

Dell Docking Station Data Missing/Generic Model Names

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What it means

The most common scenario for no Dell docking station information being returned in an environment that has agents deployed and licensed is [FIPS](#) compliance being enabled on workstations which prevents our fallback dock detection method from being able to execute as intended.

If Dell docking station data is coming back but with generic model names, this is expected default behavior due to Dell reusing their Plug and Play IDs.

Resolution

You can overcome missing data and generic data by installing [Dell Command | Monitor](#) on devices utilizing dell docking stations. This will create the DCIM_Chassis WMI object on each device where Dell Command Monitor is installed, which our agent can leverage to return accurate Dell docking station data.
