

SupportAssist for Business PCs on Latitude Chromebook

User's Guide

Notes, cautions, and warnings

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

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

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

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Introduction

Dell SupportAssist is a proactive and predictive technology that provides automated technical support for your Dell systems. When deployed, SupportAssist monitors each system, proactively detects hardware issues, and sends it securely to Dell technical support. This data is used by Dell technical support to troubleshoot and provide a solution to the issue.

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

This document provides information about using SupportAssist installed on your system.

Release version

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

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

Audience

The information in this user's guide is intended for administrators and users who manage SupportAssist on systems running the Google Chrome operating system.

New features in this release

This release enables you to:

- Scan a specific hardware components such as processor, hard drive, memory, and battery individually.
- Troubleshoot your system by running diagnostic tests such as speaker test, microphone test, mouse test, and keyboard test.
- Upload system activity log files to the Dell backend server.
- View the hard drive space available on the system.

Supported systems

SupportAssist is supported on the following Dell systems:

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

Additional resources

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

Getting started with SupportAssist for business PCs

SupportAssist is configured and deployed on your system by your IT administrator. To start using SupportAssist, open the SupportAssist application from the launcher.





SupportAssist user interface

The SupportAssist home page displays the health summary of the system, the asset details, and the activity details.

- The **Health Summary** pane displays the system temperature status as **Cool**, **Normal**, or **High**. It also displays the memory usage value and the hard drive space available on the system.
- The **Asset Details** pane displays the model number, Service Tag, service plan and its expiration date, and the Express Service Code of the system. This pane also displays the technical specifications of the system. To view the technical specifications, click the arrow icon.
- The **Activity Details** pane displays the current activity details.

At the top-right of the SupportAssist header, the following icons allow you to view information or perform certain tasks:

Table 1. Icons in the SupportAssist header

Icon	Description
	Displays notifications in the activity details pane.
	Displays the system activity history. Also, if a support request is created for your system, the request number is displayed in the activity details pane.
	Displays helpful tips about using the SupportAssist user interface.
	Displays the version of SupportAssist installed on your system.

 **NOTE:** To upload system activity log files to the Dell backend server, click **Upload log files** in the activity details pane or in the system activity pane.

Scanning your system hardware

Running a hardware scan helps detect hardware issues on your system. SupportAssist scans your system hardware based on a predefined schedule. You can also manually perform the following hardware scans to identify an issue:

- [Run quick hardware scan](#) on page 6
- [Scan specific hardware component](#) on page 6

Run quick hardware scan

Run a quick scan on your system to detect issues in hardware components such as hard drive, processor, battery, and memory.

Steps

Open SupportAssist and click **QUICK SCAN**.

Results

After the scan is complete:

- If no issue is detected, an appropriate result is displayed.
- If an issue is detected, but does not require support request creation as per Dell policy, a notification is sent to your IT administrator.
- If an issue is detected, and requires support request creation, a request is automatically created, and a notification is sent to your IT administrator and Dell technical support.

Scan specific hardware component

You can scan a specific hardware component such as processor, hard drive, memory, and battery, depending on your requirement.

Steps

1. Open SupportAssist and click the **Troubleshooting** tab.
2. Perform one or more of the following steps:
 - To scan the CPU, in the **CPU** card, click **Scan now**.
 - To scan the hard drive, in the **Hard Drive** card, click **Scan now**.
 - To scan the memory, in the **Memory** card, click **Scan now**.
 - To scan the battery, in the **Battery** card, click **Scan now**.

After the scan is complete:

- If no issue is detected, an appropriate result is displayed.
 - If an issue is detected, but does not require support request creation as per Dell policy, a notification is sent to your IT administrator.
 - If an issue is detected, and requires support request creation, a request is automatically created, and a notification is sent to your IT administrator and Dell technical support.
3. To view the history of scans for a specific component, click **Scan history** in the corresponding card. The **System Activity** page is displayed with the history details.

Troubleshooting the system

You can troubleshoot your system by performing the following diagnostic tests:

- **Sound**—the sound interactive test checks the speakers and MP4 playback in your system.
 - The **Speaker** tests ensure that the sound plays from each of the system speakers individually.
 - The **MP4 Playback** test ensures that the system supports the replay of MP4 audio.
- **Microphone**—the microphone interactive test verifies if the system microphone can successfully record audio.
- **Mouse**—the mouse interactive test verifies the cursor position and mouse button state.
 - The **Status test** verifies if the mouse buttons are functioning properly.
 - The **Double Click test** verifies if the mouse can successfully perform double-click operations.
 - The **Drag and drop test** verifies if the mouse can successfully perform drag and drop operations.
- **Keyboard**—the keyboard interactive test verifies if the keys on the keyboard are functioning properly.

Run diagnostic tests

Steps

1. Open SupportAssist and click the **Troubleshooting** tab.
2. Perform one or more of the following steps:
 - To test the speakers and MP4 playback, in the **Sound** card, click **Scan now**.
 - To test the microphone, in the **Microphone** card, click **Scan now**.
 - To test the mouse functionality, in the **Mouse** card, click **Scan now**.
 - To test the keyboard functionality, in the **Keyboard** card, click **Scan now**.

After the scan is complete:

- If no issue is detected, an appropriate result is displayed.
 - If an issue is detected, but does not require support request creation as per Dell policy, a notification is sent to your IT administrator.
 - If an issue is detected, and requires support request creation, a request is automatically created, and a notification is sent to your IT administrator and Dell technical support.
3. To view the history of scans for a specific component, click **Scan history** in the corresponding card. The **System Activity** page is displayed with the history details.