

Client Requirements for OfficeExpert TrueDEM Manager

Windows Platform Requirements

- Windows 10, version 1709, and later
- User Device must be either:
 - Azure AD joined
 - Hybrid Azure AD joined
 - Azure AD registered
- The Client need to be able to connect via TCP 443 (SSL) to
 - *.truedem.com
 - *.truedem.app
 - *.epmapi.com
 - *.servicebus.windows.net

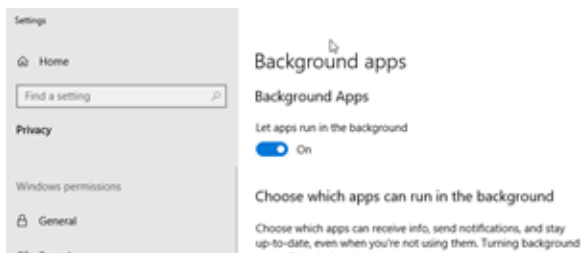
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Please make sure that **Proxy authentication is not required and SSL inspection is not in place** whenever these domains are accessed.

Furthermore, companies (especially large enterprises) should ensure that **split tunneling is in place** for all communication towards the endpoints mentioned above.

- If you use AppLocker (Windows Defender), please make sure you that TrueDEM is a Trusted Application.>> [AppLocker - Allow Rule](#)
- Make sure that Background Apps are enabled on the Device



Antivirus related info

In general there should never be the situation to whitelist anything on the AntiVirus level. However it may happen that the AV Vendor complains about EPM. The following two processes are the ones which you would potentially need to whitelist:

- PerfraxAgent.Exec.Net
- tracert.exe

MacOS Platform Requirements

There are no requirements at the moment

Changes to This Document

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