Updates

The **Updates** page listed in the **Account Dashboard** is designed to keep administrators informed about available updates for their virtual machines (VMs), as well as to configure this feature. This section ensures that your VMs remain up to date with the latest operating system updates, enhancing **security, performance, and functionality**.

Displayed only at the **Account level**, this page provides update details specific to the VMs tied to that account.



Navigation: `Account Dashboard > Updates`

VM Types

The VM types and their updates displayed on the **Updates** page depend on the account environment.

Non-persistent Accounts

When updates are available, the following VM types will be shown:

- Sandbox VMs
- Utility Servers
- VMs in test and production pools

Persistent Accounts

In persistent desktop account environments, the following VM types will be shown when updates are available:

- Sandbox VMs
- Utility Servers
- Workload VMs

Managed Updates

Administrators can manage updates directly from the list and follow the provided instructions for installation. It is recommended to **schedule updates during maintenance windows** to minimize impact on users and operations.

For more comprehensive information on managing OS updates, refer to our blog: Dizzion Managed OS Updates & Windows Patching

Managed Updates – Guide for Non-persistent Accounts

> **IMPORTANT NOTE:**
> Enabling the Managed Updates feature for non-persistent Dizzion DaaS accounts requires creating additional VM(s), so please be aware of this before enabling the feature.

Step 1

Go to the **Updates (EA)** page and click **Enable Managed Updates**.



> **Note:**
> Managed Updates are per-account settings.

Step 2

Ensure all requirements are set in the **Updates (EA)** page:



- Enable **Test Publish**.
- Create a **Test Pool**.
- Set the Test Pool's capacity to at least **1**.

Step 3

Configure **Update Settings**:

Schedule maintenance time

As this feature covers only Windows Updates released on Microsoft Patch Tuesday, please make sure to set the correct time and date when the update tasks will execute.

> **IMPORTANT:**
> While update tasks are running, no actions can be performed on the Sandbox (publishing, power on, start session, etc.).

User Acceptance Window

Logic: Once updates are installed, Frame automatically publishes those changes to the **Test Pool** (hence the requirement for Test Publish and Test Pool setup). This provides administrators with a **buffer of up to 3 weeks** to log in to a VM from the Test Pool, verify functionality, and either:

- **a)** Accept the test manually in the **Updates** page, or
- **b)** Wait for the **User Acceptance Window** to expire — after which Frame automatically publishes the changes to Production Pool(s).

> **Note:**
> Define this process internally.

Emails for VM Update

Notifications – set the email address to receive update process notifications.



Task List During Maintenance Window

When the maintenance window starts, the system triggers the **Managed Updates – Phase 1 task**, which includes:

- Backup Sandbox
- Power on Sandbox
- Identify available Windows updates and update internal records
- Execute updates on Sandbox
- Roll back if updates fail
- Run test publish
- Notify admin

Progress can be tracked in the task progress list.

After completion, you should accept the changes. **Task #2** will begin after the User Acceptance Window expires.

Managed Updates Phase 2 Tasks:

- Run Production Publish
- Execute Windows Updates on Utility Servers (same process as Sandbox, without publish)

Managed Updates – Guide for Persistent Accounts

Step 1

Go to the **Updates (EA)** page and click **Enable Managed Updates**.

image.png

> **Note:**
> Managed Updates are per-account settings.

Step 2

Configure **Update Settings**:

- Schedule maintenance time
- As this feature covers only Windows Updates released on Microsoft Patch Tuesday, please set the correct time and date for task execution.

> **IMPORTANT:**
> While update tasks are running, no actions can be performed on the Sandbox (publishing, power on, start session, etc.).

User Acceptance VMs & Window

- **User Acceptance VMs** – select which VMs will be part of User Acceptance. After the initial Sandbox update and publish, these VMs automatically receive the updates for validation.
- **User Acceptance Window Logic:** Once updates are installed and published to the selected User Acceptance VMs, administrators have **up to 3 weeks** to log in, verify stability, and then either:
  - **a)** Accept the test in the **Updates** page, or
  - **b)** Wait for the User Acceptance Window to expire — after which Frame automatically publishes changes to all Production VMs.

Emails for VM Update

Notifications – set the email address to receive notifications about the update process.



Task List During Maintenance Window

When the maintenance window starts, the system triggers the **Managed Updates – Phase 1 task**, which includes:

- Backup Sandbox
- Power on Sandbox
- Identify available Windows updates and update internal records
- Execute updates on Sandbox
- Roll back if updates fail
- Execute updates on User Acceptance VMs

- Notify admin

Progress can be monitored in the task progress list.

After completion, the customer should accept the changes. **Task #2** will then start.

Managed Updates - Phase 2 tasks:

- Run Production Publish
- Execute Windows Updates on Utility Servers (same process as Sandbox, without publish)
- Execute Windows Updates on remaining VMs not included in the User Acceptance list

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Revision #13
Created 1 October 2025 04:53:08
Updated 14 January 2026 05:22:00 by Nikola Savic