

SINUMERIK Service Assistance Package Product Sheet



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 SUNUMERIK controller via MindSphere applications Manage MyMachines or via Industrial Connectivity Services (Brownfield Connectivity Gateway) 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: https://siemens.mindsphere.io/en/docs/ManageMyMachine.html Industrial Connectivity Services (Brownfield Connectivity Gateway): https://www.siemens.com/global/en/products/services/digital-enterprise-services/engineering-integration-services/industrial-connectivity-services.html .
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.
Data access	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.

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.

Description of MindSphere Resources

The following MindSphere resources ("MindSphere Resources") are included in the SINUMERIK Service Assistance Package or its extensions. These have been selected to ensure proper operation of SINUMERIK Service Assistance application.

Base Environment	<p>The Base Environment provides you with a dedicated Account (also referred to as "Environment") 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 Environment 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, and environment provider information. For every User, an individual login is required. Access policies are available only upon request. MindSphere sales representative or MindSphere 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. • 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. <p>To maintain connected devices by using MindConnect Device Management Services. For more information regarding Connect your Things capabilities,</p>
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	please refer to the Product Sheet for MindSphere Capability Packages available at https://siemens.mindsphere.io/en/docs/Product-Descriptions-Overview/MindSphere-Product-Sheets .
Additional MindSphere Resources	In addition to the Base Environment, the following MindSphere Resources are included in the SINUMERIK Service Assistance Package and its extensions: <ul style="list-style-type: none"> • Asset Attributes • File Storage • Subtenants • Users For general descriptions of the MindSphere Resources listed above, please refer to the MindSphere Glossary .

Pricing Model	
Application subscription	SINUMERIK Service Assistance Package Basic
Fee	See Order ¹
Billing cycle	Full amount in advance
SINUMERIK Service Assistance Package Basic contains access to the SINUMERIK Service Assistance application incl. Machine Transparency (for 1 Asset) 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.	
SINUMERIK Service Assistance application incl. Machine Transparency Module (w/o Machine Condition, Error Analysis)	✓
Base Environment ¹	✓
Subtenants	50
Users	100
Asset Attributes	100
File Storage	5 GB
Extension (for application)	SINUMERIK Service Assistance Package Machine Transparency Extension
Fee	See usage-based list ³
Billing cycle	Monthly in arrears
By activating the SINUMERIK Service Assistance Package Machine Transparency Extension, 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 extension can only be activated within the SINUMERIK Service Assistance application.	
SINUMERIK Service Assistance application: Module "Machine Transparency"	✓
Extension (for application)	SINUMERIK Service Assistance Package Machine Condition Extension
Fee	See usage-based list ³
Billing cycle	Monthly in arrears
By activating the SINUMERIK Service Assistance Package Machine Condition Extension, 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 extension can only be activated within the SINUMERIK Service Assistance application.	

SINUMERIK Service Assistance application: Module "Machine Condition"	✓
Extension (for application)	SINUMERIK Service Assistance Package Error Analysis Extension
Fee	See usage-based list ³
Billing cycle	Monthly in arrears
<p>By activating the SINUMERIK Service Assistance Package Error Analysis Extension, 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.</p> <p>This extension can only be activated within the SINUMERIK Service Assistance application.</p>	
SINUMERIK Service Assistance application: Module "Error Analysis"	✓
Extension (for MindSphere Resources)	SINUMERIK Service Assistance Package Industrial Connectivity Asset Extension
Subscription	
Fee	See Order ¹
Billing cycle	Full amount in advance
<p>This extension contains the following additional MindSphere Resources required to connect 1 additional SINUMERIK controller to SINUMERIK Service Assistance application via Industrial Connectivity Services (Brownfield Connectivity Gateway).</p>	
Users	100
Subtenants	10
Asset Attributes	100
Time Series Data Storage	10 GB
Time Series Data Ingest Rate	0.15 kB/s
Events ²	20 000
File Storage	5 GB
Extension (for MindSphere Resources)	SINUMERIK Service Assistance Package MMM Connectivity Asset Extension
Subscription	
Fee	See Order ¹
Billing cycle	Full amount in advance
<p>This extension contains the following additional MindSphere Resources required to connect 1 additional SINUMERIK controller to SINUMERIK Service Assistance application via Manage MyMachines (MMM).</p>	
Asset Attributes	50
Users	100
Subtenants	10
<p>¹) Subscription-based pricing is set forth in the Order; ²) You can decide if a Base Environment shall be created and provisioned to you as part of your Predictive Service Assistance Package or if the Predictive Service Assistance Package without a Base Environment shall be added to an existing 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 https://siemens.mindsphere.io/en/docs/Product-Descriptions-Overview/technical-limitations;³ Usage-based fees are set forth in the Price List for Offerings with Usage-based Fees available at https://siemens.mindsphere.io/en/docs/Product-Descriptions-Overview/usage-based.</p>	

General	
Subscription Term	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.
Co-term (renewal and termination)	The Subscription Term for extensions (excluding usage-based extensions) will be co-terminated with the Subscription Term of the application and therefore can be shorter than the standard Subscription Term. If an application subscription is terminated, the associated extensions will also be terminated at the same time.
Extensions (usage-based)	Any of the extensions (usage-based) described herein may be activated or deactivated at any time during a valid Subscription Term for SINUMERIK Service Assistance Package Basic. 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 MindSphere Applications available at https://siemens.mindsphere.io/en/docs/Product-Descriptions-Overview/app-usage-based-calculation .
Payment terms	The fee for SINUMERIK Service Assistance Package Basic subscription and for the SINUMERIK Service Assistance Package Industrial Connectivity Asset Extension and SINUMERIK Service Assistance Package MMM Connectivity Asset Extension subscriptions is fully charged in advance for the entire Subscription Term unless otherwise expressly provided in an Order. The fee for usage-based extensions is charged monthly in arrears, if the cumulated fee exceeds the threshold of EUR 200 equivalent. If the cumulated fee for the usage-based extension does not exceed the threshold of EUR 200 equivalent, the fee will not be charged.
Service Level Agreement	The Monthly Availability for this application is at least 95%. Monthly Availability is defined in the Cloud Service Support and Service Level Framework available at https://www.siemens.com/sw-terms/sla .
Exclusions	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.
Application use rights	This application can be used as part of OEM Services as described in the MindSphere Supplemental Terms available on www.siemens.com/sw-terms/supplements .
Third-Party Terms	The Third-Party Terms are made available via the following web link: https://siemens.mindsphere.io/en/docs/Product-Descriptions-Overview/Third-Party-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.
Registration at myRegistration Portal	When using the option Machine Transparency, the identSNAPSHOT XML file will automatically be registered in the myRegistration Portal (http://myregistration.siemens.com/) 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 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.
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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 https://support.industry.siemens.com/cs/document/109780665/mindsphere-mindapp-sinumerik-service-assistance .
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 .