

# SINUMERIK Service Assistance Package

## Product Sheet and Specific Terms



The MindSphere application SINUMERIK Service Assistance offers 3 options that support service experts in performing fault analyses on machine tools with SINUMERIK controller. With Machine Transparency all currently installed hardware components as well as firmware and software versions and their changes are recorded automatically. Machine Condition enables the cyclic recording of extended status data on the control and drive technology and its selective evaluation. Machine Error Analysis efficiently identifies and evaluates fault states and disturbances in machine tools based on intelligent filter options and a user-friendly interface. Thanks to increased transparency, technicians can perform diagnostics before arriving on-site.

The SINUMERIK Service Assistance Package consists of the MindSphere application SINUMERIK Service Assistance and selected MindSphere resources which are required to access the Platform and to utilize the application.

### Prerequisites

Connectivity	For the use of the SINUMERIK Service Assistance application a connection of a SINUMERIK controller via MindSphere applications Manage MyMachines or via Brownfield Connectivity Services including configuration of all SINUMERIK Service Assistance aspects is required.
Hardware	The application supports SINUMERIK controllers 828D/840D/ONE. The supported hardware and software versions can be found in the documentation: Manage MyMachines (MMM): <a href="https://siemens.mindsphere.io/en/docs/ManageMyMachine.html">https://siemens.mindsphere.io/en/docs/ManageMyMachine.html</a> Brownfield Connectivity Services (BFC): <a href="https://support.industry.siemens.com/cs/sc/5392/brownfield-connectivity-services">https://support.industry.siemens.com/cs/sc/5392/brownfield-connectivity-services</a>
Web browser	An HTML5 capable Internet browser is required (e.g. Google Chrome, Mozilla Firefox). The recommended screen resolution is 1024x768 or higher. Mobile devices are supported through the use of HTML5 capable Internet browser.

## Description of SINUMERIK Service Assistance Application

Asset List	Shows all available machines including their hierarchical structure as well as their connection / health status.
Machine Transparency	Based on the upload of the IdentSNAPSHOT XML file, Machine Transparency enables the automated acquisition of machine information including hardware components, software versions and licenses that are used within the machine tool with a SINUMERIK controller as well as logbook entries and general machine information. With the transparency into which components are installed at the customers site, experts are able to provide precise advice on hardware and software handling.
Machine Condition	Enables the cyclical acquisition of extended status data such as the SINUMERIK controller version or the number of axes, the machine access with information on the respective protection level via the control and drive technology and their targeted evaluation with the aid of intelligent analysis methods.
Machine Error Analysis	Enables the detection and evaluation of fault conditions that occur on the machine tool with SINUMERIK controller. Based on the collected information, data analysis can be performed to identify existing correlations between the error messages and faults that have occurred.
Application permissions	This application is operated in data centers in the Area European Union and processes the following data: <ul style="list-style-type: none"> <li>• Machine Transparency stores all information, that have been uploaded from the machine.</li> <li>• Asset information: activated Assets and increments, activation date, health status, Asset status and boot information.</li> <li>• Read access on Asset configuration and aspects data is required in order to use the functionalities of this application.</li> </ul>

## Description of Mindsphere Resources

Depending on your subscription (please see SINUMERIK Service Assistance Package Overview below), the following MindSphere resources (“MindSphere Resources”) are included in the SINUMERIK Service Assistance Package and its upgrades. These have been selected to ensure proper operation of SINUMERIK Service Assistance 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 unique URL provided by us and is required for use of the application and MindSphere Resources.</p> <p>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"> <li>• Usage Transparency: provides information regarding your consumption of MindSphere Resources.</li> <li>• Agent Diagnostic: allows you to activate and deactivate agent logfiles and to access them.</li> <li>• Settings: allows managing Users, permissions, rights, roles, groups, collaborations, subtenants<sup>1</sup> 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 subtenant<sup>1</sup>.</li> <li>• Asset Manager: Use the Asset Manager to onboard &amp; offboard agents to your Account; configure assets, asset types and aspect types; manage the sharing</li> </ul>
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	<p>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 subtenant<sup>1</sup> who receive a service from you to directly access the Asset Manager in relation to the respective subtenant<sup>1</sup>.</p> <ul style="list-style-type: none"> <li>• 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).</li> </ul>
User	It allows a defined number of Users to access your Account and use the application.
Agent	An agent is a software as part of a hardware device (e.g. MindConnectLib) or in the form of an application provided by Siemens or a Third Party which you connect to your Account and which can ingest data into your Account and send data to one or more asset instances.
Asset Instance	An Asset instance reflects a physical and/or logical device within your Account, e.g. a specific SINUMERIK controller within a factory would be an asset instance. Each instance belongs to an asset type.
Asset Type	Asset type describes the type of an asset including one or several attributes. An asset type is a template that describes the attributes of a homogenous group of physical or logical assets, which is used for asset modeling. An asset type is a grouping of assets with common characteristics that distinguish those assets as a group or class.
Time Series Data Ingest Rate	Time series data storage represents the total volume of time series data (e.g. measured values from a SINUMERIK controller) ingested and stored in the Platform for an Account.
Time Series Data Storage	Time series data storage represents the total volume of time series data ingested and stored in the Platform for an Account.
IoT File Storage	IoT file storage represents the total volume of files (e.g. threshold settings, Users to be notified) uploaded and stored in the Platform for an Account.
Event	An event documents the occurrence of a defined situation (e.g. voltage dip or voltage swell events).
<p><sup>1)</sup> Please note that subtenants are not part of the SINUMERIK Service Assistance Package Basic and are currently not supported by the application. 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 <a href="http://www.mindsphere.io/terms">www.mindsphere.io/terms</a>. If you provide your customers with OEM Services, the Specific Terms for MindAccess IoT Value Plan available on <a href="http://www.mindsphere.io/terms">www.mindsphere.io/terms</a> shall apply accordingly as if you had subscribed to a MindAccess IoT Value Plan.</p>	

## SINUMERIK Service Assistance Package Overview

Base subscription	SINUMERIK Service Assistance Package Basic
<p>SINUMERIK Service Assistance Package Basic contains access to the SINUMERIK Service Assistance application and the following MindSphere Resources suitable to onboard 1 SINUMERIK controller. In order to start monitoring an asset in MindSphere using Asset Manager, a subscription to SINUMERIK Service Assistance Package Basic is required.</p>	
SINUMERIK Service Assistance application (w/o Machine Transparency, Machine Condition, Machine Error Analysis)	✓
Base Tenant <sup>1</sup>	✓
Users	2
Asset Type	1
Agent	1
Asset Instance	1
Time Series Data Storage	1 GB
Time Series Data Ingest Rate	0.1 KB/s
Events <sup>2</sup>	20 000
IoT File Storage	0.5 GB
Application upgrade (optional)	SINUMERIK Service Assistance Package Machine Transparency Upgrade
Fee	5 € per Asset / month <sup>3</sup>
<p>By activating the SINUMERIK Service Assistance Package Machine Transparency Upgrade, the automated acquisition of information on hardware components, licenses and software versions within the machine tool will be captured and presented in the SINUMERIK Service Assistance application. This upgrade can only be activated within the SINUMERIK Service Assistance application.</p>	
SINUMERIK Service Assistance application: Module "Machine Transparency"	✓
Application upgrade (optional)	SINUMERIK Service Assistance Package Machine Condition Upgrade
Fee	25 € per Asset / month <sup>3</sup>
<p>By activating the SINUMERIK Service Assistance Package Machine Condition Upgrade, the cyclical acquisition of extended status data such as the SINUMERIK controller version will be presented. The number of axes, the machine access with information on the respective protection level via the control and drive technology and their targeted evaluation with the aid of intelligent analysis methods will be provided. This upgrade can only be activated within the SINUMERIK Service Assistance application.</p>	
SINUMERIK Service Assistance application: Module "Machine Condition"	✓
Application upgrade (optional)	SINUMERIK Service Assistance Package Machine Error Analysis Upgrade
Fee	25 € per Asset / month <sup>3</sup>

By activating the SINUMERIK Service Assistance Package Machine Error Analysis Upgrade, the detection and evaluation of fault conditions that occur on the machine tool with SINUMERIK controller will be presented. On the basis of the collected information, a data analysis can be performed to identify existing relationships between the disorders and faults that have occurred.

This upgrade can only be activated within the SINUMERIK Service Assistance application.

SINUMERIK Service Assistance application: Module "Machine Error Analysis"	✓
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<b>MindSphere Resources upgrade (optional)</b>	<b>SINUMERIK Service Assistance Package 1 Asset for BFC Upgrade</b>
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SINUMERIK Service Assistance Package 1 Asset for BFC Upgrade contains the following additional MindSphere Resources required to connect 1 additional SINUMERIK controller to SINUMERIK Service Assistance application via Brownfield Connectivity Services (BFC).

User	1
Agent	1
Asset Instance	1
Time Series Data Storage	1 GB
Time Series Data Ingest Rate	0.05 kB/s
Events <sup>2</sup>	20 000
IoT File Storage	0.5 GB

<b>MindSphere Resources upgrade (optional)</b>	<b>SINUMERIK Service Assistance Package 1 Asset for MMM Upgrade</b>
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SINUMERIK Service Assistance Package 1 Asset for MMM Upgrade contains the following additional MindSphere Resources required to connect 1 additional SINUMERIK controller to SINUMERIK Service Assistance application via Manage My Machines (MMM).

User	1
Asset Instance	1
Time Series Data Storage	2 GB
Time Series Data Ingest Rate	0.05 kB/s
Events <sup>2</sup>	20 000
IoT File Storage	0.5 GB

<sup>1)</sup> You can decide if a Base Tenant shall be created and provisioned to you as part of your SINUMERIK Service Assistance Package Basic or if the SINUMERIK Service Assistance Package Basic (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](https://sie.ag/MindSphere_TechnicalLimitationsforUsageofMindSphereServices); <sup>2)</sup> Events included in the Packages are limited. Should the actual usage of events exceed the applicable limits above, no more events (logs) will be generated. Additional events can be ordered for an additional fee; <sup>3)</sup> If a fee is displayed in a different currency on the [product detail page of SINUMERIK Service Assistance Package Basic](http://www.mindsphere.io/store) on <http://www.mindsphere.io/store> in your country of residence at the date of buying the base subscription and MindSphere Resources upgrades and/ or enabling application upgrades, such displayed fee will be charged.

## Specific Terms

<p>Subscription Term for the base subscription and MindSphere Resources upgrades</p>	<p>The initial Subscription Term for SINUMERIK Service Assistance Package Basic, SINUMERIK Service Assistance Package 1 Asset for BFC Upgrade and SINUMERIK Service Assistance Package 1 Asset for MMM Upgrade described herein is 12 months. Following expiration of the preceding initial Subscription Term, the subscription automatically renews with a Subscription Term of 12 months at the then-current terms made available under <a href="http://www.mindsphere.io/terms">www.mindsphere.io/terms</a>, 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 termination or expiration of the Subscription Term for the base subscription, any upgraded MindSphere Resources will also be deactivated and cannot be used any longer.</p>
<p>Subscription Term for application upgrades</p>	<p>The Subscription Term for SINUMERIK Service Assistance Package upgrades for Machine Transparency, Machine Condition and/or Machine Error Analysis options is 1 month (rest of the month for first activation) for each enabled Asset. Following expiration of the preceding Subscription Term, the subscription automatically renews with a Subscription Term of 1 month.</p> <p>You may terminate the subscription for SINUMERIK Service Assistance Package Machine Transparency, Machine Condition and/or Machine Error Analysis upgrades at any time by disabling the option(s) for the Asset in the application. In this case, the Subscription Term will not automatically be extended after it has expired, and the termination will become effective at the end of the month. Tenant administrators can enable or disable SINUMERIK Service Assistance Package upgrades for Machine Transparency, Machine Condition and/or Machine Error Analysis option(s) per Asset.</p> <p>NOTE: If you remove/offboard the respective Asset from your Account, Machine Transparency, Machine Condition and/or Machine Error Analysis option(s) must be disabled for this Asset manually in the SINUMERIK Service Assistance application.</p> <p>Once a disabled Asset is enabled again after the end of a valid Subscription Term for SINUMERIK Service Assistance Package Machine Transparency, Machine Condition and/or Error Analysis upgrades, a new Subscription Term starts, and the respective fee will be applied again as stated above.</p>
<p>Payment terms</p>	<p>The subscription fee for SINUMERIK Service Assistance Package Basic and MindSphere Resources upgrades is charged yearly in advance.</p> <p>The fees for SINUMERIK Service Assistance Package upgrades for Machine Transparency, Machine Condition and/or Machine Error Analysis options are charged monthly in arrears based on the average number (rounded up to the nearest whole number) of enabled Assets per option (Machine Transparency, Machine Condition, Machine Error Analysis).</p> <p>Example: Machine Condition is enabled for 5 Assets at the 16th June. The average use is <math>5 * 15 \text{ days} / 30 \text{ days} = 2.5</math>. For the month June 3 times (=2.5 rounded up) the fee for Machine Condition is charged.</p>
<p>Data center location</p>	<p>Your Content processed by the MindSphere Resources is stored at rest in the European Union as set out in the MindSphere Supplemental Terms available on <a href="http://www.mindsphere.io/terms">www.mindsphere.io/terms</a>.</p>
<p>Adaptation of fees</p>	<p>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.</p>

	<p>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.</p>
Service Level Agreement	<p>The Monthly Uptime Percentage for this application is at least 90 %. Monthly Uptime Percentage is defined in the MindSphere Supplemental Terms available on <a href="http://www.mindsphere.io/terms">www.mindsphere.io/terms</a>.</p>
Exclusions	<p>The interpretation, implementation and utilization of our suggestions and recommendations are your responsibility alone. We do neither assume any responsibility, warranty or guarantee regarding feasibility and/or applicability of suggestions and/or recommendations, nor for actions or omissions that are based on suggestions and/or recommendations.</p>
Application use rights	<p>This application can be used as part of OEM Services as described in the Specific Terms for MindAccess IoT Value Plan published on <a href="http://www.mindsphere.io/terms">www.mindsphere.io/terms</a>. 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.</p>
Data use rights	<p>“Collected Data” means any information, code or data collected by this application and may include copies of certain parts of Your Content made by the application for use in accordance with this Product Sheet and Specific Terms. During and after the Subscription Term, Siemens and its business partners may use Collected Data for Siemens’ internal purposes (e.g. development and improvement of products and services). Use of Collected Data in accordance with this Section will be at Siemens’ risk.</p>
Third Party Terms	<p>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 SINUMERIK Service Assistance are made available via the following web link: <a href="https://sie.ag/MindSphere-ThirdParty_SINUMERIKServiceAssistance">https://sie.ag/MindSphere-ThirdParty_SINUMERIKServiceAssistance</a>.</p>
Changes to the Product Sheet and Specific Terms	<p>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 <a href="http://www.mindsphere.io/terms">www.mindsphere.io/terms</a>.</p>
Support	<p>Support for this application may be contacted via Industry Online Support (<a href="https://support.industry.siemens.com">https://support.industry.siemens.com</a>). Support is available in English and German.</p>
Registration at myRegistration Portal	<p>When using the option Machine Transparency, the identSNAPSHOT XML file will automatically be registered in the myRegistration Portal (<a href="http://myregistration.siemens.com/">http://myregistration.siemens.com/</a>) using the email address of the tenant administrator or optionally the email address entered for a subtenant in the application. For each update of the identSNAPSHOT XML file, the transmission of</p>

	the file will be automatically triggered. If access to your registered machines is needed, a myRegistration account can be created using email address which was used for registration of the identSNAPSHOT XML file.
Your responsibility for data	For the Machine Transparency option, you have to provide the information about the installed components within the identSNAPSHOT XML file. You must ensure that no data classified as sensitive will be transmitted.

## Export Control Regulations

Applicable for SINUMERIK Service Assistance application.

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.
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## Definitions

Asset	An Asset is the logical representation of a thing which can be a CNC controller like a SINUMERIK 828D/840D/ONE.
IdentSNAPSHOT XML file	The identSNAPSHOT XML file is an xml file that can be created on the supported SINUMERIK controller. It contains information about hardware, software licenses and general Information (e.g. MLFBs of all hardware components) of CNC Machines controlled by the SINUMERIK controller. For additional information on how to create the identSNAPSHOT XML file, please refer to the operating manual of SINUMERIK Service Assistance available on <a href="https://support.industry.siemens.com/cs/document/109780665/mindsphere-mindapp-sinumerik-service-assistance">https://support.industry.siemens.com/cs/document/109780665/mindsphere-mindapp-sinumerik-service-assistance</a> .
MindSphere Launchpad	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. 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.
General	All other capitalized terms in this document shall have the meaning given to them in the MindSphere Agreement.