

DEX Essentials Activation Technical Requirements

Ensure that devices meet the necessary technical and account-level conditions before activating DEX Essentials.



Device Requirements

Operating System

Windows 64-bit (x64)
Windows 10 version 22H2 or newer

TeamViewer Software

TeamViewer 64-bit (x64)*
TeamViewer Host or Full Client version **15.65.6** or newer

Connectivity

Devices must be online during the activation process
Offline devices will receive the installation once they come back online



Account Requirements

TeamViewer account must

- ✓ Be set up under a **company profile**
- ✓ Have **company admin permissions**, including **policy administration permissions**

Devices must be

- ✓ **Managed by the company** (with **Managed Devices v2**)
- ✓ This can be verified under **Admin Settings > Company Devices**



Interface Access

DEX Essentials is accessible via

- ✓ TeamViewer Remote web version
- ✓ TeamViewer Remote full client

Important Note

Devices using the TeamViewer Custom Host are not eligible, as it is only available in 32-bit.