

# Manage MyMachines /Remote Package Product Sheet



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://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://support.industry.siemens.com> and

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

	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 <a href="https://documentation.mindsphere.io/resources/html/manage-my-machine-remote/en-US/index.html">https://documentation.mindsphere.io/resources/html/manage-my-machine-remote/en-US/index.html</a> .
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 Mindsphere 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 MindSphere 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 MindSphere Resources	
The following MindSphere resources (“MindSphere 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 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"> <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: 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.</li> <li>• Asset Manager: use Asset Manager to onboard &amp; 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.</li> </ul>

	<ul style="list-style-type: none"> <li>• 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).</li> </ul> <p>The Base Environment provides you with the following connectivity “Connect your Things” capabilities as well:</p> <ul style="list-style-type: none"> <li>• To connect assets using own PC as a gateway with MindConnect Software Agent.</li> <li>• To connect individual hardware using MindConnect API services, MindConnect MQTT Services, MindConnect OPC UA PubSub Services and MindConnect Library.</li> <li>• To use MindConnect Hardware e.g. MindConnect Nano, MindConnect IoT2040, MindConnect IoT2050.</li> <li>• Zero touch onboarding using MindConnect OPC UA PubSub Services and MindConnect MQTT Services.</li> <li>• To maintain connected devices by using MindConnect Device Management Services.</li> </ul> <p>For more information regarding Connect your Things capabilities, please refer to the Product Sheet for MindSphere Capability Packages available at <a href="https://siemens.mindsphere.io/en/docs/Product-Descriptions-Overview/MindSphere-Product-Sheets">https://siemens.mindsphere.io/en/docs/Product-Descriptions-Overview/MindSphere-Product-Sheets</a>.</p>
Additional MindSphere Resources	<p>In addition to the Base Environment, the following MindSphere Resources are included in the Manage MyMachines /Remote Package and its extensions:</p> <ul style="list-style-type: none"> <li>• Asset Attributes</li> <li>• File Storage</li> <li>• Subtenants</li> <li>• Time Series Data Ingest Rate</li> <li>• Time Series Data Storage</li> <li>• Users</li> </ul> <p>For general descriptions of the MindSphere Resources listed above, please refer to the MindSphere <a href="#">Glossary</a>.</p>

<b>Pricing Model</b>	
Application subscription	Manage MyMachines /Remote Package
Fee	See Order <sup>1</sup>
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 MindSphere Resources suitable to connect 1 Asset to the Platform.	
Manage MyMachines /Remote application	✓
Base Environment <sup>2</sup>	✓
Asset Attributes	30
File Storage	20 GB
Subtenants	10
Time Series Data Storage	10 GB
Time Series Data Ingest Rate	0.2 KB/s
Users	10

Extension (for application and MindSphere Resources)	Manage MyMachines/Remote Package Asset and Resources Activation (Monthly)	Manage MyMachines/Remote Package Asset and Resources Activation (Yearly)
	Usage-based	Usage-based
	1 additional Asset and Resources	1 additional Asset and Resources
Fee	See usage-based list <sup>3</sup>	See usage-based list <sup>3</sup>
Billing cycle	Monthly in arrears	Yearly in advance
This extension provides you with 1 additional Asset and contains the following additional MindSphere 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 MindSphere Launchpad.		
Asset Attributes	30 additional Asset Attributes	
File Storage	20 GB additional File Storage	
Subtenants	10 additional Subtenants	
Time Series Data Storage	10 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	
<sup>1)</sup> Subscription-based pricing is set forth in the Order; <sup>2)</sup> 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 MindSphere 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 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 <a href="https://siemens.mindsphere.io/en/docs/Product-Descriptions-Overview/technical-limitations">https://siemens.mindsphere.io/en/docs/Product-Descriptions-Overview/technical-limitations</a> ; <sup>3)</sup> Usage-based fees are set forth in the Price List for Offerings with Usage-based Fees available at <a href="https://siemens.mindsphere.io/en/docs/Product-Descriptions-Overview/usage-based">https://siemens.mindsphere.io/en/docs/Product-Descriptions-Overview/usage-based</a> .		

General	
Subscription Term	The standard Subscription Term for the application is 12 or 36 months. The Subscription Term shall automatically renew if stated in the Order.
Enablement and disablement of Manage MyMachines /Remote Package Asset and Resources Activation (Yearly)	<p>Manage MyMachines /Remote Package Asset and Resources Activation (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 and Resources Activation (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 and Resources Activation (Yearly) will not automatically be extended after it expired and is deemed to be terminated.</p> <p>Once a disabled Asset is enabled again after the end of a valid Subscription Term for Manage MyMachines /Remote Package Asset and Resources Activation (Yearly), a new Subscription Term for Manage MyMachines /Remote Package Asset and Resources Activation (Yearly) starts and the fee will be applied again.</p>
Enablement and disablement of Manage MyMachines /Remote Package Asset and Resources Activation (Monthly)	<p>Manage MyMachines /Remote Package Asset and Resources Activation (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 and Resources Activation (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 and Resources Activation (Monthly) will not automatically renew after it expired and is deemed to be terminated.</p>

Payment Terms	<p>Fees for Manage MyMachines /Remote Package subscription are fully charged in advance for the entire Subscription Term unless otherwise expressly provided in an Order.</p> <p>Fees for Manage MyMachines /Remote Package Asset and Resources Activation (Yearly) are charged yearly in advance for each enabled Asset (first time in the month after the Asset has been enabled) for 1 year.</p> <p>Fees for Manage MyMachines /Remote Package Asset and Resources Activation (Monthly) are charged monthly in arrears for each enabled Asset (first time in the month after the Asset has been enabled) for maintenance of the application and for keeping the application up to date. The fee for Manage MyMachines /Remote Package Asset and Resources Activation (Monthly) is charged monthly in arrears, if the cumulated fee exceeds the threshold of EUR 200 equivalent. If the cumulated fee does not exceed the threshold of EUR 200 equivalent, the fee will not be charged.</p>
Trial	<p>Manage MyMachines Remote Package is available as a "Trial" version. Trial version provides you with 3 Assets and MindSphere Resources suitable to connect 3 Assets to the Platform.</p> <p>The Trial term and conditions are defined in the MindSphere Supplemental Terms available on <a href="http://www.siemens.com/sw-terms/supplements">www.siemens.com/sw-terms/supplements</a>.</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 <a href="https://www.siemens.com/sw-terms/sla">https://www.siemens.com/sw-terms/sla</a>.</p>
Application use rights	<p>This application can be used as part of OEM Services as described in the MindSphere Supplemental Terms available on <a href="http://www.siemens.com/sw-terms/supplements">www.siemens.com/sw-terms/supplements</a>.</p>
Third-Party Terms	<p>The Third-Party Terms for Manage MyMachines /Remote are made available via the following web link: <a href="https://siemens.mindsphere.io/en/docs/Product-Descriptions-Overview/Third-Party-Terms">https://siemens.mindsphere.io/en/docs/Product-Descriptions-Overview/Third-Party-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>

## 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.
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 <a href="#">Glossary</a> .