

Getac Diagnostic Assistant

Version: R01 Rev. Date: 2021 June

Rugged Mobile Computing Solution

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Introduction

Getac Diagnostic Assistant is one-click health check software for end usersto exam Getac device's key components condition (Windows 10). You can also update the latest BIOS, EC, utility & drivers though this utility.

NOTE: Your company IT department might manage BIOS setting or drivers, please contact them before installing.

Getac Diagnostic Assistant also provides service suggestion when detected issues. User can share diagnostic report to Getac before applying service request. Service center will pre-allocated parts and engineers for you.

Get Started

Download

Getac Diagnostic Assistant is available on Getac website, and we will keep updating this software.

https://www.getac.com/intl/help-support/getac-diagnostic-assistant/

User Manual

Getac

A. Download and unzip file, double click on Getac DiagnosticAssistant.exeto launch software.

Utility will automatically show the version of BIOS, EC, Getac Utility, OS information, Geolocation and Operation.

8	Getac Diagnostic Assistant				?	×
	Getac Diagnosti Getac Diagnostic Assistan you on device key compor Please press the scan but	tic Assis t is your device tents, BIOS, EC ton to run this c	tant health ch C and Get check on y	eck software that runs checks for ac Utility software versions. our Getac device.		
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G	etac			Copyright @ 2021 Getac Technology Corp	oration Versi	on 2.0.5.0

Click "Scan" to diagnose key components status and updates.



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B.Please check for any warning and message.

Kindly contact your local dealer if your battery is not in good condition orneed to get extra storage space.

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C.You can scan it again while press "Scan again" button.

For other hardware issues, please apply service request via https://www.getac.com/, click top menu "Help & Support".

or https://support.getac.com/

System Requirements

Getac Diagnostic Assistant only works on Getac device with Windows 10.

Available Model: A140G1~G2 ; B300G6~G7; EX80; F110G3~G5; K120G1~G2 ; RX10G1~G2; S410G1~G3; T800G2; UX10G1~G2; V110G3~G6 ; X500G2~G3

Upload Diagnostic Report

It is recommended sharing diagnostic report with Getac to expedite service workflow when applying service request.

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		Diagnostic Report		
	Diagnos	Consent to processing of personal data		CXS0025 lows 10 Enterprise (64 bits)
	 Boot Boot Boot Constant <	Consent to processing of personal data This Notice is issued by Getac Technology Corporation on behalf of itself, its subsidiaries and its affiliates (together, " Getac "). For the purposes of this Notice, Getac is the controller. Further details are available in Getac 's Privacy Policy. Categories of personal data - With your consent, the categories of personal data that Getac may process are: data you provide to us (e.g., your name, contact details and payment details where applicable); your purchase history; and data automatically provided by your device (e.g., device type, operating system, browser type, browser I have read, and agree to this term No,thanks Send analytics to Getac	~	Dizonaz Jaya 22 hours Doventoud Ooventoud
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Contact Getac

If you have any questions please contact us via email: GetacSupport_Global@getac.com

or visit our web site https://www.getac.com