FAQ - DaaS & Cloud PC

Dizzion DaaS and Cloud PC – Frequently Asked Questions

- End-User related questions - Networking
  - Is using a public Wi-Fi network safe when connecting to my virtual desktop?
  - How much bandwidth do I need for a smooth remote desktop experience?
  - -DRAFT - Do you have any guidelines about the recommended bandwidth usage?
  - How can I test my internet speed?
  - What happens to my work if I lose internet connection while using the desktop?

- IT Pro related questions - Generic
  - What is the difference between VDI, DaaS, and Cloud PC?
  - Do you offer a hosted cloud control plane?
  - Does your offering enable high availability, disaster recovery, and backup?
  - What use cases don’t fit Dizzion DaaS and Cloud PC well?
  - How does Dizzion ensure data security and regulatory compliance
  - Do you have a separate backplane in EU?
  - What kind of data is stored in the Dizzion DaaS and Cloud PC backplane?
  - Can I integrate Dizzion with my existing security tools (e.g., SIEM, EDR)?
  - Can we use Reserve Instances per VM?
  - How do I handle licensing for Windows, Microsoft 365, or other apps in Dizzion?
  - Can I bring my own Windows Image?
  - Should I optimize my Windows Image?
  - How can I optimize my Windows Image?
  - Which infrastructure solutions do you support?
  - Do you support Broadcom/VMware or Microsoft Hyper-V?
  - In which region can the customer deploy Dizzion workloads?
  - How do I size my workload VMs correctly?
  - Which compliance certifications do you hold?
  - What SLAs are offered?
  - What differentiates Dizzion from competitors such as AWS, Citrix, Microsoft, Omnissa?
  - How often do you release updates?

    - Do you offer Administrator training and certification?

- IT Pro related questions – Endpoint & Peripherals
    - What endpoints are supported by your DaaS and Cloud PC?
    - Does Dizzion support Point of Sale devices?
    - Does Dizzion support barcode scanners?
    - Does Dizzion support 3D mice?
    - Does Dizzion support WebCams?
    - Does Dizzion support TWAIN Scanner/Printer?
    - Does Dizzion support Proximity cards?
    - Does Dizzion Support Smartcards?
    - Does Dizzion support Common Access Cards (CAC)?
    - Does Dizzion support Bloomberg keyboards?

- IT Pro related questions – Frame Remoting Protocol & Networking
    - Can users expect the same performance as on a local physical PC?
    - What are the most common causes of poor performance?
    - Does Dizzion use Microsoft RDP or another 3rd party protocol?
    - Does Frame Remoting Protocol work as well or better than others?
    - What are the firewall port requirements?
    - How can I test if the firewall and ports are setup correctly?
    - Should we prioritize FRP and setup QoS?
    - Do you have insights into how FRP works in different network configurations?
    - Do you have insights into how FRP compares to others?
    - Do you support advanced networking capabilities?

- IT Pro related questions – Professional Graphics
    - Does Dizzion DaaS and Cloud PC work well with my 2D/3D, professional visualization, design, and AEC applications?
    - What GPU options does Dizzion provides?
    - Which GPU should I use?
    - What % of Frame sessions are running (v)GPU?

- IT Pro related questions – IdP, SSO

    - What identity providers can be used with Dizzion DaaS and Cloud PC?
    - Can Active Directory be used to log in to Virtual Desktop or Application?
    - Can EntraID be used to log in to Virtual Desktop or Application?
    - Can I enforce MFA and conditional access policies for logins?
    - Does Dizzion DaaS and Cloud PC support passkeys (KeyPass)?

- 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?

- IT Pro related questions - Cloud PC
    - 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?
    - What is the RMM feature and how does it work?
    - How will sandbox instances be charged?

- How can I see if YUV444 is used within a Dizzion DaaS or Cloud PC session?

End-User related questions - Generic

What is a Dizzion virtual desktop, and why is my company using it?

Dizzion DaaS and Cloud PC solutions provide secure access to corporate desktops and applications from any device, anywhere—using only a browser. Virtual means that the desktops and apps run in a datacenter or public cloud, not on the local device. This approach offers strong security, simplified management, and a seamless user experience, as applications run close to backend systems and data. It’s also easier to enforce backups and security policies centrally.

End-User related questions - Generic

How do I log in to my Dizzion virtual desktop?

Login via your local browser at your assigned URL, e.g., https://use.difr.com (US backplane) or https://DEU.difr.com (EU backplane). Ask your IT colleagues for the exact URL. You can also download the Frame App and install it. https://docs.dizzion.com/downloads

Can I use my laptop, tablet, or Chromebook to access my virtual desktop?

Yes, if the device supports modern browsers or the Frame App for Windows, Apple OSX, or Linux

What browsers are supported for accessing my Dizzion desktop?

Supported: Chrome, Edge, Firefox, Safari, Brave

Should I use Frame App instead of a browser?

It depends. Dizzion DaaS and Cloud PC powered virtual desktops and apps can be accessed via a local browser or the Frame App. Both options support many features, including multi-monitor support, copy/paste, local printing, audio and video playback, webcam and microphone redirection, file uploads/downloads, and WIA scanner redirection, all directly in the browser. However, the Frame App offers additional capabilities, such as generic USB redirection for specific USB devices, which is not currently supported in the browser. The Frame App is available for Windows, macOS, and Linux. Linux-based Frame Apps are commonly used with Thin Clients from vendors like IGEL, Stratodesk, 10ZIG, ZeeTim, HP, Dell, and others.

Will my virtual desktop be as fast and responsive as a regular physical PC?

Often, yes. When the virtual desktop is sized correctly and the supporting infrastructure and network meet the requirements, the performance can match—or even exceed—that of a local PC. However, if the environment is undersized or network connectivity is poor or inconsistent, the user experience will suffer.

Why do I get disconnected or see a black screen when logging in?

It’s usually due to network issues, blocked ports, session timeouts, or delays in starting the virtual machine. Contact IT support if it keeps happening.

What should I do if my virtual desktop is slow, lagging, or showing a blurry screen?

Contact your local IT team and submit a support ticket. They will collect information about your local device, network connection, virtual machine, and backend infrastructure to diagnose the root cause of the performance issues. Providing details like when the issue occurs, what apps are affected, and whether you're using a browser or the Frame App can help speed up troubleshooting.

Can I use my virtual desktop's dual monitors, printers, webcams, or USB drives?

Yes, depending on IT policies, you can use peripherals within your Virtual Desktop and applications.

Can I use the virtual desktop on my mobile device, phone or tablet while traveling?

It works on both, but the experience depends on screen size. Tablets with a keyboard offer the best experience. Phones are less ideal for productivity, as most apps aren’t designed for small screens.

End-User related questions - Generic

Is it okay to install software on my virtual desktop?

Only if your IT team allows it. Most virtual desktops are locked down or non-persistent, meaning any changes—including software installs—may not be saved or permitted. You can typically install software using a Cloud PC or a persistent desktop.

Are my settings and data saved at logoff?

In most setups, your Windows user profile, including My Documents, Favorites, and app settings, is saved. For other files, it’s best to use file shares or cloud storage to ensure everything is backed up and available across sessions. It is important to save it in a persistent storage location.

What’s the difference between suspending, disconnecting, and logging off?

Suspend pauses your session and hibernates the virtual machine. Disconnect keeps the session running in the background so you can resume later. Log off ends the session completely and closes all apps

Why can’t I copy and paste between my local device and my virtual desktop?

Clipboard redirection may be disabled for security. Admin can enable if needed.

End-User related questions - Generic

How do I print a document from my virtual desktop to my home printer?

Use the ‘Frame Printer’ inside your session. Your IT team must enable printer redirection. Once set up, you can print from the virtual desktop to your locally connected home printer.

Can I use Microsoft Teams, Zoom, or Google Meet in my virtual desktop?

Yes, as long as webcam and audio redirection are enabled and your network bandwidth is sufficient.

Do I need to install something on my PC to use Unified Communications?

No, you don’t need to install anything. The Frame Remoting Protocol (FRP) is optimized for Microsoft Teams, Zoom, Google Meet, and similar tools, allowing full use without local software installation. The Virtual Machine running these applications must be adequately sized to run these applications with a great user experience.

Can I personalize my desktop (e.g., change wallpaper or taskbar layout)?

It depends on whether IT has enabled personalizing your desktop.

End-User related questions - Networking

Is using a public Wi-Fi network safe when connecting to my virtual desktop?

Yes, if the session is encrypted and Multi-factor Authentication (MFA) is enforced at login. Don’t install any software, clients, agents, or plugins

How much bandwidth do I need for a smooth remote desktop experience?

It depends on what you do within your virtual desktop and applications.

(See guidelines Question for recommendaed bandwidth)

-DRAFT - Do you have any guidelines about the recommended bandwidth usage?

Yes, content from FRP whitepaper here (WIP)

BLA1

BLA2

BLA3

More info – link to guidelines

How can I test my internet speed?

https://speed.cloudflare.com/; Network Quality Score, especially Download, Upload, Latency, Packet Loss, and Jitter.

What happens to my work if I lose internet connection while using the desktop?

You’ll be disconnected but can reconnect once your network returns. How long your session stays active depends on the IT policy. To avoid losing work, use auto-save and store files on file shares or cloud storage like OneDrive, Dropbox, or Google Drive.

IT Pro related questions - Generic

What is the difference between VDI, DaaS, and Cloud PC?

VDI is a do-it-yourself model in which your internal team designs, builds, and maintains the virtual desktop platform, which is typically hosted on-premises.

DaaS (Desktop as a Service) shifts responsibility for the control plane to a provider like Dizzion. You assemble and manage the key building blocks (infrastructure, network, identity), while Dizzion handles automation, orchestration, image and capacity management, and support for public cloud or on-premises workloads. Gartner often refers to this model as *Self-Assembled DaaS*.

Cloud PC is a fully managed service where Dizzion handles the control plane and workload infrastructure, including orchestration, automation, image management, and VM capacity, all with predictable flat-rate pricing. You focus only on apps, user profiles, identity, and network integration. Gartner refers to this model as *Vendor-Assembled DaaS*.

Do you offer a hosted cloud control plane?

Yes, Dizzion provides a fully hosted, multi-tenant, and cloud-native control plane as part of our DaaS offering. Our control planes are architected for high availability, leveraging multi–availability zone deployment across the US and EU regions to ensure resilience and performance. This design also supports compliance with regional data sovereignty and privacy requirements. Our cloud-native approach provides scalability, agility, and seamless management across a global environment.

Does your offering enable high availability, disaster recovery, and backup?

Dizzion DaaS and Dizzion Cloud PC are built on the Frame Platform:

One control plane is in the US, and one is in the EU. Each Frame multi-tenant control plane is designed and deployed across three AWS Availability Zones for HA. The control plane databases are backed up daily and replicated to a second AWS region if the control plane must be restored in the second AWS region. This high-availability control plane is used by 100% of Frame's clients. Clients can create multiple Frame Accounts for HA in different public cloud regions or Nutanix AHV clusters.

Clients can manually and/or schedule backups of all persistent disks, including those used for Sandboxes, Utility servers, persistent desktops, enterprise profile disks, and personal drives, on a per-account basis.

Clients using AHV clusters or Azure cloud can implement the built-in Frame DR backup and recovery feature. This feature automatically replicates the backups to a secondary cluster or Azure region. In a disaster, the administrator can restore the persistent disk backups.

What use cases don’t fit Dizzion DaaS and Cloud PC well?

Scenarios that require offline access are not a fit—Dizzion DaaS and Cloud PC need a stable internet connection. User experience may suffer or fail in highly constrained, very high latency, or unreliable networks. Other unsuitable use cases include air-gapped or isolated environments where workload VMs and the control plane must run without internet access, or regions with restricted connectivity like China due to the Great Firewall.

How does Dizzion ensure data security and regulatory compliance

Dizzion is compliant with SOC 2, PCI-DSS, HIPAA, GDPR, depending on config.

IT Pro related questions - Generic

Do you have a separate backplane in EU?

Yes, we operate separate backplanes in both the US (https://use.difr.com) and the EU (https://deu.difr.com). Each backplane is deployed across multiple Availability Zones to ensure high availability and resilience.

IMPORTANT NOTE – Backplane Separation and Cloud Account Usage

Dizzion Platform backplanes runs in two **geographical backplanes**: **U.S.** and **EMEA (DEU).**

This separation exists for **data protection, compliance, and disaster recovery (DR)** reasons.

Customers should **never reuse or connect the same cloud environment across multiple backplanes**.
For example:

- Do **not** use the same **AWS Account** in both U.S. and DEU backplanes.
- Do **not** reuse one **Azure Subscription** for different backplanes.
- Do **not** connect the same **GCP Project** to more than one backplane.
- Do **not** reuse the same **IBM Cloud Resource Group** (or **IBM Account**, depending on setup).

Each backplane must have its **own cloud account**.
Using the same cloud account in multiple backplanes may cause **unexpected issues**, including **problems with VM deletion and synchronization**.

Recommendation:

Always create a **new cloud account per backplane** to ensure proper operation, separation, and compliance.

IT Pro related questions - Generic

What kind of data is stored in the Dizzion DaaS and Cloud PC backplane?

This document outlines what Frame-specific operational data, customer data, and customer-provided personal information is generated, collected, and transmitted.

https://docs.dizzion.com/platform/security/data-residency

Can I integrate Dizzion with my existing security tools (e.g., SIEM, EDR)?

Yes, Integration is possible using logging agents, AV, EDR, XDR endpoint security, and SIEM tools.

Can we use Reserve Instances per VM?

Most DaaS customers will bring their own Azure, AWS, IBM or GCP Infrastructure with Reserved Instances (Azure), Savings Plans (AWS), and Committed Use Discounts (GCP), and can take advantage of Reserved Instances (RIs), as these are tied directly to their subscription.

How do I handle licensing for Windows, Microsoft 365, or other apps in Dizzion?

Note: Customers are responsible for ensuring their own license compliance. For detailed information about Microsoft Windows licensing requirements within Dizzion DaaS and Cloud PC, please refer to our documentation:

Microsoft Licensing Guide. Support for Microsoft Office 365 / Microsoft 365 depends on both the type of license you hold and the underlying Workload VM infrastructure you are using. Microsoft licensing can be complex. If you're unsure about your specific scenario, we recommend consulting your Microsoft licensing expert or reaching out to your Dizzion representative for guidance.

Can I bring my own Windows Image?

Dizzion DaaS AHV always requires a Bring Your Own Image. For Dizzion DaaS on AWS, Azure, GCP, and IBM Cloud VPC, you can either BYO an Image or use a Frame-Provided Image. For Dizzion Cloud PC, we provide the Windows Image.

Should I optimize my Windows Image?

Yes, most of the times optimizing Windows Image is a good practice. Disabling Scheduled Tasks, Services, (Store) Apps that aren’t used or impacting performance and stability. There also is a downside of optimizing the image, if you optimize too much it can also break functionality in the Operating System or Applications. There is a thin line and some art in optimizing. Advise is start first without optimizing, validate the experience and functionality of the DaaS and Cloud PC solution. Then Step-by-Step optimize the image.

How can I optimize my Windows Image?

There are different tools available; Dizzion, Citrix Optimizer, VMware (Omnissa) OSOT, and BISF are solutions used in the field. If you need any advice, please contact Dizzion support.

Which infrastructure solutions do you support?

Dizzion DaaS Workload VMs can run on AWS (EC2, Workspaces Core Bundles, Workspaces Core Managed Instance), Microsoft Azure, Google Cloud (GCP), IBM Cloud VPC, and Nutanix AOS/AHV, including NC2 on Azure and AWS.

With Dizzion Cloud PC, customers deploy on Dizzion-managed public cloud (e.g., Amazon WorkSpaces Core and IBM Cloud VPC) and are charged a flat fee per desktop per month.

Do you support Broadcom/VMware or Microsoft Hyper-V?

Broadcom/VMware and Microsoft Hyper-V are supported for running the Streaming Gateway Appliance (SGA) and Cloud Connector Appliance (CCA), but workload VMs cannot run on these platforms at this time

In which region can the customer deploy Dizzion workloads?

North America, Latin America, Europe (including the UK), Middle East, Africa, China, Japan, Asia/Pacific (excluding China and Japan). Regarding China, Dizzion Frame does not support AWS, Azure, or GCP regions located within mainland China (Hong Kong regions are supported). Within mainland China, customers can deploy Frame on Nutanix AHV/AOS clusters in their private datacenters as long as the Frame workload VMs and users have the proper and stable networking capabilities to reach Dizzion's platform, which is available in the US and EU.

How do I size my workload VMs correctly?

It starts with one key principle: know before you go. Understand the resource requirements and performance expectations—both peak and average. Key factors include CPU (cores and clock speed), memory usage, storage capacity and throughput, network utilization, and GPU needs (cores and frame buffer).

You can gather this data using built-in Windows tools or work with Dizzion ecosystem partners specializing in performance assessments. We've also created a sizing guidelines document to help, but as always, the correct sizing depends on your specific applications, user behavior, and performance expectations.

Which compliance certifications do you hold?

GDPR, HIPAA, PCI-DSS, SOC2 Type II, SOC3, others – please contact us for more information;

What SLAs are offered?

Dizzion service level agreements cover platform availability (uptime), support, and security. Platform availability SLAs are available to all customers based on demonstrated uptime of redundant and non-redundant system components. While service levels vary by offering, redundant components generally have an availability threshold of 99.99% and non-redundant components (e.g., components dependent on a specific cloud provider such as Azure, AWS, Google Cloud, IBM Cloud, etc.) have a threshold of 99.9%. In the event of downtime in a given month that does not meet the defined threshold, customers can file for a service credit that will be applied to their next bill. For example, if platform downtime exceeds ~45 minutes in each month (99.9%), customers may be entitled to a credit of 10% of that month's bill, applied to their next bill. Some SLAs also increase the credit percentage when further thresholds are reached (e.g., if 99.0% is not met, additional credits may apply). Support SLAs are also available to our customers. They are oriented around support response times relative to the customer's support ticket severity level and the feature's status (e.g., production vs. early access feature). These response times are summarized here:

https://docs.difr.com/books/dizzion-support/page/official-dizzion-support-guide

Security SLAs apply to certain customers who take advantage of our compliance offerings (e.g., PCI, HIPAA, etc.) or have negotiated contracts with specific security SLA requirements. Generally, these SLAs define the target response and/or notification timing when a security issue (e.g., vulnerability) is identified.

What differentiates Dizzion from competitors such as AWS, Citrix, Microsoft, Omnissa?

Focus: Dizzion is a tech company focused solely on digital workspace solutions, unlike other vendors with digital workspaces as a small percentage of their portfolio. This focus enables Dizzion to be much more agile in development and innovation, enabling us to deliver the best possible solution to our customers and partners.

Full-Stack: With Frame, Dizzion owns and develops our cloud-native control plane for orchestration, automation, session brokering with the frontend terminal, and our own remoting protocol. This control plane provides a tightly integrated and seamless user and admin experience.

Many DaaS vendors, especially DaaS service providers, who rely on 3P brokers and/or remoting protocols, do not have any development control over their platform and have limited IP.

Browser-First: We develop our UX with browser access first and foremost. The browser is where modern use cases get work done, and that's why Dizzion requires no client or plug-in for users to enjoy a premium UX. Other DaaS solutions have a significant drop-off in features and UX when going from their native clients to their web client. Users enjoy audio and video conferencing natively within the session (no offloading to endpoint), AD Single Sign-On (USPTO patented design), and true multi-monitor support (separate displays for each physical monitor).

Powerful and Streamlined Admin Experience: We spend a tremendous amount of design/dev time on our customer admins so they can enjoy the same powerful and intuitive experience as our end-users. 1-click configurations, a prescriptive approach, built-in documentation, first-time guided wizards, built-in HA and encryption for our remote access appliance, robust APIs, etc.

Full-Service Options: Our DaaS and Cloud PC offerings are designed to meet customers where they are and where they will be.

No other DaaS provider offers the comprehensive deployment, managed, hosting, and security services that Dizzion does.

How often do you release updates?

Our release cycles are designed for agility and rapid innovation.

We maintain a consistent cadence across the platform:

- Frame Platform: Updates every two weeks
- Frame Server: Major release every quarter. Minor release every 6-8 weeks (as-needed).\
- Frame App: New release every quarter.
- C3 Platform: Major release every quarter.

Do you offer Administrator training and certification?

Dizzion offers free virtual instructor-led training for administrators. Dizzion also offers advanced and custom instructor-led training (onsite or remote). Online, self-paced training is available here: https://www.youtube.com/@dizzion-inc

IT Pro related questions – Endpoint & Peripherals

What endpoints are supported by your DaaS and Cloud PC?

Windows PC, Locked-down Windows Client OS with write filter, Full Windows Client OS, Mac OS, Access from a browser, Linux Client OS, Software-based Linux Thin OS, Linux Thin Client (hardware), Chrome OS, Apple iOS/iPadOS/VisionOS, Chrome, Safari, Android: Chrome.

Does Dizzion support Point of Sale devices?

Yes, Point-of-Sale (PoS) Support: USB is the most common interface for PoS peripherals, while serial connections (RS-232) are still used for certain legacy PoS systems. Dizzion supports both USB and serial device peripherals within virtual desktop sessions. While thousands of peripheral models are on the market, we do not guarantee compatibility with every specific brand or device. However, Dizzion has extensive experience with widely used configurations and can provide guidance based on proven, successfully deployed hardware across our customer base.

Does Dizzion support barcode scanners?

Yes, Barcode scanners are most connected via USB or wirelessly through a docking station that connects via USB. The system generally recognizes these devices as Human Interface Devices (HID), allowing them to function like a keyboard by inputting scanned data wherever the cursor is active. Dizzion supports multiple methods for using barcode scanners within a virtual session, including Generic USB, HID, and Serial device redirection. While thousands of peripheral models are on the market, we cannot guarantee compatibility with every specific brand or device. However, Dizzion has extensive experience with widely used configurations and can provide guidance based on proven, successfully deployed hardware across our customer base.

Does Dizzion support 3D mice?

Yes, 3D mice, such as commonly used 3Dconnexion SpaceMouse products, can be used within Dizzion environments. Support is enabled through Advanced USB redirection or HID passthrough, depending on whether the device operates in HID mode or requires full USB emulation, such as 3D Space Pilot.

Does Dizzion support WebCams?

Yes, Dizzion Frame Remoting Protocol (FRP_ enables users to use webcams and microphones seamlessly within their virtual machine, all natively, with no additional plugins or software required. This capability fully integrates into the protocol, ensuring a consistent, high-quality experience across various endpoints and collaboration tools. Our design philosophy is rooted in simplicity: FRP features such as webcam support are enabled with a single click, requiring no complex configurations. When enabled by administrative policy, the webcam can be seamlessly selected and used within the Windows or Linux session, providing a native and straightforward user experience

Does Dizzion support TWAIN Scanner/Printer?

Dizzion supports scanners using the Windows Image Acquisition (WIA) protocol rather than the legacy TWAIN standard. WIA offers a more modern, plug-and-play experience compared to TWAIN. While thousands of peripheral models are on the market, we do not guarantee compatibility with every specific brand or device. However, Dizzion has extensive experience with widely used configurations and can provide guidance based on proven, successfully deployed hardware across our customer base

Does Dizzion support Proximity cards?

Yes, Proximity cards are often contactless smart cards programmed via a USB reader. They use RFID to communicate with a proximity card reader to grant access to physical spaces, systems, or devices.

Proximity cards can be used within a Dizzion Frame session via smart card and generic USB redirection. While thousands of peripheral models are on the market, we do not guarantee compatibility with every specific brand or device. However, Dizzion has extensive experience with widely used configurations and can provide guidance based on proven, successfully deployed hardware across our customer base.

Does Dizzion Support Smartcards?

Smart cards can be used within a Dizzion Frame session by connecting a USB smart card reader through Dizzion's smart card redirection. While thousands of peripheral models are available, Dizzion does not guarantee compatibility with every specific brand or device. However, we have extensive experience with widely adopted configurations and can provide guidance based on hardware successfully deployed across our customer base.

Does Dizzion support Common Access Cards (CAC)?

Yes, Common Access Cards can be used within a Dizzion Frame session by connecting a USB Common Access Card reader through Dizzion's smart card redirection. While thousands of peripheral models are available, Dizzion does not guarantee compatibility with every specific brand or device. However, we have extensive experience with widely adopted configurations and can provide guidance based on hardware that has been successfully deployed across our customer base

Does Dizzion support Bloomberg keyboards?

Yes, The Bloomberg Anywhere keyboard, including e.g. the B-UNIT and built-in biometric fingerprint scanner for MFA, can be used within a Dizzion Frame session via Dizzion’s HID and Generic USB redirection. This lets users use the Bloomberg keyboard and securely authenticate using biometric MFA directly within the Dizzion virtual session.

IT Pro related questions – Frame Remoting Protocol & Networking

Can users expect the same performance as on a local physical PC?

It depends; it should. When properly designed and managed, virtual desktops can match or even exceed local PC performance. Success depends on selecting the right workload VM (on-prem or cloud) and aligning resources like CPU, memory, storage, GPU, and network with the needs of the operating system and applications. Make sure you know before you go!

What are the most common causes of poor performance?

Common causes include under-sized workload VMs or on-prem infrastructure, poor home or last-mile network availability and quality, misconfigured firewalls or QoS settings, constrained or limited datacenter bandwidth, and weak end-user devices that struggle to decode the remoting protocol. Misconfiguration of Dizzion DaaS and Cloud PC session settings. Clear communication and setting the right expectations with end users also play a key role in the overall experience.

Does Dizzion use Microsoft RDP or another 3rd party protocol?

No, Dizzion isn't using RDP or any other 3rd party Remote Display Protocol. Dizzion DaaS and Dizzion Cloud PC (both based on Frame) use Frame Remoting Protocol, the latest remoting protocol based on WebRTC. By default, FRP uses UDP as its transport layer and can fall back to TCP if a UDP connection is unsuccessful at the start of the session. TCP can also be forced. FRP also streams audio and video from the remote virtual machine to the end user's device, keyboard/mouse events, and input audio from the end user's device to the remote virtual machine. Additionally, FRP enables users to stream their webcams from their endpoints to the remote virtual machine. With Generic USB redirection enabled, users can access their endpoint-attached USB devices from their remote virtual machine. H.264 and AV1 are available codecs; AV1 requires the latest NVIDIA Ada Lovelace (L) or higher GPUs for capture and encoding. 90+% of today's Frame sessions are using FRP.

Does Frame Remoting Protocol work as well or better than others?

Frame Remoting Protocol (FRP) is a modern protocol that performs as well as, and in many cases better than, other remoting protocols. It uses WebRTC over UDP or TCP for transport and supports H.264 and AV1 codecs. Designed for the cloud era, FRP delivers the best experience when bandwidth is sufficient, latency is low, and packet loss is minimal. While it can still operate under constrained network conditions, testing and validation are key, as with other protocols like Citrix HDX, VMware/Omnissa Blast, or Microsoft RDP.

What are the firewall port requirements?

The firewall port requirements for the Frame Remoting Protocol depend on the network deployment model: Public Networking, Private Networking, or Private Networking with SGA. Details on required firewall rules, FQDNs, and ports for each model can be found here:

https://docs.difr.com/books/platform-administrators-guide/chapter/networking

How can I test if the firewall and ports are setup correctly?

You can verify network connectivity from the end-user device to the SGA by using test.dizzion.com. It checks if the necessary ports and protocols are open and functioning properly.

Should we prioritize FRP and setup QoS?

QoS – Silver/Gold/Diamond, DCSP, UDP - TCP

Do you have insights into how FRP works in different network configurations?

Yes, look at https://ux.dizzion.com and https://eucscore.com

Do you have insights into how FRP compares to others?

Yes, don't hesitate to contact Dizzion for more detailed information about Citrix HDX, Microsoft RDP, Omnissa Blast.

Do you support advanced networking capabilities?

Customers can decide whether to use Frame-managed or customer-managed networking for public cloud infrastructure. With Frame-managed networking, the Frame control plane provisions (and de-provisions) the necessary network resources (e.g., VNET/VPC, subnets, security rules/security groups, routing rules, NAT Gateways) for each Frame account. The customer can specify at Frame account creation whether the Frame account will use:

1. Public: all workload VMs have public IP addresses and are directly accessed by users from the Internet.
2. Private: All workload VMs have private IP addresses, and users must access them through a private network connection.
3. Private with Streaming Gateway Appliance (SGA): all workload VMs have private IP addresses. However, users can access the workload VMs through one or more SGAs from the Internet.

For customer-managed networking (supported with public cloud and Nutanix AHV clusters), the customer provisions (and de-provisions) the necessary network resources, and the Frame control plane only provisions (and de-provisions) the workload VMs in the designated VNET/VPC/VLAN/subnet. Customers can then ensure that the networking architecture, configuration, and management conform to their corporate standards and choose:

1. Private (as described above)
2. Private with Streaming Gateway Appliance (as described above)

With the above, Dizzion can deploy and manage VPNs, VTIs, SD-WANs, and direct private connections to meet the customer's needs.

Customers can place their AHV clusters anywhere worldwide, provided the cluster can communicate with the Frame control plane.

For AWS, Azure, and GCP, all regions, excluding China regions, are supported. For IBM Cloud Virtual Private Cloud (VPC), all Multi-Zone Regions (MZRs) are supported.

IT Pro related questions – Professional Graphics

Does Dizzion DaaS and Cloud PC work well with my 2D/3D, professional visualization, design, and AEC applications?

Yes, Dizzion DaaS and Cloud PC support demanding applications from vendors like Autodesk, Adobe, Siemens, Unreal Engine, Enscape, NVIDIA Omniverse, Blender, Dassault, SolidWorks, Twinmotion, VRAY, Lumion, StableDiffusion, PTC and more. The Frame Remoting Protocol leverages GPU-based capture and encoding to deliver high frame rates and support for YUV444 color space, ensuring a high-quality user experience. Proper VM sizing on Nutanix AHV or the right cloud instances on Azure, AWS, GCP, or IBM Cloud is essential. Many customers successfully run these workloads—feel free to contact us for more details.

What GPU options does Dizzion provides?

Dizzion supports GPU-powered virtual machines across all major infrastructure platforms, including Microsoft Azure, AWS, GCP, IBM Cloud VPC, and Nutanix. These GPU-enabled instances are designed to support Virtual PC or Virtual Workstation use cases. NVIDIA-based instances typically include the required Virtual Workstation license on Azure, AWS, and GCP. For Nutanix and IBM Cloud VPC, this license must be purchased separately. AMD-based GPU instances do not require additional licensing.

Which GPU should I use?

Choosing the proper GPU depends on the resource requirements of your operating system and applications. Essential factors include GPU cores, GPU frame buffer (vRAM), and API support such as CUDA, DirectX, OpenGL, RTX, or Tensor Cores. Don’t assume that GPU slicing (e.g., NVIDIA vGPU or AMD vGPU) is always enough, or that a dedicated 1:1 GPU is always necessary. Understanding your specific workload needs is essential to ensure the right balance of performance and cost. Remember that the GPU is just one part of the overall system—CPU, memory, storage, and network performance also play key roles.

What % of Frame sessions are running (v)GPU?

Approximately 20% of our monthly active users leverage a GPU or a GPU partition (AMD or NVIDIA), significantly higher than the industry average among DaaS and VDI providers. Dizzion has historically been—and continues to be—a strong choice for graphics-intensive workloads, supporting a wide range of customer use cases across 2D and 3D applications, professional visualization, and design workflows. Our solution is optimized to deliver high-performance experiences for creative, engineering, and technical professionals who demand more from their virtual desktop.

IT Pro related questions – IdP, SSO

What identity providers can be used with Dizzion DaaS and Cloud PC?

Dizzion supports SAML2 and OAuth-based identity providers for accessing customer, organization, and admin interfaces. For end-user access—including LaunchPad, Launch Link, the Progressive Web App (PWA), and the Session API—authentication can be done using SAML2, OAuth, or SAT (Secure Anonymous Tokens).

Can Active Directory be used to log in to Virtual Desktop or Application?

Yes, each Frame account can be integrated with Microsoft Active Directory, allowing end users to log in to their virtual desktop or application using their AD credentials. However, access to the LaunchPad, Launch Link, or PWA still uses SAML, OAuth, or SAT. For a seamless experience, Frame SSO (Single Login) can be enabled to streamline authentication across both layers.

Can EntraID be used to log in to Virtual Desktop or Application?

Yes, each Frame account can be integrated with Microsoft EntraID, allowing end users to log in to their virtual desktop or application using their EntraID credentials. However, access to the LaunchPad, Launch Link, or PWA still uses SAML, OAuth, or SAT. For a seamless experience, Frame SSO (Single Login) can be enabled to streamline authentication across both layers.

Can I enforce MFA and conditional access policies for logins?

Yes, the configured SAML2 or OAuth IdP enforces MFA and Conditional Access rules.

Does Dizzion DaaS and Cloud PC support passkeys (KeyPass)?

Yes – Dizzion DaaS and Cloud PC fully support passkeys, assuming your Identity Provider and Windows environment support them.
If your IdP allows passkey authentication, customers may use it to access both the Dizzion Console and Windows virtual desktops within Dizzion sessions.

Dizzion does not block the use of passkeys (sometimes referred to as KeyPass).
If your Identity Provider (IdP) supports passkeys (FIDO2 / WebAuthn), then Dizzion supports them as well.
Customers can use passkeys to sign in to the Dizzion Console and into Windows VMs / Cloud PCs as well as withing the sessions, provided that the required IdP and OS configurations are in place.

What is supported ?

- If your IdP (Microsoft Entra ID, Okta, Duo, etc.) allows FIDO2 passkeys, users can authenticate to the Dizzion Console using a passkey.
- If your Windows VM or Cloud PC is Entra ID–joined (or in a hybrid identity setup that supports FIDO2), users can also use passkeys to log into the VM session.
- Dizzion does not restrict or block any passkey method; all authentication policies come from your IdP.

Requirements

To use passkeys with Dizzion:

1. Your IdP must support WebAuthn/FIDO2/passkeys.

2. Passkeys must be enabled as an authentication method in the IdP.

3. The user’s device and browser must support passkeys (Edge, Chrome, Safari, Windows Hello, FIDO2 hardware keys, Android/iOS passkeys).

4. The VM or Cloud PC must be joined to the identity system in a supported configuration (typically Microsoft Entra ID join) and initial login (first login to VM) needs to be done with the password due Microsoft requirements, meaning that passkey can only be used with Cloud PC and Persistent VMs in Dizzion DaaS Frame scenario (non-persistent VMs are not supported).

Example: Using Passkeys with Microsoft Entra ID

If customers want to enable passkeys via Microsoft Entra ID, here are the official setup guides:

Microsoft Documentation:

- Overview of passkeys (FIDO2) in Entra ID
  https://learn.microsoft.com/en-us/entra/identity/authentication/concept-authentication-passkeys-fido2

- Enable passkeys (FIDO2 security keys) in Entra ID
  https://learn.microsoft.com/en-us/entra/identity/authentication/how-to-enable-passkey-fido2

- Registering a passkey for a user
  https://learn.microsoft.com/en-us/entra/identity/authentication/how-to-register-passkey

- Sign in to Windows with a passkey (FIDO2)
  https://learn.microsoft.com/en-us/entra/identity/authentication/how-to-sign-in-passkey

- Passkeys using Microsoft Authenticator (optional)
  https://learn.microsoft.com/en-us/entra/identity/authentication/how-to-enable-authenticator-passkey

IT Pro related questions – Admin Tasks

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.

IT Pro related questions - Cloud PC

Does Cloud PC pricing include bandwidth costs?

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?

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?

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?

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?

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?

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?

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?

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?

Remote Monitoring and Management (RMM) is a self-service tool included in the Complete of fering 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?

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.

How can I see if YUV444 is used within a Dizzion DaaS or Cloud PC session?

The **HQ** label in the Terminal Bar indicates that the user session is running in **YUV444** color space