SupportAssist for Business PCs

Deployment Guide

D&LL Technologies

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.**

Contents

Introduction

SupportAssist is a proactive and predictive technology that offers automated technical support for Dell PCs. It proactively monitors both hardware and software, addressing performance issues, preventing security threats, and automating engagement with Dell Technical Support.

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

SupportAssist collects and sends the required PC information securely to Dell Technical Support. The collected information enables Dell to provide you an enhanced, efficient, and accelerated support experience.

SupportAssist also collects telemetry, application experience, health, and security data proactively from your PCs and provides various performance insights about your PCs, based on your service plan.

After you have deployed SupportAssist on your PCs, you can manage the PC fleet using Connect and manage in TechDirect.

Topics:

*   Version
*   New and enhanced features
*   Audience
*   Document purpose
*   Getting started with SupportAssist for Business PCs

Version

4.5.0.11735

New and enhanced features

*   PC updates: You can now update BIOS, drivers, firmware, and Dell applications across all PCs, regardless of their service plan or warranty.
*   Staged PC updates: You can schedule an update to BIOS, drivers, firmware, and Dell applications in two stages and define a success threshold.
*   New user interface: The end-user interface has been updated to provide an intuitive experience.
*   Enhanced user permissions: IT administrators can configure preferences, to allow non-admin end users to perform tasks such as driver updates and hardware scans on their PCs.
*   External network access: You can opt to configure the Central Resource Manager to retrieve BIOS passwords for PCs outside the corporate network.
*   Dell library remediation scripts: A new library of Dell-developed remediation scripts is available in TechDirect.
*   Enhanced remote support: Dell Technical Support agents can perform remote troubleshooting and resolve issues on managed PCs (subject to IT administrator approval).
*   Other enhancements: This update also includes performance improvements, security fixes, and bug fixes.

Audience

The information in this deployment guide is intended for administrators who manage the deployment of SupportAssist on PCs running the Windows operating system.

Document purpose

This document provides information about onboarding to TechDirect, and configuring and deploying SupportAssist on PCs running the Windows operating system.

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.
5. Dell Management Portal—connect to the management portal, and select and deploy SupportAssist for Business PCs to desired groups from the management portal.

For more information about configuring and connecting SupportAssist for Business PCs, see Configure and connect SupportAssist downloaded from TechDirect or Configure and connect SupportAssist installed through other Dell sources.

Onboarding to TechDirect

TechDirect is 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.

To start managing your PC fleet using SupportAssist for Business PCs, you must first onboard to TechDirect.

Related video: How to onboard to TechDirect to set up and connect SupportAssist for Business PCs

Topics:

- Create a TechDirect account
- Create a new company
- Join an existing company
- Activate the Connect and manage service
- Add technicians

Create a TechDirect account

About this task

You must create a user account to use Connect and manage in TechDirect.

Steps

1. Go to TechDirect.
2. Click **Register at Dell.com**.
3. Enter the name, email address, and password.
4. Click **Create Account**.
   A one-time verification code is sent to the email address you entered.
5. Enter the verification code and click **Verify and sign in**.

Results

Your TechDirect account is created.

ⓘ **NOTE:** It is recommended that you sign in to TechDirect using a generic email address.

Next steps

Create a new company or Join an existing company.

Create a new company

About this task

To start managing your PC fleet, you must designate an administrator and your TechDirect account must be associated with a company. If your company does not exist in TechDirect, you can create a new company and assign administrator rights to your account. If your company exists, you can join the company. For information about joining an existing company, see Join an existing company.

Steps

1. Sign in to TechDirect.
2. Read the license agreement and click **Agree and continue**.

The **What's your role** page is displayed.

3. Select **Create a new company in TechDirect and assign myself as the administrator**.
   The **Complete your profile** page is displayed.
4. Enter a company name, select the country or region, and then enter the address.
5. Select **For my company**.
6. Click **Submit**.

Results

A new company is created and you are assigned as the administrator. As a company administrator, you have full access to manage services and user permissions for the TechDirect account of your company.

Next steps

Activate the Connect and manage service.

Join an existing company

If your company exists in TechDirect, you can associate your TechDirect user account with the existing company.

Prerequisites

Ensure that your company is already created in TechDirect and is associated with a company administrator.

Steps

1. Sign in to TechDirect.
2. Read the license agreement and click **Agree and continue**.
   The **What's your role** page is displayed.
3. Select **Create a new account for myself and request to join my company's TechDirect account.**.
   The **Join Company** page is displayed.
4. Enter a company name and click **Search**.
   The list of companies that match your search criteria is displayed.
5. Click **Join this Company**.
6. Complete or update your profile settings.

Results

The company administrator is notified and the administrator must approve your request to join the company. After your request is approved, the company administrator can assign you permissions to access certain TechDirect services and accounts.

Next steps

Activate the Connect and manage service.

Activate the Connect and manage service

To use SupportAssist in TechDirect, you must activate the Connect and manage service.

Steps

1. Sign in to TechDirect as a company administrator.
2. Select your username and click **My profile**.
   The **Profile Settings** page is displayed.
3. In the **Activations** section, activate the **Connect and manage** service for your company.
   The active TechDirect services are displayed in the **Roles** section.

Results

The Connect and manage service is activated, and you can start configuring SupportAssist.

Next steps

1. Create a new deployment.
2. Optional: Add technicians.
3. Optional: You can enable single sign-on for Connect and manage users in TechDirect. For information about enabling single sign-on, see How to Set Up Single Sign-On (available only in English).

Add technicians

Prerequisites

You must be signed in to TechDirect as a company administrator.

About this task

Optionally, a company administrator can add Connect and manage technicians to a TechDirect account and assign permissions to access certain TechDirect services and accounts.

The Connect and manage technicians have limited access to SupportAssist. By default, a technician can only view PC details and manage recommendations. However, these permissions can be configured by a Connect and manage administrator. For more information, see Connect and manage roles in TechDirect.

Steps

1. Sign in to TechDirect.
2. Go to **Utilities** > **Administrator Control Panel**.
3. Click **ADD TECHNICIAN**.
4. In the **Technician information** section, enter the technician information, select **Technician** for the Connect and manage role, and click **Next**.
5. In the **User Group (Branch) Information** section, select **Additional Groups** if required, and click **Next**.
6. Review the information provided and click **SUBMIT**.

Results

The technician is added to your account, and an email with login instructions is sent to the technician.

Next steps

Create a new deployment.

Configure and connect SupportAssist downloaded from TechDirect

As a first-time SupportAssist user, TechDirect enables you to download a custom deployment package and use the Deployment Package Manager to customize and create SupportAssist deployment packages that you can deploy on your managed PCs. You can then add contact and shipping information, and configure any default SupportAssist preferences. See Create a new deployment.

If you have already deployed SupportAssist on your PC fleet, you can manage deployments for your sites and sites that are created by other administrators, if permitted. You can also configure settings, download the Deployment Package Manager, or activate SupportAssist using an activation file. See Manage deployment for an existing site.

Topics:

- Prerequisites to deploy SupportAssist
- Create a new deployment
- Manage deployment for an existing site
- Managing SupportAssist preferences
- Create the SupportAssist deployment package
- Modify an existing SupportAssist deployment
- Deploy SupportAssist on the PC fleet
- Run the SupportAssist self-diagnosis test
- Install Central Resource Manager
- Configure and deploy SupportAssist on new PCs
- Updating SupportAssist for Business PCs and software add-ons

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.

  - ASP.NET Core Runtime version 6.0.x to install Dell Trusted Device. See Microsoft .NET 6.0.
- **Installed memory**—Minimum of 4 GB RAM
- **Web browser**—latest version of Google Chrome, Microsoft Edge, or Mozilla Firefox.

Network requirements

The following are the network requirements for a target PC to enable SupportAssist deployment:

- Active Internet connection
- Transport Layer Security (TLS) version 1.2 or 1.3

- Elevation of the `SupportAssistUI.exe launch` command
- **Ports, communication mode, protocol, and endpoints**—the following table describes the usage of ports and endpoints that must be enabled on the end-user PC running SupportAssist for Business PCs:

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 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://agent-api.sa.insights.dell.com	To collect and upload the health, application, and security data of the PCs.
			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://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

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

Port	Communication mode	Protocol	Destination	Purpose
				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 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.
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.
8883	Inbound and outbound secure connection to and from the destination	MQTT	*.azure-devices.net	○ To apply the latest changes made to SupportAssist preferences instantly and remotely optimize the PCs from TechDirect. ○ To configure Central Resource Manager to

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

Port	Communication mode	Protocol	Destination	Purpose
				retrieve BIOS passwords for PCs located outside the corporate network.
8883 or 443	Inbound and outbound secure connection to and from the destination	MQTT or HTTPS	○ bapfbr-prod-remediation-iothub.azure-devices.net ○ zbkena-prod-remediation-iothub.azure-devices.net ○ lborid-prod-remediation-iothub.azure-devices.net	To run remediation scripts on the PCs.

- **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

Create a new deployment

Prerequisites

- Activate the Connect and manage service.
- Allow browser pop-ups from TechDirect.
- Sign in to TechDirect as a Connect and manage administrator.

About this task

If you are deploying SupportAssist for the first time, you must first download the deployment package manager from TechDirect and create a custom deployment package that you can deploy on your managed PCs.

After downloading the custom deployment package, you can add contact and shipping information and configure SupportAssist preferences.

Steps

1. From the TechDirect dashboard, go to **Connect and manage** > **Manage PC fleet**.
   The **Manage PC fleet** page is displayed.
2. In the **Connect and manage PCs** card, click **MANAGE**.
   The **Set up and connect with SupportAssist** page is displayed.
3. In the **Deployment Package Manager for SupportAssist** section, click **Download**.
   The `SupportAssistDeploymentManager.zip` file is downloaded, and the **Deployment Instructions** page is displayed.
   ⓘ **NOTE:** If you are unable to download the custom deployment package, clear the browser cookies and cache, and then retry.

> ⓘ **NOTE:** All SupportAssist versions have expiry dates. You can view the expiry date for your version from Version and validity and update to the latest version to ensure continued support.

4. In the **Add contact and shipping address** section, perform one of the following steps:
   - Click **Add new**, enter primary contact details, secondary contact details, shipping address, and then click **Save and next**.
   - Click **Choose from existing**, select the contact information and shipping address from the existing list, and click **Save**.

   > ⓘ **NOTE:** If the contact email addresses and the email address that is registered in TechDirect are the same, the preferred language is auto populated based on the TechDirect user profile language. If the email addresses are different, you can select the preferred language.

   The contact and shipping information is saved. Dell Technical Support uses this information to create support requests on your behalf and ship any necessary replacement parts, when necessary.

5. In the **Preferences** section, if required, enable or disable the default SupportAssist Preferences and click **Save**.

   > ⓘ **NOTE:** The configuration is applied to the PCs within 30 minutes of establishing a connection with Dell.

Results

After you configure and deploy SupportAssist successfully on a PC, the first site and a **Default** group are created for your TechDirect account. You can create additional groups and organize your PCs within a site.

> ⓘ **NOTE:** To create another site, sign in to TechDirect as another Connect and manage administrator, and then configure and deploy SupportAssist on the PC.

Next steps

Create the SupportAssist deployment package.

Manage deployment for an existing site

If you have already deployed SupportAssist on your PC fleet, you can manage deployments for your sites and sites that are created by other administrators, if permitted. You can also configure settings, download the Deployment Package Manager, or activate SupportAssist using an activation file.

Configure the existing deployment

About this task

You can update the contact and shipping details, and SupportAssist preferences in the configuration anytime. The updated configuration is applied to the PCs within 30 minutes of establishing a connection with Dell.

> ⓘ **NOTE:** You do not have to redeploy SupportAssist for Business PCs when you modify the SupportAssist preferences in TechDirect.

Steps

1. From the TechDirect dashboard, go to **Connect and manage** > **Manage PC fleet**.
   The **Manage PC fleet** page is displayed.
2. In the **Connect and manage PCs** card, click **MANAGE**.
3. Click **Set up and connect**.
4. Select **Manage deployment for an existing site**.
5. Select **Configure the existing deployment**.
   The **Configure SupportAssist** page is displayed.
6. Select the site and group configuration.
7. In the **Add contact and shipping address** section, perform one of the following steps:
   - Click **Add new**, enter primary contact details, secondary contact details, shipping address, and then click **Save and next**.
   - Click **Choose from existing**, select the contact information and shipping address from the existing list, and click **Save**.

> ⓘ **NOTE:** If the contact email addresses and the email address that is registered in TechDirect are the same, the preferred language is auto populated based on the TechDirect user profile language. If the email addresses are different, you can select the preferred language.

The contact and shipping information is saved. Dell Technical Support uses this information to create support requests on your behalf and ship any necessary replacement parts, when necessary.

8. In the **Preferences** section, if required, enable or disable the default SupportAssist Preferences and click **Save**.

> ⓘ **NOTE:** The configuration is applied to the PCs within 30 minutes of establishing a connection with Dell.

Download Deployment Package Manager

Prerequisites

Allow browser pop-ups from TechDirect.

About this task

If you have already deployed SupportAssist but you want to include software add-ons, configure proxy, and modify settings in your existing deployments, you can download the Deployment Package Manager and redeploy SupportAssist again. When a new version of SupportAssist is available, you can also manually update to the latest version using the Deployment Package Manager.

Steps

1. From the TechDirect dashboard, go to **Connect and manage** > **Manage PC fleet**.
   The **Manage PC fleet** page is displayed.
2. In the **Connect and manage PCs** card, click **MANAGE**.
3. Click **Set up and connect**.
4. Select **Manage deployment for an existing site**.
5. Select **Download Deployment Package Manager**.
   The **Download Deployment Package Manager** page is displayed.
6. Select a site.
7. In the **Deployment Package Manager for SupportAssist** section, click **Download**.
   The `SupportAssistDeploymentManager.zip` file is downloaded, and the **Deployment Instructions** page is displayed.

   > ⓘ **NOTE:** If you are unable to download the custom deployment package, clear the browser cookies and cache, and then retry.

   > ⓘ **NOTE:** All SupportAssist versions have expiry dates. You can view the expiry date for your version from Version and validity and update to the latest version to ensure continued support.

8. Create the SupportAssist deployment package using the Deployment Package Manager and deploy SupportAssist. See Create the SupportAssist deployment package.

Download activation file

Prerequisites

Allow browser pop-ups from TechDirect.

About this task

Using the activation file, you can activate SupportAssist on your site or other sites by deploying SupportAssist. You can also create a SupportAssist deployment package by using the activation file in Deployment Package Manager. If your activation file is expired, missing, or invalid, you can download it anytime.

Steps

1. From the TechDirect dashboard, go to **Connect and manage** > **Manage PC fleet**.
   The **Manage PC fleet** page is displayed.

2. In the **Connect and manage PCs** card, click **MANAGE**.

3. Click **Set up and connect**.

4. Select **Manage deployment for an existing site**.

5. Select **Download activation file**.
   The **Download activation file** page is displayed.

6. Select a site.

7. In the **Activation file for SupportAssist** section, click **Download**.

8. Use the activation file in Deployment Package Manager to activate SupportAssist. See Create the SupportAssist deployment package or Modify an existing SupportAssist deployment.

Managing SupportAssist preferences

SupportAssist enables you to perform automated and manual tasks on the target PCs. PC users can perform manual tasks only if the SupportAssist user interface is enabled. However, automated tasks are performed on the PCs even if the SupportAssist user interface is not enabled in preferences.

For information about using the SupportAssist user interface, see the *SupportAssist for Business PCs User's Guide* available on the SupportAssist for Business PCs documentation page.

(i) **NOTE:** The following options are configurable only if you have disabled the **Use default preferences** option.

General

Configure the following preferences for your PC fleet:

● **Auto update SupportAssist**—allows SupportAssist to automatically update to a later version.
● **Include software information in collected data**—allows Dell to collect information about installed applications, drivers, and operating system updates from your PCs.
● **Include identification information**—allows Dell to collect the identification information of a PC.
● **Include smart PC update recommendations**—allows SupportAssist to identify the right updates for your PC.

   (i) **NOTE:** Smart PC recommendations are applicable only if you choose to update your PC using Dell recommended updates.

Schedule scans and optimizations

Configure the following preferences to schedule scans and system optimization tasks that help manage the performance of managed PCs automatically:

● **Schedule your scans and optimizations**—allows SupportAssist to automatically scan your PCs to detect updates, hardware issues, and the required system optimizations.

   (i) **NOTE:** The following options are configurable only if you have enabled the **Schedule your scans and optimizations** option.

   ○ **Drivers & Downloads**—allows SupportAssist to perform the driver and downloads updates.
      ▪ **Frequency**—select the frequency for SupportAssist to perform the drivers and downloads updates.
   ○ **Hardware scans**—allows SupportAssist to perform the hardware scans.
      ▪ **Run all**—allows SupportAssist to perform all scans.
      ▪ **Run all and skip resource-intensive tests**—allows SupportAssist to perform all scans and skip the resource intensive memory related tests.
      ▪ **Frequency**—select the frequency for SupportAssist to perform the hardware scans.
   ○ **Run system optimizations scans**—allows SupportAssist to optimize the PCs.
      ▪ **Clean files**—allows SupportAssist to provide recommendations to optimize the PCs, by scanning and identifying the files that can be cleaned.
      ▪ **Tune performance**—allows SupportAssist to provide recommendations to maximize the processing speed, by scanning and identifying the settings that can be adjusted on the PC.

- **Optimize network**—allows SupportAssist to provide recommendations to maintain an efficient and reliable network, by scanning and identifying the network settings that can be updated on the PC.
- **Remove viruses and malware**—allows SupportAssist to provide recommendations to optimize the PCs, by scanning and identifying the files infected by viruses and malware that can be removed from the PCs.

  (i) **NOTE:** The virus and malware removal capability is:
  - Available only for PCs with an active ProSupport Plus or ProSupport Flex for Client service plan.
  - Not available in certain regions, for example, China.

  - **Frequency**—select the frequency for SupportAssist to perform the system optimizations.
  - **Automatic system optimizations**—allows SupportAssist to perform automatic software optimizations.

  (i) **NOTE:** Auto-optimizations are applicable only for PCs with an active ProSupport Plus or ProSupport Flex for Client service plan.

- **Time range (Optional)**—select the time range for SupportAssist to perform the scans.
- **Run scans in background**—allows SupportAssist initiated schedule scans to run in the background without the need for end user interaction.

User interaction

Configure the following preferences to enable PC users to view and modify SupportAssist, and perform software optimizations manually:

- **Do not allow users to open and run SupportAssist on their PCs**—disables PC users to view and use the SupportAssist user interface.
- **Allow users with admin user rights**—enables PC users with administrator rights to view and use the SupportAssist user interface.
  - **Driver updates**—enables PC users with full or temporary administrator rights to update drivers. The term driver refers to drivers, firmware, BIOS, and Dell software application updates.
  - **Hardware scans**—enables PC users with administrator rights to scan the PC hardware to check for and detect any hardware issues.
  - **Boost performance**—enables PC users with administrator rights to improve PC fleet performance by removing unwanted files and registry entries, fine-tuning system features, and optimizing power settings and memory allocation.
  - **Optimize network**—enables PC users with administrator rights to optimize network connectivity by adjusting the settings to have an efficient and reliable network.
  - **Remove viruses & malware**—enables PC users with administrator rights to isolate, remove, and restore files that are corrupted by viruses and malware to keep the PC secure.
  - **Display system notifications**—allows SupportAssist to display notifications about hardware and software issues, driver updates, support requests, and other alerts for the PC.

    (i) **NOTE:** Ensure that you have enabled Windows **Notifications** in the **Notifications & action settings** > **System** > **Notifications** section.

- **Allow users to open and run SupportAssist on their PCs**—enables PC users to view and use the SupportAssist user interface.
  - **Driver updates**—enables PC users with full or temporary administrator rights to update drivers. The term driver refers to drivers, firmware, BIOS, and Dell software application updates.
    - **Allow non-admin users to run software updates**—enables PC users without administrator rights to scan, review, and update drivers.
  - **Hardware scans**—enables PC users to perform hardware scans to check for and detect any hardware issues.
    - **Allow non-admin users to run Hardware scans**—enables PC users without administrator rights to perform hardware scans.
  - **Boost performance**—enables PC users to improve fleet performance by removing unwanted files and registry entries, fine-tuning system features, and optimizing power settings and memory allocation.
  - **Optimize network**—enables PC users to optimize network connectivity by adjusting the settings to have an efficient and reliable network.
  - **Remove viruses & malware**—enables PC users to isolate, remove, and restore files that are corrupted by viruses and malware to keep the PC secure.
  - **Display system notifications**—allows SupportAssist to display notifications about hardware and software issues, driver updates, support requests, and other alerts for the PC.

ⓘ **NOTE:** Ensure that you have enabled Windows **Notifications** in the **Notifications & action settings** > **System** > **Notifications** section.

Remote actions

Configure the following preferences to remotely optimize the connected PCs:

- **Run all remote scans and updates without end user interaction**—allows administrators to remotely optimize your managed PCs without user interaction.
  - ○ **Suppress end user notification in case reboot is needed after installation**—allows SupportAssist to hide reboot notifications to users. If this option is enabled, the PCs are not rebooted automatically. The drivers, firmware, and BIOS updates are applied only when the user reboots the PC manually.
- **Apply PC updates only within a time range (Optional)**—allows SupportAssist to remotely update the PCs only during the selected time period.

Create the SupportAssist deployment package

Prerequisites

Configure and download the SupportAssist executable file from TechDirect.

Steps

1. Go to the directory where you downloaded the Deployment Package Manager file from TechDirect, and then extract the files.
2. Double-click `SupportAssistDeploymentManager.exe` to launch the **Deployment Package Manager** wizard.
3. On the **Welcome** page, click **Next**.
   The **Activation** page is displayed.
   ⓘ **NOTE:** If a network connection is unavailable, an error message is displayed. To proceed with creating the deployment package, you can either connect to a network or enter the proxy details.
4. By default, the activation file is validated for a site. To activate a different site, perform the following steps:
   a. From the TechDirect dashboard, go to **Connect and manage** > **Manage PC Fleet** > **Setup and connect** > **Download**.
   b. Select the site and download the activation file.
   c. Import the activation file in Deployment Package Manager and click **Validate activation file**.
   The **Deployment Mode** page is displayed.
5. To install the latest version of SupportAssist, optionally install any software add-ons, and configure the proxy, select **Create a SupportAssist deployment** and perform the following steps:
   a. Enter a deployment key to generate an encrypted deployment package.

      The deployment key is similar to a password that you must create for encrypting the deployment package. You must use the same deployment key while deploying SupportAssist on your PCs. The same deployment key can also be used to create multiple deployment packages.

      ⓘ **NOTE:** Ensure that you enter a key between four and ten characters that contain alphabets, numbers, and one of these special characters # & $.

   b. Click **Next**.
   The **Software add-ons** page is displayed.
6. Select your preferences for the following software add-ons and click **Next**:
   - **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. If you chose to download Central Resource Manager, perform the following steps:
     a. Enter the numeric seed value.

        The seed value is used for encrypting the BIOS passwords. You can use the same seed value to reinstall the Central Resource Manager without redeploying SupportAssist.

     b. Enter the IP address, hostname, or fully qualified domain name (FQDN) of the system on which the Central Resource Manager is installed.

> (i) **NOTE:** All Central Manager Resource versions have expiry dates. You can view the expiry date for your version from Version and validity and update to the latest version to ensure continued support.

- **Dell Trusted Device**—a security agent that provides the security information for the connected PCs and enables you to verify the integrity of components in your PCs. For more information, see the *SupportAssist for Business PCs Administrator Guide* available on the SupportAssist for Business PCs documentation page or see the Trusted Device manuals available on the Dell Trusted Device documentation page.

The **Proxy** page is displayed.

7. If the PCs and the system on which the Central Resource Manager is installed, connects to the Internet through a proxy server, perform the following steps:
   a. Select **Connect to the internet through a proxy** and enter the address and port number.
   b. If the proxy server requires authentication, select **This proxy requires authentication**, and enter the username and password.

   > (i) **NOTE:** For the proxy server authentication, it is recommended that you provide the username and password of a service account that does not have an expiration date.

   c. In the **Server certification validation** section, select one of the following options:

   After deployment, SupportAssist validates the server certificates from remote servers, and verifies the certificate chain and certificate revocation status. If the certificate chain verification check fails, SupportAssist will not communicate with Dell, rendering it non-operational.
   - **Perform check**—SupportAssist performs the certificate revocation check and is operational only when the check has passed. If the check fails, SupportAssist is non-operational.
   - **Skip check and continue**—SupportAssist performs the certificate revocation check, and continues to be operational even if the revocation check fails.

   d. Click **Next**.
   The **Output** page is displayed.

8. Perform the following steps:
   a. Select one of the preferred file formats for deployment—**Windows Installer Setup Transform (MST)** or **Administrative Template Files (ADMX/ADML)**.
   b. Browse and select the folder where you want to extract the deployment package.
   c. Click **Generate output**.

Results

The SupportAssist deployment package is generated and downloaded to the selected folder. You can review the `SupportAssistDeploymentInstructions.txt` to proceed with deploying SupportAssist.

Next steps

1. Verify the Prerequisites to deploy SupportAssist.
2. Deploy SupportAssist on the PC fleet.
3. Optional: Install Central Resource Manager.

Modify an existing SupportAssist deployment

Steps

1. Go to the directory where you downloaded the Deployment Package Manager file from TechDirect, and then extract the files.
2. Double-click `SupportAssistDeploymentManager.exe` to launch the **Deployment Package Manager** wizard.
3. On the **Welcome** page, click **Next**.
   The **Activation** page is displayed.

   > (i) **NOTE:** If a network connection is unavailable, an error message is displayed. To proceed with creating the deployment package, you can either connect to a network or enter the proxy details.

4. By default, the activation file is validated for a site. To activate a different site, perform the following steps:
   a. From the TechDirect dashboard, go to **Connect and manage** > **Manage PC Fleet** > **Setup and connect** > **Download**.
   b. Select the site and download the activation file.
   c. Import the activation file in Deployment Package Manager and click **Validate activation file**.

The **Deployment Mode** page is displayed.

5. To modify the existing settings, optionally install any software add-ons, and configure the proxy, select **Modify an existing SupportAssist deployment** and perform the following steps:

   a. To generate an encrypted deployment package, enter a key for encryption

   The deployment key is similar to a password that you must create for encrypting the deployment package. You must use the same deployment key while deploying SupportAssist on your PCs. The same deployment key can also be used to create multiple deployment packages.

   ⓘ **NOTE:** Ensure that you enter a key between four and ten characters that contain alphabets, numbers, and one of these special characters # & $.

   b. Click **Next**.

   The **Software add-ons** page is displayed.

6. Select your preferences for the following software add-ons and click **Next**:

   ● **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. If you chose to download Central Resource Manager, perform the following steps:

      a. Enter the numeric seed value.

      The seed value is used for encrypting the BIOS passwords. You can use the same seed value to reinstall the Central Resource Manager without redeploying SupportAssist.

      b. Enter the IP address, hostname, or fully qualified domain name (FQDN) of the system on which the Central Resource Manager is installed.

      ⓘ **NOTE:** All Central Manager Resource versions have expiry dates. You can view the expiry date for your version from Version and validity and update to the latest version to ensure continued support.

   ● **Dell Trusted Device**—a security agent that provides the security information for the connected PCs and enables you to verify the integrity of components in your PCs. For more information, see the *SupportAssist for Business PCs Administrator Guide* available on the SupportAssist for Business PCs documentation page or see the Trusted Device manuals available on the Dell Trusted Device documentation page.

   The **Proxy** page is displayed.

7. If the PCs and the system on which the Central Resource Manager is installed, connects to the Internet through a proxy server, perform the following steps:

   a. Select **Connect to the internet through a proxy** and enter the address and port number.

   b. If the proxy server requires authentication, select **This proxy requires authentication**, and enter the username and password.

      ⓘ **NOTE:** For the proxy server authentication, it is recommended that you provide the username and password of a service account that does not have an expiration date.

   c. In the **Server certification validation** section, select one of the following options:

      After deployment, SupportAssist validates the server certificates from remote servers, and verifies the certificate chain and certificate revocation status. If the certificate chain verification check fails, SupportAssist will not communicate with Dell, rendering it non-operational.

      ● **Perform check**—SupportAssist performs the certificate revocation check and is operational only when the check has passed. If the check fails, SupportAssist is non-operational.

      ● **Skip check and continue**—SupportAssist performs the certificate revocation check, and continues to be operational even if the revocation check fails.

   d. Click **Next**.

   The **Output** page is displayed.

8. Perform the following steps:

   a. Select one of the preferred file formats for deployment—**Windows Installer Setup Transform (MST)** or **Administrative Template Files (ADMX/ADML)**.

   b. Browse and select the folder where you want to extract the deployment package.

   c. Click **Generate output**.

Results

The SupportAssist deployment package is generated and downloaded to the selected folder. You can review the SupportAssistDeploymentInstructions.txt to proceed with deploying SupportAssist.

Next steps

1. Deploy SupportAssist on the PC fleet.
2. Optional: Install Central Resource Manager.

Deploy SupportAssist on the PC fleet

Prerequisites

- Create the SupportAssist deployment package.
- The PCs must meet the Prerequisites to deploy SupportAssist.
- If the PCs connect to the Internet through a proxy server, ensure that you verify if the proxy is configured in system context mode, and if the Dell server certificate revocation check is successful. For more information about how to perform the verifications, see the *SupportAssist for Business PCs Frequently Asked Questions* available on the SupportAssist for Business PCs documentation page.
- Ensure the latest version of .NET Desktop Runtime 8.0.x is installed on the PCs.
- Verify the validity of the SupportAssist version. See Version and validity.
- To install Dell Trusted Device:
  - Ensure that the required ports are open. For more information, see the *Ports* section in the Trusted Device manuals available on the Dell Trusted Device documentation page.
  - Install ASP.NET Core Runtime version 6.0.x. See Microsoft .NET 6.0.

About this task

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.

Steps

1. Ensure that SupportAssist for Home PCs is not installed on the PCs on which you want to deploy SupportAssist for Business PCs. To uninstall SupportAssist for Home PCs, deploy and run the `SupportAssistCleanup.ps1` script on the PCs.

   ⓘ **NOTE:** If you have SupportAssist for Home PCs already installed on your PC and want to uninstall it silently, run the `SupportAssistCleanup.ps1` script in the system context mode.

2. To deploy .Net Desktop Runtime, run the `"<path_of_the_DotNetDesktopRuntime.exe_file>\windowsdesktop-runtime-6.0.x-win-x64.exe" /install /quiet /norestart"` command.
   The installer returns an exit code of 0 for success and an exit code of 3010 to indicate that a restart is required. Values other than zero and 3010 indicate an error.

3. Deploy SupportAssist on the PCs using one of the following commands depending on the file formats:

Table 2. Commands to deploy SupportAssist

Deployment file format and package format	Command	Deployment note
Windows installer 64-bit (.MSI) and **Windows Installer Setup Transform (MST)**	If you are creating a new SupportAssist deployment —`msiexec /i "[path_of_the_SupportAssist.msi_file]\SupportAssistInstaller-x64.msi" TRANSFORMS="[path_of_the_SupportAssist.mst_file]\SupportAssistConfiguration.mst" DEPLOYMENTKEY="[deployment_k`	To deploy SupportAssist, you must use the **Windows Installer Setup Transform (MST)** file that you created for the SupportAssist version you are deploying on the PC fleet. Do not use the MST files created for other SupportAssist versions.

Table 2. Commands to deploy SupportAssist (continued)

Deployment file format and package format	Command	Deployment note
	ey]" /norestart /qn /l+ "[path_to_save_the_msi_log_file] SupportAssistMsi.log" If you are activating preinstalled SupportAssist or modifying an existing SupportAssist deployment— msiexec /i "[path_of_the_SupportAssistConfigurator.msi_file] \SupportAssistConfigurator.msi" TRANSFORMS="[path_of_the_SupportAssist.mst_file] \SupportAssistConfiguration.mst" DEPLOYMENTKEY="[deployment_key]" /norestart /qn /l+ "[path_to_save_the_msi_log_file] SupportAssistConfigMsi.log"	
Windows executable 64-bit (.EXE) and **Windows Installer Setup Transform (MST)**	"[path_of_the_SupportAssist.exe_file] \SupportAssistInstaller-x64.exe" TRANSFORMS="[path_of_the_SupportAssist.mst_file] \SupportAssistConfiguration.mst" DEPLOYMENTKEY="[deployment_key]"	To deploy SupportAssist, you must use the **Windows Installer Setup Transform (MST)** file that you created for the SupportAssist version you are deploying on the PC fleet. Do not use the MST files created for other SupportAssist versions.
Windows installer 64-bit (.MSI) and **Administrative Template Files (ADMX/ADML)**	msiexec /i "[path_of_the_SupportAssist.msi_file] \SupportAssistInstaller-x64.msi" /norestart /qn /l+ "[path_to_save_the_msi_log_file]\SupportAssistMsi.log" (i) **NOTE:** You must Activate SupportAssist using Active Directory Administrative Template Files (.admx/.adml) to complete the SupportAssist deployment.	To deploy SupportAssist, you must use the **Administrative Template Files (ADMX/ADML)** file that you created for the SupportAssist version you are deploying on the PC fleet. Do not use the ADMX/ADML files created for other SupportAssist versions.
Windows executable 64-bit (.EXE) and **Administrative Template Files (ADMX/ADML)**	"[path_of_the_SupportAssist.exe_file] \SupportAssistInstaller-x64.exe" (i) **NOTE:** You must Activate SupportAssist using Active Directory Administrative Template Files (.admx/.adml) to complete the SupportAssist deployment.	To deploy SupportAssist, you must use the **Administrative Template Files (ADMX/ADML)** file that you created for the SupportAssist version you are deploying on the PC fleet. Do not use the ADMX/ADML files created for other SupportAssist versions.

4. If you have included the Dell Trusted Device software add-on while creating the SupportAssist deployment package, run the `msiexec /i "[path_of_DellTrustedDevice.msi_file]\DellTrustedDevice-<version>.msi" /qn /norestart /l+ "[path_to_save_the_msi_log_file]\DtdMsi.log` command to deploy the security agent.

Results

SupportAssist is deployed on the PCs, and you can start managing and optimizing the PCs in TechDirect.

ⓘ **NOTE:** The installation time varies depending on the network bandwidth and PC performance.

If you have used the EXE deployment package format to deploy SupportAssist, one of the following status codes are returned:

Table 3. Status codes

Status code	Description	Action
0	SupportAssist is deployed successfully.	You can start managing and optimizing the PCs in TechDirect.
1	SupportAssist deployment failed due to failure in removal of duplicate device drivers.	Retry deploying SupportAssist.
2	SupportAssist deployment failed due to a missing or invalid installer package.	Download the SupportAssist installer package from TechDirect and retry deploying SupportAssist.
3	SupportAssist deployment failed due to a missing deployment key in the command while deploying SupportAssist.	Enter the deployment key in the command and retry deploying SupportAssist.
4	A higher version of SupportAssist is already installed on the PCs.	Verify the SupportAssist version required for your fleet.
5	SupportAssist deployment failed due to an invalid or incorrect deployment key in the command while deploying SupportAssist.	Enter a correct and valid deployment key in the command and retry deploying SupportAssist.
6	SupportAssist deployment failed due to a .NET installation error.	Verify if all the minimum PC requirements are met and retry deploying SupportAssist. See Prerequisites to deploy SupportAssist.
7	SupportAssist deployment failed due to various reasons.	Retry deploying SupportAssist.
8	SupportAssist deployment failed due to internal errors in the installer package.	Retry deploying SupportAssist.
60001	SupportAssist deployment failed due to failure in removal of duplicate device drivers.	Retry deploying SupportAssist in the system context mode.
60002	SupportAssist deployment failed due to pending restart after removal of duplicate device drivers.	Restart the PC and retry deploying SupportAssist.

After deploying SupportAssist successfully and registering your PCs with TechDirect, you can modify the SupportAssist configuration in TechDirect. The settings are automatically applied to the PCs when they connect to Dell. However, to modify an existing SupportAssist deployment, such as, proxy settings, you must manually update and deploy SupportAssist again. See Modify an existing SupportAssist deployment.

ⓘ **NOTE:** SupportAssist is not supported on Federal Information Processing Standard (FIPS) enabled PCs.

For information about managing your PCs, see the *SupportAssist for Business PCs Administrator Guide* available on the SupportAssist for Business PCs documentation page.

Run the SupportAssist self-diagnosis test

Prerequisites

- The PC must have Internet connectivity.
- You must have administrator rights on the PC.
- Ensure that SupportAssist is deployed on the PCs. See Deploy SupportAssist on the PC fleet.

About this task

For SupportAssist to function normally and as expected, SupportAssist must be connected to Dell. Run the self-diagnosis test on any of the PCs after deployment to determine if SupportAssist is successfully connected to Dell and is working as expected. You can also run the self-diagnosis test to verify if the system on which the Central Resource Manager is installed is accessible by SupportAssist.

Steps

1. Access the PC on which you want to perform the self-diagnosis test.
2. Click **Start** to open the **Programs** menu.
3. Find **Command Prompt** and click **Run as administrator**.
   The **Command Prompt** window is displayed.
4. Change the directory to `\Program Files\DELL\SupportAssistAgent\bin`.
5. Type `SelfDiagnosis.exe` and press Enter.

   Depending on the test result, one of the following messages is displayed for every test:

   - **Available** or **Reachable**—SupportAssist is successfully connected to Dell and is working as expected.
   - **Unavailable**—SupportAssist is not connected to Dell or is not working as expected. Perform one of the following steps:
     - Reboot the PC and retry performing the self-diagnosis test again.
     - Check the proxy, firewall, and network configurations in your environment, and retry performing the self-diagnosis test.

   After performing the self-diagnosis tests, contact the technical support for assistance if:

   - SupportAssist is not connected to Dell or is not working as expected.
   - The system on which the Central Resource Manager is installed is not accessible by SupportAssist.

Install Central Resource Manager

Prerequisites

- Ensure that a valid version of SupportAssist for Business PCs is installed on your PC fleet. See Version and validity.
- Create the SupportAssist deployment package.
- Ensure that Microsoft .NET Desktop Runtime version 8.0.x is installed on the system on which the Central Resource Manager is installed.
- Ensure that Transport Layer Security (TLS) version 1.2 is enabled on the system on which the Central Resource Manager is installed.
- Ensure that port 5690 is open on the system on which the Central Resource Manager is installed.
- Ensure that the `https://sacommercial.apis.dell.com` and `https://saservices.dell.com` destinations are open to register Central Resource Manager with TechDirect.
- To retrieve the BIOS administrator passwords, the PC fleet must be able to communicate with the system on which the Central Resource Manager is installed.
- A highly available system running the Windows operating system for successful BIOS updates. The system can be a server, virtual machine, desktop, and so on.
- Verify the validity of the Central Resource Manager version. See Version and validity.

About this task

If you have included the Central Resource Manager while creating the SupportAssist deployment package, you can install the Central Resource Manager on a system running the Windows operating system. The Central Resource Manager stores BIOS administrator passwords that SupportAssist for Business PCs can use to install BIOS updates on your PC fleet.

After you install Central Resource Manager, you can either use a default password for BIOS updates or import the passwords using a spreadsheet.

You can install multiple Central Resource Manager instances in your PC fleet as required. However, only one Central Resource Manager instance can be externally accessible without a corporate network or VPN connection. For PCs that are outside the corporate network, not connected through VPN, or switching between corporate and external networks, ensure that you allow the PCs to access and retrieve BIOS password information over external networks. To enable the external network access, install and open Central Resource Manager, go to **Home** > **Settings**, and enable **Allow access** in the **External network access** section.

Steps

1. Search for **Command Prompt** and click **Run as administrator**.
2. Type `msiexec /i "[path_of_the_CentralResourceManagerx64.msi_file] \CentralResourceManagerx64-DPM.msi" /norestart /qn /l*v "[directory_path_to_save_the_msi_log_file]\CrmMsi.log"` and press **Enter**.

Results

The Central Resource Manager is installed on the system.

To verify if the PC fleet is communicating with the system on which the Central Resource Manager is installed, Run the SupportAssist self-diagnosis test.

Next steps

Open Central Resource Manager as an administrator and use the following options to store the BIOS administrator passwords for your PC fleet:

- **Store default password**—if you have a common BIOS administrator password for most or all your PCs.
- **Store passwords via spreadsheet**—if you have different BIOS administrator passwords for each PC.

  To store passwords using the spreadsheet, perform the following steps:

  1. From the TechDirect dashboard, go to **Connect and manage** > **Manage PC fleet** > **Connect and manage PCs** > **Manage** > **PCs** > **Inventory**.
  2. From the **Export** list, select **Central Resource Manager List**.
  3. In the downloaded spreadsheet, enter the BIOS administrator passwords for each PC.
  4. Import the spreadsheet in the Central Resource Manager.

ⓘ **NOTE:**
  - You can only enter the BIOS administrator passwords in the spreadsheet. Updates to other fields in the spreadsheet are not supported.
  - The Central Resource Manager only stores the list of PCs and the associated BIOS administrator passwords that were last imported. Any previously stored information is not retained.
  - When you update the BIOS administrator passwords for your PC fleet, you must also update the passwords in the Central Resource Manager.

Configure and deploy SupportAssist on new PCs

To deploy SupportAssist on newer PCs or on PCs not running SupportAssist, use one of the following methods:

- Use a previously generated SupportAssist package created by other administrators using the Deployment Package Manager and deploy SupportAssist on the PCs. These PCs are added to the existing site as per the configurations in the SupportAssist package.
- Create a new site and then configure and deploy SupportAssist using the newly downloaded SupportAssist package. These PCs are added to the newly created site. To create a new site, sign in to TechDirect as another Connect and manage administrator who has never downloaded SupportAssist, and then configure and download SupportAssist.

Updating SupportAssist for Business PCs and software add-ons

SupportAssist for Business PCs

Updating SupportAssist ensures that the latest SupportAssist features are available on your PC. If you have opted to automatically update SupportAssist for Business PCs, SupportAssist automatically updates to the latest available version.

To manually update SupportAssist for Business PCs, download the Deployment Package Manager executable file from TechDirect and use any deployment tool to deploy SupportAssist.

After you download the Deployment Package Manager executable file, run the executable file to create the deployment package for the latest SupportAssist version which can be deployed on the PC fleet. See Create the SupportAssist deployment package and Deploy SupportAssist on the PC fleet.

(i) **NOTE:** The update time varies depending on the network bandwidth and PC performance.

(i) **NOTE:** If SupportAssist has expired on your PC, you must manually update to the latest version. Automatic updates are not supported on expired versions. See Version and validity.

(i) **NOTE:** SupportAssist updates are not available for PCs running the following operating systems—Windows 10 version 1803 and earlier, Windows 8.1, Windows 8, and Windows 7. To avail the full benefits of SupportAssist, it is recommended that you install SupportAssist on PCs running Windows 11 or Windows 10 version 1809 and later operating system.

Central Resource Manager

Updating Central Resource Manager ensures that the latest features are available to you. If you are running Central Resource Manager version 3.5 or later, it is automatically updated to the upcoming versions, by default.

To manually update Central Resource Manager when the latest version is available, open the **Central Resource Manager** application on your system and update to the next version from the **Settings** page or the **Home** page. Alternatively, you can also select the **Central Resource Manager** software add-on in the Deployment Package Manager, download the deployment package, and manually install **Central Resource Manager**.

Dell Trusted Device

The Dell Trusted Device security agent is not automatically updated. You must manually download and update to the latest version when available. To download the latest version, select the **Dell Trusted Device** software add-on in the Deployment Package Manager, download the deployment package, and manually deploy it.

4

Configure and connect SupportAssist installed through other Dell sources

SupportAssist for Business PCs is also available through the following sources apart from TechDirect:

- 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.
- Ready Image—a clean simple image with no added software. You can include SupportAssist for Business PCs while purchasing the Ready Image solution.
- 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.

If you have included SupportAssist for Business PCs versions 3.5 or 3.6 into your dynamic image or Ready Image, or manually obtained the latest version of SupportAssist from the Connect to SupportAssist for Business PCs in TechDirect page, you must configure SupportAssist to start managing your PC in TechDirect.

1. Create the deployment package to apply the configuration on preinstalled SupportAssist versions and connect SupportAssist to TechDirect:
   a. Download the Deployment Package Manager.
   b. Generate the SupportAssist deployment package.
2. Configure SupportAssist:
   a. Enter contact information and shipping details.
   b. Configure SupportAssist preferences.

Topics:

- Download the SupportAssist Deployment Package Manager
- Generate the SupportAssist deployment package

Download the SupportAssist Deployment Package Manager

Prerequisites

- You must have a TechDirect account.
- You must have enabled browser pop-ups from TechDirect.
- You must be signed in to TechDirect as a Connect and manage administrator.

About this task

If you are deploying SupportAssist for the first time, you must first download the deployment package manager from TechDirect and create a custom deployment package that you can deploy on your managed PCs.

After downloading the custom deployment package, you can add contact and shipping information and configure SupportAssist preferences.

Steps

1. From the TechDirect dashboard, go to **Connect and manage** > **Manage PC fleet**.
   The **Manage PC fleet** page is displayed.
2. In the **Connect and manage PCs** card, click **MANAGE**.
   The **Set up and connect with SupportAssist** page is displayed.
3. In the **Deployment Package Manager for SupportAssist** section, click **Download**.
   The `SupportAssistDeploymentManager.zip` file is downloaded, and the **Deployment Instructions** page is displayed.

> ⓘ **NOTE:** If you are unable to download the deployment package manager, clear the browser cookies and cache, and then retry.

> ⓘ **NOTE:** All SupportAssist versions have expiry dates. You can view the expiry date for your version from Version and validity and update to the latest version to ensure continued support.

4. Create the custom deployment package using deployment package manager and deploy SupportAssist. See Create the SupportAssist deployment package.

5. In the **Add contact and shipping address** section, perform one of the following steps:
   - Click **Add new**, enter primary contact details, secondary contact details, shipping address, and then click **Save and next**.
   - Click **Choose from existing**, select the contact information and shipping address from the existing list, and click **Save**.

   > ⓘ **NOTE:** If the contact email addresses and the email address that is registered in TechDirect are the same, the preferred language is auto populated based on the TechDirect user profile language. If the email addresses are different, you can select the preferred language.

   The contact and shipping information is saved. Dell Technical Support uses this information to create support requests on your behalf and ship any necessary replacement parts, when necessary.

6. In the **Preferences** section, if required, enable or disable the default SupportAssist Preferences and click **Save**.

   > ⓘ **NOTE:** The configuration is applied to the PCs within 30 minutes of establishing a connection with Dell.

Next steps

Generate the SupportAssist deployment package.

Generate the SupportAssist deployment package

Prerequisites

The PC must meet the Prerequisites to deploy SupportAssist.

Steps

1. Go to the directory where you downloaded the Deployment Package Manager file from TechDirect, and then extract the files.
2. Double-click `SupportAssistDeploymentManager.exe` to launch the **Deployment Package Manager** wizard.
3. On the **Welcome** page, click **Next**.
   The **Activation** page is displayed.
   > ⓘ **NOTE:** If a network connection is unavailable, an error message is displayed. To proceed with creating the deployment package, you can either connect to a network or enter the proxy details.
4. By default, the activation file is validated for a site. To activate a different site, perform the following steps:
   a. From the TechDirect dashboard, go to **Connect and manage** > **Manage PC Fleet** > **Setup and connect** > **Download**.
   b. Select the site and download the activation file.
   c. Import the activation file in Deployment Package Manager and click **Validate activation file**.
   The **Deployment Mode** page is displayed.
5. To configure the SupportAssist version installed through other sources, optionally install any software add-ons, and configure the proxy, select **Modify an existing SupportAssist deployment** and click **Next**.
   a. Enter a deployment key to generate an encrypted deployment package.

      The deployment key is similar to a password that you must create for encrypting the deployment package. You must use the same deployment key while deploying SupportAssist on your PCs. The same deployment key can also be used to create multiple deployment packages.

      > ⓘ **NOTE:** Ensure that you enter a key between four and ten characters that contain alphabets, numbers, and one of these special characters # & $.

   b. Click **Next**.
   The **Software add-ons** page is displayed.
6. Select your preferences for the following software add-ons and click **Next**:

- **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. If you chose to download Central Resource Manager, perform the following steps:
  a. Enter the numeric seed value.

     The seed value is used for encrypting the BIOS passwords. You can use the same seed value to reinstall the Central Resource Manager without redeploying SupportAssist.

  b. Enter the IP address, hostname, or fully qualified domain name (FQDN) of the system on which the Central Resource Manager is installed.

     (i) **NOTE:** All Central Manager Resource versions have expiry dates. You can view the expiry date for your version from Version and validity and update to the latest version to ensure continued support.

- **Dell Trusted Device**—a security agent that provides the security information for the connected PCs and enables you to verify the integrity of components in your PCs. For more information, see the *SupportAssist for Business PCs Administrator Guide* available on the SupportAssist for Business PCs documentation page or see the Trusted Device manuals available on the Dell Trusted Device documentation page.

  The **Proxy** page is displayed.

7. If the PCs and the system on which the Central Resource Manager is installed, connects to the Internet through a proxy server, perform the following steps:
   a. Select **Connect to the internet through a proxy** and enter the address and port number.
   b. If the proxy server requires authentication, select **This proxy requires authentication**, and enter the username and password.

      (i) **NOTE:** For the proxy server authentication, it is recommended that you provide the username and password of a service account that does not have an expiration date.

   c. In the **Server certification validation** section, select one of the following options:

      After deployment, SupportAssist validates the server certificates from remote servers, and verifies the certificate chain and certificate revocation status. If the certificate chain verification check fails, SupportAssist will not communicate with Dell, rendering it non-operational.
      - **Perform check**—SupportAssist performs the certificate revocation check and is operational only when the check has passed. If the check fails, SupportAssist is non-operational.
      - **Skip check and continue**—SupportAssist performs the certificate revocation check, and continues to be operational even if the revocation check fails.

   d. Click **Next**.

   The **Output** page is displayed.

8. Perform the following steps:
   a. Select one of the preferred file formats for deployment—**Windows Installer Setup Transform (MST)** or **Administrative Template Files (ADMX/ADML)**.
   b. Browse and select the folder where you want to extract the deployment package.
   c. Click **Generate output**.

Results

The custom deployment package is generated and downloaded to the selected folder. You can use this package to apply the configuration on preinstalled SupportAssist versions.

Next steps

1. Complete the SupportAssist deployment and activation using a deployment tool of your choice, such as Microsoft System Center Configuration Manager (SCCM), Microsoft Intune, or VMware Workspace One. See the `SupportAssistDeploymentInstructions.txt` for the deployment commands and instructions. You can also manually install SupportAssist on each PC using the commands. After the configuration and deployment is complete, and the PCs connect to Dell, you can start managing your PC fleet in TechDirect centrally.

   (i) **NOTE:** Historical data collected by SupportAssist before configuration and deployment is not available in TechDirect.

2. Run the SupportAssist self-diagnosis test.
3. Optional: Install Central Resource Manager.

Activate SupportAssist using Active Directory Administrative Template Files (.admx/.adml)

Prerequisites

- SupportAssist must be preinstalled on the PC fleet.
- The PCs must be members of the Active Directory group.

About this task

When you Create the SupportAssist deployment package with Administrative Template Files (.admx/.adml), the SupportAssistConfiguration.admx and SupportAssistConfiguration.adml files are generated in your SupportAssist deployment package. These files are used to complete the deployment of SupportAssist using the Active Directory group policy. When the group policy is updated to the PCs, SupportAssist is automatically configured with the latest configuration settings provided in the Administrative Template files and registers with TechDirect.

Perform the following steps to update the Active Directory group policy:

Steps

1. Perform the following steps to copy the .admx and .adml files to the policy-specific folders in the Active Directory server:
   a. Open **File Explorer** and go to the `C:\Windows\PolicyDefinitions` folder.
   b. Copy the SupportAssistConfiguration.admx file to the `PolicyDefinitions` folder.
   c. Go to the required language-specific folder within the `PolicyDefinitions` folder, for example, `C:\Windows\PolicyDefinitions\en-US`.
   d. Copy the SupportAssistConfiguration.adml file to the language folder.
2. Perform the following steps to enable the group policy in the Active Directory server to deploy the SupportAssist configuration:
   a. Open the **Group Policy Management Console (GPMC)**.
   b. Go to the Group Policy Object (GPO) you want to configure (or create a new GPO).
   c. Right-click the GPO and select **Edit**.
      The **Group Policy Management Editor** is displayed.
   d. Go to **Computer Configuration** > **Administrative Templates** > **SupportAssist Agent**.
   e. Double-click **SupportAssist for Business PC**, select **Enabled**, and click **Apply**.
   f. Close the **Group Policy Management Editor**.
3. After enabling the group policy, you can either wait for the Group Policy Object (GPO) to propagate through your Active Directory environment or force an immediate update on the PC fleet.

Deploying SupportAssist using Microsoft Intune

After you create a SupportAssist deployment package using the Deployment Package Manager, you can use various deployment tools such as Microsoft Intune to deploy SupportAssist for Business PCs on the PC fleet. For information about creating a deployment package, see Create the SupportAssist deployment package.

To deploy SupportAssist on the PC fleet using Microsoft Intune, you must perform the following steps:

1. Ensure that the PCs meet the Prerequisites to deploy SupportAssist.
2. Ensure that .NET Desktop Runtime version 8.0.x is installed on the PCs.
3. Create an Intune package for deployment. See Create the SupportAssist Intune package.
4. Add and deploy the Intune package to install SupportAssist. See Deploy the SupportAssist Intune package.

Topics:

Create the .Net Desktop Runtime Intune package

About this task

You must first create and deploy the supported version of .Net Desktop Runtime before you deploy SupportAssist for Business PCs.

The latest version of the .Net Desktop Runtime executable is downloaded when you download the deployment package manager and create the SupportAssist deployment package. You can use the executable to create a .intunewin package.

Steps

1. Go to the directory where the `windowsdesktop-runtime-version-win-x64.exe` is saved.
2. Create a new folder and save the `windowsdesktop-runtime-version-win-x64.exe` in the newly created folder.

   (i) **NOTE:** Ensure that you do not save other files in the folder.

3. Perform the following steps to download the **IntuneWinAppUtil.exe** executable:
   a. Go to Microsoft Win32 Content Prep Tool.
   b. Click **IntuneWinAppUtil.exe** to download the executable.
   c. Go to the folder where you downloaded the executable and double-click **IntuneWinAppUtil.exe**.
      The content prep tool is displayed.
4. Perform the following steps to create the Intune package:
   a. For the source folder, specify the path of the folder you created and press Enter.
   b. For the setup file, type **windowsdesktop-runtime-version-win-x64.exe** and press Enter.
   c. For the output folder, specify the path of a desired folder and press Enter.
   d. For catalog folder specification, type **N** and press Enter.

Results

The Intune package (.intunewin) is created and saved in the specified output folder. The content prep tool automatically closes after the package is created.

Deploy the .Net Desktop Runtime Intune package

Prerequisites

- Create the SupportAssist Intune package.
- .NET Desktop Runtime version 8.0.x must be installed on the PCs.

Steps

1. Sign to Microsoft Intune.
2. From the Intune home page, go to **Apps** > **Windows** > **Windows apps**.
   The **Select app type** window is displayed.
3. From the **App type** list, select **Windows app (Win32)** and click **Select**.
   The **Add App** page is displayed.
4. Perform the following steps:
   a. In the **App information** section, select the Intune package that you created, click **OK**, and then click **Next**.
   b. Verify the app information, enter **Microsoft** as publisher, and click **Next**.
   c. In the **Program** section, perform the following steps and click **Next**.
      i. Ensure that the **Install command** is **windowsdesktop-runtime-version-win.x64.exe /install /quiet /norestart**.
      ii. Ensure that the **Uninstall command** is **windowsdesktop-runtime-version-win.x64.exe /uninstall /quiet / norestart**.
   d. In the **Requirements** section, click **Next**.
   e. In the **Detection rules** section, perform the following steps: select **Rules format** as **Manually configure detection rules** and click **Add**.
      i. From the **Rule type** list, select **Registry**.
      ii. Enter `HKEY_LOCAL_MACHINE\SOFTWARE\dotnet\Setup\InstalledVersions\x64\sharedhost` as the **Key path**.
      iii. Enter **Version** as the **Value name**.
      iv. From the **Detection method** list, select **Version comparison**.
      v. From the **Operator** list, select **Equals**.
      vi. Enter the .Net Desktop Runtime version number as the **Value**.
      vii. Select **No** for **Associated with a 32-bit app on 64-bit clients**.
   f. In the **Dependencies** section, click **Next**.
   g. In the **Supersedence** section, click **Next**.
   h. In the **Assignments** section, click **Add group** under **Required**, select the group, and click **Next**.
   i. In the **Review + create** section, verify the information and click **Create**.

Results

The Intune package is deployed, and .Net Desktop Runtime is automatically installed to the selected groups in the PC fleet. You can view the status of the installation in the **Apps** > **Windows** > **Windows apps** > **.Net Desktop Runtime** page. An **Installed** status is displayed after .Net Desktop Runtime is successfully deployed to the PC fleet.

Create the SupportAssist Intune package

Steps

1. Perform the following steps to create a `Install.cmd` file:
   a. Open **Notepad** on your PC.
   b. Depending on the deployment package format you selected while creating a deployment package, copy and paste the appropriate command in **Notepad**.
      - **Windows installer 64-bit (.MSI)**—`msiexec /i "SupportAssistInstaller-x64.msi" TRANSFORMS="SupportAssistConfiguration.mst" DEPLOYMENTKEY="[deployment_key]" / norestart /qn /l+ "[path_to_save_the_msi_log_file]\SupportAssistMsi.log"`
      - **Windows executable 64-bit (.EXE)**—`"SupportAssistInstaller-x64.exe" TRANSFORMS="SupportAssistConfiguration.mst" DEPLOYMENTKEY="[deployment_key]"`

c. Save the file as `Install.cmd`.

2. Create a new folder and save the `Install.cmd, SupportAssistConfiguration.mst,` and `SupportAssistInstaller-x64.msi` or `SupportAssistInstaller-x64.exe` in the newly created folder.

ⓘ **NOTE:** Ensure that you do not save other files in the folder.

3. Perform the following steps to download the **IntuneWinAppUtil.exe** executable:
    a. Go to Microsoft Win32 Content Prep Tool.
    b. Click **IntuneWinAppUtil.exe** to download the executable.
    c. Go to the folder where you downloaded the executable and double-click **IntuneWinAppUtil.exe**.
       The content prep tool is displayed.

4. Perform the following steps to create the Intune package:
    a. For the source folder, specify the path of the folder you created and press Enter.
    b. For the setup file, type **SupportAssistInstaller-x64.msi** or **SupportAssistInstaller-x64.exe** and press Enter.
    c. For the output folder, specify the path of a desired folder and press Enter.
    d. For catalog folder specification, type **N** and press Enter.

Results

The Intune package (.intunewin) is created and saved in the specified output folder. The content prep tool automatically closes after the package is created.

Deploy the SupportAssist Intune package

Prerequisites

- Create the SupportAssist Intune package.
- .NET Desktop Runtime version 8.0.x must be installed on the PCs.

Steps

1. Sign to Microsoft Intune.
2. From the Intune home page, go to **Apps** > **Windows** > **Windows apps**.
   The **Select app type** window is displayed.
3. From the **App type** list, select **Windows app (Win32)** and click **Select**.
   The **Add App** page is displayed.
4. Perform the following steps:
    a. In the **App information** section, select the Intune package that you created, click **OK**, and then click **Next**.
    b. Verify the app information, enter **Dell** as publisher, and click **Next**.
    c. In the **Program** section, perform the following steps and click **Next**.
       i. Ensure that the **Install command** is **Install.cmd**.
       ii. If you selected MSI as the deployment package format, the uninstall command is automatically displayed. If you selected EXE as the deployment package format, enter `msiexec /x "{product_code}" /qn` as the **Uninstall command**. For version specific product code, see SupportAssist version and deployment product code.
    d. In the **Requirements** section, select the **Operating system architecture** to **64-bit** and **Minimum operating system** to **Windows 10 1809**, and then click **Next**.
    e. In the **Detection rules** section, select **Rules format** as **Manually configure detection rules** and click **Add**.
       The **Detection rule** window is displayed.
    f. Select **MSI** as the rule type, click **OK**, and then click **Next**.
       If you selected MSI as the deployment package format, the product code is automatically displayed. If you selected EXE as the deployment package format, enter the **{product_code}**. For version specific product code, see SupportAssist version and deployment product code.
    g. In the **Dependencies** section, click **Next**.
    h. In the **Supersedence** section, click **Next**.
    i. In the **Assignments** section, click **Add group** under **Required**, select the group, and click **Next**.
    j. In the **Review + create** section, verify the information and click **Create**.

Results

The Intune package is deployed, and SupportAssist is automatically installed to the selected groups in the PC fleet. You can view the status of the installation in the **Apps** > **Windows** > **Windows apps** > **Dell SupportAssist for Business PCs** page. An **Installed** status is displayed after SupportAssist is successfully deployed to the PC fleet.

Connect and manage roles in TechDirect

TechDirect enables organizations to designate administrators and add technicians under that administrator account.

To add a company administrator, go to **Utilities** > **Administrator Control Panel**, **Company administrators**, and click **ADD COMPANY ADMINISTRATOR**. Select the user from the list, click **NEXT**, review the selections, and click **SUBMIT**. A message is displayed after the company administrator is successfully added.

To add a technician, go to **Utilities** > **Administrator Control Panel** > **Technicians**, and click **ADD TECHNICIAN**. Enter the technician information, review the entries, and click **SUBMIT**. A message is displayed after the technician is successfully added.

The following table summarizes the SupportAssist capabilities available for different Connect and manage roles in TechDirect:

Table 4. SupportAssist capabilities and roles in TechDirect

Capability	Description	TechDirect navigation	Connect and manage administrator	Connect and manage technician
Overview	View a summary of various details about your PC fleet.	**Connect and manage** > **Manage PC fleet** > **Connect and manage PCs** > **Overview**	Supported	Supported
Set up and connect	Configure and download SupportAssist to centrally manage and monitor your Dell PCs.	**Connect and manage** > **Manage PC fleet** > **Connect and manage PCs** > **Set up and connect**	Supported	Requires permissions from the Connect and manage administrator.
PCs and groups	View the PC fleet inventory, fleet performance, and utilization.	**Connect and manage** > **Manage PC fleet** > **Connect and manage PCs** > **Manage** > **PCs**	Supported	Supported
			Supported	Requires permissions from the Connect and manage administrator.
Recommendations	**Multiple PCs**—view recommendations for your PC fleet and remotely optimize them.	**Connect and manage** > **Manage PC fleet** > **Connect and manage PCs** > **Manage** > **Recommendations**	Supported	Requires permissions from the Connect and manage administrator.
	Single PC—view recommendations for a single PC and remotely optimize the PC.	**Connect and manage** > **Manage PC fleet** > **Connect and manage PCs** > **Manage** > **PCs**	Supported	Requires permissions from the Connect and manage administrator.
	System restore—remotely initiate a system restore to rollback driver updates on a single PC.	**Connect and manage** > **Manage PC fleet** > **Connect and manage PCs** > **Manage** > **PCs**	Supported	Requires permissions from the Connect and manage administrator.
Update catalogs	Create, edit, and deploy custom catalogs to update your fleet of PCs	**Connect and manage** > **Manage PC fleet** > **Connect and manage PCs** > **Manage** > **Update catalogs**	Supported	Requires permissions from the Connect and manage administrator.

Table 4. SupportAssist capabilities and roles in TechDirect (continued)

Capability	Description	TechDirect navigation	Connect and manage administrator	Connect and manage technician
Alerts	Manage SupportAssist alerts.	**Connect and manage** > **Manage PC fleet** > **Connect and manage PCs** > **Manage** > **Alerts**	Supported	Requires permissions from the Connect and manage administrator.
Remediation rules	Manage remediation rules to identify and remediate issues with your PC fleet.	**Connect and manage** > **Manage PC fleet** > **Connect and manage PCs** > **Manage** > **Remediation rules**	Supported	Requires permissions from the Connect and manage administrator.
Application experience	View application experience data for a single PC and for your PC fleet.	**Connect and manage** > **Manage PC fleet** > **Connect and manage PCs** > **Manage** > **Applications**	Supported	Requires permissions from the Connect and manage administrator.
Health	View health data for a single PC and for your PC fleet.	**Connect and manage** > **Manage PC fleet** > **Connect and manage PCs** > **Manage** > **PCs** > **Inventory**	Supported	Requires permissions from the Connect and manage administrator.
Security	**Security health**—track and manage the security of a single PC and your PC fleet.	**Connect and manage** > **Manage PC fleet** > **Connect and manage PCs** > **Manage** > **Security**	Supported	Requires permissions from the Connect and manage administrator.
	Component verification—view information about the components inside your PC against the factory configuration.	**Connect and manage** > **Manage PC fleet** > **Connect and manage PCs** > **Manage** > **PCs**	Supported	Requires permissions from the Connect and manage administrator.
Settings	● Set an inventory identifier to identify PCs associated with your PC fleet. ● Enable remote support. ● Set alert rules. ● Set PC update source. ● Integrate alerts with ServiceNow. ● View and modify Connect and manage technician roles and permissions.	**Connect and manage** > **Manage PC fleet** > **Connect and manage PCs** > **Manage** > **Settings**	Supported	Not supported
Summary	**Performance indicators (KPIs)**—view an overview of KPIs to help determine the PC fleet behavior.	**Connect and manage** > **Manage PC fleet** > **Connect and manage PCs** > **Summary** > **Performance indicators (KPIs)**	Supported	Requires permissions from the Connect and manage administrator.
	Audit trail—view a record of activities performed by	**Connect and manage** > **Manage**	Supported	Requires permissions from the Connect

Table 4. SupportAssist capabilities and roles in TechDirect (continued)

Capability	Description	TechDirect navigation	Connect and manage administrator	Connect and manage technician
	the Connect and manage administrator and Connect and manage technician.	**PC fleet** > **Connect and manage PCs** > **Summary** > **Audit trail**		and manage administrator.

Version and validity

SupportAssist for Business PCs

It is recommended to update to the latest version to ensure continued support and receive the full benefits of SupportAssist.

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

Table 5. SupportAssist version and validity

Release version	Validity
4.5.0.11735	Valid until January 31, 2026
3.6.0.56900 (Patch update)	Valid until September 30, 2025
3.6.0.56884	Valid until September 30, 2025
3.5.0.46197	Valid until April 30, 2025
3.4.1.42601 (Patch update)	Valid until November 4, 2024
3.4.1.40081	
3.4.0.39400 (Patch-2 update)	
3.4.0.35720 (Patch-1 update)	
3.4.0.35707	
3.3.1.93 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.

Central Resource Manager

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 6. Central Resource Manager version and validity

Release version	Validity
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	Valid until November 4, 2024
1.1.2.35747	Valid until November 4, 2024
1.1.1.93 and earlier	Expired

SupportAssist version and deployment product code

The product code to be used during deployment varies depending on the version of SupportAssist you are deploying. The following table provides the product code for each SupportAssist version:

Table 7. SupportAssist version and product code

SupportAssist version	Product code
4.5.0.x	93D44311-C3E0-4FCD-A924-BFAD0AD80525
3.6.0.x	FB5FA53F-5501-4E4C-A57A-6E96199AA22D
3.5.0.x	7622AC14-4D15-4C29-A56C-14A53FF246C7
3.4.1.x	193A0BA2-2FE7-4CC6-9E2D-AA98BF3A0955
3.4.0.x	550B9D53-29F0-44DB-9EBC-B39C4B6948FD

Features and enhancements in previous versions

3.6.0.56884

- Ability to download and deploy SupportAssist without configuring the preferences.
- Ability to include SupportAssist as part of Dell Image Assist or Dell Ready Image.
- Ability to provide contact and shipping details for groups when alerts are forwarded to another solution with incomplete or no contact information.
- For PCs running SupportAssist for Business PCs version 3.6—validity of the remote optimization task is extended from 72 hours to 30 days.

  (i) **NOTE:** For PCs running SupportAssist for Business PCs version 3.5 and earlier, the validity of the remote optimization task remains as 72 hours.

- Ability to select language preference while entering the primary and secondary contact information.
- Availability of new Dell library remediation scripts—BSOD Remediation and Thermal Optimization.
- Ability to automatically apply updates when a new version of the custom catalog is available.
- Ability to search for information about the PCs by using rules or PC identifiers.
- Performance improvements, security fixes, and bug fixes.

3.5.0.46197

- New and improved deployment experience.
  - Ability to install and independently configure SupportAssist at a later time.
  - Ability to complete SupportAssist deployment using Administrative Template Files (.admx/.adml).
  - Ability to activate SupportAssist using the activation file, if not activated already.
  - Ability to independently download software add-ons like Dell Trusted Device and Central Resource Manager at any time.
- Ability to remotely initiate a system restore to rollback driver updates on a single PC.
- Ability to view the status of PC health, application experience, and security for PCs with Basic service plan.
- Support to create remediation rules using predefined Dell library scripts.
- Availability of context-sensitive help and online resources such as information about webinars, white papers, videos, and so on, in the **TechDirect** > **Connect and manage** user interface.
- Ability to manage user permissions for a required site and group.
- Enhancements to custom catalog capabilities.
  - Ability to view the status of catalog deployment for each PC.
  - Ability to view the status of individual updates deployed on a PC through custom catalogs.
  - Ability to automatically apply custom catalogs for PCs newly added to the site and group.
- Support to update Central Resource Manager to the upcoming version automatically.

  (i) **NOTE:** This is supported only after Central Resource Manager is manually updated to version 3.5.

- Support for predictive hardware failure alerts from PCs with an active ProSupport service plan.
- User interface enhancements:
  - Option to view and export the BIOS version from the **PC inventory** page.
  - Option to view service plan and warranty details for a single PC.
  - Option to view details about Dell monitor and Dell docking station connected to a PC.
- Ability to search for information about the PCs by using rules or PC identifiers.
- Performance improvements, security fixes, and bug fixes.

3.4.1.42601

- Support to deploy SupportAssist for Business PCs using Microsoft Intune.
- Support to immediately apply updated configurations to the PC fleet.
- Ability to enable temporary administrator access for the PC users to use SupportAssist.
- Support to verify integrity of components on PCs that have the Secure Component Verification (Cloud) entitlement.
- Support for a newer version of Dell Trusted Device—version 5.6.
- Enhancements to custom catalog capabilities.
- User interface enhancements to sorting and filtering on various pages.
- Performance improvements and bug fixes.

Resources

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

Documentation & Others

Table 8. 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*	
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.

H

Contact Dell

About this task

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

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**.