

easyConnect - Platform

Service certificate: Data Visualisation

1. Validity of this service certificate

This service certificate ("service certificate" or "SC" for short) only applies to the use of Weidmüller's easyConnect Plattform with the service "Data Vis". It is only valid in conjunction with the easyConnect [Service Level Agreement](#) as well as the "Service Certificate Technical Operation" and the "Service Certificate Support" or an individual framework agreement; these regulate the general provisions of the service agreement on which this service certificate is based.

The licence package Data Visualisation S, M, L can be requested and subsequently purchased in the licence area of the easyConnect platform or via Weidmüller Sales. The validity is 12 months from sending the licence certificate. The licence package cannot be terminated prematurely and expires automatically after 365 days. No automatic renewal is provided.

Other forms and contracts can only be requested via the Weidmüller sales department.

2. Contact person

When you register to easyConnect, you will be assigned the role of an admin user. Through the registration you provide Weidmüller with an e-mail address and a telephone number. We will use the admin user as the general contact person.

3. Subject of this service certificate

The subject of this service level agreement is the provision of the "Data Visualisation (Data Vis)" service on the easyConnect cloud platform, as well as easyConnect platform services that are required for productive use of "Data Visualisation (Data Vis)", such as

- Services for cloud-based acquisition, storage and processing of industrial time series data
- Services for the management of assets and devices as well as data processing and administration in their context (asset information, device information, other data associated with the objects)
- Services for the visualisation of time series data

The scope of the services mentioned relates exclusively to the services operated in the easyConnect cloud platform. All functionalities outside the easyConnect cloud platform are explicitly excluded. Other services that are required, for example, for data collection at the EDGE level or for data transmission are not covered by this service certificate.

The services described in this service certificate for data acquisition by the customer can only be guaranteed for compatible Weidmüller hardware and software.

When using easyConnect services and transferring data to them, the customer agrees to data processing by Weidmüller.

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The customer is solely responsible for the data provided.

Weidmüller does not guarantee any success in the use of the services by the customer.

Weidmüller reserves the right to change the scope of services at any time. In the event of disadvantageous changes, you will be informed in good time.

4. Service contents

Services for cloud-based acquisition, storage and processing of industrial time series data:

- Device Management:
 - IoT Connectivity
- Telemetry Data Hub
 - Time series data storage

Services for the visualisation of time series data:

- Data Vis Metric Overview
- Data Vis Chart
- Data Vis Live Monitor
- Data Vis Dashboard

The functional scope of these services is always defined by the current implementation status. The aggregation options, time grids and visualisation periods available in the current implementation status always apply. There is no guarantee that all received data can be visualised completely and without gaps.

The loading time for visualisations and data is based on the "best effort method". There is no entitlement to a specific latency time between recording, querying and display in the interface.

Basic services for managing users, devices and assets:

- User management
 - incl. authentication and authorisation management
- Device management
- Asset management

5. Service features and variants

This service certificate applies to Data Vis Basic licence packages with the following versions and parameters:

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Parameters	Definitions	Affected service	Trial	S	M	L
User Count per Tenant	Maximum number of users in a tenant that have the status "Pending" or "Active"	User Management	10	UNLIMITED	UNLIMITED	UNLIMITED
Device Count per Tenant	Maximum number of devices that can be created in a tenant	Device Management	3	UNLIMITED	UNLIMITED	UNLIMITED
Asset Count per Tenant	Maximum number of asset structures and individual asset nodes	Asset Management	UNLIMITED	UNLIMITED	UNLIMITED	UNLIMITED
Maximal Metric Count	Maximum number of time series metrics that are saved for a tenant.	Telemetry Data Hub	20	100	500	1000
Data Point Count	Maximum number of time series values that are saved for a tenant.	Telemetry Data Hub	10.000.000	316.000.000	1.577.000.000	3.154.000.000
IIoT Connector Count	Maximum number of IIoT EDGE connections	Device Management	3	UNLIMITED	UNLIMITED	UNLIMITED
Data Vis Additional Concurrent Viewer Count	Users who call up a data visualisation at the same time. Three (3) concurrent Data Vis users are automatically assigned to the tenant. Each licence brings additional concurrent users in the specified quantity.	Data Visualisation	0	1	1	1

Licence packages with corresponding parameters are only ever valid for one tenant and are not transferable between tenants.

When purchasing multiple licence packages, all parameters in the table are additive. The validity of the parameters is limited by the validity of the corresponding licence packages. The lifespan of the data concerned is regulated by Data Lifecycle Management (see below).

The licence parameters are monitored by Weidmüller. Weidmüller is authorised to take passive and active measures if the parameters are exceeded or not adhered to.

Additional framework conditions (not additive and generally valid for the easyConnect cloud platform):

- Maximum data ingress speed: 1 value/metric/sec (a recommended speed results from the acquired number of data points divided by the number of metrics)
- Data Vis storage (Data Vis master data): 100 MB
- Number of widgets/controls in the Data Vis services are limited

Period of use

- Trial: 90 days
- S, M, L: 365 days

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Data life cycle management

- Maximum accepted age of a timestamp of incoming time series data: 3 days
- Maximum storage duration for time series data: licence period (1 year as standard), see next section for details
- Maximum storage duration for master data of included services: licence period (1 year as standard)
- Maximum storage duration for Tenant master data: limited to the period of use as an active tenant

Data life cycle management for time series data

All recorded or generated time series data for IoT metrics is stored for at least the duration of the licence (1 year as standard). After one year, the data can be stored and visualised for longer, provided that the entire data volume available in the tenant remains fully covered by licences at all times.

Data storage beyond 1 year is neither an additional licence nor an additional contract/agreement between the customer and Weidmüller. This means that the standard licence definition, the licence life cycle and the tenant life cycle as described in this chapter apply. The customer is responsible for the necessary licence coverage. Weidmüller is not obliged to retain data that is not covered by licences or protected by a grace period.

No correction or deletion functions are provided for data once it has been recorded.

Access to the data is only granted via the platform and the services available there; there is no entitlement to other types of access or individual provision.

Expiry of the last Data Vis licence (but there are still other licences in the tenant)

After the last "Data Vis Basic" licence expires, a grace period of 45 days is granted. The data is then deleted.

Expiry of the last licence in the tenant

After expiry of the last licence in the tenant, a grace period of 45 days is granted, after which all data belonging to the tenant becomes inaccessible and is automatically deleted as soon as possible.

In case of test licences, premature termination of the contract or improper use of the services, breach of contract or violations of applicable laws, Weidmüller reserves the right to restrict access to data or delete it outside the specified cycles without prior notice.

Cloud ingress of IoT messages "EDGE to CLOUD"

The transmission of messages and their efficiency in the easyConnect cloud platform is the responsibility of the EDGE hardware and software used by the customer. The number of messages that a device sends to the cloud is not generally limited. There is a technical limit for the maximum message size.

If an EDGE device becomes conspicuous (e.g. with a prolonged high rate of messages or connection setups, etc.), Weidmüller is permitted to take active protective measures to ensure the general availability of the easyConnect cloud platform. This can lead to a permanent shutdown of the connection of the conspicuous device to the easyConnect cloud platform. It is also possible to block individual IP addresses or entire network areas. Such measures do not require the customer's consent.

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If a metric with a prolonged update/write speed of values above 1 value per second is conspicuous, the easyConnect cloud platform is authorised to take automatic measures. Weidmüller is authorised to request software on connected devices to reduce the speed both temporarily and permanently. Furthermore, measures such as the permanent shutdown of a metric or discarding of data (data loss) can be used to enforce and secure the maximum data rate.

Grace period for the acceptance of IoT data

The timestamp is the recording time of the process value of a metric in the EDGE and not the timestamp of a message that was transmitted. Only values of a metric that are no more than 3 days in the past or 1 day in the future are accepted. There is no provision for writing updates of a value with the same time stamp.

To cover slight fluctuations in time synchronisation, we allow a period of 1 day in the future. In principle, the easyConnect cloud platform expects correct time synchronisation of all relevant devices and software operated in the EDGE.

All timestamps can only be processed and displayed in the format of the UTC time zone; a conversion is not possible during ingress into the easyConnect cloud platform.

Metrics and devices

Devices are created and connected manually in the easyConnect cloud platform by the user.

A function for the manual creation of metrics in the easyConnect cloud platform is not provided. Metrics are created and managed in the EDGE and automatically created in the easyConnect cloud platform in the device context.

A function for physically deleting metrics is not provided.

A function for physically deleting devices is provided. When a device is deleted, the assigned metrics are physically deleted and can not be restored.

Cloud Egress

Limited export function (export of visualised data) is integrated in the Data Vis Chart service. General export functionality is excluded from this service certificate.

IoT message

The following metrics / formats can currently be transmitted from the EDGE to the easyConnect cloud platform

- String
- Boolean
- Numerical

Messages must comply with the Weidmüller Metric Model (MeMo) and additional hardware and software from Weidmüller is required for transmission, which is not part of this service certificate.

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The transmission of a "string" data format is limited to 68 characters.

The following objects cannot currently be transmitted from the EDGE to the easyConnect cloud platform: events, alarms, warnings, etc.

The purpose of a metric definition is static metadata and is not used to transfer process information.

6. Cooperation obligations of the client

Refer to "Service Certificate Technical Operation" and "Service Certificate Support".

7. Conditions that deviate from the general terms of service

Data loss outside easyConnect: No responsibility is accepted for data loss outside the platform.

Availability: The services of the Data Vis service certificate are provided as part of the easyConnect platform. If the Data Vis service is not provided due to non-availability of the required services, this time is considered downtime. The customer must pro-actively provide evidence of such downtime.

Defects in data processing and/or storage: If errors occur in calculations, data gaps or losses in the context of data processing and/or storage, this shall constitute a deficiency in performance. Weidmüller will not recover or correct data retrospectively and does not owe any compensation. For the period of the defects, this time can be claimed as downtime. In the case of non time series data, a full minute in which it was processed incorrectly shall be deemed to be a period of time; in the case of consecutive time series data – the period of a faulty sequence of data.

When calculating the time periods, the correct processing of data for the same tenant in the same time period must be taken into account and set in proportion. (If only 10% of the data is faulty, the calculated downtime is to be reduced to 1/10).

The customer must prove, without being asked, that Weidmüller caused the defects and that the database provided by him was free of defects.

Weidmüller stores data for the provision of services and data processing. There is no entitlement to specific security measures (backup, restore), including individual backups. Measures of this kind on the part of Weidmüller serve exclusively to ensure its own service availability.

The definition for the calculation of availability, as well as possible value claims regarding proven downtime, is defined in the document "Allgemeine Servicebedingungen für alle Module der Plattform easyConnect".

Change history:

Changes were made on these dates:

01.07.2024: Initial version