

Manage MyMachines /Remote Package

Product Sheet and Specific Terms



The MindSphere application Manage MyMachines /Remote allows you to establish a remote connection to your customer's machine tool. Features such as desktop sharing and control, file transfer, remote PLC access and session recording help to speed up troubleshooting and resolve technical issues. The Manage MyMachines /Remote Package consists of the MindSphere application Manage MyMachines /Remote and selected MindSphere Resources which are required to access the Platform and to utilize the application.

Prerequisites

Software

Client Software:

An installation of relevant Client Software is required on the CNC-Controller e.g. SINUMERIK 840D sl, SINUMERIK 828D, or SINUMERIK 840D sl with PCU / IPC (Windows 7 Embedded Standard, Windows 10), and also on the service engineer's PC in an office environment. The latest Client Software is available via Manage MyMachines /Remote under separate terms and conditions that shall apply when installing the relevant Client Software.

The available Client Software for the CNC-controller and service engineer's PC is listed below:

- (1) SINUMERIK Integrate Client
- (2) Manage MyMachines /Remote Service Clients as follows:
 - Manage MyMachines /Remote Service Client for Machine Operators – PCU,
 - Manage MyMachines /Remote Service Client for Machine Operators – IPC,
 - Manage MyMachines /Remote Service Client for Service Engineers - 64 bit,
 - Manage MyMachines /Remote Service Client for Service Engineers - 32 bit.

Instructions for usage and implementation of this Client Software in detail can be found in the Manage MyMachines /Remote user documentation under <https://siemens.mindsphere.io/en/docs/apps>.

Operating Software from CNC - Controller:

The approved firmware versions for your CNC - Controller required to enable communication with your Account and run the Manage MyMachines /Remote Service Clients are listed in the user documentation available under

	<p>https://support.industry.siemens.com and https://mindsphere.io/docs (under Apps section).</p> <p>Firmware versions not listed have not been tested for the Manage MyMachines /Remote Service Clients in conjunction with this application. For non-approved versions, specific functionality of this application is impaired or not available.</p>
Hardware	<p>For a complete listing of devices compatible with this application, please reference the latest Manage MyMachines /Remote user documentation at https://siemens.mindsphere.io/en/docs/apps.</p>
Web browser	<p>An HTML5 capable internet browser is required (e.g. Mozilla Firefox, Google Chrome or Microsoft Internet Explorer). The recommended screen resolution is 1024x768 or higher.</p> <p>The Manage MyMachines /Remote Mindsphere web application is supported through the use of HTML5 capable Internet browser.</p>
Data access	<p>To access and use the application, data stored in your existing Account (e.g. Base Environment or MindSphere Capability Package Account) may be accessed by the application.</p>

Description of Manage MyMachines /Remote Application

Register machines	<p>Allows you to register and disconnect Manage MyMachines /Remote usage of those Assets that are already connected to Manage MyMachines. Provides ability to activate and deactivate automatic session recording.</p>
Manage remote sessions	<p>Provides an overview of remote session information, e.g. date, duration, participants, transferred files and recorded sessions.</p> <p>Allows you to start a remote session for any Asset that has been registered for Manage MyMachines /Remote usage.</p>
Start new session	<p>Allows you to start a remote session for any Asset that has been registered for Manage MyMachines /Remote usage directly from the launch page.</p>
Application permissions	<p>Manage MyMachines /Remote is operated in a data center in the Area European Union and processes the following data:</p> <ul style="list-style-type: none"> • Session content data which includes screen content recordings and logging information (e.g. duration, participants, session recordings, data with regards to file transfers). • Asset configuration data which describes the Asset (e.g. Asset name, location). <p>The application performs the following activities which modify or amend Your Content in your Account on your behalf:</p> <p>Read access on your Asset configuration data</p> <ul style="list-style-type: none"> • Read access on Asset configuration data is required in order to use the functionalities of this application.

Description of MindSphere Resources

The following MindSphere resources (“MindSphere Resources”) are included in the Manage MyMachines /Remote Package. These have been selected to ensure proper operation of the application.

Base Tenant	<p>The Base Tenant provides you with a dedicated Account (also referred to as “Tenant”) on MindSphere. It enables you to login to your Account via the respective URL provided by us and is required for use of the application and MindSphere Resources.</p> <p>The Base Tenant includes 1 Admin User and provides you with the following administration tools available on the MindSphere Launchpad:</p> <ul style="list-style-type: none"> • Usage Transparency: provides information regarding your consumption of MindSphere Resources. • Agent Diagnostic: allows you to activate and deactivate agent logfiles and to access them. • Settings: allow managing Users, permissions, rights, roles, groups, Collaborations, subtenants¹ and tenant provider information. For every User, an individual login is required. Users are also permitted to access and utilize the user management for the purpose of receiving a service from you. However, a user that receives a service from you shall not be granted with administration rights, except for administration rights that are offered by the user management of a subtenant¹. • Asset Manager: use Asset Manager to onboard & offboard agents to your Account; configure assets, asset types and aspect types; manage the Sharing of assets under a Collaboration between Accounts using Cross-Tenancy. The User that is entitled to administrate the Asset Manager may permit users of a subtenant¹ who receive a service from you to directly access the Asset Manager in relation to the respective subtenant¹. • Upgrade: use Upgrade to order available upgrades to your subscribed and additionally available MindSphere Resources (e.g. increase Users or agents); get an overview of your requested and completed upgrades; manage pending upgrade requests (authorized Users only).
<p>¹Please note that subtenants are not part of the Manage MyMachines /Remote Package. Subtenants can be ordered separately for additional fees and can be used for OEM Services as described in the Specific Terms for MindAccess IoT Value Plan available on www.mindsphere.io/terms. If you provide your customers with OEM Services, the Specific Terms for MindAccess IoT Value Plan available on www.mindsphere.io/terms shall apply accordingly as if you had subscribed to a MindAccess IoT Value Plan.</p>	

Manage MyMachines /Remote Package Overview		
Base subscription	Manage MyMachines /Remote Package	
Fee	Free of charge	
<p>The base subscription allows you access to the application Manage MyMachines/Remote and the Base Tenant. In order to ensure proper operation of the application, the subscription to the Manage MyMachines /Remote Package Asset Enablement (Monthly) or Manage MyMachines /Remote Package Asset Enablement (Yearly) is required. Depending on your use case, a subscription to additional MindSphere Resources such as User Upgrade, Asset Type Upgrade, Asset Instance Upgrade, Time Series Storage and File Storage Upgrades by using Upgrade tool would be recommended.</p>		
Manage MyMachines /Remote application	✓	
Base Tenant ¹	✓	
Application upgrades	Manage MyMachines / Remote Package Enablement (Monthly)	Manage MyMachines / Remote Package Enablement (Yearly)
Fee	65 € ² / month ³ per Asset	45 € ² /month per Asset ⁴
<p>Assets connected in Asset Manager can be enabled to Manage MyMachines /Remote by using the Shopfloor Management Application available on the MindSphere Launchpad.</p>		

¹⁾ You can decide if a Base Tenant shall be created and provisioned to you as part of your Manage MyMachines /Remote Package or if the Manage MyMachines /Remote Package (without a Base Tenant) shall be added to an existing Account (Base Tenant or MindAccess IoT Value Plan Account). A Package can only be added to an existing Account if the Account and Package are hosted in the same data center location. If you decide to add various Packages to one existing Account, please note the following: The MindSphere Resources included in the various Packages will be combined under one Account; it is your responsibility to allocate the MindSphere Resources to the various Packages according to your needs. The combination of MindSphere Resources under one Account may lead to technical limitations in their accessibility and should therefore not exceed the limits set out under https://sie.ag/MindSphere_TechnicalLimitationsforUsageofMindSphereServices; ²⁾ If a price is displayed in a different currency on the [product detail page of Manage MyMachines /Remote Package](#) on www.mindsphere.io/store in your country of residence at the date of enablement of the Asset or in the Order Form, such price will be charged; ³⁾ A month equals 30 days. ⁴⁾ The monthly fee stated amounts to an annual fee of 540€ / year (365 days).

Specific Terms

<p>Subscription Term</p>	<p>The initial Subscription Term for Manage MyMachines /Remote Package is 12 months. Following expiration of the preceding Subscription Term, the subscription automatically renews with a Subscription Term of 12 months at the then-current terms made available under www.mindsphere.io/terms, unless either Party notifies the other Party at least 60 days prior to the then-current expiration date that it has elected not to renew.</p> <p>Upon expiration of the Subscription Term for Manage MyMachines /Remote Package without renewal, Manage MyMachines /Remote Package Asset Enablement (Monthly or Yearly) will also be disabled, and your Assets will be disabled with immediate effect and cannot be used any longer in connection with the Manage MyMachines /Remote application. PLEASE NOTE: In such case, the monthly fees for Manage MyMachines /Remote Package Asset Enablement (Monthly or Yearly) will continue to be charged until the Subscription Term for Manage MyMachines /Remote Package Asset Enablement (Monthly or Yearly) expires.</p>
<p>Enablement and disablement and Subscription Term of Manage MyMachines /Remote Package Asset Enablement (Monthly)</p>	<p>Manage MyMachines /Remote Package Asset Enablement (Monthly) may be enabled or disabled within the Shopfloor Management Application at any time during a valid Subscription Term for Manage MyMachines /Remote Package. Upon enablement, the Subscription Term for Manage MyMachines /Remote Package Asset Enablement (Monthly) starts. The Subscription Term is 1 month and automatically renews with a Subscription Term of 1 month unless you disable the respective Asset at any time. In case of a disablement, the Subscription Term for Manage MyMachines /Remote Package Asset Enablement (Monthly) will not automatically renew after it expired and is deemed to be terminated.</p>
<p>Enablement, disablement and Subscription Term of Manage MyMachines /Remote Package Asset Enablement (Yearly)</p>	<p>Manage MyMachines /Remote Package Asset Enablement (Yearly) may be enabled within the Shopfloor Management Application at any time during a valid Subscription Term for Manage MyMachines /Remote Package. Upon enablement, the Subscription Term for Manage MyMachines /Remote Package Asset Enablement (Yearly) starts. The Subscription Term is 12 months and automatically renews with a Subscription Term of 12 months unless you disable the respective Asset at any time.</p> <p>In case of a disablement, the Subscription Term for Manage MyMachines /Remote Package Asset Enablement (Yearly) will not automatically be extended after it expired and is deemed to be terminated.</p> <p>PLEASE NOTE: After you disable the respective Asset from your Account, the monthly fee for Manage MyMachines /Remote Package Asset Enablement (Yearly) will continue to be charged until the Subscription Term expires. Once a disabled Asset is enabled again after the end of a valid Subscription Term for Manage MyMachines /Remote Package Asset Enablement (Yearly), a new</p>

	Subscription Term for Manage MyMachines /Remote Package Asset Enablement (Yearly) starts and the fee will be applied again as stated above.
Payment terms	The fees for Manage MyMachines /Remote Package Asset Enablement (Monthly) and Manage MyMachines /Remote Package Asset Enablement (Yearly) are charged monthly in arrears for each enabled Asset (first time in the month in which the Asset has been enabled) for maintenance of the application and for keeping the application up to date.
Data center location	Your Content processed by the MindSphere Resources is stored at rest in the Area European Union as set out in the MindSphere Supplemental Terms available on www.mindsphere.io/terms .
Adaptation of fees	The fees during any renewed Subscription Term will be the same as during the immediately prior Subscription Term, unless we notify you of a Fee Change at least 90 days prior to the end of the then-current Subscription Term, in which case the communicated Fee Change will be effective upon subscription renewal. During a running Subscription Term we may change or add new fees (collectively referred to as "Fee Change") due to and to the extent required to reflect: (i) changes in the quality or functionalities of the Service; (ii) material changes in market conditions; (iii) general increases in wages or other employment costs; and/or (iv) changes in procurement costs due to price changes made by our suppliers, in each case to the extent that the changes affect our provision of the agreed Service. We will notify you of any Fee Change at least 60 days in advance of the effective date of the Fee Change.
Service Level Agreement	The Monthly Uptime Percentage for Manage MyMachines /Remote application is 90 %. Monthly Uptime Percentage is defined in the MindSphere Supplemental Terms available on www.mindsphere.io/terms .
Application use rights	This application can be used as part of OEM Services as described in the Specific Terms for MindAccess IoT Value Plan published on www.mindsphere.io/terms . Under (i) your MindAccess IoT Value Plan Account (if applicable) or (ii) Base Tenant (subject to your separate order of subtenants for additional fees), you may permit Users of Third Parties to access and use this application for the purpose of receiving a service from you.
Third Party Terms	The application contains Third Party services, including open source software, commercial software, or software-related managed services, which are subject to additional or different terms, license rights, or require certain notices by their licensors, which we are obliged to pass on to you as your licensor and to which you agree to abide ("Third Party Terms"). The Third Party Terms for Manage MyMachines /Remote are made available via the following web link: http://sie.ag/MindSphere-ThirdParty_ManageMyMachinesRemote .
Changes to the Product Sheet and Specific Terms	We may update this document from time to time during a Subscription Term in order to reflect any changes agreed with or imposed by our subcontractors (including changes in open source software license terms) or when we introduce new features, supplements, enhancements or capabilities (e.g. that were not previously included with the subscription, but added for no additional fee). Changes shall become binding upon release of a new version of this document on www.mindsphere.io/terms .
Support	Support for this application may be contacted via Industry Online Support https://support.industry.siemens.com . Support is available in English and German.

Client Software usage rights	We grant you the temporary and revocable right to download, install and run the Client Software to support a machine operator using the features of the application. This involves the restricted right to sublicense the Client Software to machine operators, giving them the right to use the Service in order to assist them with troubleshooting their machine.
Obligations when using the Client Software	You are solely responsible for the correct configuration and use of the Client Software, ensuring that Client Software can connect with the Platform and that the content, integrity, security and accuracy of the data being transferred is correct, up-to-date and regularly monitored (e.g. by monitoring data transfer via the Platform).
Updates for Manage MyMachines /Remote Service Clients	At our sole discretion, we will provide updates or safety patches for the Manage MyMachines /Remote Service Clients and will announce their availability in an appropriate amount of time in advance. These Specific Terms are applicable for using such an update or security patch; however, special conditions may apply for download and installation. It is possible that older versions cannot be updated to the current version. Under certain circumstances it is possible that an out-of-date version cannot transfer data to the Platform. During an update, transferred data can be lost. We accept absolutely no warranty and liability for data lost in this way.

Export Control Regulations

Applicable for the Manage MyMachines /Remote application and the corresponding Client Software.

AL	N
ECCN	EAR99
Applicable for MindSphere Resources.	
AL	N
ECCN	N

Security Information

General	In order to protect plants, systems, machines and networks against cyber threats, it is necessary that you implement and continuously maintain a holistic, state-of-the-art industrial security concept.
Secure communication	Data transmission will be done via HTTPS protocol from Asset to your Account.
Encryption standard	TLS 1.2 for communication between Asset and Account and Manage MyMachines /Remote server is used.

Definitions

Asset	An Asset is the logical representation of a thing which can be a machine or an automation system with a single unit e.g. PLC or CNC - Controller. Assets are defined using an Asset type.
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MindSphere Launchpad	<p>After the login into your Account, the Launchpad appears. Similar to a desktop on any common operating system (OS), the MindSphere Launchpad facilitates starting various assigned applications.</p> <p>If you provide services to your customers, you must replace the Siemens service and support information provided in the MindSphere Launchpad with your companies' service and support information.</p>
General	<p>All other capitalized terms in this document shall have the meaning given to them in the MindSphere Agreement.</p>