

Dell Update Strategies

IT Admin Guide

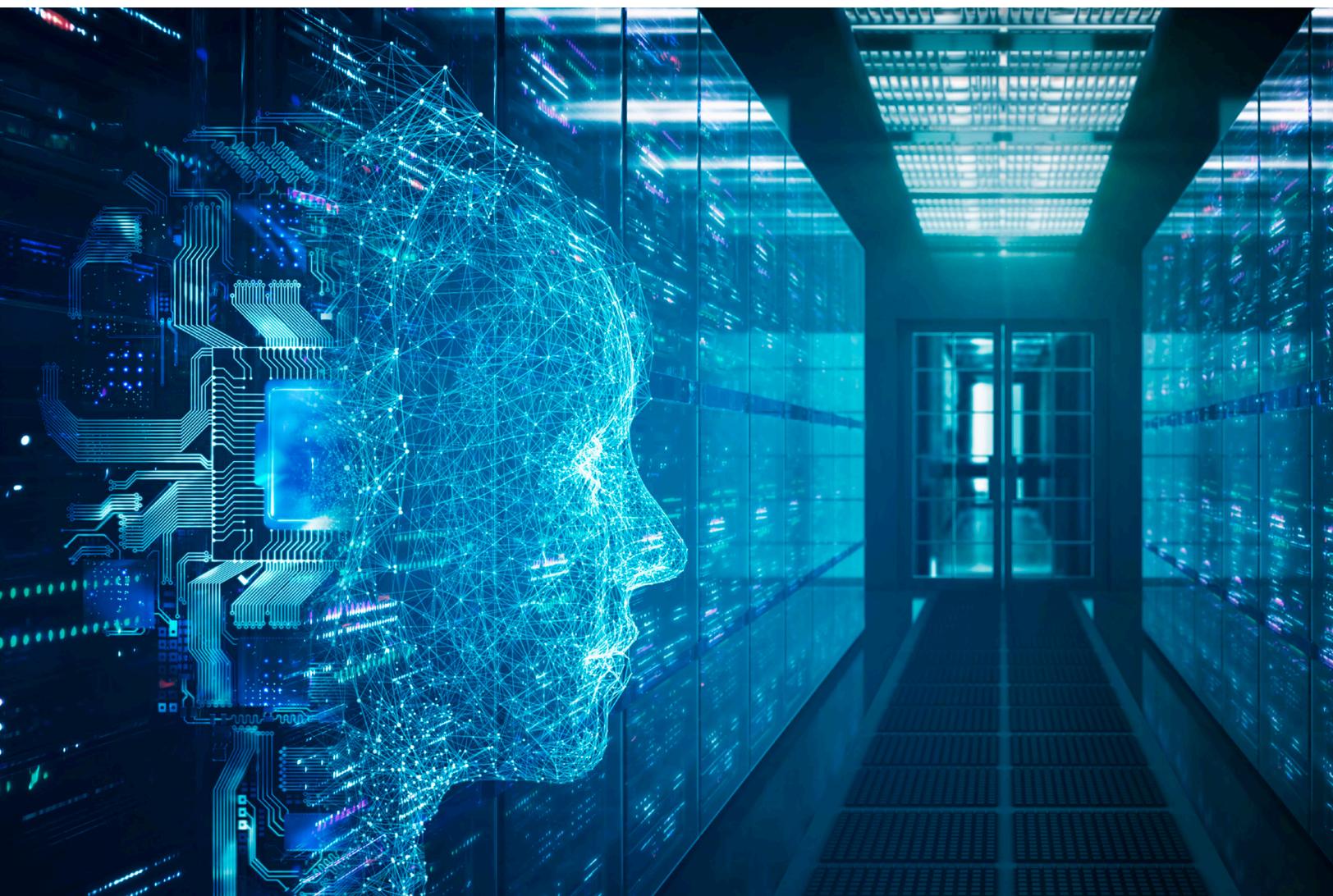


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Overview

Dell Technologies offers multiple tools to simplify the process of managing software updates across your organization's PC fleet. Some of our update solutions support integration with 3rd party UEMs (Unified Endpoint Management Systems). Other update solutions work in conjunction with our Custom Update Catalog feature (within TechDirect) to offer additional customization, automation, and security as needed (see more detail in [Chapter 2](#)). This guide will help you decide which Dell service will work best for your unique company needs.

The core update utility offerings are:

- **Dell Command | Update:** Dell Command Update is a stand-alone update application that provides system software updates released by Dell Technologies. It simplifies the BIOS, firmware, driver, and application update experience for Dell commercial client hardware, and can be used to install drivers after the operating system and network drivers are installed based on the computer identity. Though it is designed to update single PCs, it also can support fleet-level deployment and management of updates by leveraging its CLI capabilities or when used in conjunction with another management console. Suitable management consoles include Microsoft Intune or another Unified Endpoint Management (UEM) device. Dell Command Update is pre-installed on Dell commercial devices.
- **Dell SupportAssist for Business PCs:** SupportAssist is the smart connectivity technology in TechDirect that supports BIOS, firmware, driver, and application updates at the single, group, and fleet levels. By using Artificial Intelligence and machine learning, SupportAssist taps into intelligent driver update recommendations to keep systems running optimally, and addresses system performance and stabilization issues. SupportAssist also allows you to create, manage, and deploy custom update catalogs within the TechDirect portal.

An additional update solution we offer for Microsoft users includes:

- **Dell Business Client Catalog:** Dell Business Client Catalog is a catalog of system updates and drivers that are approved for installation and administration through Microsoft endpoint management systems (i.e., Microsoft Configuration Manager). Dell Business Client Catalog is typically used in large enterprise organizations that are planning a centralized deployment strategy and do not desire client-side applications to perform or manage updates. You can subscribe to and import the catalog, and then create task sequences to deploy the listed drivers to their end-user systems.

Disclaimer: The terms Dell Business Client Catalog, Dell Client Catalog, Dell SCUP Catalog, and Dell 3rd Party Update Catalog are used interchangeably, and the meaning remains the same. Within this document, we will reference this tool as Dell Business Client Catalog.

Determining Your Update Strategy

At Dell Technologies, we strive to serve all our customers by offering multiple PC update tools with specialized capabilities to address numerous customer needs. Below we offer guiding principles in selecting the best PC update management tool, followed by a feature matrix for more detailed guidance to help you decide.

Helping IT Admins Choose the Best PC Update Tool

Part A: Suggested update scenarios for consideration

Scenario 1: If you are looking for a standalone tool that can...

- be configured through user interface or CLI command
- integrate with management consoles (i.e., Microsoft Configuration Manager, Intune, WS1, etc.)
- automate or control Dell BIOS, driver, firmware, and application updates
- deliver updates silently or with notifications
- be used as a self-service application by the user to update their Dell PC

Suggested Approach: Dell Command Update*

Scenario 2: If you are looking for an intelligent PC fleet management tool that can...

- manage, automate, and control Dell BIOS, driver, firmware, and application updates
- enable IT admins to manage their fleet of PCs anytime, anywhere
- deliver updates silently or with notifications
- enable creation, management, and deployment of custom update catalogs from the cloud
- offer proactive and predictive technology with monitoring capabilities for PC health, security, app experience, and remediation capabilities

Suggested Approach: SupportAssist for Business PCs in TechDirect*

Scenario 3: If you are looking for an update solution that leverages your existing management console (i.e., Microsoft Configuration Manager) that can...

- deploy, control, or automate updates using native Microsoft Configuration Manager features
- integrate with Microsoft Configuration Manager to deliver Dell PCs updates

Suggested Approach: Dell Business Client Update Catalog

(Note: You could also use Dell Command Update or SupportAssist for Business PCs, so check out our [feature matrix in Part B](#) below to make the best decision for your needs.)

***Disclaimer:** Both Dell Command Update and SupportAssist for Business PCs in TechDirect can be used in conjunction with Dell Custom Update Catalog in TechDirect to customize and control updates delivered to Dell PCs. With SupportAssist for Business PCs, you have the option to leverage additional intelligence to automate the generation of custom catalogs. For more information, review the last section in [Chapter 2](#).

Part B: Feature matrix comparison to help IT admins in making an informed decision

Dell Command Update, SupportAssist for Business PCs, and Dell Business Client Catalog offer three separate approaches to meeting your organization's software update needs. We are also aware that you may have preferences regarding certain features, which you can compare in depth in the feature matrix below.

Legend	●=Supports the capability	◐=Partially supports the capability	●=No support
Features	Dell Command Update	SupportAssist for Business PCs	Dell Business Client Catalog
Driver, BIOS, Firmware & Application Updates	●	●	●
Bit Locker Support	●	●	●
Remote Updates	●	●	●
Update Deferral	●	●	●
User Prompts	●	●	●
Custom Filtering	●	●	●
Scheduling	●	●	●
BIOS Password Support	●	●	●
Customizable Settings	●	●	●
Custom Catalogs	●	●	●
Minimize User Interruption	●	●	●
WMI Classes for Reporting	●	●	●
Third-Party Deployment Support & Reports	●	●	●
Base OS: Restoration of Drivers on a Base OS	●	●	●
Auto Updates	●	◐*	●
CLI (Command Line Interface)	●	●	●
AI-Based Updates & Intelligence	●	●	●
Alerts Management	●	●	●
PC and fleet-level health score	●	●	●
PC and fleet-level application experience score	●	●	●
PC and fleet-level security score	●	●	●
ServiceNow integration for hardware failure ticket creation	●	●	●
PC Remediation	●	●	●

Auto Custom Catalog Management	●	●	●
API Access	●	●	●
Admin Notifications	●	●	●
Integration into Microsoft Configuration Manager Solution	●	●	●

*Available for update catalogs only

Disclaimer: This chart is specific to update capabilities only and does not represent the full breadth of capabilities or features of any utility.

- For a full overview of Dell Command Suite’s capabilities, click [here](#).
- For a full overview of SupportAssist capabilities, click [here](#).
- For a full overview of Dell Business Client Catalog’s capabilities, click [here](#).

Utilizing Custom Update Catalogs in Conjunction with Dell Core Update Utilities

Custom Update Catalogs are a feature within the Connect and Manage section of the TechDirect portal that work in conjunction with both Dell Command Update and SupportAssist for Business PCs. They enable IT admins to:

- Build custom catalogs of the latest BIOS, driver, firmware, and application updates unique to their environment
- Streamline the critical process of keeping devices ready and secure
- Simplify the task of determining which system updates are needed

Dell Command Update and SupportAssist for Business PCs can both be leveraged in conjunction with Custom Update Catalogs, but the way in which the tools can be used together differs as detailed below:

- [Dell Command | Update](#) can be used in conjunction with Custom Update Catalogs (within TechDirect's "Connect and Manage" tile) to develop a customized and controlled approach to updating devices. Custom Update Catalogs, in conjunction with Dell Command Update, allow you to select available updates and then download those catalogs onto your internal servers. Though you can set up Dell Command Update to check for and download future updates directly from Dell, once your custom catalogs are downloaded to your internal servers, you no longer need a connection to Dell.com to deploy your updates. This approach offers greater control over which updates are deployed to endpoints within the environment.*
- [SupportAssist for Business PCs](#) users can also access Custom Update Catalog within the TechDirect Connect & Manage tile. When Custom Update Catalogs are used in conjunction with SupportAssist, update catalogs can be seamlessly created and deployed across the entire fleet of PCs. This approach simplifies the process for the IT Admin by allowing them to create and auto-deploy updates from the TechDirect console with only a few simple clicks. SupportAssist users also have access to additional features and capabilities within the TechDirect portal depending on the levels of service entitlement to which they are subscribed.

Custom Update Catalogs give an IT admin more control over their update process by allowing them to curate catalogs based on their unique environments and test those catalogs before live deployment.

To register and access Custom Update Catalogs within TechDirect, refer to the TechDirect [Help Center](#) for more information regarding onboarding.

*Supports air-gapped scenarios (devices that have no direct connection to the internet or to any computer that is connected to the internet for security reasons)

Conclusion

The high-level overview and recommendations provided in the previous chapters are intended to guide the decision-making process of an IT Admin in determining a preferred update delivery approach. Regardless of which Dell update approach your organization leverages, you will benefit from our **integrated validation** and **consistent update release cadence**, ensuring **stability of end user devices**.

For more information on the tools overviewed above, refer to the resources below.

Dell Command | Update

[Dell Command Update | Dell US](#): Get basic information and download Dell Command Update.

[Support for Dell Command | Update | Documentation | Dell US](#): Find product manuals, documents, and related articles.

SupportAssist for Business PCs

[SupportAssist for Business PCs | Dell Technologies US](#): Learn more about how to connect and manage PCs with actionable intelligence.

[SupportAssist for Business PCs Technical Documentation](#): Find product manuals, documents, and related articles.

Dell Business Client Catalog

[Dell Command | Update Catalog | Dell US](#): Get additional information about deploying system updates in a Microsoft Configuration Manager. Also, refer to the step-by step-by-step documentation on this page for guidance on how to use the filtering options available in Dell Business Client Catalog.

Custom Update Catalog

[Manage Custom Update Catalogs | Dell US](#): Get additional information about the custom update catalog feature within TechDirect.

[TechDirect Overview](#): Boost your productivity for deploying and managing technology, training staff, and supporting end users with the TechDirect portal.



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