

Getac

Getac Diagnostic Assistant

Version: R01
Rev. Date: 2021 June

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Introduction

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

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

Getac Diagnostic Assistant also provides service suggestions when detected issues. Users can share diagnostic reports to Getac before applying service requests. Service centers will pre-allocate parts and engineers for you.

Get Started

Download

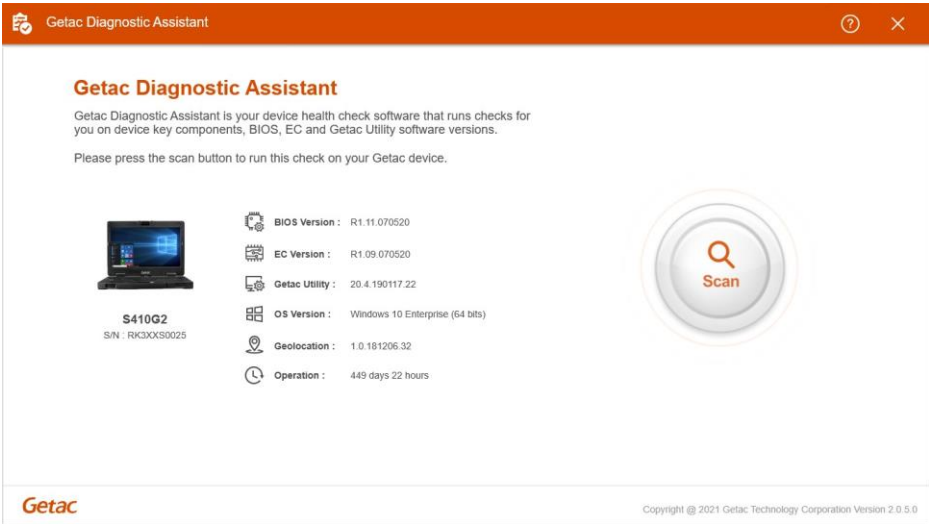
Getac Diagnostic Assistant is available on Getac website, and we will keep updating this software.

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

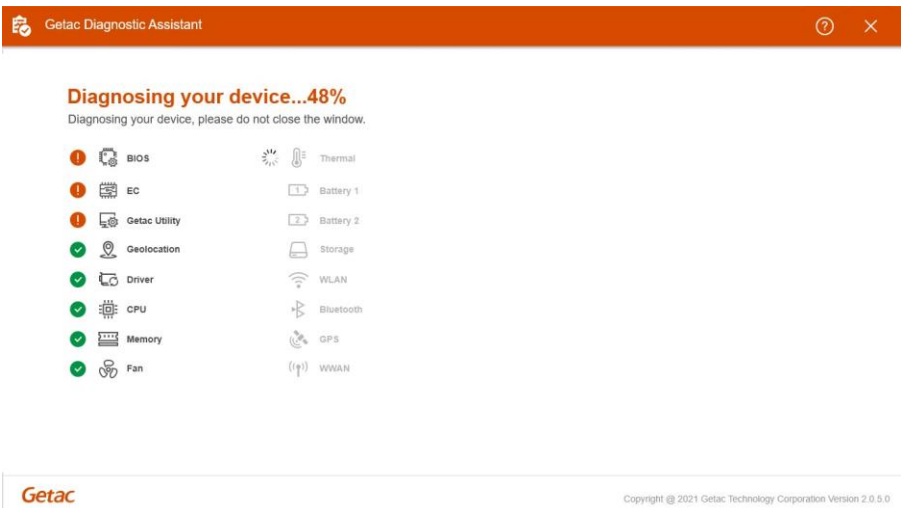
User Manual

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.



Click “Scan” to diagnose key components status and updates.



B. Please check for any warning and message.

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

Getac Diagnostic Assistant

Diagnosing your device...100%

Diagnostic Report

Model : S410G2 Serial Number : RK3XXS0025
BIOS Version : R1.11.070520 OS Version : Windows 10 Enterprise (64 bits)
EC Version : R1.09.070520 Geolocation : 1.0.181206.32
Getac Utility : 20.4.190117.22 Operation : 449 days 22 hours

3 Update 1 Warning 1 Skipped

Update

BIOS **Need update**
Please download and install the latest version.
Current version : R1.11.070520
New version : R1.23.070520 **Download**

EC **Need update**
Please download and install the latest version.
Current version : R1.09.070520
New version : R1.10.070520 **Download**

Getac Utility **Need update**
Please download and install the latest version.
Current version : 20.4.190117.22 **Download**

Scan again **Send analytics to Getac**

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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

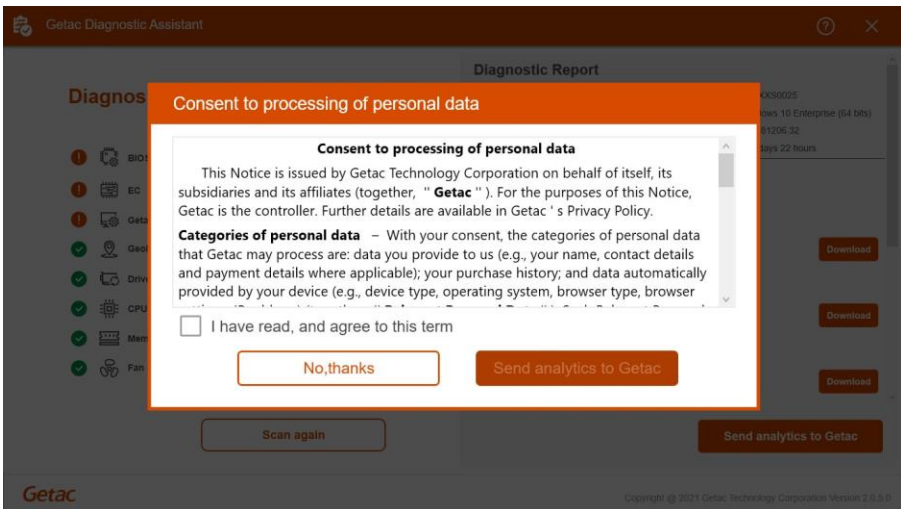
Getac Diagnostic Assistant only works on Getac device with Windows 10.

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.



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>