



DMG NETSERVICE Checklist



Please complete this form in advance to the machine startup and send it back to your local DMG MORI Service Company.

A CUSTOMER

Company Name (if known – DMG Customer Number)

B MACHINE

Order-, project- or machine number

Machine type

C DMG NETSERVICE

Connection of the machine to DMG Netservice wanted? Yes No

D CONTACT PERSON

CARRIER

Name

Phone

IT-DEPARTMENT

Name

Phone

E REQUIREMENTS FOR INSTALLATION/STARTUP

- Connection of the machine to the network is prepared.
- UDP ports 500 und 4500 are open for outgoing traffic.
- Member of IT is scheduled to attend installation/startup.

Please send this Checklist before the planned startup date of the machine to your local DMG MORI Service Company.

Date, Signature



WHAT IS DMG NETSERVICE?

DMG Netservice is a remote support tool based on VPN (Virtual Private Network) that is supposed to facilitate the direct analysis of problems and technical support on DMG MORI machines. This tool has been included in the standard option for all DMG MORI Machines delivered since 2010, if the CNC-controls of these machines are compatible. There are two versions of DMG Netservice available:

- On Board: Installation and handling directly on the CNC-Control of the Machine. This is only possible on CNC-controls based on Windows operating system.
- Client: Installation and handling on an external computer. This is possible for all CNC-controls.

WHAT ARE THE ADVANTAGES OF DMG NETSERVICE?

- Direct analysis and support in case of technical problems.
- Increase of machine availability by online elimination of problems.
- Increase of machine availability by decreasing on site expenses due to improved error analysis before the visit.

WHAT DOES DMG NETSERVICE COST?

Installation support during the startup of the machine will be free of charge if all requirements are fulfilled according the checklist. During the warranty period of the machine, the usage of DMG Netservice is also free.

After warranty period, the costs amount to €25 (plus VAT) per month and machine. Your local DMG MORI service company will invoice this per year in advance.

For further information, please go to www.dmgnetservice.de.



HOW DOES DMG NETSERVICE WORK TECHNICALLY?

Functions of the different types:

- On Board: When required, your employee can start a VPN client software which will establish a direct VPN-Connection from the CNC-Control of the machine to DMG MORI Service.
- Client: When required, a VPN-Connection can be established (and later disconnected) through the DMG-Netservice Client software for every machine that is configured in this software..
After such a VPN-Tunnel is established, the DMG Netservice Client will forward all traffic to the control of the machine that the tunnel was established for.

Technical requirements:

- Computer with installed DMG Netservice Client, network connection and working TCP/IP connection (only for type “Client”)
- CNC Control connected to the network and working TCP/IP connection.
- Open ports for outgoing connection to the internet (UDP/500 and UDP/4500)

Connection Details:

- Type of connection: VPN
- Protocol: IPSEC via Ports UDP/500, UDP/4500
- Destination address: netservice-pf.gildemeister.com (80.157.148.139)
- Encryption: AES256
- Transferred Data: When establishing the connection, initially only the machine’s serial number will be transferred to DMG MORI. Once the connection has been set up successfully and a DMG service engineer is connected to the machine, all screen contents are transferred until the connection is separated again.

Other possibilities:

A successful connection to DMG Netservice can only be granted by using one of the described possibilities. All other technical ways of connecting DMG MORI Service with the CNC-Control of the machine need a detailed technical and organizational clarification in advance. We reserve the right to charge for the realization of special requests.