

SupportAssist for Home PCs Release Notes

Release summary

This release includes support for new .Net Desktop Runtime version, security fixes, and bug fixes.

Release version

5..1.1

Release date

June 2026


Priority and recommendations

RECOMMENDED: Dell Technologies recommends applying this update during your next scheduled update cycle. The update contains feature enhancements or changes that help keep your system software current and compatible with other system modules (firmware, BIOS, drivers, and software).

Supported PCs

SupportAssist is supported on the following Dell PCs:

- Inspiron
- G Series
- XPS
- Alienware
- Vostro
- Latitude
- Precision
- OptiPlex
- Dell
- Dell Pro
- Dell Pro max

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

Prerequisites to install and use SupportAssist


The following are the requirements to enable SupportAssist installation and usage:

- **Operating system:**
 - Microsoft Windows 10 version 1809 or later (64-bit)

- Microsoft Windows 11

- **Software**

- .NET Desktop Runtime version 8.0.x. See [Microsoft .NET 8.0](#).

 **NOTE:** .NET Desktop Runtime versions other than 8.0.x are not supported.

- **Hardware:**

- **Installed memory**—2 GB for Windows 10, and 4 GB for Windows 11
- **Hard drive free space**—1 GB

- **Web browser**—latest version of Google Chrome or Microsoft Edge

- **Network**—active Internet connection

- **Ports:**

- 5700—to open the SupportAssist user interface.
- 9012—to communicate with the SupportAssist service.
- 8883, 8884, 8885, or 8886—to communicate with the Dell support website.
- 28283—to pair your Dell PC to any other PC for data migration.
- 28100–28700—to migrate your data to your Dell PC from any other PC.

- **Endpoints**—the PC must be able to connect to the following destinations:

- <https://saservices.dell.com>
- <https://apidp.dell.com>
- <https://apigtwb2cnp.us.dell.com>
- <https://cs-is.dell.com>
- <https://www.dell.com>
- <https://dl.dell.com>
- <http://content.dellsupportcenter.com>

New and enhanced features

- Enhancements and Bug Fixes.

Known issues

Selected files and settings are automatically cleared

Description	If you rescan the drives on the source PC after you select the files and settings that you want to migrate, the selections are automatically cleared.
Workaround	None
Tracking number	3072
Versions affected	3.5 and later

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 are displayed on the migration summary page do not match with the number that are displayed when you click View Details .
Workaround	None
Tracking number	1156
Versions affected	3.8 and later

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.

Resources

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

Table 1. SupportAssist for Home PCs resources

Contents	Resource	Go to
Minimum requirements, installation, and product features	SupportAssist for Home PCs User's Guide	SupportAssist for Home PCs documentation page
New features, enhancements, known issues, and limitations in the release	SupportAssist for Home PCs Release Notes	
Video tutorials to learn about the features of SupportAssist for Home PCs	Dell Support Official Channel	YouTube

Contact Dell

Dell provides several online and telephone-based support and service options. Availability varies by 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 [Dell Support](#).
 - b. Select your location from 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 [Dell 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 the [Serviceability Tools](#) page.

Version and validity

SupportAssist for Home 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 2. SupportAssist version and validity

Release version	Validity
5.0	Valid until May 31, 2027
4.10.6	Valid until May 31, 2027
4.10.1	Valid until March 31, 2027

Table 2. SupportAssist version and validity (continued)

Release version	Validity
4.8.1, 4.8.2	Valid until october 31, 2026
4.8	Valid until July 31, 2026
4.0	Valid until April 30, 2024

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.