

TeamViewer DEX Essentials: Proactive IT starts here

TeamViewer DEX Essentials gives IT teams real-time visibility and automated remediation across core areas of device health. With 16 powerful insights, DEX Essentials can resolve issues before they impact users—reducing tickets, preventing downtime, and keeping endpoints secure, fast, and reliable.

| Performance – Prevent system slowdowns before they disrupt productivity. | | |
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| Use Case | Insight | DEX Essentials Remediation |
| Disk Space Management | Devices slow down due to low disk space. | Runs Windows Disk Cleanup to remove outdated system files, old SCCM cache, and restore points—freeing up space without affecting user data. |
| Windows Fast Startup | Fast Startup causes inconsistent performance or boot issues. | The Fast Startup registry key is updated to disable Fast Startup on target endpoints |
| Applications – Ensure critical apps run smoothly to keep employees productive with automated detection and remediation | | |
| Office 365 Crashes | Frequent Office app crashes disrupt productivity and can hinder compliance with organizational standards | Detects recurring Office crashes and automatically deletes Office File Cache after more than one crash in a 24-hour period. |
| Microsoft Teams Crashes | Teams crashes interrupt meetings and communications. | Clears the Teams cache and restarts the app to resolve crashes—supporting both legacy and new Teams installations. |
| OneDrive Sync Issues | Sync issues cause data inconsistency and missing files. | Resets OneDrive to restore sync functionality, without deleting files—ensuring a fresh connection and full re-sync. |
| Windows Update Failures | Missing or failed updates leave systems vulnerable or non-compliant. | Triggers an immediate Windows Update check using system commands—ensuring the endpoint scans for and downloads applicable updates without delay. |
| TeamViewer Service Check | Inactive TeamViewer service disrupts remote connectivity. | Resets OneDrive to restore sync functionality, without deleting files—ensuring a fresh connection and full re-sync. |

Operating System – Keep devices stable and responsive without manual oversight.

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| Page File Size Optimization | Poorly sized page file impacts system performance. | Adjusts page file settings based on storage type—automatically managing size on SSDs and optimizing size on HDDs without risking low disk space. |
| OS Crash Detection | Frequent OS crashes or BSODs disrupt user productivity. | Runs the System File Checker tool to detect and repair corrupted Windows operating system files. |
| WMI Repository Health | Corrupted WMI repository breaks management tools and diagnostics. | Runs the WMI management tool with a repair command to fix repository corruption and restore system diagnostics. |
| Critical Services Monitoring | Key Windows services are stopped or improperly configured. | Aligns key services with expected states by adjusting startup settings and ensuring they are running or stopped as required. |
| Time Sync Accuracy | Time mismatch causes authentication and logging errors. | Runs the Windows time sync command to resynchronize the device clock with the organization's configured time server. |
| System Restore Readiness | Disabled restore points limit recovery options after system failures. | Enables System Restore on the system drive using PowerShell to support recovery from future issues. |

Security & Networking – Ensure every endpoint is protected and securely connected.

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| Windows Defender Signature Age | Outdated definitions leave devices exposed to threats. | Runs a PowerShell command to update Windows Defender signatures and ensure up-to-date threat protection. |
| Windows Firewall Status | Disabled or misconfigured firewall compromises security and network access. | Uses PowerShell to verify firewall profiles are enabled and enforces secure rules by blocking inbound and allowing outbound traffic. |
| ThreatDown (Malwarebytes) Health | Key security services fail to start, leaving systems unprotected. | Checks Malwarebytes services and, if not running or set to automatic, starts them and updates their startup mode—while preserving protected service settings. |

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