

Audit Trail and Sessions

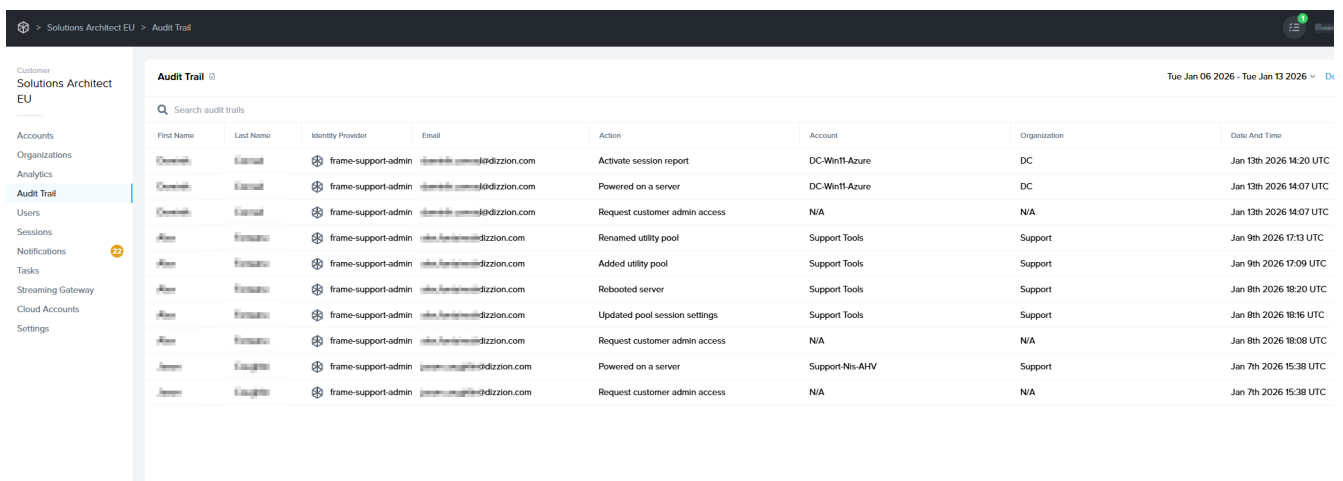
The **Audit Trail** and **Sessions** pages are integral components of your entity Dashboard, designed for comprehensive monitoring of user actions and session dynamics. The Audit Trail feature offers a meticulously maintained log that enables administrators to trace and sift through the activities of administrators of all access levels, ensuring transparency and accountability across all tiers of the Frame platform's hierarchy.

Simultaneously, the Sessions page which features Frame's **Sessions**, accessible from the same Dashboard, delivers granular insights into the live session activities pertinent to the specific Organization or Account in focus. This documentation will navigate you through the processes of accessing and utilizing both the Audit Trail and Sessions pages to their full potential.

Audit Trail

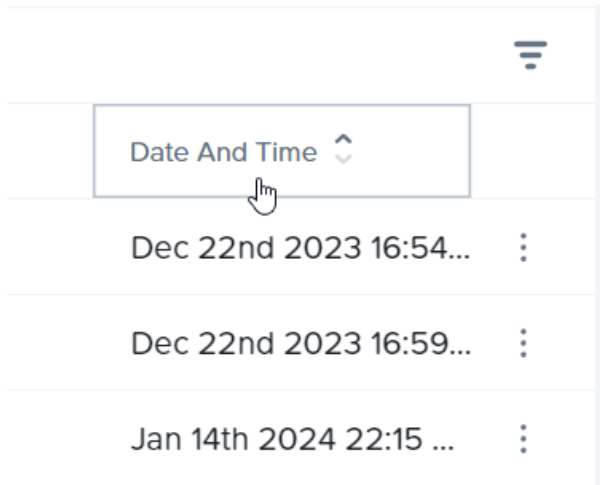
The Audit Trail page is designed to provide relevant information at each hierarchical layer of the Frame Tenant. When accessed from an Account Dashboard, it will present access reports exclusively for that Account. Conversely, if you access it through an Organization entity, it will encompass audit logs for all associated subordinate accounts.

In the example below, we are accessing the Audit Trail page of an Organization, which is why we're able to view administrator activity across multiple accounts under that Organizational entity.



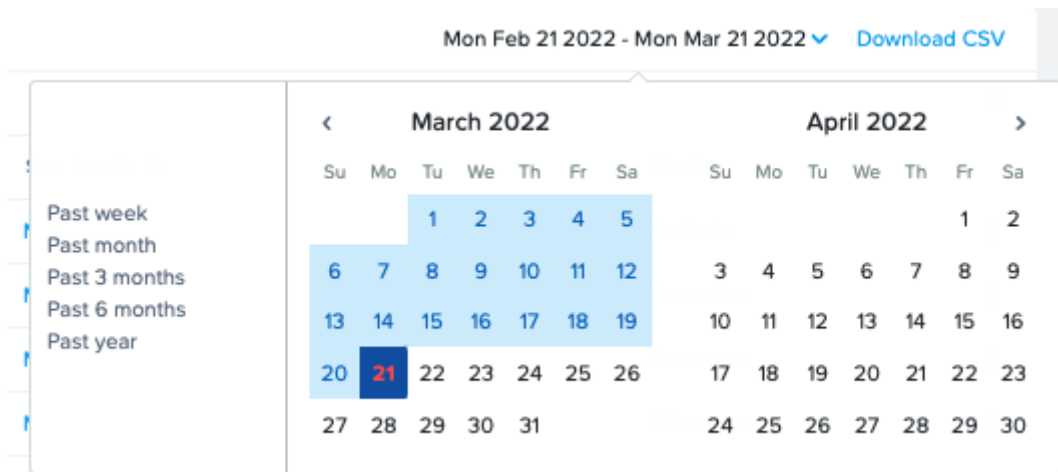
First Name	Last Name	Identity Provider	Email	Action	Account	Organization	Date And Time
Overwatch	Overwatch	frame-support-admin	overwatch@frame-dizzion.com	Activate session report	DC-Win11-Azure	DC	Jan 12th 2026 14:20 UTC
Overwatch	Overwatch	frame-support-admin	overwatch@frame-dizzion.com	Powered on a server	DC-Win11-Azure	DC	Jan 13th 2026 14:07 UTC
Overwatch	Overwatch	frame-support-admin	overwatch@frame-dizzion.com	Request customer admin access	N/A	N/A	Jan 13th 2026 14:07 UTC
Alan	Overwatch	frame-support-admin	alan@frame-dizzion.com	Renamed utility pool	Support Tools	Support	Jan 9th 2026 17:13 UTC
Alan	Overwatch	frame-support-admin	alan@frame-dizzion.com	Added utility pool	Support Tools	Support	Jan 9th 2026 17:09 UTC
Alan	Overwatch	frame-support-admin	alan@frame-dizzion.com	Rebooted server	Support Tools	Support	Jan 8th 2026 18:20 UTC
Alan	Overwatch	frame-support-admin	alan@frame-dizzion.com	Updated pool session settings	Support Tools	Support	Jan 8th 2026 18:16 UTC
Alan	Overwatch	frame-support-admin	alan@frame-dizzion.com	Request customer admin access	N/A	N/A	Jan 8th 2026 18:08 UTC
James	Overwatch	frame-support-admin	james@frame-dizzion.com	Powered on a server	Support-NIS-AHV	Support	Jan 7th 2026 15:38 UTC
James	Overwatch	frame-support-admin	james@frame-dizzion.com	Request customer admin access	N/A	N/A	Jan 7th 2026 15:38 UTC

Administrators can search audit logs by first name, last name, and email address. Click the column titles to adjust the display order as desired.




Audit Trail - Sort by Date/Time

If you would like to search for audit events within a certain time frame, click on the date range in the upper right corner of the section. Set your desired time frame by clicking on the starting and ending dates in the calendar view.



Using the filter icon in the top right corner, you can filter your results by specific account action.


Mon Feb 21 2022 - Mon Mar 21 2022 [Download CSV](#)



Date And Time (UTC)	FILTER BY ACTION
Mar 21st 2022 16:...	Added utility pool
	Admin close session
Mar 18th 2022 2:...	Configure disaster recovery settings
Mar 10th 2022 19:...	Created backup
Mar 10th 2022 18:...	Created launchpad
Mar 10th 2022 18:...	Created saml2 authorization rule
Mar 10th 2022 18:...	Removed backup
Mar 10th 2022 18:...	Delete disaster recovery settings
Mar 10th 2022 18:...	Removed launchpad
Mar 10th 2022 18:...	Invite users
Mar 10th 2022 18:...	Onboard app
Mar 10th 2022 17:...	Powered off a server
Mar 10th 2022 17:...	Powered on a server
Mar 10th 2022 17:...	Published sandbox to production
Mar 10th 2022 17:...	Request account admin access
Mar 10th 2022 17:...	Revoke invitation
Mar 10th 2022 17:...	Updated account session settings
Mar 10th 2022 17:...	Update account user personal drive settings
Mar 10th 2022 17:...	Updated application
Mar 10th 2022 17:...	Updated backup
Mar 10th 2022 17:41	Updated launchpad

Lastly, you can download the details of your Audit Trail in CSV format by clicking the blue **Download CSV** link in the upper right corner. The CSV will provide all Audit Trail details for the time frame specified to the left of the download link.

Tue Dec 19 2023 - Fri Jan 19 2024 [Download CSV](#)

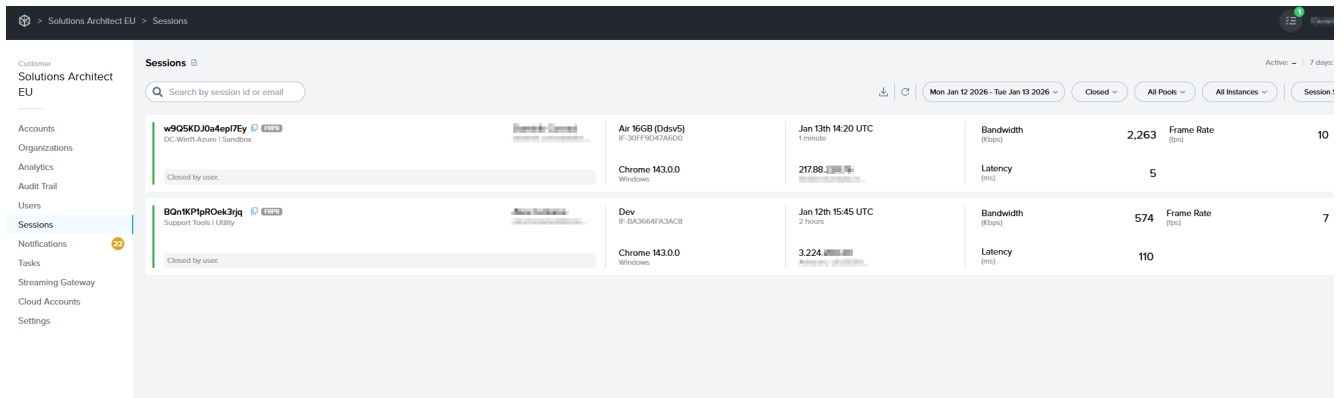


	Date And Time	
2024 West	Dec 22nd 2023 16:54...	⋮
2024 East	Dec 22nd 2023 16:59...	⋮

Sessions

The **Sessions** page provides a comprehensive overview of user sessions in a card-style format. Each session card includes a unique Session ID, the specific Account and user involved, and the instance type used during the session. Detailed metrics such as bandwidth usage, frame rate, and latency offer insights into the performance and quality of each session.

Accessible from the Customer, Organization, and Account-level Dashboards, the **Sessions** page also features search functionality to quickly locate specific sessions. Additionally, you can download session data as a CSV file for further analysis. This page is a pivotal resource for administrators to monitor and evaluate user engagement and system performance on the Frame platform.



Session Card Information

Each card provides comprehensive information about the session. As you can see below, the card is split up into 4 different sections. Just like the Audit Trail page, you can also narrow your Session page information down by selecting a date range in the upper right corner.

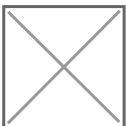


Info	Description
Status Indicator	The color of the bar shown in the far left side of the card indicates the session status. More details about session status can be found below.

Info	Description
Session ID	This unique identifier for the session is important when discussing a user session issue with Frame Support.
Account Details	Indicates if the session is Persistent, the name of the account, and the name of the Launchpad the session is tied to.
User	First name and last name of the user in session, as provided by a third-party identity provider integration or Basic Authentication .
Email	Email address of the user accessing the session.
Status Description	The gray box at the bottom of the card describes specifics about the status of the session. In this example, this closed session was "closed by user."



Info	Description
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 AHV Cloud Account .
VM Name	Name of the workload VM.
Browser	The browser and browser version number being used to access the session.
OS	The type of operating system on the endpoint device being used to access the session.



Info	Description
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Start Time	The time (UTC or local time of the administrator's endpoint) when the user connected to a virtual machine using Frame Remoting Protocol.
Session Duration	The time span from the session's start (when the user connected to a virtual machine) to its end (when the user logged out of the operating system).
IP Address	The IP address from which the session was accessed.



Info	Description
Bandwidth	Average bandwidth consumed during the session. Min, average, and max values can be viewed by hovering over the bandwidth value. For sessions with multiple displays, bandwidth metrics are cumulative across displays.
Latency	Average latency measured during the session. Min, average, and max values are displayed upon hovering over the latency value.
Frame Rate	Average frame rate during the session. Min, average, and max values can be revealed by hovering over the frame rate value.

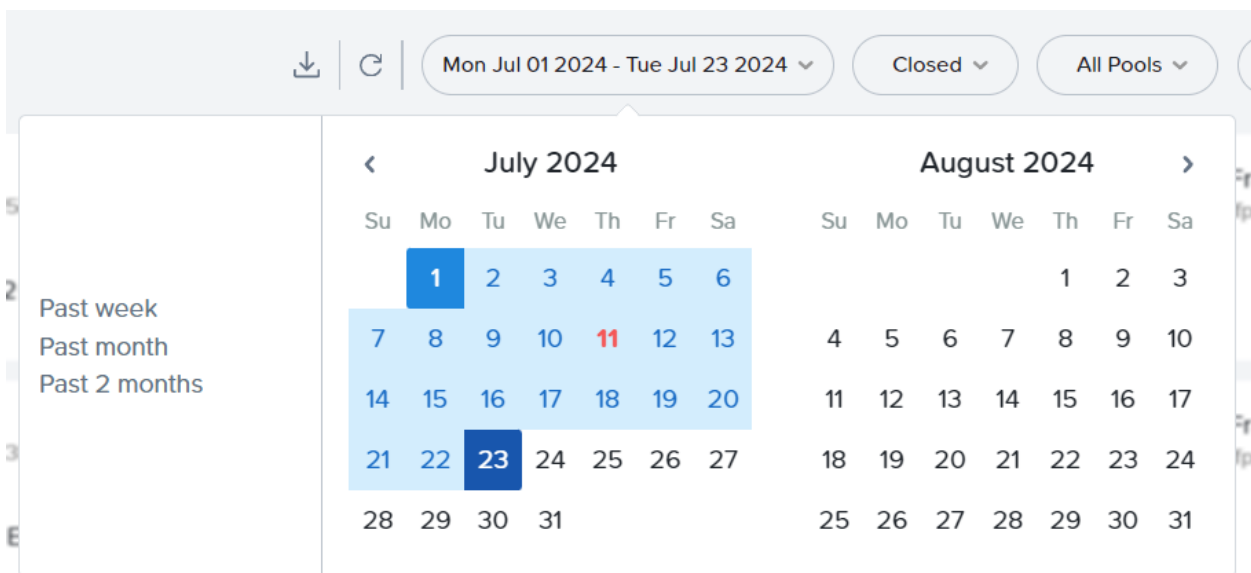
Hovering over the values within each card will display additional information.

Additionally, you can identify the status of the session at a glance by the color of the bar on the far left side of each card.

Color and Status	Description
Active	The session is currently in use. The status description will likely show "Active Session."
Closed	Indicates a closed session. Admins may see "Closed by user" or "Idle timeout has expired" in the status description box.

Color and Status	Description
Failed	This status indicates a failed session. The gray status description box will show the word "FAILED" in red along with a failed reason, if available.
Suspended	Suspended sessions will still be shown as active, however, they are in a suspended state. You can see suspended sessions by clicking the "Suspended" option from the session status dropdown menu at the top of the page.

You can use the search bar under the section header by entering details such as a user's email, name, or Session ID. Select the first dropdown menu on the right side of the page to adjust the date range.



Session TimeLine

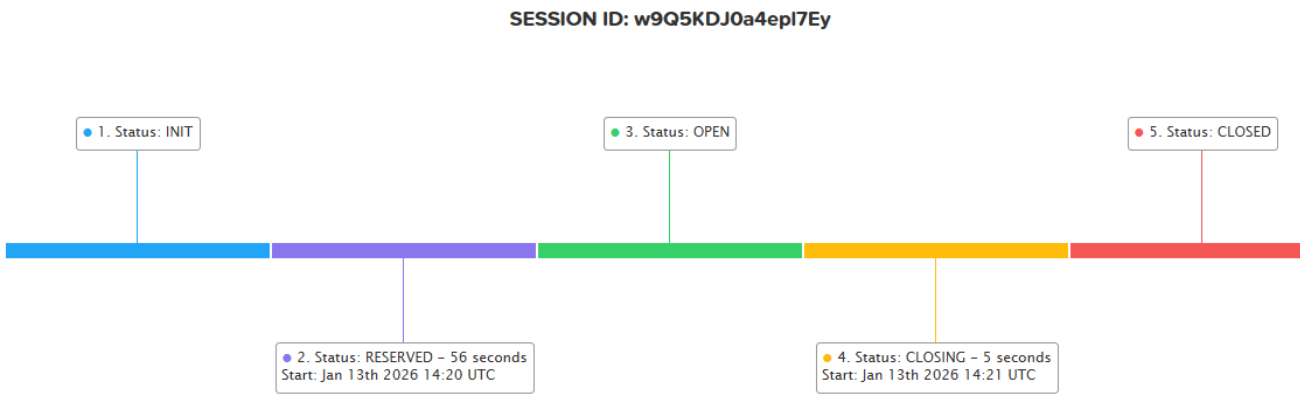
Click on the kebab menu listed next to any session and select **Timeline** to display a timeline view of session events.

Active: - | 7 days: -

↓ ↺
Thu Aug 21 2025 - Tue Oct 21 2025
Closed
All Pools
All Instances
Session Star

Oct 10th 14:45 UTC hour	Bandwidth (Kbps)	351	Frame Rate (fps)	1
16.94.216.133 rmelo, NL (250mi)	Latency (ms)	5		
Oct 7th 15:09 UTC hours	Bandwidth (Kbps)	335	Frame Rate (fps)	0

Session timeline



Session Log

Additionally, you can access the Logs for a session directly from the interface by selecting **Log** from the kebab menu of the desired session.

Session log for session BQn1KP1pROek3rjq, started by user Alex Fontaine

🔍 Search session logs

Display	Message	Created At
0	Session started by user	Jan 12th 2026 15:45:54 UTC
0	Session disconnected due to user inactivity	Jan 12th 2026 17:38:26 UTC
0	Session resumed by user	Jan 12th 2026 17:38:34 UTC
0	Session disconnected due to user inactivity	Jan 12th 2026 18:02:46 UTC
0	Session resumed by user	Jan 12th 2026 18:02:52 UTC
0	Session closed by user	Jan 12th 2026 18:12:20 UTC

Session Analytics

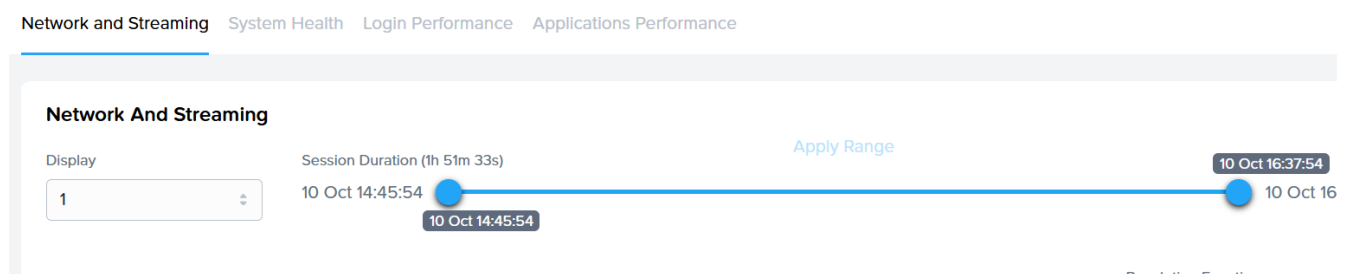
Dizzion Overwatch is the built-in, always-on **observability** and **analytics** layer for Dizzion DaaS and Cloud PC. Overwatch gives IT admins a digital compass and real-time map, enabling deeper visibility, faster diagnostics, more intelligent planning, and more confident decisions to continue delivering the best user experience. Value of Dizzion Overwatch:

- Troubleshoot faster: Quickly isolate login, application, or performance issues.
- Prevent incidents: Use trends and thresholds to detect and mitigate degradation before users are impacted.
- Enhance user experience: shorter logins, smoother sessions, and more responsive apps.
- Right-size infrastructure: Optimize VM sizing, pool types, and deployment strategies based on real-world usage.
- Enable more innovative planning: Align resource allocation and policy enforcement with actual telemetry and usage insights.

Dizzion Overwatch does provide insights in

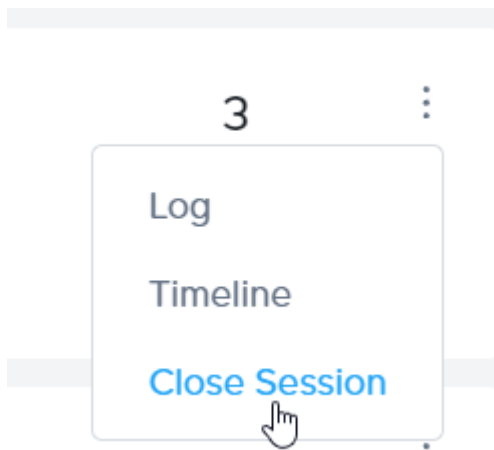
- Network and Streaming
- System Health
- Login Performance Timeline
- Application Performance

How to use and solution details can be found in [this page](#).



Close session

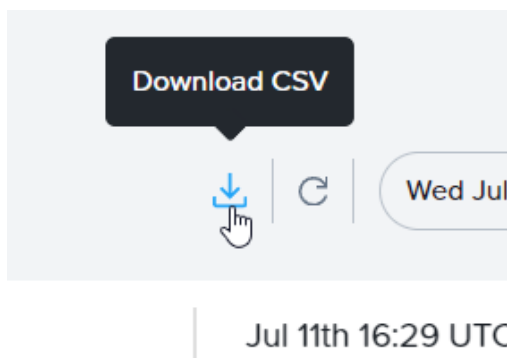
Administrators can close active sessions from this page as well by selecting the option within the kebab menu.



Sessions - Close Session

Download Session Data

Lastly, you can download the session data in CSV format by clicking the download icon at the top of the page. The CSV will provide all session details for the time frame specified to the left of the download link.



Sessions - Download CSV

Column	Details
Session ID	Unique identifier for the session. Important to provide when discussing a user session issue with Frame Support.
Workload ID	Unique identifier for the server used by the session. Important to provide when discussing a session or server issues with Frame Support.
First Name	First name of the session's user, as provided by a third-party identity provider integration , Basic Authentication , or if specified in a Secure Anonymous Token (SAT) request.

Column	Details
Last Name	Last name of the session's user, as provided by a third-party identity provider integration , Basic Authentication , or if specified in a Secure Anonymous Token (SAT) request.
Identity Provider	Name of the Identity Provider(IdP) used by Frame.
Email	The email address of the session's user, as provided by a third-party identity provider integration or Basic Authentication .
IP Address	IP address from where the session start request originated (Usually the IP address of the system where the browser started the session).
City	Geolocated city from where the session start request originated, derived from the user's IP address.
Distance	Distance in miles from the originating request's geolocation to the workload VM's geolocation.
System	The pool type used for the session (e.g., Production, Sandbox, Utility).
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 AHV Cloud Account . This name corresponds to the name of the pool in Capacity.
Ram Memory	Amount of RAM allocated to the instance type.
vCPU	Number of virtual CPUs available to the instance type.
GPU	GPU identifier for the instance type/infrastructure.
State	Current state of the session (e.g., 'closed').
Start	Time when the user was connected to a virtual machine using Frame Remoting Protocol (UTC or local time of administrator's endpoint).
End	Time when the user's session finished, after post-session processes (UTC or local time of administrator's endpoint).

Column	Details
Duration	Elapsed time in seconds from the start to the close of the session.
Bandwidth Fields (Multiple)	Min, average, and max bandwidth values consumed during the session.
Frame Rate Fields (Multiple)	Min, average, and max frame rate values during the session.
Latency Fields (Multiple)	Min, average, and max latency values measured during the session.
Metadata	Metadata passed into a session from the User's token (SAT or from IdP), set when the token is generated.
Launchpad ID	The Launchpad ID utilized when initiating the session.

Revision #11

Created 1 October 2025 04:53:25

Updated 14 January 2026 06:08:40 by Nikola Savic