Product Change Notification

MultiConnect® rCell 100 Series Cellular Routers

mPower™ Edge Intelligence Update
mPower MTR 6.0.0 Now Available

Date: August 16, 2022

Product Change Notification (PCN) Number
PCN 08162022-001 (MTR - mPower)

Overview
Starting in September 2022, MultiConnect® rCell (MTR) shipments will include an updated version of the mPower™ MTR operating system:

- mPower MTR 6.0.0

The latest version, mPower MTR 6.0.0 includes new features and enhancements to the DeviceHQ® interface, cellular hardware support, Modbus protocols, user interface, and networking and security features.

mPower Software Release Notes can be downloaded: < here >

Schedule
- Starting in September 2022, MultiTech will begin shipping the MultiConnect rCell with mPower MTR 6.0.0
- See model numbers impacted for details
- See Schedule for Date of Manufacture details

Suggested Action Plan
Customers
1. Recognize that MultiConnect rCell device shipments starting in September 2022 will include an updated version of mPower
2. Evaluate and approve the updated mPower version
3. Additional information
    - Technical inquiries: support.multitech.com
    - Sales inquiries: email sales@multitech.com

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Distributors

- Forward this announcement to others in your organization who are actively involved in the sale or support of cellular routers
- Notify existing customers that MultiConnect rCell devices are now shipping with an updated version of mPower software
- Encourage customers to evaluate the new mPower version in their environment

mPower MTR 6.0.0 Overview

mPower MTR 6.0.0 includes several new features and feature enhancements. For example:

- Downgrade protection that protects users from installing a version of mPower that is incompatible with their device
- Improved cellular radio performance on AT&T networks
- Modbus slave and Modbus RTU/FCP gateway improvements designed to allow for serial port improvements and future improvements
- User interface improvements due to use of material icons and updated device images
- Updates to the operating system components
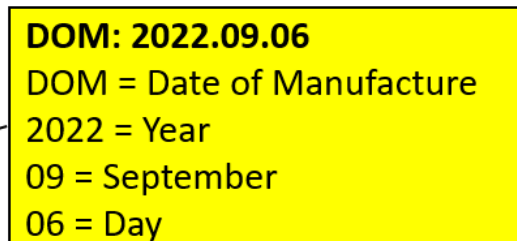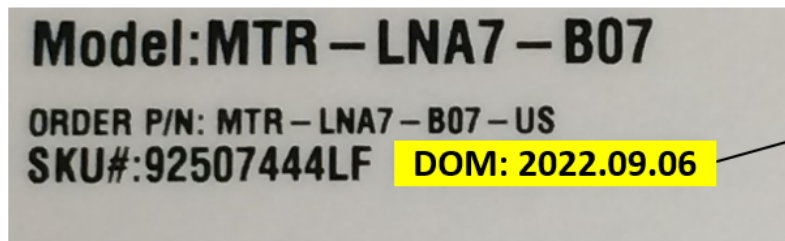- Networking updates that improve WAN/LAN connectivity

mPower Software Release Notes can be downloaded at:

https://www.multitech.com/documents/publications/sales-flyers/mPower%20Software%20MTR%206.x.x%20for%20rCell%20Routers.pdf

Schedule

MultiConnect rCell devices with mPower MTR 6.0.0:

- Manufacturing: Starting September 2022
  - Date of Manufacture: Starting September 6, 2022
  - See model numbers impacted for details
  - Identifying Date of Manufacture (chassis label)

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Models Impacted (mPower MTR 6.0.0)

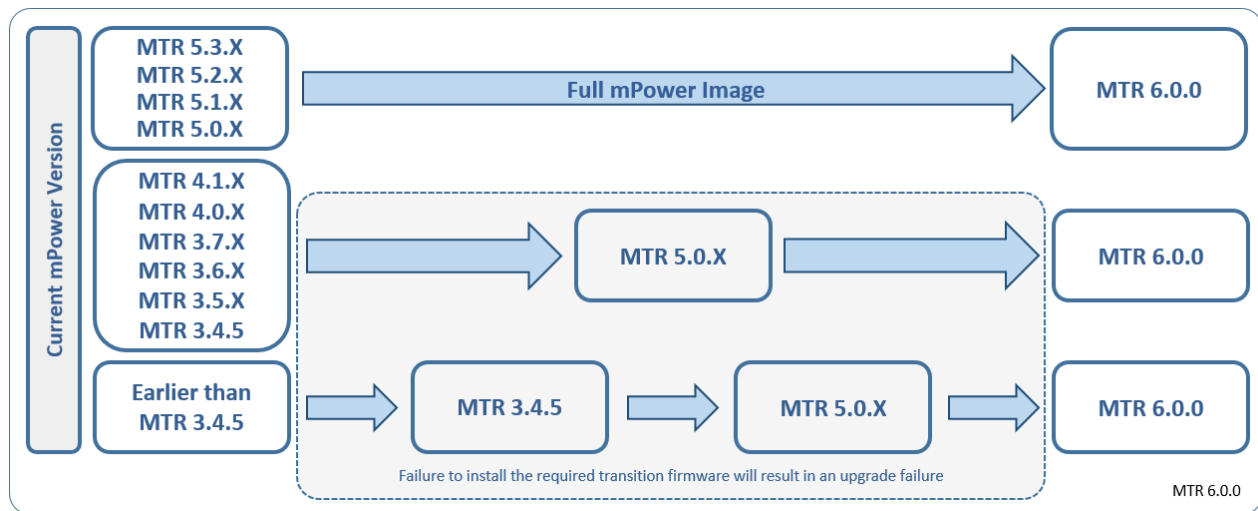The following ordering part numbers are impacted by mPower MTR 6.0.0:

MultiConnect rCell 100 Series Cellular Router

- MTR-L4G1 models
- MTR-LEU7 models
- MTR-LNA7 models
- MTR-MNG2 models

Upgrade Process (mPower MTR 6.0.0)

To install mPower MTR 6.0.0, the MTR device must be upgraded to mPower 5.0.0 or higher. Customers that are running earlier versions of mPower should use the following upgrade process.

Differential mPower images are not available for mPower MTR 6.0.0

Using an old configuration file on new MTR devices may result in the new devices becoming non-functional.
To successfully update new MTR devices, create separate configuration templates for each type of MTR device:

- Hardware version (MTRV1-0.3, MTRV1-0.4)
- Cellular radio (-L4G1, -LNA7, -LEU7)
- mPower version (mPower MTR 5.3.5, mPower MTR 5.3.6s-s1, mPower MTR 6.0.0)

When upgrading a device fleet:

1. Upgrade the mPower version on one device
2. Modify the user-specific configuration settings
3. Perform in-house testing and adjust settings if necessary
4. Use the newly developed configuration file as part of field updates when the new version of mPower is widely deployed

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mPower Edge Intelligence Overview

mPower™ Edge Intelligence is MultiTech's embedded software offering delivering programmability, network flexibility, enhanced security and manageability for scalable Industrial Internet of Things (IIoT) solutions. mPower Edge Intelligence simplifies integration with a variety of popular upstream IoT platforms to streamline edge-to-cloud data management and analytics, while also providing the programmability and processing capability to execute critical tasks at the edge of the network to reduce latency, control network and cloud services costs, and ensure core functionality – even in instances when network connectivity may not be available.

Additional Information

If you have any questions regarding this Product Change Notification, please contact your MultiTech sales representative or visit the technical resources listed below:

Software Release Notes, mPower MTR 6.x.x

> https://www.multitech.com/documents/publications/sales-flyers/mPower%20Software%20MTR%206.x.x%20for%20rCell%20Routers.pdf

Downloads:
- Visit www.multitech.com/brands/multiconnect-rcell-100-series
- Locate and select the correct model number from the Product Listing
- Visit the DOWNLOADS tab for the list of available firmware downloads

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MultiTech Security Advisories www.multitech.com/landing-pages/security

MultiTech monitors industry news and announcements to identity security issues that may impact our devices and operating systems and strive to provide the information and tools to keep your deployments secure and online.

MultiTech Developer Resources www.multitech.net

An open environment where you can ask development related questions and hear back from MultiTech engineering or a member of this community.

Knowledge Base http://www.multitech.com/kb.go

Immediate access to support information and resolutions for all MultiTech products.

MultiTech Support Portal support.multitech.com

Create an account and submit a support case directly to our technical support team.

MultiTech Website www.multitech.com

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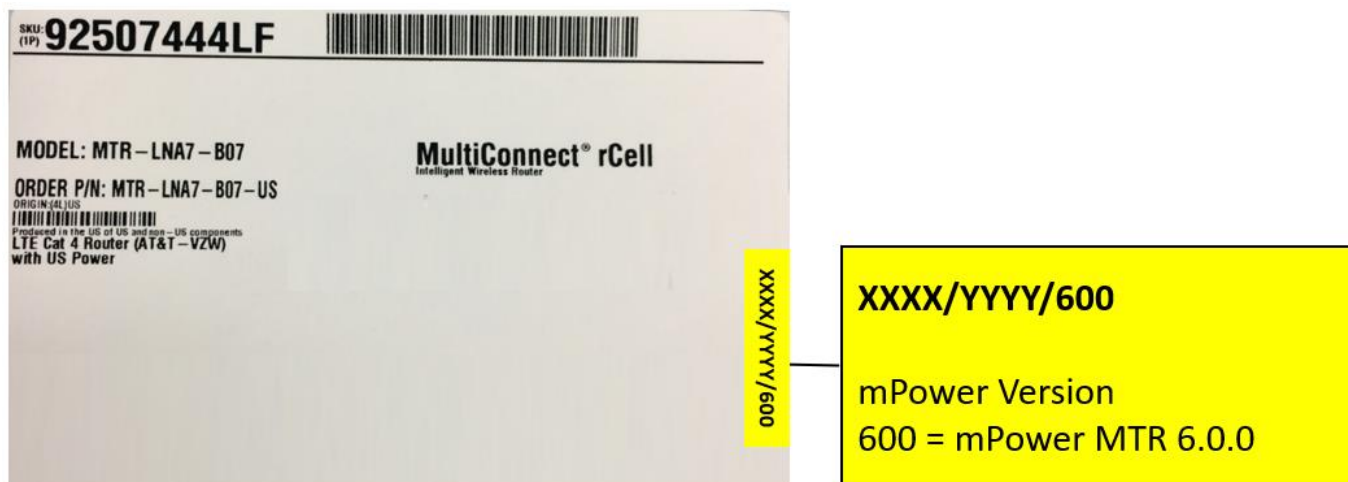
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ATTACHMENT I
Identifying mPower Version

There are multiple ways of identifying the mPower version on an MTR device:

1. **Product Packaging**
   The carton label for each MTR device includes an indication of the mPower version included.

2. **mPower User Interface**
   - The Homepage (dashboard) displays a summary of the configuration settings for the MTR device
   - Device-Firmware: mPower Edge Intelligence version

3. **DeviceHQ**
   - MultiTech DeviceHQ is a cloud-based toolset for managing the latest generation of MultiTech devices, including the MTR devices.
   - On the **DeviceHQ Device Page**, ensure that the "Firmware" field is chosen as a column selection
   - For all MTR devices assigned to the account, the mPower version will be displayed

4. **API Command**
   The MTR uses RESTful JSONAPI for managing configurations, polling statistics, and issuing commands.
   Executing the following API command will return the mPower version of the MTR device:
   - API Command: https://192.168.2.1/api/system/firmware
   - Instructions:
     1. Log into the MTR device using a web browser
     2. Open a new tab and enter https://192.168.2.1/api/system/firmware
        o Command is case sensitive
        o Change the device IP address if necessary
     3. Press Enter
     4. MTR device returns the following. In this example, the mPower version is mPower MTR 6.0.0:
        "code": 200
        "result": "6.0.0"
        "status": "success"

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Revision History

Version	Author	Date	Change Description
-001	DT	08/16/2022	Original version

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