

Dell System Inventory Agent for Microsoft Windows Version 1.7.3 Release Notes

Topics:

- [Priority and recommendations](#)
- [Supported systems](#)
- [Supported operating systems and hypervisors for managed systems](#)
- [Important notes](#)
- [Installing DSIA](#)
- [DSM CM Inventory Agent service](#)
- [Troubleshooting](#)
- [Known issues](#)
- [Out-of-date WMI inventory displayed after updating the software of a device](#)
- [WMI inventory is out-of-date after restarting the system](#)
- [Failure of Dell Inventory Collector](#)
- [Inventory collector issues](#)
- [Discrepancy observed in Dell Inventory Collector reporting](#)
- [No clean uninstallation of DSIA](#)
- [Resources and support](#)
- [Contacting Dell](#)

Current Version

1.7.3

Previous Version

1.7.2

Release summary

This document contains technical information about Dell System Inventory Agent (DSIA) for Microsoft Windows Operating Systems. The Dell System Inventory Agent provides the system software information for supported Dell devices through Microsoft Windows Management Instrumentation (WMI).

Priority and recommendations

Install DSIA to use Microsoft Endpoint Configuration Manager (SCCM) and Dell System Center Update Publisher catalog to manage Dell EMC servers. This utility provides Dell EMC system inventory through Windows Management Instrumentation (WMI).

Supported systems

Dell System Inventory Agent for Microsoft Windows supports all PowerEdge servers from 12th generation onwards.


Supported operating systems and hypervisors for managed systems

Dell System Inventory Agent (DSIA) supports the following flavors of Microsoft Windows:

- Windows Server 2019 Standard Edition
- Windows Server 2019 Data Center Edition
- Windows Server 2016 Essentials
- Windows Server 2016 Standard
- Windows Server 2016 Datacenter
- Windows Server 2012 R2 Foundation
- Windows Server 2012 R2 Essentials
- Windows Server 2012 R2 Standard
- Windows Server 2012 R2 Standard
- Windows Server 2012 R2 Datacenter
- Windows Server 2008 R2 Foundation
- Windows Server 2008 R2 Essentials
- Windows Server 2008 R2 Standard
- Windows Server 2008 R2 Standard
- Windows Server 2008 R2 Datacenter

Important notes

This section provides information to enhance your experience with Dell System Inventory Agent (DSIA) in specific implementations and environments.


- 32-bit DSIA is supported from 11th generation to 13th generation of Dell EMC PowerEdge servers
 -  **NOTE:** Ensure that WoW64 feature is enabled on Server Core, before deploying the 32-bit DSIA to 12th and 13th generation of Dell EMC PowerEdge servers.
- 64-bit DSIA is supported on 15th and 14th generation of Dell EMC PowerEdge servers.

Installing DSIA

DSIA is released as a Microsoft Installer package DSIA_xxxx_WN32_x.y.z.msi or DSIA_yyyy_WN64_x.y.z.msi. DSIA is pushed from System Center Update Publisher (SCUP) to Microsoft Endpoint Configuration Manager (SCCM) using Dell EMC SDP Catalogs through various options that are supported in Microsoft Installer.

DSM CM Inventory Agent service

DSIA installation package installs this service. The service synchronizes inventory for WMI and gets updated at the system runtime status, and the service sets the startup type as Automatic.

-  **NOTE:** Do not change the default settings of this service. Changing the startup type of this service disables the inventory synchronization function and hence, WMI displays out-of-date inventory.

Troubleshooting

The DSM CM Inventory Agent service displays a status message to the application event log when it starts. The system administrator can use the Windows Event Viewer to monitor this service.

Known issues

Out-of-date WMI inventory displayed after updating the software of a device

Description	The WMI inventory synchronization process starts when the system restarts. If you update the software of a device by running a Dell Update Package (DUP), the installed version will not be available in WMI until you restart the system. A hot pluggable device is not displayed in WMI.
Workaround	Always restart a system after you update a device.

WMI inventory is out-of-date after restarting the system

Description	WMI inventory is out-of-date even after restarting the system as the Dell EMC Inventory Collector utility takes approximately 20 minutes to complete a system inventory scan.
Workaround	After the scan is complete, the new up-to-date inventory is available in WMI.

Failure of Dell Inventory Collector

Description	Application Event Log displays the following message: Another copy of the Dell Inventory Collector is activating, will retry after 5 minutes. The Dell Inventory Collector utility does not support multiple instances. The existing Dell Inventory Collector instance can make the utility unresponsive.
Workaround	The DSM CM Inventory Agent service can resist this error and continue to occur after every five minutes until the Dell Inventory Collector utility starts successfully.

Inventory collector issues

Description	IC_v18.10.00 Emulex module is not supported for Windows 2008 R2 operating system, and following message is displayed on command prompt: Unsupported operating system
Workaround	IC_v18.12.00 Qlogic FC module not supported for Windows 2019 operating system

Discrepancy observed in Dell Inventory Collector reporting

Description	There are small discrepancies that are observed in Dell Inventory Collector reporting on minor versions of firmware for Broadcom NX-E cards.
Workaround	Update the firmware through operating system.

No clean uninstallation of DSIA

Description

When you try to uninstall DSIA, some files are still present in the system after an uninstallation.

Resources and support

Accessing documents using direct links

You can directly access the documents using the following links:

Table 1. Direct links for documents


URL	Product
https://www.dell.com/idracmanuals	iDRAC and Lifecycle Controller
https://www.dell.com/cmcmanuals	Chassis Management Controller (CMC)
https://www.dell.com/esmmanuals	Enterprise System Management
https://www.dell.com/serviceabilitytools	Serviceability Tools
https://www.dell.com/omconnectionsclient	Client System Management

Accessing documents using the product search


1. Go to <https://www.dell.com/support>.
2. In the **Enter a Service Tag, Serial Number...** search box, type the product name. For example, **PowerEdge** or **iDRAC**.
A list of matching products is displayed.
3. Select your product and click the search icon or press enter.
4. Click **DOCUMENTATION**.
5. Click **MANUALS AND DOCUMENTS**.

Accessing documents using product selector

You can also access documents by selecting your product.

1. Go to <https://www.dell.com/support>.
2. Click **Browse all products**.
3. Click the desired product category, such as Servers, Software, Storage, and so on.
4. Click the desired product and then click the desired version if applicable.
 **NOTE:** For some products, you may need to navigate through the subcategories.
5. Click **DOCUMENTATION**.
6. Click **MANUALS AND DOCUMENTS**.

Contacting Dell


 **NOTE:** If you do not have an active Internet connection, you can find contact information on your purchase invoice, packing slip, bill, or Dell product catalog.

Dell provides several online and telephone-based support and service options. Availability varies by country and product, and some services may not be available in your area. To contact Dell for sales, technical support, or customer service issues:

1. Go to **Dell.com/support**.

2. Select your support category.
3. Verify your country or region in the **Choose a Country/Region** drop-down list at the bottom of the page.
4. Select the appropriate service or support link based on your need.

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.