

Manage MyMachines /Remote Package Product Sheet



The Insights Hub 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 Insights Hub application Manage MyMachines /Remote and selected Insights Hub 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://documentation.mindsphere.io/resources/html/manage-my-machine-remote/en-US/index.html>.

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 <https://documentation.mindsphere.io/resources/html/manage-my-machine-eu1/readme/en-US/index.html>

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.

Hardware	For a complete listing of devices compatible with this application, please reference the latest Manage MyMachines /Remote user documentation at https://support.industry.siemens.com and https://documentation.mindsphere.io/resources/html/manage-my-machine-eu1/readme/en-US/index.html
Web browser	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. The Manage MyMachines /Remote Insights Hub web application is supported through the use of HTML5 capable Internet browser.
Data access	To access and use the application, data stored in your existing Account (e.g. Base Environment or Insights Hub Capability Package Account) may be accessed by the application.

Description of Manage MyMachines /Remote Application

Register machines	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.
Manage remote sessions	Provides an overview of remote session information, e.g. date, duration, participants, transferred files and recorded sessions. Allows you to start a remote session for any Asset that has been registered for Manage MyMachines /Remote usage.
Start new session	Allows you to start a remote session for any Asset that has been registered for Manage MyMachines /Remote usage directly from the launch page.
Connectivity	Dependent on the communication agent that is been used to connect Assets. These Assets can be configured either in the Shopfloor Management App or in the Machine Agent Management.

Description of Insights Hub Resources

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

Base Environment	<p>The Base Environment provides you with a dedicated Account (also referred to as “Environment”) on Insights Hub. It enables you to login to your Account via the respective URL provided by us and is required for use of the application and Insights Hub Resources.</p> <p>The Base Environment includes 1 Admin User and provides you with the following administration tools available on the Insights Hub Launchpad:</p> <ul style="list-style-type: none"> • Usage Transparency: provides information regarding your consumption of Insights Hub Resources. • Agent Diagnostic: allows you to activate and deactivate agent logfiles and to access them. • Settings: allow managing Users, permissions, rights, roles, groups, Collaborations, and environment provider information. For every User, an individual login is required. Access policies are available only upon request. Insights Hub sales representative or Insights Hub Support to be contacted to enable use of access policies. • Asset Manager: use Asset Manager to onboard & offboard agents to your Account; to configure assets, asset types and aspect types; to manage the Sharing of assets under a Collaboration between Accounts using Cross-Tenancy.
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	<ul style="list-style-type: none"> • Upgrade: can be used to order available upgrades (incl. add-ons) to already Offerings; to get an overview of requested and completed upgrades; to manage pending upgrade requests (authorized Users only). <p>The Base Environment provides you with the following connectivity “Connect your Things” capabilities as well:</p> <ul style="list-style-type: none"> • To connect assets using own PC as a gateway with MindConnect Software Agent. • To connect individual hardware using MindConnect API services, MindConnect MQTT Services, MindConnect OPC UA PubSub Services and MindConnect Library. • To use MindConnect Hardware e.g. MindConnect Nano, MindConnect IoT2040, MindConnect IoT2050. • Zero touch onboarding using MindConnect OPC UA PubSub Services and MindConnect MQTT Services. • To maintain connected devices by using MindConnect Device Management Services. <p>For more information regarding Connect your Things capabilities, please refer to the Product Sheet for Insights Hub Capability Packages available at https://plm.sw.siemens.com/en-US/insights-hub/resources/product-sheets/.</p>
Additional Insights Hub Resources	<p>In addition to the Base Environment, the following Insights Hub Resources are included in the Manage MyMachines /Remote Package and its extensions:</p> <ul style="list-style-type: none"> • Asset Attributes • File Storage • Notifications Email • Notifications Mobile Push • Time Series Data Ingest Rate • Time Series Data Storage • Users <p>For general descriptions of the Insights Hub Resources listed above, please refer to the Insights Hub Glossary.</p>

Pricing Model	
Application subscription	Manage MyMachines /Remote Package
Fee	660 €/year ^{1,3} for 1 Asset
Billing cycle	Full amount in advance
The application subscription allows you access to the application Manage MyMachines/Remote for 1 Asset, including the Base Environment and Insights Hub Resources suitable to connect 1 Asset to the Platform.	
Manage MyMachines /Remote application	✓
Base Environment ²	✓
Asset Attributes	100
File Storage	5 GB
Notifications Mobile Push	1 000
Notifications Email	1 000
Time Series Data Storage	20 GB
Time Series Data Ingest Rate	0.2 KB/s
Users	10
Extension (for application and Insights Hub Resources)	Manage MyMachines /Remote Package Asset and Resources Activation (Monthly)

	Usage-based
	1 additional Asset and Resources
Fee	75 € ³ / month
Billing Cycle	Monthly in arrears
This extension provides you with 1 additional Asset and contains the following additional Insights Hub Resources suitable to connect 1 additional Asset to the Platform. Assets connected in Asset Manager can be enabled to Manage MyMachines Remote by using the Shopfloor Management Application available on the Insights Hub Launchpad.	
Asset Attributes	100 additional Asset Attributes
File Storage	5 GB additional File Storage
Notifications Mobile Push	1 000 additional Mobile Push Notifications
Notifications Email	1 000 additional Email Notifications
Time Series Data Storage	20 GB additional Time Series Data Storage
Time Series Data Ingest Rate	0.2 KB/s additional Time Series Data Ingest Rate
Users	10 additional Users
<p>¹⁾ For final pricing confirmation, please see Order; ²⁾ You can decide if a Base Environment 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 Environment) shall be added to an existing Account (Base Environment or Insights Hub Capability Package 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 Insights Hub Resources included in the various Packages will be combined under one Account; it is your responsibility to allocate the Insights Hub Resources to the various Packages according to your needs. The combination of Insights Hub Resources under one Account may lead to technical limitations in their https://plm.sw.siemens.com/en-US/insights-hub/resources/product-sheets/; ³⁾ If a price is displayed in a different currency (i) on the product detail page of Manage MyMachines /Remote Package on https://www.dex.siemens.com/industrial-iot/insights-hub-industry-solutions in your country of residence at the date of buying the application subscription or extension or (ii) in the Order, such displayed price will be charged.</p>	

General	
Subscription Term	<p>The standard Subscription Term for the application is 12 or 36 months, and extensions (excluding usage-based) are 12 months. The Subscription Term shall automatically renew if stated in the Order.</p> <p>Upon expiration of the Subscription Term for Manage MyMachines /Remote Package without renewal, Manage MyMachines /Remote Package Asset and Resources Activation (Monthly) 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.</p>
Co-term (renewal and termination)	<p>The Subscription Term for extensions (excluding usage-based extensions) will be co-termed with the Subscription Term of the application and therefore can be shorter than the standard Subscription Term.</p> <p>If an application subscription is terminated, the associated extensions will also be terminated at the same time.</p>
Extensions (usage-based)	<p>Any of the extensions (usage-based) described herein may be activated or deactivated at any time during a valid Subscription Term for Manage MyMachines /Remote Package.</p> <p>Upon activation and until deactivation of a usage-based extension described herein, the fee for the relevant extension is charged on a daily basis monthly in arrears. For further details about calculation of usage-based fees please refer to Usage-based Calculation Methods for Insights Hub Applications available at https://plm.sw.siemens.com/en-US/insights-hub/resources/product-sheets/.</p>
Service Level Agreement	<p>The Monthly Availability for Manage MyMachines /Remote application is 95 %. Monthly Availability is defined in the Cloud Services Support and Service Level Framework available on https://www.siemens.com/sw-terms/sla.</p>
Application use rights	<p>This application can be used as part of OEM Services as described in the Insights Hub Supplemental Terms available on www.siemens.com/sw-terms/supplements.</p>

Third-Party Terms	The Third-Party Terms for Manage MyMachines /Remote are made available via the following web link: https://www.sw.siemens.com/en-US/sw-terms/mindsphere-third-party-terms/ .
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 Offering 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 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.
Support	Support for this application may be contacted via Industry Online Support https://support.industry.siemens.com . Support is available in English and German.

Export Control Regulations

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

AL	N
ECCN	EAR99

Applicable for Insights Hub 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.
General	Unless otherwise indicated, capitalized terms used in this document shall have the meaning given to them in this document or elsewhere in the Agreement. You may also want to check our Glossary .

