

SupportAssist for Business PCs with Windows OS

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 for business PCs automates support from Dell by proactively and predictively identifying hardware and software issues on your system. SupportAssist addresses system performance and stabilization issues, prevents security threats, monitors and detects hardware failures, and automates the engagement process with Dell Technical support. SupportAssist also enables you to manually update system drivers, scan your system hardware, and optimize your system.

SupportAssist for business PCs complies with Web Content Accessibility Guidelines (WCAG) 2.1.

SupportAssist is configured and deployed on your system by your IT administrator. You can use only the features that are enabled by your IT administrator for your system. This document provides information about using SupportAssist installed on your system by your IT administrator.

Topics:


- [Version](#)
- [Key features](#)
- [SupportAssist capabilities and Dell service plans](#)
- [New features and enhancements in this release](#)

Version


2.4.1


Key features

- Predictive and proactive issue detection and notification.
- Manually or automatically check for driver updates available for your system.
- Manually or automatically scan your system hardware to identify issues, if any.
- Clean temporary files, optimize network connectivity, fine-tune system performance, and remove viruses and malware.

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

- Troubleshoot common system issues by using the step-by-step instructions or video tutorials.
- View details of all SupportAssist events and activities that were performed on a particular day, week, or month.
- Contact Dell Technical Support for remote assistance and send files to them, for example, system activity log.

 **NOTE:** You can use only the features that are enabled by your IT administrator for your system.

 **NOTE:** The SupportAssist features available for a system vary depending on the Dell service plan of the system.


SupportAssist capabilities and Dell service plans


SupportAssist capabilities available for a system vary depending on the Dell service plans. The primary capabilities of SupportAssist are available only for systems with an active ProSupport, ProSupport Plus, or ProSupport Flex for Client service plans.

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

Table 1. SupportAssist capabilities for Dell service plans

Capability	Description	Basic	ProSupport	ProSupport Plus and ProSupport Flex for Client
Update drivers	Scan and install driver updates available for systems. You can also enable users with administrator rights to update the drivers on their system.	✓	✓	✓
Scan hardware	Scan systems for hardware issues. You can also enable users to scan their system for hardware issues.	✓	✓	✓
Clean files	Clear temporary, redundant, and other unwanted files from the system. You can also enable users to clean files on their system.	✓	✓	✓
Tune system performance	Adjust the power settings, registry files, and memory allocations on the systems to fine-tune the system performance. You can also enable users to tune their system performance.	✓	✓	✓
Optimize network connectivity	Optimize network connectivity by adjusting the settings to have an efficient and reliable network. You can also enable users to optimize their network connectivity.	✓	✓	✓
Remove viruses and malware	Isolate, remove, and restore files that are corrupted by viruses and malware on the systems to keep the system secure. You can also enable users to remove viruses and malware from their system. i NOTE: Virus and malware removal capability is not available in certain regions, for example, China.	✗	✗	✓
Automated issue detection, notification, and support request creation	A notification is sent to the primary and secondary contacts after Dell creates a support request for parts dispatch or technical support requests. For technical support requests, a technical support representative contacts you proactively to help you resolve the issue.	✗	✓	✓
Automated software optimizations	SupportAssist automatically optimizes the systems after automated scans.	✗	✗	✓
Predictive issue detection and support request creation for failure prevention	A notification is sent to your primary and secondary contact about the potential failure of the part. Dell opens a support request and contacts you for shipping the replacement part.	✗	✗	✓

 **NOTE:** System users can manually update drivers or run system optimizations only if the SupportAssist user interface is enabled. You can enable or disable SupportAssist user interface while configuring SupportAssist.

 **NOTE:** Predictive issue detection capability is available only for batteries, hard drives, solid-state drives (SSDs), and fans.

New features and enhancements in this release

- View updates to Dell applications installed on your PC, along with BIOS, firmware, and driver updates.
- Improved the criteria based on which the Recommended and Optional driver updates applicable for your PC are displayed.

Getting started with SupportAssist for Business PCs

You can access the SupportAssist user interface only if it is enabled for your system by your IT administrator. Also, you can use only the features that are enabled by your IT administrator.

Topics:

- [SupportAssist user interface](#)
- [Change language setting](#)
- [Notifications](#)
- [Scheduled scans](#)

SupportAssist user interface

The SupportAssist user interface contains the following pages:

- **Home**
- **Troubleshooting**
- **History**
- **Get Support**

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

The following figure displays the default view of the **Home** page:

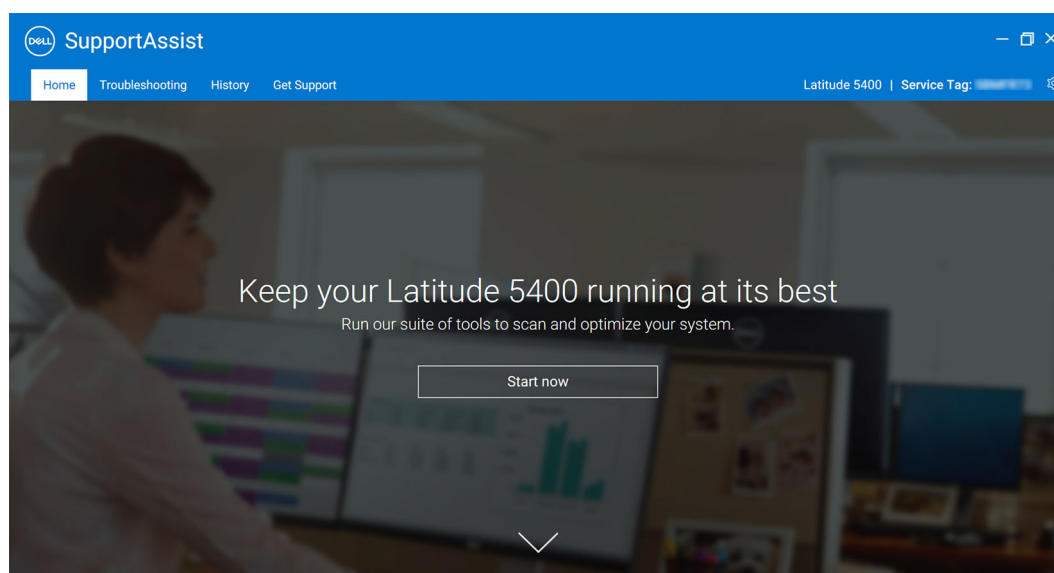


Figure 1. Home page

After the scans and optimizations are complete, the following details are displayed on the **Home** page and the **History** page:

- Amount of hard drive space reclaimed
- Number of driver updates installed

NOTE: The home page displays the details of the scans and optimizations that were performed during the last 90 days.

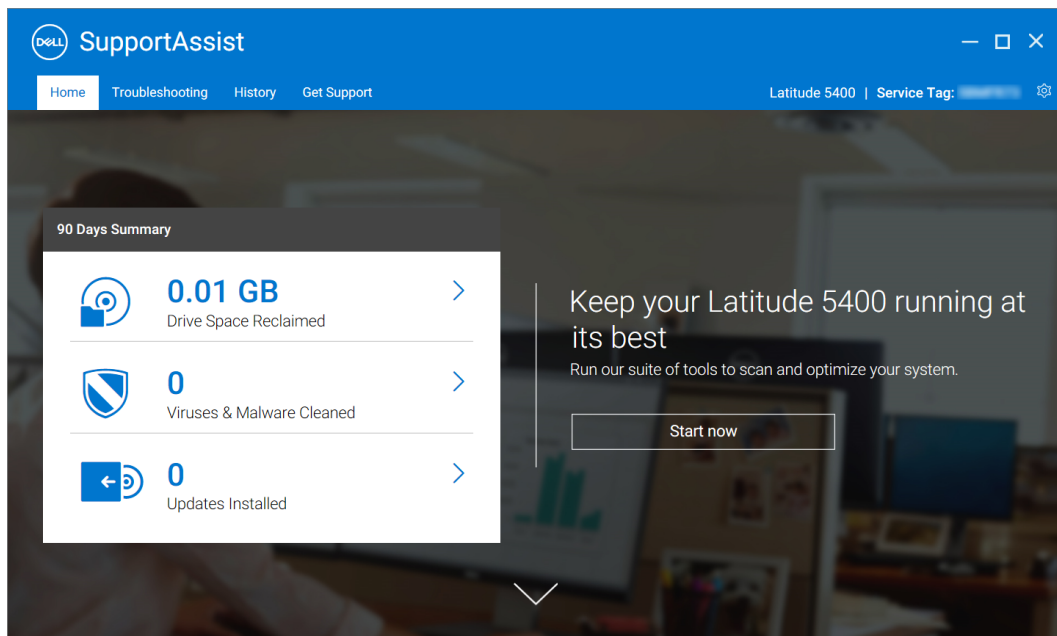



Figure 2. Home page — Summary view

To go to the tiles view, click . If there is a pending notification or SupportAssist requires you to perform an action, the tiles view is displayed when you open SupportAssist.

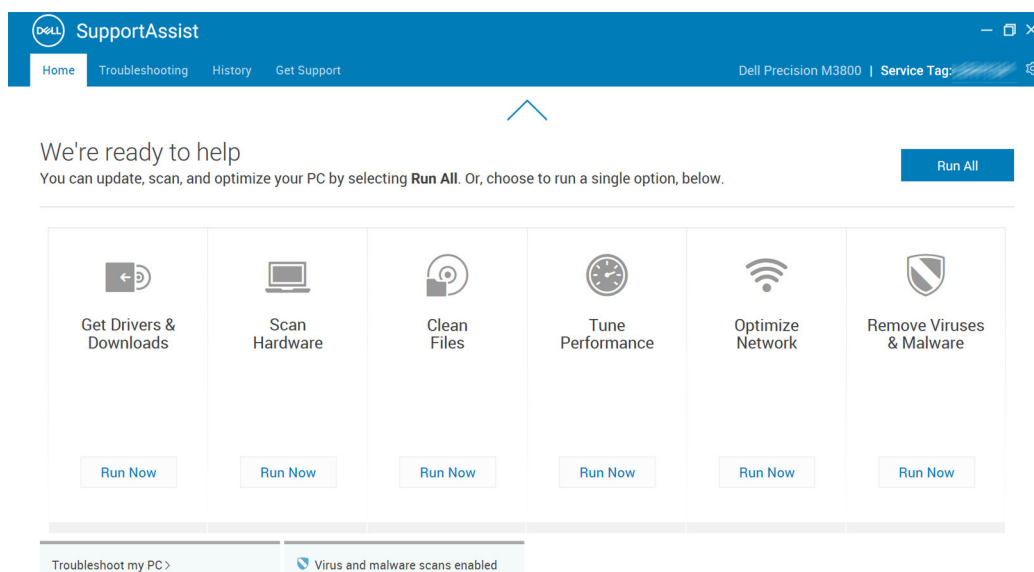




Figure 3. Home page - Tiles view

Depending on your service plan, the following tiles are displayed on the home page:

- **Get Drivers & Downloads**
- **Scan Hardware**
- **Clean Files**
- **Tune Performance**
- **Optimize Network**
- **Remove Viruses & Malware**

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

 **NOTE:** Figures 1, 2, and 3 are for illustrative purpose only. Individual features such as header color, buttons, and so on, are different on Alienware systems.

When you hover over the PC model or Service Tag displayed in the SupportAssist user interface, the PC image and its details are displayed. The following table describes the PC details that are displayed:

Table 2. PC details

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


Change language setting

About this task

SupportAssist is available in 25 languages. By default, SupportAssist is set to the same language as that of the operating system. You can change the language according to your preference.

Steps

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

SupportAssist restarts in the selected language and  is displayed next to the selected language.

Notifications

If enabled by your IT administrator, SupportAssist displays notifications about driver updates and software optimization.

Notifications on SupportAssist window

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

Table 3. Notifications on the SupportAssist window

When the notification displays	Action
If you have not optimized your system in the last 14 days	<ul style="list-style-type: none">• Click Run All to run all the scans and optimizations on your system.• Click Remind Me Later to view the notification when you open the SupportAssist window after 24 hours.• Click Cancel to hide the notification.

Notifications on taskbar or Windows Actions Center

Depending on the type of operating system installed on your system, SupportAssist displays the notifications on the taskbar or in the Windows Action Center.

- On Microsoft Windows 8 or 8.1, the notifications are displayed on the taskbar.
- On Microsoft Windows 10, the notifications are displayed in the Windows Action Center.

The following table provides a summary of the types of notifications that are displayed on the taskbar or in the Windows Action Center:


Table 4. Taskbar or Windows Action Center notifications

When the notification displays	Action
During a scheduled scan, an urgent driver or recommended update is detected	Click the notification to see the driver details page. For instructions to install driver updates, see Install driver updates .
Potentially unwanted programs (PUPs) are detected during a manually initiated scan or a scheduled scan	Click the notification to review and remove the PUPs that were detected during the scan. For instructions to remove the PUPs, see Remove potentially unwanted programs .
Viruses or malware are detected during a manually initiated scan or a scheduled scan	Click the notification to see the details of the viruses or malware that were detected during the scan.

Scheduled scans

Depending on the interval set by your IT administrator, SupportAssist automatically initiates a scan on your system to detect driver updates, hardware issues, and the required system optimizations.

Before the scan, a message is displayed to confirm if you want SupportAssist to run the scan. If you do not want SupportAssist to run the scan, click **Run Later** to defer the scan. When you defer the scan, SupportAssist performs the scan after 24 hours. You can defer the scheduled three times. When you defer the schedule scan for the third time, SupportAssist automatically performs the scan at the next scheduled time.

 **NOTE:** SupportAssist performs a scheduled scan only when the system is connected to an electrical outlet and is not in use during the start of the scheduled scan.

If an urgent driver update, virus or malware is detected during the scan, a notification is displayed. The type of notification depends on the operating system. For information on the types of notifications that are displayed by SupportAssist, see [Notifications](#).

If a hardware issue is detected during the scan, a support request is automatically created.

If enabled by your IT administrator, SupportAssist automatically optimizes your system after the scan.

Scanning your system hardware

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

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

NOTE: If an issue is detected during a scan and requires creating a support request, a support request is automatically created. If SupportAssist is not able to automatically create the support request, the **Fix Now** option is displayed on the **Scan Hardware** tile. You must click **Fix Now** to retry creating the support request.

Topics:

- [Scan a specific hardware component](#)
- [Run a quick hardware scan](#)
- [Run a stress test](#)

Scan a specific hardware component

About this task

Depending on your requirement, you can scan a specific hardware component.



NOTE: The following steps are applicable for scanning the hard drive. The steps to run a scan may vary depending on the hardware component that you select.

Steps

1. Open SupportAssist and click the **Troubleshooting** tab.
2. Click **I want to check a specific piece of hardware**.
The list of hardware components that are available on your system is displayed.
NOTE: Click **Refresh system hardware list** to update the list.
3. In the **Storage Devices** section, click **Hard Drive**.
4. Select a test and click **Run Test**.

Results

After the scan is complete, one of the following is displayed:


- If no issue is detected, **Passed** status and  are displayed.
- If an issue is detected which does not require creating a support request, **Failed** status and  icon are displayed.
- If an issue is detected which requires creating a support request, a support request is automatically created, and the issue summary page is displayed. A notification is also sent to your IT administrator.

Run a quick hardware scan

About this task

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

Steps

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

Results

After the scan is complete, one of the following is displayed:

- If no issue is detected, an appropriate notification is displayed on the tile.
- If an issue is detected and requires creating a support request, a support request is automatically created, the optimization tiles are disabled, and the issue summary page is displayed. A notification is also sent to your IT administrator.
- If an issue is detected and does not require creating a support request, the issue title is displayed above the tiles and a notification is displayed on the **Scan Hardware** tile. The optimization tiles are also disabled. Click **Skip** to enable the optimization tiles.

Run a stress test

About this task

A stress test helps you to detect issues in hardware components such as the system board, optical drives, camera, hardware components that are scanned during a quick scan.

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

Steps

1. Open SupportAssist and click the **Troubleshooting** tab.
2. Click **I want to scan my entire PC** and click **Start**.
SupportAssist prompts you to save your files and close all applications.
3. Click **OK** to run the test.

Results


After the scan is complete, the following may be observed:

- If no issue is detected, an appropriate notification is displayed on the tile.
- If an issue is detected and requires creating a support request, a support request is automatically created, the optimization tiles are disabled, and the issue summary page is displayed. A notification is also sent to your IT administrator.
- If an issue is detected and does not require creating a support request, the issue title is displayed above the tiles and a notification is displayed on the **Scan Hardware** tile. The optimization tiles are also disabled. Click **Skip** to enable the optimization tiles.

Optimizing your system

SupportAssist helps you optimize your system by running a series of diagnostic tests to identify changes to files and settings of your system. SupportAssist optimizations helps you improve the system speed, storage space availability, and system stability by:

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

 **NOTE:** You can run only the optimizations that are enabled by your IT administrator for your system.

Topics:


- [Clean files](#)
- [Tune system performance](#)
- [Optimize network](#)
- [Remove viruses and malware](#)
- [Run all system scans and optimizations](#)
- [Notifications on SupportAssist tile](#)


Clean files

About this task


Remove redundant files, temporary folders, and other unnecessary clutter from your system.

Steps

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

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

After the optimization is complete, an appropriate notification is displayed on the tile. The amount of hard drive space that is recovered is also displayed on the **Home** page and the **History** page.


 **NOTE:** The notification that is displayed on the tile changes automatically depending on the time when the optimization was performed. For information about the type of notification that is displayed on the tile, see [Notifications on SupportAssist tile](#).


Tune system performance

About this task


Adjust the power settings, registry, and memory allocation to maximize the processing speed of your system.

Steps

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

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

After the optimization is complete, an appropriate notification is displayed on the tile.

 **NOTE:** The notification that is displayed on the tile changes automatically depending on the time when the optimization was performed. For information about the type of notification that is displayed on the tile, see [Notifications on SupportAssist tile](#).


Optimize network

About this task


Optimize network settings on your system to maintain an efficient and reliable network connectivity.

Steps

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

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


After the optimization is complete, an appropriate notification is displayed on the tile.


 **NOTE:** The notification that is displayed on the tile changes automatically depending on the time when the optimization was performed. For information about the type of notification that is displayed on the tile, see [Notifications on SupportAssist tile](#).

Remove viruses and malware

About this task


Isolate and remove files infected by viruses and malware to keep your system secure. Also, detect and remove potentially unwanted programs (PUPs) installed on your system. For instructions to remove PUPs, see [Remove potentially unwanted programs](#).

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


 **NOTE:** The virus and malware removal capability is available only for systems with an active ProSupport Plus or ProSupport Flex for Client service plan.

Steps

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

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

After the optimization is complete, an appropriate notification is displayed on the tile.


 **NOTE:** The notification that is displayed on the tile changes automatically depending on the time when the optimization was performed. For information about the type of notification that is displayed on the tile, see [Notifications on SupportAssist tile](#).

Remove potentially unwanted programs


About this task

Potentially unwanted programs (PUPs) are programs that are installed silently on the system while installing an application. PUPs include spyware, adware and so on which may reduce the system performance or display unwanted advertisements.

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

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

Steps

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

Results

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


Run all system scans and optimizations

About this task

Run multiple scans one by one to check available driver updates, detect hardware issues, and identify optimizations required on your system. After one scan is complete, the next scan is initiated. View details of all the scans and optimizations on the **History** page.

Steps

Perform one of the following:

- Open SupportAssist and click **Start Now**.
- Open SupportAssist, click , and then click **Run All**.

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

After the scan is complete, one of the following is displayed:

- If no issue is detected and there are no updates, an appropriate message is displayed on each tile. The amount of hard drive space that is recovered, and the number of viruses or malware that are removed are displayed on the **Home** page and the **History** page.
- If driver updates are detected during the scan, the update type and the number of updates are displayed on the **Get Drivers & Downloads** tile. For instructions to install driver updates, see [Install driver updates](#).
- If a hardware issue is detected which requires creating a support request, a support request is automatically created and the issue summary page is displayed. A notification is also sent to your IT administrator.
- If an issue is detected which does not require creating a support request, the issue title is displayed above the tiles, a notification is displayed on the **Scan Hardware** tile, and the optimization tiles are disabled. Click **Skip** to enable the optimization tiles.
- If potentially unwanted programs (PUPs) are detected, a notification is displayed on the **Remove Viruses & Malware** tile. For instructions to remove PUPs, see [Remove potentially unwanted programs](#).

Notifications on SupportAssist tile

The notification displayed on the SupportAssist tile depends on when the last scan or optimization was performed. The following table describes the notification displayed on the tile depending on when the last scan was performed.

Table 5. Notifications on SupportAssist tiles

Time since last run	Notification
Less than three hours	Result of the scan or optimization performed and Just Now are displayed, for example, PC tuned: Just now
More than three hours, but less than 24 hours	Result of the scan or optimization performed and Today are displayed, for example, PC tuned: Today
More than 24 hours, but less than 48 hours	Result of the scan or optimization performed and Yesterday are displayed, for example, PC tuned: Yesterday
More than 48 hours	Result and the date when the scan or optimization was performed, for example, 120 MB saved: Mar 16, 2018
Less than seven days	Displayed in green color.
More than seven days, but less than 30 days	Displayed in orange color.
More than 30 days	Displayed in red color.

Getting drivers and downloads

A driver is a software that enables the operating system to communicate with the hardware components in your system. Hardware components such as video cards, sound cards, and modems require drivers to work efficiently. Sometimes, the operating system includes drivers for the system, but generally the drivers must be downloaded and installed separately.

A firmware is a software that is embedded on the system hardware. It is programmed to give instructions to communicate with other hardware components and perform functions such as basic input/output tasks.

The system drivers and firmware should be updated for numerous reasons, some of which include improving system performance, preventing security risks, and expanding compatibility. SupportAssist enables you to update the drivers and firmware.

 **NOTE:** In this document, the term drivers refers to both drivers and firmware.

As part of routine system monitoring, SupportAssist scans your system every 7 days to detect driver updates that are available for your system. If an urgent update is available, a notification is displayed. For information on the types of notifications that are displayed by SupportAssist, see [Notifications](#).

Topics:

- [Severity categorization of drivers](#)
- [Install driver updates](#)
- [Uninstall driver updates](#)
- [Notifications on Get Drivers and Downloads tile](#)

Severity categorization of drivers

SupportAssist categorizes the drivers and firmware based on their severity. Depending on the severity, the drivers are categorized as follows:

- **Security**—updates that can prevent potential security threats to your system.
- **Urgent**—updates that are necessary to ensure that the PCs are healthy.
- **Recommended**—updates that can significantly improve the performance of your system.
- **Optional**—updates that you can choose to install.


Install driver updates


Prerequisites

You must have administrator rights on the system.








About this task

SupportAssist scans your system and proactively suggests the driver updates that are required for your system. Before installing an update, SupportAssist automatically creates a restore point. You can use the restore point to uninstall the update and restore the system to its previous state. At a given time period, SupportAssist can retain only three restore points. When a new restore point is created, the oldest restore point is removed.

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

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

Steps

1. Open SupportAssist and click .
2. On the **Get Drivers & Downloads** tile, click **Run Now**.
 - If there are any updates available for your system, the update type and the number of available updates are displayed on the **Get Drivers & Downloads** tile.
 **NOTE:** The notification on the tile depends on the severity of the update. For information about the type of notifications that are displayed on the tile, see [Notifications on Get Drivers and Downloads tile](#).
 - If SupportAssist cannot detect updates available for your system, an appropriate message is displayed.
3. Click **Update Now**.
The drivers page is displayed.
 **NOTE:** By default, all the updates are selected. You may review the list and clear the updates that you do not want to install.
4. Click **Install**.
 - For updates that are automatically installed,  and **Done** status are displayed in the **Status** column.
 - If the update must be manually installed, an **Install** link is displayed in the **Status** column after the download is complete. The update can be installed by clicking the **Install** link.
 **NOTE:** You may have to restart your system to complete the installation of certain drivers.
 -  **NOTE:** If the download of an update is in progress, click  to cancel the download. You cannot cancel an update while the installation is in progress.
5. If an update requires restart, perform the following steps:
 - a. Click **Restart Now** to restart the system immediately.
SupportAssist prompts you to save your files and close all applications before you restart.
 - b. Click **Restart** to complete the installation.
6. Click **Finish**.

Results

The home page is displayed. The number of drivers that are installed is displayed on the home page.

Uninstall driver updates

Prerequisites

You must have administrator rights on the system.

About this task

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

Steps

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






Results

The system restarts and the update is uninstalled.

Notifications on Get Drivers and Downloads tile

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

Table 6. Get Drivers & Downloads tile notifications

Update icon	Tile icon	Update type	Description
No icon is displayed. None available message is displayed.		Optional or no update available	No update or an optional update is available.
		Recommended	Only recommended types of updates are available.
		Urgent	Only urgent or multiple types of updates are available.

Troubleshooting common issues

The **Troubleshooting** page provides step-by-step instructions to help you resolve common issues by yourself without the assistance of Dell technical support. On the **Troubleshooting** page, you can also access video tutorials for common hardware, software, and operating system issues.

NOTE: Depending on the preferences selected by your IT administrator, you can access the links that are enabled on the **Troubleshooting** page.

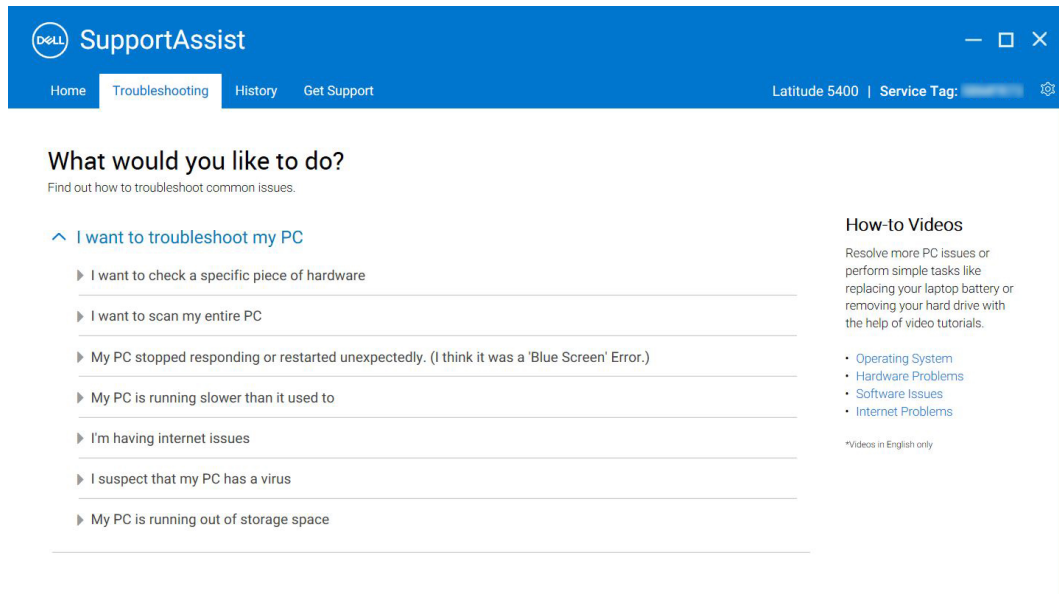


Figure 4. Troubleshooting page

If a hardware issue is detected during a scan or a support request is created for a hardware issue, the following links on the **Troubleshooting** page are disabled:

- **I want to check a specific piece of hardware**
- **I want to scan my entire PC**
- **My PC stopped responding or restarted unexpectedly. (I think it was a 'Blue Screen' Error.)**

If you sign in to your system with non-administrator rights, you can use only the following links and the links in the **How-to Videos** section:

- **I want to check a specific piece of hardware**
- **I want to scan my entire PC**

Topics:

- [Troubleshoot blue screen error](#)

Troubleshoot blue screen error

Sometimes, your system restarts automatically or stops responding and a blue screen is displayed. This is known as the blue screen error. A blue screen error is displayed when some critical data on the system is corrupted, a hardware failure is detected, or an issue is detected on the system and the system needs to be restarted immediately.

Prerequisites

You must have administrator rights on the system.

About this task


Fix a blue screen error by running SupportAssist scans and optimization.

Steps

1. Open SupportAssist.
2. Click the **Troubleshooting** tab and click **My PC stopped responding or restarted unexpectedly. (I think it was a 'Blue Screen' Error.)**.
3. Click **Fix Now**.

The home page is displayed and a system scan is initiated. After the scan is complete, one of the following is displayed:

 - If no issue is detected and there are no updates, an appropriate message is displayed on each tile. The amount of hard drive space recovered, and the number of viruses or malware that are removed is displayed on the home page.
 - If driver updates are detected during the scan, the update type and the number of available updates are displayed on the **Get Drivers & Downloads** tile. For instructions to install driver updates, see [Install driver updates](#).
 - If a hardware issue is detected which requires creating a support request, a support request is automatically created, and the issue summary page is displayed.
 - If an issue is detected which does not require creating a support request, the issue title is displayed above the tiles and a notification is displayed on the **Scan Hardware** tile after all the scans are complete.

 **NOTE:** The type of notification depends on the severity of the hardware issue. For information on the types of notifications that are displayed by SupportAssist, see [Notifications](#). Click **Skip** to hide the notification.
 - If potentially unwanted programs (PUPs) are detected, a notification is displayed on the **Remove Viruses & Malware** tile. For instructions to remove PUPs, see [Remove potentially unwanted programs](#).

History overview

The **History** page provides details of SupportAssist activities that were performed on the system in a chronological order. The activities that are listed include software optimizations, troubleshooting tasks, driver updates, hardware scans, and so on.

From the **Select History View** list, select an activity type to view the details of that specific activity type.

By default, the activities that were performed during the current week are displayed. Click **Day** or **Month** to view the activities that were performed on a specific day or during the month. A summary of the number of driver updates installed, hard drive space recovered, and virus or malware detected is displayed above the timeline.

NOTE: The **History** page displays details of the activities and events that were performed during the last 90 days.

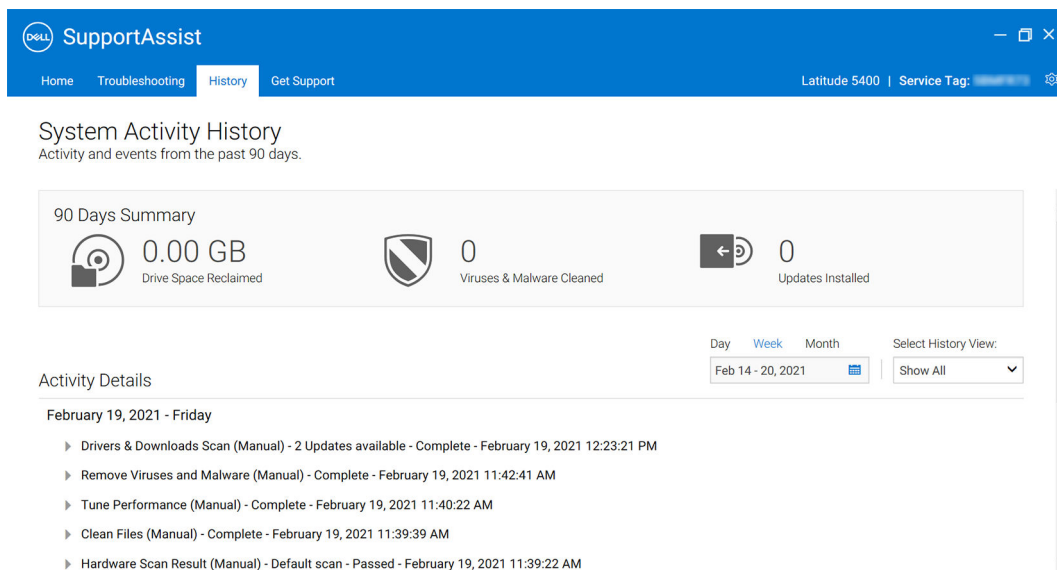


Figure 5. History page

If you encounter problems with your system after updating a driver, click the **Restore System** link to uninstall the update and restore the system to its previous state. For instructions to uninstall driver updates, see [Uninstall driver updates](#).

Getting support

The **Get Support** page enables you to access the available help and support options for your system. The help and support options that can be accessed vary based on the service plan of your system and your region. If internet connectivity is unavailable, the Dell Technical Support contact numbers for your region are displayed.

NOTE: The **Get Support** page is displayed only if you have administrator rights on the system.

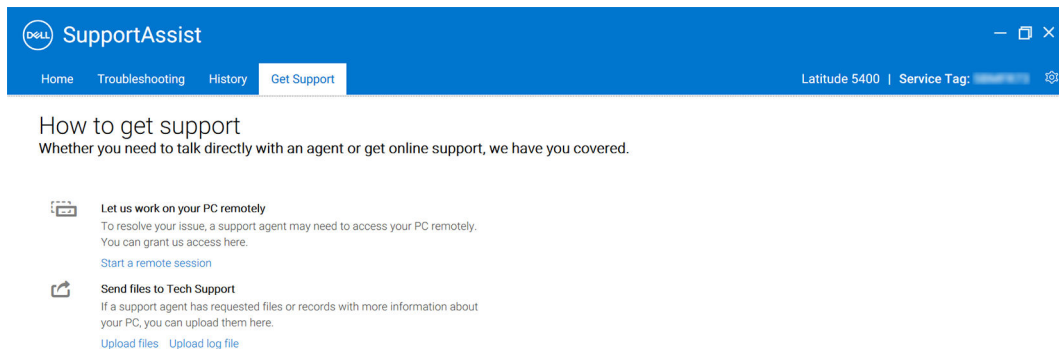


Figure 6. Get Support page

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

Table 7. Get Support page

Feature	Description
Start a remote session	Allow a technical support agent to access your system remotely to troubleshoot and resolve an issue. See Start a remote session .
Upload files	Send files to Dell Technical Support describing an issue on your system or send files that are requested by a technical support agent. See Send log files to Dell technical support . NOTE: The maximum size of the file that you can send is 4 MB.
Upload log file	If requested by the technical support agent, send the system activity log file to Dell Technical Support. See Send log files to Dell technical support .

Topics:

- [Start a remote session](#)
- [Send files to Dell technical support](#)
- [Send log files to Dell technical support](#)


Start a remote session

Prerequisites

- You must have administrator rights on the system.
- Ensure that a remote session has been initiated by the Dell technical support agent.

About this task

In certain circumstances, the technical support agent must remotely access your system to troubleshoot and resolve the issue. In such circumstances, allow the technical support agent to remotely access your system.

 **NOTE:** Start a remote session only after the technical support agent enables the session. If you try to start a remote session before the support agent enables it, an error message is displayed.

Steps

1. Open SupportAssist and click the **Get Support** tab.
2. In the **Let us work on your PC remotely** section, click **Start a remote session**.
3. Select **I agree to the terms and conditions** and click **Finish**.

Results


A remote session is initiated.


Send files to Dell technical support

About this task

Send files describing the issue on your system or any specific file requested by the support agent. You can send the following files:

- ZIP
- RAR
- TXT
- JPEG
- PNG
- GIF
- DOCX
- DOC
- ODT
- PDF
- XLS
- XLSX

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

 **NOTE:** You can send only three files in a day. If you have multiple files, compress and send the files as a ZIP file.

Steps

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

Results

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

Send log files to Dell technical support

Steps

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

Results

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

Frequently asked questions

1. What are the languages that the SupportAssist user interface supports?

The SupportAssist user interface supports 25 languages. The supported languages are Arabic, Chinese (Simplified), Chinese (Traditional), Czech, Danish, Dutch, English, Finnish, French, German, Greek, Hebrew, Hungarian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese (Brazilian), Portuguese (Iberian), Russian, Spanish, Swedish, and Turkish. For instructions to change your language setting, see [Change language setting](#).

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

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

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

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

4. I can see the SupportAssist user interface. But, the Clean Files and Optimize Network tiles are disabled. Why?

SupportAssist installed on your system is managed by your IT administrator. Certain features might be disabled by your IT administrator, hence those tiles are disabled.

5. When I try to open SupportAssist from the programs menu, a message is displayed to contact my IT administrator. Why?

SupportAssist installed on your system is managed by your IT administrator. You can see the SupportAssist user interface only if it is enabled by your IT administrator for your system.

Resources

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

Table 8. Resources

For more information about	See	Available at
Onboarding to TechDirect, configuring and downloading SupportAssist, and deploying SupportAssist on PCs	<i>SupportAssist for Business PCs with Windows OS Deployment Guide—Early access to next generation user experience</i>	SupportAssist for Business PCs Manuals and Documents
Using TechDirect to manage your PCs running SupportAssist for business PCs	<i>SupportAssist for Business PCs with Windows OS Administrator Guide—Early access to next generation user experience</i>	
Frequently asked questions and answers about SupportAssist for business PCs	<i>SupportAssist for Business PCs with Windows OS Frequently Asked Questions</i>	
Setting up SupportAssist for business PCs	<i>SupportAssist for Business PCs with Windows OS Quick Setup Guide</i>	
Data collected from various components of your system	<i>SupportAssist for Business PCs with Windows OS Reportable Items</i>	
Summary of recent changes, enhancements, known issues, and limitations in the release	<i>SupportAssist for Business PCs with Windows OS Release Notes</i>	
Using SupportAssist that is configured and deployed on your system by your administrator	<i>SupportAssist for Business PCs with Windows OS User's Guide</i>	https://tdm.dell.com
Enrolling your organization, managing SupportAssist alerts, and parts dispatch requests in TechDirect	TechDirect home page	
SupportAssist benefits and features	SupportAssist home page	
SupportAssist for PCs peer-to-peer questions and discussions	SupportAssist Community page	