

# Dell SupportAssist OS Recovery

Support Matrix



## 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 OS Recovery provides a recovery environment that consists of tools to diagnose and troubleshoot issues that may occur prior to the boot of your computer. When your computer is unable to boot to the operating system even after repeated attempts, your computer automatically starts SupportAssist OS Recovery. The recovery environment enables you to diagnose hardware issues, repair your computer, back up your files, or restore your computer to its factory state.

This document provides the list of systems where SupportAssist OS Recovery is supported.

 **NOTE: SupportAssist OS Recovery may not be available on all systems. Currently, SupportAssist OS Recovery supports Microsoft Windows 10 operating system only.**

# Supported Inspiron systems

**Table 1. Supported Inspiron systems**

<b>Notebook</b>	<b>Desktop</b>	<b>All-In-One</b>	<b>2-In-1</b>
Inspiron 3163	Inspiron 3250	Inspiron 3059	Inspiron 7353
Inspiron 3169	Inspiron 3268	Inspiron 3060	
Inspiron 3179	Inspiron 3470	Inspiron 3064	
Inspiron 3180	Inspiron 3471	Inspiron 3263	
Inspiron 3185	Inspiron 3472	Inspiron 3264	
Inspiron 3195	Inspiron 3650	Inspiron 3275	
Inspiron 3459	Inspiron 3662	Inspiron 3277	
Inspiron 3462	Inspiron 3668	Inspiron 3280	
Inspiron 3465	Inspiron 3670	Inspiron 3290	
Inspiron 3467	Inspiron 3671	Inspiron 3459	
Inspiron 3468	Inspiron 3880	Inspiron 3460	
Inspiron 3473	Inspiron 3881	Inspiron 3464	
Inspiron 3476	Inspiron 5000	Inspiron 3475	
Inspiron 3480	Inspiron 5090	Inspiron 3477	
Inspiron 3481	Inspiron 5675	Inspiron 3480	
Inspiron 3482	Inspiron 5676	Inspiron 5459	
Inspiron 3486	Inspiron 5680	Inspiron 5475	
Inspiron 3490		Inspiron 5477	
Inspiron 3493		Inspiron 5488	
Inspiron 3559		Inspiron 5490	
Inspiron 3562		Inspiron 5491	
Inspiron 3565		Inspiron 7459	
Inspiron 3567		Inspiron 7475	
Inspiron 3568		Inspiron 7777	
Inspiron 3573		Inspiron 7790	
Inspiron 3576			
Inspiron 3579			
Inspiron 3580			
Inspiron 3581			
Inspiron 3582			
Inspiron 3583			
Inspiron 3584			
Inspiron 3585			
Inspiron 3586			
Inspiron 3590			
Inspiron 3593			
Inspiron 3595			

<b>Notebook</b>	<b>Desktop</b>	<b>All-In-One</b>	<b>2-In-1</b>
Inspiron 3779			
Inspiron 3780			
Inspiron 3781			
Inspiron 3782			
Inspiron 3785			
Inspiron 3790			
Inspiron 3793			
Inspiron 5368			
Inspiron 5370			
Inspiron 5378			
Inspiron 5379			
Inspiron 5390			
Inspiron 5391			
Inspiron 5400			
Inspiron 5400/5407			
Inspiron 5401/5408			
Inspiron 5457			
Inspiron 5459			
Inspiron 5468			
Inspiron 5480			
Inspiron 5481			
Inspiron 5482			
Inspiron 5485			
Inspiron 5488*			
Inspiron 5490			
Inspiron 5491			
Inspiron 5492			
Inspiron 5493			
Inspiron 5494			
Inspiron 5495			
Inspiron 5496			
Inspiron 5497			
Inspiron 5498			
Inspiron 5500/5507			
Inspiron 5501/5508			
Inspiron 5557			
Inspiron 5559			
Inspiron 5565			
Inspiron 5566			
Inspiron 5567			

**Notebook****Desktop****All-In-One****2-In-1**

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Inspiron 5568  
Inspiron 5570  
Inspiron 5575  
Inspiron 5576  
Inspiron 5577  
Inspiron 5578  
Inspiron 5579  
Inspiron 5580  
Inspiron 5581  
Inspiron 5582  
Inspiron 5583  
Inspiron 5584  
Inspiron 5587  
Inspiron 5591  
Inspiron 5592  
Inspiron 5593  
Inspiron 5594  
Inspiron 5595  
Inspiron 5596  
Inspiron 5597  
Inspiron 5598  
Inspiron 5759  
Inspiron 5765  
Inspiron 5767  
Inspiron 5770  
Inspiron 5775  
Inspiron 7300  
Inspiron 7306  
Inspiron 7368  
Inspiron 7370  
Inspiron 7373  
Inspiron 7375  
Inspiron 7378  
Inspiron 7380  
Inspiron 7386  
Inspiron 7390  
Inspiron 7391  
Inspiron 7460  
Inspiron 7466  
Inspiron 7467

<b>Notebook</b>	<b>Desktop</b>	<b>All-In-One</b>	<b>2-In-1</b>
Inspiron 7472			
Inspiron 7490			
Inspiron 7501			
Inspiron 7506			
Inspiron 7560			
Inspiron 7566			
Inspiron 7567			
Inspiron 7568			
Inspiron 7570			
Inspiron 7572			
Inspiron 7573			
Inspiron 7577			
Inspiron 7579			
Inspiron 7580			
Inspiron 7586			
Inspiron 7587			
Inspiron 7588			
Inspiron 7590			
Inspiron 7591			
Inspiron 7700			
Inspiron 7773			
Inspiron 7778			
Inspiron 7779			
Inspiron 7786			
Inspiron 7790			
Inspiron 7791			
Inspiron N5300			
Inspiron N5390			
Inspiron N5485			
Inspiron N5585			

\*This system model supports SupportAssist OS Recovery only in certain regions.



# Supported Vostro systems

**Table 2. Supported Vostro systems**

<b>Notebook</b>	<b>Desktop</b>	<b>All-In-One</b>
Vostro 3468	Vostro 3070	Vostro 3062
Vostro 3478	Vostro 3250	Vostro 5460
Vostro 3480	Vostro 3262	
Vostro 3481	Vostro 3267	
Vostro 3490	Vostro 3268	
Vostro 3562	Vostro 3470	
Vostro 3568	Vostro 3471	
Vostro 3572	Vostro 3650	
Vostro 3578	Vostro 3653	
Vostro 3580	Vostro 3660	
Vostro 3581	Vostro 3667	
Vostro 3582	Vostro 3668	
Vostro 3583	Vostro 3669	
Vostro 3584	Vostro 3670	
Vostro 3590	Vostro 3671	
Vostro 5300	Vostro 3681	
Vostro 5370	Vostro 3881	
Vostro 5390	Vostro 3888	
Vostro 5391	Vostro 3967	
Vostro 5468	Vostro 3968	
Vostro 5471	Vostro 3977	
Vostro 5481	Vostro 3980	
Vostro 5490	Vostro 3988	
Vostro 5568	Vostro 3990	
Vostro 5581	Vostro 5090	
Vostro 5590	Vostro 5880	
Vostro 7500		
Vostro 7570		
Vostro 7580		
Vostro 7590		
Vostro V5400		
Vostro V5401		
Vostro V5500		
Vostro V5502		

# Supported XPS systems

**Table 3. Supported XPS systems**

<b>Notebook</b>	<b>Desktop</b>
XPS 9350	XPS 7760
XPS 9360	XPS 8910
XPS 9365	XPS 8920
XPS 9370	XPS 8930
XPS 9380	XPS 8940
XPS 9550	
XPS 9560	
XPS 9570	
XPS 9575	
XPS 13 7390	
XPS 7590	
XPS 7390	
XPS 13	
XPS 15 7500	
XPS 17 9700	

# Supported Alienware systems

**Table 4. Supported Alienware systems**

<b>Notebook</b>	<b>Desktop</b>
Alienware 13 R3	Alienware Area-51 R5
Alienware 15	Alienware Area-51 R6
Alienware 15 R2	Alienware Area-51 R7
Alienware 15 R3	Alienware Aurora R11
Alienware 15 R4	Alienware Aurora R7
Alienware 17	Alienware Aurora R8
Alienware 17 R2	Alienware Aurora R9
Alienware 17 R4	Alienware Aurora Ryzen Edition
Alienware 17 R5	
Alienware Area 51m R2	
Alienware m15 R3	
Alienware m17 R3	

# Supported Latitude systems

**Table 5. Supported Latitude systems**

<b>System</b>
Latitude 12 7200 2-in-1
Latitude 13 3301
Latitude 13 5300 2-in-1
Latitude 14 7400 2-in-1
Latitude 3390 2-in-1
Latitude 3400
Latitude 3500
Latitude 5300
Latitude 5400
Latitude 5401
Latitude 5500
Latitude 5501
Latitude 7300
Latitude 7400
Latitude E5570
Latitude E7470
Latitude E7480

# Supported OptiPlex systems

**Table 6. Supported OptiPlex systems**

<b>System</b>
OptiPlex 3020
OptiPlex 3050
OptiPlex 7040
OptiPlex 7050
OptiPlex 5270 AIO
OptiPlex 7071 MT SE D10
OptiPlex 7070 MT, SFF, Micro
OptiPlex 3070 MT, SFF, Micro
OptiPlex 5070 MT, SFF, Micro
OptiPlex 7470 AIO
OptiPlex 7770 AIO
OptiPlex 7070 UFF

# Supported Precision systems

**Table 7. Supported Precision systems**

<b>System</b>
Precision 3431 SFF
Precision 3540
Precision 3541
Precision 5510
Precision 5530
Precision 5540
Precision 7530
Precision 7540
Precision 7730
Precision 7740
Precision MT 3620
Precision Rack 3930 XLR
Precision SFF 3420

# Systems that support installation of latest version of operating system

Systems that support installation of the latest version of operating system are listed in the following table. For more information about resetting your computer, see the *Dell SupportAssist OS Recovery User's Guide* at [Dell.com/serviceabilitytools](http://Dell.com/serviceabilitytools).

**Table 8. Systems that support installation of the latest version of operating system**

<b>Notebook</b>	<b>Desktop</b>	<b>All-in-One</b>	<b>2-in-1</b>
Alienware 13 R3	Alienware 13 R3	Alienware 13 R3	Inspiron 7353
Alienware 15 R3	Alienware 15 R3	Alienware 15 R3	
Alienware 15 R4	Alienware 15 R4	Alienware 15 R4	
Alienware 17 R4	Alienware 17 R4	Alienware 17 R4	
Alienware 17 R5	Alienware 17 R5	Alienware 17 R5	
Inspiron 3169	Inspiron 3169	Inspiron 3169	
Inspiron 3179	Inspiron 3179	Inspiron 3179	
Inspiron 3180	Inspiron 3180	Inspiron 3180	
Inspiron 3185	Inspiron 3185	Inspiron 3185	
Inspiron 3459	Inspiron 3459	Inspiron 3459	
Inspiron 3462	Inspiron 3462	Inspiron 3462	
Inspiron 3465	Inspiron 3465	Inspiron 3465	
Inspiron 3467	Inspiron 3467	Inspiron 3467	
Inspiron 3468	Inspiron 3468	Inspiron 3468	
Inspiron 3473	Inspiron 3473	Inspiron 3473	
Inspiron 3476	Inspiron 3476	Inspiron 3476	
Inspiron 3559	Inspiron 3559	Inspiron 3559	
Inspiron 3565	Inspiron 3565	Inspiron 3565	
Inspiron 3567	Inspiron 3567	Inspiron 3567	
Inspiron 3568	Inspiron 3568	Inspiron 3568	
Inspiron 3573	Inspiron 3573	Inspiron 3573	
Inspiron 3576	Inspiron 3576	Inspiron 3576	
Inspiron 3579	Inspiron 3579	Inspiron 3579	
Inspiron 3779	Inspiron 3779	Inspiron 3779	
Inspiron 5368	Inspiron 5368	Inspiron 5368	
Inspiron 5370	Inspiron 5370	Inspiron 5370	
Inspiron 5378	Inspiron 5378	Inspiron 5378	
Inspiron 5379	Inspiron 5379	Inspiron 5379	
Inspiron 5457	Inspiron 5457	Inspiron 5457	
Inspiron 5459	Inspiron 5459	Inspiron 5459	
Inspiron 5468	Inspiron 5468	Inspiron 5468	
Inspiron 5480	Inspiron 5480	Inspiron 5480	
Inspiron 5481	Inspiron 5481	Inspiron 5481	
Inspiron 5482	Inspiron 5482	Inspiron 5482	

<b>Notebook</b>	<b>Desktop</b>	<b>All-in-One</b>	<b>2-in-1</b>
Inspiron 5485	Inspiron 5485	Inspiron 5485	
Inspiron 5488	Inspiron 5488	Inspiron 5488	
Inspiron 5557	Inspiron 5557	Inspiron 5557	
Inspiron 5559	Inspiron 5559	Inspiron 5559	
Inspiron 5565	Inspiron 5565	Inspiron 5565	
Inspiron 5566	Inspiron 5566	Inspiron 5566	
Inspiron 5567	Inspiron 5567	Inspiron 5567	
Inspiron 5568	Inspiron 5568	Inspiron 5568	
Inspiron 5570	Inspiron 5570	Inspiron 5570	
Inspiron 5575	Inspiron 5575	Inspiron 5575	
Inspiron 5576	Inspiron 5576	Inspiron 5576	
Inspiron 5577	Inspiron 5577	Inspiron 5577	
Inspiron 5578	Inspiron 5578	Inspiron 5578	
Inspiron 5579	Inspiron 5579	Inspiron 5579	
Inspiron 5580	Inspiron 5580	Inspiron 5580	
Inspiron 5582	Inspiron 5582	Inspiron 5582	
Inspiron 5587	Inspiron 5587	Inspiron 5587	
Inspiron 5759	Inspiron 5759	Inspiron 5759	
Inspiron 5765	Inspiron 5765	Inspiron 5765	
Inspiron 5767	Inspiron 5767	Inspiron 5767	
Inspiron 5770	Inspiron 5770	Inspiron 5770	
Inspiron 5775	Inspiron 5775	Inspiron 5775	
Inspiron 7368	Inspiron 7368	Inspiron 7368	
Inspiron 7370	Inspiron 7370	Inspiron 7370	
Inspiron 7373	Inspiron 7373	Inspiron 7373	
Inspiron 7375	Inspiron 7375	Inspiron 7375	
Inspiron 7378	Inspiron 7378	Inspiron 7378	
Inspiron 7380	Inspiron 7380	Inspiron 7380	
Inspiron 7386	Inspiron 7386	Inspiron 7386	
Inspiron 7460	Inspiron 7460	Inspiron 7460	
Inspiron 7466	Inspiron 7466	Inspiron 7466	
Inspiron 7467	Inspiron 7467	Inspiron 7467	
Inspiron 7472	Inspiron 7472	Inspiron 7472	
Inspiron 7560	Inspiron 7560	Inspiron 7560	
Inspiron 7566	Inspiron 7566	Inspiron 7566	
Inspiron 7567	Inspiron 7567	Inspiron 7567	
Inspiron 7568	Inspiron 7568	Inspiron 7568	
Inspiron 7570	Inspiron 7570	Inspiron 7570	
Inspiron 7572	Inspiron 7572	Inspiron 7572	
Inspiron 7573	Inspiron 7573	Inspiron 7573	



<b>Notebook</b>	<b>Desktop</b>	<b>All-in-One</b>	<b>2-in-1</b>
Inspiron 7577	Inspiron 7577	Inspiron 7577	
Inspiron 7579	Inspiron 7579	Inspiron 7579	
Inspiron 7580	Inspiron 7580	Inspiron 7580	
Inspiron 7586	Inspiron 7586	Inspiron 7586	
Inspiron 7588	Inspiron 7588	Inspiron 7588	
Inspiron 7773	Inspiron 7773	Inspiron 7773	
Inspiron 7778	Inspiron 7778	Inspiron 7778	
Inspiron 7779	Inspiron 7779	Inspiron 7779	
Inspiron 7786	Inspiron 7786	Inspiron 7786	
Vostro 3468	Vostro 3468	Vostro 3468	
Vostro 3478	Vostro 3478	Vostro 3478	
Vostro 3562	Vostro 3562	Vostro 3562	
Vostro 3568	Vostro 3568	Vostro 3568	
Vostro 3572	Vostro 3572	Vostro 3572	
Vostro 3578	Vostro 3578	Vostro 3578	
Vostro 5370	Vostro 5370	Vostro 5370	
Vostro 5468	Vostro 5468	Vostro 5468	
Vostro 5471	Vostro 5471	Vostro 5471	
Vostro 5481	Vostro 5481	Vostro 5481	
Vostro 5568	Vostro 5568	Vostro 5568	
Vostro 7570	Vostro 7570	Vostro 7570	
Vostro 7580	Vostro 7580	Vostro 7580	
XPS 9350	XPS 9350	XPS 9350	
XPS 9360	XPS 9360	XPS 9360	
XPS 9365	XPS 9365	XPS 9365	
XPS 9370	XPS 9370	XPS 9370	
XPS 9380	XPS 9380	XPS 9380	
XPS 9550	XPS 9550	XPS 9550	
XPS 9560	XPS 9560	XPS 9560	
XPS 9570	XPS 9570	XPS 9570	
XPS 9575	XPS 9575	XPS 9575	

# Systems that support BIOSConnect

BIOSConnect is supported only on the Dell systems that are listed in the following table. To know more about BIOSConnect see *the Dell SupportAssist OS Recovery User's Guide* at [Dell.com/serviceabilitytools](https://Dell.com/serviceabilitytools). For instructions on using the Dell BIOSConnect feature to start SupportAssist OS Recovery, see the [Using Dell BIOSConnect to start SupportAssist OS Recovery](#) video.

**Table 9. Systems that support BIOSConnect**

<b>Notebook</b>	<b>Desktop and AIO</b>
ChengMing 3980	Inspiron 3470
ChengMing 3988	Inspiron 3471
Inspiron 3490	Inspiron 3670
Inspiron 3579	Inspiron 3671
Inspiron 3590	Vostro 3070
Inspiron 3779	Vostro 3470
Inspiron 3790	Vostro 3471
Inspiron 5390	Vostro 3670
Inspiron 5490	Vostro 3671
Inspiron 5491	OptiPlex 3070
Inspiron 5498	OptiPlex 5070
Inspiron 5582	OptiPlex 5270 AIO
Inspiron 5583	OptiPlex 7070
Inspiron 5584	OptiPlex 7070 (vPro)
Inspiron 5587	OptiPlex 7071 Tower
Inspiron 5590	OptiPlex 7770/7470 AIO
Inspiron 5591	
Inspiron 5598	
Inspiron 7386	
Inspiron 7390	
Inspiron 7586	
Inspiron 7588	
Inspiron 7590	
Inspiron 7786	
Vostro 3490	
Vostro 3590	
Vostro 5390	
Vostro 5481	
Vostro 5490	
Vostro 5581	
Vostro 5590	
Vostro 7580	
XPS 9370	
XPS 9380	
XPS 9570	

# Other related documents

The *Dell SupportAssist OS Recovery User's Guide* at [Dell.com/serviceabilitytools](https://Dell.com/serviceabilitytools) provides information about:

- Detecting hardware issues.
- Troubleshooting common issues that prevent your computer from booting to the operating system.
- Backing up your files.
- Manually accessing the SupportAssist OS Recovery environment.
- Restoring your computer to factory state.