DELLTechnologies

SupportAssist for Business PCs Release Notes

Release summary

This release includes new features, enhancements, and bug fixes for SupportAssist and TechDirect.

New and enhanced features

- Automated updates: Keep your PC fleet up-to-date with BIOS, Drivers, Firmware by update type, device category or importance automatically.
- Automatic PC updates in your control: Flexibility to enable or disable Automatic PC updates and choose between latest (N) version or previous (N-1) version updates.
- New Dell branded PCs support: SupportAssist for Business PCs can now be deployed on Dell, Dell Pro and Dell Pro Max branded PCs.
- More enhancements: This update includes performance improvements, security fixes, and bug resolutions.

Enhancements to Remediation:

- Revamped remediation dashboard: Displaying relevant cards for detection and remediation rules.
- New view workflow for Dell standard rules: Activate the view for standard workflow processes specific to Dell rules.
- New additional Product-owned skills for custom rules and Dell workflow scripts for detection and remediation.

Version

4.9.0.40923

Release date

August 2025

Priority and recommendations

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

ⓘ **NOTE:** If the PCs in your organization are running an older version of SupportAssist for Business PCs, ensure that you update to the latest version. Updating to the latest version ensures that you experience full benefits of the enhanced SupportAssist features.

Compatibility

SupportAssist is supported on the following Dell devices with Intel x64 and Qualcomm Arm64-based processors.

- **Laptops, Notebooks and desktops**
  - Latitude

- ○ Precision
- ○ OptiPlex
- ○ Inspiron
- ○ XPS
- ○ Alienware
- ○ Vostro
- ○ Dell Pro
- ○ Dell Pro Max
- ○ Video conferencing room solution- Logitech and OptiPlex devices
- **Docking Stations**—For the list of supported docking stations, see Dell Commercial Docking Compatibility.

(i) **NOTE:** SupportAssist is not supported on virtual machines.

Prerequisites to deploy SupportAssist

PC requirements

To enable SupportAssist deployment and usage, the target PC must meet the following requirements:

- **Operating system**:
  - ○ Microsoft Windows 10 version 1809 or later
  - ○ Microsoft Windows 11
- **Software**:
  - ○ PowerShell script execution
  - ○ .NET Desktop Runtime version 8.0.x. See Microsoft .NET 8.0.

    (i) **NOTE:** .NET Desktop Runtime versions other than 8.0.x are not supported.

    (i) **NOTE:** For Arm, both the x64 and Arm64 versions of the .NET Desktop Runtime versions 8.0.x are required.

- **Installed memory**—Minimum of 4 GB RAM
- **Web browser**—latest version of Google Chrome, Microsoft Edge, or Mozilla Firefox.

Network requirements

To deploy SupportAssist, the target PC must meet the following network requirements:

- Active Internet connection
- Transport Layer Security (TLS) version 1.2 or 1.3
- The following table lists the ports, communication modes, protocols, and endpoints that must be enabled on end-user PCs to allow SupportAssist for Business PCs to function properly:

Table 1. Ports, communication mode, protocol, and endpoints

Port	Communication mode	Protocol	Destination	Purpose
443	Inbound and outbound secure connection to and from the destination	HTTPS	https://sacommercial.apis.dell.com	○ To communicate with Dell to retrieve the configuration settings. ○ To register Central Resource Manager to TechDirect, if applicable.
			https://saservices.dell.com	○ To register SupportAssist to TechDirect

Table 1. Ports, communication mode, protocol, and endpoints (continued)

Port	Communication mode	Protocol	Destination	Purpose
				and upload SupportAssist log files to Dell. ○ To register Central Resource Manager to TechDirect, if applicable.
			○ https://downloads.dell.com ○ https://dl.dell.com ○ https://dellupdater.dell.com/	○ To scan for viruses and malware, and download catalog files. ○ To update SupportAssist automatically and install drivers on the PC.
			https://apigtwb2c.us.dell.com	To retrieve the PC warranty data.
			https://hb.apis.dell.com	To collect and send the date on which the PC last connected to Dell.
			https://api.agent.dcca.dell.com	To collect and upload PC inventory and utilization data to Dell.
			https://remediation.dell.com	To diagnose the PCs for issues and remediate them.
			https://raas.dell.com (Required from SupportAssist 4.5.2 or higher versions)	
			○ https://schashcheck.sutherlandglobal.com ○ https://smartcheck.sutherlandglobal.com	To detect and remediate virus and malware issues. ⓘ **NOTE:** Enabling these endpoints is optional and only necessary if you have enabled the **Remove viruses & malware** option in SupportAssist preferences.
			○ https://www.yahoo.com ○ https://www.google.com ○ https://microsoft.com	To check and troubleshoot network issues. ⓘ **NOTE:** Enabling these endpoints is optional and only necessary if you have allowed PC users to use the SupportAssist

Table 1. Ports, communication mode, protocol, and endpoints (continued)

Port	Communication mode	Protocol	Destination	Purpose
				user interface for troubleshooting network issues.
			https://cloud.blancco.com	To communicate the data erase progress. Access to this port is required only if you are using the remote Data Erase service.
			https://download.visualstudio.microsoft.com	To download the required .NET Desktop Runtime version.
			https://coresvcs.amds.dell.com	To communicate with Dell to register device with secure Trusted Platform Module.
			Azure- ○ https://coresvcs.amds.dell.com (Required from SupportAssist 4.5.2 or higher versions.) ○ https://agent.api.astra.dell.com/ (Required from SupportAssist 4.5.2 or higher versions.)	For device registration and telemetry communication.
			DDC- https://csgdtm-svc-agent.dell.com/ (Required from SupportAssist 4.5.2 or higher versions.)	For event and blob intake.
			https://saupdates.dell.com (Required from SupportAssist 4.9 or higher versions.)	To download SupportAssist related files from Dell content delivery network.
9012 - 12012	localhost	WSS	localhost	For SupportAssist to communicate with the internal components in the end-user PC, using one of the available ports.
5700	localhost	HTTPS	localhost	For interprocess communication to open the SupportAssist user interface.
8883, 8884, 8885, or 8886	Inbound connection to and from the browser process running on the PC	HTTP	localhost	To communicate with Dell support website.

Table 1. Ports, communication mode, protocol, and endpoints (continued)

Port	Communication mode	Protocol	Destination	Purpose
8883 and 443	Inbound and outbound secure connection to and from the destination MQTT	MQTT or HTTPS	○ *.azure-devices.net (Required from SupportAssist 4.5.2 or higher versions.) ○ *.azure-devices-provisioning.net (Required from SupportAssist 4.5.2 or higher versions.)	○ To apply the latest changes made to SupportAssist preferences instantly and remotely optimize the PCs from TechDirect. ○ To configure Central Resource Manager to retrieve BIOS passwords for PCs located outside the corporate network. ○ To run remediation scripts on the PCs.
5690	local host or over internet	HTTPS	local host or over internet.	To communicate with Dell support website.

> ⓘ **NOTE:** The SupportAssist installer does not explicitly modify folder permissions as part of its standard installation process. However, if the `%ProgramData%\Dell` directory has restricted access—due to environmental settings, group policies, or remnants from a previous uninstall—a manual or scripted adjustment of folder permissions may be required to allow the installation to complete successfully.

- **Gateway or firewall**—if the PC connects to the Internet through a proxy server and if you do not want to configure the proxy in system context mode, ensure that you configure the gateway or firewall to allow communication to the following destinations. These destinations validate certificates and securely connect the PCs to Dell.
  - http://crl.entrust.net/level1k.crl
  - http://www.entrust.net/rpa
  - http://ocsp.entrust.net
  - http://aia.entrust.net/l1k-chain256.cer
  - http://crl3.digicert.com/DigiCertGlobalRootCA.crl
  - http://crl4.digicert.com/DigiCertGlobalRootCA.crl
  - http://ocsp.digicert.com
  - https://www.digicert.com/CPS

Known issues

Self-Update Drivers Affect TechDirect Status

Description	When self-update drivers are installed together with other drivers, the final installation status may not display as **Success** in SupportAssist within TechDirect.
Workaround	Install self update drivers (SupportAssist, Alienware Command Center, Dell Command | Update Application, Dell Command Update Windows Universal Application, Dell/Alienware Update Application) separately.
Tracking number	7036
Version affected	4.9

Storage and Keyboard not enumerating after upgrade

Description	After upgrading from SA_4.5.3.25254 to SA_4.9.0.38703, the Storage and Keyboard plugins are not enumerating.
Workaround	- Restart the system. - After the restart, open **SupportAssist** again and attempt the hardware scan. - If the issue persists, uninstall **SupportAssist** and reinstall version **4.9.0.38703**.
Tracking number	20310
Version affected	4.9

Uninstallation failure after upgrading SupportAssist

Description	Uninstalling SupportAssist for Business PCs version 4.5 immediately after upgrading from version 3.x may result in uninstallation failure.
Workaround	Restart the PC and then retry the uninstallation.
Tracking number	2426
Version affected	4.5

Central Resource Manager user interface may not open automatically

Description	If you manually upgrade Central Resource Manager to the latest version, the Central Resource Manager user interface may not open automatically.
Workaround	Manually open the Central Resource Manager user interface.
Tracking number	2637
Version affected	4.5

SupportAssist user interface fails to open if certain proxy settings are not enabled

Description	If a PC is using a proxy, and that proxy server is used for local (intranet) addresses, then the SupportAssist for Business PCs user interface may fail to open.
Workaround	Enable the **Don't use the proxy server for local (intranet) addresses** option in **Windows** > **Proxy settings** on the PC.
Tracking number	2642
Version affected	4.5

Interactive tests not working with the Windows Narrator functionality

Description	Certain user-interactive tests on the **Troubleshooting** page in the SupportAssist user interface may not work with the Windows Narrator functionality.
Workaround	None
Version affected	3.6

SupportAssist user interface failing to open for multiple signed-in users

Description	If a signed-in user has opened and used the SupportAssist user interface and not closed the session, other signed-in users cannot open the SupportAssist user interface on the same PC.
Workaround	SupportAssist user interface must be closed for another user to open and use it.
Tracking number	7735
Version affected	All versions

Registry entries are not deleted during uninstallation

Description	While uninstalling SupportAssist for business PCs, some registry entries are not deleted. Therefore, a new version of SupportAssist cannot be installed on these PCs.
Workaround	Run the `SupportAssistUninstall_Cleanup.ps1` script and retry installation.
Tracking number	1685
Versions affected	All versions

Limitations

- SupportAssist is not supported on virtual machines.
- SupportAssist is not supported on Precision Rack and Tower workstations.
- SupportAssist does not automatically perform diagnostic tests on components that require user intervention.
- SupportAssist does not support Transport Layer Security (TLS) versions—1.0 and 1.1.
- If Full Secure Sockets Layer (SSL) Inspection is enabled in system context mode, SupportAssist may not work as expected.
- APIs are not available for partners and their customers.
- SupportAssist is not supported on Federal Information Processing Standard (FIPS) enabled PCs.
- Driver scans may not work as expected when both SupportAssist and Dell Command | Update are installed on the same PC and different catalog deployment modes are selected.
- SupportAssist does not support the proxy auto-configuration (PAC) file.

Resources

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

Documentation and others

Table 2. 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 2. 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.

Contact Dell

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**.
   The **Contact us** page is displayed.
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**.

Notes, cautions, and warnings

(i) **NOTE:** A NOTE indicates important information that helps you make better use of your product.

⚠ **CAUTION: A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.**

⚠ **WARNING: A WARNING indicates a potential for property damage, personal injury, or death.**