Virtual Machines

VMs Dashboard, Capacity, Availability Zones, Persistent Desktops Administration, Cloning, Utility Servers, Register Workload

- VMs
- Capacity
- Availability Zones
- Persistent Desktops Administration
- Cloning
- Utility Servers
- Register Workloads (Early Access)

VMs

The last page listed on the left side of your Account Dashboard is the **VMs** page.

> The VMs page is available on Account-level Dashboards only.

Non-persistent Accounts

The VMs page displays a list of all VMs associated with your Frame account. Server information is listed by workload ID, server name, public IP, private IP, VM type, instance type, and server status. The example below shows the Vms page for a **non-persistent** Frame account.

VMs Page - Non-persistent

VMs Page

- **Workload ID**: Unique identifier for the workload VM. This ID value can be used to search for the corresponding VM in your infrastructure portal.
- **Machine Name**: Name of the machine, as reported by Windows or Linux. The icon means that the machine is domain-joined. Hovering over the machine name will display the type of Windows Active Directory domain join (Classic or AD).
- **Public IP**: Public IP address or the FQDN of the workload VM. In the case of an FQDN, it will resolve to a private IP address if the Frame account was created with private networking.
- **Private IP**: Private IP address of the workload VM.
- **VM Type**: Specifies the type of workload - Sandbox, Utility Server, Persistent Desktop, Production, Test, or Shadow.
- **Instance Type**: Name of the instance type for this workload VM. Instance type names are specific to the underlying infrastructure. In the case of AHV, the instance type name will be the name you defined under the Cloud Account for AHV.
- **Status**: Current status of the workload VM
  - **Almost ready**: VM is currently undergoing maintenance or in the process of powering on.
  - **In session**: The VM is currently being used by a user.
  - **Rebooting**: VM is rebooting.
  - **Running**: VM is powered on and available.

- **Starting**: VM is powering on.
- **Stopped**: VM is powered off.
- **Stopping**: VM is being powered off.

> For Persistent Desktop Frame accounts, the VMs page will also include a **User** column showing the user email address assigned to the persistent desktop.

VMs Page - Persistent Desktops

If you want to see the latest status, refresh the page at any time by clicking the "Refresh" button in the upper right corner of the page.

For each VM type and the workload VM status (Running, Stopped, In session, etc.), administrators can perform actions on the workload VM by clicking on the kebab menu.

Actions for a Running VM

Actions for a Running VM

Non-persistent Frame Accounts

VM Status(es)	Action	Description
Almost ready, In session, Rebooting, Running, Starting	Reboot	Reboot the virtual machine. **Reboot** reboots the VM when the session ends. **Force Reboot** ends the session and reboots the VM immediately.
Almost ready, In session, Rebooting, Running, Starting	Stop	Power off the virtual machine.
Stopped, Stopping	Start	Power on the virtual machine.

In addition to the above VM actions, the following actions are available in non-persistent Frame accounts, regardless of the VM status:

VM Status(es)	Action	Description
All	Installed Software	List the software (name, publisher, and version) installed on the persistent virtual machine (e.g., Sandbox, Utility Server).

VM Status(es)	Action	Description
All	Enable RDP Debug	Refer to RDP Debug Mode documentation.
All	Terminate	Terminate the virtual machine. VM will be re-provisioned using the last published Sandbox image. If the VM is the Sandbox, then the VM will be re-provisioned using the most recent backup or if there is no backup, the master image the Sandbox was created from.

Persistent Desktop Frame Accounts

VM Status(es)	Action	Description
Almost ready, In session, Running, Starting, Stopped, Stopping	Change instance type	Switch the persistent desktop VM to use a different instance type. Available to all VM Types except Shadow.
Almost ready, In session, Running, Starting	Reboot	Reboot the virtual machine. **Reboot** reboots the VM when the session ends. **Force Reboot** ends the session and reboots the VM immediately.
Almost ready, In session, Running, Starting	Stop	Power off the virtual machine.
Running, Stopped	Reassign	Reassign the currently assigned persistent desktop to another user who does not have an assigned persistent desktop. Refer to Reassign Persistent Desktops.
Running	Assign	Assign the unassigned persistent desktop to a user who does not have an assigned persistent desktop.
Stopped	Unassign	Refer to Unassign Persistent Desktops.
Stopped, Stopping	Start	Power on the virtual machine.

In addition to the above VM actions, the following actions are available in persistent Frame accounts, regardless of the VM status:

VM Status(es)	Action	Description
All	Installed Software	List the software (name, publisher, and version) installed on the persistent virtual machine (e.g., Sandbox, Utility Server, and persistent desktop). Available to all VM types except Shadow.
All	Enable RDP Debug	Refer to RDP Debug Mode documentation.
All	Terminate	Terminate the virtual machine. VM will **not** be re-provisioned. If the VM is the Sandbox, then the VM will be re-provisioned using the most recent backup or if there is no backup, the master image the Sandbox was created from. Refer to Terminate a Persistent Desktop.

Capacity

Before you can deliver your applications and desktops to your users, you first have to set up one or more pools of production instances – this defines the “capacity” of your account. Each production pool corresponds to a specific instance type (e.g., # of vCPUs/core, memory, and GPU). You can set up your production pool capacity to power on/off dynamically based on user demand. Elastic Instance Management or “elasticity” is a rule-engine in the Frame platform that allows an administrator to configure immediate access to instances by defining how many instances should be powered on at specific times. Admins can schedule capacity for each pool by clicking “Capacity” listed on the left side of the Dashboard and clicking on the tab for the pool.

> You can define one or more production pools with the same instance type.

Additionally, you can set up and manage one or more pools of test instances so that you can publish image changes to a smaller group of users before publishing the image changes to your users accessing the production instances.

Default Capacity

Three key parameters define the default capacity of each pool:

- **Minimum number of instances (Min)**: The minimum number of instances powered on at a given time that can be accessed by users immediately.
- **Buffer instances (Buffer)**: Additional powered-on instances that are ready for a user within seconds. Set this to a number of users you expect will connect within a 2-minute window of time (the time it takes to boot an instance).
- **Max number of instances (Max)**: The desired number of instances (concurrent users) to be provisioned for the pool. The administrator should determine this number based on peak session concurrency since this is a hard limit.

Dashboard - Capacity

Dashboard - Capacity

As an example, let's say that you have an “Air 8GB” pool with a minimum of 5, a buffer of 3, and a max of 20 under “Default capacity.” The system will work as follows:

- With no user load, 5 Air 8GB instances will be running ready to accept a connection (the minimum).
- Once three users connect, there will only be two powered on instances left from the original set of “minimum” instances. Since the buffer is set to 3, the system will automatically power on an additional instance, so that there are at least 3 “buffer” instances – three in use and three ready for new users.
- Each time a new user connects to consume one of the buffer instances, another instance will automatically be turned on to replenish the buffer.
- As more users connect, more instances will get provisioned – but the system will always attempt to maintain a buffer of 3 instances to ensure that new users get connected as quickly as possible to a session.
- The platform will continue to scale up until it reaches the maximum value, which is 20 in this case. The 21st user (and all subsequent users) will get an “out-of-capacity” message when attempting to connect.
- As users disconnect and instances become free, the system will also power down instances automatically. Note that instances will remain on in full one-hour increments and automatically turn off if not in use, based on your capacity settings.
- Eventually, as user demand decreases back to zero, the powered on instance count will go back down to the minimum of 5.

You can have a minimum of 0 and a buffer of 0 to ensure that instances are powered on only when a user requests an application or desktop. In this case, users will have to wait a few minutes (typically 2-3 minutes) for the instance to become available after the users request their apps or desktops. They'll be notified that an instance is powering on.

It is best to set the min and buffer to 0 and the max to 1 when publishing for the first time since you are still testing everything out.

> Important Note that min and buffer instances incur hourly usage whether users are connected or not. You can set both to 0, so instances will only boot on-demand. This conserves usage, but users must wait approximately 2 minutes to start a Frame session.

Active Capacity

The Frame platform allows admins to define “active capacity” for certain times of day for certain days of the week. For example, you may want your minimum and buffer increased during specific hours on specific days when you expect an increase in usage. To schedule active capacity, simply click anywhere on the *Active Capacity* scheduling table to create a start time and then drag to the end time. This can be adjusted at any time by clicking from the desired start/end edge and dragging.

With Active Capacity, you can define the following parameters for each time window:

- **Minimum number of instances (Min)**: The minimum number of instances powered on at a given time that can be accessed by users immediately.
- **Buffer instances (Buffer)**: Additional powered-on instances that are ready for a user within seconds. Set this to a number of users you expect will connect within a 2-minute window of time (the time it takes to boot an instance).

Dashboard - Active Capacity

Dashboard - Active Capacity

You can click and drag the scheduled entry and move it anywhere on the calendar to change the time. Click on the entry itself to make adjustments to the min/buffer settings or manually edit the time schedule.

Dashboard - Active Capacity

Dashboard - Active Capacity

The example above shows our active capacity schedule: Monday through Friday between 7 AM and 5 PM, the minimum will be set to 5 with a buffer of 15. If the fields under Active Capacity are left blank, the system will use the Default Capacity specified on the left side of the page.

> Be sure to save your changes by clicking the blue **Save** button in the upper right corner of the window.

Capacity per Pool

Admins can define pool capacity depending on the instance type being used. For example, you may have a team of power users requiring an instance type with more RAM or vCPUs. You can then set active capacity for that instance type by clicking on the corresponding instance type tab and defining those values.

Dashboard - Additional Pool

Dashboard - Additional Pool

In the example below, we have enabled a minimum of two Air 16GB instances to be running and available between the hours of 9 AM and 3 PM UTC every Thursday and Friday of the week. The active capacity has only been set for the Air 16GB instance type. Administrators may specify default and active capacity settings for any of their instance types by clicking on the corresponding tab, adjusting settings, and clicking **Save**.

Dashboard - Active Capacity for Air 16GB Pool

Add Test Pool

Admins can add test pools for a given cloud infrastructure, once they have enabled Test Publish.

To add a new test pool, go to Capacity from the Dashboard and click on the **+ Add Instance Pool** option to the right of the existing pools.

Configuring Test Publishing capacity

At the prompt, create a Test Instance pool by selecting the desired Instance Type, providing a name, and enabling **Test Instance Pool**. Click the **Add** button to confirm your choices and create the test pool.

Add Test Instance Pool

You will see a **T icon** in the newly-created tab, along with the word **Test** to the right of the Capacity and instance pool name, denoting that this instance pool is a test pool. Configure the capacity of the new Test Pool by specifying *Minimum*, *Maximum*, and *Buffer* values.

Set Test Instance capacity values

> Any test instances provisioned count towards the maximum number of workload VMs provisioned for your Frame Customer entity and in determining [Per VM](/subscription#per-vm-subscription) subscription overage.

Add Production Pool

Admins can add additional production pools for a given cloud infrastructure. To add a new production pool, go to *Capacity* from the Dashboard and click on the **+ Add Instance Pool** option to the right of the existing production pools. A new window will appear, select your new instance type from the drop-down menu and click **Add**.

Dashboard - Add Instance Type

The selected instance type will now be added to your set of production pools. You can check your Tasks widget for the status of your pool creation request.

Dashboard - Create Production Pool

Dashboard - Capacity

Once the production pool for your new instance type has been created, it will appear as a selectable tab at the top of the **Capacity** page where you can modify capacity settings.

Modify/Delete Pools

A pool with a Default Capacity max of 0 can be deleted from the pool list. To delete a pool, go to Capacity from the Dashboard and select on the pool you wish to delete. Click on kebab icon and select the **Delete** option. From the same menu, you may also **Rename** your pool.

Dashboard - Delete Production Pool

Frame will request that you confirm the deletion of the instance type pool - **Delete** to delete the pool and **Cancel** to cancel the pool deletion request.

Dashboard - Confirm Production Pool Deletion

> A pool must have the Default Capacity max value be 0 before the pool can be deleted.

Availability Zones

Availability Zones (AZs) are isolated locations within data center regions provided by various IaaS providers. They offer high availability, fault tolerance, and redundancy by allowing resources to be distributed across multiple zones. Proper use of Availability Zones can significantly enhance the resilience of your infrastructure and services. In the context of Frame platform, single AZs must be used for customers wishing to enable Personal Drives or Enteprise Profiles for their account, depending on infrastructure provider.

However, it's crucial to understand the implications of moving resources between Availability Zones. Changes to AZs can have significant impacts which we will discuss in more detail below.

> Persistent Desktops: Customers using Persistent Desktop accounts can change their Availability Zones once their account is created, but their Persistent Desktops will have to be recreated.

Supported Infrastructure Providers

Frame supports the use of AZs for the following IaaS providers:

- Amazon Web Services (AWS)
- Google Cloud Platform (GCP)
- IBM Cloud VPC **Early Access** (Known as "Multizone Regions" or MZRs)

> Frame does not currently support the ability to select a single AZ for Azure-based accounts.

Configuring Availability Zones in Frame Console

In the Frame console, you can manage Availability Zones by navigating to the **Availability Zones** section under the **Settings** tab of your Account's Dashboard. Here, you can toggle the use of a single Availability Zone. Please note that Enterprise Profiles and Personal Drives require setting a single Availability Zone before being enabled for an account.

Key Considerations

Moving Availability Zones

When considering moving resources between Availability Zones, keep the following points in mind:

1. Manual backups are not necessary before moving AZs as this action is already performed as part of the process.
2. Switching to a single AZ in Console will move all volumes to the specified AZ except for the Sandbox VM.
3. Once created, disks reside in one AZ until they are deleted, and VMs in the pool can be scattered across multiple zones. With the “use single zone” option, all VMs are provisioned in one AZ, necessitating the recreation of VMs in the selected zone. Volumes are created in the same zone, recorded as the designated zone for that account.
4. If needed, customers can change from one single AZ to another. This process involves recreating all the volumes in the newly selected zone. However, this change is rarely necessary.

Procedure

Moving your Frame resources to a single AZ is simple and can be done with only a few clicks. Follow the steps below if you plan on enabling Enterprise Profiles or Personal Drives for your account.

1. From the Dashboard of your account, click on the **Settings** link on the left-hand side.
2. Click the **Availability Zones** tab.
3. Under **Availability Zones**, enable the "Use a single availability zone" toggle and select your desired AZ (availability zone).

Resources

More details around availability zones for your preferred IaaS provider can be found below:

- Amazon Web Services (AWS)
- Google Cloud Platform (GCP)
- IBM Cloud VPC **Early Access**

Persistent Desktops Administration

By default, Frame accounts are "stateless." This means that all changes made to an instance are lost after the session closes. The instance is then returned to a pool where it waits to be served to the next user. The Frame platform also offers an alternative option called "Persistent Desktops."

Persistent Desktops are stateful, desktop-only instances that are individually assigned to users. Users are given administrative control over their own desktop – they can install and manage their own unique application sets and settings in their own persistent environment. Account administrators can still monitor usage and basic session activity through the account Dashboard.

Persistent Desktop accounts can be created and configured:

- On one of the supported infrastructures
- For Windows domain-joined instances, if required

Applicability

Persistent Desktops were designed for organizations that prefer to give their users more control over their own environments. Frame Account administrators still configure the Sandbox image to serve as the base for all instances in the pool, but end users manage their own instances once assigned. If required, Persistent Desktops can be domain-joined so enterprises can manage them through a Windows domain.

Requirements

- Users must be able to authenticate to the platform using either:
  - an identity provider integration
  - Frame Basic Authentication
- If the persistent desktop Frame account is configured to join the persistent desktop VMs to a Windows domain, users may be required to authenticate to the Windows domain before accessing their assigned Windows desktop.

Setup

The Persistent Desktops feature is enabled upon account creation. It cannot be enabled on accounts that have already been created, since provisioning and infrastructure management of a Persistent Desktop account is handled differently than on a non-persistent Frame account.

Persistent Desktop Lifecycle

The state of a persistent desktop instance can be defined in the following ways:

1. Currently assigned to a user ("**Assigned Persistent Desktop**")
2. Currently unassigned, but was previously assigned to a user ("**Unassigned Persistent Desktop**")
3. Waiting to be assigned to a new user ("**Shadow Persistent Desktop**")

When a user starts a Frame session and has not been assigned a persistent desktop, Frame associates the user's identity (as defined by the combination of identity provider they used to authenticate to Frame and their email address) to a **Shadow Persistent Desktop**. This persistent desktop is now the user's **Assigned Persistent Desktop**. If there are no **Shadow Persistent Desktops** available, the user will receive an error. Once a **Shadow Persistent Desktop** has been assigned, then Frame will provision another **Shadow Persistent Desktop** using the last published Sandbox, provided that the sum total of **Assigned**, **Unassigned**, and **Shadow Persistent Desktops** is less than or equal to the **Max possible number of users** set in Capacity.

Each time the user authenticates to their identity provider and the identity provider passes to Frame the user's email address, Frame will broker the user into their **Assigned Persistent Desktop** instance.

Administrators can also unassign a user from their **Assigned Persistent Desktops** as well as reassign a previously logged in user to the **Assigned Persistent Desktop**.

Finally, if the administrator can terminate a persistent desktop whether the desktop is **Assigned** or **Unassigned**.

Capacity Administration

Account capacity settings work a little differently than a non-persistent Frame account as there is only one pool of persistent desktops.

Persistent Desktop Capacity

- **Max possible number of users:** Enter the max number of expected users (instances) for the account in this field. This value governs the sum total number of **Assigned**, **Unassigned**, and **Shadow Persistent Desktops** that can exist at anytime in the

Frame account. Frame will terminate shadow persistent desktops if this value is reduced below the sum of the number of assigned, unassigned, and shadow persistent desktops.
- **Shadow Pool Count**: Frame will provision the specified number of shadow persistent desktop VMs at publish.
- **Minimum Unassigned VMs**: Frame will attempt to maintain the specified number of minimum unsigned VMs as unassigned VMs are assigned to new users.
- **Keep running instances for new users:** Enabling this toggle keeps a **Shadow Persistent Desktop** instance running at all times, so it is immediately available to new users (assuming the total number of **Assigned**, **Unassigned**, and **Shadow Persistent Desktops** is less than the specified **Max possible number of users**).

Once a **Shadow Persistent Desktop** instance is assigned to a user, Frame will provision a new **Shadow Persistent Desktop** subject to the **Max possible number of users** value. By default, the number of **Shadow Persistent Desktop** is set to **1**. This value can be increased on request by contacting Support.

When using AWS, GCP, or Azure, enabling this toggle will result in infrastructure costs for the time that the **Shadow Persistent Desktops** are running, even though it is not being actively used. Keeping this toggle off eliminates those infrastructure costs, but a new user will need to wait for the instance to power on before the instance can be assigned to them for their first Frame session. This can take upwards of 10-15 minutes, depending on the infrastructure.

- **Keep instances running:** Specifies when and for how long the persistent desktop VMs will stay powered on.
  - **Basic:** The persistent desktop is powered on when the user requests access to their persistent desktop. The persistent desktop will remain on for the next full hour increment, measured from when the instance was first powered on, even if the user closes their session. For example, if the persistent desktop was powered on at 9:05 AM and the user used their persistent desktop until 12:30 PM, then the active, but not used persistent desktop would be powered off at 1:05 PM. The time period can be lowered to 15 minutes by contacting Support.
  - **Always:** The persistent desktop powers on and will remain powered on unless the persistent desktops are rebooted or powered off by the end user or administrator.
  - **Wake up instances:** Instances can be powered on at a specific time of the day. Those persistent desktop VMs that are not in use will remain powered on for the next full hour increment, as measured from when the instance was first powered on, and then powered off. The time period can be lowered to 15 minutes by contacting Support.

Persistent Desktop Wake Up Instances

Sandbox Image Management

Managing your Sandbox image on a Persistent Desktop account is the same as a non-persistent, regular Frame account. The difference lies in how your changes are propagated to the workload instances. Since an instance is assigned to each user when they log in for the first time, any Sandbox updates published after the assignment will apply only to the **Shadow Persistent Desktop**. **Assigned** and **Unassigned Persistent Desktops** will not be affected by the publish of the Sandbox.

If the same changes to the Sandbox must be applied to **Assigned** or **Unassigned Persistent Desktop** instances, an account administrator must use them to those instances or terminate the **Assigned** or **Unassigned Persistent Desktop**, as discussed in Terminate a Persistent Desktop.

> Terminating an instance will permanently delete all data on that instance. Any data a user needs from their instance, such as work files or software licenses, should be retrieved from their persistent desktop before the account administrator terminates their instance.

Updates

The **Updates** page of your Account Dashboard displays any required OS or Frame updates for your VMs. More details can be found in the Updates section of our documentation.

Persistent Desktop Volumes

Administrators can manage the persistent desktop backups for individual users by navigating to the **Volumes** page in the account Dashboard. The first tab is the **Volumes tab** which provides a list of named user volumes, the volume size and status, and the available free space for each volume. There are also additional operations, described below, accessible under the kebab menu in the upper right corner of the page.

Persistent Desktop Volumes

If you are looking for a specific volume, you can use the search bar at the top of the page to search by volume name.

Autogrow Settings

If you anticipate that your users will need to increase their Persistent Desktop disk size regularly, you can set Frame parameters to scale up as needed automatically. To do this, navigate to the **Volumes** page, click on the kebab menu and select **Autogrow settings**. A new dialog box will appear:

Persistent Desktop Autogrow Settings

Here, you can specify the threshold at which the disk size will automatically increase for established users. By default, the disk volume will automatically be increased by 10 GB when there is less than 5 GB of free space remaining. You can adjust these values as you see fit for your users.

You can enforce a maximum disk volume size by enabling the **Limit maximum volume size** slider and setting the **Maximum volume size**. **Enable autogrow settings** must be enabled first. If you do not enable **Limit maximum volume size**, there is no limitation on how large the individual user's persistent desktop volume can autogrow.

Be sure to click **Confirm** once you have adjusted the settings as desired.

Backup All Volumes

You can backup all persistent desktop volumes (versus individual persistent desktop volumes) by clicking on the kebab menu and select **Backup all persistent desktop volumes**. You will be asked to confirm that you wish to proceed.

Clone

You can clone the persistent desktops from one Frame account to another Frame account using the **Clone persistent volumes** feature. This feature is only for persistent desktop Frame accounts on **Nutanix AHV clusters**.

1. Before you initiate the clone operation, you can specify whether the clone operation will replace persistent desktops in the destination Frame account if the same owners have assigned persistent desktop in the source Frame Account:
   - Disable **Replace Assigned Volumes** (default) will direct the clone operation to skip the cloning of any persistent desktops from the source Frame account whose owners have assigned persistent desktops in the destination Frame account.
   - Enable **Replace Assigned Volumes** to copy all persistent desktop volumes from the source to destination Frame account. If there are owners with assigned persistent desktops in both the source and destination Frame accounts, the owners' assigned persistent desktop volume from the source Frame account will replace the persistent desktop volume in the destination Frame account.
2. Then click on **Clone** button to proceed or **Cancel** button to cancel the clone operation request.

> The clone operation **will not** delete the persistent desktop volumes in the source Frame account.

Prerequisites

1. Nutanix Remote Site must be configured between the two AHV Clusters.
2. The destination Frame account must exist in Frame Console.

Process

The persistent desktop VMs in the source Frame account will be powered off before the clone operation commences. If there are any users in session, the clone operation will block until all users have finished their sessions and Frame can power off their persistent desktop VMs.

Once the clone operation completes, Frame Platform will power on the persistent desktop VMs based on Capacity Administration **Keep instances running** setting.

Backups

The **Backups** tab provides the account administrator with a detailed view of available backups for the volume specified under the **Volume** drop-down menu at the top of the window. Details include the name, time/date of creation, type of backup, and the number of backups for the volume (shown in the lower right corner of the window).

Manual Backup and Restore

To **create a backup**, simply click the blue **Create backup** link in the upper right corner of the window. A new window will appear prompting you to select the volume you wish to backup from the drop-down menu. Be sure to provide a name for this backup as well. From there, click **Create** in the bottom right corner of the window.

Persistent Desktop Backups

> In order to create a persistent desktop volume backup, you must ensure the instance is in a **stopped** state.

The status of your backup will appear in your Notification Center:

Once completed, the new backup will appear in your list. You can restore a backup at any time by clicking on the kebab menu to the right of the desired backup and clicking **Restore**.

Restoring from a previous backup will replace the volume with the backup image you select. Any changes made since the selected backup was created will be erased. 2. You can set the number of manual backups that are retained under Settings, Number of Manual Backups Retained.

Schedule Backups

To **schedule automated backups** of all persistent desktops, simply click the kebab menu in the upper right corner of the backups section and click on **Settings**. A new window will appear with a toggle to enable **Scheduled Backups**.

Enable the toggle and specify your scheduled backup settings.

- **First Backup Time**: The time when Frame will start the backup of the persistent desktops.
- **Time Zone**: Time zone associated with the time to start the backup of the persistent desktops.
- **Scheduled Backup Interval**: Periodicity for when the backups are taken (e.g., value of means backup daily).
- **Number of Scheduled Backups Retained**: Frame will retain up to the specified number of scheduled backups.

Click **Confirm** to proceed.

In order for a persistent desktop to be included in the next scheduled backup event, the persistent desktop must:
1. Be in or status. If the persistent desktop is , Frame will power off the persistent desktop before the disk is backed up.
If a user is , the persistent desktop will not be included in the scheduled backup event.
2. Have been powered on for the disk to have changed since the last scheduled backup event.

If you change the backup schedule, the revised backup schedule takes effect on the next day.

Delete a Backup

You can **delete a backup** by clicking on the kebab menu mentioned above and selecting **Delete**.

info User-managed Backups

Administrators can decide whether or not they would like their users to manage their own system backups. User-managed backups can be enabled by navigating to the **Settings** page in the Dashboard and enabling the **Are persistent desktops backups allowed** toggle listed under **General settings**.

Once enabled, end users can manage their backups from their profile page. More information about this feature can be found in the Navigating your Frame Account Guide.

Change Instance Type

Some administrators may wish to change their Persistent Desktop user's instance type to accommodate the user's needs. For instance, the end user may need a higher-performing instance type after taking on a project which requires video editing and graphic design. Since Persistent Desktop accounts are structured differently than a standard Frame account, this process is also slightly different (but still simple!).

1. Start by navigating to the **Status** page within the desired **Account Dashboard**. Under the **Servers** tab, find the Persistent Desktop you wish to change. You can hover over the machine name on this list to see more details (including the user name assigned to the Persistent Desktop VM).

2. Next, click the kebab menu to the right of the Persistent Desktop and select **Change instance type**.

3. Select the desired instance from the drop-down menu. Click **Save**.

4. You will receive status updates for the operation through the Notification Center.

The instance type update will be reflected in the listed details under the **Servers** tab.

> For public cloud infrastructure, changing the instance type requires the new VM to power on after the existing persistent desktop disk is attached to the new VM and the old VM

is terminated.

Reassign Persistent Desktops

Administrators can reassign an **Assigned Persistent Desktop** to a different user (or let an existing user be reassigned to their Persistent Desktop via a different Identity Provider) by going to the **Status** page within the Account Dashboard. **Before proceeding to the instructions, please carefully read the considerations below:**

Considerations

- **have not logged in to Frame using that specific Identity Provider**. Ensure the user first logs in to the Frame Account >