



**APTEAN**

YOUR SUCCESS. OUR PASSION.

# SUPPORTSOFT

Proactive Assist User Guide

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# About This Guide

The Proactive Assist User Guide helps you to use the Proactive Assist application.

## Audience

This document is intended for users of Proactive Assist.

## Related Documents

[Proactive Assist Administrator Guide](#)

[Account Manager User Guide](#)

[Account Manager Administrator Guide](#)

[Download Manager Administrator Guide](#)

[Performance Manager Administrator Guide](#)

[Performance Manager User Guide](#)

[Knowledge Center Administrator Guide](#)

[Live Assist Administrator Guide](#)

# 1

## Operating System Requirements

# System Requirements

The following are the operating system requirements for the Proactive Assist client:

- Ensure that you have administrative privileges before you proceed with the product installation. The agent installation process does not allow installation if you do not have sufficient privileges.
- The supported language is English.

The following are the supported operating systems for the product installation.

Operating System	Bitness
Windows 10	32-bit and 64-bit
Windows 8.1	32-bit and 64-bit
Windows 8	32-bit and 64-bit
Windows 7	32-bit and 64-bit



**Note:** Windows XP and Windows Vista are not supported for client machines.

## Prerequisites

The following prerequisites must be met before you install Proactive Assist.

- Microsoft .NET Framework 3.5
- Microsoft .NET Framework 4.0
- Internet Explorer 9, 10, 11.



# 2

## Overview

# Proactive Assist Overview

Proactive Assist provides self-healing and self-service tools that can fix system issues on your computer. Proactive Assist also includes features that allow support organizations to inform users about support issues or disseminate any other targeted content.

It contains the framework, tools, and common features that are used by all supported applications.

## Overview of the User Interface

The Proactive Assist user interface is designed to enhance user experience. The fluid interface effortlessly leads you to solutions you are looking for and also helps you take action when necessary.

Features of the user interface are:

- It is designed to be intuitive and user friendly.
- The dashboard feature that gives you quick access to pending actions.
- It is equipped with search capabilities that guides you to the solutions you are looking for.
- Self Service Support feature which provides a unified view of different support solutions.

The following image displays the Proactive Assist user interface.

The screenshot displays the Proactive Assist user interface. The top navigation bar includes the Proactive Assist logo, a search bar, and icons for settings, chat, and window management. The left sidebar contains a menu with options: Dashboard, Self Service Support, Get Assistance, and Tools. The main dashboard area is divided into several sections:

- Dashboard:** A blue header section containing:
  - All Actions (3):** A list of tasks including "5 Apps to Protect", "2 Download offers to Install", and "Register Now".
  - Alerts (1):** A notification for "Sync Successful".
  - Problem Solved:** A donut chart showing the status of resolved issues, with a legend for "SOLVED BY USER" (blue) and "SOLVED BY SYSTEM" (green).
  - My Tickets (93):** A list of tickets with columns for ID, user, and description. Visible tickets include:
 

ID	User	Description
823	aas	
822		Disable script debugger
821		Disable script debugger
  - User Information:** A section for the current user, AAKASH SENGUPTA, showing:
    - System: LAPTOP : Windows 7 x64 6.1
    - Login ID: asengupta
    - Domain: SWG
    - Machine: WS003LT159...
    - A warning: **39 Days Until Password Expires** with a "Reset" button.
    - System details: DNS Name, IP Address, Mac ID, and Total Physical Memory.

The bottom of the interface features a footer with the Proactive Assist logo, "Support Redefined", "Version - (Dev)", an "Update" button, and "Powered By" information for APTEAN.

## User Interface Elements

This section provides an overview of the different pages and screens of Proactive Assist.

### Dashboard

The **Dashboard** displays various pending actions and important information that need your attention.

The other widgets on the Dashboard are:

- All Actions
- Alerts
- Problem Solved
- My Tickets
- User Information

For more information about the **Dashboard** page, see *Dashboard on page 3-2*

### Search

The search feature allows you to find solutions quickly. For more information about Search, see *Search Overview on page 4-2*

### Self Service Support

The **Self Service Support** page unifies different support solutions on a single page. These solutions help you solve support issues on your own. This page also allows you to filter the solutions based on content type. For more information about the **Self Service Support** page, see *Self Service Support Overview on page 5-2*

### Get Assistance

The **Get Assistance** page helps you contact a support analyst if you need any assistance with your support issues. The **Get Assistance** page contains:

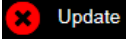
- Chat
- User Portal
- Voice Assist


For more information about the **Get Assistance** page, see *Get Assistance on page 6-2*.

### Tools

The **Tools** page contains the **System Information** link which leads to detailed system information of the user system. For more information about the **Tools** page, see *Tools on page 7-2*.

## Update Link

The update icon  available on the left menu indicates an available update for contents. Clicking on the icon leads you to the **Update Status** page under **Preferences**. For information about the **Update Status** page, see *Update Status on page 8-2*.

After an update is performed, the icon on the left menu changes to .



**Note:** If there is no internet connectivity, this is displayed as



# 3

## Dashboard

# Dashboard

The **Dashboard** displays various pending actions and important information that need your attention.

The Dashboard has the following widgets.

- The **All Actions** widget consists of links to:
  - Apps to protect
  - Download offers available for installation
  - Unread messages
  - Account-related notifications
- The **Alerts** widget displays the latest alerts and Real-time alerts.
- The **Problem Solved** widget displays data on issues resolved.
- The **User Information** section displays user and system-related information.

The following is an image of the **Dashboard** page.

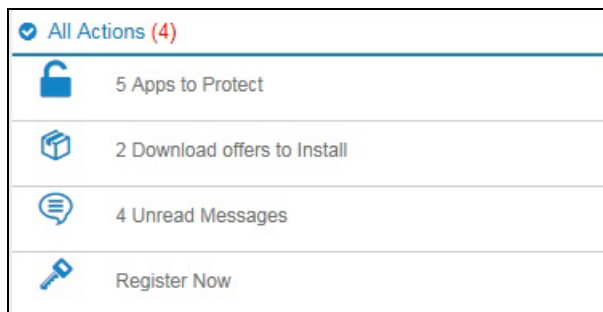
The screenshot displays the Proactive Assist dashboard interface. On the left is a dark sidebar with a menu containing 'Dashboard', 'Self Service Support', 'Get Assistance', and 'Tools'. The main area has a blue header with the 'Proactive Assist' logo and a search bar. Below the header, the dashboard is organized into several sections:

- All Actions (3):** A list of actions including '5 Apps to Protect', '2 Download offers to Install', and a 'Register Now' button.
- Alerts (1):** A notification for 'Sync Successful'.
- Problem Solved:** A donut chart showing the distribution of solved issues between 'SOLVED BY USER' (blue) and 'SOLVED BY SYSTEM' (green).
- My Tickets (93):** A table listing tickets with columns for ticket ID and description. Visible tickets include:
 

Ticket ID	Description
823	aas
822	Disable script debugger
821	Disable script debugger
- User Information:** A section for user 'AAKASH SENGUPTA' on a 'LAPTOP : Windows 7 x64 6.1'. It shows login details (Login ID: asengupta, Domain: SW/G, Machine: WS003LT159...), a '39 Days Until Password Expires' warning with a 'Reset' button, and system details (DNS Name, IP Address, Mac ID, Total Phys...). A 'Support Redefined' logo and 'Version - (Dev)' are also visible.

## All Actions Widget

The **All Actions** widget displays the various pending actions that need to be performed. If there are any pending actions, the links in the widget take you to the appropriate pages where you can perform the necessary actions.



### Apps to Protect

The exact state of an application at a specific time can be protected using the protect feature of Proactive Assist. You are able to restore the application to the protected state at a later point in time using the repair feature.

The **Apps to Protect** link displays the number of applications that are available for protection. Clicking the link takes you to the **Protect Settings** page where you can protect the current state of the available applications.



**Note:** If there are no available downloads, this link does not appear.



**Note:** For information about the repair feature, see *Repair Filter on page 5-4*.

### Download Offers to Install

The **Download Offers to Install** link displays the number of software downloads available for installation. Clicking this link takes you to the **Install** page where you are able to download and install the required software.



**Note:** If there are no available downloads, this link does not appear.

## Unread Messages

The **Unread Messages** link displays the number of unread messages. Clicking this link takes you to the **Messages** page where you can take action on the unread messages. Content type for Messages is support messages.



**Note:** If there are no unread messages, this link does not appear.



**Note:** If the action taken for a support message fails for some reason, the message is considered as read and count of unread message in Dashboard would get decremented.

## Account

If you are not registered, a **Register Now** link is displayed in the **All Actions** widget. Clicking this link takes you the **Welcome** page where you can complete the registration. For more information about registration and security questions, refer the *Account Manager User Guide*.

For a registered user, this link displays a reminder to perform a password reset if it is going to expire shortly (10 days or less).




**Note:** If a password reset is not due shortly, this link is not displayed.

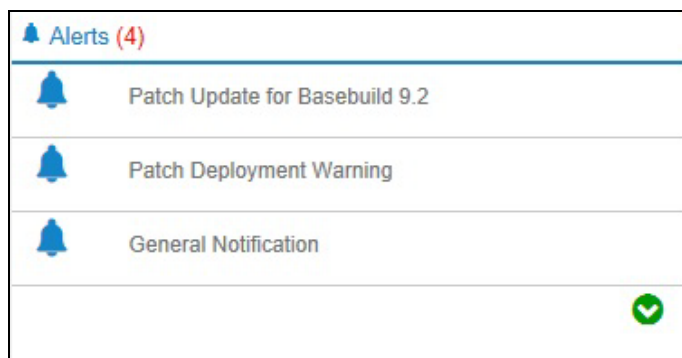
## Alerts Widget

The **Alerts** widget displays the latest alerts and Real-time alerts. The alerts are displayed in the descending order with the latest alert appearing on top. Clicking an alert takes you to the **Alerts** page and the details of that alert is displayed.



**Note:** Clicking the more icon  takes you to the **Alerts** page and displays all the available alerts.

The following is an image of the **Alerts** widget on the **Dashboard**.

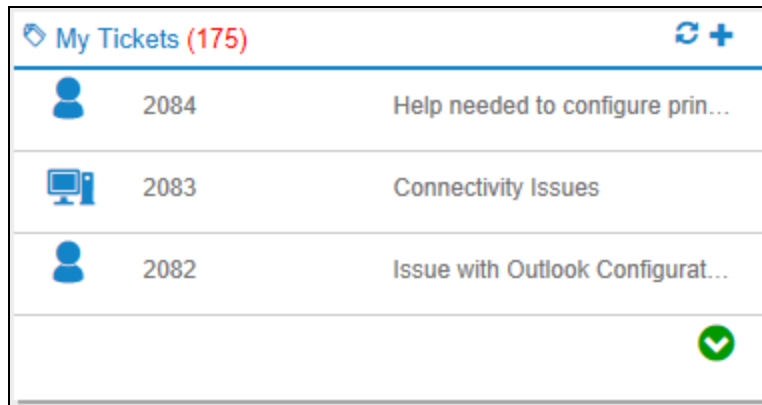







## My Tickets

The **My Tickets** widget on the dashboard displays 3 of the latest tickets. The following are the types of tickets.


- **Manually-created tickets:** A ticket that is created manually by the user.
- **Auto-created tickets:** A ticket that is auto-created after a self-heal solution executes successfully.



The screenshot shows a widget titled "My Tickets (175)" with a refresh and add icon in the top right. It contains a table with three rows of ticket information. The first row has a person icon, ID 2084, and the text "Help needed to configure prin...". The second row has a computer icon, ID 2083, and the text "Connectivity Issues". The third row has a person icon, ID 2082, and the text "Issue with Outlook Configurat...". A green checkmark icon is visible in the bottom right corner of the widget.

Icon	ID	Description
	2084	Help needed to configure prin...
	2083	Connectivity Issues
	2082	Issue with Outlook Configurat...




**Note:** Clicking the more icon  opens the **My Tickets** page and displays all the tickets.

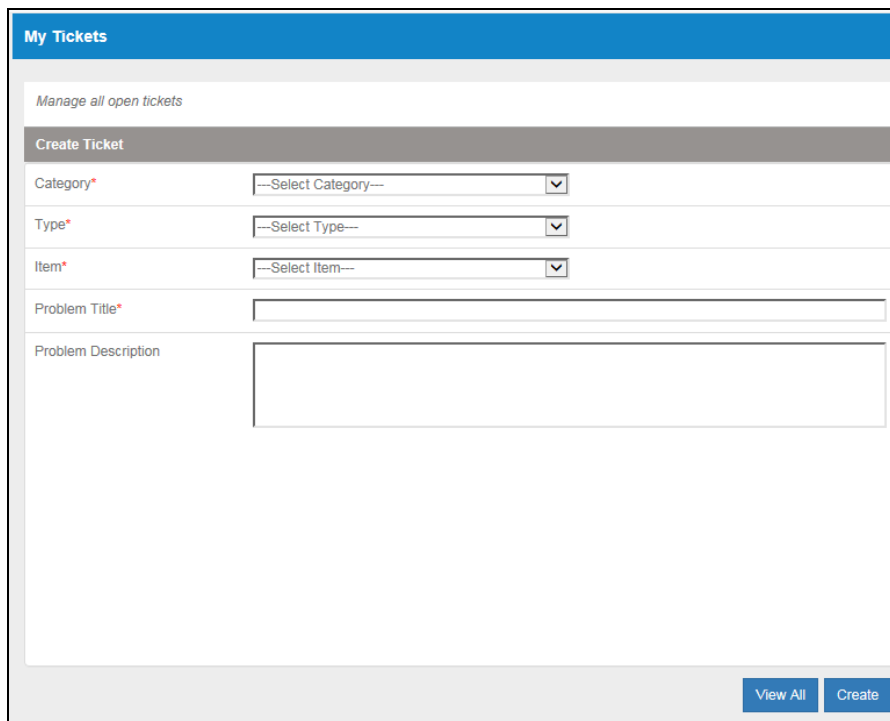
## Create Tickets

Use the following information to create a new ticket.

### To create a ticket:

1. Click  on the **My Tickets** dashboard widget to open the **Create Ticket** page.
2. Provide the required information.

The following is an image of the **Create Ticket** page.



The screenshot shows the 'My Tickets' dashboard. At the top, there is a blue header with the text 'My Tickets'. Below the header, there is a link 'Manage all open tickets'. The main content area is titled 'Create Ticket' and contains a form with the following fields:

- Category\* (dropdown menu with '--Select Category--')
- Type\* (dropdown menu with '--Select Type--')
- Item\* (dropdown menu with '--Select Item--')
- Problem Title\* (text input field)
- Problem Description (text area)

At the bottom right of the form, there are two buttons: 'View All' and 'Create'.

3. Click **Create**.

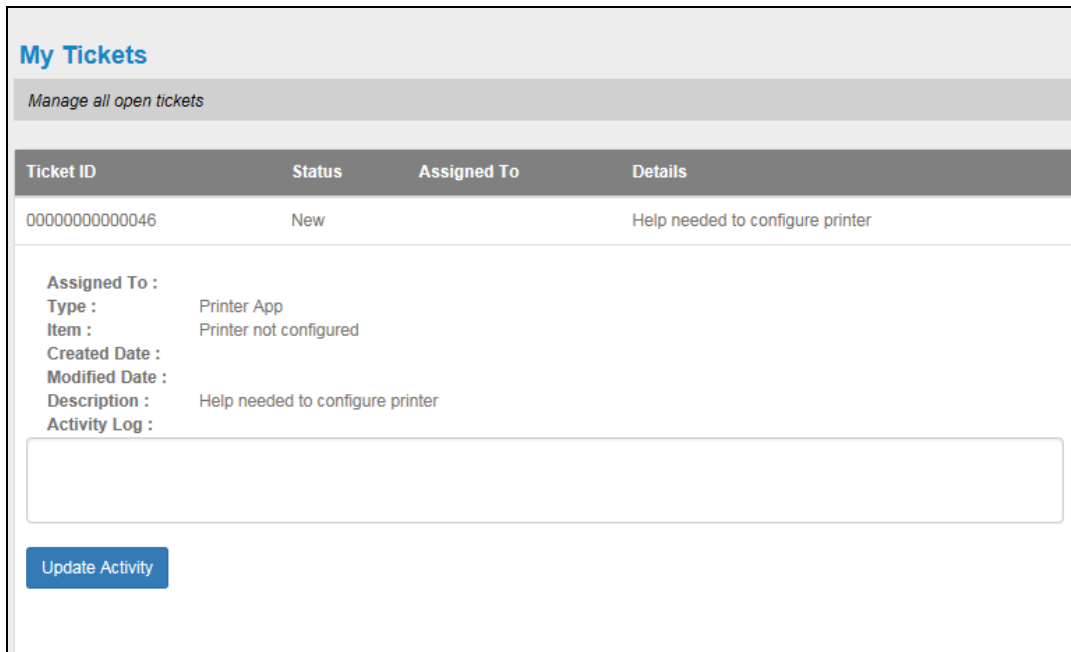
## Update a Ticket

You can add additional comments to a ticket and update the ticket if necessary. Use the following information to update tickets.

### To update a ticket:

1. Click any of the tickets in the My Tickets widget on the dashboard to open the ticket in the **My Tickets** page.
2. Type the additional comments to the ticket in the **Activity Log** section.

The following is an image of a ticket on the **My Tickets** page.



The screenshot shows the 'My Tickets' interface. At the top, there is a header 'My Tickets' and a sub-header 'Manage all open tickets'. Below this is a table with columns: Ticket ID, Status, Assigned To, and Details. A single ticket is listed with ID '00000000000046', status 'New', and details 'Help needed to configure printer'. Below the table, there is a section for 'Assigned To :', 'Type : Printer App', 'Item : Printer not configured', 'Created Date :', 'Modified Date :', and 'Description : Help needed to configure printer'. An 'Activity Log' section is present but empty. At the bottom left, there is a blue button labeled 'Update Activity'.

Ticket ID	Status	Assigned To	Details
00000000000046	New		Help needed to configure printer

Assigned To :  
Type : Printer App  
Item : Printer not configured  
Created Date :  
Modified Date :  
Description : Help needed to configure printer  
Activity Log :

Update Activity

3. Click **Update Activity**.

## Problem Solved Widget

The **Problem Solved** widget displays the total number of issues resolved on the user machine. The widget also displays the date and time of the last update.



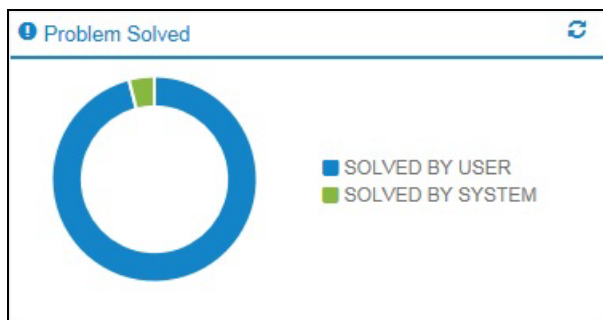
**Note:** This data refreshes once every day.

---

The **Problem Solved** widget displays problems that are:

- **SOLVED BY USER:** Solutions that are run by the user. Solutions types that fall under SOLVED BY USER are:
  - Support Optimization (quick optimization initiated by the user)
  - Script SupportAction (user initiated)
  - SupportProtection (repair)
- **SOLVED BY SYSTEM:** Solutions that run after auto-detection of issues with minimal or no user intervention. Solutions that fall under SOLVED BY SYSTEM are:
  - SupportTrigger
    - Script SupportAction (initiated by WMI event)
    - Support Optimization (quick optimization initiated by WMI event)
  - SupportMessage (Registrytrigger)

The following is an image of the **Problem Solved** widget.




**Note:** If no solutions have run on the machine, the **Problem Solved** widget displays **No data available to display**.


---

## User Information

The **User Information** section displays user-related and system-related information. This section also displays the number of days until password expiry.

User Information 

---




**PETER PARKER** LAPTOP : Windows 10


---

Login ID : pparker  
Domain : mydomain  
Machine : AB000TT1010PRD

**10**  
Days Until  
Password Expires  
[Reset](#)

DNS Name : AB000TT1010PRD  
IP Address : 10.10.10.11....  
Mac ID : YY-88-00-11-22-...  
Total Physical Memory : 4096  
[more](#)



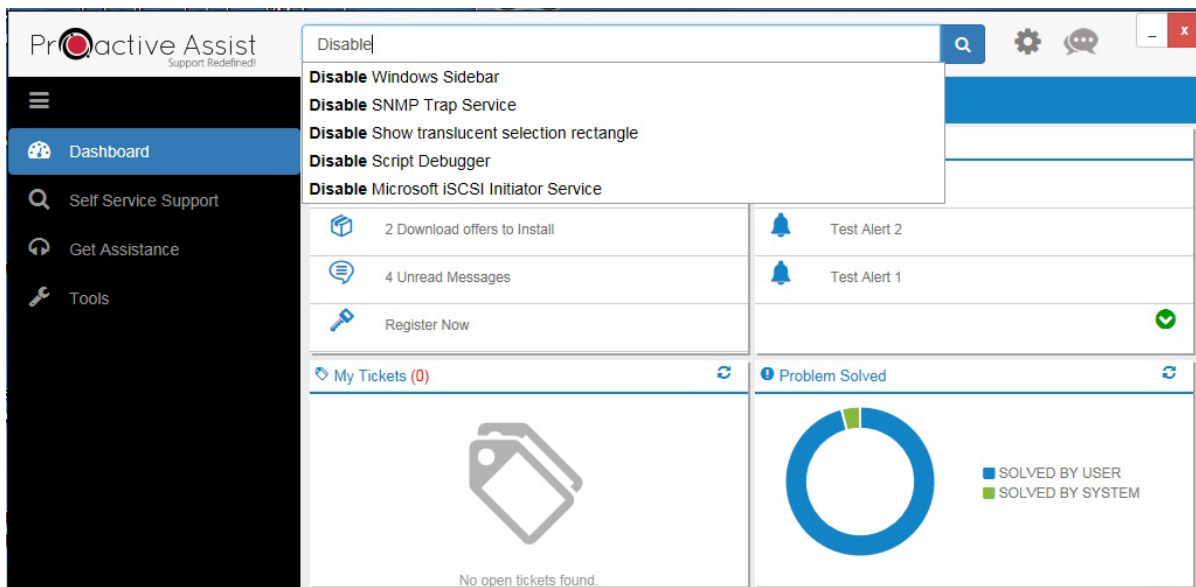
 **Tip:** You can personalize the dashboard by adding a display picture on the dashboard. Click the user icon to add the display picture.

# 4

## Search

# Search Overview

The **Search** feature of Proactive Assist is designed to effortlessly guide you to the solutions that you are looking for. No matter which page you navigate to, the **Search** field is always available for access on the header section of Proactive Assist as shown in the following image. The results are displayed on the **Self Service Support** page under **All** filter. Clicking each of the other available filters displays searched solutions of the respective content type.



# Features of Search

## Contents


Using the search feature, you are able to search local content on the client machine. Local content is content that is present on the client machine after the client machine syncs with the server. The following are the supported content types:

Filters On Self Service Support Page	Content Types
Auto-fix	Script SupportAction
Repair	SupportProtection
Optimize	<ul style="list-style-type: none"> <li>• SupportOptimization</li> <li>• AdvancedOptimization</li> </ul>
Install	SupportDownload
Article	<ul style="list-style-type: none"> <li>• SupportArticle - Document</li> <li>• SupportArticle - FAQ</li> <li>• SupportArticle - Inline Document</li> </ul>
Alerts	User Alert
Message	SupportMessage

## Autocomplete Search

The autocomplete search feature gives suggestions of matching content as you type your query. This feature allows users to quickly find and select the suggestion from a pre-populated list of values.

## Back to Search

The back to search button  enables you to go back to the most recent search results. This button appears after you open one of the search results.

This button retains all the applied selections and sorting options of the most recent search.





## Natural Language Search

Natural language search supports submitting of any natural language string or keywords, returning results based on the content searched. Natural language search makes it possible for users to find results they are looking for without having to be familiar with either the tool or the underlying relationships in the content. Natural language search omits stop words like 'how' and 'to' when searching.

Example Query: How to clear internet explorer history?

Results: The search engine searches only the relevant words and returns results such as 'Clear internet explorer history.'

## Fuzzy Search

Fuzzy search supports misspelling of words or queries, returning results with words similar to those entered. If a search string is not quite accurate (for example, has some misspellings), Fuzzy Search returns the most accurate content. Fuzzy Search also supports acronyms, which can be easily misspelled.

Example Query 1: I cannot conect to the web?

Results: Fuzzy search recognizes that the word "connect" was misspelled as "conect" and returns articles containing the terms connect and connection.

Example Query 2: How can I configure a VNP connection?

Results: Fuzzy search recognizes that "VPN" was misspelled as "VNP" and returns articles containing VPN.

## Exact Phrase Search

Exact phrase search supports the ability to search for exact phrases within content, returning only content that contain the exact phrase as part of the content. An exact phrase search is performed by enclosing the search words within quotations marks.

Example Query: "Configuration Policy"

Results: Exact Phrase only returns documents that have the term Configuration Policy explicitly mentioned within the document.


# 5

## Self Service Support

# Self Service Support Overview

The **Self Service Support** page unifies different support solutions on a single page. The solutions on this page allow you to solve issues on your own. The solutions are local content deployed on the client machine.

---

 **Note:** When you perform a search, the resulting solutions are displayed on the **Self Service Support** page under **All** filter.

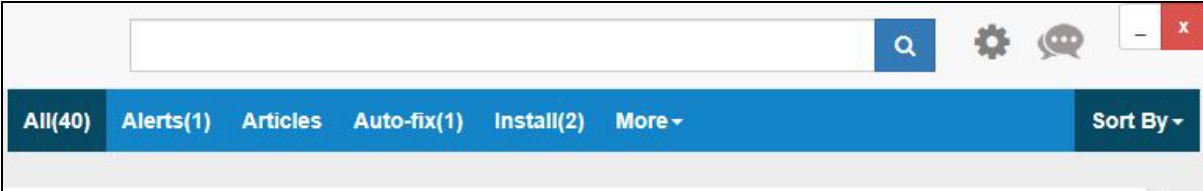
---

Features on the **Self Service Support** page are:

- **Sort by:** Sorts solutions depending on the selected criteria. For more information, see *Sort By on page 5-8*.
- **Filters:** Solutions are filtered under different filters based on content type. For more information about filters, see *Filters below*

## Filters


The solutions on the **Self Service Support** page are filtered under different filters. The solutions are filtered based on content type, and the respective filters display the appropriate solutions.



The following table contains a brief description of the filters.

Option	Details
All	Displays all the available solutions.
Auto-fix	Displays SupportActions.
Repair	Displays solutions to protect, repair, and undo the settings.
Optimize	Displays performance optimization solutions.
Install	Displays a list of software.
Articles	Displays support articles.
Alerts	Displays alert messages.
Messages	Displays support messages.

---

 **Note:** When you perform a search, the results are also filtered under the respective filter.

---



**Note:** The count of available solutions is displayed next to the filter name and at the bottom of each filter page.

---

## All Filter

The **All** filter displays all the available solutions that are deployed on the client machine. You are able to open the necessary solution link on this page which takes you to the respective page.



**Note:** The **All** filter does not support selection of multiple solutions.

---

## Auto-fix Filter

The **Auto-fix** filter displays automated SupportActions that provide fixes to common support issues. Clicking an Auto-Fix solution takes you to the **Solutions** page.

### Solutions page

The **Solutions** page contains the complete description of the solution and allows you to run the solution.

### Executing SupportAction Solutions

Use the following information to execute SupportActions.

#### To Execute a SupportAction solution:

1. On the **Self Service Support** page, click **Auto-fix**.
2. Click the required solution to open the solution on the **Solutions** page.
3. Click **Run**.

A message with the details of execution is displayed.

#### To Execute a SupportAction solution created with Scan and Fix:

1. On the **Self Service Support** page, click **Auto-fix**.
2. Click the required solution to open the solution on the **Solutions** page.
3. Click **Scan**. A message with the required fixes is displayed.
4. Click **Fix** to resolve the problem.



**Tip:** Use the **View-All** button to view the folder structure of the SupportAction.

---


### Repair Filter

The exact state of an application at a specific time can be protected using the protect feature of Proactive Assist. You are able to restore the application to the protected state at a later point in time using the repair feature. For information about protecting applications, see *Apps to Protect on page 3-3*

### Repair Settings

Use the following information to restore protected settings.

---

 **Note:** Only applications that have been protected at an earlier time can be repaired.

---

#### To repair settings:

1. On the **Self Service Support** page, click **Repair**.
2. Click the required solution.


The **Repair Settings** page opens with the required solution selected.

3. Click **Restore**.

### Optimize Filter

The **Optimize** filter displays support optimization solutions that help your computer run smoothly by optimizing your system settings, performing regular system cleanup and maintenance, and ensuring that the security settings are configured appropriately and the Internet browsers are tuned for performance.

The different types of optimizations are:

Optimization Type	Definition
Quick optimization	Quick solutions to common problems, such as emptying the recycle bin and enabling the firewall.   <b>Note:</b> Multiple select is allowed when using quick optimization.
Advanced Optimization	Advanced operations for advanced technical users, such as disk defragmentation.


### Quick Optimization

Clicking a quick optimization solution takes you to the **Quick Optimization** page.

#### To perform a quick optimization:

1. On the **Self Service Support** page, click **Optimize** .
2. Select the required solution(s).
3. Click **Optimize** to open the **Quick Optimization** page with the required solution(s) selected.

---

 **Tip:** If you need to select more of the Quick Optimizations, click **View All**.

---

4. Click **Start Quick Optimization**.

### Advanced Optimization

Clicking an advanced optimization solution takes you to the **Advanced Optimization** page.

**To perform an advanced optimization:**

1. On the **Self Service Support** page, click **Optimize**.
2. Click the required advanced optimization solution. The **Advanced Optimization** page opens with the required solution selected.
3. Click **Launch**. The window where the next action needs to be performed opens.

### Install Filter

The **Install** filter displays the list of software available for installation. More than one software can be selected to install using the check boxes. If installation of multiple software is initiated, the software are installed one after the other. Selecting a software and clicking **Install** takes you to the **Install** page.

### Install Page

The **Install** page displays all the available downloads.

On the **Install** page you can:

- View the available downloads.
- View more information on the downloads by clicking **more**.
- Download and install one or more available software.

### Downloading and Installing Software

Use the following information to download and install software.

**To download and install software from the Install filter:**

1. On the **Self Service Support** page, click **Install**.
2. Select one or more available software and click **Install**. The **Install** page opens with the required software selected.


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 **Tip:** If you need to select more of the available downloads, click **View All**.

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3. Click **Download and Install**.



**Note:** If the version of the software that is available for download is already installed on the device, the  icon appears next to the software.

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## Articles Filter

The **Articles** filter contains support articles that serve as solutions to users. The supported article types are:

- SupportArticle - Document
- SupportArticle - FAQ
- SupportArticle - Inline Document

### Viewing Articles

Use the following information to view and article.

#### To view an article:

1. On the **Self Service Support** page, click **Articles**.
2. Click the required article.



**Note:** You can view only one article at a time. No action other than viewing can be performed on the **Articles** filter.

---



**Tip:** Use the **View-All** button to view the folder structure of the article.

---

## Alerts Filter

Alerts communicate information such as system outages and company-wide news updates. Clicking an alert takes you to the **Alerts** page where you can view the alert.

### Viewing Alerts

Use the following information to view alerts.

#### To view alerts:

1. On the **Self Service Support** page, click **Alerts**.
2. Click the required alert.



**Note:** You can view only one alert at a time. No action can be performed on the **Alerts** page.

---



## Messages Filter

The **Messages** feature of Proactive Assist allows you to receive informative and preemptive messages on your device. The main functions of message are to send alerts and provide contextual one-click solutions to knowledge articles.

Clicking a message under the **Messages** filter of the **Self Service Support** page takes you to the **Messages** page.

## Message Types

Messages are of the following two types based on the criticality of the message:

Message Type	Description
Emergency messages	These messages are mostly used in case of emergencies. They are displayed with the  icon.
High, medium, and low priority information messages	These messages are mostly used to regulate maintenance. They are displayed with the  icon.
Real-time Alert	These messages are used to send instant notifications.



## Messages Page

On the Messages page, you are able to view all messages sent to you or follow the instructions, as applicable.


On the **Messages** page you can:

- View the available messages
- View the status of the messages
- Perform the appropriate actions for each message
- Delete messages.

The messages allow you to perform one of the following actions:

Button	Description
Tell Me	This button opens the hyperlink associated with the support message in a new browser.
Show Me	This button opens a View-let.  <b>Note:</b> This button can be used only once and will be disabled after that.
Do it For Me	This button executes the SupportAction.  <b>Note:</b> This button can be used only once and will be disabled after that.

---

 **Note:** Once the action is completed for a message, the status changes from '**Action not yet completed**' to '**completed**.'

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## Deleting Messages

**To Delete a message on the Messages page:**

1. Select the required message(s).
2. Click **Delete**.



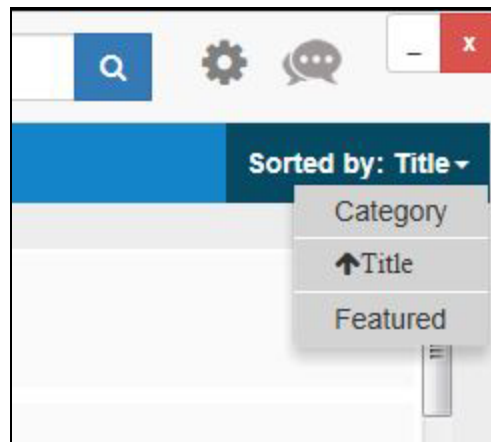
## Sort By


The **Sort by** feature available on the **Self Service Support** page is used to sort the displayed results. You are also able to apply the **Sort By** option to the search results that are displayed on the **Self Service Support** page. Using the Sort By feature sorts the results under all the filters based on the option applied.

The **Sort by** options are:


- **Title:** Sorts the solutions alphabetically based on title.
- **Category:** Sorts the solutions alphabetically based on category.
- **Featured:** Sorts the solutions with the featured solutions appearing on top.

The following image displays the **Sort By** feature on the **Self Service Support** page.



**Tip:** The solutions displayed for each option can be further sorted in the ascending or descending order using .

### Featured Solution

Featured solutions are solutions that are recommended by the author at the time of creation. If solutions are marked as featured, these solutions appear with a  icon on the **Self Service Support** page. The following is an image of the **Self Service Support** page with featured solutions.



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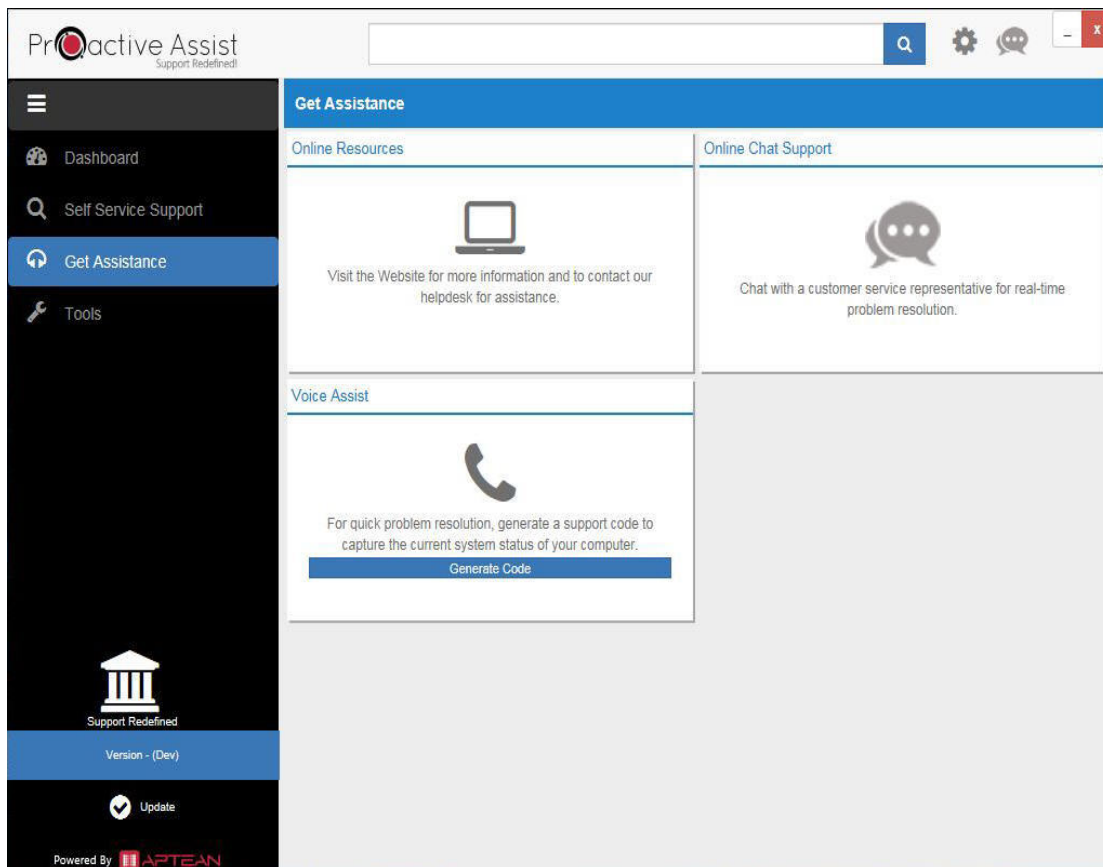
## Get Assistance

# Get Assistance

The **Get Assistance** page has options that you would need to get assisted support. The **Get Assistance** page contains:

- Chat link
- User Portal link
- Voice Assist


The following image displays the **Get Assistance** page.



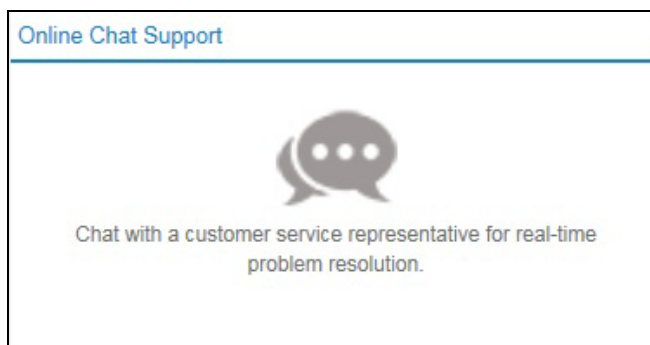
## Chat

The chat link on the **Get Assistance** page initiates a chat window which is used to connect with a support analyst. The following image displays the chat link on the **Get Assistance** page.



**Note:** The chat link on the **Get Assistance** page and the chat icon  on the header initiate the same chat window.

---



## Initiating Chat

**To initiate a chat:**

1. Click the chat button. A window to enter the required details opens.
2. Enter a brief description of your problem.
3. Enter your email ID and a chat name of your choice.
4. Click **Start Chat**. The chat window opens as an overlay on the user interface as shown in the following image.



**Note:** Once a chat window has been opened, it stays open even if you navigate to another page of Proactive Assist.

The chat icon on the header or the chat link on the **Get Assistance** page, minimizes or maximizes the chat window.

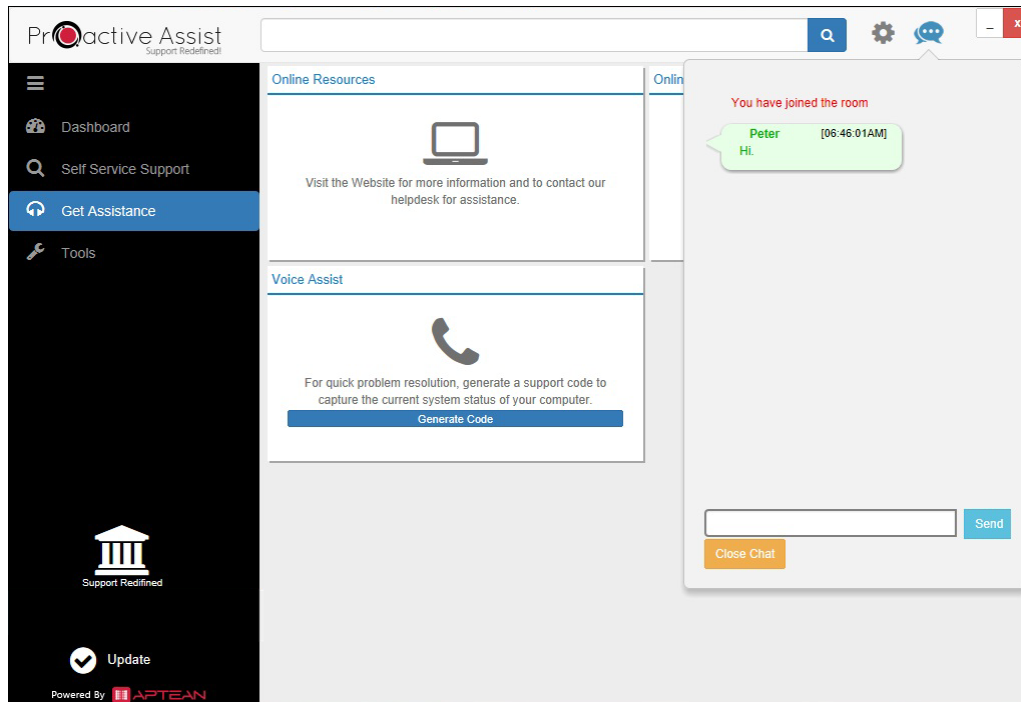
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**Note:** If Proactive Assist is closed during an ongoing chat, you can resume the chat by relaunching Proactive Assist, provided the chat has not been closed by the support analyst.



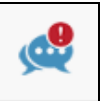
---

The following image displays an open chat window.



## Chat Icon States

The following table displays the different chat icon states and their meaning:

Icon	Meaning
	No ongoing chat.
	There is an ongoing chat .
	An ongoing chat has been minimized, and there is a new message from the support analyst.

For more information about chat, see *Live Assist Administration Guide*.

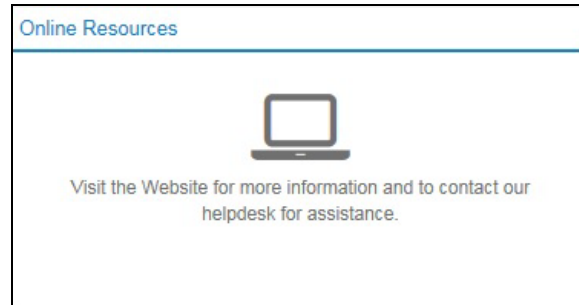
## Online Resources

The **Online Resources** link gives you options for assistance. Clicking the **Online Resources** opens the user portal in a new window of the default browser. The following image displays the **Online Resources** link on the **Get Assistance** page.



**Note:** The user portal opens in the appropriate language depending on the language selected in Preferences.

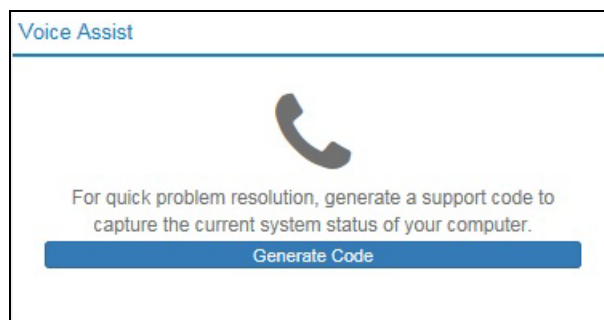
---



For information about the user portal, see *Platform Administrator Guide*.

## Voice Assist

**Voice Assist** generates a 16-digit code that captures information such as settings, configurations, and specifications of your machine. This code can be provided to a support analyst who will decode it and use the information to determine where the issue lies. The following image displays the **Voice Assist** feature on the **Get Assistance** page.



**To generate a code using Voice Assist:**

- Click **Generate Code**. The code generates.



**Note:** Clicking **Copy Code to Clipboard** to copies this code.

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For more information about Voice Assist, see the *Proactive Assist Administrator Guide*.

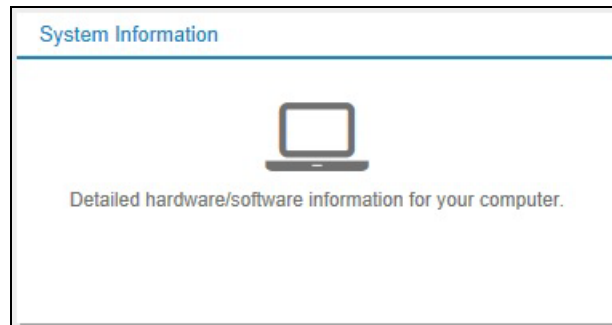
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## Tools



# Tools

The **Tools** page contains the **System Information** link as shown in the following image.




The **System Information** link allows you to view the following information.

- **System Summary:** A summary of the hardware and software information of the user machine.
- **Windows:** Detailed operating system related information of the user machine.
- **My Hardware:** Detailed hardware-related information of the user machine.
- **Network Information:** Detailed network-related information of the user machine.
- **Environment Variables:** Detailed information of the environment variables on the user machine.
- **Printer List:** List of available printers.
- **Running Programs:** Programs that are currently running on the user machine.

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## Preferences

# Preferences

The **Preferences** page allows you to set user preferences. Clicking the preferences icon  on the top right side of the user interface opens the **Preferences** page.

## General

### Language

The drop-down menu under **Language** allows you to select a language from the available options. The languages available are:

- English
- German
- Spanish
- Mandarin



**Note:** Proactive Assist only displays contents that are available in the selected language.

### Notification

The **Notification** page allows you to enable and disable notifications from support. It also allows the client to specify the notification method and the frequency at which to check for new messages. It is relevant to the support messages.

### Build Information

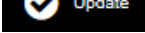
The **Build Information** page displays the version number and other build-related information.

### Update Status

The Proactive Assist client syncs with the Proactive Assist server at regular intervals to download any new or updated content. Proactive Assist also uploads information about the contents, such as success rates, for reporting purposes. The **Update Status** page displays information related to these syncs.

The contents are scheduled to update as per the configured interval. You can use the **Get Updates** button to manually update between the scheduled updates.



**Note:** You can also use  button available on the bottom left corner of Proactive Assist to update manually.

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