

Dizzion Support

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Contact Support

If you are experiencing issues with your Dizzion environment (Frame or VMware Horizon) or simply have a question, it is easy to contact our support team. Customers may create support tickets through our Support Portal which helps to ensure that communications are accurate and reliable, as some issues may require extensive investigation by support personnel. Follow the steps below to create a support case.

1. Access Dizzion Support

Start by opening your preferred web browser and navigating to the [Dizzion Support Portal](#). Click the **Sign In** button in the upper right corner of the page, where you'll be asked to authenticate. From there, enter your credentials.

Enter your C3 login credentials (email address and password), and then click the **Sign In** button to access your Frame Support account.

You should receive an email from ProvisioningCenter@dizzion.com as outlined in the [support migration announcement](#). The email will look like this:

[image.png](#)

Simply click on the "Setup your C3 Profile" link button and go through the sign up process.

If you have not received this email, please contact your CSM or email us at frameonboarding@dizzion.com.

2. Navigate to the Service Request Creation Page

Once logged in, you will land on the Dizzion Support dashboard. Find and click on the **Submit a Request** button located in the top navigation menu.

3. Start Creating a Service Request

On the Service Request page, complete the form by selecting the product category:

or

4. Fill in Service Request Details:

In the service request creation form, provide the necessary information:

- **Subject:** Write a concise and descriptive summary of the request.
- **Issue Type:** What type of issue do you need help with?
- **Priority:** What is the urgency of your request? Full descriptions of each priority level are listed below.
- **Cloud Provider:** What infrastructure are you running Frame on?
- **Description:** Elaborate on the request, providing any relevant details such as error messages, steps to reproduce the issue, and/or any additional context.

5. Add Attachments (if needed)

Be sure to add any relevant files or screenshots that could help clarify the request. From there, click on the **Attachments** button to upload them or drag and drop them in the designated area.

6. Submit the Ticket

After entering all required details, click the **Submit** button to create the service request.

7. Confirmation and Ticket Tracking

After you submit it, you will receive a confirmation message or email with the ticket details, including a unique ticket number. **Take note of the ticket number** for future reference.

You can track the progress of your request from the Dizzion support dashboard. The assigned engineer will be notified to begin addressing the request.

View your Support Requests: Click the Requests button in the top navigation menu to view your support requests.

Definitions of Priority Level and Targeted Initial Response

Priority Level	Description	Target Initial Support Response
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P1	Emergency: Dizzion Platform services for a Production Dizzion account are completely unreachable, affecting all end users of the applications/desktops hosted by that account and/or affecting all administrators of an account.	Within 1 hour
P2	Critical: Dizzion Platform services are available but experiencing issues that directly impact productivity. Some (but not all) end-users of an application on a Production account cannot reach the application or desktop, and/or some (but not all) administrators cannot reach the Dizzion Console. No workaround is available. Major inconvenience.	Within 4 hours
P3	Normal: Some end user sessions are experiencing degraded performance, and/or some administrator Dizzion Console features are not functioning as expected.	Next business day (NBD)
P4	Low: Questions about documentation, processes, or procedures. General requests about information. General questions on configuration, setup, application issues, and compatibility.	By the next 2 business days (N2BD)
RFE	Requests for Enhancements: Feature requests for the product that would improve the experience or functionality for the customer.	Within 2 weeks

If you would like more information about Frame's SLA response times, please refer to the [official Frame Support Guide](#) listed above.

Dizzion Product Release stages

Release Stage	Readiness	Accessibility	Usability	Public Documentation	Support
Tech Preview	Ready for qualified Proof of Concept (PoC) deployments.	Requires some assistance or special configuration to enable.	Basic functionality is available but may be limited. Usability may vary, and features are subject to change based on early user feedback.	Public documentation is rarely available.	Limited Support - Limited assistance from Dizzion Solutions Architecture & Engineering may be available with no formal SLAs.
Early Access (EA)	Ready for pilot deployments.	Self-service. Can be enabled from the UI by <i>most</i> customers.	Usable for most deployments with a majority of core features in place. Some functionality may still be evolving, and user experience may be refined prior to GA.	Public documentation may not be complete or available.	Limited Support - Customers may receive assistance from Dizzion Solutions Architecture & Engineering with no formal SLAs.
Generally Available (GA)	Ready for production deployments.	Self-service. Can be enabled from the UI by <i>any</i> customer.	Fully usable with all intended features available. Designed for production deployments with a polished and stable user experience.	Public documentation is available.	Officially Supported - Support with standard Dizzion Support SLAs.

ReleaseStage	Readiness	Accessibility	Usability	Public Documentation	Support
End of Maintenance (EOM)	Safe for production deployments but should be migrated to a supported version as soon as possible.	May no longer be available or accessible.	Generally usable at GA level, but no new enhancements or improvements will be made.*	Public documentation remains available but is de-prioritized, with EOM warnings included.	Limited Support - Issues specific to EOM components will not be addressed. Limited assistance may be available for general inquiries, but no fixes or updates are provided. <i>Upgrading to a supported version will be the recommended solution for any issues related to EOM components.*</i>
End of Life (EOL)	Cannot be used for any deployment.	May no longer be accessible or usable.	Should no longer be used as the product is fully deprecated and should be replaced with a supported version.	Public documentation may be archived or removed.	Not Supported - No longer supported by Dizzion.

* = **End of Maintenance (EOM)** signifies that a component or service will no longer receive updates, patches, or new features from Dizzion. While EOM components remain functional, they may become vulnerable to security risks, compatibility issues, and performance degradation over time. Customers are strongly advised to migrate to a supported version promptly to maintain optimal functionality and security.

End of Maintenance (EOM) and End of Life (EOL) Components

Once a component or feature reaches **End of Maintenance (EOM)** status, it will remain accessible and functional but will no longer receive updates or active support from Dizzion. Customers are encouraged to migrate to a supported version as soon as possible. Documentation will still be available but will be de-prioritized in favor of newer version information, with clear warnings indicating the EOM status.

When a component or feature reaches **End of Life (EOL)** status, it will no longer be supported or maintained by Dizzion. EOL components or features may become inoperative or completely inaccessible within the Frame tenant or Horizon environment. Customers are responsible for discontinuing the use of these components or features before the designated EOL date.

All **End of Maintenance (EOM)** and **End of Life (EOL)** dates for key Frame components and features are posted below. Please note that these dates are subject to change at any time.

Name	Version	Infrastructure	End of Maintenance	End of Life	Details
Frame Launchpad	Legacy		-	06/30/2025	The new Launchpad experience will be deployed in two waves on May 18, 2025 and June 1, 2025 as part of our scheduled platform releases.
Streaming Gateway (SGA) 3	3.5		12/31/2024	TBA	
Windows Server	2019		04/19/2025	07/31/2025	
Liquidware Driver	6.8.5		-	TBA	Build 8444, Released 3/20/2023
Frame App 7	7.7		09/30/2025	03/31/2026	
Frame App 7	7.6		03/31/2025	09/30/2025	

Name	Version	Infrastructure	End of Maintenance	End of Life	Details
Frame App 7	7.5		01/31/2025	07/31/2025	
My Nutanix Authentication			-	03/31/2025	Nutanix customers will no longer be able to access Frame with My Nutanix credentials
Frame App 7	7.4		6/30/2024	12/31/2024	
Liquidware Driver	6.8.4		-	09/28/2024	Build 8088, Released 3/4/2022
Frame Remoting Protocol (FRP) 7	7		-	06/30/2024	
Frame App 6	6.16		-	06/30/2024	Released 12/8/2022
Streaming Gateway (SGA) 3	3.4		-	06/30/2023	
Frame App 6	6.15		-	03/31/2023	Released 11/10/2022
Quick Launch Feature			-	01/31/2023	
Liquidware Driver	6.8.4		-	09/30/2022	Build 7697, Released 2/11/2021
Google Drive Storage Connector			-	07/31/2022	
OneDrive Cloud Storage Connector			-	07/31/2022	
Box Cloud Storage Connector			-	06/30/2022	

Name	Version	Infrastructure	End of Maintenance	End of Life	Details
Dropbox Cloud Storage Connector			-	06/30/2022	
Frame Guest Agent	7.x		-	01/31/2022	
Basic Profiles		AWS	-	01/31/2022	
Windows Server	2016		-	01/31/2022	
Windows Server	2012 R2		-	01/31/2022	
CentOS	7		-	01/31/2022	
Ubuntu	18.04		-	01/31/2022	
Liquidware Driver	6.8.3		-	06/30/2021	Build 7618, Released 11/19/2020
Liquidware Driver	6.8.3		-	06/30/2021	Build 7587, Released 10/12/2020
Liquidware Driver	6.8.3		-	12/31/2020	Build 7541, Released 8/25/2020
Liquidware Driver	6.8.3		-	12/31/2020	Build 7516, Released 7/31/2020
Liquidware Driver	6.8.3		-	12/31/2020	Build 7453, Released 5/29/2020
Cloud Connector Appliance (CCA)	2.x	Nutanix AHV	-	10/31/2020	
Liquidware Driver	6.8.3		-	06/30/2020	Build 7404, Released 12/09/2019

Official Dizzion Support Guide

Introduction

Thank you for choosing Dizzion. Dizzion Worldwide Support offers world-class programs to meet your organization's technology needs. Dizzion recognizes the investment that you have made in our platform, and Dizzion complements this with highly responsive, quality support to ensure your ongoing success.

Your business is of great value to us, and as part of our commitment, Dizzion has created this Support Program Guide to answer your questions about our support service offerings and features.

Highlights

- Worldwide support centers
- Dizzion Support Portal for proactive support and the latest information on our products, knowledge base articles, documentation, downloads, and FAQs.
- State-of-the-art reproduction labs in all major geographies for the quick and efficient turnaround of support requests

Dizzion Support Locations

Worldwide presence with support centers in the following locations:

- Multiple Locations in the US
- Belgrade, Serbia

Geographical Coverage: With support centers worldwide, cases can be transferred between support centers to ensure they are continually worked on and resolved rapidly when needed.

Dizzion regions are defined as follows:

- Americas: North America, Latin America, and the Caribbean
- EMEA: Europe, the Middle East, and Africa
- APJ: Asia Pacific Japan

Note: Customers are supported based on the organization's geographic location on record. Please review the Support Program section for details on Business Hours and 24/7/365 Support.

Support Program

Dizzion's support program is designed for all organizations, regardless of size, that operate on the Dizzion platform. Customers are entitled to 24-hour access to the support portal and support personnel.

Features

- **Online resources:** Dizzion's Support Portal offers extensive product documentation, access to software, patches, a knowledge base, unprecedented search capabilities, and other helpful information. Customers can create cases at any time by visiting the support website at support.dizzion.com and entering a new case. If you require a support account, please self-register at portal.nutanix.com.
- **Software subscription:** The customer is entitled to all platform updates, including major releases, minor releases, bug fixes, and patches issued during the period their subscription is in effect. Customers with a current subscription will be alerted to new releases and can download them from a location provided by Dizzion Support. Please refer to the Software End of Life (EOL) Policy for more details.

24/7/365 Support

Dizzion provides Business Hours support and 24/7/365 support for Priority 1 issues within a production account only.

Note: Priority is determined jointly by the customer and Dizzion. For more information on Priority Levels, see the Initial Response Definition section.

Business Hours

Assistance for Severity 2 and all other issues will be provided during the region's local business hours (8:00 a.m. to 5:00 p.m.) of the organization's geographic location on record, excluding local public holidays.

For example, customers with a geographic location on record in the Americas region will be supported during the Americas' business hours only.

Understanding Case Priorities

All issues reported to Dizzion are assigned a priority. The priority will establish a targeted initial response level. Customers should expect an initial response from Dizzion within the indicated time. These targeted response levels do not guarantee service within the timeframe.

Priority Level and Targeted Initial Response Definitions

Dizzion will use the following guidelines to assess issues and provide an initial response promptly based on their priority level:

Priority Level	Description	Target Initial Support Response
P1	Emergency: Dizzion Platform services for a Production Dizzion account are completely unreachable, affecting all end-users of the applications/desktops hosted by that account and/or all administrators of the account.	Within 1 hour
P2	Critical: Dizzion Platform services are available but are experiencing issues that directly impact productivity. Some (but not all) end-users of an application on a Production account cannot reach the application or desktop, and/or some (but not all) administrators cannot reach the Dizzion Console. No workaround is available. Major inconvenience.	Within 4 hours
P3	Normal: Some end-user sessions are experiencing degraded performance, and/or some administrator Dizzion Console features are not functioning as expected.	Next Business Day (NBD)
P4	Low: Questions about documentation, processes, or procedures. General requests for information. General questions on configuration, setup, application issues, and compatibility.	By the next two business days (N2BD)
RFE	Requests for Enhancements: Feature requests for the product that aim to improve the customer's experience or functionality.	Within 2 weeks

Best Practices of an Effective Support Relationship

Based on our experience supporting enterprise-class customers, Dizzion would like to share some recommendations and best practices for a highly effective support relationship.

Getting Started: Review the [Getting Started Guide](https://docs.diffr.com) located at <https://docs.diffr.com>

Educate Your Administrators: Dizzion has found that customers who invest time in Dizzion education courses for their IT staff and Dizzion administrators are much more effective in administering their Dizzion environments, defining the symptoms of problems, and working with Dizzion Support to resolve the underlying issues. These classes are included as a subscription benefit at no additional cost. For more information on these classes, please visit our Training page at docs.dizzion.com/training

Plan Ahead: Before deploying Dizzion, review the Dizzion documentation for your environment and the features you plan to use. This is available on our Dizzion Documentation site. Dizzion recommends carefully defining your project plans and including adequate test time when implementing a solution based on Dizzion or making configuration changes to an existing Dizzion environment. Dizzion also recommends you have a documented communication plan to ensure your staff knows who to contact and how to contact all the vendors (infrastructure, networking, operating system, applications, and Dizzion) involved in your solution.

Assign Appropriate Resources: Individuals assigned to deploy Dizzion should be trained and prepared. They should know what resources, internal and external, they will need to be successful with their deployment.

Utilize Self-Help: Organizations can take full advantage of Dizzion self-help tools available on the Dizzion Portal. Here, you can find technical documentation, knowledge base solutions, and reference our white papers, tech notes, and guides.

Provide Complete and Accurate Information: As with any troubleshooting process, an accurate and timely resolution depends on receiving complete and accurate information. For any crashes, hangs, latency, or other session-related issues, the Dizzion Support Engineer will request the necessary information from the case submitter to diagnose and identify the root cause. Dizzion appreciates that your team provides the essential information promptly.

Dizzion Team Roles and Responsibilities

Dizzion has several roles that will assist with requests.

Platform Support Engineer (PSE): Your support cases are assigned to a PSE and are your primary contact for providing technical support and guidance. The PSE's responsibilities include:

- Responding to support cases
- Recreating customer issues
- Researching, identifying, and resolving technical product issues
- Working with cross-functional teams within Dizzion to resolve issues
- Documenting case notes accurately and developing solutions for the knowledge base

Engineering: This team is responsible for developing new releases with new features, as well as maintaining the current code lines, including bug fixes, maintenance, and patch releases.

Product Management: This team solicits customer input and examines industry trends to identify new features for upcoming releases. Product Managers can share the product roadmap with customers upon request.

Support Case Life Cycle

All Support cases have a consistent life cycle. The stages of the case lifecycle include:

1. Collect information to troubleshoot the problem, including the Dizzion account name, the user or administrator who experienced the issue, the time of the issue, logs, error messages, and all other relevant information.
2. Create a Support Case
3. Work with the Platform Support Engineer (PSE) to investigate the issue and determine its root cause.
4. Resolve and close the Support Case.

Collecting Information to Troubleshoot Your Problem

A majority of issues that need diagnosis require the following information for troubleshooting:

- Detailed description of the issue
- Dizzion Account Name
- Name(s) of user(s) experiencing the issue
- What infrastructure are you using?
- The time at which the issue occurred
- If the issue is related to an end-user's access or use of their Dizzion session, please provide the session ID(s) for the session(s) where the issue occurred.
- Can you reproduce the issue? If so, please provide the exact steps for us to reproduce the issue.
- Steps taken thus far in remediation.

Please submit this information when you create a case. Doing so will help the PSE resolve the issue much more quickly.

Creating a Support Case

When opening a case, it is important to select the correct product when creating a support case to ensure your case is routed to the right team. The required fields are self-explanatory. The fields "Priority" and "Issue Type" have pulldown menus. The Subject and Description fields define the problem. Please describe the issue in as much detail as possible. Doing so helps us determine if a known document can help immediately, and if not, allows the PSE to perform initial troubleshooting and research before initiating contact. Use the Priority field to ensure a timely response and to set our expectations about the issue's impact.

[image.png](#)

Working the Issue

A PSE is assigned to your case until we mutually agree that the issue can be closed. The PSE will contact you via email during the resolution process. Your responsibility is to ensure that the appropriate people and resources are available to work with the PSE. Please inform Dizzion Support if you need a specific time zone match.

The PSE works with you to diagnose the problem thoroughly and then find a solution. Diagnosis may involve:

- Asking you for more information.
- Asking you to install specific software or patches.
- Asking for specific debug data from your machine.
- Trying to reproduce the problem in our test environments.
- Verifying software bugs with our engineering team.
- Asking you to implement and test workaround suggestions that may avoid the problem.
- Asking you to involve your staff to help troubleshoot.
- Working with you to involve relevant third-party software or hardware vendors.

You can view the status of your cases and annotate them through the Support Portal.

Closing a Support Case

A case is closed when you confirm that a resolution has been reached or if Dizzion does not hear from you within five business days of a request for information, and multiple attempts have been made to contact you during this period. With your acknowledgment and agreement, a case may be closed without a final resolution.

Supported Versions

Dizzion continually releases new features and updates existing ones. To ensure the best user experience, we have a version n-1 support policy on all components and drivers. This means that only the current version and the previous version of the current release are supported.

Note: In many situations, if you are on the previous to the current release, you will be required to upgrade to the current version of the component or driver before Support can assist you further, as the issue may have been addressed in the latest release.

End of Life Policy

Dizzion is committed to providing customers with high-quality, supportable products and features. Rapidly changing technologies drive the need to introduce new products, features, and integrations, while also necessitating the retirement of older ones. To this end, Dizzion provides an End of Life (EOL) Policy so that our customers and partners understand our product release and support cycles.

End-of-life information for specific products is available [here](#).

Platform Status

You can check the status of the Frame Platform service at any time by visiting

status.dizzion.com

You can also subscribe to email and/or text message updates on scheduled maintenance and other events by clicking on the **Subscribe to Updates** button at the top right of the page. The status page also features a list of past incidents with timestamps and descriptions for the events.

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