

SupportAssist for Business PCs Data Collected from Connected PCs

Introduction

SupportAssist is a proactive and predictive technology that provides automated technical support for your Dell PCs.

When deployed, SupportAssist monitors each PC and proactively detects both hardware and software issues. Depending on your service plan, when an issue is detected, SupportAssist automatically opens a support case with technical support and sends you an email notification.

SupportAssist collects and sends the required information securely to Dell technical support. This data enables Dell to provide you an enhanced, efficient, and accelerated support experience.

SupportAssist also collects telemetry data proactively from your PCs and provides PC utilization insights based on your service plan.

PC inventory data

The following table lists the data collected from various components of your PC:

Table 1. PC inventory data

Categories	Attributes
System Information	System Service Tag
	System Model
	Motherboard ePPID
	BIOS Version
	System Type
	Processor Information
	Processor Speed
	Video Controller
	Video RAM Bytes
	Number of Displays
	Operating System
	AC Adapter Watts
	Logical Drive Info
	System RAM (GB)
	Manufacture
	System SKU
Operating System Version	

Table 1. PC inventory data (continued)

Categories	Attributes
	LOB Platform Model DTD App Version OS Name BSOD alert details BIOS OS language OS local System ID Host name Hardware alerts System warranty details OS version OS language OS locale
System Usage & Power	Hours on AC power Hours on DC power Power Cycles Sleep States Time in Sleep States Power management settings
Battery	Position Manufacture Date Serial Number Chemistry Design Capacity Name Manufacturer Name ePPID Current Voltage Cycles Full Charge Capacity Temperature Manufacturer logs
Storage (HDD/SSD)	Disk Position Disk Name Disk Make Model

Table 1. PC inventory data (continued)

Categories	Attributes
	Disk Size MB
	Disk ePPID
	Disk Partition Position
	Disk Partition Name
	Disk Partition Size MB
	Read Time Percentage
	Write Time Percentage
	Idle Time Percentage
	Bytes Read MB
	Bytes Write MB
	SMART Logs
System Events	OS Crash Events
	Power Events
	Thermal Events
	Boot Error Events
	Diagnostic Events
Processor	CPU Utilization
	Concurrent Threads
	Queue Lengths
	C-States
Memory	DIMM Position
	DIMM Name
	DIMM Manufacturer
	DIMM Part
	DIMM Location
	DIMM Serial
	Memory Use Free/Available
	Paging Activity
Thermals	Fan RPM/Status
	System Thermals
	Battery Thermals
	CPU Thermals
Mechanicals	Internal Cable/ Connector health
	Hinge cycles
	Power insertions - AC/DC
	Dock cycles
Network	Adapter Name

Table 1. PC inventory data (continued)

Categories	Attributes
	Adapter MAC
	Adapter Device Name
	Adapter IMEI
	Network use
	WLAN/WLAN use time
	Link speed
Display	Display Vendor Information
	Brightness levels
Software	Applications installed
	Drivers
	Operating System updates
BIOS Verification	Image ID
	BIOS Version
	Service Tag
	App Version
ME Verification	Image ID
	BIOS Version
	Service Tag
	App Version
Secured Component Verification	Motherboard Manufacturer
	Motherboard Model
	Motherboard Serial
	Motherboard Revision
	CPU Manufacturer
	CPU Model
	CPU Revision
	Memory Manufacturer
	Memory Model
	Memory Serial
	Memory Revision
	System Manufacturer
	System Model
	System Serial
	System Revision
	Storage Manufacturer
Storage Model	
Storage Serial Number	

Table 1. PC inventory data (continued)

Categories	Attributes
	LOM Manufacturer
	LOM Model
	LOM Serial
	LOM Revision
	TPM RSA Certificate
	TPM EK Certificate
	DTD App Version
	Service Tag
	SCV Public Key
CVE Detection	Image ID
	BIOS Version
	Service Tag
	DTD App Version
	Model/Platform Name
Application Events	Application Heartbeat
	Application One Time Ping
	NC Update list
	BKC Compliance
	BIOS Updated
	Download Completed
	Download Started
	Download Failed
	Update Started
	Update Failed
	Update Completed
Application Event Details	Payload Metadata
	Application Version
	Application Name
	Event Timestamp
	Country
Boost Performance	Current User Name
	System model
	CPU model
	Memory Installed
	OS version - build
	OS architecture
	Domain Status(Yes/No)

Table 1. PC inventory data (continued)

Categories	Attributes
	OS Name
	Version details
	Drive Type
	Junk File Name
	Junk File Path
	Junk File Size
	Current User Name
	System model
	CPU model
	Memory Installed
	OS version
	OS architecture
	Version details
	Registry Key (Scanned/Deleted)
Optimized Network	Current User Name
	System model
	CPU model
	Memory Installed
	OS version - build
	OS architecture
	OSName
	Version details
Remove Viruses	Current User Name
	System model
	CPU model
	Memory Installed
	OS version - build
	OS architecture
	OS Name
	Version details
	Threat File Name
	Threat File Path
System Crash Event (Summary)	kernelModeCrashDumpSettingType
	System_Crash_Info
Windows Error Reporting	System_Crash_Info_WER_BSOD
Free Fall Event	FreeFallIncident

PC utilization data

After you deploy SupportAssist for Business PCs on your PC fleet, you can view the performance and utilization data in TechDirect.

NOTE: The performance and utilization data are not available for PCs with Basic or Expired service plan.

The following is the utilization data collected from various components of your PC:

Table 2. PC utilization data

Categories	Attributes
Static Configuration Information	CPU Configuration: <ul style="list-style-type: none"> • Model (string) • Speed (MHz) • Generation (numeric) • Physical Core Count (numeric) • Logical Cores • L2 Cache Size (KB) • L3 Cache Size (KB)
	CPU Instances
	Display—Internal Display Size (inches)
	Physical Drive—System-drive storage type (SSD or HDD, 5400/7200/10,000)
	Memory Capacity (GB)
	Memory Configuration (Module type, number of modules, capacity in GB)
	Primary Logical Drive Capacity (GB)
Static System Information	BIOS Version
	System Model Number
	System Form Factor
Static Operating System Information	Operating System
	Name
	Version
	Build Number
Static CPU Management Information	CPU
	vPro Support
Static Battery Information	Manufactured Maximum Capacity in Watt-hours
System Identification	Hardware ID
Dynamic Battery Information	Sample Start Time
	Sample End Time
	Current Charge Percent (min/max/average)
	Current Maximum Capacity
	Discharge Session Length
	Percent Discharge during discharge session

Table 2. PC utilization data (continued)

Categories	Attributes
	Charge Session Length
	Percent Charge during charge session
	Charger Connect and Disconnect events
Dynamic CPU Information	CPU Usage Percent (min/max/average)
	Sample Start Time
	Sample End Time
	Device ID
	Model
	Speed (MHz)
	L2 Cache Size (KB)
	L3 Cache Size (KB)
	CPU Core Count (numeric)
	Logical Processors (numeric)
Dynamic Memory Information	Memory Usage Percent (min/max/average)
	Sample Start Time
	Sample End Time
	Pages Per Second (R/W) (min/max/average)
	Paging File(_total)% Usage
Dynamic Display Information	Sample Start Time
	Sample End Time
	Display Name
	Display Instance (number)
	Internal or External Indicator
	Width in Pixels
	Height in Pixels
	Diagonal Length in Inches
Dynamic Physical Drive Information	Sample Start Time
	Sample End Time
	Average Time Reading (in millisecond)
	Average Time Writing (in millisecond)
	Disk type (HDD/SSD)
	Size of physical drive (GB)
	Unique ID of physical disk
	Disk Name
Dynamic Logical Disk Information	Sample Start Time
	Sample End Time
	Disk Letter

Table 2. PC utilization data (continued)

Categories	Attributes
	Average Free Space (MB)
	Average Percent Busy (in %)
	Average Percent Free (in %)
	Size of partition (GB)
	Unique ID of mapped physical drive
Dynamic Foreground Application Information	Sample Start Time
	Sample End Time
	Fully Qualified EXE Name
	Time In Focus (in seconds)
	Application Version
	Application Description
	Application Icon Image
	Product Name
	Product Version
	Window Information
	Visible Flag
	Maximized Flag
	Minimized Flag
	Window Flag
	Left Coordinate
	Top Coordinate
Right Coordinate	
Bottom Coordinate	
Overlap Count	
Dynamic Process Information	Sample Start Time
	Sample End Time
	Fully Qualified EXE Name
	Average Disk Activity Bytes Per Second
	Average Non-paged Memory Bytes
	Average Paged Memory Bytes
	Average CPU Processing (in %)
	Application Version
	Elapsed Time
	Network I/O Bytes (TCP/IP v4, TCP/IP v6, UDP v4, UDP v6)
	Average Working Set
Dynamic Network Information	Sample Start Time
	Sample End Time

Table 2. PC utilization data (continued)

Categories	Attributes
	Network Adapter Name
	Total Bytes Received
	Total Bytes Sent
Dynamic GPU Information	Sample Start Time
	Sample End Time
	Device Description (effectively, device name)
	GPU Usage Percent (min/max/average)
	On-Device Memory Usage in MB (min/max/average)
	On-Device Total Memory in MB (min/max/average)
	Shared Memory Usage in MB (min/max/average)
	Shared Total Memory in MB (min/max/average)
	GPU Usage Percent (min/max/average)
	GPU Memory Usage Percent (min/max/average)
	Available Memory MB (min/max/average)
	Total Memory MB (min/max/average)
	Core Clock MHz (min/max/average)
	Memory Clock MHz (min/max/average)
	Temperature in Celsius (min/max/average)
Application Crash Event (Summary)	Event Time
	Faulting Process (Application)
	Fully Qualified Name
	Version
	Description
	Product Name
	Icon Image
	Faulting Module (DLL)
	Name
	Version
	Description
	Product Name
	Product Description
	Numeric Value
	Exception Code
User Friendly Description	
Fault Offset	
Event Level (Error/Warning/Info)	
System Crash Event (Summary)	Event Time

Table 2. PC utilization data (continued)

Categories	Attributes
	Bug check Code
	Numeric Value
	User Friendly Description
	Bug check Parameters
	Four numerical values that vary depending on the bug check code
	Crash Dump Location (if available)
	Event Level (Error/Warning/Info)
Unexpected Shutdown Event	Event Time
	Bug check Code
	Numeric Value
	User Friendly Description
	Additional Values Collected From Event Log
	Sleep in Progress Numeric Code
	Boot App Status Numeric Code
	Checkpoint Numeric Code
	Connected Standby In Progress Numeric Code
	System Sleep Transitions Numeric Code
	Bug check Info from EFI Numeric Code
	Checkpoint Status Numeric Code
	Unexpected Shutdown Type (Crash, Hard Reset, Other)
	Event Level (Error/Warning/Info)
Application Crash Event (Detailed)	System Crash Event (Detailed)
WiFi Connect Event	Event Time
	SSID (hashed with the Tenant ID)
	Event Level (Error/Warning/Info)
Wireless Security Event	Event Time
	SSID (hashed with the Tenant ID)
	BSSID (hashed with the Tenant ID)
	Event Level (Error/Warning/Info)
Network Adapters	Adapter Type
	Adapter Name
Application Hang Event	Event Type
	Event Level
	Description
	Start Time
	Termination Time
	Application Path

Table 2. PC utilization data (continued)

Categories	Attributes
	Report ID Faulting package full name Faulting package-relative application ID Process ID
Operating System Information	From start up (boolean) Last Bios Boot Duration OsBootInfo: <ul style="list-style-type: none"> ● LogonTimestamp ● LastBootTimestamp ● DurationInMs ● Error Code (if data is unavailable) LogonSessionInfo: <ul style="list-style-type: none"> ● ExplorerStarted ● LogonSessionStartTime ● DurationInMs ● Error Code (if data is unavailable) OsStartupInfo: <ul style="list-style-type: none"> ● IdleTimestamp ● ExplorerStarted ● DurationInMs ● Error Code (if data is unavailable) Error Codes: <ul style="list-style-type: none"> ● -1 if any part of the collection fails (e.g. WMI is unavailable) ● -2 if Process Audit Policy is disabled ● -3 if any metric fails to collect within its time limit ● -4 if the collection was interrupted by service shutdown
Paging File Information	Percent Usage
Energy Consumption	Application Id User Id (Hashed) Collection timestamp Running On Battery Screen On Battery Saver Active Low Power Epoch Active Is Foreground CPU Energy Consumption / Work on Behalf / Attributed Soc Energy Consumption Display Energy Consumption Network Energy Consumption Mobile Broadband Energy Consumption Other Energy Consumption

Table 2. PC utilization data (continued)

Categories	Attributes
	Emi Energy Consumption
Installed Driver List	List of drivers installed on the PC

Routine PC monitoring data

The following table describes the PC information that is collected and sent to Dell once every 24 hours as part of routine PC monitoring.

Table 3. Routine PC monitoring

Attribute	Description
Schema version	Version of the schema used for routine PC monitoring.
Agent version	Version of SupportAssist deployed on the PC.
Service Tag	Unique identifier of the PC.
System model	Model name of the PC.
Registration information	Registration status of SupportAssist.
OS version	Version of the operating system running on the PC.
SP version	Service pack of the operating system.
UTC date	Date and time when routine PC monitoring information was sent to Dell.
BIOS version	Version of the BIOS that is installed on the PC.
Status	Status of the alert depending on the severity, for example, warning.
Description	Information about the PC failure, for example, high CPU usage.
Hard drive free space	Free space available in the PC hard drive.
Memory usage	Amount of PC memory used.
CPU usage	Average CPU utilization.
Local date	Date and time of the PC.
Last Boot Up Date	Date and time when the PC was last restarted.
Windows Updated Run Date	Date and time when Windows was last updated on the PC.
BSOD Count 24 hrs	Number of blue screen occurrences in the last 24 hours.
Alert info	Unique identifier of the alert.
Source	Source from where the alert was generated.
Type	Type of the alert, for example, predictive alert.

Resources

This section lists the documentation resources and other useful links that provide more information about SupportAssist for Business PCs.

Documentation & Others


Table 4. Resources

For more information about	See	Available at
Onboarding to TechDirect, configuring, downloading, and deploying SupportAssist on the PC fleet	IT Administrators— <i>SupportAssist for Business PCs Deployment Guide</i>	SupportAssist for Business PCs documentation page
	Partners— <i>SupportAssist for Business PCs Deployment Guide for Partners</i>	
Using TechDirect to manage your PCs running SupportAssist for Business PCs	<i>SupportAssist for Business PCs Administrator Guide</i>	
Frequently asked questions and answers about SupportAssist for Business PCs	<i>SupportAssist for Business PCs Frequently Asked Questions</i>	
Setting up SupportAssist for Business PCs	<i>SupportAssist for Business PCs Quick Setup Guide</i>	
Data collected from various components of your PC	<i>SupportAssist for Business PCs Data Collected from Connected PCs</i>	
Summary of recent changes, enhancements, known issues, and limitations in the release	<i>SupportAssist for Business PCs Release Notes</i>	
Using SupportAssist that is configured and deployed on your PC by your administrator	<i>SupportAssist for Business PCs User's Guide</i>	
Enrolling your organization, managing SupportAssist alerts, and parts dispatch requests in TechDirect	TechDirect dashboard	TechDirect
SupportAssist benefits and features	SupportAssist home page	SupportAssist for Business PCs home page
Using Image Assist Dynamic	<i>Image Assist Dynamic for Multiple Platforms User's Guide</i>	Image Assist documentation page
Ready Image current features and versions	Dell Ready Image Technical Specifications	Dell Ready Image Technical Specifications

Videos

- [How to onboard to TechDirect to set up and connect SupportAssist for Business PCs](#)—demonstrates how to onboard to TechDirect and activate the Connect and manage service.
- [How to view health of your PC fleet using SupportAssist for Business PCs](#)—demonstrates how to view the health of your PC fleet.
- [How to view application experience for your PC fleet using SupportAssist for Business PCs](#)—demonstrates how to view the application experience data for your PC fleet in Connect and manage.
- [How to view security of your PC fleet using SupportAssist for Business PCs](#)—demonstrates how to view the security data for your PC fleet.
- [How to create remediation rules for your PC fleet using SupportAssist for Business PCs](#)—demonstrates how you can create remediation rules that help proactively identify and automatically resolve issues or threats that occur on the PCs.
- [How to create and manage catalogs for your PC fleet using SupportAssist for Business PCs](#)—demonstrates how to create and manage catalogs and deploy PC updates remotely.

Notes, cautions, and warnings

 **NOTE:** A NOTE indicates important information that helps you make better use of your product.

 **CAUTION:** A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

 **WARNING:** A WARNING indicates a potential for property damage, personal injury, or death.