# IT Pro related questions – Admin Tasks

- How do I monitor session performance, login times, and system resource usage?
- How do I centrally manage desktop images, software updates, and security policies?
- How do I preconfigure applications or software in the golden image for all users?
- Can I schedule desktop auto-shutdowns or session timeouts to save resources?
- What tools or APIs can I use to automate user provisioning and VM management?
- Is there a way to restrict clipboard, file transfer, or USB access for specific users?
- Who is responsible for updating and patching the SGA?

# How do I monitor session performance, login times, and system resource usage?

Use the Frame Admin Console to access session analytics. Dizzion DaaS and Cloud PC include Dizzion Overwatch, a powerful new observability and analytics solution integrated into Dizzion’s DaaS and Cloud PC platforms. It delivers near real-time, crystal-clear visibility into the Digital Employee Experience (DEX) across all users and environments. The Overwatch agent is embedded directly into each user VM and continuously captures telemetry across four key dimensions: network and streaming quality, system health, application performance, and login performance

# How do I centrally manage desktop images, software updates, and security policies?

Use the Frame Account Sandbox to update the OS with the latest security updates, as well as install or update applications manually or with automation tools like SCCM, Intune, Atera, or Chocolatey. Once updates are complete, publish the Sandbox to production. You can also clone the Sandbox across other Frame accounts and use test-publishing to validate changes before going live.

# How do I preconfigure applications or software in the golden image for all users?

Build/update image with apps > publish > assign to user pools.

# Can I schedule desktop auto-shutdowns or session timeouts to save resources?

Yes, instances can be configured for each pool of machines via capacity settings, min/buffer, and max.

# What tools or APIs can I use to automate user provisioning and VM management?

Dizzion supports APIs via Frame Admin AI; automate with scripting or integration tools like Terraform.

# Is there a way to restrict clipboard, file transfer, or USB access for specific users?

Yes. Session settings can be configured on the Frame Account, Sandbox, and LaunchPad levels.

# Who is responsible for updating and patching the SGA?

- We do **not** modify customer SGA VMs. No OS or security patches are applied to manually or automatically deployed SGAs.
- Security updates and version updates are delivered by providing a **new SGA VM**, which the customer can deploy manually or through automation.
- The SGA does not include an internal patching mechanism. Upgrades are done through **node replacement**: add a new node via cPanel, then remove the older node.
- Customers using **Cloud PC Complete** or **DaaS + Admin Services** have SGA updates fully managed by Dizzion.
- using Cloud PC Complete or DaaS + Admin Services, then we handle all SGA upgrades for them.