Outbound Proxy Server Support

Frame Guest Agent (FGA) and Cloud Connector Appliance (CCA) have native support for outbound proxy server if a proxy server is required from a VM inside a private network to communicate to the Internet. The outbound proxy server must support both HTTPS and Secure WebSocket (WSS) traffic. This Frame proxy server configuration is independent of the proxy server configuration of the operating system.

Frame Guest Agent

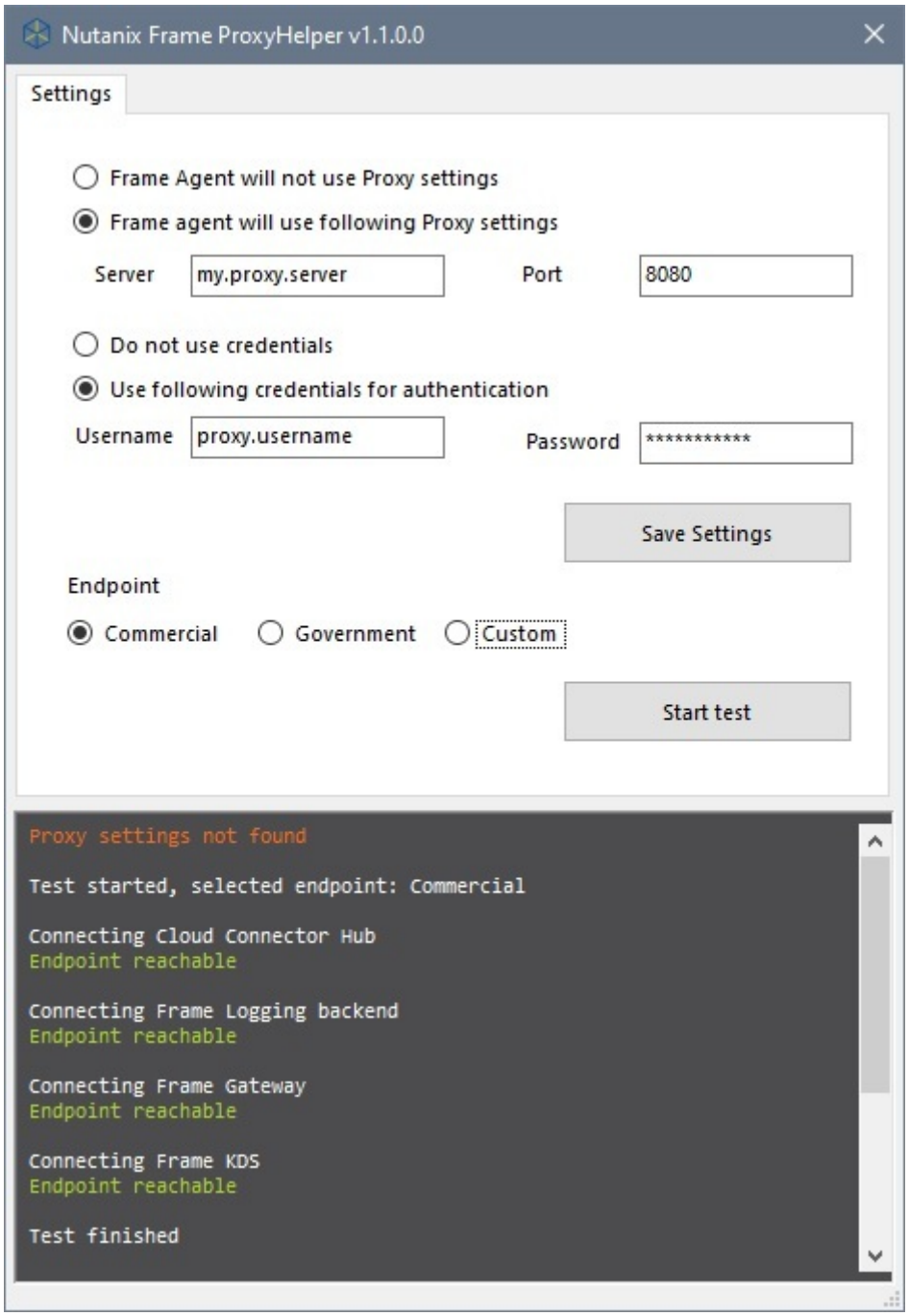
Windows administrators must explicitly set the FGA proxy settings and have those settings persist in the test and production pool VMs. The approach to setting these FGA proxy settings will depend on the Frame account type and configuration:

1. For non-domain-joined, non-persistent Frame accounts, the FGA proxy settings can be updated in the Sandbox and then published to the test and production pools.
2. For domain-joined, non-persistent Frame accounts or with persistent desktop Frame accounts, administrators must persist these FGA proxy settings using a post-generalization script or via domain GPOs (for domain-joined Frame accounts). For these two Frame account configurations, Frame executes a Microsoft Sysprep during the publish process to prepare the test and production pool VMs.

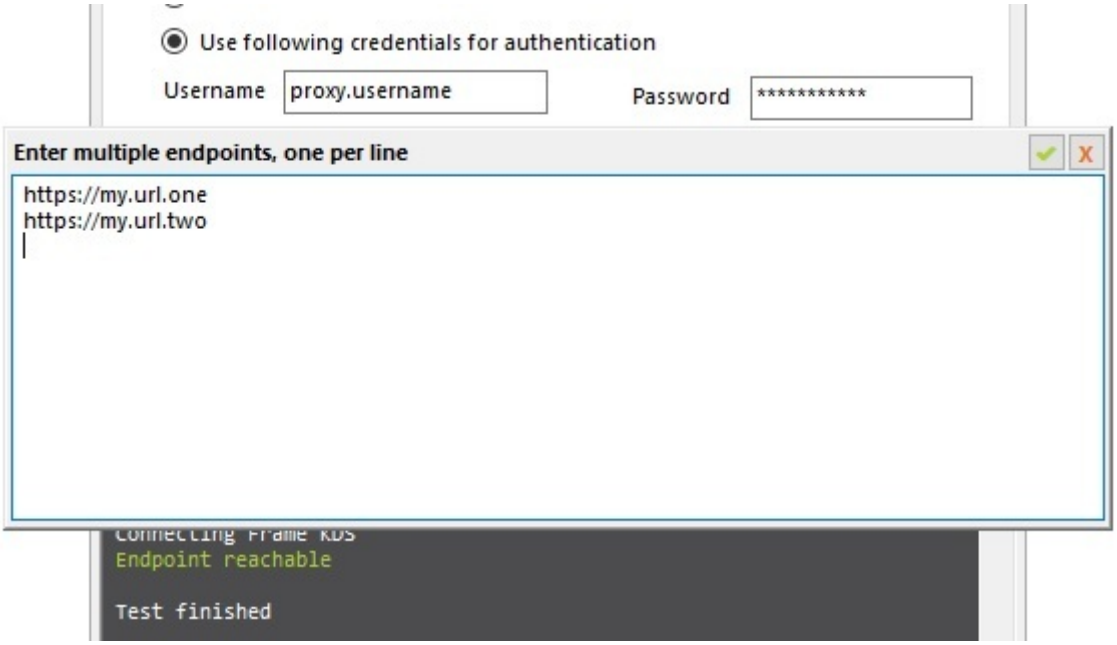
The FGA proxy configuration does not affect the Windows OS, user, or third-party application proxy settings.

Configuration

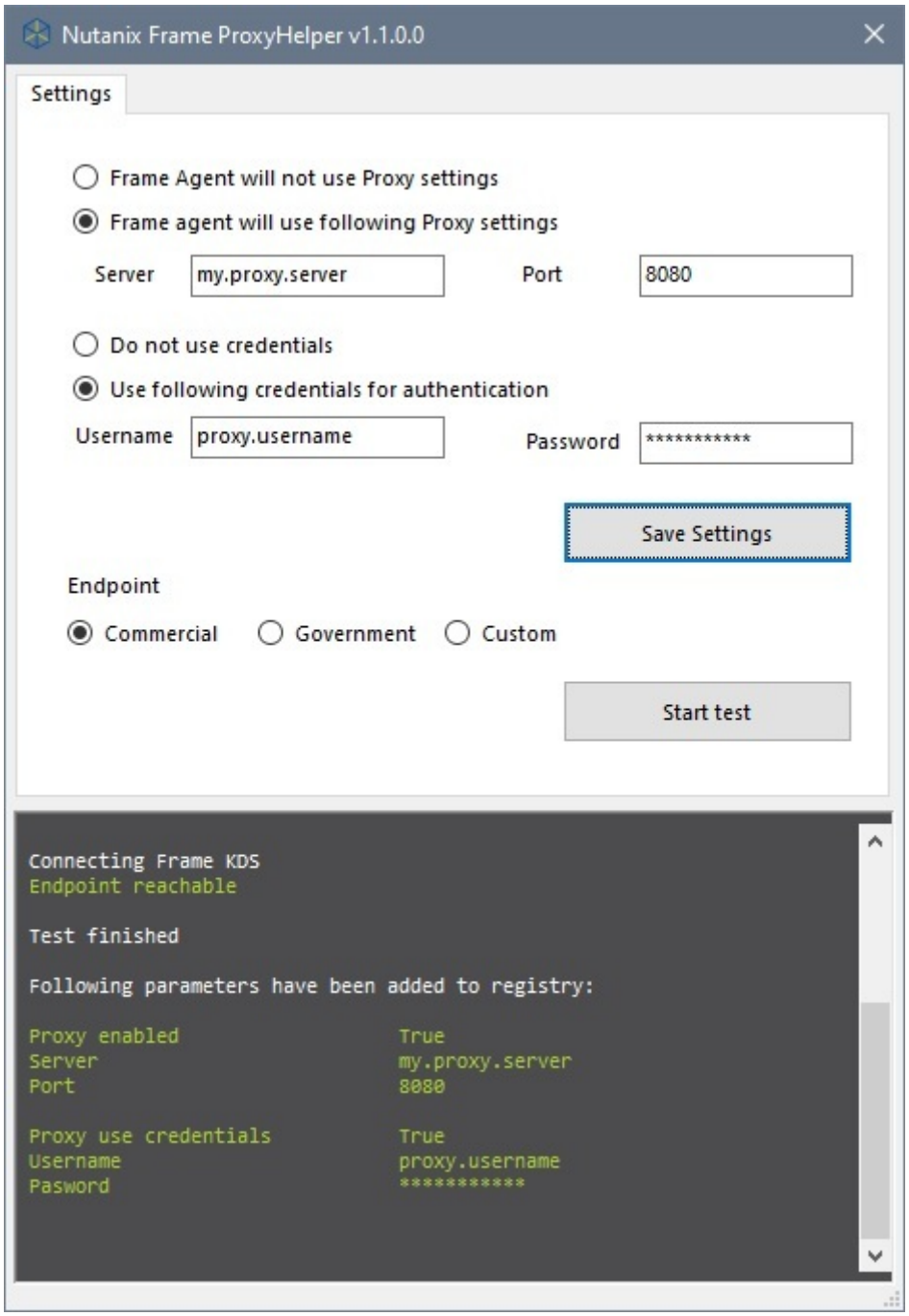
1. Back up your Sandbox before making any changes to the FGA proxy settings.
2. Using the **FrameProxyHelper tool** which is available in `C:\\ProgramData\\Nutanix\\Frame\\Tools`, configure all required fields and verify the configuration by clicking the "Start test" button. The images below show a successful proxy test.



3. Depending on your environment, you can test predefined Commercial or Government endpoints. You can also use custom endpoints by clicking on the “Custom” button, adding your endpoints to the list and confirming with the green check mark button.



4. Lastly, save your settings by clicking the "Save Settings" button. Reboot the VM in order for your changes to take effect.



For AHV, we recommend this proxy server configuration be done in the Windows template images. If sysprep removes the proxy server settings, you will have to connect into the Sandbox using RDP, after the Frame account is created, to update the FGA's proxy server settings.

Troubleshooting

To remove the Frame Guest Agent proxy server configuration to troubleshoot, restore your Sandbox backup or go to the Sandbox and (using regedit) delete the contents of:

```
HKLM\\Software\\Nutanix\\Frame\\Fga\\ProxySettings\\
```

Cloud Connector Appliance

The AHV administrator can configure each CCA VM to use an outbound proxy server. Step-by-step instructions for enabling outbound proxy server support are discussed in the Configuring your CCA VM instructions.

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