DELLTechnologies

SupportAssist for Business PCs Frequently Asked Questions

FAQs

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- Should I update to the latest version of SupportAssist for Business PCs if I have an older version installed?
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- What is a site?
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- When is a site created?
- Can I manually create a site in TechDirect?
- How do I avoid creating multiple sites?
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Manage PCs

- Why are the PCs not displayed on the Inventory page after deploying SupportAssist?
- How can I remove PCs from the Inventory page in TechDirect?
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- Where can I go to get live help?
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- What data does dell collect from connected PCs running SupportAssist?
- How do I transfer ownership of a system?

Update PCs using Dell Recommendations

- How often does SupportAssist check for PC updates?
- I have scheduled PC updates for recommended BIOS, drivers, firmware, and Dell applications. How long is the request valid?
- How long is a remote optimization task valid after initiation?
- I have initiated a remote optimization task on the PCs. Should the PC user intervene to perform the task?
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- I have disabled the option of users opening and running SupportAssist on their PCs and enabled scans to run in the background. However, SupportAssist displays notifications about updates for users in my company. What could be the reason?
- Can I select specific updates to perform on my PC fleet?
- Can I remotely install PC updates if my PC users do not have administrator rights?
- Will remote tasks be performed on a PC that is not connected to the Internet or turned on?
- Can I update the BIOS on a BitLocker enabled PC?
- When I attempt to run BIOS or PC updates, TechDirect indicates that these updates are already scheduled. However, the updates are not installed. What could be the reason for this?
- Are PC users allowed to update BIOS and drivers on their PCs?
- Where can I enter BIOS passwords to perform updates on password-configured PCs?
- What could be the reason for BIOS updates failing on password-configured PCs?
- Can I perform BIOS updates on PCs that are not connected to a corporate network or VPN?
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- I have PCs with expired warranty in my fleet. Can I still perform updates on those PCs?
- Can PC users without administrator rights perform updates to BIOS, drivers, firmware, and Dell applications?
- Can PC users without administrator rights run hardware scans?

Update PCs using custom catalogs

- What are custom catalogs, and what types of catalogs can I create in TechDirect?
- If I select the Latest version category during catalog creation, will updates for BIOS, drivers, and firmware be deployed automatically when Dell releases new versions?
- If I have selected the option to automatically apply updates when a new version of the custom catalog is available on the Set PC update source page, will the PCs be updated again with the new version of the catalog if the previous version was deployed?
- If I edit the catalog to a higher version and have selected the option to automatically apply updates when a new version of the custom catalog is available on the Set PC update source page, do I need to redeploy the catalog?
- Is the option to automatically apply updates when a new version of the custom catalog is available applicable for the test catalog?
- If more than one catalog contains the same driver update with the same or different driver versions, and both catalogs are deployed, will the system be updated with drivers from both catalogs?

Optimize PCs

- SupportAssist does not run scheduled scans even if it is enabled on the PCs. Why?
- What does Boost Performance optimization do?
- What are the benefits of performing the Boost Performance optimization?
- What does the Optimize Network optimization do?
- What does the Remove Virus and Malware optimization do?

Manage alerts

- What is the meaning of proactive and predictive issue detections?
- How are dispatch alerts handled when an alert is generated by SupportAssist?
- Can SupportAssist be integrated with external helpdesk management solutions?
- I am unable to forward a dispatch alert to Dell. How can I resolve this?

Monitor data consumption

- How much Internet data does SupportAssist consume for monitoring PCs?
- How can I assess the resource consumption of SupportAssist on a typical Dell PC setup?

Use Application Programming Interface (APIs)

- What do PC Management APIs do?
- How do I access the PC Management APIs?
- Are APIs supported for channel partners?
- Where can I find information about PC Management APIs?
- Whom do I contact for questions related to PC Management APIs?
- Can I implement TechDirect Self-dispatch API in a ServiceNow instance?
- Can I use the TechDirect APIs with RESTful API and JSON? I noticed that the Dell TechDirect Self-dispatch API currently uses SOAP and XML only.
- Are there APIs for Tech Direct?
- How many API keys are provided per project request?
- Can a company have multiple API keys?

Troubleshoot SupportAssist

- How do I repair SupportAssist?
- I have installed SupportAssist on the PC fleet, but the PC user is unable to open the user interface. What could be the reason?
- How can I check if any other application uses the 5700 port?
- I have allowed the users in my organization to view and use the SupportAssist user interface. But, they are unable to open the user interface. What could be the reason?
- How can I provide logs to Dell support for resolving the PC issues?
- How do I verify if the SupportAssist installation file is digitally signed?
- Whom should we contact if we need assistance with SupportAssist?

Reporting

- Can I sort the TechDirect report by group?
- Is there a way to generate a report that includes column for users and device names associated with service tags?
- Can I customize TechDirect report? If so, how?

Security

Where do I find information about the security monitoring aspects of SupportAssist and TechDirect?

Self-dispatch

- How can my technicians get certified for self-dispatch?
- If technicians successfully log into TechDirect, can they be able to access the training link for Self-dispatch certification with the same credentials?
- Are there Self-dispatch reports?
- How to I get to Self-dispatch reports?
- I get an error when trying to raise a Self-dispatch in TechDirect, where do I get help?
- Why am I unable to find some of my service and Self-dispatch requests in TechDirect?
- Can I request a specific date and time for my Self-dispatch?
- How can prevent my Self-dispatches from being denied?
- Can I order out of warranty parts from TechDirect?
- Can I create a bulk dispatch in TechDirect? How do I create a bulk dispatch in TechDirect?
- Can I use group my dispatches together in one box for my Depot dispatches?
- Can I print or reprint labels for Tech Direct Warranty Parts orders?
- Is a dispatch within 4 hours possible in TechDirect?
- Why I am I asked to attach a photo to my dispatch?
- What is the reimbursement program?
- Why I am I getting the error that I am not certified for self-dispatch?

Support

- Can I upload files in TechDirect?
- How do I upload files in TechDirect?
- What kind of files can I upload in TechDirect?
- What is the attachment size limit in TechDirect?

Secure Connect Gateway

Why do my Secure Connect Gateway assets not appear in TechDirect?

Discover SupportAssist for Business PCs

- **What is SupportAssist for Business PCs?**

  SupportAssist for Business PCs is an advanced technology that is designed to provide automated technical support for Dell PCs. It monitors both hardware and software to address performance issues, prevent security threats, and streamline interactions with Dell Technical Support.

  Based on your service plan, SupportAssist can automatically create support requests for detected issues. Also, it optimizes PC performance by removing unwanted files, optimizing network settings, boosting system performance, removing viruses and malware, and identifying available updates.

  SupportAssist securely collects and sends necessary PC information to Dell Technical Support, enabling a more efficient and accelerated support experience. It also gathers telemetry, application experience, health, and security data from your PCs, offering various performance insights depending on your service plan.

- **What benefits does SupportAssist offer for my PC fleet?**

  SupportAssist helps optimize your PCs by removing unnecessary files, optimizing network settings, enhancing system performance, and eliminating viruses and malware. It also identifies available driver updates for your PCs.

  More SupportAssist features include:

  - View all PCs in your fleet, including health, performance, and utilization details.
  - Get recommendations and insights about PC health, security, and application experience for each PC.
  - Create groups to organize PCs efficiently.
  - Perform remote optimizations and manage your PCs.

- Review and act on recommendations based on scheduled scans or latest telemetry data.
- Create, manage, and deploy customized catalogs for BIOS, driver, firmware, and Dell application updates.
- Manage hardware failure alerts for individual sites, groups, or all sites and groups.
- Create remediation rules to proactively resolve issues or threats on PCs.
- Track application usage, crashes, and memory utilization to understand performance.
- View security information and verify the integrity of Dell PC components.
- Evaluate the effectiveness of the PC fleet using key performance indicators (KPIs).
- Track, monitor, and review all actions that are performed on the PCs with a 30-day activity record from SupportAssist, administrators, and technicians.

For more information about SupportAssist for Business PCs, see the documentation resources and other useful links in Resources.

- **What is TechDirect?**

  TechDirect is an online portal that enables you to manage your Dell products from a single, centralized platform. It simplifies and streamlines IT operations by providing insights and analytics, educational resources, empowering self-service options, and the capability to manage everything from one dashboard.

- **What is the cost of SupportAssist?**

  SupportAssist is a free software, but the capabilities vary based on the service plans you have purchased for your PC.

- **Should I purchase SupportAssist or the Connect and manage service?**

  No, it is not required for you to purchase SupportAssist or the Connect and manage service in TechDirect. However, SupportAssist and the Connect and manage capabilities depend on the service plan that you have purchased for your PC.

- **Is proactive and predictive support available in SupportAssist?**

  Yes, proactive and predictive support is available for PCs with an active ProSupport, ProSupport Plus, or ProSupport Flex for Client service plan.

- **What are the supported capabilities for Basic, ProSupport, ProSupport Plus, and ProSupport Flex for Client service plans?**

  For information about capabilities and service plans, see the **Connect and manage capabilities and Dell service plans** section in the *SupportAssist for Business PCs Administrator Guide* available on the SupportAssist for Business PCs documentation page.

- **The service plan on my PC has expired. Will SupportAssist continue to function on my PC fleet?**

  If the service plan on your PC has expired, SupportAssist continues to function but with limited capabilities. For information about capabilities and service plans, see the **Connect and manage capabilities and Dell service plans** section in the *SupportAssist for Business PCs Administrator Guide* available on the SupportAssist for Business PCs documentation page.

- **What are the languages supported by TechDirect?**

  TechDirect supports 11 languages—Chinese (Simplified), Chinese (Traditional), English, French, German, Italian, Japanese, Korean, Iberian Portuguese, Russian, and Spanish.

- **What are the languages supported by the SupportAssist user interface?**

  The SupportAssist user interface supports 24 languages—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.

  ⓘ **NOTE:** The users in your organization can view the SupportAssist user interface only if you have enabled the **Allow users to open and run SupportAssist on their PCs** option on the **Connect and manage PCs** > **Set up and connect** > **Configure** page.

- **How to access TechDirect Self-Service tool tutorial and videos?**

  You can go to the TechDirect Info Page for information and resources on TechDirect, including interactive demos.

  For direct access, go to TechDirect Interactive Demo.

- **Can a dark site customer use TechDirect?**

  No. TechDirect must be able to collect telemetry to provide features and functionality.

Understand requirements

- **I am an IT administrator. Which Dell accounts should I create before I set up SupportAssist?**

  You must create a TechDirect account before you set up SupportAssist. For information about getting started with TechDirect, see the **Onboarding to TechDirect** section in the *SupportAssist for Business PCs Deployment Guide* available on the SupportAssist for Business PCs documentation page

- **I am a partner. Which accounts should I create before I set up SupportAssist on the PC fleet of my client?**

  For information about getting started with TechDirect, see the **Onboarding to TechDirect** section in the *SupportAssist for Business PCs Deployment Guide for Partners* available on the SupportAssist for Business PCs documentation page.

- **I have already set up a Dell My Account. Can I use the same credentials to log in to TechDirect?**

  Yes, you can use the Dell My Account credentials to log in to TechDirect.

- **What operating systems are supported by SupportAssist?**

  SupportAssist can be deployed on PCs running Microsoft Windows 11 or Microsoft Windows 10 version 1809 and later.

- **What are the prerequisites for deploying SupportAssist?**

  See the **Prerequisites for deploying SupportAssist** section in the *SupportAssist for Business PCs Deployment Guide* available on the SupportAssist for Business PCs documentation page.

- **As a TechDirect user, how do I find the account admin for my company?**

  To find the account admin for your company, perform the following steps:

  - Log in to your TechDirect account.
  - On the dashboard, click **Get Support and Replace Parts** and select **Technical Support**.

  The administrators for your company are listed in the top left banner under the company name.

- **Who approves requests to join a company TechDirect account?**

  The company administrator can only approve or decline requests to join the company TechDirect account. The administrator can also enable or disable new requests, block or accept all outstanding requests at once, or limit accepted requests to users with the same email domain.

  When an administrator accepts or declines a request, the user who submits the request receives a notification.

- **Where can I find information and a demo on TechDirect?**

  You can go to the TechDirect Info Page for information and resources on TechDirect, including interactive demos.

  For direct access, go to TechDirect Interactive Demo.

  For more information, go to Contact Us.

- **Is Single Sign-On (SSO) enabled for TechDirect?**

  Yes, TechDirect supports Single Sign-On (SSO). However, it requires coordination with the Dell Identity (DI) team for configuration, as each setup may vary based on the customers requirements.

- **How can I enable SSO for TechDirect?**

  You can submit a request through the Contact Us page to enable SSO for TechDirect.

- **Where can I go to understand TechDirect features?**

  You can go to the TechDirect Info Page for information and resources on TechDirect, including interactive demos.

  For direct access, go to TechDirect Interactive Demo.

- **What are the TechDirect features?**

  The following are the features of TechDirect that are designed to enhance your experience:

  - **Customized Dashboard**—it allows you to visualize and quantify the value Dell is providing with tools and telemetry in real-time.
  - **Multitenancy Capabilities**—it allows partners to use all SupportAssist telemetry and remediation features for multiple clients.

- ○ **Remote Issue Detection and Remediation**—you can create rules that detect and remediate issues remotely to help manage your clients Dell PC fleet performance.
- ○ **Centralized PC Monitoring and Management**—monitor and manage multiple clients with TechDirect, which provides insights into the entire Dell PC environment.
- ○ **Customizable Experiences**—you have control over the configuration for customized experiences, including options for end-user tool usage and interaction, data collection permissions, alert behaviors and notifications, automated scans, and remote remediation.
- ○ **AI Support**—smarter support with AI predicts issues and expedites PC issue resolution in fewer steps through TechDirect.
- ○ **Security**—it allows you to prioritize privacy and security, only collecting the information that is required to resolve issues and keeping it secure during transport and storage.
- ○ **Automated Updates**—it enables for the creation and deployment of custom update catalogs for Dell BIOS, driver, firmware, and applications.

These features are designed to deliver a hassle-free experience anytime, anywhere, and help you stay ahead of potential performance issues, optimize your PC experience, and protect your environment.

You can go to the TechDirect Info Page for information and resources on TechDirect, including interactive demos.

To access the TechDirect interactive demo directly, go to the TechDirect Interactive Demo.

To access the **YouTube video**, go to the Dell TechDirect.

To access the **YouTube Playlist**, go to the Register in TechDirect.

- ● **How can I delete or deactivate my current company name and association to enable adding a new company name?**

  To change your company name and association in TechDirect, perform the following steps:

  1. Log in to your TechDirect account.
  2. Go to **My Profile** section.
  3. Click **Company Association** tab.
  4. Click **Remove Association** next to the current company name.

  Once you have removed your current company association, you can request to join another company by following these steps:

  1. Go to **My Profile** section.
  2. Click **Company Association** tab.
  3. Click **Join a Company**.
  4. Enter the name of the new company that you want to join and click **Search**.
  5. Click **Join this Company** next to the correct company name.

  An email is sent to the new company administrator requesting approval for your association. Once they approve your request, you are associated with the new company.

- ● **Can I remove a company administrator on Tech Direct and assign another company administrator?**

  Yes, a company administrator can remove another company administrator in TechDirect. Go to Windows OS Administrator Guide for specific instructions. It is recommended that companies have multiple company administrators. If a company has only one administrator, go to Contact Us and request assistance.

- ● **What is TechDirect registration procedure for partners?**

  For TechDirect registration, partners can perform the following steps:

  - ○ Go to TechDirect landing page and click the register link.
  - ○ Enter the required account information on the registration page.
  - ○ Review the Terms of Use agreement that is displayed and accept it to proceed.
  - ○ Choose to join an existing company or define yourself as the company administrator for your organization.

  When partners activate the Self-dispatch service, they specify their role in providing support services to customers. Also, TechDirect accounts provision through orders such as ProDeploy Client, Connected Provisioning, and Asset Recovery Services. These orders indicate whether the company is set as a partner.

- ● **Can Secure connect gateway send the automatically created tickets (call home) to TechDirect for server products?**

  No, this feature is not available with TechDirect.

- **I receive an error after creating an account in TechDirect when I enter the Company Name. The message displays, your search returned no results. You can either modify your search criteria above and try again or begin the process of registering your company. How do I fix this?**

  All users registering in the TechDirect portal are required to associate their account to a company. If a user searches for their company and does not find a match, then on TechDirect portal they select the option to enroll as the first user (company administrator) to set up their company.

- **How do I know if there is a planned outage in TechDirect?**

  TechDirect displays banner messages at the top of the login page, user dashboard, and specific service pages to inform users of any planned or current issues.

- **Why do I not see all my tickets in TechDirect?**

  TechDirect displays technical support and Self-dispatch requests that are created within the platform. Requests initiated through contact channels outside of TechDirect are not displayed.

- **Can I clone a user in TechDirect?**

  No, there is no capability to clone a user in TechDirect.

- **What are the service levels supported in TechDirect?**

  TechDirect supports the following repair service levels under the Self-dispatch program:

  - Returning the system for repair
  - Next business day service
  - Same business day service
  - 4-Hour service

  Products with only a two-hour service entitlement are not supported in the Self-dispatch program.

- **What are the entitlements supported in TechDirect?**

  The following warranty entitlements are supported through TechDirect:

  - Basic Hardware Service including Mail in Service, Carry in Service, Collect & Return, Onsite Service and Parts Only
  - ProSupport
  - ProSupport Plus
  - ProSupport Flex
  - ProSupport One
  - Post Standard Support
  - Accidental Damage
  - Keep Your Hard Drive or Keep Your Component
  - Comprehensive Hardware Support (US K12 Education Market only)

  For more details, go to TechDirect Product Support Matrix.

- **How do I effectively manage address details in all the TechDirect Services?**

  As a company administrator, you can maintain an address book for technician. You can manage addresses separately for each service.

- **Can I add a secondary contact for my dispatches?**

  Yes, you can add a secondary contact for your dispatches. The TechDirect Self-dispatch process prompts technicians to enter two contacts. This helps prevent scheduling and communication issues.

- **Does TechDirect utilize Multi-Factor authentication (MFA)?**

  Yes, Dell Identity (DI) always requires MFA at login. TechDirect aligns with Dell Identity. Users complete MFA using a One-Time Passcode (OTP) sent to their email.

- **How can I update my address in TechDirect?**

  Once you log in to your TechDirect account, you can find your profile information by selecting your name in the upper right corner of the screen. Select **My Profile** to view your address information, and click **Save** if you change any details.

- **Are there any minimum requirements to be eligible to use TechDirect?**

Yes, the TechDirect experience is designed for commercial customers. Eligibility primarily focuses on customers who have an installed base of Dell systems that they support throughout their ownership lifecycle.

- **Is TechDirect related to the customer number?**

  TechDirect often do not have associated with a Dell customer number for customer companies. While having a customer number is ideal for enrollment, it is not always available in the provided information.

- **How do I register in TechDirect?**

  You can register from TechDirect. Your company assigns an administrator to set up your account. The administrator selects **Register at Dell.com** to create the account and enter the company information. The administrator adds technicians, who receive an email with instructions to confirm and complete their enrollment.

  On their first log in to the TechDirect account, the administrator receives a **Terms of Use agreement** that they must approve to proceed. Then, the administrator can choose to either join an existing company or create a new company profile to complete the onboarding process.

- **Who do I contact for Dell Logistic Online Inventory Solution (LOIS)?**

  For information related to Dell Logistics Online Inventory Solution (LOIS), reach out to your sales representative.

  For more details, go to the Logistics Online Inventory Solution.

- **Can an account have more than one administrator?**

  Yes, the current company administrator can add a technician to the account and assign an administrator role. For more information, see the SupportAssist for business PCs - Deployment.

- **How do I change my password?**

  You can manage your password through the **My Account** page. To change your password, perform the following steps:

  1. Log in to My Account.
  2. Select **Email and Password** under the **My Account Settings** section.
  3. Update the appropriate fields:
     - **Password**—enter your new password in the **New Password** field and again in the **Confirm Password** box.
     - **Email**—enter your new email address in the Email Address field.
  4. Select **Update**.
  5. For security reasons, our system permits only one password change request every 24 hours.

  For more information about how to log in or change your password, go to the Dell Order Support FAQ - My Account.

- **Do you have a mobile app?**

  No, there is no mobile app available, but you can access the site through the mobile browser on your device.

Deploy SupportAssist

- **What are the available sources for getting started with SupportAssist for Business PCs?**

  SupportAssist for Business PCs is available through the following sources:

  1. TechDirect—an online portal that enables you to configure SupportAssist, download a customized SupportAssist package, and manage SupportAssist alerts that are generated by your PC fleet.
  2. Image Assist—a tool set that enables you to use Dell imaging services to quickly create and maintain a ready-to-deploy Microsoft Windows image. You can include SupportAssist for Business PCs while building your dynamic image.
  3. Ready Image—a clean simple image with no added software. You can include SupportAssist for Business PCs while purchasing the Ready Image solution.
  4. SupportAssist for Business PCs page—manually download the latest version of SupportAssist for Business PCs from the Connect to SupportAssist for Business PCs in TechDirect page.

- **As a channel partner, what is the best method to include SupportAssist on my customers PC fleet?**

  SupportAssist for Business PCs is available through the following sources:

  1. TechDirect—an online portal that enables you to configure SupportAssist, download a customized SupportAssist package, and manage SupportAssist alerts that are generated by your PC fleet.

2. Image Assist—a tool set that enables you to use Dell imaging services to quickly create and maintain a ready-to-deploy Microsoft Windows image. You can include SupportAssist for Business PCs while building your dynamic image.
3. Ready Image—a clean simple image with no added software. You can include SupportAssist for Business PCs while purchasing the Ready Image solution.

- **How do I deploy SupportAssist on my PC fleet?**

  After you download SupportAssist from TechDirect or from the Connect to SupportAssist for Business PCs in TechDirect page, you can complete the SupportAssist deployment on PCs using one of the following methods:

  ○ Deploy SupportAssist, and complete the configuration and activation together using a deployment tool of your choice, such as Microsoft System Center Configuration Manager (SCCM), Microsoft Intune, or VMware Workspace One.
  ○ Install SupportAssist without configurations as part of the corporate Windows image using a deployment tool of your choice, such as Microsoft System Center Configuration Manager (SCCM), Microsoft Intune, or VMware Workspace One. You can independently configure and activate SupportAssist later using the activation file or the Active Directory group policy.

  For more information, see the *SupportAssist for Business PCs Deployment Guide* available on the SupportAssist for Business PCs documentation page.

- **Which SupportAssist deployment package formats are supported?**

  The supported deployment package formats are:

  ○ Windows 64-bit Executable (.exe)
  ○ Windows 64-bit Installer (.msi)

  ⓘ **NOTE:** 32-bit operating systems are not supported.

- **Do I need to complete the configuration to download and deploy SupportAssist?**

  No, you can download and deploy SupportAssist first and complete the configuration in TechDirect later.

- **Can I deploy SupportAssist for Business PCs on the same PCs that have SupportAssist for Home PCs installed?**

  No, you cannot install both the versions on the same PC. Before you install SupportAssist for Business PCs, you must uninstall SupportAssist for Home PCs from the PCs.

  If you are using the .exe deployment package format, SupportAssist for Home PCs is automatically uninstalled and SupportAssist for Business PCs is installed on the PCs.

  If you are using the .msi deployment package format, manually run the `SupportAssistCleanup.ps1` script and then install SupportAssist for Business PCs on the PCs.

- **I want to deploy SupportAssist to new PCs in my environment. Do I need to download a new deployment package to deploy SupportAssist to new PCs, or can I use an existing package?**

  It is recommended that you create and use a new deployment package to deploy the latest version of SupportAssist on your PCs. However, you can also use an existing valid deployment package for deployment. For more information about release versions and validity, see What is the expiry date for my SupportAssist installation?

- **Will I receive a registration email from TechDirect when I deploy SupportAssist?**

  Yes, you receive a registration email when the first PC at your site connects to TechDirect. This email is sent only once during the initial connection.

- **When will the PCs display in TechDirect after deploying SupportAssist for Business PCs?**

  After you deploy SupportAssist, the PCs are automatically displayed on the **Inventory** page in TechDirect within 30 minutes after they connect to TechDirect.

- **What are the uses of the SupportAssistCleanup.ps1 script?**

  The `SupportAssistCleanup.ps1` script that is available in your SupportAssist for Business PCs deployment package performs the following:

  ○ Detects and uninstalls SupportAssist for Home PCs if it is installed on the PC.
  ○ Clears the registry entries, services, and folders related to SupportAssist from the PC.

- **How can I organize my PCs during deployment across different sites?**

The administrator must select a site from the **Download** page and deploy SupportAssist. After deployment, the PCs are organized into the **Default** group of the selected site. You can also create additional groups as needed and move the PCs to these groups at any time.

- **Should I redeploy SupportAssist on the PCs after modifying configuration preferences?**

  After you modify the preferences on the **Setup and Connect** > **Configure** page, the changes are automatically applied to the PCs immediately. However, you must redeploy SupportAssist if you change certain configurations such as proxy settings and Central Resource Manager settings.

  For more information, see the *SupportAssist for Business PCs Deployment Guide* available on the SupportAssist for Business PCs documentation page.

- **Will SupportAssist connect to the Internet and Dell if my proxy is not reachable from the PCs?**

  Yes, if permitted, SupportAssist attempts to connect to the Internet and Dell directly even if proxy is configured but not reachable by the PCs.

- **What happens to older versions of SupportAssist when I deploy the latest version on my PC fleet?**

  When you deploy the latest version of SupportAssist for Business PCs on the PC fleet, the PCs running the older version of SupportAssist for Business PCs are automatically updated to the latest version.

- **What could be the reason for the 1644 code displayed during SupportAssist deployment?**

  The Windows system policies configured in your environment may prohibit the SupportAssist installation. Check your Windows system policies and refer to Microsoft documentation to resolve the issue.

- **What should I do to complete the deployment if the 1939 error code is displayed?**

  When the 1939 code is displayed, restart the PC and retry deploying SupportAssist.

- **What happens if I try to install an Arm64 build on an x64 platform or vice-versa?**

  If you attempt to install an Arm64 build on an x64 platform or vice-versa, you encounter an error. This error is also logged in the Event Viewer, displaying a **Failed** status.

Configure SupportAssist

- **Can I update my contact information after deploying SupportAssist?**

  Yes, you can update your contact information on the **Connect and manage PCs** > **Set up and connect** > **Configure** page. After you update your contact information, it is automatically updated on all managed PCs and you do not have to redeploy SupportAssist.

- **What options are available for running scans and updates?**
  - The **Run scans in background** option, if enabled, allows scheduled scans initiated by SupportAssist to run in the background without the need for user interaction. The PC user does not receive notifications when SupportAssist runs schedule scans on the PCs.
  - The **Run all remote scans and updates without end user interaction** option, if enabled, allows administrators to remotely optimize managed PCs without the need for user interaction. The PC user does not receive notifications when an administrator triggers remote actions to run on the managed PCs.

- **If I enable the Suppress end user notification in case reboot is needed after installation option in SupportAssist preferences, will the PC reboot automatically?**

  No, the PCs are not rebooted automatically. The reboot is required only when drivers, firmware, and BIOS updates are performed. The notifications are suppressed when a reboot is required and the updates are applied only when the PC user reboots the PC manually.

- **What does automatic software optimization do?**

  When enabled, the automatic software optimization setting can enhance your PC by boosting performance, optimizing network settings, and removing viruses and malware.

- **Does automatic software optimization handle automatic driver or PC updates?**

  No, automatic software optimization does not handle automatic driver or PC updates. Its primary functions are to boost performance, optimize network settings, and remove viruses and malware.

Update SupportAssist

- **Should I update to the latest version of SupportAssist for Business PCs if I have an older version installed?**

  Yes, it is recommended to update to the latest version to ensure continued support and receive the full benefits of SupportAssist. For information about updating SupportAssist to the latest version, see the **Updating SupportAssist for Business PCs** section in the *SupportAssist for Business PCs Deployment Guide* available on the SupportAssist for Business PCs documentation page.

- **What is the expiry date for my SupportAssist installation?**

  All SupportAssist installations have expiry dates. If SupportAssist is about to expire or has expired, you must update to the latest version of SupportAssist on the target PCs to ensure continued support.

  The following table lists the validity of each version of SupportAssist:

Table 1. SupportAssist version and validity

Release version	Validity
4.9.0.40923	Valid until January 31, 2027
4.5.3.25254	Valid until June 30, 2026
4.5.2.24316	Valid until June 30, 2026
4.5.1.23326	Valid until January 31, 2026
4.5.0.18225 (Patch-2 update)	Valid until January 31, 2026
4.5.0.17431 (Patch-1 update)	
4.5.0.11735	
3.6.0.56900 (Patch update)	Valid until September 30, 2025
3.6.0.56884	Valid until September 30, 2025
3.5.0.46197	Expired
3.4.1.42601 and earlier	Expired ⓘ **NOTE:** If SupportAssist has expired on your PC, you must manually update to the latest version. Automatic updates are not supported on expired versions.

- **What is the expiry date for my Central Resource Manager installation?**

  It is recommended to update to the latest version to ensure continued support and receive the full benefits of the Central Resource Manager capabilities.

  The following table lists the validity of each version of Central Resource Manager:

Table 2. Central Resource Manager version and validity

Release version	Validity
4.5.3.25254	Valid until June 30, 2026
4.5.2.24316	Valid until June 30, 2026
4.5.1.23326	Valid until January 31, 2026
4.5.1.17488	Valid until January 31, 2026
4.5.0.11735	Valid until January 31, 2026
3.6.0.56884	Valid until September 30, 2025
3.5.0.47317	Valid until April 30, 2025
1.1.3.40081 and earlier	Expired

Manage sites and groups

- **What is a site?**

  A site is an entity that contains one or more groups to which PCs can be associated. Sites help in configuring unique preferences for your PCs in a group and in managing your PC fleet.

- **Why does SupportAssist create sites?**

  Sites help in managing larger PC fleets with multiple groups.

- **When is a site created?**

  A site is created when a SupportAssist package is downloaded by a Connect and manage administrator. The site is displayed in Connect and manage after SupportAssist is deployed on the PCs and connects to TechDirect.

- **Can I manually create a site in TechDirect?**

  No, a site is created automatically when you download the SupportAssist package from TechDirect.

- **How do I avoid creating multiple sites?**

  To avoid creating multiple sites, use one of the following methods:

  ○ Use a previously downloaded SupportAssist package created by other administrators and deploy SupportAssist on the PCs. These PCs are added to the existing site associated with the downloaded SupportAssist package.
  ○ Select any of the previously created sites, download the SupportAssist package or activate SupportAssist, and then deploy SupportAssist on the PCs. These PCs are added to the existing site associated with the downloaded SupportAssist package.

- **Can I move PCs between sites?**

  No, you cannot move PCs between sites. However, you can move PCs between groups. For more information, see the **Move PCs between existing groups** section in the *SupportAssist for Business PCs Administrator Guide* available on the SupportAssist for Business PCs documentation page.

- **Can I merge multiple sites?**

  No, you cannot merge sites. However, you can upgrade the PCs by downloading SupportAssist from another existing site and deploying the latest version on the PC fleet. These PCs are added to the site associated with the downloaded SupportAssist package. After all the PCs are associated to the selected site, the older sites are hidden.

- **Can I delete a site?**

  No, you cannot delete a site. However, you can upgrade the PCs by downloading SupportAssist from another existing site and deploying the latest version on the PC fleet. These PCs are added to the site associated with the downloaded SupportAssist package. After all the PCs are associated to the selected site, the older sites are hidden.

- **How do I manage multiple sites and administrator accounts in TechDirect?**

  A site is created automatically when you deploy SupportAssist on your PC fleet for the first time. A Connect and manage administrator can manage multiple sites or assign ownership to other administrators or technicians.

- **What is a group?**

  A group is a logical entity of PCs within a site in which PCs are associated and have their own unique preferences.

- **How should I group PCs located in multiple geographical locations?**

  You can group PCs based on geographical location, business units, departments, models, teams, and so on. For more information about groups, see the **Groups overview** section in the *SupportAssist for Business PCs Administrator Guide* available on the SupportAssist for Business PCs documentation page.

- **Can I organize my PCs in a group while deploying SupportAssist?**

  For PCs running SupportAssist for Business PCs version 3.6 or earlier, you can organize your PCs under specific groups while creating a SupportAssist deployment package.

- **Can I deploy SupportAssist to a site created by another Connect and manage administrator?**

  Yes, you can choose a site, download the SupportAssist deployment package or activate SupportAssist specific to a site.

- **I have multiple administrators managing different PCs in my organization. The administrators have customized a deployment package for the PCs that they manage. How are the PCs organized?**

  A unique site is created for each administrator in your organization after they deploy SupportAssist to the PC fleet. The PCs that they manage are displayed under the respective sites of the administrators.

- **Where can I find information about sites and groups?**

  See the **Groups overview** section in the *SupportAssist for Business PCs Administrator Guide* available on the SupportAssist for Business PCs documentation page.

- **What should I do to manage PCs in sites created by an administrator who has left the organization?**

  You can reassign the site ownership to a different administrator. For information on how to reassign the site ownership, see the **Assign site ownership** section in the *SupportAssist for Business PCs Administrator Guide* available on the SupportAssist for Business PCs documentation page.

Manage PCs

- **Why are the PCs not displayed on the Inventory page after deploying SupportAssist?**

  After you deploy SupportAssist, the PCs are automatically displayed on the **Inventory** page in TechDirect within 30 minutes after they connect to the Internet and Dell.

  If you do not see the PCs within 30 minutes, run the self-diagnosis test to ensure connectivity to Dell. See the **Run the SupportAssist self-diagnosis test** section in the *SupportAssist for Business PCs Deployment Guide* available on the SupportAssist for Business PCs documentation page.

- **How can I remove PCs from the Inventory page in TechDirect?**

  You can remove the PCs from the **Inventory** page using one of the following methods:

  - Uninstall SupportAssist for Business PCs from the PC.
  - On the **Inventory** page, select **Disconnected PCs** from the list, select the PCs that you want to remove, and then click **Remove PCs**.

- **How do I assign multiple administrators to manage my PC fleet?**

  You can assign ownership of sites to Connect and manage administrators or technicians from the **Define roles & permissions** page. See the **Define roles and permissions** section *SupportAssist for Business PCs Administrator Guide* available on the SupportAssist for Business PCs documentation page.

- **Does SupportAssist require an active Internet connection to monitor the PCs?**

  Yes, an active Internet connection is required. For the list of other prerequisites that a target PC must meet, see the **Prerequisites for deploying SupportAssist** section in the *SupportAssist for Business PCs Deployment Guide* available on the SupportAssist for Business PCs documentation page.

- **When can I see the PC utilization data on the Overview page in TechDirect?**

  The **PC utilization** data is displayed on the **Overview** page if one or more criteria is met:

  - More than one operating system crash has occurred on the PC.
  - Memory utilization is greater than 75%.
  - CPU usage is high.
  - Installed memory is less than or equal to 4 GB.
  - Battery runtime is less than 2 hours.
  - Storage remaining is less than 10%.
  - Application failures are greater than 5.
  - Battery health is less than 30%.

  (i) **NOTE:** The performance and utilization data are only available for PCs with an active ProSupport, ProSupport Plus, or ProSupport Flex for Client service plan.

- **What replacement parts are dispatched when a hardware failure occurs on your PC?**

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

Depending on the Dell Business policies, the following parts may be dispatched automatically:

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

For information about how dispatches are handled, see How are dispatch alerts handled when an alert is generated by SupportAssist?

● **Is there an option to download and view the PC information?**

Yes, you can download the data that is displayed on a specific page as a CSV file and view the data offline. See the **Data exports** section in the *SupportAssist for Business PCs Administrator Guide* available on the SupportAssist for Business PCs documentation page.

● **When can I see details about the external devices connected to a PC?**

You can view details about the Dell monitor and Dell docking station that is connected to your PC on the **PC overview** page after the SupportAssist telemetry is sent to Dell. For more information, see the **PC overview** section in the *SupportAssist for Business PCs Administrator Guide* available on the SupportAssist for Business PCs documentation page.

● **The System BIOS version is not displayed for certain PCs in my fleet. What could be the reason?**

The **System BIOS version** is available on the **Inventory** page only when a driver scan is performed on the PC. Ensure that you perform a driver scan on the PCs to see the BIOS version.

If you are using custom catalogs, ensure that you deploy at least one catalog to the managed site and groups.

● **Why do I only see the health status of certain PCs and not other telemetry data?**

You can only view the health status for PCs on the Basic service plan. To access additional telemetry data, upgrade to a higher service plan such as ProSupport, ProSupport Plus, or ProSupport Flex for Client.

● **Can end-users troubleshoot common hardware issues in their PCs by themselves?**

Yes, they can, provided they have access to the user interface and have been granted permissions if they are non-administrators.

● **Why are my users reporting that their PCs are occasionally slow or non-responsive?**

When SupportAssist is running diagnostic tests, CPU and memory utilization increase until the tests are complete. This is made the PC slow or unresponsive momentarily until the tests are complete.

● **How does the SafeBIOS check script function in Dell library remediation?**

When the script runs, it installs the Dell Trusted Device agent and verifies if the BIOS signature on the PC matches the known Dell BIOS signature to detect any signs of tampering.

● **How often is the data on the Performance indicators (KPIs) page refreshed?**

The data is refreshed once every day.

● **When does SupportAssist collect telemetry data depending on the end-user PC state?**

The following table describes the PC state requirements for SupportAssist to collect various telemetries from your PC fleet:

Table 3. PC state requirements for data collection

SupportAssist actions	Active mode	Sleep mode	Locked	Hibernate mode	Power save mode	Inactive mode	Remote Desktop Protocol (RDP)
Scheduled scans with end user interaction	Supported	Not supported	Not supported	Not supported	Supported	Not supported	Supported

Table 3. PC state requirements for data collection (continued)

SupportAssist actions	Active mode	Sleep mode	Locked	Hibernate mode	Power save mode	Inactive mode	Remote Desktop Protocol (RDP)
Scheduled scans without end user interaction	Supported	Not supported	Supported	Not supported	Supported	Supported	Supported
Remote actions with end user interaction	Supported	Not supported	Not supported	Not supported	Supported but BIOS updates are not installed	Not supported	Supported but PC updates are not installed
Remote actions without end user interaction	Supported	Not supported	Supported	Not supported	Supported but BIOS updates are not installed	Supported	Supported
Collection and upload of PC insights telemetry such as PC health, application experience, and security data	Supported	Not supported	Supported but collections are not uploaded.	Not supported	Supported	Supported	Supported
Alerts detection and case creation	Supported	Not supported	Supported	Not supported	Supported	Supported	Supported
Auto update of SupportAssist to the latest version	Supported	Not supported	Supported	Not supported	Supported	Supported	Supported

- **Why do I not see all open Service Requests in TechDirect?**

  In TechDirect, a technician can only see the requests that they open using TechDirect. If technicians are part of the technical support and Self-dispatch services, they can view each others requests. Company administrator can view all requests that are submitted by their technician. TechDirect only shows technical support, and Self-dispatch parts requests created in TechDirect.

  For more information, go to Active Service Requests.

- **Can I view non-TechDirect related dispatches and cases in TechDirect?**

  No, TechDirect displays only technical support and Self-dispatch requests that are created within TechDirect. Requests initiated through contact channels outside of TechDirect are not displayed.

  For more information, go to Tech Support History.

- **Why do I have missing orders from the TechDirect Self-Healing Image Recovery?**

  Orders are missed during onboarding to TechDirect for one of the following reasons:

  1. Orders contain a new customer number, and the order-routing logic cannot map it to a TechDirect account.
  2. Orders contain a customer number that is associated with two TechDirect accounts, which leads to a conflict in the order-routing process.
  3. For channel partners or end customers, the channel partner must assign the orders to their end customers.

  To resolve this issue, submit a request through the Contact Us page.

- **How can I submit an issue to TechDirect services team?**

  Log in to your TechDirect account and select the Contact Us to choose the service for your inquiry. Complete the form for the selected service and submit it.

  The inquiry is sent to a Dell team for assistance. For more information, go to Contact Us.

- **How do I find the status of my active service request?**

  To find the status of an active service request, you must log in to TechDirect as a Connect and Manage Administrator or Connect and Manage Technician and perform one of the following steps:

  1. On the TechDirect dashboard, go to **Get Support and Replace Parts** > **Technical Support** > **View Active Service Requests**. The list of active service requests is displayed.
  2. Alternatively, go to Search for Service Requests . You can see the service request using the Service Request/Case Number, Service Tag, Express Service Code, Dell EMC Product ID, or Work Order and Dispatch Number. You must provide the contact email address that is associated with the request.

- **How do I find the status of my active work order?**

  To find the status of an active work order, you must log in to TechDirect as a Connect and Manage Administrator or Connect and Manage Technician and perform one of the following steps:

  1. On the TechDirect dashboard, go to **Get Support and Replace Parts** > **Technical Support** > **View Active Service Requests**. The list of active service requests is displayed.
  2. Alternatively, go to Search for Service Requests . You can see the service request using the Service Request or Case Number, Service Tag, Express Service Code, Dell EMC Product ID, or Work Order and Dispatch Number. You must provide the contact email address that is associated with the request.

- **How do i request support for my warranty support APIs?**

  If you are a TechDirect customer with activated API service and encounter issues with Dell components that are related to your integration, you can submit a support request through Contact Us option in the site header of the TechDirect interface.

- **Can I see notes of my maintenance in TechDirect?**

  Yes, TechDirect allows users to view notes of your maintenance. To review the notes, go to **Get Support and Replace Parts** > **Technical Support** > **View Active Service Requests**. To view current details, click **Request displays**.

- **Can I view notes history in TechDirect?**

  Yes, TechDirect allows users to view notes history. To view notes history, go to **Get Support and Replace Parts** > **Technical Support** > **View Active Service Requests**. To view current details, click **Request displays**.

- **Can I add a Customer Specific Instructions (CSI) message in TechDirect?**

  There is no capability to create a CSI message in TechDirect.

- **Does TechDirect support non-Dell systems?**

  No, TechDirect does not support non-Dell systems.

- **What is the Service level Agreements (SLA) to get a response from Technical support on support cases created through TechDirect?**

  Technical support responses are provided on a best-effort basis. There are no guaranteed SLAs.

- **What is the difference between Technical Support and Self-dispatch?**

  The TechDirect technical support service is available to all technicians. It allows them to submit support requests and collaborate with Dell technical support agents. The TechDirect Self-dispatch service requires activation by a customer company administrator. Technicians who are enabled for Self-dispatch must complete online training before they can submit requests for specific parts.

- **How many boxes do I get for my depot request?**

  You receive one box based on the asset type for which you request depot service.

- **Is Depot return option available for servers?**

  No, the Depot return option is not available for servers in TechDirect.

- **Can I bulk upload new addresses in TechDirect?**

Yes, you can bulk upload new addresses in TechDirect. For assistance with coordinating address imports, submit a **Contact Us** request in the site header of the TechDirect interface.

- **Can I update existing address book records in TechDirect?**

  Yes, you can update existing address book records in TechDirect. To update existing address book, perform the following steps:

  - Log in to your TechDirect account.
  - To access your profile information, click **Your name** in the upper right corner of the page.
  - Select **My Profile** to view your address information.
  - Once you change the address information, click **Update** to save your updates.

- **Can I submit a request using the order number and PPID?**

  TechDirect Technical Support and Self-dispatch requests both require a Dell Service Tag to initiate the request process. An order number may be required as a proof of ownership.

- **Where can I go to get live help?**

  TechDirect only provides online self-help services. All communications are through the portal.

  To get help in TechDirect, you have the following options:

  1. **Help Center** —you can go to the Help Center within TechDirect for self-service support. The Help Center provides articles, guides, and troubleshooting information to assist you with common issues and questions. To access the Help Center, click the **Help Center** within TechDirect.
  2. **Contact Dell Technical Support**—if you need further assistance or have specific questions that are not addressed in the Help Center, you can contact Dell Technical Support. To contact, click Contact Us or **Get Support** within TechDirect. This provides you with contact information and options to reach Dell Technical Support for personalized assistance.
  3. **Account Manager**—if you have an account manager who is assigned to your TechDirect account, you can contact them for support and guidance. They can provide personalized assistance to help you address any issues or questions you may have.

  By using these resources, you can get the help that you need in TechDirect for any technical or account-related matters.

- **What is the difference between TechDirect and Easy button?**

  The **Easy button** virtual assistant capability on the Dell Support site enables users to create a dispatch request, which is submitted through the TechDirect Self-dispatch API.

- **What data does dell collect from connected PCs running SupportAssist?**

  SupportAssist is a proactive and predictive technology that provides automated technical support for your Dell PCs. When deployed, SupportAssist monitors each PC and proactively detects both hardware and software 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. SupportAssist collects and sends the required information securely to Dell technical support. This data enables Dell to provide you an enhanced, efficient, and accelerated support experience. SupportAssist also collects telemetry data proactively from your PCs and provides PC utilization insights based on your service plan.

  For a complete list of data elements collected by SupportAssist, go to document titled SupportAssist for Business PCs Data Collected from Connected PCs

- **How do I transfer ownership of a system?**

  To initiate a Warranty and Ownership Transfer, follow the instructions on Ownership and Bulk Transfer.

Update PCs using Dell Recommendations

- **How often does SupportAssist check for PC updates?**

  SupportAssist checks for PC updates as per the schedule scans preferences set on the **Connect and manage PCs** > **Set up and connect** > **Configure** page.

- **I have scheduled PC updates for recommended BIOS, drivers, firmware, and Dell applications. How long is the request valid?**

  The PC updates need to be completed within 7 days. If not, they time out, and you can initiate the tasks again. You can monitor the progress in the **Track scheduled tasks** section on the **Recommendations** page.

- **How long is a remote optimization task valid after initiation?**

  When the PCs are online and connected to Dell, they check for pending tasks. Depending on the group configuration, the tasks are performed on the PCs. If the tasks are not executed within 5 days, they time out and you can initiate the tasks again. For more information about optimizations, see the *SupportAssist for Business PCs Administrator Guide* available on the SupportAssist for Business PCs documentation page.

- **I have initiated a remote optimization task on the PCs. Should the PC user intervene to perform the task?**

  When the PC is online and connected to Dell, it checks for pending tasks. Depending on the SupportAssist preferences, the PC user is notified about the optimization tasks or the tasks are performed in the background without user intervention. If the PC user is notified, the user can opt to defer the task twice, after which the task is performed automatically. The notification is displayed for 90 seconds on the PC. If the user does not defer the task within 90 seconds, the task is performed automatically. For information about managing a specific PC, see the **Managing a single PC** section in the *SupportAssist for Business PCs Administrator Guide* available on the SupportAssist for Business PCs documentation page.

- **Will the PC user be notified when a remote optimization task is initiated?**

  The user notifications are displayed based on the configured preferences. See **Managing preferences** section *SupportAssist for Business PCs Deployment Guide* available on the SupportAssist for Business PCs documentation page.

- **I have disabled the option of users opening and running SupportAssist on their PCs and enabled scans to run in the background. However, SupportAssist displays notifications about updates for users in my company. What could be the reason?**

  Depending on the preferences, SupportAssist displays notifications about remote optimization tasks that are initiated by the administrators in TechDirect. However, if the administrators have enabled the **Run all remote scans and updates without end user interaction** option on the **Connect and manage PCs** > **Set up and connect** > **Configure** page, SupportAssist does not display notifications about remote optimizations tasks to the user.

- **Can I select specific updates to perform on my PC fleet?**

  Yes, you can select the specific PC updates from the **Recommendations** or **Update Catalogs** page.

- **Can I remotely install PC updates if my PC users do not have administrator rights?**

  Yes, you can install PC updates remotely.

- **Will remote tasks be performed on a PC that is not connected to the Internet or turned on?**

  Yes, the tasks are performed when the PC is turned on and connected to Dell within 5 days after the task is initiated. If the tasks are not executed within 5 days, they time out and you can initiate the tasks again.

- **Can I update the BIOS on a BitLocker enabled PC?**

  Yes, BitLocker is automatically suspended and reenabled after BIOS updates.

- **When I attempt to run BIOS or PC updates, TechDirect indicates that these updates are already scheduled. However, the updates are not installed. What could be the reason for this?**

  When you schedule BIOS or other PC updates, the task is queued in TechDirect for SupportAssist to run the tasks on the PC, the PC must be online and be able to connect to the Internet and Dell backend. If the connection is not successful within 5 days, the task expires and TechDirect allows you to schedule the update again.

- **Are PC users allowed to update BIOS and drivers on their PCs?**

  Yes, PC users can update BIOS and drivers on their PCs if the **Driver updates** option is enabled by the administrator while configuring **User interaction** preferences.

- **Where can I enter BIOS passwords to perform updates on password-configured PCs?**

  The Central Resource Manager enables you to store BIOS administrator passwords for your PC fleet. SupportAssist uses the stored passwords to install BIOS updates on BIOS password-configured PCs.

  After you install the Central Resource Manager, you can enter the BIOS passwords that are required for BIOS updates in a spreadsheet.

  To download the spreadsheet, from the TechDirect dashboard, go to **Connect and manage** > **Manage PC fleet** > **Connect and manage PCs** > **Manage** > **PCs** > **Inventory**, from the **Export** list, select **Central Resource Manager List**. Enter the BIOS administrator passwords and import the spreadsheet in Central Resource Manager.

  For information about how to install Central Resource Manager, see the *SupportAssist for Business PCs Deployment Guide* available on the SupportAssist for Business PCs documentation page.

- **What could be the reason for BIOS updates failing on password-configured PCs?**

  Check the connectivity of PCs to the configured Central Resource Manager. Also, ensure that the Central Resource Manager version is not expired. If the version has expired, manually update Central Resource Manager to the latest version.

- **Can I perform BIOS updates on PCs that are not connected to a corporate network or VPN?**

  Yes. However, for PCs with a BIOS password, ensure that Central Resource Manager is externally enabled. Note that only one Central Resource Manager instance can be externally accessible without a corporate network or VPN connection.

  For PCs outside the corporate network, not connected through VPN, or switching between corporate and external networks, ensure that they can access and retrieve BIOS password information over external networks. To enable external network access, install, and open Central Resource Manager, go to **Home** > **Settings**, and enable **Allow access** in the **External network access** section.

- **Can I perform PC updates remotely from TechDirect?**

  Yes, you can perform remote PC updates, such as BIOS, drivers, firmware, and Dell applications, for all PCs running an active SupportAssist version, regardless of the service plan or warranty.

- **I have PCs with expired warranty in my fleet. Can I still perform updates on those PCs?**

  Yes, you can perform updates, regardless of the service plan or warranty of the PC.

- **Can PC users without administrator rights perform updates to BIOS, drivers, firmware, and Dell applications?**

  Yes, PC users can perform updates if they are using SupportAssist version 4.5 or later, and if the administrator has enabled the **Allow non-admin users to run software updates** option on the **Setup and Connect** > **Configure** > **Preferences** page.

- **Can PC users without administrator rights run hardware scans?**

  Yes, PC users can run hardware scans if they are using SupportAssist version 4.5 or later, and if the administrator has enabled the **Allow non-admin users to run Hardware scans** option on the **Setup and Connect** > **Configure** > **Preferences** page.

Update PCs using custom catalogs

- **What are custom catalogs, and what types of catalogs can I create in TechDirect?**

  In Connect and manage, you can create, manage, edit, and deploy customized catalogs for the latest BIOS, driver, firmware, and Dell application software updates. These custom catalogs streamline the process of identifying and applying essential PC updates, ensuring that your PCs remain secure and up-to-date.

  If your PCs connect to Dell and if the PCs have an active ProSupport Plus or ProSupport Flex for Client service plan, you can create a **Product series**, **Fleet**, or **Model** catalog.
  - **Product series**—includes devices in your environment for a particular Dell commercial PC family.
  - **Fleet**—includes all commercial devices in your environment.
  - **Model**—allows you to select up to 80 individual commercial device models.

- **If I select the Latest version category during catalog creation, will updates for BIOS, drivers, and firmware be deployed automatically when Dell releases new versions?**

  No, you must manually edit and update the catalog to include the latest updates.

- **If I have selected the option to automatically apply updates when a new version of the custom catalog is available on the Set PC update source page, will the PCs be updated again with the new version of the catalog if the previous version was deployed?**

  Yes, the PCs are updated with the latest version.

- **If I edit the catalog to a higher version and have selected the option to automatically apply updates when a new version of the custom catalog is available on the Set PC update source page, do I need to redeploy the catalog?**

  No, redeployment of the catalog is not required. However, if the option is disabled later, then the subsequently edited catalog must be redeployed.

- **Is the option to automatically apply updates when a new version of the custom catalog is available applicable for the test catalog?**

No, this option is only applicable for the production catalog.

- **If more than one catalog contains the same driver update with the same or different driver versions, and both catalogs are deployed, will the system be updated with drivers from both catalogs?**

  Both catalogs are applied to the PC in the order they were deployed, and the result depends on the PC state and the catalog applied.

  For example:

  - Catalog 1: Audio Driver v1.0
  - Catalog 2: Audio Driver v2.0
  - Catalog 3: Audio Driver v1.0

  If Catalogs 1 and 2 are deployed in order, the PC is updated with the Audio Driver v1.0 first and then with v2.0.

  If Catalogs 1 and 3 are deployed in order, the PC is updated with the Audio Driver v1.0 from Catalog 1, and the Audio Driver with the same version from Catalog 3 is ignored as it is the same version.

  If Catalogs 2 and 3 are deployed in order, the PC is updated with the Audio Driver v2.0 from Catalog 2, and the Audio Driver with the same version from Catalog 3 is ignored as the PC already has the higher version installed.

Optimize PCs

- **SupportAssist does not run scheduled scans even if it is enabled on the PCs. Why?**

  SupportAssist runs a scheduled scan on the PC only if the following criteria are met at the time of the scan:

  - If the PC is connected to an electrical outlet, the battery must be charged above 50%.
  - If the PC is not connected to an electrical outlet, the battery must have more than one hour of runtime remaining.
  - The PC user is not actively using the PC.

- **What does Boost Performance optimization do?**

  Boost Performance optimization enhances your PC efficiency by:

  - Clearing temporary, redundant, and unwanted files such as files from the Recycle Bin, browser cache, temporary files from application installations and uninstallations, and logs created by various programs.
  - Adjusting power settings, registry files, and memory allocations to maximize processing speed. This includes checking the registry for invalid entries, missing file references, or broken links and deleting them, ensuring essential services that impact the user experience are running, and preventing nonessential services from starting automatically.

- **What are the benefits of performing the Boost Performance optimization?**

  The following are the benefits of running the Boost Performance optimization regularly:

  - Improved PC performance and stability
  - Reduced PC start time
  - Faster loading of applications
  - Improved utilization of hard disk space
  - Fewer errors and warnings are reported from the PC

- **What does the Optimize Network optimization do?**

  The Optimize Network optimization improves the performance of browsers and optimizes the network connectivity to provide an efficient and reliable network by:

  - Updating device settings to ensure safe connectivity
  - Performing multiple checks and optimizing the TCP or IP settings and Internet or browser settings

- **What does the Remove Virus and Malware optimization do?**

  The Remove Virus and Malware optimization isolates, deletes, and restores files that are corrupted by viruses and malware on the PCs to keep them secure by:

  - Scanning key locations on the PC to detect active threats
  - Scanning and fixing issues related to Windows services that are essential for PC security

Manage alerts

- **What is the meaning of proactive and predictive issue detections?**
  - Proactive issue detection—SupportAssist automatically detects and proactively alerts on failures of hard drives, batteries, memory, internal cables, thermal solutions and fans, heat sinks, solid state drives and video cards.
  - Predictive issue detection—SupportAssist predictive analysis failure detection includes hard drives, solid state drives, and batteries.

- **How are dispatch alerts handled when an alert is generated by SupportAssist?**

  If autoforward is enabled or if you have reviewed and manually forwarded the alerts to Dell Technologies, then the dispatch request is processed as per Dell Business policy. The replacement part is shipped to the shipping address that you provided on the **Connect and Manage PCs** > **Set up and connect** > **Configure** page.

- **Can SupportAssist be integrated with external helpdesk management solutions?**

  Yes, you can integrate SupportAssist alerts with your ServiceNow solution. Integration with ServiceNow enables automatic creation of an incident in ServiceNow for your SupportAssist alerts. See the **Connecting SupportAssist alerts with external solutions** section *SupportAssist for Business PCs Administrator Guide* available on the SupportAssist for Business PCs documentation page.

- **I am unable to forward a dispatch alert to Dell. How can I resolve this?**

  Ensure that the customer has completed the Self-dispatch Enrollment and that the alert owner has completed the Self-dispatch certification.

Monitor data consumption

- **How much Internet data does SupportAssist consume for monitoring PCs?**

  SupportAssist requires Internet connectivity for its operations. The following table lists the frequency and average data that is consumed for monitoring one PC:

  Table 4. Average data consumption

Event	Frequency of the event	Data consumption for one PC
Registering SupportAssist	Once after deployment	15 KB
Sending PC information or minimum telemetry data	Once every 6–24 hours	4 KB
Uploading PC information during scheduled scans	Weekly or monthly as configured in SupportAssist preferences	120 KB
Sending periodic PC monitoring information	Every 30–45 days after deployment	135 KB
Sending alert and system state information	When an alert is detected or when a failure is observed	145 KB
Creating support request	When an alert qualifies for creation of a support request	160–350 KB
Checking for SupportAssist version upgrades	Once every week	16 KB
Upgrading to the latest SupportAssist version	When a latest version is available	318 MB
Checking for Dell recommendations for PC updates	Twice a week	1.2-11.2 MB
Checking for smart PC update recommendations	Twice a week	65 KB

Table 4. Average data consumption (continued)

Event	Frequency of the event	Data consumption for one PC
Sending PC insights (Health and application experience information)	Once every hour	2320 KB

ⓘ **NOTE:** For drivers, BIOS, and firmware updates, the data consumption value varies depending on the number of updates.

- **How can I assess the resource consumption of SupportAssist on a typical Dell PC setup?**

  The following information provides a detailed and easy-to-understand overview of the resource consumption of **SupportAssist** on a typical Dell PC setup.

Table 5. Resource consumption of SupportAssist

Component Name	Process Name	Memory consumption on startup	Minimum Memory Consumption(When the process is idle or perofrming minimal tasks)	Maximum Memory Consumption P(rocess is executing tasks that require significant resources)
SupportAssist Agent	SupportAssistAgent.exe	150 MB	179 MB	528 MB
	Dell.TechHub.exe	21 MB	28.3 MB	34 MB
	Dell.TechHub.Instrumentation.SubAgent	NA	186 MB	191 MB
	Dell.TechHub.DataManager.SubAgent	NA	95 MB	105 MB
	Dell.TechHub.Analytics.SubAgent	NA	81 MB	81 MB
	Dell.CoreServices.Client	NA	114 MB	114 MB
Hardware Diagnostics	Dell.TechHub.Diagnostics.SubAgent.exe	74 MB	71 MB	98 MB - Default Scan 101 MB - Hardware Enumeration
PC Updates	Dell.Update.SubAgent.exe	31.7 MB	28 MB	32.1 MB
PC Insights	Dell.Insights	30 MB	37.4 MB	47 MB
Self Healing Remediation	Dell.Remediation.Agent.exe	9.3 MB	37.7 MB	75 MB
Software Optimizations	SRE.exe	NA	30.39 MB	168.96 MB
Dell Techsupport remote troubleshooting	TechnicianToolKit.exe	18.46 MB	32.77 MB	156.46 MB
NA	NA	Cumulative total = 334.46 MB	Cumulative total = 920.56 MB	Cumulative total = 1731.52 MB

ⓘ **NOTE:** The data presented reflects memory usage measurements obtained from test results conducted in a controlled environment. These values may vary depending on system configuration, hardware specifications, and environmental factors.

Use Application Programming Interface (APIs)

- **What do PC Management APIs do?**

  PC Management APIs allow you to access **Alerts**, **Health**, **Application Experience**, and **Security** information of your PCs. You can use this information in your existing applications or tools of choice. PC Management APIs are available for the PCs that have an active ProSupport, ProSupport Plus, or ProSupport Flex for Client service plan.

- **How do I access the PC Management APIs?**

  To access the PC Management APIs, activate the Connect and manage service in TechDirect and complete the API Onboarding request. Once your request is approved, you receive the keys that are required to access the PC Management APIs.

- **Are APIs supported for channel partners?**

  No, APIs are not available for partners and their clients.

- **Where can I find information about PC Management APIs?**

  For information about how to access SupportAssist data using APIs, see the PC Management APIs for Connect and Manage page.

- **Whom do I contact for any questions related to PC Management APIs?**

  For API-related assistance, write to **APIs_TechDirect@Dell.com**.

- **Can I implement TechDirect Self-dispatch API in a ServiceNow instance?**

  Yes, you can implement the TechDirect Self-dispatch API in a ServiceNow instance. TechDirect APIs transition to REST standards, and the Warranty and PC Management APIs are already available as REST. The Technical Support and Self-dispatch APIs are currently in SOAP format, but they move to REST soon. As long as your ServiceNow instance is REST-compliant, you integrate it with TechDirect APIs without any issues. For more information, go to TechDirect APIs.

- **Can I use the TechDirect APIs with RESTful API and JSON? I noticed that the Dell TechDirect Self-dispatch API currently uses SOAP and XML only.**

  Yes, you can use TechDirect APIs with RESTful API and JSON. TechDirect APIs transition to REST API standards. The Warranty and PC Management APIs are REST-compliant. The Technical Support and Self-dispatch APIs are currently SOAP, but they move to REST. Customers using REST-compliant solutions have no issues integrating with TechDirect APIs. For more information, go to TechDirect APIs.

- **Are there APIs for Tech Direct?**

  Yes, there are APIs for TechDirect. The TechDirect APIs transition to REST standards, and the Warranty and PC Management APIs are already available as REST. The Technical Support and Self-dispatch APIs are currently in SOAP format, but they move to REST soon. As long as your ServiceNow instance is REST-compliant, you can integrate it with TechDirect APIs without any issues. For more information, go to TechDirect APIs, and Understanding-Supportassist-APIs-Infographic.pdf.

- **How many API keys are provided per project request?**

  There is one API key per-project request. A company can submit multiple requests, each associated with one of the following API types:
  - Warranty
  - Self-dispatch (SD)
  - Technical Support (TS)
  - PC Management

  Also, a company can have multiple projects, but each project request has a single API key. For example, Williams Solutions has the Project ABC Self-dispatch, Project ABC Warranty, Project XYZ Warranty, and Project XYZ Technical Support. Each project corresponds to a unique API key, resulting in a total of four API keys for Williams Solutions. . For more information about TechDirect APIs, go to TechDirect APIs, and Understanding-Supportassist-APIs-Infographic.pdf.

- **Can a company have multiple API keys?**

  There is one API key per-project request. A company can submit multiple requests, each associated with one of the following API types:
  - Warranty

- Self-dispatch (SD)
- Technical Support (TS)
- PC Management

Also, a company can have multiple projects, but each project request has a single API key. For example, Williams Solutions has the Project ABC Self-dispatch, Project ABC Warranty, Project XYZ Warranty, and Project XYZ Technical Support. Each project corresponds to a unique API key, resulting in a total of four API keys for Williams Solutions. . For more information about TechDirect APIs, go to TechDirect APIs, and Understanding-Supportassist-APIs-Infographic.pdf.

Troubleshoot SupportAssist

- **How do I repair SupportAssist?**

    If SupportAssist is not working, perform the following steps to repair SupportAssist:

    1. Open **Command Prompt** with administrator rights.
    2. Run one of the following commands depending on the deployment package format:
        - If you have deployed SupportAssist using the MSI deployment package, run `msiexec /fomusv <path of the folder where you extracted the SupportAssist MSI file>/qn`

            Ensure that you use the same MSI file that was used during the deployment of SupportAssist for Business PCs.

        - If you have deployed SupportAssist using the EXE deployment package, run `<path of the folder where you extracted the SupportAssist executable file> repair`

            Ensure that you use the same EXE file that was used during the deployment of SupportAssist for Business PCs.

    3. To restart the SupportAssist service, reboot the PC.

    ⓘ **NOTE:** You cannot repair SupportAssist if you have modified the SupportAssist registry entries and database after deployment.

- **I have installed SupportAssist on the PC fleet, but the PC user is unable to open the user interface. What could be the reason?**

    The PC user can open the user interface if the following conditions are met:

    - You have allowed the PC user to open and run SupportAssist.
    - Port 5700 is open on the PC.
    - Transport Layer Security (TLS) 1.2 is enabled on the PC.

- **How can I check if any other application uses the 5700 port?**

    SupportAssist requires port 5700 to be open to launch the SupportAssist user interface. To check if any other application uses the 5700 port, perform the following steps on the PCs where you want to run SupportAssist:

    1. Click **Start** to open the programs menu.
    2. Search and open **Services**.
    3. In the right pane, click **Dell SupportAssist for Business PCs**.
    4. In the left pane, click **Stop**.
    5. From the programs menu, search and open the **Command Prompt**.
    6. Type `netstat -a -v | findstr /C:"5700"` and press Enter.
        - If no application is using the 5700 port, no result is displayed.
        - If any other application is using the 5700 port, the port number and LISTENING status are displayed.
    7. Restart the **Dell SupportAssist for Business PCs** service.

- **I have allowed the users in my organization to view and use the SupportAssist user interface. But, they are unable to open the user interface. What could be the reason?**

    To open the SupportAssist user interface, ensure that the security level for the PC is set to **Medium-high**, **Medium**, **Medium-low**, or **Low** for the **Local intranet** zone. To set the security level, perform the following steps:

    1. Click **Start** to open the programs menu.
    2. Search and open **Internet Options**.
    3. Click the **Security** tab.

4. Select the **Local intranet** zone.
5. Set the security level.
6. Click **Apply** and click **OK**.

● **How can I provide logs to Dell support for resolving the PC issues?**

Perform the following steps to access the log files:

1. On the PC where the issue is observed, search for **Windows PowerShell** and click **Run as Administrator**.
2. Go to the **C:** > **Program Files** > **Dell** > **SupportAssist** > **Tools** folder.
3. Run the **SupportAssistDebugger** script with the below commands:
   ○ **EnableDebug**—to enable debug logs for SupportAssist.
   ○ **CollectLogs**—to collect the SupportAssist logs, event logs, registry, and so on.
   ○ **CollectInfo**—to collect basic information related to SupportAssist.
   ○ **DisableDebug**—to disable debug logs for SupportAssist and to download the log files.

   After the script is executed, the log files are created.

4. Share the log files with the support team for issue resolution.

● **How do I verify if the SupportAssist installation file is digitally signed?**

Perform the following steps to verify if the SupportAssist installation file is digitally signed:

1. Right-click `SupportAssistx64.exe` or `SupportAssistx64.msi` and select **Properties**.
2. Select the **Digital Signatures** tab.
3. In the **Signature list** section, select **Dell Inc** and click **Details**.

   If the installation file is signed, the **This digital signature is OK.** message is displayed in the **Digital Signature Information** section.

● **Whom should we contact if we need assistance with SupportAssist?**

You can contact the Service Account Manager (SAM) assigned to your company. Alternatively, you can also contact Dell Technical Support for assistance.

To contact Dell for issues on the Connect and manage service and SupportAssist for Business PCs, perform the following steps:

1. Go to TechDirect and click **Contact us**.
2. Enter the name, email address, phone, company, and select the region.
3. From the **Services** list, select **SupportAssist for Business PCs**.
4. From the **Subject** list, select a required subject.
5. Enter the Service Tag and a message, attach any helpful files, and then click **Submit**.

Reporting

● **Can I sort the TechDirect report by group?**

TechDirect reports can be customized based on specific parameters within each offer. For example, the audit trail report can be sorted by group in Connect and Manage. It can also be sorted by other available columns, including Site, Group, Service Tag, Asset Tag, Hostname, Activity, Sub-activity, Action Indicator, Start Date and Time, End Date and Time, Activity Details, and Status.

The SupportAssist audit trail page provides a record of activity that is performed by SupportAssist, the Connect and Manage administrator, and the Connect and Manage technician in the last 30 days. This helps in tracking, monitoring, and reviewing all the actions performed on the PCs, when required. To view and sort the audit trail details from the TechDirect dashboard, go to **Connect and Manage** > **Manage PC fleet** > **Connect and manage PCs** > **Summary** > **Audit trail**.

You can select a time range and view the audit trail in either **Device view** or **Operations view**.

For More information, see SupportAssist for Business PCs with Windows OS Administrator Guide.

● **Is there a way to generate a report that includes column for users and device names associated with service tags?**

The audit trail report does not include a column for users but includes columns for Site, Group, Service Tag, Asset Tag, Hostname, Activity, Sub-activity, Action Indicator, Start Date and Time, End Date and Time, Activity Details, and Status.

The SupportAssist audit trail page provides a record of activities that are perform by SupportAssist, the Connect and Manage administrator, and the Connect and Manage technician over the last 30 days. This helps track, monitor, and review all actions that are taken on the PCs as required.

To view and sort the audit trail details from the TechDirect dashboard, go to **Connect and Manage** > **Manage PC Fleet** > **Connect and Manage PCs** > **Summary** > **Audit Trail**. You can select a time range and view the audit trail in either **Device View** or **Operations View**.

For More information, see SupportAssist for Business PCs with Windows OS Administrator Guide.

● **Can I customize TechDirect report? If so, how?**

TechDirect reports can be customized based on specific parameters within each offer. For example, within **Connect and Manage**, the audit trail report offers limited customization options. t can also be sorted by other available columns, including Site, Group, Service Tag, Asset Tag, Hostname, Activity, Sub-activity, Action Indicator, Start Date and Time, End Date and Time, Activity Details, and Status.

The connect and manage audit trail page provides a record of activities that are perform by SupportAssist, the Connect and Manage administrator, and the Connect and Manage technician over the last 30 days. This helps track, monitor, and review all actions that are taken on the PCs as required.

To view and sort the audit trail details, from the TechDirect dashboard, go to **Connect and Manage** > **Manage PC Fleet** > **Connect and Manage PCs** > **Summary** > **Audit Trail**. You can select a time range and view the audit trail in either **Device View** or **Operations View**.

Some reports are standards such as confirmation of disposal within Asset Recovery Services.

For More information, see SupportAssist for Business PCs with Windows OS Administrator Guide.

Security

● **Where do I find information about the security monitoring aspects of SupportAssist and TechDirect?**

You can find information about the security monitoring aspects of SupportAssist and TechDirect in the TechDirect Help Center, which is located in the site header under the **Data Security** section.

Also, if you need specific information about Connect and Manage, you can go to supportassist-for-business-pcs-security-white-paper.pdf.

Self-dispatch

● **How can my technicians get certified for Self-dispatch?**

To certify your technicians for Dell Technologies products, they must complete specific training courses. Technicians can access these courses online through the Self-dispatch section of the TechDirect portal. Each product type requires its own certification, it allows technicians to complete multiple courses if they work with various Dell Technologies products.

> (i) **NOTE:** There are no fees that are associated with these certification courses.

For more information, go to Help Center - Self dispatch or the About Self -dispatch page.

● **If technicians successfully log into TechDirect, can they be able to access the training link for Self-dispatch certification with the same credentials?**

Yes, they can access the training with their TechDirect credentials. Two services are available in TechDirect that provide training as part of their capabilities.

For Self-dispatch, technicians can go to Self-dispatch dashboard or go to **Get Support and Replace Parts** > **Self-dispatch** > **Get Training**.

For Dell Services Providers (DSPs), technicians with this profile go to **Dell Service Provider** > **Get Training**.

● **Are there Self-dispatch reports?**

Yes, there are Self-dispatch reports. TechDirect provides users with reporting capabilities for the Self-dispatch service. A company administrator can go to **Get Support and Replace Parts** > **Self-dispatch** > **View Performance** to view these reports. The available reports include parts requests, invoices, and technician performance.

To view the Self-dispatch reports in TechDirect, go to Self-dispatch Performance Page.

- **How to I get to Self-dispatch reports?**

  TechDirect provides users with reporting capabilities for the Self-dispatch service. A company administrator can go to **Get Support and Replace Parts** > **Self-dispatch** > **View Performance** to view these reports. The available reports include parts requests, invoices, and technician performance.

  To view the Self-dispatch report in TechDirect, go to Self-dispatch Performance Page.

- **I get an error when trying to raise a Self-dispatch in TechDirect, where do I get help?**

  If you get an error when submitting a TechDirect Self-dispatch request, ensure that all required information is provided. If you have entered all the information and the issue still occurs, go to Contact Us link in the site header to submit an inquiry. Include details about the error message that you encounter.

- **Why am I unable to find some of my service and Self-dispatch requests in TechDirect?**

  TechDirect displays only technical support and Self-dispatch requests that are created through the TechDirect.

  To view your technical support history, go to Tech Support History.

- **Can I request a specific date and time for my Self-dispatch?**

  Yes, you can request a specific date and time for your Self-dispatch in TechDirect. Perform the following steps:

  1. Log in to your TechDirect account.
  2. On the dashboard, click **Get Support and Replace Parts**.
  3. Click the **Self-dispatch** tile.
  4. Click **Create Dispatch**.
  5. Enter the service tag, group, customer, and track information.
  6. Click **Submit**.
  7. Review the information and click **Next**.
  8. Enter dispatch request information.
  9. Click dropdown menu for **Schedule Alternate Dispatch Date**. A calendar or date and time picker appears, it allows you to select your preferred date and time for the Self-dispatch. Choose the specific date and time that works best for you.
  10. Complete the submission of the dispatch request. The system processes your request and assigns the Self-dispatch to the requested date and time, if available. You receive a confirmation or notification regarding the status of your Self-dispatch request.

- **How can prevent my Self-dispatches from being denied?**

  TechDirect Self-dispatch requests that are denied receiving a notification stating the reason for the denial. Address the items that are identified in the notification and resubmit your request.

- **Can I order out of warranty parts from TechDirect?**

  If your company is enrolled in the Self-dispatch program, the company administrator can submit a **Contact Us** request for Self-dispatch to obtain information about out-of-warranty capabilities in TechDirect. The Dell team reviews the request and advises whether the company can enroll in a program that allows out-of-warranty requests, with invoices sent to customers for each request.

- **Can I create a bulk dispatch in TechDirect? How do I create a bulk dispatch in TechDirect?**

  Yes, you can create a bulk dispatch in TechDirect. Perform the following steps to create a bulk dispatch:

  1. Sign in to TechDirect as a Connect and Manage administrator or Connect and Manage technician.
  2. From the TechDirect dashboard, go to **Connect and Manage** > **Manage PC Fleet** > **Connect and Manage PCs** > **Manage PCs > Inventory**. The **Inventory** page is displayed.
  3. Select the PCs for which you want to create a bulk dispatch by checking the boxes next to their service tags.
  4. Once you select all the PCs, click **Create Dispatch Request** at the top of the page. The **Create Dispatch Request** page is displayed.
  5. Verify the selected PCs and click **Next**.
  6. Enter the incident and contact information for the bulk dispatch.
  7. Review the information that you entered and click **Next**.
  8. Click **Submit**.

The bulk dispatch request is created and submitted to Dell Technologies. You can monitor the progress of the dispatch requests from the **Dispatch Summary** page in TechDirect. To view the **Dispatch Summary** page, go to **Services** > **Get Support and Replace Parts** > **Dispatch Summary**.

● **Can I group my dispatches together in one box for my Depot dispatches?**

Yes. However, your company must enroll in **Bulk Dispatch** in order to have access to grouped box returns.

● **Can I print or reprint labels for Tech Direct Warranty Parts orders?**

No, There is no option to print or reprint labels for TechDirect Self-dispatch requests.

● **Is a 4-hour dispatch possible in TechDirect?**

TechDirect Self-dispatch provides 4-hour capability in accordance with the Dell Warranty terms for service level.

● **Why I am I asked to attach a photo to my dispatch?**

TechDirect requires users to attach supporting photograph of the product information for improved troubleshooting and validation of specific parts, such as monitors and LCD panels.

● **What is the reimbursement program?**

The company administrator can enroll for labor reimbursement as part of the Self-dispatch service. Fees apply for labor reimbursement for the company. Additional information is requested to enable the invoicing process. Full labor reimbursement details are available at the time of enrollment. Contact your Dell Technologies representative for more information.

● **Why I am I getting the error that I am not certified for Self-dispatch?**

If you receive an error that says you are not certified for Self-dispatch, it means you do not have the necessary certification or authorization to use this function in TechDirect. Self-dispatch allows you to manage and dispatch service requests and activities independently, without involving Dell Support.

To resolve this issue, perform the following steps:

1. **Contact Dell Support**—you can reach out to Dell Support to inquire about the Self-dispatch certification process. They can provide you with information on the requirements and steps to become certified for Self-dispatch.
2. **Verify Eligibility**—you can confirm with Dell Support if your account or organization is eligible for Self-dispatch. You must meet specific criteria or qualifications before certification is granted.
3. **Complete Certification Process**—if you are eligible, Dell Support can guide you through the certification process. This involves training, exams, or other requirements to ensure you have the necessary knowledge and skills to perform Self-dispatch effectively.
4. **Follow Instructions**—you can follow instructions that are provided by Dell Support during the certification process. These include attending training sessions, studying materials, or passing exams.
5. **Obtain Certification**—once you have successfully completed the certification process, Dell Support can update your account or organization to grant you the Self-dispatch certification.
6. **Retry Self-Dispatch**—After obtaining the certification, you can perform Self-dispatch without encountering the error message. Log in to TechDirect and try again to dispatch service requests or manage service activities on your own.

If you have already completed the certification process and still receive the error message, it is required to contact Dell Support for further assistance. They can investigate the issue and ensure that your account has the correct permissions for Self-dispatch.

For more information about course details, go to the Self-Dispatch information page and click **Get Support and Replace parts** > **Self-Dispatch** > **Get Training**.

Support

● **Can I upload files in TechDirect?**

Yes, TechDirect allows technicians to upload attachments that are associated with their technical support and Self-dispatch parts requests.

If you need to provide additional information, include it in the written comments for the Dell Technologies team.

● **How do I upload files in TechDirect?**

To upload files, select **Add Attachment** during the request process. You can upload up to 8 files, with a combined total size limit of 50 MB.

If you need to provide additional information, include it in the written comments for the Dell Technologies team.

- **What kind of files can I upload in TechDirect?**

  You can upload various file types, but the following file types are not allowed:

  .exe, .cmd, .bat, .app, .bin, .cgi, .com, .esh, .exe1, .jar, .pho, .script, .wsf, .html, .htm, .asp, .aspx, .axd, .asx, .asmx, .ashx, .shtml, .mhtml, .xhtml, .mht, .scr, .lnk, .msi, .msp, .ps1, .reg, .vb, .vbs, .hta, .ws, .dll, .ascx.

  If you need to provide additional information, include it in the written comments for the Dell Technologies team.

- **What is the attachment size limit in TechDirect?**

  You can upload up to 8 files, with a combined total size limit of 50 MB.

  If you need to provide additional information, include it in the written comments for the Dell Technologies team.

Secure Connect Gateway

- **Why do my Secure Connect Gateway assets not appear in TechDirect?**

  This capability is not available with TechDirect and Secure Connect Gateway. You can manually add Secure Connect Gateway assets in TechDirect.

Appendix

Links:

- TechDirect Dashboard
- TechDirect Technical Support Dashboard
- TechDirect Technical Support request activity
- SupportAssist for Business PCs support documentation
- SupportAssist for Business PCs support

Resources

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

Documentation and others

Table 6. Resources

For more information about	See	Available at
Onboarding to TechDirect, configuring, downloading, and deploying SupportAssist on the PC fleet	IT Administrators—*SupportAssist for Business PCs Deployment Guide*	SupportAssist for Business PCs documentation page
	Partners—*SupportAssist for Business PCs Deployment Guide for Partners*	
Using TechDirect to manage your PCs running SupportAssist for Business PCs	*SupportAssist for Business PCs Administrator Guide*	
Frequently asked questions and answers about SupportAssist for Business PCs	*SupportAssist for Business PCs Frequently Asked Questions*	

Table 6. Resources (continued)

For more information about	See	Available at
Setting up SupportAssist for Business PCs	*SupportAssist for Business PCs Quick Setup Guide*	
Data collected from various components of your PC	*SupportAssist for Business PCs Data Collected from Connected PCs*	
Summary of recent changes, enhancements, known issues, and limitations in the release	*SupportAssist for Business PCs Release Notes*	
Using SupportAssist that is configured and deployed on your PC by your administrator	*SupportAssist for Business PCs User's Guide*	
Enrolling your organization, managing SupportAssist alerts, and parts dispatch requests in TechDirect	TechDirect dashboard	TechDirect
SupportAssist benefits and features	SupportAssist home page	SupportAssist for Business PCs home page
Using Image Assist Dynamic	*Image Assist Dynamic for Multiple Platforms User's Guide*	Image Assist documentation page
Ready Image current features and versions	Dell Ready Image Technical Specifications	Dell Ready Image Technical Specifications

Videos

- How to onboard to TechDirect to set up and connect SupportAssist for Business PCs—demonstrates how to onboard to TechDirect and activate the Connect and manage service.
- How to view health of your PC fleet using SupportAssist for Business PCs—demonstrates how to view the health of your PC fleet.
- How to view application experience for your PC fleet using SupportAssist for Business PCs—demonstrates how to view the application experience data for your PC fleet in Connect and manage.
- How to view security of your PC fleet using SupportAssist for Business PCs—demonstrates how to view the security data for your PC fleet.
- How to create remediation rules for your PC fleet using SupportAssist for Business PCs—demonstrates how you can create remediation rules that help proactively identify and automatically resolve issues or threats that occur on the PCs.
- How to create and manage catalogs for your PC fleet using SupportAssist for Business PCs—demonstrates how to create and manage catalogs and deploy PC updates remotely.

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.**