Continue

New to Reddit? Create your account and connect with a world of communities. Go to Dell r/Dell • I am a dell owner, I had a Latitude E4310 (that legend lasted 7 years), and currently an owner of the inspiron 15 3521 (a few years old but still good). I've seen Dell laptops at stores and while they still are good laptops, their quality isn't the same than the one that I remembered before. I feel that the dell quality degraded a little, or am I wrong? If it's just for installing OEM-released drivers, I think both Dell Update and SupportAssist will do the trick. But Dell customer service will almost always recommend SupportAssist. According to my experience, SA takes up more space and RAM than Dell Update, and the probability of SA crashing is higher than Dell Update. On my device, SA keeps crashing, especially when multiple tasks are running at the same time, whereas Dell Update never crashes. I'm trying to find a nice GaN charger due to size. The original charger that came with my Dell Latitude 5521 is 130W (USB-C). I have a Dell Monitor that also charges my laptop via USB-C (90W). I now tried the Anker 735 (65W charger) and Windows reports "slow charger" right away. Looking at the charging statistic, I see that the laptop really is charging slower: 65W Anker 735 vs Dell factory charger I thought the Anker 737 (120W charger, 100W max per port) would be "good enough", but Windows still reports "slow charger". Windows does not report "slow charger" for the Dell Monitor 90W charger, even though the Anker 737 is supposed to be more powerful. I assume this is the chipset on the Anker chargers - they're doing/reporting something to Windows/the laptop that it doesn't like. I have to try some other small GaN chargers and just hope for another chipset (trying UGREEN next). I know I can disable the slow charger warning in Windows, what I am actually wondering is: How does Windows know? Can I check somehow what Windows is expecting, e.g. "at least 12V at 10A" or whatever? How does Windows figure out this is a slow charger? Do the Dell chargers (inside the Monitor, or also a Dell docking station I have) report some Dell magic? EDIT: The Anker 737 actually works great (no slow charger warning) - I didn't use the correct USB-C cable or a cable that is rated for many watts. New to Reddit? Create your account and connect with a world of communities. Page 2 New to Reddit? Create your account and connect with a world of communities. Hey there! Does anybody know what this "Dell Core Services" application is, that is preinstalled on newly Dell systems? (Latitude 5530 in this casebut but also saw it on Precisions) I think they started preinstalling this app when Dell switched from shipping the systems with Win 10 22H2 instead of 21H2, because older systems but same model did not had this preinstalled. I cant'f find any information at dell.com nor does this app gets listed when searching for drivers etc. at dell support. TLDR:Install the .NET 5.0 Runtime, then re-run the SupportAssist installer Long version:Had this problem with my Dell Precision 5530. Tried running and restarting the latest SupportAssist installer several times (downloaded from this page: Had a look inside the "Windows Application Logs" (Start Menu, run "Event Viewer", expand "Windows Logs", and selection "Application") In the main panel, there were errors that coincided with the times I ran the installer: Error 24/07/2022 16:27:47 .NET Runtime 1023 None The description showed like this: Description: A .NET application failed. Application: Dell.TechHub.exe Path: C:\Program Files\Dell\TechHub\Dell.TechHub.exe Message: It was not possible to find any compatible framework version The framework 'Microsoft.NETCore.App', version '5.0.0' (x64) was not found. - The following frameworks were found: 6.0.6 at [C:\Program Files\dotnet\shared\Microsoft.NETCore.App] You can resolve the problem by installing the specified framework and/or SDK. The specified framework can be found at: - So that's what I did: downloaded & installed the .NET 5.0 runtime, then re-ran the SupportAssist installer. Hope it helps someone out there. Go to Dell Hey folks, I was just tired of Dell and also Microsoft, both forcing you into Modern Standby, which never worked, doesnt work, and will not ever work reliable on Windows, compared to 100% working and reliable S3 (suspend to RAM) sleep. Dell removed, for NO REASON, the bios option on most of their laptops, to force S3 sleep (long gone on 9570 since bios 1.3.0). That was already a disgusting and incompetent move, however, the worst was yet to come: Up from Windows 10 2004 (2020 May update), MS also removed the CsEnabled option from registry. You CANT revert back to S3 now anymore, and are stuck with bad modern standby, which is a ticking time bomb, can melt your laptop to death or drain your battery in 1-2 hours randomly. Or has just bad drain in general, compared to S3. Update for Windows 10 >= 20h2: You might be able to disable modern standby with this registry flag, so no refind needed, so setting PlatformAoAcOverride to 0 under HKLM\System\CurrentControlSet\Control\Power. Removing the entry again to get back modern standby. Open cmd.exe as admin and run: reg add HKLM\System\CurrentControlSet\Control\Power /v PlatformAoAcOverride /t REG_DWORD /d 0 You can just run regedit as admin and delete PlatformAoAcOverride under HKLM\System\CurrentControlSet\Control\Power again to revert back. Or just as admin in cmd.exe: reg delete "HKLM\System\CurrentControlSet\Control\Power" /v PlatformAoAcOverride Warning: if your laptop is newer than 2019, there is a high chance, your OEM removed any S3 code from the bios, and your laptop will crash entering S3 and you have to force hold power key to restart and then delete the registry entry again to revert back to modern standby. ---------- You should also do the two following tweaks which will prevent catastrophic drains for 2 major issues with modern standby: Will prevent for example bluetooth mice to wake up the laptop, even with lid closed on battery: reg add HKLM\System\CurrentControlSet\Control\Power /v EnableInputSuppression /t REG_DWORD /d 1 Will always disable wlan/lan when switching to modern standby: reg add HKLM\System\CurrentControlSet\Control\Power /v EnforceDisconnectedStandby /t REG_DWORD /d 1 ---------- Update on S3 with the Dell XPS 15 9570: I found out what is the root cause of the runaway issue and power consumption after S3 wake up n the 9570. It is caused by the trackpad and/or Intel IO GPIO drivers. This changes everything! If you disable the trackpad in device manager or the Intel IO devices, then S3 works normally on the 9570! No drain after wake up. Another workaround is: You need to touch the touch pad at least ONE time, after every S3 wakeup. That also resolves the bug. ---------- (below is obsolete, dont use anymore) ---------- ---------- (below is obsolete, dont use anymore) ---------- ---------- (below is obsolete, dont use anymore) ---------- STOP READING HERE This guide is for 64bit laptops only. Also just for a normal Windows environment with no other boot manager being used other than the normal Windows boot manager. If you already have a dual boot environment, you have to replace your boot manager with reFind being used in this tutorial. The following procedure should work (no guarantee, just tested on Dell XPS 15 9570) on all Intel 64bit laptops which support both S3 and modern standby (not tablets, which dont support S3 in the first place), and for people, who have the desire to get S3 sleep back on their laptop under Windows 10. Especially after Windows 10 2004, where MS removed the CsEnabled option from registry, and there is no way anymore, to get S3 sleep back on devices, which force a modern standby sleep, and have no manual option in bios, to force S3 sleep. Dont do this on new AMD Ryzen 4000 laptops! There were reports of this causing a bluescreen caused by one of the AMD drivers. Youd mostly have to do a clean Windows 10 installation after setting up rEFInd. Credits for the patched "rEFInd driver" (the AcpiPatcher.efi can be used from any efi shell), which disables modern standby at boot time via editing the ACPI table go to: The patch is not permanent, and is being applied for every boot, when rEFInd loads, so it is easy to revert back to modern standy, by just reverting back to the normal Windows boot manager or by removing the AcpiPatcher.efi in the EFI\refind\drivers_x64 directory. Doing the following is at your own risk. Be aware, if you use Windows Bitlocker, you may have to disable/suspend the Bitlocker service temporarily before you mount the EFI partition. It is straightforward and should work normally, if you do it correctly though. I have not tested this with bitlocker and if you use it, you mostly have to disable it before changing the boot loader!! I dont recommend to do this if you have Bitlocker enabled! Backup your recovery key! I tested this on my own Dell XPS 15 9570 with bios 1.16.2 and Windows 10 2004. Be aware though, that using S3 on the 9570 at least causes a bug causing a permanent 1W drain ( ) which Dell never looked into fixing. How to install reFind boot manager: Disable "secure boot" in your bios (has to stay disabled as long as you use refind) Download (link removed: means => STOP READING, THIS PART IS OBSOLETE) Decompress refind_fix.zip to a folder for example C:\temp (optional) you can look into the C:\temp\refind\refind.conf if you like and edit it to your wishes Open a cmd.exe command prompt as administrator Execute: mountvol S: /S (if you already use a drive S: use a different letter not in use) Execute: cd C:\temp (where you have the zip extracted so it contains the "refind" folder) Execute: xcopy /E refind S:\EFI\refind\ Execute: cd S:\EFI\refind Execute: bcdedit /set "{bootmgr}" path \EFI\refind\refind_x64.efi (optional) Execute: bcdedit /set "{bootmgr}" description "rEFInd boot manager" How to revert back to Windows boot manager under Windows 10: Open cmd.exe as administrator Execute: mountvol S: /S Execute: cd S:\EFI\Microsoft\Boot\ Execute: bcdedit /set "{bootmgr}" path \EFI\Microsoft\Boot\bootmgfw.efi (optional) Execute: bcdedit /set "{bootmgr}" description "Windows boot manager" (optional) Enable "secure boot" in your bios If all worked fine, and booting into Windows 10 again via reFind, doing a "powercfg /a" should tell you, that S3 is now back enabled. I've had this new laptop (XPS 17 9720, i9 processor, Nvidia RTX 3060, 4k screen) for a couple of weeks now. On day one I uninstalled all of Dell's bloatware except for the driver updater. The privacy agreement for Dell SupportAssist seemed particularly diabolical. A week or two later, I'm noticing that my fans are a little loud and whiny. I don't think it's coil whine, I only notice it when I'm running a graphics-intensive program and the fans start spinning up. Probably normal, but I'm worried that I accidentally uninstalled some Dell program that was regulating fans and temperature in some proprietary and necessary way. As far as I can tell, the only programs from Dell that would potentially affect fan behavior / temperature control are "My Dell" and "Dell Fusion Service." I'd rather not have these bloatware programs installed if I can help it, but it's not worth frying my CPU/GPU over it. Are my fans and components okay without them, or do I need to reinstall these two programs?