

Getac

Getac Diagnostic Assistant

Version: R02
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Introduction

Getac Diagnostic Assistant is one-click health check software for end users to 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

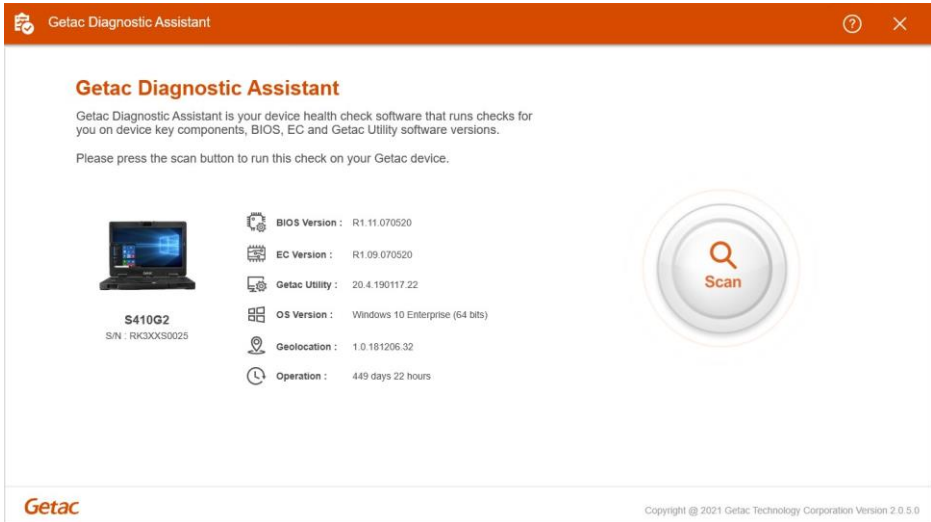
Getac Diagnostic Assistant is available on Getac website, and we will keep updating this software.

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

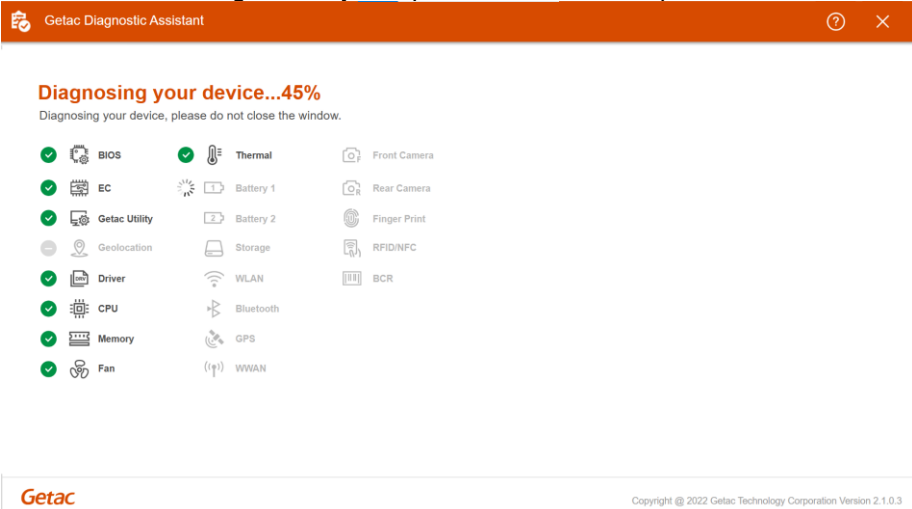
User Manual

A. Download and unzip file, double click on Getac DiagnosticAssistant.exe to 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.

There is some information, in the right side window. Such as your device condition, battery health, and temperature. Whether the BIOS, EC BIOS and drivers need to be updated.

The screenshot displays the 'Getac Diagnostic Assistant' window. The main area shows 'Diagnosing your device...100%' with a grid of 24 components, each with a status icon (green checkmark for success, grey minus for failure). A 'Scan again' button is located below the grid. On the right, a 'Diagnostic Report' panel provides system details and lists skipped items with their reasons.

Component	Status
BIOS	Success
EC	Success
Getac Utility	Success
Geolocation	Failure
Driver	Success
CPU	Success
Memory	Success
Fan	Success
Thermal	Success
Battery 1	Success
Battery 2	Success
Storage	Success
WLAN	Success
Bluetooth	Success
GPS	Failure
WWAN	Failure
Front Camera	Failure
Rear Camera	Failure
Finger Print	Failure
RFID/NFC	Failure
BCR	Failure

Diagnostic Report

Model : S410 Serial Number : RH803S1259
BIOS Version : R1.20.070520 OS Version : Win 10 ENT 19042.1706 (64 bits)
EC Version : R1.06.070520 Geolocation : N/A
Getac Utility : 20.3.170811.53 Operation : 372 days 17 hours

8 Skipped

- Geolocation** Geolocation is not support this unit.
- GPS** Module not found or a program currently accessing.
- WWAN** Module not installed or disabled.
- Front Camera** Module not installed or disabled.

Buttons: Scan again, Send analytics to Getac

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

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 or above.

Available Model:

A140G1~G2

B300G6~G7

EX80

F110G3~G6

K120G1~G2

RX10G1~G2

S410G1~G4

T800G2

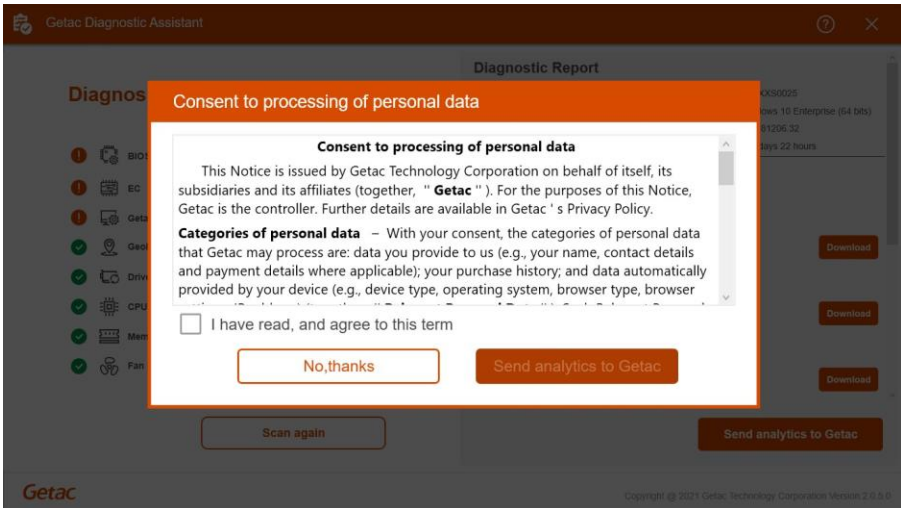
UX10G1~G2

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>