

MTR6, MTR5, MTE, MTE2 and MTCAPW Device management using DeviceHQ (v5)

Section 1.0 – Sign up with DeviceHQ and Setup MTR6/MTR5/MTE/MTE2/MTCAPW to communicate with DeviceHQ

Section 2.0 – DeviceHQ push firmware update to device

Section 3.0 – DeviceHQ push configuration file update to device

Section 4.0 – DeviceHQ request device upload its log file

Section 5.0 – DeviceHQ request device reboot

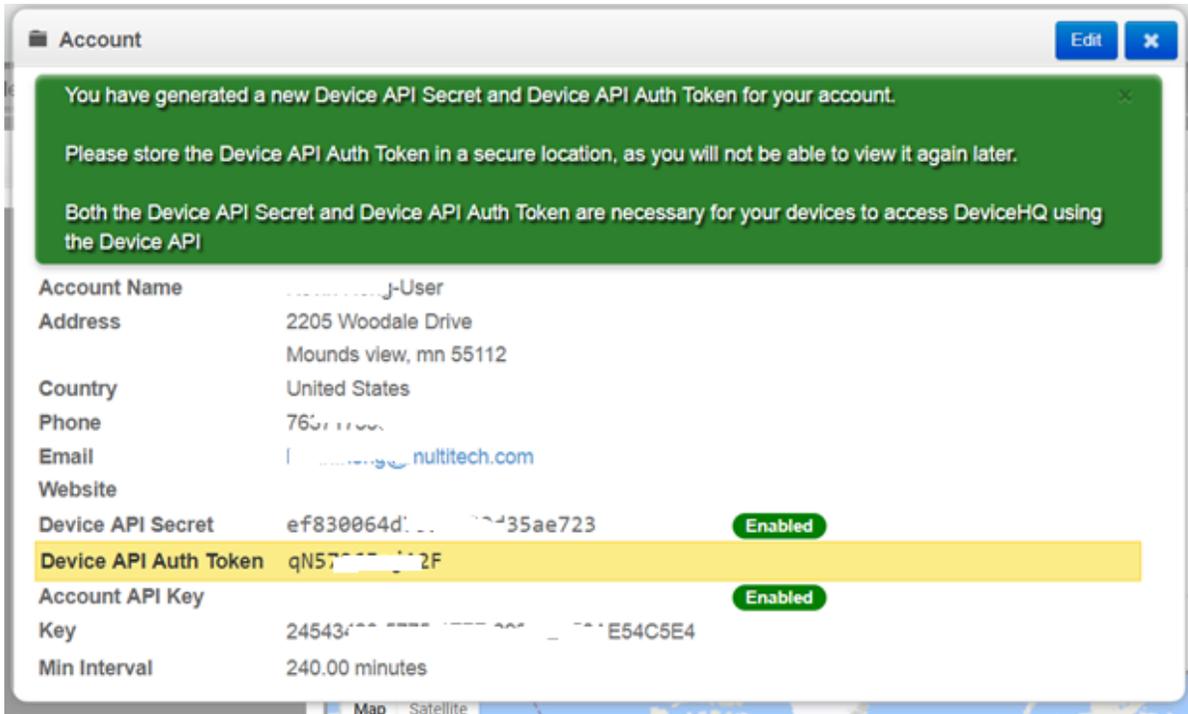
Section 6.0 – DeviceHQ check in data usage

DeviceHQ user guide

http://www.multitech.net/developer/wp-content/uploads/2016/09/DeviceHQ_Deployment_Guide.pdf

Section 1.0 – Sign up with DeviceHQ and Setup MTR6/MTR5/MTE/MTE2/MTCAPW to communicate with DeviceHQ

- 1) Register and sign up a new account at <https://www.devicehq.com>
- 2) login to <https://www.devicehq.com> and generate device API key using the steps below
 - Select on Account Info (upper right hand side account email address) and click Edit
 - Check Device API Enabled and click Update Account. Click on Generate new Device API Keys
 - Write down and save “Device API Secret” and “Device API Auth Token”, these two keys are require when setup device. DO NOT lose these keys since there is no way to see them again.



Write down your API secret and auth token here:

Device API Secret

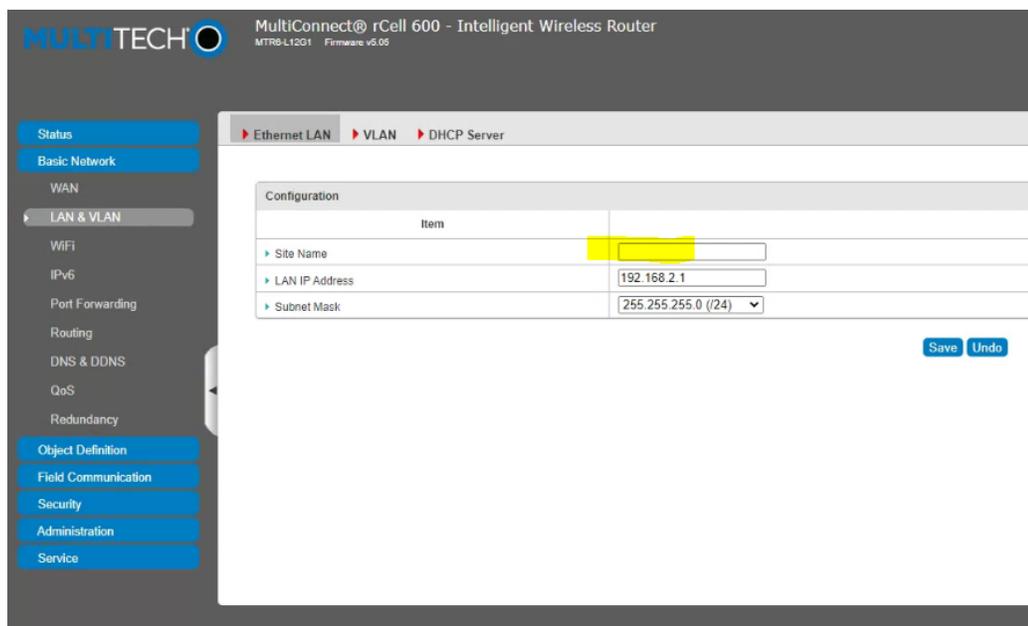
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Device API Auth Token

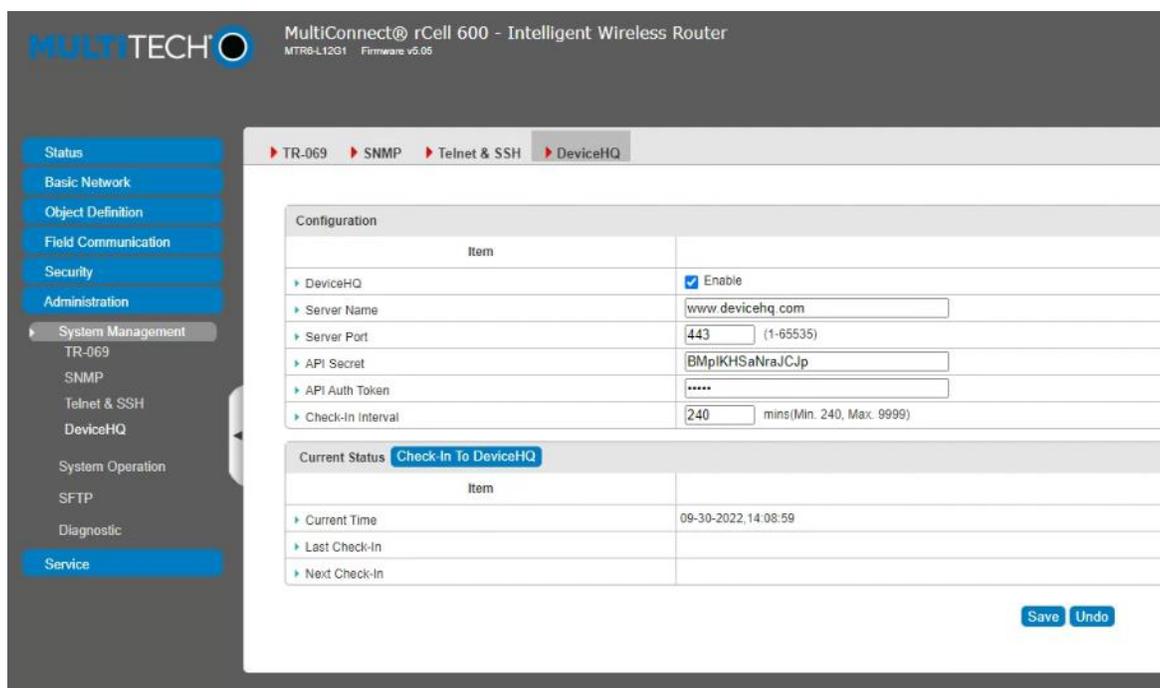
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3) in **MTR6** device UI setup screens for DeviceHQ:

- Enter and Define Site Name so it shows as Description in DeviceHQ



- DeviceHQ access setup requires
 - Check Enable option
 - Enter DeviceHQ account API secret and API Auth Token
 - Click Save
- Click Check-In to DeviceHQ button. If device is active / connected with Internet access and DeviceHQ check in is successful, you can login to the DeviceHQ portal and device will show up on main dashboard under the Devices tab

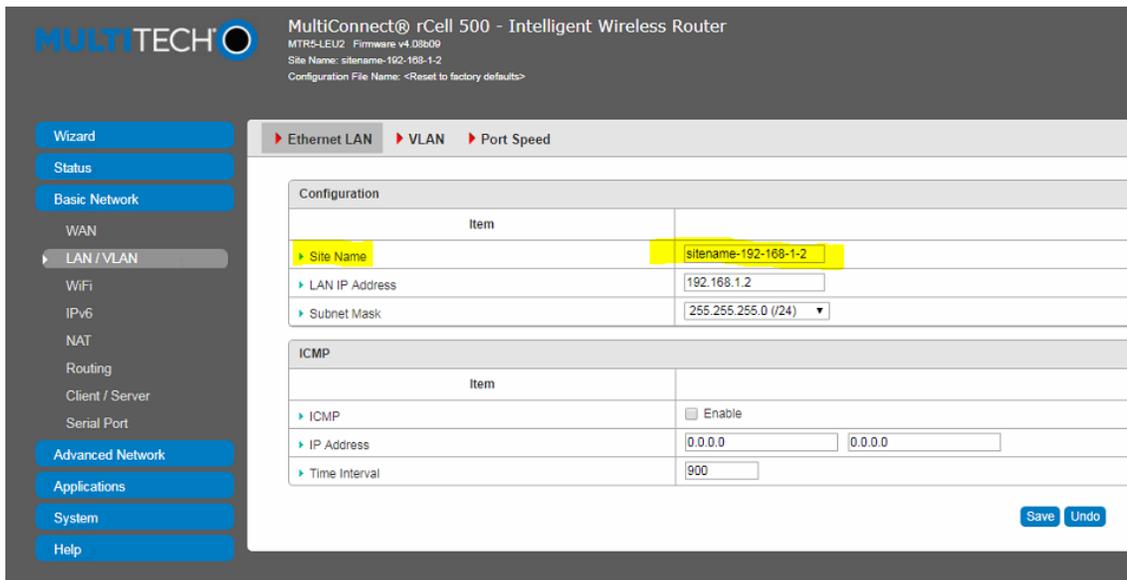


4) in **MTR5** device UI setup screens for DeviceHQ:

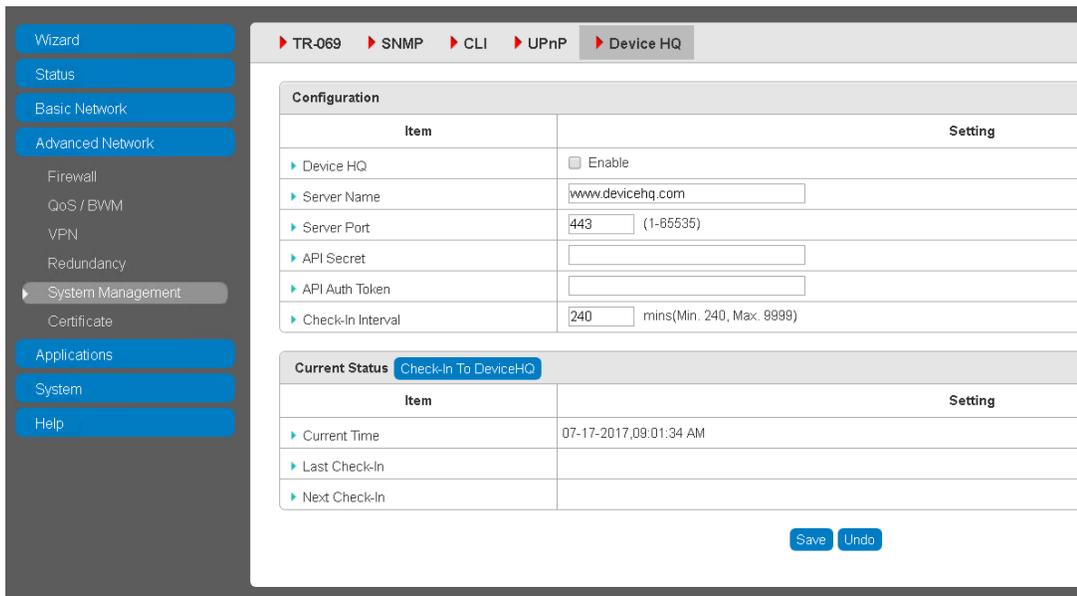
MTR5 must be running firmware version v4.10 and above in order to have DeviceHQ support. Download firmware from website and upgrade the device before proceed

<https://www.multitech.com/models/92507335LF>

- Enter and Define Site Name so it shows as Description in DeviceHQ



- DeviceHQ access setup requires
 - Check Enable option
 - Enter DeviceHQ account API secret and API Auth Token
 - Click Save
- Click Check-In to DeviceHQ button. If device is active / connected with Internet access and DeviceHQ check in is successful, you can login to the DeviceHQ portal and device will show up on main dashboard under the Devices tab



5) In **MTE/MTE2/MTCAPW** device UI setup screens for DeviceHQ:

- Login to device via Web interface
- Enter and Define Site Name so it shows as Description in DeviceHQ

The screenshot shows the 'Ethernet LAN' configuration screen. On the left is a navigation menu with options: Wizard, Status, Basic Network (selected), WAN, LAN (sub-selected), NAT, Routing, Client / Server, System Management, Advanced Network, System, and Help. The main area is titled 'Ethernet LAN' and contains a 'Configuration' table with the following items:

Item	Setting
Site Name	[Redacted]
LAN IP Address	192.168.7.1
Subnet Mask	255.255.255.0 (/24)

At the bottom right of the configuration table are 'Save' and 'Undo' buttons.

- DeviceHQ access setup requires
 - Check Enable option
 - Enter DeviceHQ account API secret and API Auth Token
 - Click Save
- Click Check-In to DeviceHQ button. If device is active / connected with Internet access and DeviceHQ check in is successful, you can login to the DeviceHQ portal and device will show up on main dashboard under the Devices tab

The screenshot shows the 'Device HQ' configuration screen. On the left is a navigation menu with options: Wizard, Status, Basic Network, WAN, LAN, NAT, Routing, Client / Server, System Management (selected), Advanced Network, System, and Help. The main area is titled 'Device HQ' and contains a 'Configuration' table with the following items:

Item	Setting
Device HQ	<input checked="" type="checkbox"/> Enable
Server Name	www.devicehq.com
Server Port	443 (1-65535)
API Secret	[Redacted]
API Auth Token	[Redacted]
Check-In Interval	240 mins (Min. 240, Max. 9999)

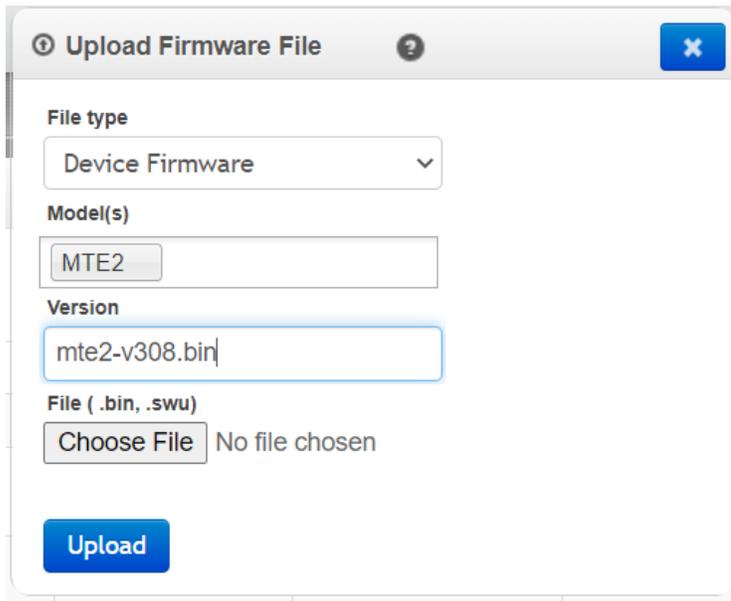
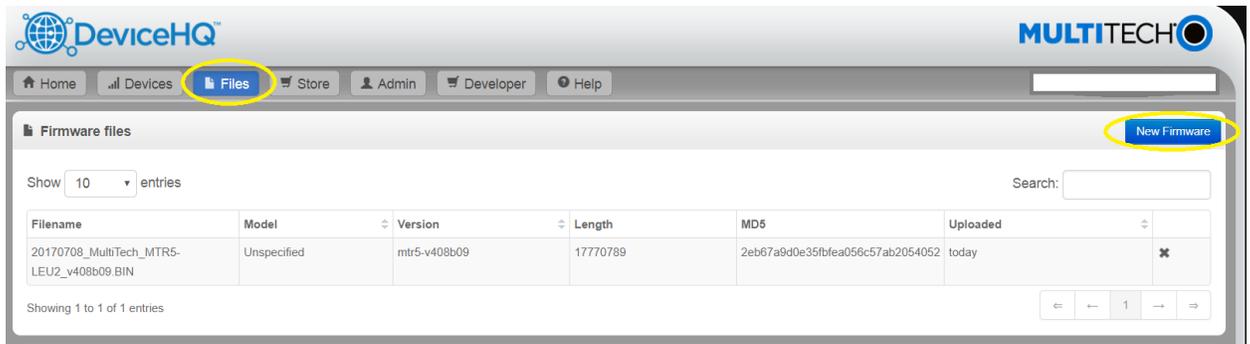
Below the configuration table is a 'Current Status' section with a 'Check-In To DeviceHQ' button. It contains a table with the following items:

Item	Setting
Current Time	07-19-2017, 07:30:42 AM
Last Check-In	07-19-2017, 04:55:33 AM
Next Check-In	07-19-2017, 00:55:47 AM

At the bottom right of the current status table are 'Save' and 'Undo' buttons.

Section 2.0 – Setup DeviceHQ to push new firmware update down to device

- Steps in Setup and upload new firmware file onto DeviceHQ
 - Click on Files tab and click on New Firmware button
 - Select model = MTR5 or MTE or MTE2 or MTCAPW
 - Enter the name and version number of the firmware file
 - Choose the firmware BIN file
 - (make sure the BIN file name is simple and short before upload to DeviceHQ)**
 - Click Upload button
 - Check and make sure MD5 checksum matches on the firmware BIN file



- Steps to push firmware update to all devices.
 - Check all the devices (highlighted in yellow)
 - Click on Tasks and select Upgrade Firmware
 - Select firmware file you like to push to device
 - Click OK

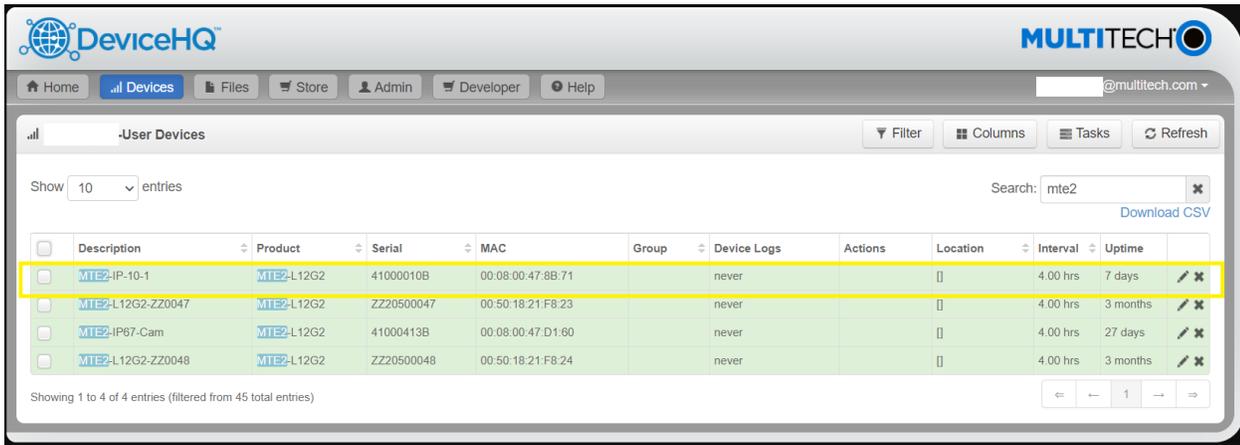
This will schedule a new firmware push to device when the next time device check in

The screenshot shows the DeviceHQ web interface. At the top, there are navigation tabs: Home, Devices, Files, Store, Admin, Developer, and Help. The main content area is titled '-User Devices' and contains a table with columns: Description, Product, Serial, MAC, Group, Device Logs, and Actions. Four rows of device data are visible, each with a checked checkbox in the first column. A 'Tasks' menu is open over the table, with 'Upgrade Firmware' highlighted. Other options in the menu include Upgrade Radio Firmware, Upgrade Config, Upgrade Config (Partial), Reboot Devices, Request Device Logs, Device Logs Settings, Install App, Uninstall App, and Install App Config.

Description	Product	Serial	MAC	Group	Device Logs	Actions
MTE2-IP-10-1	MTE2-L12G2	41000010B	00:08:00:47:8B:71		never	
MTE2-L12G2-ZZ0047	MTE2-L12G2	ZZ20500047	00:50:18:21:F8:23		never	
MTE2-IP67-Cam	MTE2-L12G2	41000413B	00:08:00:47:D1:60		never	
MTE2-L12G2-ZZ0048	MTE2-L12G2	ZZ20500048	00:50:18:21:F8:24		never	

The 'Choose Firmware' dialog box is shown. It has a title bar with a close button. Inside, there is a 'File' dropdown menu currently showing 'MTE2 mte2-v305 (07/24/20 11.72 MB)'. Below that is an 'Apply to' dropdown menu currently showing 'Selected Devices'. At the bottom, there are three buttons: 'Cancel', 'Previous', and 'Next'.

- Step to push firmware update to a single device
 - Click on individual device to view more details
 - Click on Schedule, select Upgrade Firmware and select the firmware file
 - Click OK when prompt with message window



MTR5-LEU2

Description MTR5 Site name - wifi AP
Product MTR5-LEU2
Group mtr5-python
Serial 77777785
Provider T-Mobile
Phone Not Supported
IMEI 351579054886054
IMSI 222222222222222
Firmware 4.08
Radio Firmware 12.00.24

Stats

Position Unavailable
Last check-in 4 minutes ago
Next check-in 4 hours from now
Up time 86 days

PPP

Status Up
IP Address 172.15.0.32
Signal

Ethernet

MAC Address 00:08:00:4A:01:DB
IP Address 172.16.0.32
Netmask 255.255.0.0
Gateway 172.16.0.1
DNS 172.16.0.20

Map Check-ins Signal Network Device Files

Location Unavailable

MTR5-LEU2 **Schedule**

- Firmware Upgrade mtr5-v408b09
 - Upgrade Firmware mtr5-v408b09 (07/13/2017 16.95 MB)
 - Upgrade Config
- Reboot
- Request Device Logs user request
- Configuration Update completed 16:00 07/13/2017

Section 3.0 – Setup DeviceHQ to push new configuration file update to device

- Steps in Setup and upload new configuration file onto DeviceHQ
 - Click on Files tab and click on New Configuration button
 - Enter the name and description of the configuration file
 - Choose the configuration ZIP file (Zipup configuration bin file into a .zip file)
 - Click Upload button

Note: MTR5 / MTE / MTE2 / MTCAPW configure BIN file must be created using an external device and save as backup and then the BIN file must be ZIP as .zip file when upload to DeviceHQ. Name the ZIP file based on device description or serial number so it can be easily identified.

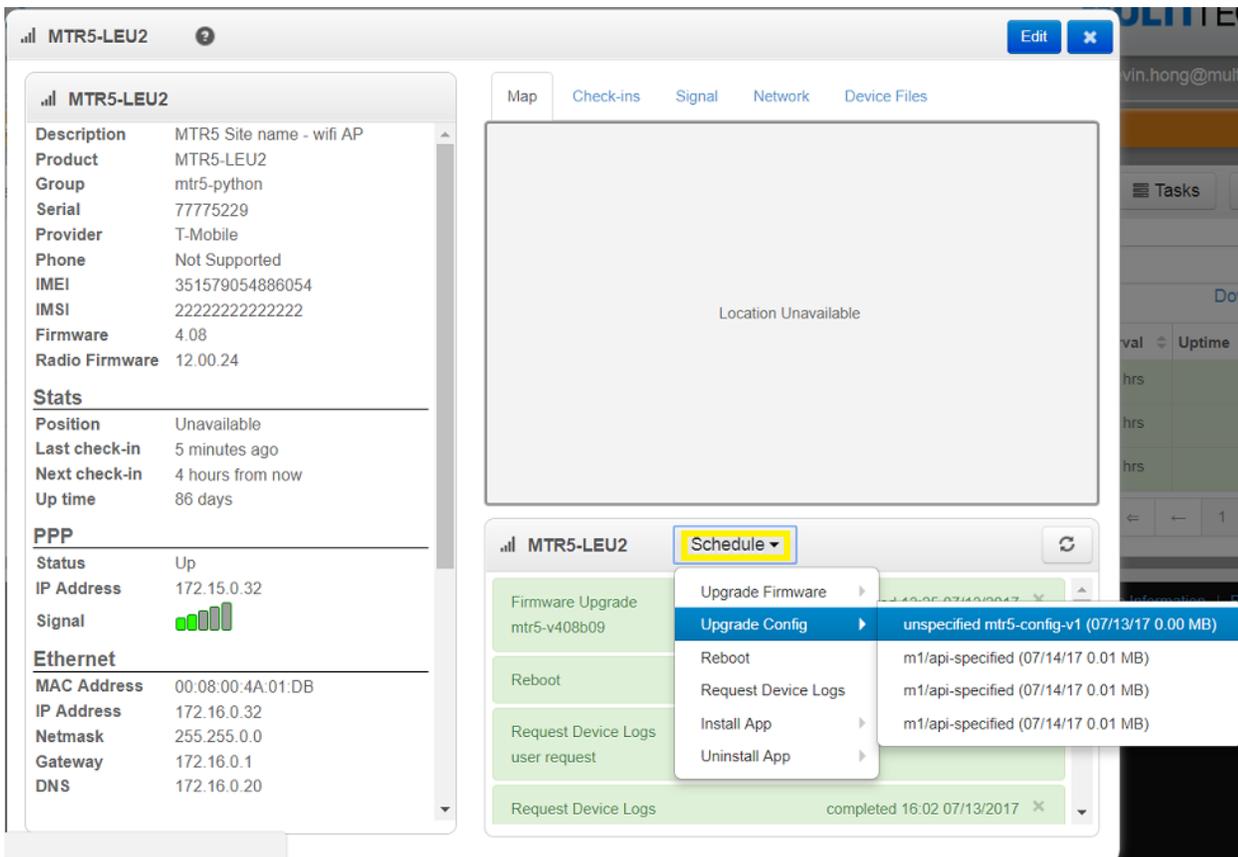
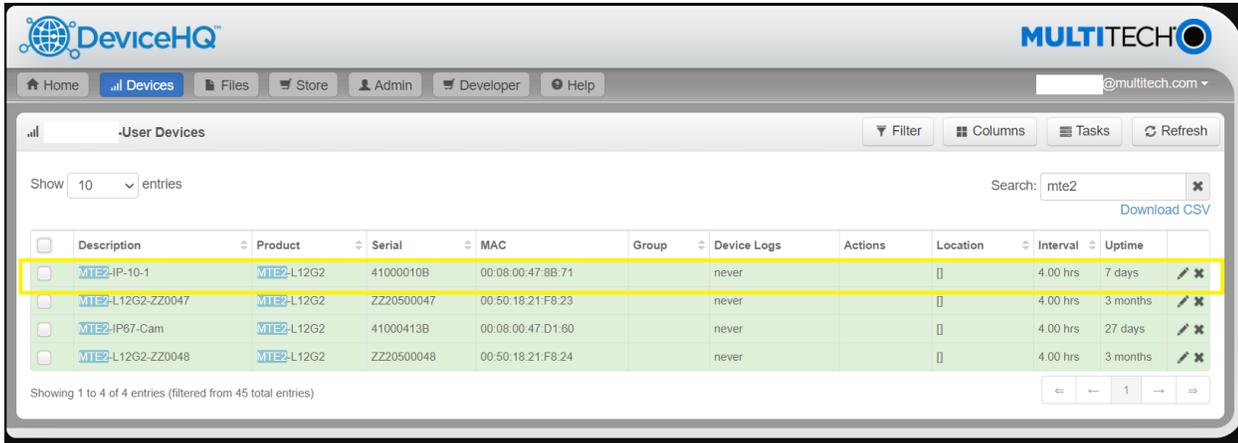
The screenshot shows the DeviceHQ web interface. At the top, there is a navigation bar with tabs: Home, Devices, Files (highlighted), Store, Admin, Developer, and Help. Below the navigation bar, there are two main sections:

- Firmware files:** This section has a 'New Firmware' button. It shows a table with one entry: '20170708_MultiTech_MTR5-LEU2_v408b09 BIN'. The table columns are: Filename, Model, Version, Length, MD5, and Uploaded.
- User Configuration files:** This section has a 'New Configuration' button. It shows a table with three entries: 'config_MTR5-LEU2_00501842380E_20170712_0909UTC.zip', 'mtr5-config.zip (77775229)', and 'mtr5-config.zip (7777785)'. The table columns are: Filename, Model, Name, Description, Length, MD5, and Uploaded.

The screenshot shows the 'Upload File' dialog box. It has a title bar with a close button. The dialog contains the following fields and buttons:

- Name:** A text input field containing 'mtr5-config-v100'.
- Description:** A text area containing 'mtr5-config-v100'.
- File:** A section with a 'Choose File' button and the text 'No file chosen'.
- Upload:** A blue button at the bottom.

- Step to push configuration on a single device
 - Click on individual device to view more details
 - Click on Schedule and select Upgrade config and select the config file
 - Click OK when prompt with message window



Section 4.0 – Setup DeviceHQ to request device upload its latest log file

- Step to request device to upload its current log files
 - Click on individual device to view more details
 - Click on Schedule and select Request Device Logs
 - Click OK when prompt with message window

Show 10 entries Search:

[Download CSV](#)

<input type="checkbox"/>	Description	Product	Serial	Group	Device Logs	Actions	Cell Provider	Rssi	Interval	Uptime	
<input type="checkbox"/>	MTR5 Site name - wifi AP	MTR5-LEU2	77777785	mtr5-python	never		T-Mobile		4.00 hrs		
<input type="checkbox"/>	MTR5 Site name - wifi AP	MTR5-LEU2	77775095	mtr5-python	never		T-Mobile		4.00 hrs		
<input type="checkbox"/>	MTR5 Site name - wifi AP	MTR5-LEU2	77775229	mtr5-python	never		T-Mobile		4.00 hrs		

Showing 1 to 3 of 3 entries ← 1 →

MTR5-LEU2

[Edit](#)

[Map](#) [Check-ins](#) [Signal](#) [Network](#) [Device Files](#)

Description MTR5 Site name - wifi AP

Product MTR5-LEU2

Group mtr5-python

Serial 77777785

Provider T-Mobile

Phone Not Supported

IMEI 351579054886054

IMSI 222222222222222

Firmware 4.08

Radio Firmware 12.00.24

Stats

Position Unavailable

Last check-in 6 minutes ago

Next check-in 4 hours from now

Up time 86 days

PPP

Status Up

IP Address 172.15.0.32

Signal

Ethernet

MAC Address 00:08:00:4A:01:DB

IP Address 172.16.0.32

Netmask 255.255.0.0

Gateway 172.16.0.1

DNS 172.16.0.20

Map

Location Unavailable

MTR5-LEU2 [Schedule](#)

- Firmware Upgrade mtr5-v408b09 ended 13:25 07/13/2017 16.95 MB
- Reboot ended 13:31 07/13/2017
- Request Device Logs** ended 13:47 07/13/2017
- Install App ended 13:47 07/13/2017
- Uninstall App ended 13:47 07/13/2017
- Configuration Update completed 16:00 07/13/2017

Section 5.0 – Setup DeviceHQ request device to reboot

- Step to request device to reboot
 - Click on individual device to view more details
 - Click on Schedule and select Reboot
 - Click OK when prompt with message window

Show 10 entries

Search:

[Download CSV](#)

<input type="checkbox"/>	Description	Product	Serial	Group	Device Logs	Actions	Cell Provider	Rssi	Interval	Uptime	
<input type="checkbox"/>	MTR5 Site name - wifi AP	MTR5-LEU2	77777785	mtr5-python	never		T-Mobile		4.00 hrs		
<input type="checkbox"/>	MTR5 Site name - wifi AP	MTR5-LEU2	77775095	mtr5-python	never		T-Mobile		4.00 hrs		
<input type="checkbox"/>	MTR5 Site name - wifi AP	MTR5-LEU2	77775229	mtr5-python	never		T-Mobile		4.00 hrs		

Showing 1 to 3 of 3 entries

Navigation: < 1 >

MTR5-LEU2

[Edit](#) [X](#)

Map | **Check-ins** | Signal | Network | Device Files

MTR5-LEU2

Description MTR5 Site name - wifi AP

Product MTR5-LEU2

Group mtr5-python

Serial 77777785

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Status Up

IP Address 172.15.0.32

Signal

Ethernet

MAC Address 00:08:00:4A:01:DB

IP Address 172.16.0.32

Netmask 255.255.0.0

Gateway 172.16.0.1

DNS 172.16.0.20

MTR5-LEU2 **Schedule**

- Firmware Upgrade
mtr5-v408b09 ed 13:25 07/13/2017
- Reboot ed 13:31 07/13/2017
- Request Device Logs
user request ed 13:47 07/13/2017
- Configuration Update completed 16:00 07/13/2017

Upgrade Firmware

Upgrade Config

Reboot

Request Device Logs

Install App

Uninstall App

Section 6.0 – DeviceHQ check in data usage amount

- Each time device check in can take upto 23Kbytes
- Log file upload can vary depending on size of log files
- Configuration file size can be upto 12Kbytes
- firmware file size is around 10Mbytes to 35Mbytes depending on model