

# IT Pro related questions - Cloud PC

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- Does Cloud PC pricing include bandwidth costs?
- What are the requirements for SGAs with Cloud PC?
- Can I change the configuration type of a Cloud PC after deployment?
- Can I increase the size of my Cloud PC storage volumes?
- Can I decrease the size of the Cloud PC storage volumes?
- How do I get charged if I change the storage size or configuration type of a Cloud PC during a month?
- How often can I increase volume sizes or change Cloud PC configuration types?
- Can Cloud PC support persistent & non-persistent VMs?
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# Does Cloud PC pricing include bandwidth costs?

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Cloud PC pricing includes network traffic between the user's client and their Cloud PC. A limited amount of traffic from the Cloud PC (for example, accessing the public Internet, or downloading files) will be included in the Cloud PC pricing, specifically 2x the RAM configuration for the configuration type. The included bandwidth allowance will be aggregated across all Cloud PC desktops. Additional data transfer usage beyond the aggregated amount will be charged as an overage at \$0.05 per GB. This also applies to Utility Servers, SGAs, and VPNs.

For example, a Cloud PC with 8GB of RAM will include 16GB of data transfer out to the internet each month. If a customer has 50 Cloud PC desktops with 8GB RAM, they will be allowed 800GB of aggregated data transfer per month included in the service (8x2x50). Any usage above 800GB will be charged at \$0.05 per GB.

# What are the requirements for SGAs with Cloud PC?

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Dizzion Cloud PCs are assigned a public IP address by default. For customers who require private network access (required for Complete, optional for Core), deploying Streaming Gateway Appliances is necessary to enable that connectivity securely. For Private Network Access, each deployment region requires a pair of SGAs, and the scale per pair is 500 desktops.

For example, if a customer has 2 deployment regions and more than 500 desktops in each region, they will require 4 SGA HA pairs (2 in each region).

# Can I change the configuration type of a Cloud PC after deployment?

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Yes, you can alter the configuration of a Cloud PC after it is deployed, choosing from the supported configuration options.

# Can I increase the size of my Cloud PC storage volumes?

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Yes, you can increase the size of the root and user volumes attached to a Cloud PC at any time. For Cloud PC on AWS Workspaces Core, you must upgrade to the prescribed storage sizes until the maximum option is reached (i.e. 100/175). At that point, you may upgrade storage incrementally per GB. For Cloud PC on IBM VPC, you may upgrade storage incrementally at any time.

# Can I decrease the size of the Cloud PC storage volumes?

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No. To ensure that the user's data is preserved, the volume sizes of either volume cannot be reduced after a Cloud PC is launched.

# How do I get charged if I change the storage size or configuration type of a Cloud PC during a month?

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For either change, you will get charged the monthly price, prorated on a per-day basis.

For example, if you increase the storage volume on the 10th of a month on a Cloud PC, you are charged for that increase for the remaining 20 days in the month. Similarly, switching a instance type—for example, from Lite to Standard—on the 15th of a month results in 15 days of Lite Cloud PC charge and 15 days of Standard Cloud PC charge.

# How often can I increase volume sizes or change Cloud PC configuration types?

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For Cloud PC on AWS Workspaces Core, you can increase volume sizes or change to a larger configuration type once in a 6-hour period. You can also change to smaller configuration types once in a 30-day period. For a newly launched Cloud PC, you must wait 6 hours before requesting a larger configuration type. For Cloud PC on IBM Cloud VPC, you can change volume size or instance types freely.

# Can Cloud PC support persistent & non-persistent VMs?

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Cloud PC on AWS Workspaces Core only supports persistent VMs. Cloud PC on IBM Cloud VPC supports persistent and non-persistent VMs.

# What is the RMM feature and how does it work?

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Remote Monitoring and Management (RMM) is a self-service tool included in the Complete offering that enables customers to deploy, monitor, and manage Cloud PCs (persistent VMs) at scale. Complete customers get access to the RMM tool for up to two administrators at no additional cost, with the ability to manage an unlimited number of Cloud PCs. Additional administrator access is available for an additional fee per administrator.

# How will sandbox instances be charged?

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Customers will be charged one additional desktop for each Cloud PC Account configured in the Frame Console. For example, if a customer has 2 accounts configured in the Frame Console, they will be charged for 2 Sandbox instances at the rate of the Cloud PC VM.