

SupportAssist for Business PCs with Windows OS Reportable Items

Data collected by SupportAssist

The data required for troubleshooting an issue is automatically collected from the system by SupportAssist and sent securely to technical support. This data enables Dell to provide you an enhanced, efficient, and accelerated support experience.

Along with monitoring systems for hardware and software issues, SupportAssist also collects system utilization and performance data. You can use the information that is collected to make business decisions, for example, hardware upgrades.

System monitoring data

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

Table 1. System monitoring

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)
System Usage & Power	Hours on AC power
	Hours on DC power
	Power Cycles
	Sleep States
	Time in Sleep States
	Power management settings

Table 1. System monitoring (continued)

Categories	Attributes
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
	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

Table 1. System monitoring (continued)

Categories	Attributes
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
	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

Routine system monitoring data

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

Table 2. Routine system monitoring

Attribute	Description
Schema version	Version of the schema used for routine system monitoring
Agent version	Version of SupportAssist deployed on the system
Service Tag	Unique identifier of the system

Table 2. Routine system monitoring (continued)

Attribute	Description
System model	Model name of the system
Registration information	Registration status of SupportAssist
OS version	Version of the operating system running on the system
SP version	Service pack of the operating system
UTC date	Date and time when routine system monitoring information was sent to Dell
BIOS version	Version of the BIOS that is installed on the system
Status	Status of the alert depending on the severity, for example, warning
Description	Information about the system failure, for example, high CPU usage
Hard drive free space	Free space available in the system hard drive
Memory usage	Amount of system memory used
CPU usage	Average CPU utilization
Local date	Date and time of the system
Last Boot Up Date	Date and time when the system was last restarted
Windows Updated Run Date	Date and time when Windows was last updated on the system
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

PC insights data

If you have enabled SupportAssist to collect insights data, the following data is collected from various components of your system:

Table 3. PC insights

Categories	Attributes
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
User Identification	User SID (Security Identifier)

Table 3. PC insights (continued)

Categories	Attributes
	User Domain
	User SAM Account Name
	User Principal Name
System Identification	Hardware ID
	Hostname
	Service Tag
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
	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
Dynamic Memory Information	Memory Usage Percent (min/max/average)
	Sample Start Time
	Sample End Time
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
	Drive Name
	Average Time Reading (in millisecond)
	Average Time Writing (in millisecond)
Dynamic Logical Disk Information	Sample Start Time
	Sample End Time
	Disk Letter

Table 3. PC insights (continued)

Categories	Attributes
	Average Free Space (in Mb)
	Average Percent Busy (in %)
	Average Percent Free (in %)
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 %)
Dynamic Network Information	Sample Start Time
	Sample End Time
	Network Adapter Name
	Total Bytes Received
	Total Bytes Sent
Dynamic GPU Information	Sample Start Time
	Sample End Time
	Device Description (effectively, device name)

Table 3. PC insights (continued)

Categories	Attributes
	GPU Usage Percent (min/max/average)
	On-Device Memory Usage in MB (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
System Crash Event (Summary)	Event Time
	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)

Table 3. PC insights (continued)

Categories	Attributes
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)
Application Crash Event (Detailed)	System Crash Event (Detailed)
WiFi Connect Event	Event Time
	SSID (hashed with the Tenant ID)
Wireless Security Event	Event Time
	SSID (hashed with the Tenant ID)
	BSSID (hashed with the Tenant ID)
Network Adapters	Adapter Type
	Adapter Name

Resources

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


Table 4. Resources

For more information about	See	Available at
Configuring and deploying SupportAssist on PCs running Windows operating system and using TechDirect to manage your PCs running SupportAssist for business PCs	<i>SupportAssist for Business PCs with Windows OS Administrator Guide</i>	SupportAssist for Business PCs Manuals and Documents
Frequently asked questions and answers about SupportAssist for business PCs	<i>SupportAssist for Business PCs with Windows OS Frequently Asked Questions</i>	
Data collected from various components of your system	<i>SupportAssist for Business PCs with Windows OS Reportable Items</i>	

Table 4. Resources (continued)

For more information about	See	Available at
Summary of recent changes, enhancements, known issues, and limitations in the release	<i>SupportAssist for Business PCs with Windows OS Release Notes</i>	
Using SupportAssist that is configured and deployed on your system by your administrator	<i>SupportAssist for Business PCs with Windows OS User's Guide</i>	
Enrolling your organization, managing SupportAssist alerts, and parts dispatch requests in TechDirect.	TechDirect home page	https://www.techdirect.com
SupportAssist benefits and features	SupportAssist marketing page	https://www.dell.com/supportassist
SupportAssist for PCs peer-to-peer questions and discussions	SupportAssist Community page	Dell SupportAssist Community

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.