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# DELL SupportAssist for Home PCs Version 3.11.4 App User Guide

**SupportAssist for Home PCs Version 3.11.4**
**Release Notes**

**Contents**

## Release Summary

This release includes security and bug fixes.

**Version**
3.11.4

**Release date**
June 2022

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

SupportAssist is supported on the following Dell PCs with 64-bit Windows 10 version 1809 and later versions of the operating system:

- Inspiron
- XPS
- Alienware
- Latitude
- Vostro
- OptiPlex
- Precision

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

## Minimum PC requirements

The following table lists the minimum PC requirements for installing and using SupportAssist:

**Table 1. Minimum PC requirements**

| Particulars | Requirements |
|---|---|
| Operating system | ● Microsoft Windows version 1809 or later (only 64-bit)<br>● Microsoft Windows 11 |
| Software | Microsoft .NET Framework 4.7.2 and .NET Core Runtime v5.0.14<br><br>ⓘ **NOTE:** If you do not have Microsoft .NET Framework 4.7.2 and .NET Core Runtime<br>v5.0.14, SupportAssist installs the latest Microsoft .NET Framework on your PC. |
| Web browser | Microsoft Edge or Internet Explorer 10 and later |
| Hardware | ● Memory (RAM)—2 GB for Windows 10 and 4 GB for Windows 11<br>● Hard drive free space—1 GB |
| Network | Internet connectivity |
| Ports | ● 5700—to open the SupportAssist user interface<br>● 9012—to communicate with Dell SupportAssist service<br>● 8883, 8884, 8885, or 8886—to communicate with Dell support website<br>● 28283—to pair your Dell PC to any other PC for data migration<br>● 28100–28700—to migrate your data to your Dell PC from any other PC<br>The PC must be able to connect to the following destinations:<br>● **https://saservices.dell.com**<br>● **https://apidp.dell.com**<br>● **https://apigtwb2cnp.us.dell.com**<br>● **https://fuslite.dell.com**<br>● **https://cs-is.dell.com**<br>● **https://tdm.dell.com**<br>● **https://api.dell.com**<br>● **https://downloads.dell.com**<br>● **https://www.dell.com**<br>● **https://dl.dell.com**<br>● **http://content.dellsupportcenter.com** |

## New and enhanced features

- Deprecated support for PCs running Windows 10 version 1803 or earlier versions of operating systems.
- Ability to download the migration summary as a PDF file.
- Ability to trade in your PC using the Dell Trade-in offer.
- Ability to perform software optimizations remotely by Dell Technical Support Agent.
- Added additional information about existing service offers.
- Bug fixes.

## Known issues

### Selected files and settings are automatically cleared
**Description**
If you rescan the drivers on the source PC after you select the files and settings that you want to migrate, the selections are automatically cleared.
**Workaround**
None.
**Version affected**


3.5 and later
**Tracking number**
3072

### SupportAssist user interface does not open when accessed by a nonadministrator user

**Description**
The SupportAssist user interface does not open when you try to open it as a non-administrator user on a PC that is part of a domain such as a work or school network.
**Workaround**
Reboot the PC and try again.
**Version affected**
All the versions.
**Tracking number**
8130

### Mismatch in the number of files that were not migrated

**Description**
When the migration fails or is canceled, the number of files that were not migrated is not displayed correctly. The number of files that is displayed on the migration summary page does not match with the number that is displayed when you click **View**
**Details.**
**Workaround**
None.
**Version affected**
3.8 and later
**Tracking number**
1156

### Driver scans do not work after updating the Dell Command | Update or Dell Update application

**Description**
After updating the Dell Command | Update or Dell Update application, the driver scans in SupportAssist do not work.
**Workaroun**d
Reboot the system and retry.
**Version affected**
3.10.4 and later
**Tracking number**
9623

### Driver scans do not work if Dell Command | Update or Dell Update application is installed after SupportAssist installation

**Description**

When you install Dell Command | Update or Dell Update application after installing SupportAssist, the driver scans in
SupportAssist do not work.

**Workaround**

Reboot the system and retry.

**Version affected**

3.10.4 and later

**Tracking number**

15356

## Unable to open the SupportAssist user interface as a non-administrator

**Description**

If you do not have administrator rights, you may not be able to open the SupportAssist user interface after upgrading from
3.10.4 to 3.11.4 version.

**Workaround**

Reboot the system and retry.

**Version affected**

3.11.4

**Tracking number**

12155

**Limitations**

The Carry-in Service Locator and Call us information are always displayed in the language of the country or region where the
PC was purchased.

## SupportAssist for Home PCs resources

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

**Table 2. SupportAssist for Home PCs resources**

| Contents | Resource | Go to |
|---|---|---|
| Minimum requirements, installation, and product features | SupportAssist for Home PCs Version 3.11A User's Guide | SupportAssist for Home PCs manuals |
| New features, enhancements, known issues, and limitations in the release | SupportAssist for Home PCs Version 3.11A Release Notes | |
| Video tutorials to learn about the features of SupportAssist for Home PCs | SupportAssist for Home PCs playlist | YouTube |
| Peer-to-peer questions about SupportAssist for Home PCs | Community forum | SupportAssist for Home PCs community |

## Contact Dell

Dell provides several online and telephone-based support and service options. Availability varies by country or region and product, and some services may not be available in your area. If you do not have an active Internet

connection, you can find contact information in your purchase invoice, packing slip, bill, or Dell product catalog.

1. To contact Dell for sales, technical support, or customer service issues, perform the following steps:

    a. Go to **https://www.dell.com/support**.

    b. Select your country or region in the selection list at the bottom of the page.

    c. Click Contact Support and select the appropriate support link.

2. To find manuals and documents, perform the following steps:

    a. Go to **https://www.dell.com/support**.

    b. Click Browse all products.

    c. Select the appropriate product category and then select the desired product.

    d. To view or download the manuals and documents, click the **Documentation** tab.

    You can also directly access the manuals and documents for Serviceability Tools from **https://www.dell.com/** serviceability tools.

**Notes, cautions, and warnings**

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

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

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

**Documents / Resources**

| | |
|---|---|
| SupportAssist for Home PCs Version 3.11.4 Release Notes (thumbnail) | **DELL SupportAssist for Home PCs Version 3.11.4 App** [pdf] User Guide<br>SupportAssist for Home PCs Version 3.11.4 App, SupportAssist for Home PCs Version 3.11.4, App |