

Manage MyMachines /Remote

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.

Prerequisites

Subscriptions

A valid subscription to a MindAccess IoT Value Plan (Small/Medium/Large) is required.
Additionally, a valid subscription to the application Manage MyMachines is recommended. The usage of Manage MyMachines together with Manage MyMachines /Remote enables optimal service delivery by combining remote machine access with real-time alarm and status information.

Software

Client Software:

An installation of a software client is required on your CNC-Controller e.g. SINUMERIK 840D sl, SINUMERIK 828D, or SINUMERIK 840D sl with PCU / IPC (Windows 7 Embedded Standard, Windows 10). The latest client software is available via Manage MyMachines /Remote under separate terms and conditions that shall apply when installing the software (Manage MyMachines /Remote Service Client).

Operating Software from CNC - Controller:

The approved firmware versions for your CNC - Controller required to enable communication with your MindAccess Account and run the Manage MyMachines /Remote Client are listed in the user documentation available under <https://support.industry.siemens.com> and <https://mindsphere.io/docs> (under Apps section).

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| | Firmware versions not listed have not been tested for the Manage MyMachines /Remote Service Client 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://siemens.mindsphere.io/en/docs/apps . |
| 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. |

| Description | |
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| 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. |
| Application permissions | <p>Manage MyMachines /Remote is operated in a data center in Germany 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 MindAccess Account on your behalf: 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. |

| Pricing Model | | |
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| Fee | Base subscription | Operation and Update |
| Price per Asset | 0€ /year ¹ | 780 €/year (365 days) ¹ |
| Billing cycle | n/a | Yearly in advance |
| ¹ If a price is displayed in a different currency on the product detail page of Manage MyMachines /Remote 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. | | |
| Base subscription fee | The base subscription allows access to the application. | |

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| Usage-based fee for Operation and Update | Starting with the month the Asset is enabled for the application, the usage-based Operation and Update fee is charged yearly in advance for each enabled Asset for maintenance of the application and for keeping the application up to date. |
| Payment terms | The usage-based Operation and Update fee is charged to each enabled Asset yearly in advance (first time in the month after the Asset has been enabled) for 1 year. |
| Adaptation of fees | 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. Any Fee Change will only apply from the beginning of a renewed subscription or for “Evergreen” subscriptions one year after notification of the Fee Change. |

Specific Terms

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| Service Level Agreement | The Monthly Uptime Percentage for this 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 the Account of your MindAccess IoT Value Plan, 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. |

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| <p>Subscription Term for Operation and Update, termination</p> | <p>The Subscription Term for the Operation and Update is 1 year for each enabled Asset. Following expiration of the preceding Subscription Term for Operation and Update, the subscription automatically renews with a Subscription Term of 1 year unless you disable the respective Asset from your MindAccess Account.</p> <p>You may disable an Asset from the application at any time. In this case, the Subscription Term for Operation and Update 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 Operation and Update, a new Subscription Term for Operation and Update starts and the Operation and Update fee will be applied again as stated above.</p> |
| <p>Subscription Term for the base subscription, termination</p> | <p>The Subscription Term for the base subscription ends with termination by you or us. You may terminate your subscription to this application at any time.</p> <p>PLEASE NOTE: Upon your termination of the base subscription your Assets will be disabled with immediate effect and you cannot use this application any longer. You are not entitled to enable Assets after this termination. All fees paid by you to us are non-refundable.</p> <p>We may discontinue the operation of the application by giving you at least 1 year notice prior to the planned discontinuation date. You are not entitled to enable Assets after this notification. On the date of discontinuation, the Service is terminated and the regulations in the MindSphere Master Agreement regarding the effect of termination and post termination phase apply.</p> |
| <p>Manage MyMachines /Remote Service Client usage rights</p> | <p>We grant you the temporary and revocable right to download, install and run the Manage MyMachines /Remote Service Client to support a machine operator using the features of the application. This involves the restricted right to sublicense Manage MyMachines /Remote Service Client to machine operators, giving them the right to use the Service in order to assist them with troubleshooting their machine.</p> |
| <p>Obligations when using the Manage MyMachines /Remote Service Client</p> | <p>You are solely responsible for the correct configuration and use of the Manage MyMachines /Remote Service Client, ensuring that a Manage MyMachines /Remote Service Client 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).</p> |
| <p>Updates for Manage MyMachines /Remote Service Client</p> | <p>At our sole discretion, we will provide updates or safety patches for the Manage MyMachines /Remote Service Client 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.</p> |

Export Control Regulations

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| AL | N |
| ECCN | 5D992 |

Security Information

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| 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 MindAccess Account. |
| Encryption standard | TLS 1.2 for communication between Asset and MindAccess Account and Manage MyMachines /Remote server is used. |

Definitions

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| 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 | All other capitalized terms in this document shall have the meaning given to them in the MindSphere Agreement. |