

# SupportAssist for Business PCs on Latitude Chromebook

## Administrator 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.

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# Introduction

SupportAssist is a proactive and predictive technology that provides automated technical support for your Dell systems.

When deployed, SupportAssist monitors each system and proactively detects hardware issues. Depending on your service plan, when an issue is detected, SupportAssist automatically opens a support case with technical support and sends you an email notification. For information about the SupportAssist capabilities for different service plans, see [SupportAssist capabilities and Dell service plans](#) on page 5.

SupportAssist collects and sends the required system information securely to Dell technical support. This data is used by Dell technical support to troubleshoot and provide a solution to the issue. For information about the data that is collected by SupportAssist, see [Data collected by SupportAssist](#) on page 21.

If your organization uses ServiceNow for IT and Helpdesk management, and if you have enabled ServiceNow integration, SupportAssist alerts are also sent to the IT administrator.

## Topics:

- [Release version](#)
- [Audience](#)
- [Document purpose](#)
- [TechDirect overview](#)
- [SupportAssist in TechDirect](#)
- [SupportAssist capabilities and Dell service plans](#)
- [Supported systems](#)
- [Network requirements](#)
- [Additional resources](#)

## Release version

- SupportAssist for business PCs on Latitude Chromebook version 1.4
- Google Chrome OS version 84

 **NOTE:** SupportAssist for business PCs on Latitude Chromebook version 1.4 is supported only on Google Chrome OS version 84 and later.

## Audience

The information in this deployment guide is intended for administrators who manage SupportAssist for business PCs on systems running the Google Chrome operating system.

## Document purpose

This document provides information about configuring and deploying SupportAssist on business PCs running the Google Chrome operating system. Also, you can find information about managing your assets and SupportAssist alerts through TechDirect.

## TechDirect overview

TechDirect is an online portal that enables you to manage assets and SupportAssist alerts. You can create rules in TechDirect to automatically forward the SupportAssist alerts to Dell to create a support request or initiate a parts dispatch request.

# SupportAssist in TechDirect

TechDirect enables you to download a customized JSON file. The JSON file is associated with your TechDirect account and can be used to deploy the SupportAssist configuration on your Dell systems. After deployment, you can manage the SupportAssist configuration for all the systems or for systems in a specific device group in TechDirect.

## SupportAssist capabilities and Dell service plans

The following table summarizes the SupportAssist capabilities available for systems with different service plans:

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

Capability	Description	Basic	ProSupport	ProSupport Plus and ProSupport Flex for Client
Schedule hardware scans	Schedule hardware scans depending on your preference.	✓	✓	✓
Automated issue detection, notification, and support request creation	A notification is sent to you after Dell creates a support request for parts dispatch or technical support requests. For technical support requests, a technical support representative contacts you proactively to help you resolve the issue.	✗	✓	✓
Predictive issue detection and support request creation for failure prevention	A notification is sent to your primary and secondary contact about the potential failure of a part. Dell creates a support request and contacts you for shipping the replacement part.	✗	✗	✓

**NOTE:** If auto-forward of SupportAssist alerts is turned off in TechDirect, you can review the alerts and determine if they should be forwarded to Dell.

**NOTE:** Actions taken on support requests, alerts, and parts dispatches are as per Dell's business policy.

## Supported systems

SupportAssist is supported on the following Dell systems:

- Latitude 5300 2-in-1 Chromebook Enterprise
- Latitude 5400 Chromebook Enterprise
- Latitude 7410 Chromebook Enterprise
- Latitude 7410 2-in-1 Chromebook Enterprise

## Network requirements

To enable SupportAssist, the systems must be able to connect to the following destinations:

- <https://apidp.dell.com>
- <https://fuslite.dell.com/FUSLite/api/2.0>
- <https://techdirect.dell.com>
- <https://downloads.dell.com>
- <https://www.dell.com>

## Additional resources

- For information about enrolling your organization, managing SupportAssist alerts, and parts dispatch requests in TechDirect, go to [www.techdirect.com](http://www.techdirect.com).
- For information about SupportAssist, go to <https://www.dell.com/supportassist>.
- For questions about SupportAssist, go to the [Dell SupportAssist Community](#).
- To access other SupportAssist documents, go to <https://www.dell.com/serviceabilitytools>.

# Configuring and deploying SupportAssist

SupportAssist is preinstalled on systems with the Google Chrome operating system. However, you must configure and then deploy the SupportAssist configuration on target systems to enable automatic monitoring and also to manage SupportAssist alerts from TechDirect.

## Topics:

- [Configure SupportAssist](#)
- [Download SupportAssist configuration](#)
- [Deploy SupportAssist configuration](#)
- [Enable SupportAssist user interface in Google Admin Console](#)

## Configure SupportAssist

TechDirect enables you to configure the automated and user interaction tasks in SupportAssist. You can configure these settings for all the systems that are managed in TechDirect.

### Prerequisites

Sign in to [TechDirect](#) with Device Management Administrator rights.

### Steps

1. Go to **Services > Device Management > Configure My Fleet**.
2. Click **NEXT**.  
The **SupportAssist Terms And Conditions** page is displayed.
3. Read and accept the terms and conditions.
4. If you are configuring SupportAssist for the first time, to verify your TechDirect account automatically, click **NEXT**.
5. If you have already verified your TechDirect account, click **CONFIGURE**.  
The **Configure SupportAssist for Business PCs** page is displayed.
6. In the **Contact and Shipping Address** section, perform one of the following steps:
  - To create a new contact, from the **Select the primary contact** and **Select the secondary contact** lists, select **Create New Contact**, and enter the contact details on the **Add Contact** page.
  - To reuse a contact that was previously created, from the **Select the primary contact** and **Select the secondary contact** lists, select the desired contact name.
7. Perform one of the following steps:
  - To add a new shipping address, from the **Select the shipping address** list, select **Create new Address**, and enter the shipping address on the **Add Address** page.
  - To reuse a shipping address that was previously created, from the **Select the shipping address** list, select the desired address.
8. Enable or disable the settings in the **Application Preferences (For Chrome OS)** section. For more information, see [Preferences](#) on page 8.
9. To use the Windows application preferences, select **Use the same Windows application for the following**.
10. Perform one of the following:
  - To save the configuration and deploy SupportAssist later, click **SAVE**.
  - To save the configuration and deploy SupportAssist immediately, click **SAVE & PROCEED TO DEPLOY**.

### Results

The configuration is applied on the systems within 24 hours after they connect to the Internet.

## Preferences

SupportAssist enables you to perform automated and manual tasks on the systems on which SupportAssist is deployed. System users can perform manual tasks on the system only if the SupportAssist user interface is enabled. However, automated tasks are performed on the systems even if the SupportAssist user interface is not enabled. For information about using the SupportAssist user interface, see the *SupportAssist for Business PCs on Latitude Chromebook User's Guide* available at <https://www.dell.com/serviceabilitytools>.

The following table describes the options in the **Automated Tasks** section:

**Table 2. Automated Tasks**

Option	Description
<b>Include Identification Information</b>	Allow Dell to collect system identification information.
<b>Perform Scheduled Scans</b>	Allow SupportAssist to automatically scan the systems to detect any hardware issues.
<b>Frequency</b>  <b>NOTE:</b> This option is enabled only if you have enabled scheduled scans.	Select the frequency for SupportAssist to perform scheduled scans, for example, monthly.

The following table describes the options in the **User Interaction** section:

**Table 3. User Interaction**

Option	Description
<b>Allow users to open and run SupportAssist on their PCs</b>	Enables users to view and use the SupportAssist user interface.
<b>Add company logo/image</b>	Enables administrators to upload their company logo in TechDirect. This logo is applicable for all groups and is displayed in the SupportAssist application installed on the Chromebook.  <b>NOTE:</b> <ul style="list-style-type: none"><li>• The image file must be in the PNG or SVG format.</li><li>• The image file size should not exceed 100 KB.</li><li>• The image file must be 200 pixels in width and height.</li></ul>

## Download SupportAssist configuration

### Prerequisites

Sign in to [TechDirect](#) with Device Management Administrator rights.

### Steps

1. Go to **Services > Device Management > Configure My Fleet**.
2. Click **DOWNLOAD**.
3. Optionally, if you have already grouped the devices running the Google Chrome operating system into different configuration groups, select the required configuration group in the **Deploy SupportAssist for PCs Running Chrome OS** section.
4. Click **DOWNLOAD CONFIGURATION**.

### Results

The SupportAssist configuration file is downloaded as a JSON file.

# Deploy SupportAssist configuration

## Prerequisites

- You must have a Google Admin Console account.
- The target systems must meet the network requirements for SupportAssist. See [Network requirements](#) on page 5.
- Ensure that the Chrome devices are enrolled in the Google Admin Console. For information about manually enrolling Chrome devices, see [Enroll Chrome devices](#).

 **NOTE:** If the Chrome devices are not enrolled, they are not displayed in the Google Admin Console.

## Steps

1. Go to [Google Admin Console](#) and log in with your G Suite account credentials.
2. Click **Devices**.
3. In the left pane, click **Chrome > Settings > Device**.
4. In the left pane, select the organizational unit for which you want to deploy the SupportAssist configuration.
  - For information about creating an organizational unit, see [Add an organizational unit](#).
  - For information about moving devices across organizational units, see [Move a Chrome device to an organizational unit](#).
5. In the **Other settings** section, select **Enable Dell SupportAssist** in the **Dell SupportAssist** section.
6. Read the Dell SupportAssist terms and conditions and click **OK**.
7. Click **Upload** and select the JSON file to upload.
8. Copy the SupportAssist Chrome app Extension ID and URL, and click **SAVE**.

## Results

The SupportAssist configuration is deployed on the devices in the selected organizational unit within 24 hours after they connect to the Internet.

# Enable SupportAssist user interface in Google Admin Console

After you have deployed the SupportAssist configuration on Chrome devices, enable the SupportAssist user interface for users to view and use the user interface.

## Prerequisites

- You must have a Google Admin Console account.
- The target systems must meet the network requirements for SupportAssist. See [Network requirements](#) on page 5.
- Ensure that you have deployed the SupportAssist configuration on Chrome devices. See [Deploy SupportAssist configuration](#) on page 9.
- For the users to start using SupportAssist on their Chrome devices, the users must be added to the organizational unit. See [Move users to an organizational unit](#).

## Steps

1. Go to [Google Admin Console](#) and log in with your G Suite account credentials.
2. Click **Devices**.
3. In the left pane, click **Chrome > Settings > Users & browsers**.
4. In the **USERS & BROWSERS SETTINGS** section, perform the following steps:
  - a. In the left pane, select your organizational unit.
  - b. Go to the **User Experience** section.
  - c. Select **Allow use of built-in developer tools except for force-installed extensions** in the **Developer Tools** section.
5. In the upper-left corner, click **Devices** and in the left pane, click **Chrome > Apps & extensions > Users & browsers**.
6. Click  displayed in the lower-right corner of the page and click **Add Chrome app or extension by ID**.

7. From the list, select **From a custom URL**.
8. Enter the SupportAssist Chrome app **Extension ID** and **URL**, and click **SAVE**.  
To copy the Extension ID and URL, go to **Devices > Chrome > Settings > Device > Other settings > Dell SupportAssist**.

### **Results**

When users log in to their Chrome devices, SupportAssist is automatically installed on the device. To start using SupportAssist, open the SupportAssist application from the launcher.

You can also force-install SupportAssist for managed users in the organizational unit. To force-install SupportAssist, click **Force-install the Dell SupportAssist app for managed users signing into Dell devices in this organizational unit** and click **Save**.

# Managing your assets

After you deploy SupportAssist, the system details are automatically collected and displayed in the **Manage Assets** page in TechDirect. Use the **Manage Assets** page to organize your assets into groups and to integrate your SupportAssist alerts with ServiceNow.

 **NOTE:** You require Device Management Administrator rights to manage your assets in TechDirect.

## Topics:

- [Manage Assets](#)
- [My Assets](#)
- [Organizing assets and groups](#)

## Manage Assets

The **Manage Assets** page enables you to perform various actions on the assets that are managed using SupportAssist. However, the actions that you can perform depend on the account type that is used to log in to TechDirect, for example, Device Management Administrator or Device Management Technician.

To manage your assets, go to **Services > Device Management > Manage Assets**.

Use the following links that are displayed on the **Manage Assets** page to perform various actions:

- **My Assets**—view details about your assets such as service plans, expiration date, and so on.
- **Organize Assets and Groups**—create or delete a group and move assets across groups. See [Organizing assets and groups](#) on page 14.
- **Integrate with ServiceNow**—enable or disable integration of SupportAssist alerts with your ServiceNow solution. See [Integrating SupportAssist alerts with ServiceNow](#) on page 19.

## My Assets

The **My Assets** page displays a graphical representation of the number of PCs with:

- Current service plans
- SupportAssist versions

The **My Assets** page also displays information about your managed assets.

The following table describes the information that is displayed on the **My Assets** page.

By default, the **Site**, **Group**, **Service Tag**, **Region**, **Product Type**, **Model**, and **Warranty Plan** columns are displayed. Click  in the bottom-left corner of the table to select the columns you want to view.

**Table 4. My Assets**

Column	Description
<b>Site</b>	Name of the site to which the asset is assigned.
<b>Group</b>	Group to which the asset is assigned.
<b>Service Tag</b>	The unique identifier of the system. The Service Tag is an alpha-numeric sequence.  <b>NOTE:</b> If the asset is managed by SupportAssist, the <b>Service Tag</b> column displays a  icon.
<b>Region</b>	Region where the asset is present.

**Table 4. My Assets (continued)**

Column	Description
<b>Product Type</b>	Type of the asset.
<b>Model</b>	Model number of the asset.
<b>Warranty Plan</b>	Service plan of the asset.
<b>Expiration Date</b>	Date on which the service plan expires.
<b>Version</b>	Version of SupportAssist installed on the system.
<b>IP Address</b>	IP address of the asset.
<b>Hostname</b>	Hostname of the asset.
<b>SupportAssist Contact</b>	Contact details for SupportAssist
<b>Alert Status</b>	Status of the asset when the alert was received.
<b>OS</b>	Type of operating system installed on the asset.
<b>Asset Tag</b>	Asset Tag of the system.

The **My Assets** page also includes options to:

- Create service request
- Create dispatch request
- Check dispatch status
- Review warranty
- Download asset inventory data

## Create service request

Create a service request for an asset and submit it to Dell.

### Prerequisites

Sign in to [TechDirect](#) with Device Management Administrator or Device Management Technician rights.

### Steps

1. Go to **Services > Device Management > Manage Assets**.  
The **My Assets** page is displayed.
2. Select a site, and if required, select a group.
3. Select the asset for which you want to create a service request.
4. Click **CREATE SERVICE REQUEST**.  
The **Create Service Request** page is displayed.
5. Verify the Service Tag and click **NEXT**.
6. Enter the incident and contact information.
7. Review the information that you entered and click **NEXT**.
8. Click **SUBMIT**.

### Results

The service request is submitted to Dell.

## Create dispatch request

Create dispatch requests for parts in case of a hardware failure.

### Prerequisites

Sign in to [TechDirect](#) with Device Management Administrator or Device Management Technician rights.

### Steps

1. Go to **Services > Device Management > Manage Assets**.  
The **My Assets** page is displayed.
2. Select a site, and if required, select a group.
3. Select the asset for which you want to create a dispatch request.
4. Click **CREATE DISPATCH**.  
The **Create Dispatch Request** page is displayed.
5. Verify the Service Tag and click **NEXT**.
6. Enter the incident and contact information.
7. Review the information that you entered and click **NEXT**.
8. Click **SUBMIT**.

### Results

The dispatch request is submitted to Dell.

## Check dispatch status

Check the status of a dispatch request that you created for a component in case of hardware failure.

### Prerequisites

Sign in to [TechDirect](#) with Device Management Administrator or Device Management Technician rights.

### Steps

1. Go to **Services > Device Management > Manage Assets**.  
The **My Assets** page is displayed.
2. Select a site, and if required, select a group.
3. Select the asset for which a parts dispatch request is initiated.
4. Click **CHECK DISPATCH STATUS**.  
The **Search Dispatches** page is displayed.
5. Enter the support request number, dispatch number, or Service Tag, and click **SEARCH**.

### Results

The dispatch details are displayed.

## Review warranty

Review the warranty status of an asset.

### Prerequisites

Sign in to [TechDirect](#) with Device Management Administrator or Device Management Technician rights.

### Steps

1. Go to **Services > Device Management > Manage Assets**.  
The **My Assets** page is displayed.

2. Select a site, and if required, select a group.
3. Select the asset for which you want to review the warranty status.
4. Click **\*\*\*** and click **REVIEW WARRANTY NOW**.  
The **Check Warranty Status** page is displayed.
5. Verify the Service Tag of the asset and click **VALIDATE**.

## Download asset inventory data

### Prerequisites

Sign in to [TechDirect](#) with Device Management Administrator or Device Management Technician rights.

### Steps

1. Go to **Services > Device Management > Manage Assets**.  
The **My Assets** page is displayed.
2. Optionally, filter the list by selecting the type of asset or by selecting a site from the **Site** list.  
The filtered list is displayed.
3. Click **DOWNLOAD CSV**.  
The asset inventory data is downloaded and saved in a CSV file.  
If the number of rows in the list is more than 400, the **Download data to CSV** window is displayed.
4. If the **Download data to CSV** window is displayed, perform the following steps:
  - a. From the **Select** list, select the range of rows that you want to download.
  - b. Click **DOWNLOAD**.

## Organizing assets and groups

The **Organize Assets and Groups** link on the **Manage Assets** page enables you to:

- Create a group
- Move assets between existing groups
- Delete a group

 **NOTE:** You require Device Management Administrator rights to organize asset groups in TechDirect.

## Sites and asset groups

### Sites

- A site is a high-level logical identifier of your assets based on a physical location.
- When you download and deploy SupportAssist from TechDirect, a site is automatically created with details of all the assets on which SupportAssist is deployed.

### Asset groups

- An asset group is a logical group of assets within a site.
- By default, a site does not contain any asset groups.
- Creating groups enables you to organize your assets.
- You can create one or more asset groups within a site.
- A group can be created with assets from the same site.

## Create asset group

Create groups to organize assets based on your requirement.

### Prerequisites

Sign in to [TechDirect](#) with Device Management Administrator rights.

### Steps

1. Go to **Services > Device Management > Manage Assets**.
2. Click **Organize Assets and Groups**.
3. Click **CREATE GROUP**.  
The **Create a New Group** window is displayed.
4. Select a site and enter a group name.
5. To move assets to the group, select **Yes** and select the assets that you want to move to the group.
6. Click **CREATE**.  
The group is created and assets are moved to the group within 24 hours.

**NOTE:** If the primary and secondary contacts are different for assets running Windows and Chrome operating systems, ensure that you create separate asset groups and assign unique primary and secondary contacts for managing these devices.

## Move assets between existing groups

### Prerequisites

- Sign in to [TechDirect](#) with Device Management Administrator rights.
- To move assets from one group to another, the source and target groups must be within the same site.

### Steps

1. Go to **Services > Device Management > Manage Assets**.
2. Click **Organize Assets and Groups**.
3. Click **MANAGE ASSET GROUPS**.  
The **Manage Asset Groups** window is displayed.
4. From the **Site** list, select the site.
5. From the **From Group** list, select the asset group from which you want to move the assets.
6. From the **To Group** list, select the asset group to which you want to move the assets.
7. Click **MOVE**.

### Results

The assets are moved to the new asset group within a few minutes.

## Update site or group name

After you have created a site or group, you can update the name of the site or group.

### Prerequisites

- Sign in to [TechDirect](#) with Device Management Administrator rights.
- To edit the site name, ensure that you have created one or more asset groups within a site.

### Steps

1. Go to **Services > Device Management > Manage Assets**.
2. Click **Organize Assets and Groups**.

3. From the **Select Site** list, select the site.
4. Locate the row where the details of the asset site or group that you want to update are listed, click , and click **Edit**.
5. Edit the site or group name, and click **SAVE**.

## Delete asset group

### Prerequisites

- Ensure that the group that you want to delete does not contain any assets. To delete a group that has assets in it, move the assets to another group. See [Move assets between existing groups](#) on page 15.
- Sign in to [TechDirect](#) with Device Management Administrator rights.

### Steps

1. Go to **Services > Device Management > Manage Assets**.
2. Click **Organize Assets and Groups**.
3. Optionally, from the **Select Site** list, select a site.
4. Locate the row where the details of the asset group that you want to delete are listed, click , and click **Delete**.

# Managing SupportAssist alerts in TechDirect

SupportAssist alerts can be managed using your organization's TechDirect account or ServiceNow solution. If you have configured SupportAssist with your TechDirect account credentials, all alerts are forwarded to your TechDirect account. You can also integrate ServiceNow with SupportAssist to redirect all alerts to your ServiceNow solution. This section provides information on managing SupportAssist alerts in TechDirect and integrating ServiceNow with SupportAssist.

 **NOTE:** To view or manage alerts for hardware issues, you must enroll for self-dispatch service in TechDirect.

## Topics:

- [Configure alert rules in TechDirect](#)
- [View SupportAssist alerts in TechDirect](#)
- [SupportAssist alerts](#)
- [Integrating SupportAssist alerts with ServiceNow](#)

## Configure alert rules in TechDirect

### Prerequisites

Sign in to [TechDirect](#) with Device Management Administrator rights.

### About this task

Administrators in your organization can configure rules to determine how SupportAssist alerts are handled in TechDirect. For example, you can choose to automatically forward all alerts to technical support or have the alerts placed in TechDirect for your support team to review and determine if the alerts should be forwarded to Dell.

### Steps

1. Go to **Services > Device Management > Configure Alert Rules**  
The **SupportAssist Alerts** page is displayed.
2. Click **Configure your Alert Rules**.  
The **Configure SupportAssist Rules** page is displayed.
3. In the **Inactivity Period** section, enter the number of days an alert can reside in the queue with no activity.
4. In the **Technical Support Alerts** section, perform one of the following steps:
  - Select **Yes** to directly forward all technical support alerts to Dell.
  - Select **No, send all into SupportAssist Alerts queue** to send all technical support alerts to your TechDirect account. Your support team can review the alerts and determine if the alerts should be forwarded to Dell.
5. In the **Dispatch Alerts** section, perform one of the following steps:
  - Select **Yes** to directly forward all parts dispatch alerts to Dell.  
The **Group Management** section is displayed.
  - Select **No, send all into SupportAssist Alerts queue** to send all parts dispatch alerts to your SupportAssist alerts queue. Your support team can review the alerts and determine if the alerts should be forwarded to Dell.
6. If the **Group Management** section is displayed, click **ADD GROUP RULE**.
 

 **NOTE:** Group rules are used for identifying the address where the dispatched parts should be sent. When a SupportAssist alert is forwarded to Dell for parts dispatch, the address in the alert is compared with the addresses that are defined in the group rules. If there is a match, the address information associated with that group rule is used to identify the address where the dispatched parts should be sent.
7. In the **Multi-Branch Default** window, select an asset group, perform the following steps and click **SAVE**.
  - a. From the **Select Group** list, select an asset group.

- b. From the **Select Relationship** list, select a relationship.
  - c. From the **Select Time Zone** list, select a time zone.
  - d. From the **Select Technician** list, select a support technician.
8. Click **SAVE ALERT RULES**.

## View SupportAssist alerts in TechDirect

When an issue is detected on the systems that are monitored using SupportAssist, an alert is automatically created in TechDirect.

### Prerequisites

Sign in to [TechDirect](#) with Device Management Administrator or Device Management Technician rights.

### Steps

Go to **Services > Device Management > Manage Alerts**.  
The **SupportAssist Alerts** page is displayed.

## SupportAssist alerts

You can view details about the alerts that are generated by SupportAssist on the **SupportAssist Alerts** page in TechDirect.

The following table describes the information that is displayed on the **SupportAssist Alerts** page. By default, the **Service Tag**, **Alert Number**, **Alert Type**, **Last Activity Timestamp**, **Owner**, **Company Name**, and **Line of Business** columns are displayed. Click  in the bottom-left corner of the table to select a maximum of seven columns to view.

**Table 5. SupportAssist Alerts**

Name	Description
<b>Service Tag</b>	The unique identifier of the system. The Service Tag is an alpha-numeric identifier.
<b>Alert Number</b>	The unique support request number that is assigned to the alert that you can reference while communicating with Dell technical support.
<b>Alert Type</b>	Type of alert: <ul style="list-style-type: none"> <li>● <b>Technical Support</b></li> <li>● <b>Dispatch</b></li> </ul>
<b>Notes</b>	Details about the issue that was detected and error information for investigation.
<b>Create Timestamp</b>	Date and time when the alert was created in TechDirect.
<b>Last Activity Timestamp</b>	Date and time of the last action that was performed by a Device Management Administrator or a Device Management Technician.
<b>Status</b>	The status of the alert: <ul style="list-style-type: none"> <li>● <b>Unassigned</b>—no technician has ownership.</li> <li>● <b>Assigned</b>—a technician has ownership.</li> <li>● <b>Submit Failed</b>—attempt to forward to Dell failed.</li> </ul>
<b>Owner</b>	The technician who is the owner of an alert.
<b>Company Name</b>	Name of the company.
<b>Line of Business</b>	Line of business.

**Table 5. SupportAssist Alerts (continued)**

Name	Description
<b>Actions</b>	<p>Click to view actions available for the alert. Users with Device Management Technician rights may:</p> <ul style="list-style-type: none"> <li>• Take ownership of the case</li> <li>• Update the case details</li> <li>• Close the case</li> <li>• Forward the case to Dell</li> </ul> <p><b>i</b> <b>NOTE:</b> Users with Device Management Administrator rights can perform all the actions available for users with the Device Management Technician rights. An administrator can also assign a case to one of their technicians.</p>

## SupportAssist alert actions

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

**Table 6. Alert actions**

TechDirect account type	Available actions	Description
Device Management Administrator	<b>Assign Case</b>	Assigns a technician as the owner of a case. May also be used to reassign to another Device Management Technician.
Device Management Administrator and Device Management Technician	<b>Take Ownership</b>	Individual technicians under a TechDirect account can see all SupportAssist alerts. A technician may take ownership of an alert. A technician cannot reassign alerts, only the administrator for the account can reassign alerts.
	<b>Update</b>	Displays the <b>Details</b> page that enables you to add a note or an attachment about the alert.
	<b>Close Case</b>	Closes the case. Both you and Dell cannot take any further actions on the alert.
	<b>Forward To Dell EMC</b>	Forwards the support request to technical support. You can continue to monitor progress from either the <b>Technical Support</b> page or <b>Dispatch Summary</b> page in TechDirect.

## Integrating SupportAssist alerts with ServiceNow

If your organization uses ServiceNow for IT and Helpdesk management, you can integrate SupportAssist alerts with your ServiceNow solution. Integration with ServiceNow enables automatic creation of an incident in ServiceNow for your SupportAssist alerts.

**i** **NOTE:** After ServiceNow integration is enabled, SupportAssist alerts cannot be managed using TechDirect. However, you must use TechDirect to request a parts dispatch or submit a support request to Dell.

## Enable ServiceNow integration

### Prerequisites

Sign in to [TechDirect](#) with Device Management Administrator rights.

## Steps

1. Go to **Services > Device Management > Manage Assets**.  
The **Manage Assets** page is displayed.
2. Click **Integrate with ServiceNow**.  
The **ServiceNow Case Management Integration** page is displayed.
3. From the **Select SupportAssist Site** list, select a site.
  - NOTE:** The site displayed in the **Select SupportAssist Site** list is the company name that you entered for the SupportAssist configuration file.
  - NOTE:** Selecting a site enables TechDirect to forward alerts that are generated from all systems in the site to ServiceNow.
4. Clear **Inactivate (continue managing SupportAssist Alerts in TechDirect)**.
5. For SupportAssist to automatically create an incident in ServiceNow, perform the following steps:
  - a. Select **Use ServiceNow Instance**.
  - b. Enter the ServiceNow instance ID, username, password, and failure notification email address.
    - NOTE:** If SupportAssist is unable to automatically create an incident in ServiceNow, an email is sent to the email address provided in the **Failure Notification** box.
  - c. Click **Create a test incident in ServiceNow** to send a test alert to your ServiceNow instance.
6. For SupportAssist to send alerts to ServiceNow by email, perform the following steps:
  - a. Select **Use Email**.
  - b. In the **Alerts Notification** box, enter the email address to which you want to send the SupportAssist alert details.
  - c. Click **Create a test incident in ServiceNow** to send a test email to the email address entered in the **Alerts Notification** box.
7. Click **SAVE**.

## Disable ServiceNow integration

### Prerequisites

Sign in to [TechDirect](#) with Device Management Administrator rights.

### About this task

You can disable the integration of SupportAssist alerts with your ServiceNow solution.

**NOTE:** After ServiceNow integration is disabled, you can manage SupportAssist alerts using the **SupportAssist Alerts** page in TechDirect.

## Steps

1. Go to **Services > Device Management > Manage Assets**.  
The **Manage Assets** page is displayed.
2. Click **Integrate with ServiceNow**.  
The **ServiceNow Case Management Integration** page is displayed.
3. From the **Select SupportAssist Site** list, select the required site.
  - NOTE:** The site displayed in the **Select SupportAssist Site** list is the company name that you entered during SupportAssist configuration.
4. Select **Inactivate (continue managing SupportAssist Alerts in TechDirect)**.
5. Click **SAVE**.

## Data collected by SupportAssist

The data that is required for troubleshooting an issue is automatically collected from the system by SupportAssist and is sent securely to Dell technical support. This data enables Dell to provide you an enhanced, efficient, and accelerated support experience.

The following table lists the data that is collected from various components of your system:

**Table 7. System monitoring**

Categories	Attributes
System Information	System Service Tag
	System Model
	Motherboard ePPID
	BIOS Version
	System Type
	Processor Information
	Operating System
	System RAM (GB)
System Usage & Power	Hours on AC power
	Hours on DC power
	Power Cycles
	Sleep States
	Time in Sleep States
Battery	Serial Number
	Design Capacity
	Name
	Manufacturer Name
	ePPID
	Full Charge Capacity
Storage (HDD/ SSD)	Disk Name
	Disk Make Model
	Disk Size MB
	Disk ePPID
	Read Time Percentage
	Write Time Percentage
	Idle Time Percentage
	Bytes Read MB
	Bytes Write MB
	SMART Logs

**Table 7. System monitoring (continued)**

<b>Categories</b>	<b>Attributes</b>
System Events	Power Events
	Thermal Events
Processor	CPU Utilization
	Queue Lengths (PQL)
	C-States
	Concurrent Threads
	Queue Lengths
Memory	DIMM Position
	DIMM Name
	DIMM Manufacturer
	DIMM Part
	DIMM Location
	DIMM Serial
	Memory Use Free/Available
	Paging Activity
Thermals	Fan RPM/Status
	CPU Thermals
Mechanicals	Internal Cable/ Connector health
	Power insertions - AC/DC
Network	Adapter Name
	Adapter MAC
	Adapter Device Name
	WLAN/WLAN use time
	Link speed
Display	Brightness levels
Bluetooth (in terms of %)	Time period for which Bluetooth was turned on in AC power
	Time period for which Bluetooth was turned on in DC power
	Time period for which a device was connected to another device using Bluetooth in AC power
	Time period for which a device was connected to another device using Bluetooth in DC power
	Time period for which a device is currently connected to another device using Bluetooth in AC power
	Time period for which a device is currently connected to another device using Bluetooth in DC power

The following table describes the system information that is collected and sent to Dell once every 24 hours as part of the routine system monitoring:

**Table 8. Routine system monitoring**

<b>Attribute</b>	<b>Description</b>
Schema version	Version of the schema used for routine system monitoring
Agent version	Version of SupportAssist deployed on the system
Service Tag	Unique identifier of the system
System model	Model name of the system
Registration information	Registration status of SupportAssist
OS version	Version of the operating system running on the system
UTC date	Date and time when the routine system monitoring information was sent to Dell
BIOS version	Version of the BIOS that is installed on the system
Status	Status of the alert depending on the severity, for example, warning
Description	Information about the system failure, for example, high CPU usage
Memory usage	Amount of system memory used
CPU usage	Amount of CPU used
Local date	Date and time of the system
Alert info	Unique identifier of the alert
Source	Source from where the alert was generated
Type	Type of the alert, for example, predictive alert