



RECAST SOFTWARE

Docking Station Data Missing/Generic Model Names

Last Modified on 08.18.25

If docking station information is not being returned in an environment that has deployed and licensed agents, the likely cause is [FIPS](#) compliance being enabled on workstations. FIPS compliance will prevent 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

To resolve missing data and generic model name problems on Dell docking stations, install [Dell Command | Monitor](#) on devices.

To resolve these issues on Microsoft, HP, or Lenovo docking stations, contact our [Support Team](#).