FRAME

Frame Test Drive Guide

Make the most of your Frame Test Drive!

This guide will walk you through the most common tasks and workflows used to administer and use a Frame account. Your account is already configured with a set of sample applications, so you can experience Frame right away. Just follow the steps below and we're sure you'll be amazed to see what you can do in under an hour!

STEP 1: Sign in and run your first app

You should have received an email with instructions on how to access the Frame account. This lab will focus on the Account and end-user levels.

Note that Frame has a role-based access control system with a hierarchy that includes the Customer, Organization, Account, and end-user levels. If you want to a full video walkthrough of user, admin and super admin experience more information here.

✔ SIGN IN: Go to the provided URL and sign in. Click through the terms of use and you'll arrive in what we call the "Launchpad", the interface to launch applications/desktop. You'll see a set of sample applications like the ones below:
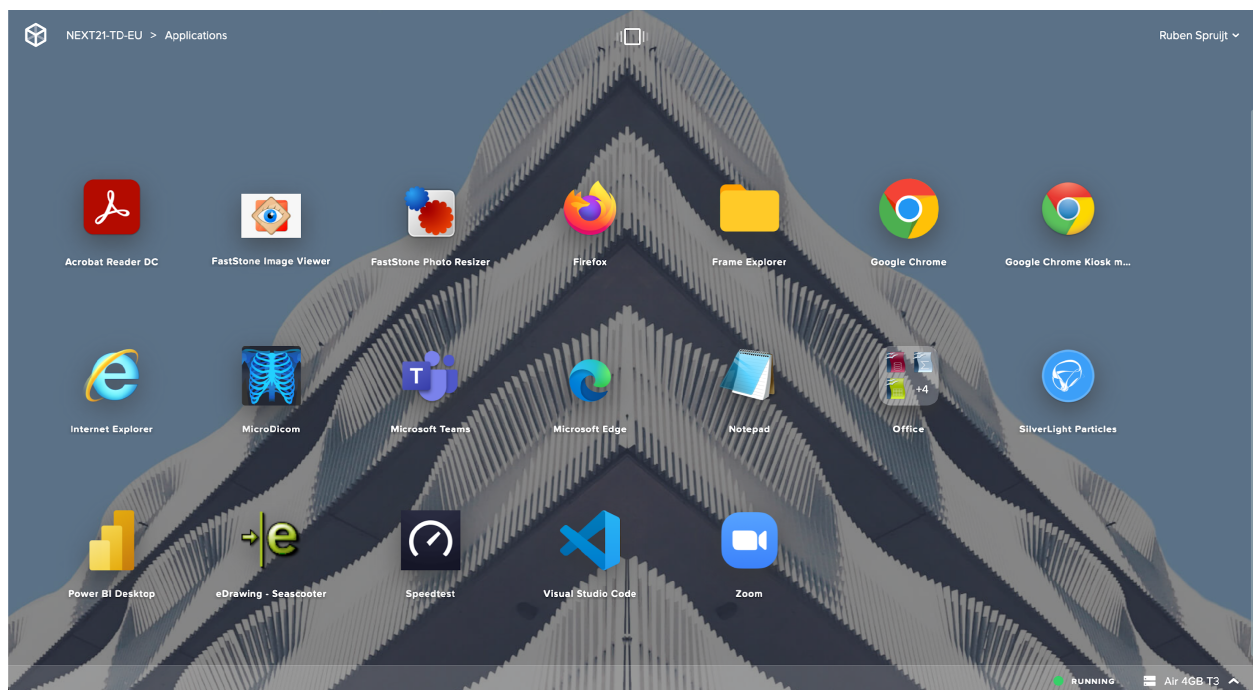

✔ RUN AN APP: Click on any app to launch your first Frame session. We've placed sample files in the "C:\MyData" folder for you, so open one and play around. Seascooter, Dicom, Speedtest, Office are great sample applications.

Note the status bar at the bottom of your session, user experience insights and ability to connect (local) resources.
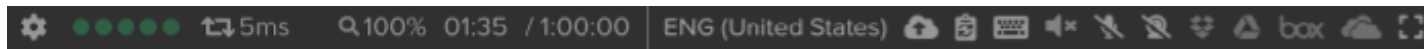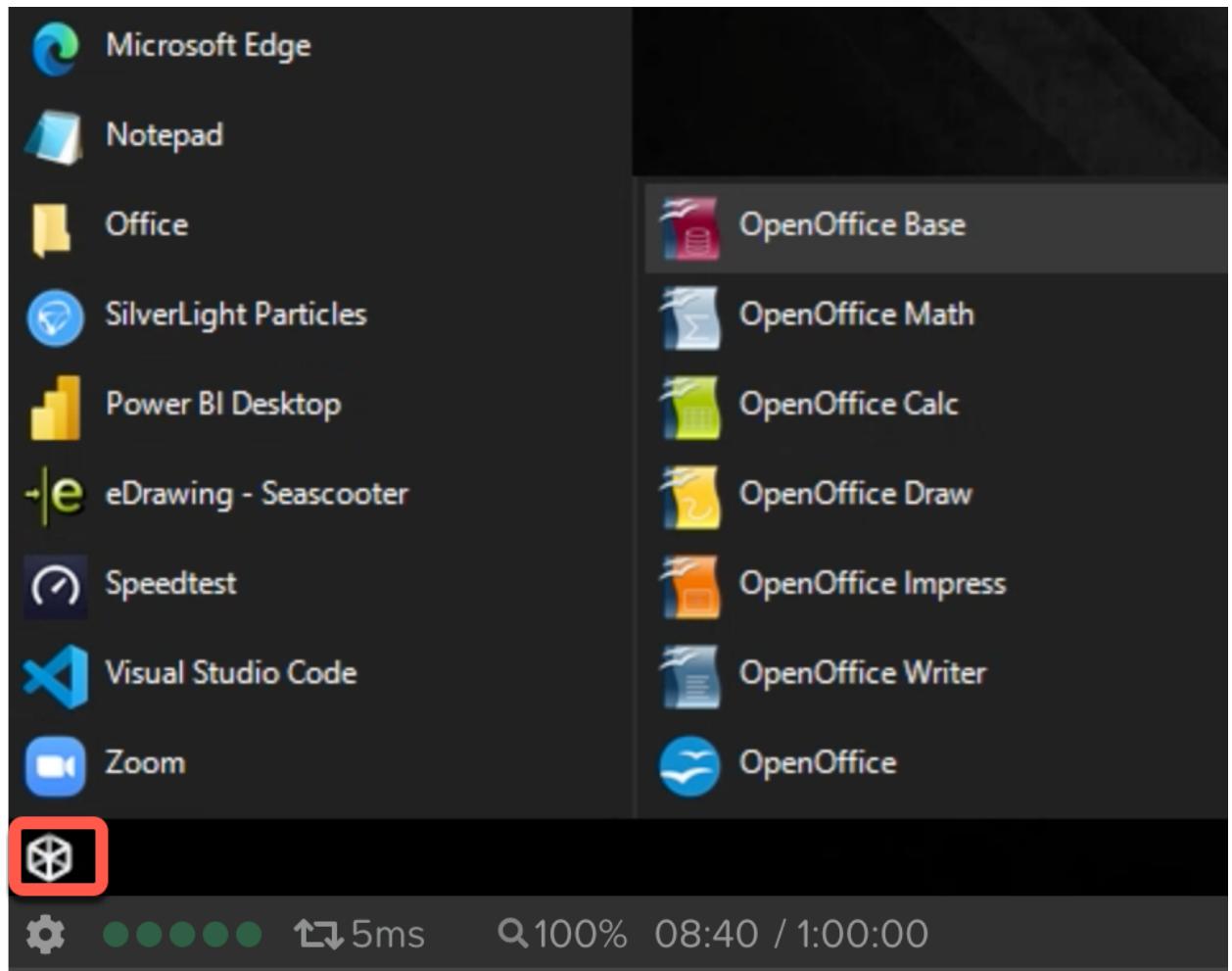
✔ EXPLORE YOUR SESSION:
Click the gear icon on the left to explore actions you can take in the session in real time
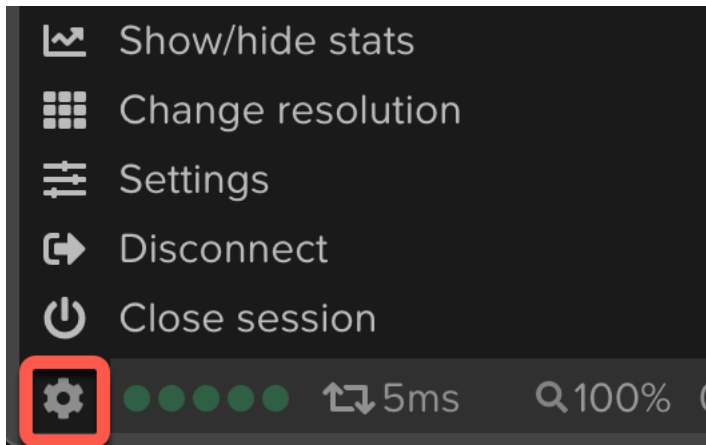
Click on the Frame icon above the gear menu which provides the ability to launch other apps. Hover over the other elements on the status bar to see what they do.

STEP 2: Work with your own files

Although Frame does support persistent (personal) desktops the session you are using is stateless, which means that any changes you make to the C: drive will not persist beyond your session. User files and settings can be made persisted separately via e.g. Frame enterprise profiles, more information here. In this step, we'll show you a few options to work with your own files. More information about storage options here.

✔ **UPLOAD/DOWNLOAD A FILE:** In the group of icons on the right side of the status bar, click on the first one to upload a file. You can also just drag and drop any file onto the session window in your browser. You can open the file from the "Uploads" folder found in the Frame Explorer. When you're done editing, simply save the file to the "Download Now" folder and it will land wherever your browser is configured to store downloads locally (e.g. "Downloads" folder).
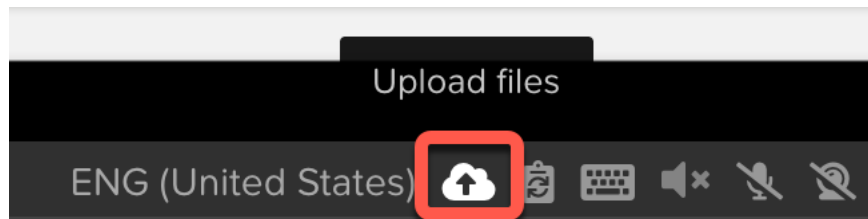
✔ **RESUME YOUR SESSION:** Hit "Resume" in the lower left corner of your Launchpad to go back to your session.
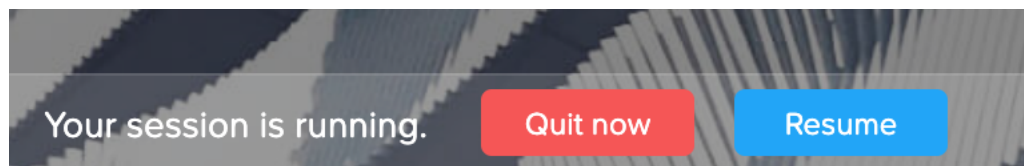
✔ **WEBCAM, AUDIO PLAYBACK AND MICROPHONE:** In the status bar unlock speakers, microphone, and webcam so these devices can be used within the Frame session.

Launch Chrome within the Frame session and go to the bookmark "TopGun".
Although the provided Virtual Machine is a lightweight (2 vCPU – 4GB RAM) and running Windows 10/2019 the video playback is smooth, and audio is crystal crisp.

Now go to the Chrome bookmark "Webcam Test" and select 'Test my cam' – your local browser will request access to the webcam, allow access so you can use the webcam within the Frame session. After testing webcam and various applications you can close the session.

✔ SWITCH BETWEEN LAUNCHPADS: Once logged in as a user, try switching between Launchpads. Just click the display icon located at the top of your Launchpad screen. Your account does have access to the 'Application' and 'Desktop' launchpads – providing access to 'published applications' via App Mode and a Full Windows Desktop interface via 'Desktop mode'.
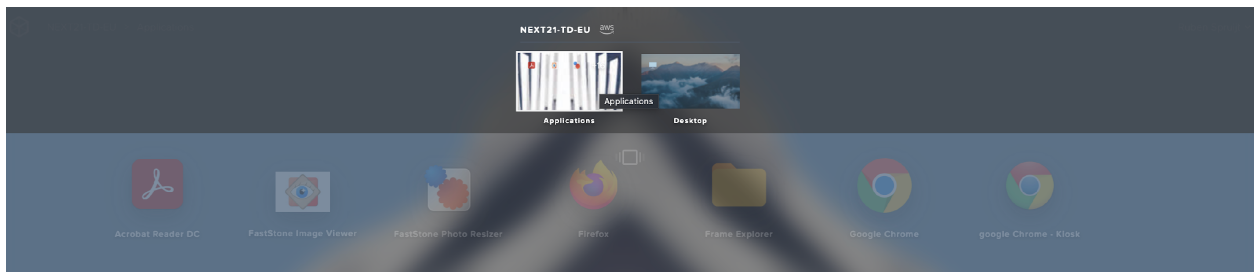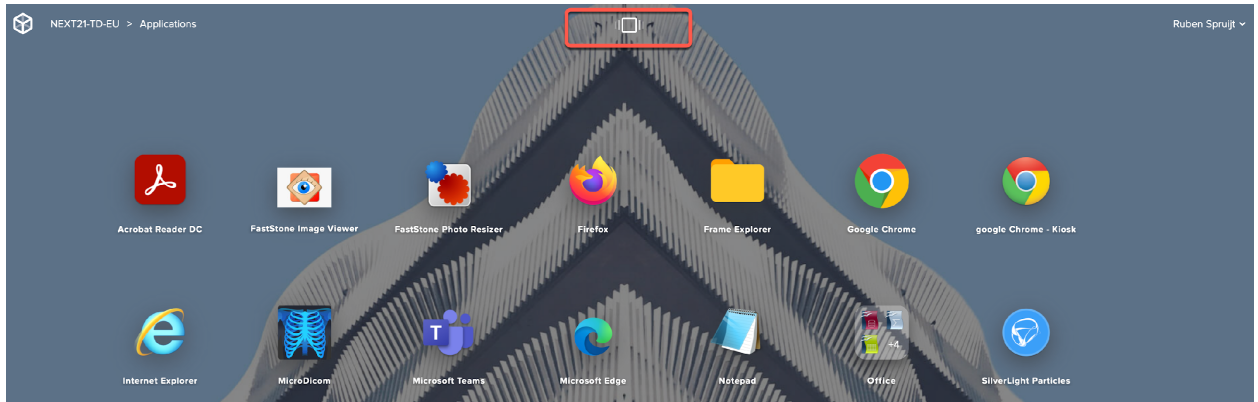
STEP 3: Explore the Admin Dashboard

Next steps will provide you <u>Read Only</u> access to the admin dashboard. The Dashboard is the interface used for day-to-day admin operations. Navigate to the system menu in the upper right corner of your Launchpad and select "Go to Dashboard."
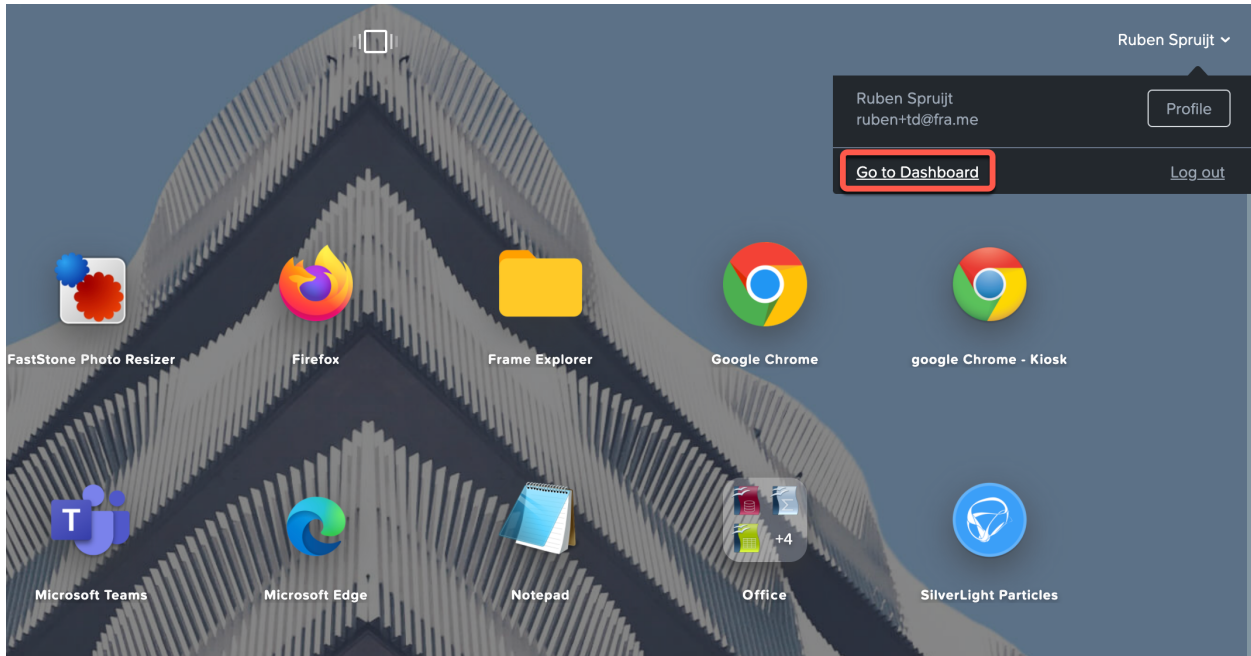
✔ ENTER YOUR SANDBOX: You'll land on the "Summary" page of your Dashboard. Open the "Sandbox" tab right below the Summary page on the left side. Review the explanation of the Sandbox and then click the "Power On" link (or "Start Session" if your Sandbox is already powered on).
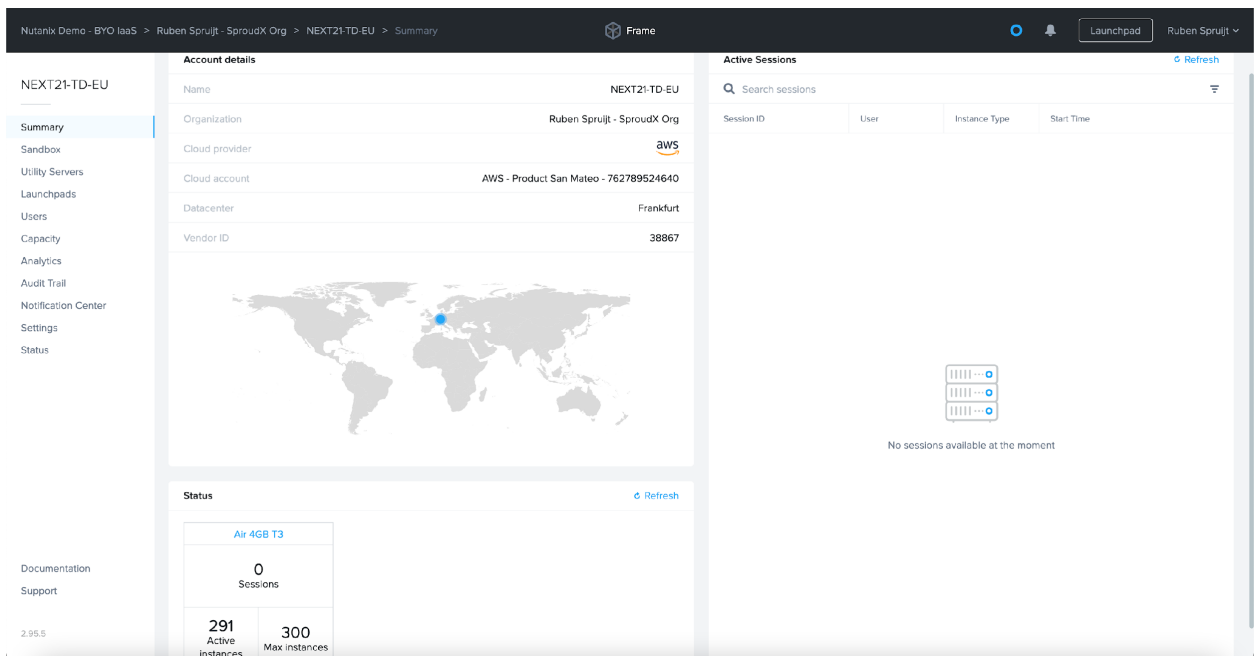
✔ **CHECK PRODUCTION CAPACITY:** Select "Capacity" from the left side of your Dashboard. Click on the "Air 4GB" tab and check that the "Max number of instances" setting is greater than 0 (under the "Default Capacity" section). Review the other settings and note their meaning below:

- o **Minimum**: instances that are powered, ready to accept sessions – useful if you know when a large number of users will sign on, such as the beginning of the work day.
- o **Buffer**: extra instances that are ready for a user within seconds. Set this to how many users will connect within any 1-2 minute time window during the course of the day.
- o **Max**: the maximum number of concurrent users you expect. As users connect to the buffer, Frame will scale automatically by booting more instances up to the max.
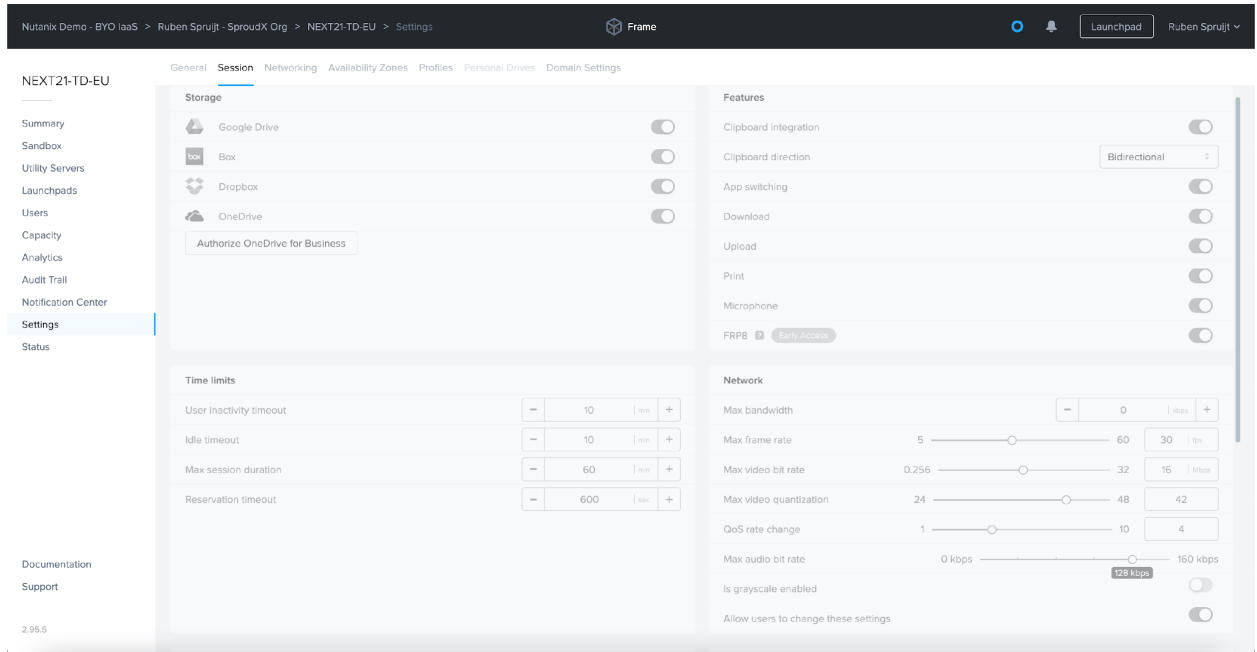
    Note: *Min and Buffer instances incur hourly usage whether users are connected or not. You can set both to 0 so instances will only boot on-demand (conserves usage, but users must wait ~2 minutes to start an app).*

✔ **LAUNCHPAD APP LAYOUT:** From the left sidebar of the Dashboard, go to the "Launchpads" menu. Under the "Applications" section, you can change the order of the icons or drag and drop icons on top of one another to create folders and modify the Launchpad layout. Show or hide applications by clicking the "Manage applications" button.

✔ **LAUNCHPAD APPEARANCE:** Name, URL slug, and instance pool availability can be configured from the "Launchpad" section on this page. Background image from this page can be changed. Hands on lab will not allow editing as you are sharing this account with other participants, but please try out Frame Test Drive after this lab for the complete user experience
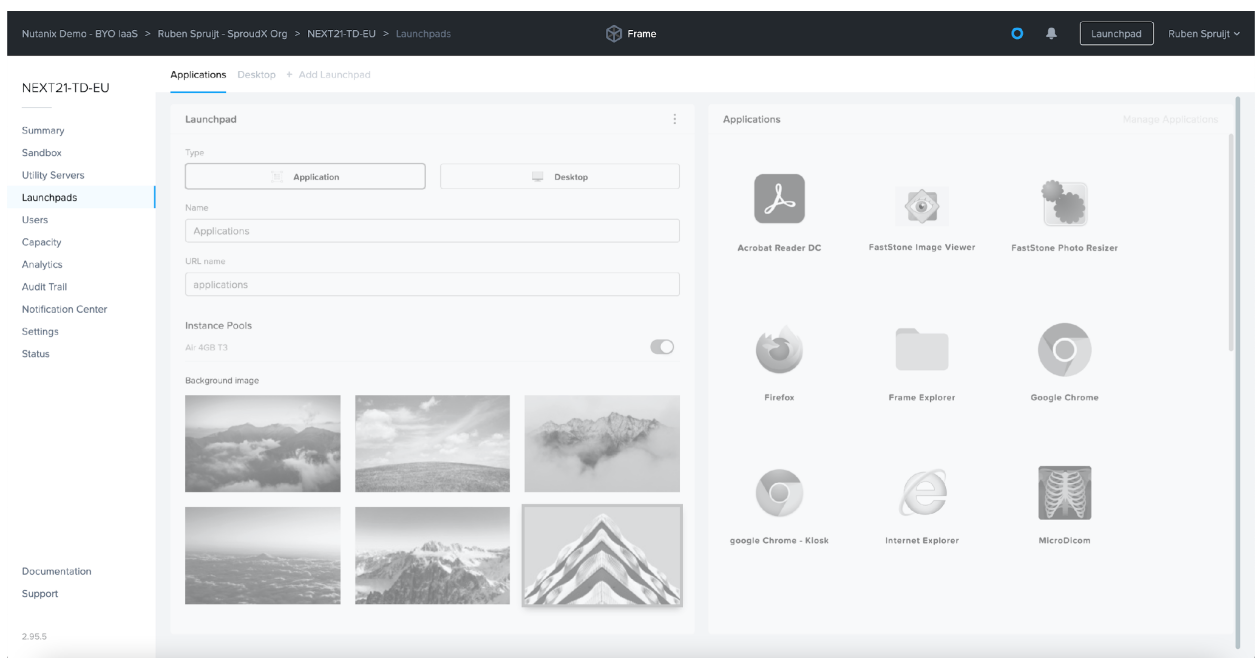
✔ SESSION BEHAVIOR: Go to the "Settings" page of the Dashboard and click on the "Session" tab to fine-tune the behavior of your sessions. Here you can choose to give your users access to cloud storage, toggle various features such as upload/download, configure session time limits, and even customize session QoS settings in the "Network" section. Click "Save" in the upper right corner after making any changes.
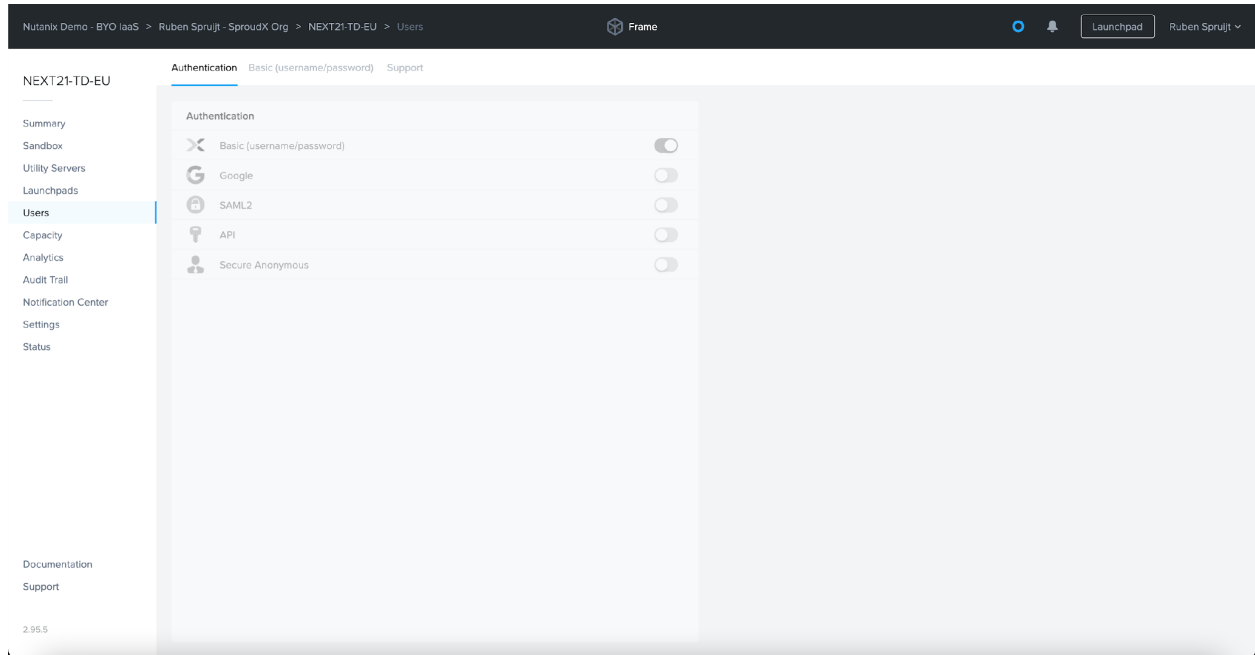
STEP 4: User management

Now that you've checked your team's environment, it's time to explore inviting users. From the left sidebar of the Dashboard, go to the "Users" menu and navigate to the "Basic (username/password)" tab. Here you will see the list of all users that have some access to the account you have access to.

STEP 5: System status

✔ CHECK SYSTEM STATUS: You can see the status of all VMs owned by this account by going to the "Status" menu located in the left sidebar. This page shows you detailed status information for each VM.

✔ CHECK SESSION TRAIL: You can see the reported User from this Frame Account by going to the "Audit Trail, session trail" menu located in the left sidebar. This page shows you detailed information for each user session.

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FINISH LINE!

Congratulations! You've successfully completed your Frame Test Drive! If you have some more time, take a closer look at the session settings in Step 3, or browse through the Analytics section. Ready for more?

Contact us today at frame-sales@dizzion.com