell Data Assistant user interface. See [Erase and reset old PC](#) on page 25.

## Erase and reset old PC

### Prerequisites

Ensure the following:

- Dell Migrate service is available for your new PC. For instructions to purchase, go to <https://www.dell.com/Migrate>.
- The operating system that is installed on your old PC is Windows 8.1 or later.
- Your old PC is connected to an electrical outlet.
- You are logged in to your old PC as an administrator.
- No applications are running on your old PC.
- BitLocker is disabled on your old PC.

### Steps

1. If you have already migrated your data to your new PC, perform the following steps on your old PC:
  - a. Open Dell Data Assistant.
  - b. Click **Erase this PC**.
    - If an external hard drive is connected to your PC, a message is displayed stating that the data in the external hard drive will not be erased. Remove the hard drive and click **Proceed** to continue.
    - If multiple user accounts are detected on your old PC, you are prompted to confirm if you want to continue to erase and reset your PC. Click **Proceed** to continue.  
 **CAUTION:** If you click **Proceed** without migrating data of other user accounts, the data of those user accounts is also deleted.
    - If an issue is detected in the hard drive, a message is displayed to confirm if you want to continue. Click **Proceed** to continue.
    - If your PC is compatible with the Dell SupportAssist OS Recovery version 5.3, or later, one of the following reset options is displayed:
      - **Reboot to Begin Dell Reset**—reboots your PC and displays the Dell SupportAssist OS Recovery user interface. Select the appropriate reset option and follow the instructions on the screen to complete the erase and reset process.
      - **Launch Windows Reset**—displays the Windows reset options. Select the appropriate option and follow the instructions on the screen to complete the erase and reset process.
2. If you have not migrated your data to your new PC, perform the following steps:
  - a. On your old PC, open Dell Data Assistant and click **Let's get started**.
  - b. On your new PC, initiate the migration process. For instructions to migrate your data, see [Migrate data from old to new PC](#) on page 24.
3. If you do not want to erase your old PC now, click **Remind Me Later**, select the time when you want to receive a notification, and then click **Okay**.

## Drivers and downloads overview

Updating the drivers helps improve PC performance and fix security risks. By default, SupportAssist scans your PC every week to detect updates available for drivers and Dell applications that are installed on your PC. If required, you can configure the frequency in which SupportAssist performs the scan.

SupportAssist categorizes the updates based on their severity as **Urgent**, **Security**, **Recommended**, and **Optional**.

 **NOTE:** In this document, the term driver refers to BIOS, drivers, firmware, and Dell applications installed on your PC.

### Severity categorization of updates

SupportAssist categorizes the updates based on their severity as follows:

- **Urgent**—updates that must be installed .
- **Security**—updates that can prevent potential security threats to your PC
- **Recommended**—updates that can improve the performance of your PC.
- **Optional**

 **NOTE:** If an urgent or recommended update is available, a notification is displayed. For information about the types of notifications that are displayed by SupportAssist, see [Notifications](#) on page 15.

### Install driver updates

#### Prerequisites

You must be logged in as an administrator.

#### About this task

SupportAssist scans your PC and proactively suggests updates available for your PC drivers and Dell applications. Before installing a driver update, SupportAssist automatically creates a restore point. You can use the restore point to uninstall the driver update and return the PC to its previous state. At a given time period, SupportAssist can retain only three restore points. If a new restore point must be created, the oldest restore point is automatically removed.

 **NOTE:** If you install a newer version of BIOS available for your PC, you cannot uninstall the update.

 **NOTE:** In a Windows operating system, by default, the restore point creation setting is disabled. To enable SupportAssist to create a restore point, you must enable the restore point creation settings in Windows.

#### Steps

1. Open SupportAssist and click .
2. On the **Get Drivers & Downloads** tile, click **Run**.
  - If updates are available for your PC, the update type and the number of available updates are displayed on the **Get Drivers & Downloads** tile.
  - If SupportAssist cannot detect updates available for your PC, a message is displayed.
3. Click **Update Now**.  
The drivers page is displayed.
4. Select the updates that you want to install and click **Install**.
 

 **NOTE:** Certain driver updates must be installed along with one or more other drivers to function correctly. You must select all those dependent drivers and then click **Install**.

  - For updates that are automatically installed,  and **Done** status are displayed in the **Status** column.

- If the update must be manually installed, an **Install** link is displayed in the **Status** column after the download is complete. To install the update, click **Install**.

**NOTE:** You may have to restart your PC to complete the installation of certain drivers.

5. Click **Finish**.  
The **Home** page is displayed. The number of drivers that are installed is displayed on the **Home** page and **History** page.
6. If an update requires restart, click **Restart Now** to restart the PC immediately.  
You are prompted to save your files and close all applications before you restart.
7. Click **Restart**.  
The PC restarts automatically to complete the installation.

## Uninstall driver updates

### Prerequisites

You must be logged in as an administrator.

### About this task

If you encounter problems with your PC after updating a driver, uninstall the update and return the PC to its previous state.

### Steps

1. Open SupportAssist and click **History**.
2. On the **History** page, click the required **Restore System** link.  
A message is displayed stating that the PC will be restored to the state when the restore point was created.
3. Click **Restore**.  
The PC restarts automatically to uninstall the update.

## Get Drivers and Downloads tile notifications

The following table describes the different status notifications that are displayed on the **Get Drivers & Downloads** tile:

**Table 8. Get Drivers & Downloads tile notifications**

Tile icon	Update type	Description
	<b>Optional</b> or no update available	No update is available or an optional update is available.
	<b>Recommended</b>	Only recommended type of updates are available.
	<b>Urgent</b> or <b>Security</b>	Only urgent, security, or multiple types of updates are available.

# Scanning PC hardware

Running a hardware scan enables you to detect hardware issues on your PC. By default, SupportAssist scans your PC hardware once a month to detect hardware issues. You can also manually perform one of the following to identify a hardware issue:

- Scan a specific hardware component
- Run a quick hardware scan
- Run a stress test

**NOTE:** If SupportAssist is minimized and an issue is detected during a scan, a notification is displayed on the **Scan Hardware** tile. The notification is retained on the tile for up to seven days. If you do not create a support request for the issue within seven days, the notification is removed.

For certain hardware issues, the issue title is displayed above the tiles and a notification is displayed on the **Scan Hardware** tile. The notification that is displayed on the tile depends on the severity of the issue. The following table describes the different status notifications that are displayed on the **Scan Hardware** tile when an issue is detected during a quick hardware scan or a stress test on the PC:

**Table 9. Scan Hardware tile notifications**

PC icon	Status	Description
	Normal	No hardware issues have been detected.
	<b>Warning</b> If a warning type issue is detected, the PC optimization tiles are disabled. To enable the tiles, click <b>OK</b> .	A hardware issue has been detected in some component, other than the memory module or hard drives.
	<b>Critical</b> If a critical hardware issue is detected, the PC optimization tiles are disabled until you create a support request.	A hardware issue has been detected in the memory module or hard drives.

## Scan a specific hardware component

### Prerequisites

You must be logged in as an administrator.

### About this task

SupportAssist enables you to scan a specific hardware component that is installed in your PC. The steps to run a scan depend on the hardware component that you select.

The following steps are applicable for scanning the hard drive.

### Steps

1. Open SupportAssist and click the **Troubleshooting** tab.
2. Click **I want to troubleshoot my PC** and click **I want to check a specific piece of hardware**. The list of hardware components that are available in your PC is displayed.
 

**NOTE:** To update the list of hardware components that is displayed, click **Refresh hardware** link.
3. In the **Storage Devices** section, click **Hard Drive**.
4. Select the test type, and click **Run Test**.

## Results

- If no issue is detected, **Passed** status and  are displayed.
- If an issue is detected and it does not require creating a support request, **Failed** status and  are displayed.
- If an issue is detected and requires creating a support request, the issue details page is displayed. For instructions to create a support request, see [Create a support request for an issue detected by a scan](#) on page 36.

# Run a quick hardware scan

## Prerequisites

You must be logged in as an administrator.

## About this task

A quick scan on your PC detects issues in hardware components such as the hard drive, processor, memory module, and so on.

## Steps

1. Open SupportAssist and click .
2. On the **Scan Hardware** tile, click **Run**.

## Results

- If no issue is detected, a notification is displayed on the tile.
- If an issue is detected and it requires creating a support request, the optimization tiles are disabled and the issue details page is displayed. For instructions to create a support request, see [Create a support request for an issue detected by a scan](#) on page 36.
- If an issue is detected and it does not require creating a support request, the issue title is displayed above the tiles, a notification is displayed on the **Scan Hardware** tile, and the optimization tiles are disabled. To enable the tiles, click **OK**.

# Run a stress test

## Prerequisites

You must be logged in as an administrator.

## About this task

A stress test detects issues in components such as the PC board, optical drives, and camera. It also detects issues in components scanned during a quick scan.

 **CAUTION:** During a stress test, you can see flashes on your screen and you may not be able to use your PC.

## Steps

1. Open SupportAssist and click the **Troubleshooting** tab.
2. Click **I want to troubleshoot my PC** and then click **I want to scan my entire PC**.
3. Click **Start**.  
A message is displayed prompting you to save your files and to close all applications.
4. After you save your files and close all the applications, click **OK** to run the test.  
During the test, the name of the task that is running is displayed above the tiles and the scan progress is displayed on the **Scan Hardware** tile.

## Results

- If no issue is detected, a notification is displayed on the tile.

- If an issue is detected and requires creating a support request, the optimization tiles are disabled and the issue details page is displayed. For instructions to create a support request, see [Create a support request for an issue detected by a scan](#) on page 36.
- If an issue is detected and does not require creating a support request, the issue title is displayed above the tiles, a notification is displayed on the **Scan Hardware** tile, and the optimization tiles are disabled. To enable the tiles, click **OK**.

# Optimizing your PC

SupportAssist helps you optimize your PC by running a series of diagnostics to identify modifications to files and settings of your PC. SupportAssist optimizations improve your PC speed, storage space availability, and PC stability by:

- Cleaning temporary files
- Tuning PC performance
- Optimizing network
- Removing viruses, malware, and potentially unwanted programs (PUPs)

## Clean files

### About this task

SupportAssist removes redundant files, temporary folders, and other unnecessary clutter from your PC.

### Steps

1. Open SupportAssist and click .
2. On the **Clean Files** tile, click **Run**.

During the optimization, the name of task that is running is displayed above the tiles and the progress of scan is displayed on the tile.

 **CAUTION: If you cancel the optimization while it is in progress, the changes that were performed are not reversed.**

### Results

The amount of hard drive space that is saved is displayed on the **Clean Files** tile, the **Home** page, and the **History** page.

## Tune PC performance

### About this task

SupportAssist adjusts the power settings, registry, and memory allocation to maximize your PC processing speed.

### Steps

1. Open SupportAssist and click .
2. On the **Tune Performance** tile, click **Run**.

During the optimization, the name of task that is running is displayed above the tiles and the progress of scan is displayed on the tile.

 **CAUTION: If you cancel the optimization while it is in progress, the changes that were performed are not reversed.**

### Results

After the optimization is complete, a notification is displayed on the tile.

# Optimize network

## About this task

SupportAssist updates your PC settings to keep your network efficient and reliable.

## Steps

1. Open SupportAssist and click .
2. On the **Optimize Network** tile, click **Run**.

During the optimization, the name of task that is running is displayed above the tiles and the progress of scan is displayed on the tile.

 **CAUTION: If you cancel the optimization while it is in progress, the changes that were performed are not reversed.**

## Results

After the optimization is complete, a notification is displayed on the tile.

# Remove viruses and malware

## About this task

SupportAssist isolates and removes the files that are infected by viruses and malware to keep your PC secure. It also detects potentially unwanted programs (PUPs) installed on your PC.

 **NOTE:** The virus and malware removal capability is available for PCs with an active ProSupport Plus, Premium Support Plus, or Dell Software Support service plan.

 **NOTE:** The virus and malware removal capability is available for PCs with an active ProSupport Plus or Premium Support Plus service plan.

 **NOTE:** The virus and malware removal capability is not available in certain regions, for example, China.

## Steps

1. Open SupportAssist and click .
2. On the **Remove Viruses & Malware** tile, click **Run**.

During the optimization, the name of task that is running is displayed above the tiles and the progress of scan is displayed on the tile.

 **CAUTION: If you cancel the optimization while it is in progress, the changes that were performed are not reversed.**

## Results

- The number of viruses and malware that are removed is displayed on the **Remove Viruses & Malware** tile, **Home** page, and on the **History** page.
- If PUPs are detected on the PC, the number of PUPs that are detected is displayed on the **Remove Viruses & Malware** tile. For instructions to remove PUPs, see [Remove potentially unwanted programs](#) on page 32.

# Remove potentially unwanted programs

## Prerequisites

You must be logged in as an administrator.

### About this task

Potentially unwanted programs (PUPs) are programs that are installed in the background when you install an application. PUPs reduce your PC performance or display unwanted advertisements.

SupportAssist detects PUPs on your PC through a manually initiated or automated virus and malware scan. If PUPs are detected, the **Remove Viruses & Malware** tile icon is displayed in red color and the number of PUPs that were detected is displayed on the tile. You can review and remove the PUPs that were detected on your PC.

 **NOTE:** If PUPs are detected during an automated scan, a notification is displayed. For information about the types of notifications that are displayed by SupportAssist, see [Notifications](#) on page 15.

### Steps

1. Open SupportAssist.
2. On the **Remove Viruses & Malware** tile, click **View**.  
The PUPs details page is displayed.  
 **NOTE:** By default, all the PUPs are selected. You can review and clear the selections of the PUPs that you do not want to remove from the PC.
3. Optionally, to view more information about a PUP, click the **Click here for more details** link.
4. Click **Remove** and then click **Confirm**.  
The selected PUPs are removed from the PC.
5. Click **OK**.

### Results

The number of PUPs that are removed is displayed on the **Home** page and the **History** page.

## Run all PC scans and optimizations

### About this task

Initiate a complete PC scan to identify hardware issues, required optimizations, and identify updates to drivers or Dell applications that are installed on your PC.

### Steps

1. Perform one of the following:
    - Open SupportAssist and click **Start Now**.
    - Open SupportAssist, click , and then click **Run all**.During the optimization, the name of task that is running is displayed above the tiles and the progress of scan is displayed on the tile.  
 **CAUTION:** If you cancel the optimization while it is in progress, the changes that were performed are not reversed.
  - If no issue is detected and there are no updates, a message is displayed on each tile. The amount of hard drive space that is saved, and the number of viruses or malware that is removed are displayed on the **Home** page.
  - If driver or application updates are detected during the scan, the update type and the number of available updates are displayed on the **Get Drivers & Downloads** tile. For instructions to install these updates, see [Install driver updates](#) on page 26.
  - If a hardware issue is detected and it requires creating a support request, the issue details page is displayed. For instructions to create a support request, see [Create a support request for an issue detected by a scan](#) on page 36.
  - If an issue is detected and it does not require creating a support request, the issue title is displayed above the tiles and a notification is displayed on the **Scan Hardware** tile after all the scans are complete.  
 **NOTE:** The type of notification depends on the severity of the hardware issue. For information about the types of notifications that are displayed by SupportAssist, see [Notifications](#) on page 15. To hide the issue notification, click **OK**.
  - If potentially unwanted programs (PUPs) are detected, a notification is displayed on the **Remove Viruses & Malware** tile. For instructions to remove PUPs, see [Remove potentially unwanted programs](#) on page 32.
-  **NOTE:** The details of the scans and optimizations that are performed on your PC are displayed on the **History** page.

2. If the issue persists, click **Still Need Help** to manually create a support request.

 **NOTE:** The manual support request creation capability is applicable only for PCs with an active Premium Support, ProSupport, Premium Support Plus, or ProSupport Plus service plan.

The support request page is displayed. For instructions to manually create a support request, see [Manually create a support request](#) on page 37.

# Virtual assistant overview

Use the virtual assistant from any page to troubleshoot PC issues such as slow performance and hardware issues or chat with a Dell technical support agent. To troubleshoot an issue, the virtual assistant may prompt you to update your drivers, run optimizations, or create a support request, if necessary.

Using the keywords or phrases you enter in the chat, the virtual assistant understands your intent and provides links to knowledge base articles, video tutorials, or provides troubleshooting instructions. If it is unable to understand your intent, it displays various categories of issues that may occur on your PC. When you select an issue category, the associated resolution or troubleshooting links are displayed. If the issue is not understood or resolved, you are redirected to a Dell technical support agent.

You can view the past chat transcripts, details of actions that were performed, and check the support request status on the **History** page.

 **NOTE:** Currently, virtual assistant is available only in certain regions and languages.

You can troubleshoot the following PC issues or components:

- Audio issues
- Adapter
- Battery
- Display
- Fan noise
- Microphone
- Microsoft Office activation
- PC performance

To use the virtual assistant, click  displayed in the bottom-right corner of the SupportAssist user interface, and then click **Start chat**.

# Creating a support request

SupportAssist helps you proactively and periodically monitor your PC for hardware or software issues. If an issue is detected on your PC, SupportAssist enables you to create a support request with Dell technical support. Depending on the service plan of your PC, SupportAssist may also automatically create a support request for the issue.

 **NOTE:** The automatic support request creation capability is not available for PCs with an expired warranty.

## Create a support request for an issue detected by a scan

### Prerequisites

On PCs with operating system build number 16299 or later, you must have administrator rights on the PC. For steps to see the build number of the operating system installed on your PC, see [Frequently asked questions](#) on page 45.

### About this task

If a support request must be created for an issue that is detected during a manually initiated or an automated scan the PC optimization tiles and the links to troubleshoot hardware issues are disabled on the **Troubleshooting** page. If the SupportAssist user interface is minimized during the scan, a notification is displayed on the **Scan Hardware** tile. If the SupportAssist user interface is open, the issue details page is displayed.

### Steps

1. Open SupportAssist.
2. Click **Fix Now**.

 **NOTE:** If you do not have administrator rights on the PC and a SupportAssist profile is not created, a message is displayed. You must sign in to the PC as an administrator, create a profile, and then try again.

 **NOTE:** If  is displayed on the tile, click **OK** and create the support request later. If you click **OK**, the PC optimization tiles and the links in the **Troubleshooting** page are enabled.

The issue details page is displayed.

 **NOTE:** For XPS, Inspiron, and Alienware PCs in certain regions with an expired service plan, a link to purchase the hardware component is displayed.

3. Click **Next**.
  - If SupportAssist is unable to connect to the Internet, a message is displayed. Click the troubleshooting links displayed below the message to fix the issue and try again.
  - If you have not created a SupportAssist profile, the Dell My Account **Sign In** page is displayed. To continue, create a SupportAssist profile and click **Finish**.
  - If you have already created a SupportAssist profile, the contact information and shipping address are displayed. To update the contact information and shipping address, click **Edit**, make the necessary updates, and then click **Finish**.

 **NOTE:** If you do not have administrator rights on the PC, you cannot edit the contact information and shipping address.

4. On the issue summary page, click **Done**.

 **NOTE:** You can view the details and track the status of the support request on the **History** page.

The tiles view of the **Home** page is displayed, and the **Support Request Open** status is displayed on the **Scan Hardware** tile.

# Manually create a support request

## About this task

Depending on the service plan of your PC, you can manually create a support request for issues that are not detected by SupportAssist. For information about the SupportAssist capabilities for different service plans, see [SupportAssist capabilities and Dell service plans](#) on page 6.

## Steps

1. Open SupportAssist and click the **Get Support** tab.
2. Click **Open a Support Request**.
  - If the SupportAssist scans and optimizations are not performed in the last 24 hours, all the scans are automatically initiated. If an issue is detected on your PC, the scan is stopped and the issue details page is displayed. For instructions to create a support request, see [Create a support request for an issue detected by a scan](#) on page 36.
  - If the SupportAssist scans and optimizations are performed in the last 24 hours, the support request page is displayed.
  - If a notification for a hardware issue is already displayed on the **Home** page, the issue details page is displayed. For instructions to create a support request, see [Create a support request for an issue detected by a scan](#) on page 36.
  - If you do not have administrator rights on the PC and a SupportAssist profile is not created, a message is displayed. You must sign in to PC as an administrator, create a profile, and then try again.
3. If the support request page is displayed:
  - a. From the **Select a category** list, select an issue category.
  - b. Enter the description of the issue.
  - c. Click **Next**.
    - If you have not created a SupportAssist profile, the Dell My Account **Sign In** page is displayed. To continue, create a SupportAssist profile and click **Finish**.
    - If you have already created a SupportAssist profile, the contact information and shipping address are displayed. To update the contact information and shipping address, click **Edit**, make the necessary updates, and then click **Finish**.
 

 **NOTE:** If you do not have administrator rights on the PC, you cannot edit the contact information and shipping address.
4. On the issue summary page, click **Done**.
 

 **NOTE:** You can view the details and track the status of the support request on the **History** page.

The tiles view of the **Home** page is displayed, and the **Support Request Open** status is displayed on the **Scan Hardware** tile.

## Issue details page

The following table describes the information displayed on the issue details page:

**Table 10. Issue details page**

Information	Description
<b>Service Tag</b>	The unique identifier of the PC. The Service Tag is an alphanumeric identifier.
<b>Warranty</b>	The service plan and its expiry date.
<b>Issue</b>	The details of the issue for which the support request is created.
<b>Solution</b>	The recommended solution.
<b>I would like onsite support</b>  <b>NOTE:</b> This option is available only in certain regions and is displayed only for PCs with an active Premium Support, Premium Support Plus, ProSupport, or ProSupport Plus service plan.	Select this check box if you want a Dell support technician to visit your site to replace the part.

# Issue summary page

The following table describes the information that is displayed on the issue summary page:

**Table 11. Issue summary page**

<b>Information</b>	<b>Description</b>
<b>Service Tag</b>	The unique identifier of the PC. The Service Tag is an alpha-numeric identifier.
<b>Warranty</b>	The service plan and its expiry date.
<b>Issue</b>	The details of the issue for which the support request is created.
<b>Support Request #</b>	The support request number for the issue.

## Dispatchable parts

When SupportAssist detects an issue on your PC, a replacement part may be automatically dispatched to you depending on your PC service plan.

The following parts may be dispatched automatically:

- Hard drive
- Memory module
- Optical drive
- Keyboard
- Mouse
- Battery
- Video card

# Troubleshooting overview

The **Troubleshooting** page enables you to troubleshoot issues with network connectivity and PC performance. It also enables you to scan your PC for hardware issues and provides links to video tutorials to troubleshoot common hardware and software issues. The troubleshooting links enabled for you depends on your user account type. For instructions to know your user account type, see the operating system documentation at <https://support.microsoft.com/>.

 **NOTE:** If a hardware issue is detected or a support request is created for a hardware issue, the links to troubleshoot hardware issues are disabled.

If your PC is running the 64-bit Windows 10 RS4 or later version of operating system, the **Troubleshooting** page also enables you to set up the following:

- Microsoft Office account
- Automatic Windows updates
- Email account
- Printer
- Browser home page
- Desktop wallpaper
- Automatic application updates, Live Tile, and Video Autoplay settings in Microsoft Store

## History overview

The **History** page displays information about the SupportAssist activities and events such as software optimizations, troubleshooting tasks, driver updates, hardware scans, virtual assistant conversation, and so on. The information for the activities performed in the last 90 days in a chronological order.

The **History** page displays links to view the transcripts of your chat conversations with the virtual assistant and to check the status of your support requests online. The restore point links created during driver updates are also displayed.

By default, information about events and activities that were performed in the current week are displayed. You can view the details for a specific day or an entire month. Use the **Select History View** list to view details of a particular type of event or activity.

Depending on the service plan of your PC, the number of driver updates that are installed, hard drive space that was saved, and number of viruses or malware that was deleted are displayed.

## Getting support

SupportAssist enables you to contact Dell technical support agents through phone, chat, or social media. The **Get Support** page lists the help and support options available for your PC. The help and support options that you can access depend on the service plan of your PC and your region. For information about the help and support options available for various service plans, see [SupportAssist capabilities and Dell service plans](#) on page 6.

 **NOTE:** If Internet connectivity is not available, only the Dell technical support contact numbers for your region are displayed.

The following table describes the help and support options that are displayed on the **Get Support** page:

**Table 12. Get Support page**

Feature	Description
<b>Carry-in Service Locator</b> <sup>1</sup>	Find the nearest Dell authorized carry-in service center based on ZIP or postal code, city, or state.
<b>Call us</b> <sup>1</sup>	Depending on your region, contact Dell technical support using the displayed contact numbers.
<b>Connect with Social Media</b>	Contact Dell technical support through social media platforms such as WeChat, WhatsApp, Facebook Messenger, or Line depending on your region.
<b>Open a Support Request</b>	Manually create a support request for a hardware or software issue. For instructions to create a support request, see <a href="#">Manually create a support request</a> on page 37.
<b>Let us work on your PC remotely</b>	Allow a technical support agent to remotely access and control your PC to troubleshoot issues. For instructions to start a session, see <a href="#">Allow remote troubleshooting by using RemoteAssist</a> on page 42.
<b>Send files to Tech Support</b>	Send files to Dell technical support describing the issue on your PC or send files that a technical support agent requests for.  <b>NOTE:</b> The maximum size of the file that you can send is 4 MB. For information about sending files to Dell technical support, see <a href="#">Send files to Dell technical support</a> on page 42. For information about sending PC activity log file to Dell technical support, see <a href="#">Send log files to Dell technical support</a> on page 42.
<b>More Dell.com resources</b>	Click the link to view more information applicable for your PC.

<sup>1</sup> This information is always displayed in the language applicable for the country or region in which the PC was purchased.

The virtual assistant enables you to troubleshoot your PC, perform optimizations, or chat with a Dell technical support agent. To use the virtual assistant, click  displayed in the bottom-right corner of the SupportAssist user interface, and then click **Start chat**.

 **NOTE:** Currently, virtual assistant is available only in certain regions and languages.

# Send files to Dell technical support

## About this task

If requested by a Dell technical support agent, you can send files describing the issue on your PC or any other specific file that is requested by the support agent. You can send a ZIP, RAR, TXT, JPG, JPEG, PNG, GIF, DOCX, DOC, ODT, PDF, XLS, or XLSX file.

 **NOTE:** The maximum size of the file that you can send is 4 MB.

 **NOTE:** You can send up to three files in a day. If you have multiple files, compress the files to .zip format and send the ZIP file.

## Steps

1. Open SupportAssist and click the **Get Support** tab.
2. In the right pane, click **Upload Files**.
3. In the **Upload files** box, click **Browse**, select the required file, and then click **Upload**.

## Results

After the file is sent,  and the **File uploaded successfully** message are displayed.

# Send log files to Dell technical support

## About this task

Send the PC activity log files to Dell technical support if requested by the Dell technical support agent.

## Steps

1. Open SupportAssist and click the **Get Support** tab.
2. In the right pane, click **Upload log file**.

## Results

After the file is sent,  and the **File uploaded successfully** message are displayed.

# Remote troubleshooting

A Dell technical support agent may need access to your PC to troubleshoot certain issues. You can either allow them to fully control your PC remotely or allow them to only initiate the scans remotely. If you do not provide them full control over your PC, the technical support agent can only scan and install driver updates, or initiate a hardware scan.

To allow the Dell technical support agent to fully control your PC remotely, see [Allow remote troubleshooting by using RemoteAssist](#) on page 42.

To allow the Dell technical support agent to only run scans and initiate driver updates on your PC, see [Allow remote troubleshooting by using Remote help](#) on page 43.

# Allow remote troubleshooting by using RemoteAssist

## Prerequisites

- You must be logged in as an administrator.
- A remote session must be initiated for your PC by the Dell technical support agent.

 **NOTE:** If a manually initiated driver scan, hardware scan, or system optimization is in progress, the technical support agent cannot initiate the remote session.

## Steps

1. Open SupportAssist and click the **Get Support** tab.
2. On the right pane, click **Start a remote session**.
3. Read and accept the terms and conditions that are displayed on the **Dell RemoteAssist Terms & Conditions** page, and then click **Finish**.  
The technical support agent can now access and troubleshoot your PC remotely.

## Allow remote troubleshooting by using Remote help

### Prerequisites

- You must be logged in as an administrator.
- A remote help session must be initiated for your PC by the Dell technical support agent.
- You must not be using any application on your PC in full screen mode or presentation mode.
- SupportAssist notifications should not be disabled.

 **NOTE:** If a manually initiated driver scan, hardware scan, or system optimization is in progress, the technical support agent cannot initiate the remote help session.

### Steps

1. Click the **Remote help via TechSupport** notification that is displayed in the Windows action center.  
The **Dell RemoteActions Terms & Conditions** page is displayed. The terms and conditions are not displayed if a session was performed during the last two hours.
2. Read and accept the terms and conditions, and then click **Next**.  
The technical support agent can now scan and install driver updates or initiate a hardware scan. If an issue is detected and it requires creating a support request, the optimization tiles are disabled and the issue details page is displayed. For instructions to create a support request, see [Create a support request for an issue detected by a scan](#) on page 36.

## Provide feedback

When you close the SupportAssist user interface after completing an activity, a survey option to provide feedback on your overall experience with Supportassist for Home PCs is displayed.

 **NOTE:** The survey option for providing feedback is currently available only on certain PC models and in certain regions.

Your feedback remains confidential and helps Dell to make product improvements. You can provide your feedback after you perform one of the following activities in the SupportAssist user interface:

- PC scan
- PC optimization
- Installation of an update
- PC troubleshooting

If you want to skip the survey, either click **Maybe next time**, or close the **SupportAssist customer survey** window. If you click **Maybe next time**, the survey option is not displayed for the next 15 days.

To provide your rating in the survey, select the number of stars, and then click **Send**. If you provide a rating of three or less stars, an option to provide improvement suggestions is displayed. Enter your improvement ideas in the **Tell us how can we improve this experience for you** box, and then click **Send**.

After you have completed the survey once, an option to provide survey rating again is available only after 90 days when you complete any of the previously mentioned activities in the SupportAssist user interface again.

# Frequently asked questions

## SupportAssist installation and user interface

### 1. How can I identify the build number of the operating system that is installed on my PC?

Perform the following steps:

- a. Search and open the **Run** application.
- b. Enter **winver** and click **OK**.

The operating system build number is displayed, for example, OS Build 15063.1266.

### 2. How can I check if SupportAssist is installed on my PC?

To verify if SupportAssist is installed, perform the following steps:

- a. Go to **Control Panel > Programs > Programs and Features**.
- b. In the list of programs, verify if **Dell SupportAssist** is present.

If Dell SupportAssist is not in the list of programs, you must manually install SupportAssist. See [Install SupportAssist for Home PCs](#) on page 11.

### 3. What are the languages that the SupportAssist user interface supports?

The SupportAssist user interface supports 24 languages. The supported languages are Arabic, Chinese (Simplified), Chinese (Traditional), Czech, Danish, Dutch, English, Finnish, French, French Canadian, German, Greek, Hebrew, Hungarian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese (Brazilian), Russian, Spanish, Swedish, and Turkish. For instructions to change your language setting, see [Change language setting](#) on page 12.

### 4. I have installed SupportAssist on my PC, but I am unable to open it. What could be the reason?

SupportAssist requires the port number 5700 to open the SupportAssist interface. If any other application uses this port, SupportAssist does not open in your PC. Ensure that no other application is using this port and then retry opening SupportAssist.

### 5. How can I check if any other application is using the 5700 port?

Perform the following steps:

- a. Search and open the **Services** application.
- b. In the right pane, click **Dell SupportAssist**.
- c. In the left pane, click **Stop**.
- d. From the programs menu, search and open the **Command Prompt** application.
- e. Type `netstat -a -v | findstr /C:"5700"` and press Enter.
  - If no application uses the 5700 port, no result is displayed.
  - If any other application uses the 5700 port, the port number and **LISTENING** status are displayed.
- f. Restart the **Dell SupportAssist** service.

### 6. It is taking a long time to open SupportAssist. What should I do?

If it is taking a long time to open SupportAssist, you must restart the SupportAssist service. Perform the following steps:

- a. Search and open the **Services** application.
- b. In the right pane, click **Dell SupportAssist**.
- c. In the left pane, click **Stop** and click **Restart**.

### 7. When I hover over the Service Tag or PC model number, Unknown Warranty is displayed. Why?

**Unknown Warranty** could be displayed because of one of the following reasons:

- SupportAssist is not connected to the Internet. Go to the **Troubleshooting** page for steps to troubleshoot your Internet connection.
- Your PC connects to the Internet through a proxy server. Ensure that you have configured the proxy settings in SupportAssist. See [Configure Internet settings](#) on page 14.

- Your PC may not have a valid warranty. Contact Dell technical support for help.

#### 8. Can I update the BIOS on a BitLocker enabled PC?

It is recommended that you disable the BitLocker encryption on the PC before updating the BIOS.

#### 9. I currently have 3.9.2 version of SupportAssist running on my PC. Why am I not able to update to the latest version?

You might be running an operating system version which is Windows 10 RS3 or earlier. To update supportAssist version to 3.10 or later, you must first upgrade the operating system version to Windows 10 RS4 or later.

## SupportAssist remote troubleshooting

#### 1. When I click Start DellConnect Session and accept the terms and conditions, the support agent is unable to access my PC remotely. What should I do?

Request the support agent to disconnect the current session and initiate a new DellConnect session.

#### 2. When I click Start Session, why is a message displayed stating that there is no active Dell RemoteAssist session?

You can start a Dell RemoteAssist session only after it is initiated by a Dell technical support agent. To avoid this error, click **Start Session** after the session is initiated.

## SupportAssist optimizations

#### 1. Where can I check details of the optimizations that were performed on my PC during a scheduled or manually initiated optimization?

SupportAssist retains the details of all the events and activities that were performed in the last 90 days. You can view the details for a month, week, or a specific day on the **History** page.

#### 2. Why does SupportAssist take more time to perform the optimizations than the duration specified on the tiles?

The time that is displayed on the PC optimization tiles is only an estimate based on your PC configuration. The actual time required to perform the optimizations may differ from the estimate.

#### 3. During optimization, SupportAssist stopped working. What should I do?

Close and reopen SupportAssist and then try to run the optimization again. If the issue persists, perform the following steps:

- a. Search and open the **Services** application.
- b. In the right pane, click **Dell SupportAssist**.
- c. In the left pane, click **Stop** and click **Restart**.

## Shipping information for parts dispatch

#### 1. How can I edit my contact and shipping information?

For instructions to update your contact and shipping information, see [Update contact and shipping information](#) on page 13.

#### 2. Can I change the contact information and shipping details while creating a support request?

Yes, you can change the contact information and shipping details while creating a support request.

#### 3. Why should I enter my shipping details for an issue with a nondispatchable part?

After analysis, if a hardware failure is identified as the root cause of the issue, the shipping address is used to ship a replacement part to you. If you had entered your shipping address while registering SupportAssist, your shipping address is automatically retrieved before you submit an issue.

## SupportAssist notifications

#### 1. How can I disable SupportAssist notifications?

For instructions to disable SupportAssist notifications, see [Disable SupportAssist notifications](#) on page 18.

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

If you cancel a notification, it will be displayed again after six hours or when you restart the PC.

3. **I am not receiving notifications for driver updates. What should I do?**

If your service plan has expired, SupportAssist does not display notifications for driver updates available for your PC. You must renew your service plan to receive notifications about driver updates.

## SupportAssist hardware scan

1. **Can I schedule a hardware scan?**

Yes, you can schedule a hardware scan. For instructions to schedule a hardware scan, see [Schedule automatic scans and optimizations](#) on page 14.

2. **I am facing a hardware issue on my PC. Why is it undetected by SupportAssist?**

If no hardware issue is detected, ensure that the SupportAssist services are running on the PC. To verify if the SupportAssist services are running:

- a. Search and open the **Services** application.
- b. Verify if **Running** status is displayed for the following services on your PC:
  - Dell Data Vault Collector
  - Dell Data Vault Processor
  - Dell Data Vault Service API
  - Dell SupportAssist
  - Dell Hardware Support
  - Dell Client Management Service

3. **When I perform a hardware scan, the scan result is displayed as Misconfigured on the History page. But, there is no notification that is displayed on the Scan Hardware tile. Why?**

If SupportAssist could not scan a component during the hardware scan, the **Misconfigured** status is displayed. Hence, no notification is displayed on the **Scan Hardware** tile. SupportAssist scans the component again during the next manually initiated or automated scan.

## Dell Migrate

1. **Where can I view the summary of the files and settings that were migrated using Dell Migrate?**

To view the files and settings that were migrated in the last session, go to the Dell Migrate home page and click **View Summary**. You can also view the summary of all the files and settings that were migrated during the last 90 days on the **History** page.

2. **Why does Dell Data Assistant prompt me to use Windows Reset when I have Dell SupportAssist OS Recovery installed on my PC?**

Dell Data Assistant prompts you to erase your PC using Dell Reset only if Dell SupportAssist OS Recovery version 5.3 or later is installed on your PC. If an earlier version of Dell SupportAssist OS Recovery is installed on your PC, you are prompted to use Windows Reset.

3. **During data migration, I get "We can't complete your migration" error. What could be the reason?**

You may be using an outdated version of Dell Data Assistant. Download the latest version from <https://www.dell.com/Migrate> and retry migration. Ensure that SupportAssist is also running the latest version.

4. **Why does the migration progress halt after a certain percentage?**

This could be due to insufficient access permissions on certain user files. Ensure that you are logged in to the PC as an administrator and that the files that you are trying to migrate do not belong to a different user account.

5. **Data migration fails with "This PC isn't connected to a network" error. What could be the reason?**

You may encounter this error if the network disconnects while the migration is in progress. To fix the network issues and retry migration, see the **Troubleshooting network disconnect issues during migration** section in the *Dell Migrate User's Guide* available on the [Dell Data Assistant](#) documentation page.

## 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 13. SupportAssist for Home PCs resources**

Contents	Resource	Go to
Minimum requirements, installation, and product features	SupportAssist for Home PCs Version 3.10.3 User's Guide	<a href="#">SupportAssist for Home PCs manuals</a>
New features, enhancements, known issues, and limitations in the release	SupportAssist for Home PCs Version 3.10.3 Release Notes	
Video tutorials to learn about the features of SupportAssist for Home PCs	SupportAssist for Home PCs playlist	<a href="#">YouTube</a>
Peer-to-peer questions about SupportAssist for Home PCs	Community forum	<a href="#">SupportAssist for Home PCs community</a>

## 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>.