

Cloud Providers - DaaS Only

Infrastructure, Cost Management, Supported Instance Types, Cloud Account, BYO, AWS, Azure, GCP, IBM, Nutanix, Amazon Workspaces Core

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Infrastructure

This next portion of our documentation describes the Frame-supported infrastructure options and detailed guides for bringing your own (BYO) infrastructure to the platform.

BYO Infrastructure and Monitoring Responsibility

When you add your own BYO infrastructure (AHV Cluster or public cloud account), you acknowledge and agree that you are configuring your infrastructure(s) for use by Frame services. For public cloud accounts, this will incur costs for infrastructure regardless of whether end users are using the infrastructure or not and whether the usage is intentionally, unintentionally, or accidentally consumed.

While Frame provides automated orchestration of Frame resources within your BYO infrastructure, per Frame EULA, you are ultimately responsible for ensuring that any resources deployed within your BYO infrastructure(s) are accurately maintained (Your Content). Frame strongly recommends that proper monitoring and alerting of your BYO infrastructure(s) is implemented and utilized on a regular basis. Any inaccuracies should be reported to Frame via a support case as soon as possible.

Frame recommends customers review our Microsoft Licensing Guide for Frame as part of the infrastructure selection and configuration process.

Cost Management

Infrastructure as a Service (IaaS) providers supply the underlying infrastructure (compute, storage, network) resources that power Frame accounts. You are expected to understand when and under what conditions you are charged for use of these resources. The primary cost drivers for IaaS usage are described in the following table.

Public Cloud Resource	Cost	Cost Best Practices
Virtual machines	Charged when VM instances are powered on	Keep VMs off unless absolutely needed. Use Frame Active Capacity min and buffer or Frame Admin API endpoints to manage when VMs are powered on.
Storage	Charged when storage is used	Keep Sandbox disk size small unless there is a need to increase disk size for applications and user files. Regularly review the number of Sandbox, Utility server, profile disk, and personal drive backups to keep what is absolutely necessary.

See also

- Our [Capacity Management](#) documentation provides more information about managing your usage and conserving infrastructure costs.
- Our [Analytics](#) documentation discusses how to interpret usage trends through the Frame interface.

DaaS Supported Instance Types

This table provides a comprehensive overview of the instance types that are currently supported on our DaaS platform. Each row details specific characteristics, including the provider, instance name, family, number of virtual CPUs (vCPUs), RAM allocation, and GPU availability. Notes on specific capabilities or limitations, like unlimited bursting, are also included.

To request support for new instance types, please submit a support ticket detailing the requested instances and your use case. Support for new instance types will be added based on demand, availability, performance, and compatibility.

AWS (EC2)							
Dizzion Instance Name	Cloud Instance Name	vCPU	RAM	GPU Model	GPU RAM	IaaS Credits	Notes
Air 4GB (T2)	t2.medium	1	4 GB	N/A	N/A	12	
Air 4GB (T3)	t3.medium	1	4 GB	N/A	N/A	20	unlimited bursting
Air 8GB (T2)	t2.large	2	8 GB	N/A	N/A	24	
Air 8GB (T3)	t3.large	2	8 GB	N/A	N/A	32	unlimited bursting
Air 16GB (T3)	t3.xlarge	4	16 GB	N/A	N/A	54	unlimited bursting

Dizzion Instance Name	Cloud Instance Name	vCPU	RAM	GPU Model	GPU RAM	IaaS Credits	Notes
Air 32GB (T3)	t3.2xlarge	8	32 GB	N/A	N/A	54	unlimited bursting
Air 4GB (T3A)	t3a.medium	1	4 GB	N/A	N/A	20	unlimited bursting
Air 8GB (T3A)	t3a.large	2	8 GB	N/A	N/A	28	unlimited bursting
Air 16GB (T3A)	t3a.xlarge	4	16 GB	N/A	N/A	50	unlimited bursting
Air 32GB (T3A)	t3a.2xlarge	8	32 GB	N/A	N/A	90	unlimited bursting
Edge 8GB	c4.xlarge	4	7.5 GB	N/A	N/A	60	compute-optimized
Edge 16GB	m4.xlarge	4	16 GB	N/A	N/A	60	memory-optimized
Edge 32GB	c4.4xlarge	16	32 GB	N/A	N/A	240	compute-optimized
Edge 32GB (R5)	r5.xlarge	4	32 GB	N/A	N/A	70	memory-optimized

Dizzion Instance Name	Cloud Instance Name	vCPU	RAM	GPU Model	GPU RAM	IaaS Credits	Notes
Edge 64GB (Z1D)	z1d.2xlarge	8	64 GB	N/A	N/A	160	compute-optimized
Edge 64GB	m5a.4xlarge	16	64 GB	N/A	N/A	220	memory-optimized
Edge 8GB (M6)	m6i.large	2	8 GB	N/A	N/A	28	
Edge 16GB (M6)	m6i.xlarge	4	16 GB	N/A	N/A	56	
Edge 32GB (M6)	m6i.2xlarge	8	32 GB	N/A	N/A	112	
Edge 64GB (M6)	m6i.4xlarge	16	64 GB	N/A	N/A	224	
Edge 4GB (C6)	c6i.large	2	4 GB	N/A	N/A	28	
Edge 8GB (C6)	c6i.xlarge	4	8 GB	N/A	N/A	56	
Edge 16GB (C6)	c6i.2xlarge	8	16 GB	N/A	N/A	112	
Edge 32GB (C6)	c6i.4xlarge	16	32 GB	N/A	N/A	224	
Edge 64GB (C6)	c6i.8xlarge	32	64 GB	N/A	N/A	448	
Edge 4GB (C7)	c7i.large	2	4 GB	N/A	N/A	30	

Dizzion Instance Name	Cloud Instance Name	vCPU	RAM	GPU Model	GPU RAM	IaaS Credits	Notes
Edge 8GB (C7)	c7i.xlarge	4	8 GB	N/A	N/A	60	
Edge 16GB (C7)	c7i.2xlarge	8	16 GB	N/A	N/A	120	
Edge 32GB (C7)	c7i.4xlarge	16	32 GB	N/A	N/A	240	
Edge 64GB (C7)	c7i.8xlarge	32	64 GB	N/A	N/A	480	
Edge 8GB (M7)	m7i.large	2	8 GB	N/A	N/A	30	
Edge 16GB (M7)	m7i.xlarge	4	16 GB	N/A	N/A	60	
Edge 32GB (M7)	m7i.2xlarge	8	32 GB	N/A	N/A	120	
Edge 64GB (M7)	m7i.4xlarge	16	64 GB	N/A	N/A	240	
Pro 16GB	g2.2xlarge	8	16 GB	NVIDIA K520	4 GB		
Pro 32GB	g2.4xlarge	16	32 GB	NVIDIA K520	4 GB		
Pro 16GB (G4)	g4dn.xlarge	4	16 GB	NVIDIA T4	16 GB	125	

Dizione Instance Name	Cloud Instance Name	vCP U	RAM	GPU Model	GPU RAM	IaaS Credits	Notes
Pro 32GB	g3s.xlarge	4	32 GB	NVIDIA M60	8 GB	170	
Pro 32GB (G4)	g4dn.2xlarge	8	32 GB	NVIDIA T4	16 GB	170	
Pro 122GB	g3.4xlarge	8	122 GB	NVIDIA M60	8 GB	340	
Pro 64GB (G4)	g4dn.4xlarge	16	64 GB	NVIDIA T4	16 GB	340	
Pro 128GB (G4)	g4dn.8xlarge	32	128 GB	NVIDIA T4	16 GB	680	
Pro 16GB (AMD)	g4ad.xlarge	4	16 GB	AMD V520	32 GB	80	
Pro 32GB (AMD)	g4ad.2xlarge	8	32 GB	AMD V520	32 GB	110	
Pro 64GB (AMD)	g4ad.4xlarge	16	64 GB	AMD V520	32 GB	220	
Pro 128GB (AMD)	g4ad.8xlarge	32	128 GB	AMD V520	32 GB	440	
Pro 256GB (AMD)	g4ad.16xlarge	64	256 GB	**4 x** AMD V520	4 x 32 GB	880	
Pro 192GB (G4)	g4dn.12xlarge	24	192 GB	**4 x** NVIDIA T4	4 x 16 GB	1150	
Pro 256GB (G4)	g4dn.16xlarge	32	256 GB	NVIDIA T4	16 GB	1350	

Dizzion Instance Name	Cloud Instance Name	vCPU	RAM	GPU Model	GPU RAM	IaaS Credits	Notes
Pro 16GB (G5)	g5.xlarge	4	16 GB	NVIDIA A10G	24 GB	170	
Pro 32GB (G5)	g5.2xlarge	8	32 GB	NVIDIA A10G	24 GB	220	
Pro 64GB (G5)	g5.4xlarge	16	64 GB	NVIDIA A10G	24 GB	340	
Pro 128GB (G5)	g5.8xlarge	32	128 GB	NVIDIA A10G	24 GB	560	
Pro 192GB (G5)	g5.12xlarge	48	192 GB	**4 x** NVIDIA A10G	24 GB	1300	
Pro 256GB (G5)	g5.16xlarge	64	256 GB	NVIDIA A10G	24 GB	1550	
Pro 16GB (G6)	g6.xlarge	4	16 GB	NVIDIA L4	24 GB	190	
Pro 32GB (G6)	g6.2xlarge	8	32 GB	NVIDIA L4	24 GB	220	
Pro 64GB (G6)	g6.4xlarge	16	64 GB	NVIDIA L4	24 GB	360	
Pro 128GB (G6)	g6.8xlarge	32	128 GB	NVIDIA L4	24 GB	580	
Pro 192GB (G6)	g6.12xlarge	48	192 GB	4 x NVIDIA L4	4 x 24 GB	1300	
Pro 256GB (G6)	g6.16xlarge	64	256 GB	1 GPU	g6	1150	

Dizzion Instance Name	Cloud Instance Name	vCPU	RAM	GPU Model	GPU RAM	IaaS Credits	Notes
Pro 8GB (G6f)	g6f.large	2	8 GB	1/8 NVIDIA L4	3 GB	60	
Pro 16GB (G6f)	g6f.xlarge	4	16 GB	1/8 NVIDIA L4	3 GB	80	
Pro 32GB (G6f)	g6f.2xlarge	8	32 GB	1/4 NVIDIA L4	6 GB	160	
Pro 64GB (G6f)	g6f.4xlarge	16	64	1/2 NVIDIA L4	12 GB	310	
Pro 128GB (GR6)	gr6f.4xlarge	16	64	1/2 NVIDIA L4	12 GB	340	
Pro 256GB (GR6)	gr6.8xlarge	32	256	1 NVIDIA L4	24 GB	700	

Azure

Dizzion Instance Name	Cloud Instance Name	vCPU	RAM	GPU Model	GPU RAM	IaaS Credits	Notes
Air 8GB (Dsv3)	D2s_v3	2	8 GB	N/A	N/A	30	
Air 8GB (Ddsv5)	D2ds_v5	2	8 GB	N/A	N/A	32	
Air 8GB (Dsv5)	D2s_v5	2	8 GB	N/A	N/A	35	

Dizzion Instance Name	Cloud InstanceName	vCPU	RAM	GPU Model	GPU RAM	IaaS Credits	Notes
Air 8GB (Dv5)	D2_v5	2	8 GB	N/A	N/A	30	
Air 16GB	D4_v3	4	16 GB	N/A	N/A	60	
Air 16GB (Dsv3)	D4s_v3	4	16 GB	N/A	N/A	60	
Air4GB (Dv4)	D4_v4	4	16 GB	N/A	N/A	60	
Air 16GB (Dv5)	D4ds_v5	4	16 GB	N/A	N/A	64	
Air 16GB (Dv5)	D4ds_v5	4	16 GB	N/A	N/A	64	
Air 16GB (Dv5)	D4_v5	4	16 GB	N/A	N/A	64	
Edge 8GB (Fsv2)	F4s_v2			N/A	N/A	60	
Edge 32GB (DS8 v3)	D8s_v3	8	32 GB	N/A	N/A	110	
Edge 128GB (Ev4)	E16_v4	16	128 GB	N/A	N/A	320	
Edge 256GB (Ev4)	E32_v4	32	256 GB	N/A	N/A	640	

Dizzion Instance Name	Cloud InstanceName	vCPU	RAM	GPU Model	GPU RAM	IaaS Credits	Notes
Edge 32GB (Ev5)	E4_v4			N/A	N/A	55	
Edge 64GB (Ev4)	E8_v4	8	64 GB	N/A	N/A	160	
Pro 28GB (NCasv3)	NC4as_T4_v3	4	28 GB	NVIDIA T4	16 GB	140	
Pro 56GB (NCasv3)	NC8as_T4_v3	8	56 GB	NVIDIA T4	16 GB	220	
Pro 110GB (NCasv3)	NC16as_T4_v3	16	110 GB	NVIDIA T4	16 GB	360	
Pro 440GB (NCasv3)	NC64as_T4_v3	64	448 GB	NVIDIA T4	16 GB	1440	
Pro 14GB (NVasv4)	NV4as_v4	4	148	1/8 AMD MI25	2 GB	70	
Pro 28GB (NVasv4)	NV8as_v4	8	28 GB	1/4 AMD MI25	4 GB	140	
Pro 56GB (NVasv4)	NV16as_v4	16	56 GB	1/2 AMD MI25	8 GB	280	
Pro 112GB (NVasv4)	NV32as_v4	32	112 GB	AMD MI25	16 GB	560	

Dizzion Instance Name	Cloud InstanceName	vCPU	RAM	GPU Model	GPU RAM	IaaS Credits	Notes
Pro 112GB (NVsv3)	NV12s_v3	12	112 GB	NVIDIA M60	16 GB	300	[Retire Sept 2026]](https://learn.microsoft.com/en-us/azure/virtual-machines/sizes/gpu-accelerated/nv3-series?tabs=sizebasic)
Pro 224GB (NVsv3)	NV24s_v3	24	224 GB	**2 x** NVIDIA M60	2 x 16 GB	600	[Retire Sept 2026]](https://learn.microsoft.com/en-us/azure/virtual-machines/sizes/gpu-accelerated/nv3-series?tabs=sizebasic)
Pro 448GB (NVsv3)	NV48s_v3	48	448 GB	**4 x** NVIDIA M60	4 x 16 GB	1200	[Retire Sept 2026]](https://learn.microsoft.com/en-us/azure/virtual-machines/sizes/gpu-accelerated/nv3-series?tabs=sizebasic)
Pro 55GB (NVadsv5)	NV6ads_A10_v5	6	55 GB	1/6 NVIDIA A10	4 GB	125	

Dizzion Instance Name	Cloud InstanceName	vCP U	RAM	GPU Model	GPU RA M	IaaS Credits	Notes
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Pro 110GB (NVasdv5)	NV12ads_A10_v5	12	110 GB	1/3 NVIDIA A10	8 GB	250	
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Pro 220GB (NVasdv5)	NV18ads_A10_v5	18	220 GB	1/2 NVIDIA A10	12 GB	450	
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Pro 440GB (NVasdv5)	NV36ads_A10_v5	36	440 GB	NVIDIA A10	24 GB	850	
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Pro 16GB (NV4ads_V710)	NV4ads_V710_v5	4	16 GB	1/6 AMD V720	4 GB	60	
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Pro 32GB (NV4ads_V710)	NV8ads_V710_v5	8	32 GB	1/3 AMD V720	8 GB	120	
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Pro 64GB (NV4ads_V710)	NV12ads_V710_v5	16	64 GB	1/2 AMD V720	12 GB	180	
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Pro 128GB (NV4ads_V710)	NV24ads_V710_v5	24	128 GB	AMD V720	24 GB	340	
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GCP

Dizzion Instance Name	Cloud Instance Name	vCP U	RAM	GPU Model	GPU RA M	IaaS Credits	Notes
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Air 4GB	custom-2-4096-Windows	2	4 GB	N/A	N/A		
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Air 8GB (N1)	n1-standard-2-Windows	2	8 GB	N/A	N/A	30	
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Dizzion InstanceName	Cloud Instance Name	vCPU	RAM	GPU Model	GPU RAM	IaaS Credits	Notes
Air 8GB (E2)	e2-standard-2-Windows	2	8 GB	N/A	N/A	24	
Air 8GB (N2D)	n2d-standard-2-Windows	2	8 GB	N/A	N/A	28	
Air 16GB (N1)	n1-standard-4-Windows	4	15 GB	N/A	N/A	60	
Air 16GB (N2)	n2-standard-4-Windows	4	15 GB	N/A	N/A	40	
Air 16GB (E2)	e2-standard-4-Windows	4	16 GB	N/A	N/A	48	
Air 16GB (N2D)	n2d-standard-4-Windows	4	15 GB	N/A	N/A	56	
Air 30GB (N2D)	n2d-standard-8-Windows	8	30 GB	N/A	N/A	112	
Edge 8GB (N1)	n1-highcpu-8-Windows	8	7.2 GB	N/A	N/A	100	
Edge 26GB (N1)	n1-highmem-4-Windows	4	26 GB	N/A	N/A	70	
Edge 104GB (N1)	n1-highmem-16-Windows	16	104 GB	N/A	N/A	280	
Edge 208GB (N1)	n1-highmem-32-Windows	32	208 GB	N/A	N/A	560	

Dizzion InstanceName	Cloud Instance Name	vCPU	RAM	GPU Model	GPU RAM	IaaS Credits	Notes
Pro 16GB (P4)	n1-standard-4-GPU-P4-Windows	4	15 GB	NVIDIA P4	8 GB	150	
Pro 30GB (P4)	n1-standard-8-GPU-P4-Windows	8	30 GB	NVIDIA P4	8 GB		
Pro 60GB (P4)	n1-standard-16-GPU-P4-Windows	16	60 GB	NVIDIA P4	8 GB	300	
Pro 8GB (T4)	n1-standard-2-GPU-T4-Windows	2	8 GB	NVIDIA T4	16 GB	105	
Pro 16GB (T4)	n1-standard-4-GPU-T4-Windows	4	30 GB	NVIDIA T4	16 GB	130	
Pro 30GB (T4)	n1-standard-8-GPU-T4-Windows	8	30 GB	NVIDIA T4	16 GB	185	
Pro 60GB (T4)	n1-standard-16-GPU-T4-Windows	16	60 GB	NVIDIA T4	16 GB	240	
Pro 240GB (4xT4)	n1-standard-64-GPU-4-T4-Windows	64	240 GB	**4 x** NVIDIA T4	**4 x** 16 GB	1250	
Pro 16GB (L4)	g2-standard-4-Windows	4	16 GB	NVIDIA L4	24 GB	140	

Dizzion InstanceName	Cloud Instance Name	vCPU	RAM	GPU Model	GPU RAM	IaaS Credits	Notes
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Pro 32GB (L4)	g2-standard-8-Windows	8	32 GB	NVIDIA L4	24 GB	180	
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Pro 64GB (L4)	g2-standard-16-Windows	16	64 GB	NVIDIA L4	24 GB	250	
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IBM Cloud VPC

Dizzion Instance Name	Cloud Instance Name	vCPU	RAM	GPU Model	GPU RAM	IaaS Credits	Notes
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Air 10GB (BX3D)	bx3d-2x10	2	10 GB	N/A	N/A	25	
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Air 20GB (BX3D)	bx3d-4x20	4	20 GB	N/A	N/A	45	
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Air 40GB (BX3D)	bx3d-8x40	8	40 GB	N/A	N/A	90	
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Air 5GB (CX3D)	cx3d-2x5	2	5 GB	N/A	N/A	25	
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Air 10GB (CX3D)	cx3d-4x10	4	10 GB	N/A	N/A	45	
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Air 20GB (CX3D)	cx3d-8x20	8	20 GB	N/A	N/A	85	
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Pro 80GB (GX3)	gx3-16x80x1l4	16	80 GB	NVIDIA L4*	24 GB	250	BYO NVIDIA license
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Dizzion Instance Name	Cloud Instance Name	vCPU	RAM	GPU Model	GPU RAM	IaaS Credits	Notes
Pro 120GB (GX3)	gx3-24x120x1l40s	24	120 GB	NVIDIA L40S*	48 GB	565	BYO NVIDIA license
Air 8GB (CX2)	cx2-4x8	4	8 GB	N/A	N/A	40	
Air 16GB (CX2)	cx2-8x16	8	16 GB	N/A	N/A	80	
Air 32GB (CX2)	cx2-16x32	16	32 GB	N/A	N/A	155	
Air 8GB (BX2)	bx2-2x8	2	8 GB	N/A	N/A	25	
Air 16GB (BX2)	bx2-4x16	4	16 GB	N/A	N/A	45	
Air 32GB (BX2)	bx2-8x32	8	32 GB	N/A	N/A	85	
Air 64GB (BX2)	bx2-16x64	16	64 GB	N/A	N/A	165	
Air 8GB (BX2A)	bx2a-2x8	2	8 GB	N/A	N/A	25	
Air 16GB (BX2A)	bx2a-4x16	4	16 GB	N/A	N/A	45	
Air 32GB (BX2A)	bx2a-8x32	8	32 GB	N/A	N/A	85	
Air 64GB (BX2A)	bx2a-16x64	16	64 GB	N/A	N/A	165	

Cloud Accounts

Frame provides administrators with the ability to manage various components of their cloud accounts easily from the Frame console. This guide discusses how administrators can manage their virtual networks, master images, and instance types associated with each of their cloud accounts.

Administrators with the appropriate role can add new public cloud accounts and review the list and status of existing cloud accounts by navigating to the Customer or Organization Dashboard in the [Admin Console](#) and selecting **Cloud Accounts** in the left-hand menu.

To inspect or manage a specific cloud account, click on adjacent kebab menu icon of a specific cloud account and select **Update**.

Options by Infrastructure

The tabs you see at the top of the Cloud Account page will vary depending on the type of cloud account (infrastructure) you are accessing.

Infrastructure	Configuration	Master/Template Images	Virtual Networks	Shared VPCs
AWS	X	X		
GCP		X		X
IBM Cloud	X	X		
Microsoft Azure	X	X		
Nutanix AHV		X	X	

“ Backplane Separation and Cloud Account Usage

Dizzion Platform 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**.

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

Virtual Networks (AHV only)

The **Virtual Networks** tab is available for AHV cloud accounts. Under **Virtual Networks**, administrators can see which virtual networks have already been used to create Frame accounts with Frame workload VMs.

Each time you go to this tab, Frame control plane will retrieve the list of VLANs from your AHV cluster and display them in this tab.

image.png

If you would like to make another virtual network available to choose from when creating a new Frame account, you can click on "**Import Virtual Network**" from there you can sync to get the latest list of available networks to import

image.png

Instance Types (AHV only)

Administrators can add and remove custom instance types for AHV from the **Instance Types** tab by following the instructions below.

Add an Instance Type

1. Select the **Instance Types** tab at the top of the page and then click the blue **Add instance type** link.

image.png

2. Within the Edit instance type page, specify the following information:

image.png

- **Display Name:** Name of the instance type that will appear to administrators and users within Frame Console and Launchpad, respectively.
- **Image Families:** The operating systems that can run on this instance type.
- **GPU:** If you have NVIDIA vGPUs configured in Prism, the list of vGPU profiles will be displayed. You may pick a vGPU profile if you wish for the instance type to have a vGPU when VMs of this instance type are provisioned.
- **Cores:** : Number of cores for each vCPU.
- **CPU :** Number of vCPUs for this instance type.
- **Memory :** Amount of memory in GiB.

Frame recommends giving the instance type a name (e.g., "Air 2vCPU 8GB") that provides sizing information at-a-glance.

3 . Click **Create** at the bottom of the window when you are done.

Once you have defined the instance type under your AHV Cloud Account, you can go to **Capacity** of your Frame account(s) to add a **test pool** and/or **production pool** of this instance type.

Remove an Instance Type

If all pools using an instance type have been deleted from your Frame accounts, you can fully remove the instance type from the Cloud Accounts page.

1. Navigate to the Customer or Organization Dashboard in the **Admin Console** where the cloud account is registered.
2. Select **Cloud Accounts** in the left-hand menu.
3. Navigate to the cloud account where you will be deleting the instance type. Click on the adjacent kebab menu and select **Update**.
4. Click on the **Instance Types** tab at the top of the page. Click the red **Delete** link next to the instance type you would like to delete.

image.png

5. Click **Remove** in the bottom corner of the prompt that appears to confirm your choice.

Notification Center will notify you when the instance type has successfully been removed from your cloud account.

Update Configuration

The **Configuration** tab is available on the cloud account management page for AWS, Azure, IBM Cloud, and Nutanix AHV. The sections below discuss what is provided for each provider.

AWS

For an AWS cloud account, there are two sub-tabs: **Update Stack** and **Recreate Stack**.

Update Stack

image.png

The Update Stack tab provides you with your CloudFormation Stack template URL and Stack parameters, as shown above. These details can be used to update IAM (Identity and Access Management) roles as needed. As an example, you may need to use the CloudFormation Stack template URL to expand your IAM permissions after a Frame product update in order to use new product features.

Recreate Stack

Use the **Recreate Stack** sub-tab to recreate your CloudFormation stack to a known good state and verify the connection. Typically, most administrators will access this page when troubleshooting permissions/account setup issues.

Configuration - Recreate Stack (AWS)

In order to recreate your CloudFormation stack, you must delete the existing stack in your AWS Console which you can access directly from the **Recreate Stack** sub-tab.

Azure

The configuration tab for Azure can be used to update your Azure credentials found in the **Azure Portal**. Most administrators will need to access this page in order to update the client secret before it expires. Microsoft Azure limits client secrets to expire 2 years or less after their creation date.

Configuration - Update Credentials (Azure)

The client secret is used by Frame to manage your BYO Azure account. Microsoft implemented a maximum expiration date of 2 years from the client secret creation date. When your key expires, you will need to re-enter your cloud account credentials (registration) from the cloud account management view of your Frame console. If you fail to update your client secret before it expires, Frame will no longer be able to manage your Azure account and you will likely experience an outage.

If your client secret has expired, you can simply re-enter your cloud credentials here and click the **Verify Connection** button. Your Application ID and Directory ID can be found in the **Overview** section of your Frame app registration in the Azure Portal.

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The **Template Image** (aka **Master Images**) tab enables administrators to select the desired images they would like to use as the base images for Frame account Sandboxes. Please refer to the **BYO OS Images** of our documentation for detailed instructions on how to prepare and add your own template images to your infrastructure. The guides outline how to add your desired template images through your infrastructure provider and then make them visible in the Frame Console. Once they are added to your cloud account using the **Master images** tab, you can then use them to create a new Frame account or to reset the Sandbox image of an existing Frame account. You can also remove the template image from the list of template images.

Add a Template Image (AHV)

To add a new template image that has already been prepared and uploaded to your AHV cluster, perform the following steps:

1. Navigate to the Customer or Organization Dashboard in the [Admin Console](#) where the cloud account is registered.
2. Select **Cloud Accounts** in the left-hand menu.
3. Navigate to the cloud account you will be managing. Click on the adjacent kebab menu and select **Update**.
4. From there, navigate to the **Master Images** tab at the top of the page. There you can select "**Import Image**" in the upper right corner

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5. Click sync to get the latest available images, select the desired image and select Import.

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6. If your template image has not been imported into Frame before, click **Sync** so Frame Platform will query your infrastructure for the list of available images. Then, complete the remainder of the form:

- **Region:** Select the Region/Cluster from which you want to select the image
- **Select Image:** Select the image to import from the picklist.
- **Image Family:** Specify the OS type for this image.
- **Display Name:** Enter the display name of image.

Click **Import** for Frame Platform to import your template image to your **Cloud Account**.

Add a Template Image (Public Cloud)

To add a new template image that has already been prepared and uploaded to a specific region in your public cloud infrastructure, perform the following steps:

1. Navigate to the Customer or Organization Dashboard in the [Admin Console](#) where the cloud account is registered.
2. Select **Cloud Accounts** in the left-hand menu.
3. Navigate to the cloud account you will be managing. Click on the adjacent kebab menu and select **Update**.
4. From there, navigate to the **Master Images** tab at the top of the page. There you can select "**Import Image**" in the upper right corner

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5. Click sync to get the latest available images, select the desired image and select Import.

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6. Select the region where your new template image is located. If your template image has not been imported into Frame before, click Sync so Frame Platform will query your infrastructure region for the list of available images.

Then, complete the remainder of the form:

- Select Image: Select the image to import from the picklist.
- Image Family: Specify the OS type for this image
- Display Name: Enter the display name of image.
- No validation: The image will be added to your cloud account, but will not be verified. There is no guarantee that this image will work.

- Public cloud: The image will be used to create a new test Frame account with a standalone VPC and Sandbox. The Frame platform will then verify that the Sandbox can communicate with the Frame Platform before terminating the test Frame account and deleting all associated cloud resources created by Frame.
- Private VPC: After you specify an existing VPC/VNET ID, the Frame platform will use the image to create a new test Frame account in the specified VPC/VNET. Frame will then verify that the Sandbox can communicate with Frame Platform before terminating the Frame account and deleting all associated cloud resources created by Frame.

Click Import for Frame Platform to import your template image to your **Cloud Account**.

During the validation process, you will see an active task running in the Notification Center. However, the test Frame Account will not be visible within the Frame Admin user interface. Depending on the public cloud provider, this validation process may take 30 minutes to an hour to complete.

7. Once registration and validation (optional) of the image is complete, you can create new Frame accounts using your new template image or reset an existing Frame account Sandbox to the new template image.

You can check your infrastructure console to monitor the provisioning and de-provisioning of resources during the validation process.

Discard a Template Image

1. Before you remove an unnecessary template image from your cloud account, you must ensure that there are no Frame accounts using that template image.

2. Discarding an imported template image simply unregisters the template image from your cloud account.

This action does not delete the source template image within your infrastructure.

1. Navigate to the Customer or Organization Dashboard in the **Admin Console** where the cloud account is registered.
2. Select **Cloud Accounts** in the left-hand menu.
3. Navigate to the cloud account you will be managing. Click on the adjacent kebab menu and select Update.
4. From there, navigate to the **Master Images** tab at the top of the page.

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5. Identify the image you wish to remove and select the kebab menu to the right of the image.

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6. Click on Discard and Frame Platform will remove the imported template image from your cloud account.

Shared VPCs (GCP only)

Frame supports the ability for customers to use Google Cloud Platform's Shared VPCs, where a Google Host Project owns a VPC with specific subnets shared with other Google Service Projects. Once the GCP administrator has configured the GCP Host and Service Projects, the Frame administrators can follow the procedure below to set up the GCP Cloud Accounts in Frame to create Frame accounts in a Google Service Project.

Prerequisites

Before the Frame administrator can specify within Frame Console the Shared VPC subnets to use in a Google Service Project, the following conditions must be satisfied:

1. The GCP Host Project has been configured in GCP to have shared one or more subnets in the **Shared VPC** with the GCP Service Project.
2. The GCP Host and Service Projects are **registered in Frame** as separate GCP Cloud Accounts at the same level in the Frame Platform Hierarchy.

Share a Subnet

Once the two projects are registered in Frame, the Frame administrator can share the subnet(s) from the Shared VPC in the Google Host Project by doing the following:

1. Navigate to the Customer or Organization Dashboard where the two GCP Cloud Accounts are registered.
2. Select **Cloud Accounts** in the lefthand menu.
3. Click on the kebab menu for the GCP Host Cloud Account and click on **Update**.
4. Select the **Shared VPCs** tab.
5. Click **Share Subnet** in the upper right corner of the Shared VPCs page.
6. In the Share Subnets configuration window, specify the GCP Service Cloud Account in the **Destination Cloud Service** pick list that will have access to the Shared VPC subnet(s).
7. Specify one or more Shared VPC subnets which are to be accessible to the GCP Service Cloud Account within Frame.
8. Click **Share Subnets** button to save the configuration.

A new entry in the Shared Subnets list will appear. These Shared VPC subnets are now visible in the **Account Creation** workflow when you create the Frame Account using the Destination GCP Cloud Account and customer-managed networking.

Revoke a Shared Subnet

If you wish to stop using a shared subnet, you will need to ensure that the shared subnet is no longer has Frame-managed workload VMs (e.g., terminate Frame accounts using that shared subnet) and then:

1. Navigate to the Customer or Organization Dashboard where the two GCP Cloud Accounts are registered.

2. Select **Cloud Accounts** in the lefthand menu.
3. Click on the kebab menu for the GCP Host Cloud Account and click on **Update**.
4. Select the **Shared VPCs** tab.
5. Under the Shared Subnets list, click on the kebab menu for the Destination Cloud Service/Subnet combination you want to revoke.
6. Confirm you wish to revoke the access to the Shared VPC subnet by the GCP Service Cloud Account.

Add a Cloud Account Region

Administrators can add additional regions after their cloud account has been setup using the **Add Regions** function.

1. Navigate to the Customer or Organization Dashboard in the **Admin Console** where the cloud account is registered.
2. Select **Cloud Accounts** in the left-hand menu.
3. Find the cloud account where you want to add a new cloud region. Click **Add Region** in the upper right corner

Administrators should ensure they have sufficient resource limits in the regions they decide to add before adding them through the Frame Console.

- 4 . A new window will appear. You have two options to choose from:

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- **All supported regions:** Select this option if you would like to add all other supported regions aside from the ones you have already specified.
- **Specify regions:** Select this option if you would like to add just a few additional supported regions to your cloud account. Simply click inside the regions field and select as many regions as you wish from the drop-down menu.

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5. Once you have made your selection, click Save in the bottom right corner of the window. You will receive updates in your notification center regarding the status.

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Deactivate a Cloud Account

Frame administrators can deactivate a cloud account from Frame when they wish to de-register a cloud account from their Customer or Organization entity. Once the cloud account is deactivated, the cloud administrator can terminate the corresponding resources that are not managed by Frame.

A cloud account that has existing Frame accounts cannot be deactivated. You must [terminate all Frame accounts](#) using the cloud account resources first.

1. Navigate to the Customer or Organization Dashboard in the **Admin Console** where the cloud account is registered.
2. Select Cloud Accounts in the left-hand menu.
3. Find the cloud account where you want to deactivate. Click on the adjacent kebab menu and select Deactivate.

For AHV, once the AHV Cloud Account is deactivated, the Cloud Connector Appliance (CCA) VM(s) and Streaming Gateway Appliance (SGA) VMs can be terminated in Prism Element and categories removed from Prism Central.

Reconnect Cloud Account

When the Frame control plane is unable to communicate with the cloud account infrastructure, the status for the cloud account in the Cloud Accounts list will be displayed as "U" for Unavailable (instead of "R" for Ready). The administrator will need to correct the issue and may need to manually trigger a reconnection of the cloud account.

Common reasons for an unavailable cloud account are:

AHV:

- Prism Element service account username/password was changed or expired
- Cloud Connector Appliance (CCA) VMs are unresponsive or powered off
- Cloud Connector Appliance (CCA) is unable to connect to the Frame control plane (cch.console.nutanix.com)

Public cloud:

- Azure shared secret expired

- Required IAM roles/permissions were removed from AWS IAM role or GCP service account
- To reconnect an unavailable cloud account after the issues have been addressed:
 1. Navigate to the Customer or Organization Dashboard in the **Admin Console** where the cloud account is registered.
 2. Select **Cloud Accounts** in the left-hand menu.
 3. Find the cloud account you want to reconnect. Click on the adjacent kebab menu and select **Reconnect**.
 4. If the underlying issue(s) were addressed and Frame control plane is able to communicate with the cloud account infrastructure, the account status will change to "R".

When a Cloud Account becomes unavailable, Frame will not reboot any workload VM if that workload has an active user session once the Cloud Account becomes available. Frame will also queue any session close requests when Cloud Account is unavailable and process those requests once the Cloud Account becomes available. This behavior ensures sessions will not be left incorrectly in an active state.

CCA Dashboard - Change

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If you need to update your Prism Central or Prism Element credentials, you will need to:

1. Go to the CCA Dashboard by specifying in your browser: `https://<CCA VM IP address>/`
2. Log in with your current Prism Central credentials.
3. Click Profile in the top right menu and launch the update password wizard. The CCA wizard allows you to change Prism Central user and password and click save.

Bring Your Own

You can register your Amazon Web Services (AWS), Google Cloud Platform (GCP), IBM Cloud, Microsoft Azure, and/or Nutanix AHV infrastructure in your Frame tenant and use one or more of these infrastructures to deliver your virtualized applications and desktops.

Common reasons why you would bring your own public cloud or on-premises Nutanix AHV infrastructure are:

1. You wish to take advantage of existing billing arrangements with your cloud provider for convenience and/or pricing. For example, your organization may already have certain consumption commitments or pre-payments – you can use Frame to consume those public cloud resources associated with your subscription.
2. You want to have additional administrative control over your Frame workloads for more detailed monitoring and metrics.
3. You want to configure other network integrations (VPN gateways, Direct Connects, ExpressRoutes, Interconnects, SD-WAN gateways, peering to existing VPCs or VNETs) which you cannot do using Frame-managed public cloud subscriptions.
4. You must meet industry-specific compliance regimes (e.g., HIPAA, PCI) that require you to fully manage and control your cloud resources.

The guides in this section of our documentation are for customers who choose to bring their own public cloud or on-premises Nutanix AHV infrastructure. The guides provide detailed instructions on how to configure your existing cloud infrastructure to host your Frame workload virtual machines. You may choose to use one or more cloud infrastructures with Frame.

NOTE: For public cloud infrastructure (AWS, Azure, GCP, or IBM Cloud), Dizzion does offer customers the option to use a Dizzion-managed public cloud subscription that Dizzion controls and manages.

You must purchase Dizzion IaaS credits in order to use Dizzion-managed public cloud subscriptions.

Registering your Infrastructure

BYO public cloud accounts can be created either at the "customer" or "organization" tiers of Frame's logical hierarchy. More information about Frame's hierarchy concepts can be referenced [here](#).

A BYO cloud account created at the "customer" (highest) tier will be accessible to all hierarchical children ("organizations" and their accounts). If you choose to add the BYO cloud account at the "organization" tier, the BYO cloud account will only be available to the chosen organization and any accounts underneath it. Customer Administrators can add a BYO cloud account at the Customer or Organization level while Organization Administrators may only add a BYO cloud account at the Organization tier.

NOTE: A particular cloud subscription can only be associated with a single entity on the Frame platform. If you associate your cloud subscription to one Organization, it cannot be associated with another Organization or Customer. If your use case requires that multiple Organizations will have access to your public cloud subscription, you must associate the cloud account to your Customer entity.

Supported Infrastructure

Use the links below to navigate to the infrastructure you wish to bring.

- [Amazon Web Services](#)
- [Google Cloud Platform](#)
- [IBM Cloud](#)
- [Microsoft Azure](#)
- [Nutanix AHV](#)

Once you have registered your infrastructure with Frame, check out the "Manage Cloud Accounts" guide to learn more about managing your cloud account, adding template images, defining instance types (for Nutanix AHV), etc.

Additional Infrastructure Guides

- [Manage Cloud Accounts](#)

Amazon Web Services

Overview

The **Bring Your Own AWS** (BYO AWS) feature allows customers to seamlessly connect their AWS account with the Frame Platform, enabling full control over infrastructure while leveraging Frame's virtual desktop and application delivery capabilities. With BYO AWS, customers can deploy Windows and Linux workloads directly into their own cloud environment, customize virtual machines to meet specific needs, and manage resource consumption according to their business goals. This flexibility provides the benefits of cloud infrastructure alongside the simplicity of Frame's remote desktop solution.

The following AWS infrastructure deployment models are supported for DaaS:

- AWS EC2
- AWS WorkSpaces Core Managed Instances (v2)

For more information on the deployment models, see [Dizzion DaaS on AWS: Compare EC2, WorkSpaces Core Bundles & Managed Instances](#)

Setup

Requirements

In order to register your AWS or AWS GovCloud account with Frame, you need to ensure that you have addressed the following before proceeding:

1. IAM user who can create the CloudFormation stack with the Frame-provided CloudFormation script. The IAM user must have, at a minimum, the following permissions:
 - AWS Console login
 - AmazonEC2FullAccess
 - IAMFullAccess
 - AWS_ConfigRole
 - AWSCloudFormationFullAccess

Due to the way that AWS CloudFormation Stacks operate, the orchestration of Frame resources in your AWS subscription is not tied to a particular IAM user account. Frame Platform does not rely on the IAM user that was used to associate your AWS subscription to the Frame Platform. The IAM user can be deleted or disabled at any time without disabling your integration with Frame. If you do wish to disable your integration with Frame manually, please delete the Nutanix-Frame-High-Cloud-Stack-Prod CloudFormation stack, as well as the FrameGatewayRole, FrameLambdaRole IAM Roles

2. You know your AWS Account ID that will be registered with Frame. The AWS Account ID can be found by going to your “My Account” page in your AWS Console. Click on the drop down menu next to your account name in the upper right corner of your AWS Console to access this page.

AWS Console - Account Settings

3. Determine whether you are registering your cloud subscription on your Frame Customer Entity or an Organization entity.
4. **Streaming Gateway Appliance:** If you plan to deploy Streaming Gateway Appliances in AWS (either during the Frame account creation process or manually after the Frame account is created), you will need to accept the CentOS 7 license terms in the AWS Marketplace first. Visit <https://aws.amazon.com/marketplace/pp/B00O7WM7QW/> and subscribe to CentOS 7 (x86_64).

Costs may begin to accrue immediately after completing the CloudFormation Stack creation.

You will need to be logged in to the AWS console with your IAM user in a separate tab or window in order to complete the CloudFormation Stack creation. Frame Platform will not have access to your AWS user credentials.

AWS Dedicated Instances

When deploying Windows 10 or 11 VMs using your BYO AWS account, Frame now leverages **AWS Dedicated Instances** by default. Dedicated Instances provide isolated hardware environments to ensure compliance with Microsoft’s EULA for virtualized desktops. This feature helps maintain licensing integrity for both Frame-provided and customer-provided Windows images. More details around licensing with AWS Dedicated Instances can be found in our [Microsoft Licensing Guide](#)

Note

Pricing Reminder

AWS Dedicated Instances follow a pay-as-you-go model, with an additional regional fee (per hour, per region) applied whenever a dedicated instance is active. You can find more information about regional fees in the [AWS Dedicated Instance Pricing Guide](#).

Adding your Cloud Account

Procedure

1. Go to your Frame Admin Console.
2. Navigate to the **Customer** or the **Organization** Dashboard (depending on where you wish to add the cloud account).
3. Click on **Cloud Accounts** in the left-hand menu.
4. Click the **Add Cloud Account** button on the top-right corner of the page.
5. Select the Cloud Provider that should be added

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6. A new window will appear prompting you for the following information:

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- **Cloud Provider:** Select AWS.
 - **Name:** Enter the desired name of your cloud service. This will be the name of the Cloud Account in Frame Console.
 - **Cloud Account ID:** Enter your AWS Account ID (without dashes) in this field.
6. Once you have entered the information, click the “Open AWS Console” button.
 - At this point, your browser will be redirected to the AWS console in a new tab. If you are not logged in to AWS with the desired BYO AWS account, you will be prompted for credentials.
 - Make sure you are logged in with the correct AWS account you wish to use (if you have multiple AWS accounts).

7. The first page you will be taken to is the CloudFormation Stack Quick Stack Creation page. All information should be automatically filled out for you.

AWS Console - CloudFormation Stack Creation

Caution

Deploying Windows 10 or 11 VMs in AWS When deploying **Windows 10 or 11 VMs** using your BYO AWS account, Frame now leverages **AWS Dedicated Instances** by default. Dedicated Instances provide isolated hardware environments to ensure compliance with Microsoft's EULA for virtualized desktops. This feature helps maintain licensing integrity for both Frame-provided and customer-provided Windows images. More details around licensing with AWS Dedicated Instances can be found in our [Microsoft Licensing Guide](#)

8. Simply scroll to the bottom and check the box to allow CloudFormation to create IAM resources for you, then click "Create stack"

AWS Console - IAM Policy/Role Acknowledgement

9. Once the above process is complete, you will be directed to a page which lists the events for this CloudFormation Stack. The creation process will proceed automatically. You may need to refresh the page to see new events. Once events appear named `Nutanix-Frame-High-Orchestrator-Role-Prod`, `Nutanix-Frame-High-Lambda-Role-Prod`, and `Nutanix-Frame-High-Workload-Role-Prod` and are marked as status "CREATE_COMPLETE", the stack creation has completed. This typically takes less than two minutes.

AWS Console - CloudFormation Stack Creation Status

10. Once the stack has been created, navigate back to your Frame tab and select "Verify Credentials".
11. Once your credentials are verified, you can select the data centers (AWS regions) for your Frame accounts. You may add additional data centers in the future.
12. Check the box at the bottom informing you of possible resource usage on your AWS cloud infrastructure and then click "Add Account". After a few minutes, you will see your AWS Cloud Account listed as "Ready".

Now that your AWS Cloud Account is created and accessible within Frame, you will be able to create Frame accounts using this BYO cloud account.

Resources Created During BYO AWS Cloud Account Creation

During the creation of a BYO AWS or BYO AWS GovCloud Cloud Account, the Cloud Formation template creates three IAM Roles.

- FrameGatewayRole allows Frame Platform to provision and deprovision AWS resources for Frame-managed workloads.
- FrameLambdaRole allows log entries to be captured by Frame Platform.
- FrameWorkloadRole enables Frame Platform to store and retrieve Dizzion-provided OS images in an S3 bucket in each of the AWS regions where you create Frame accounts.

Service Limits

By default, a newly created AWS account will impose certain service limits on available resources. Depending on the number of the Frame workload VMs required of a given machine type (e.g., number of concurrent users on g4dn.2xlarge), how the Frame account is created (e.g., Frame networking with or without an SGA), and whether you use Publish or Quick Publish, you will likely need to adjust the default limits imposed on the AWS account. If these limits are set to values that are lower than what is required by the Frame platform, you can expect certain functions to either fail, or be substantially delayed. The requirements by Frame for these service limits depends on the desired workload and required resources. The recommended service limit increases include the following:

AWS Resource	Recommendation
EC2 (CPU-only and GPU instance types)	AWS has service quotas on the total number of vCPUs for any given instance family, on a per-region basis. We recommend you first determine the expected max number of instances by instance type (per Frame account) for your needs. Next, calculate the required number of instance family-specific vCPUs based on the expected max number of instances and the required number of vCPUs per instance type (for that family). If you use Publish, set your vCPU quota to 2.2 times the number of instance family-specific vCPUs. The additional 20% will accommodate any additional resources such as Sandboxes, Utility servers, etc. If you use Quick Publish, you can use a minimum factor of 1.X times to calculate the required number of instance family-specific vCPUs. X is computed as the “Number of production instances created on publish” divided by expected max instances. By default, the “Number of production instances created on publish” value is configured to be 10 VMs. A factor of 1.3-1.5 should be sufficient to account for typical Quick Publishes and overhead.

AWS Resource	Recommendation
EBS	Typically, this resource does not need to be modified. To estimate total disk storage consumption, multiply the total number of VMs you expect to provision by the size of the Sandbox VM (e.g., 80 GiB) across all Frame accounts you plan to provision. Number and size of any utility servers, number of Sandbox image backups, number and size of personal drives, and number and size of enterprise profile disks would be additional storage to consider.
IP Addresses	AWS does not have any service quotas on public or private IP addresses that are assigned when an EC2 instance is powered on and removed when an EC2 instance is powered off. If a Frame account is created with Frame public networking, each workload VM will have both a public and private IP address. If the Frame account is created using Frame private networking, all workload VMs will only have private IP addresses. If the Frame account is created using Frame private networking with Streaming Gateway Appliance (SGA), then Frame will provision 1 public IP address for each SGA VM and 1 public IP address for the load balancer in front of the SGA VMs. All of the workload VMs will only have private IP addresses. You will also need to account for the temporary increase of in-use IP addresses during a Publish or Quick Publish when the new production VMs are created and before the old production VMs are terminated.
Elastic IP Addresses	Elastic IP addresses are static, public IPv4 addresses. Frame does not provision Elastic IP addresses. However, if you plan to use VPN endpoints, you will need to factor into your service quota calculations the 1 or 2 Elastic IP Addresses needed for configuring the VPN gateway.
Network interfaces	By default, you should have 5,000 network interfaces per region. If a Frame account is created with Frame public networking, you will have need 2 network interfaces (private IP address and public IP address) per workload VM. If a Frame account is created with Frame private networking with SGA, you will have need 1 network interfaces (private IP address) per workload VM.

AWS Resource	Recommendation
VPCs	If Frame public networking or Frame private networking is used to create Frame accounts, the number of VPCs equals the number of Frame accounts. If Frame private networking with SGA is used to create Frame accounts, the required number of VPCs is two times the number of Frame accounts. For BYO networking, no new networks are created.

To modify service limits on your AWS account, you will need to click on the “Limits” link in the navigation panel on the left of the AWS console (pictured below):

Service limit increases may not be necessary for smaller production environments or trial accounts.

Tips

- If possible, group your service limit increases by geographic region. Each geographic region has its own approval team. A limit increase across multiple regions can take multiple weeks.
- Approval time can vary by the size of the request. For instance, two or three small service limit increase requests are generally approved more quickly than one large request.
- Since capacity is limited, increasing service limits on GPU-backed instances generally takes longer than general purpose limit increases.
- T3 instance limit increase requests are usually approved and implemented within 24 hours of the request. G4/G5 instance limit increases take longer (especially for larger quantities).

Instance Types

Each IaaS provider has a unique naming scheme for their instance types. AWS categorizes their “Elastic Cloud Compute instances” (a.k.a. “EC2 instances”) based on compute, memory, and GPU configuration. More information about Amazon EC2 instances can be found in their [official AWS documentation](#).

For the latest AWS instances supported by Frame, refer to our [Supported Instance Types table](#).

Resource Naming

Frame provisions the resources below based on a specific naming convention. The resource name value is also saved as value for the tag `Name`.

Resource	Resource Name	Example
Workload VM	prod:v\{vendor_id}:s\{server.id}	prod:v53209:s8059811
Workload VM root volume	prod:v\{vendor_id}:s\{server.id}:root	prod:v53209:s8059811:root
User Volume	prod:v\{vendor_id}:\{random 8 character}:\{type}	prod:v48287:8206856b:profile
User Volume backup (Snapshot)	prod:v\{vendor_id}:d\{user_volume_id}	prod:v48287:d169928
Image	prod-v\{vendor_id}-s\{server_id}-\{image_type}-\{random 5 characters} OR prod-v\{vendor_id}-\{image_type}-\{random 5 characters}	prod-v53209-s8059811-publish-64d3d or prod-v48287-manual-8e750
Master Image	prod-master_image-src-\{source_image_id}-\{random 5 characters}	prod-master_image-src-239323-d06e8
VPC	prod:v\{vendor.id}:vpc\{vendor.vpc_set.count()}	prod:v7538:vpc0
Subnet	prod:v\{vendor.id}:sn\{idx}	prod:v53209:sn3
Security group	prod:v\{vendor.id}:sg-default	prod:v53209:sg-default
Static Public IP	prod:v\{vendor.id}:sg-default	prod:v53242:sg-default
NAT Gateway	prod:v\{vendor.id}:sg-default	prod:v53242:sg-default
Routing table	prod:v\{vendor.id}:sg-default	prod:v53242:sg-default
SGA VPC	prod:sga:\{streaming_configuration_id}:vpc	prod:sga:2425:vpc
SGA subnet	prod:sga:\{streaming_configuration_id}:vpc\{vpc.id}:sn\{str(i)}	prod:sga:2425:vpc69807:sn1

Resource	Resource Name	Example
SGA security group	prod:sga:\{streaming_configuration_id\}:vpc:\{vpc.id\}:sg-default	prod:sga:2420:vpc:69784:sg-default
SGA VM	prod:sga:\{streaming_configuration_id\}:s\{server.id\}	prod:sga:2420:s1f175e3d
SGA VM root disk	prod:sga:\{streaming_configuration_id\}:s\{server.id\}	prod:sga:2425:sc95b63e7
SGA load balancer	prod:sga:\{streaming_configuration_id\}:nlb	prod:sga:2425:nlb

{image_type} can be one of the following values:

- manual - for manual backups
- publish - for backups created for publishing purpose
- test_publish - for backups created for test publish
- auto - for scheduled backups
- system - for backups created internally in various processes (e.g. cloning, generalization)
- master - from a master image

{disk_type} can be one of the following values:

- profile - Enterprise profile disk
- personal - Personal drive

Note

The Streaming Gateway Appliance (SGA) resource naming applies only to Frame-provisioned and managed SGAs.

Microsoft Azure

Overview

The **Bring Your Own Azure (BYO Azure)** capability allows customers to connect their Microsoft Azure cloud environment directly to the Frame Platform, enabling seamless deployment of virtual desktops and applications within their own Azure subscription. With BYO Azure, customers maintain full control over their infrastructure and resource management while leveraging Frame's powerful orchestration tools. This flexibility ensures organizations can dynamically scale their workloads, optimize cloud spending, and deliver high-performance virtual workspaces to meet their evolving business needs.

Setup

Requirements

In order to register your Azure account with Frame, ensure that you have met the following requirements before proceeding:

1. Microsoft Azure account with a valid Azure subscription
2. Permissions to add and modify role assignments for the Azure Subscription ID.
3. The Azure subscription has the following Resource Providers registered.
 - Microsoft.Compute
 - Microsoft.Network
 - Microsoft.Storage

Costs (e.g., storage) may begin to accrue immediately after completing the registration of your Azure account on your Frame Customer or Organization entity.

Preparation

Before your Azure account can be registered with Frame, you will need to complete two tasks:

1. Create an Azure application registration
2. Add Azure subscription owner permissions to your Azure application registration

Create an Azure Application Registration

You will need to create an Azure app registration for Frame. The app registration is the mechanism by which you'll give Frame access to create and manage network, virtual machines, and storage resources in your Azure subscription.

1. Open the Microsoft Entra ID (formerly Azure Active Directory) option and App registration section. From there, click on the "Add" button and select "App registration" to create a new app.
- 2.