Private Networking (Public Cloud)

Customers using public cloud infrastructure can create a Frame account using Frame-managed networking, Private Networking so users must access the Frame workload VMs using the private IP addresses of the Frame workload VMs. Since the Frame workload VMs have no public IP addresses, the customer must provide a network path between the end user and the private Frame workload VMs. For egress to the Internet, these workload VMs communicate directly to the Internet through a NAT gateway in the public cloud infrastructure.

> Customers who choose to create a Frame account in their own managed network where all users access the Frame workload VMs within their private network must follow the networking requirements defined below.

If users must access network resources on-premises or in a private network, a private network connection (e.g., VPN, direct connection, SD-WAN, VPC/VNET peering) with the appropriate routing must be implemented.

> To ensure proper network communication to the Frame Platform there are two Backends available depending on which one should be used for the connection for services and VMs please refer to the corresponding networking requirements:
>
> USE (located in the United states- Location AWS Datacenter Virginia)
>
> DEU (located in European Union - Location AWS Datacenter Frankfurt)

FRP8 Networking

FRP8 is a udp-based protocol for all communication between the end user and the Frame workload VMs.

Public IaaS - Private Networking (FRP8)

Public IaaS - Private Networking (FRP8)

The following table describes the required protocols and ports for Frame accounts using Private Networking and FRP8.

Dizzion is in the process of migrating from *.nutanix.com to *.difr.com domain. For the time being, the additional difr.com domains will need to be whitelisted in addition to the existing nutanix.com domains. At a later time, once Dizzion has confirmed there is no dependencies on the nutanix.com domains, we will send out a communication notifying customers that all nutanix.com domains can be safely removed from your whitelist configurations.

IMPORTANT: For IMG Domains, Customers can whitelist new IMG difr domains but should NOT change SAML 2 configurations to use new difr.com domains. SAML 2 configurations should continue to use img.console.nutanix.com and img.frame.nutanix.com until further direction from Dizzion.

USE: Private Networking (Public Cloud)

Source to Destination	Source IP address	Destination FQDN(s)	Protocol/port

Workload VMs to Frame Platform	Public IP address	• api.use.difr.com • hub.deu.difr.com • logging.use.difr.com • downloads.difr.com • download.visualstudio.microsoft.com • gateway-external-api-prod.frame.nutanix.com • downloads.console.nutanix.com • logging.console.nutanix.com • cch.console.nutanix.com	tcp/443 (HTTPS)
Workload VMs to Frame Platform	Public IP address	• hub.use.difr.com • logging.use.difr.com • api.use.difr.com • cch.console.nutanix.com • logging.console.nutanix.com • messaging.console.nutanix.com	tcp/443 (HTTPS, WSS)
End user to Frame Platform	Public IP address	• use.difr.com • api.use.difr.com • img.use.difr.com • assets.use.difr.com • login.use.difr.com • logging.use.difr.com • downloads.difr.com • console.nutanix.com • img.frame.nutanix.com • img.console.nutanix.com • cpanel-backend.console.nutanix.com • terminal-prod.frame.nutanix.com • logging.console.nutanix.com • login.console.nutanix.com (for Frame IdP, if used)	tcp/443 (HTTPS)
End user to Frame Platform	Public IP address	• api.use.difr.com • messaging.console.nutanix.com	tcp/443 (HTTPS, WSS)

End user to Workload VM	Private IP address	• Workload’s dynamic private IP address within VPC/VNET	udp/4503-4509, tcp/4503-4509 (optional)

FRP8 Networking - EU

The following table lists the required protocols and ports for Frame accounts using Private Networking and FRP8, specifically for organizations electing to use Dizzion's EU control plane.

DEU: Private Networking (Public Cloud)

Source to Destination	Source IP address	Destination FQDN(s)	Protocol/port
Workload VMs to Frame Platform	Public IP address	• api.deu.difr.com • hub.deu.difr.com • logging.deu.difr.com • downloads.difr.com • download.visualstudio.microsoft.com	tcp/443 (HTTPS)
Workload VMs to Frame Platform	Public IP address	• hub.deu.difr.com • logging.deu.difr.com • api.deu.difr.com	tcp/443 (HTTPS, WSS)
End user to Frame Platform	Public IP address	• deu.difr.com • api.deu.difr.com • img.deu.difr.com • assets.deu.difr.com • login.deu.difr.com • logging.deu.difr.com • downloads.difr.com	tcp/443 (HTTPS)

Source to Destination	Source IP address	Destination FQDN(s)	Protocol/port
End user to Frame Platform	Public IP address	• api.deu.difr.com	tcp/443 (HTTPS, WSS)
End user to Workload VM	Private IP address	• Workload’s dynamic private IP address within VPC/VNET	udp/4503-4509, tcp/4503-4509 (optional)

FRP7 Networking

Warning

FRP7 reached end-of-life (EOL) as of June 30, 2024. Refer to the EOL Announcement of December 18, 2023 for further details.

Revision #13
Created 1 October 2025 04:47:13
Updated 9 January 2026 11:01:24 by Dragan Mladenovic