**Product Change Notification**
**Software Release Notice**

# MultiConnect® rCell 100 Series Cellular Router

# New Firmware Available
# mPower™ Edge Intelligence



Date:  March 4, 2020

**Product Change Notification Number**
PCN 03042020-MTR-001

## I. Overview

MultiTech announces new firmware for the MultiConnect® rCell (MTR-xx) Cellular Routers.
The purpose of this Product Change Notification is to:

1. Alert customers that updated code is available for evaluation
2. Provide customers important information on the model numbers impacted and the schedule for final release

New firmware version: MTR 5.1.4

## II. Schedule

The latest version of mPower™ Edge Intelligence firmware for MTR-xx LTE Category 3, 3G-HSPA+, and 3G-HSPA models is available for customer evaluation and final release.

- Downloadable Version
  - Availability: March 2020
  - Visit https://www.multitech.com/brands/multiconnect-rcell-100-series
  - Select the model number you are interested in. In the DOWNLOADS section you can select MTR 5.1.4 and download
- Manufacturing
  - See Models Impacted for details on when MTR 5.1.4 will be available for different versions of the MultiConnect rCell
- DeviceHQ®
  - Cloud-based IoT Device Management
  - MTR 5.1.4  Availability: March 2020
  - https://www.devicehq.com/sign_in

## III. mPower™ Edge Intelligence

mPower™ Edge Intelligence is MultiTech's embedded software offering, building on the popular application enablement platform, to deliver 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.

In response to evolving customer security requirements, mPower Edge Intelligence incorporates a host of security features including signed firmware validation, enhanced firewall and VPN settings, secure authentication and more.

## IV. MultiConnect rCell Models Impacted

The following MultiConnect rCell models are impacted by these firmware updates:

| MultiConnect rCell Hardware Description | Model | Status |
|---|---|---|
| 4G - LTE Category 3 | MTR-LEU1, MTR-LAT1, MTR-LVW2 | Near-End-Of-Life |
| 3G-HSPA+ | MTR-H5 | Active |
| 3G-HSPA | MTR-H6 | Active |

For a specific list of the ordering part numbers impacted, reference Ordering Part Numbers Impacted

## V. MTR 5.1.4 Overview

| Model Name | Current Firmware Version | NEW Firmware Version |
|---|---|---|
| **MultiConnect rCell** | MTR 5.0.0 MTR 5.1.1 | MTR 5.1.4 |

**Minimum System Requirements (MTR 5.1.4)**

To install MTR 5.1.4 firmware, the MultiConnect rCell must have the proper firmware version:
- Firmware version MTR 5.0.0 or MTR 5.1.1
- If running a firmware version lower than MTR 3.4.5, please install MTR 3.4.5 before loading firmware version MTR 5.1.1

**Bug Fix (MTR 5.1.4):**

Firmware version MTR 5.1.4 includes the following bug fix:
1. Modbus Support: In firmware version MTR 5.1.1, a bug was introduced that prevented the Modbus gateway code from executing, leading to the feature not working at all. This issue has been corrected in MTR 5.1.4.

## VI. Upgrading MTR Firmware

    a. At any time in the upgrade process, customers can send an email to support@multitech.com or call +763-717-5863.

    b. It is recommended that customers backup their configuration before performing an upgrade.
- If the firmware upgrade fails, or it does not show the login page again, wait an additional 10 minutes.
- Power off and on the MTR and log into the MTR using the web interface to check the version.
- If the version does not show the latest, then the upgrade was not successful.
- Try to perform the firmware upgrade again by repeating all the steps.

    c. To upgrade firmware using the MTR Web User Interface, firmware version MTR 5.1.1 must be installed.
- If firmware version is earlier than MTR 3.4.5, first upgrade to firmware version MTR 5.0.0 or MTR 5.1.1 and then upgrade to firmware version MTR 5.1.4.

    d. Instructions:
1. Save the firmware binary file to a directory on your workstation.
2. Using the workstation browser, enter the IP address of the MTR (i.e. http://192.168.2.1).
3. Login with admin user and enter the admin password.
4. Click "Administration" tab on left side menu bar.
5. Click "Save/Restore".
6. Click "Save Configuration to File" to save a backup file. A popup window will appear.
7. Select "Save File" and click "OK" button.
8. Now click "Firmware Upgrade" tab on left side menu.
9. This version of firmware has a Firmware Validation option. Review the Firmware Upgrade Help for further information.
10. Click the Browse button and select the latest version of BIN file
    rcell-mtr-upgrade_5.1.4.bin (non-LTE)
    or
    rcell-mtrv1-upgrade_5.1.4.bin (LTE).
    Use the respective -signed upgrade file based on Firmware Validation option.
11. Click the "Start Upgrade" button. Confirm the 10 minute "OK" button.
12. Wait for the unit to upgrade and reboot automatically.
13. Again, browse to the IP address, login and verify the Home Page indicates the correct version, 5.1.4.

## VII. Ordering Part Numbers Impacted

The following products and ordering part numbers are impacted by these updates:

| Model Name | Ordering Part Numbers | Release Date |
|---|---|---|
| **MultiConnect® rCell LTE Category 3 Routers** | MTR-LAT1-B07<br>MTR-LAT1-B07-US<br>MTR-LAT1-B08<br>MTR-LAT1-B08-US<br>MTR-LVW2-B07<br>MTR-LVW2-B07-US<br>MTR-LVW2-B08<br>MTR-LVW2-B08-US<br>MTR-LEU1-B07<br>MTR-LEU1-B07-EU-GB<br>MTR-LEU1-B08<br>MTR-LEU1-B08-EU-GB | Product Status: Near-End-Of-Life<br><br>Products must be individually updated by the customer using information on www.multitech.com<br><br>or<br><br>using DeviceHQ https://www.devicehq.com/sign_in |
| **MultiConnect® rCell 3G-HSPA+ Routers** | MTR-H5-B07<br>MTR-H5-B07-US-EU-GB<br>MTR-H5-B08<br>MTR-H5-B08-US-EU-GB<br>MTR-H5-B09<br>MTR-H5-B09-US-EU-GB<br>MTR-H5-B10<br>MTR-H5-B10-US<br>MTR-H5-B10-HZ | Product Status: Active<br><br>Products shipping from MultiTech will begin shipping with firmware version MTR 5.1.4 in April 2020<br><br>Products can be individually updated by the customer using information on www.multitech.com<br>or<br>using DeviceHQ https://www.devicehq.com/sign_in |
| **MultiConnect® rCell 3G-HSPA Routers** | MTR-H6-B16<br>MTR-H6-B16-EU<br>MTR-H6-B16-GB<br>MTR-H6-B18<br>MTR-H6-B18-EU<br>MTR-H6-B18-GB<br>MTR-H6-B19 | Product Status: Active<br><br>Products shipping from MultiTech will begin shipping with firmware version MTR 5.1.4 in April 2020<br><br>Products can be individually updated by the customer using information on www.multitech.com<br>or<br>using DeviceHQ https://www.devicehq.com/sign_in |

## VIII. MultiConnect® rCell® 100 Series Intelligent Cellular Routers

The MultiConnect rCell is a compact, intelligent and fully-featured communications platform that provides cellular capabilities for fixed and mobile applications. It is intended for use in settings such as:

- Remotely monitoring solar micro-inverters, tanks, pipelines, meters, pumps and valves in any energy, utility, or industrial application.
- The MultiConnect rCell 100 Series family has also been successfully deployed by professionals in emergency services, vending, remote patient monitoring, renewable energy systems, process automation and mobile applications (truck, rail, and boat).

The MultiConnect rCell 100 Series (MTR-xx) of cellular routers are a part of the MultiTech comprehensive portfolio of cellular connectivity products optimized for M2M (machine-to-machine). The MultiConnect rCell comes with no cost access to DeviceHQ® which is MultiTech's cloud platform service to monitor and manage deployed MultiConnect rCell cellular routers in the field.

## IX. Additional Information

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

**World Headquarters – U.S.A.**
+1 (763) 785-3500 | sales@multitech.com

**EMEA Headquarters – UK**
+(44) 118 959 7774 | sales@multitech.co.uk

For additional information on MultiTech mPower™ Edge Intelligence Software, please visit:

**Knowledge Base:**
http://www.multitech.com/kb.go
Immediate access to support information and resolutions for all MultiTech products.

**MultiTech Support Portal:**
https://support.multitech.com/support/login.html
Create an account and submit a support case directly to our technical support team.

**MultiTech Website:**
www.multitech.com