

Product Change Notification
Software Release Notice

MultiTech® Conduit®
Family of Programmable Gateways:
Conduit IoT Programmable Gateway
Conduit IP67 Base Station,
and Conduit Access Point (AP)



Updated Firmware Available
mPower™ Edge Intelligence

Date: March 18, 2020

Product Change Notification Number
PCN 031820-001

I. Overview

MultiTech announces updated firmware versions for the MultiTech® Conduit® family of products, including:

- MultiTech® Conduit® AP Access Point
- MultiTech® Conduit®
- MultiTech® Conduit® IP67 Base Station

The purpose of this Software Notification is to alert customers that updated code is available for evaluation and to provide customers important information on this new release.

New mPower AEP Versions:

- MTCAP AEP 5.1.6 (Conduit AP Access Point)
- MTCDT AEP 5.1.6 (Conduit and Conduit IP67 Base Station)

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II. Schedule

There are multiple versions of mPower Edge Intelligence firmware available for customer evaluation and final release.

- Downloadable Versions
 - MTCAP AEP 5.1.6 Availability: Mid-March
 - MTCDT AEP 5.1.6 Availability: Mid-March
 - Visit <http://www.multitech.net/developer/downloads/>
 - Instructions: [Upgrading Firmware Using Device Web Interface](#)
- Manufacturing
 - See [Ordering Numbers Impacted](#) for details on when MTCAP AEP 5.1.6 and MTCDT AEP 5.1.6 will be available for different devices
- DeviceHQ®
 - Cloud-based IoT Device Management
 - mPower AEP 5.1.6 Availability: Mid-March
 - https://www.devicehq.com/sign_in
 - Instructions: [Upgrading Firmware Using DeviceHQ](#)

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. Models Impacted

The following Conduit models are impacted by these firmware updates:

- Conduit® IoT Programmable Gateways
- Conduit® IoT Programmable Gateways with LoRa Accessory Cards
- Conduit® IP67 Base Stations
- Conduit® IP67 Geolocation Base Station
- Conduit® AP (Access Point)

For a specific list of the ordering part numbers impacted, reference [Ordering Part Numbers Impacted](#)

V. mPower AEP 5.1.6 Overview

Minimum System Requirements (MTCAP AEP 5.1.6, MTCDT AEP 5.1.6)

To install mPower AEP 5.1.6, the Conduit gateway be upgraded to mPower AEP 5.0.0 or higher. Customers that are running earlier versions of mPower should use the following upgrade process:

- mPower AEP 1.7.4
 1. Upgrade to mPower AEP 5.0.0
 2. Install mPower AEP 5.1.6
- mPower AEP 1.6.4
 1. Upgrade to mPower AEP 1.7.4
 2. Upgrade to mPower AEP 5.0.0
 3. Install mPower AEP 5.1.6
- mPower versions earlier than mPower AEP 1.6.4
 1. Upgrade to mPower AEP 1.6.4
 2. Upgrade to mPower AEP 1.7.4
 3. Upgrade to mPower AEP 5.0.0
 4. Install mPower AEP 5.1.6

Feature Enhancement (MTCAP AEP 5.1.6, MTCDT AEP 5.1.6):

- Previous versions of mPower AEP 5.x firmware experience an intermittent behavior.
- When a user refreshes their web browser or tries to log in, the user interface becomes unresponsive.
- The “wait” animation appears and then never disappears.
- This has been fixed in mPower AEP 5.1.6.

VI. Upgrading Firmware Using Web Interface

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

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 hardware and log in 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.

Instructions:

1. Download the latest firmware file from the <http://www.multitech.net/developer/downloads/>

NOTE: There are multiple versions of mPower AEP firmware available. Please select the file that matches the hardware model being upgraded.

2. Log into the AEP Web interface.
3. In the left navigation pane, click **Administration > Firmware Upgrade**.
4. Click Browse and select the appropriate file:
 - **MTCAP_5.1.6_upgrade-signed.bin**
 - **conduit_5.1.6_upgrade-signed.bin**
5. Click **Start Upgrade**.
6. After the firmware upgrade is complete, log back into the web GUI and verify the firmware version shown at the top of the page.

7. If you want to save any Node-RED applications, you have two options:
 - If you have a DeviceHQ account, upload Node-Red apps to DeviceHQ. (Recommended)
 - If you do not have a DeviceHQ account, save Node-RED apps you want to keep. Node-RED flows are stored on the Conduit at [/var/config/app/current/flows.json](#). You can export flows to the clipboard from the Node-RED menu or use a tool like WinSCP or SCP in Cygwin to copy [flows.json](#) to your PC.

VII. Upgrading Firmware Using DeviceHQ

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

DeviceHQ can update the firmware running on any supported device. Since devices have no live connection to DeviceHQ, firmware updates are made the next time a device checks into DeviceHQ.

Instructions:

1. Visit <https://www.devicehq.com>
2. Sign in to your account using your **email address** and **password**
3. Click **Devices**. The device list page opens.
4. Click the name of the device you want to update. You can update firmware on filtered devices or selected devices.
 - If you select individual devices, you update firmware on selected devices or the filtered devices.
 - If you do not select devices you update the firmware on the filtered devices.
5. Click **Schedule** and select **Upgrade Firmware**. From the list of firmware that appears, select the name of the firmware file. A confirmation message appears, informing you that the new firmware is to be applied to the device when the device next checks in.
6. To confirm that you want to update the firmware click **OK**.

NOTE: To schedule multiple devices at once, see help file within DeviceHQ

VIII. Ordering Part Numbers Impacted

The following ordering part numbers are impacted by these updates:

Model Name		Ordering Part Numbers
Conduit® IoT Programmable Gateways		
MTCDDT-246A-US-EU-GB ⁽³⁾	MTCDDT-LAT1-247A-US ⁽²⁾	MTCDDT-L4N1-247A-US ⁽¹⁾
MTCDDT-247A-US-EU-GB ⁽³⁾	MTCDDT-LVW2-246A-US ⁽²⁾	MTCDDT-L4N1-247A ⁽¹⁾
MTCDDT-H5-246A-US-EU-GB ⁽³⁾	MTCDDT-LVW2-247A ⁽²⁾	MTCDDT-L4E1-246A-EU-GB ⁽¹⁾
MTCDDT-H5-247A-US-EU-GB ⁽³⁾	MTCDDT-LVW2-247A-US ⁽²⁾	MTCDDT-L4E1-247A-EU-GB ⁽¹⁾
MTCDDT-LAT1-246A-US ⁽²⁾	MTCDDT-L4N1-246A-US ⁽¹⁾	MTCDDT-LAP3-246A-AU ⁽³⁾
MTCDDT-LAT1-247A ⁽²⁾	MTCDDT-L4N1-246A-US ⁽¹⁾	MTCDDT-LSP3-246A-US ⁽³⁾
Conduit® IoT Programmable Gateways with LoRa Accessory Cards		
MTCDDT-246A-868-EU-GB ⁽³⁾	MTCDDT-H5-247A-868-EU-GB ⁽³⁾	MTCDDT-L4E1-246A-915-EU-GB ⁽¹⁾
MTCDDT-246A-915-US-EU-GB ⁽³⁾	MTCDDT-H5-247A-915-US ⁽³⁾	MTCDDT-L4E1-247A-868-EU-GB ⁽¹⁾
MTCDDT-246A-923-JP ⁽³⁾	MTCDDT-LAT1-246A-915-US ⁽²⁾	MTCDDT-L4E1-247A-915-EU-GB ⁽¹⁾
MTCDDT-246A-US-EU-GB-923KR ⁽³⁾	MTCDDT-LAT1-247A-915-US	MTCDDT-L4N1-246A-915-US ⁽¹⁾
MTCDDT-247A-868-EU-GB ⁽³⁾	MTCDDT-LVW2-246A-915-US ⁽²⁾	MTCDDT-L4N1-247A-915-US ⁽¹⁾
MTCDDT-247A-915-US-EU-GB ⁽³⁾	MTCDDT-LVW2-247A-915-US ⁽²⁾	MTCDDT-LAP3-246A-915-AU ⁽³⁾
MTCDDT-H5-246A-868-EU-GB ⁽³⁾	MTCDDT-L4E1-246A-868-EU-GB ⁽¹⁾	MTCDDT-LAP3-247A-915-AU ⁽³⁾
		MTCDDT-LSB3-246A-923-JP ⁽³⁾
Conduit® IP67 Base Stations		
MTCDDTIP-266A-868 ⁽³⁾	MTCDDTIP-LAT1-266A-915 ⁽²⁾	MTCDDTIP-L4E1-267A-868 ⁽¹⁾
MTCDDTIP-266A-915 ⁽³⁾	MTCDDTIP-LAT1-267A-915 ⁽²⁾	MTCDDTIP-L4N1-266A-915 ⁽¹⁾
MTCDDTIP-266A-915-JP ⁽³⁾	MTCDDTIP-LVW2-266A-915 ⁽³⁾	MTCDDTIP-L4N1-267A-915 ⁽¹⁾
MTCDDTIP-266A-923KR ⁽³⁾	MTCDDTIP-LVW2-267A-915 ⁽³⁾	MTCDDTIP-LAP3-266A-915 ⁽³⁾
MTCDDTIP-267A-868 ⁽³⁾	MTCDDTIP-L4E1-266A-868 ⁽¹⁾	MTCDDTIP-LAP3-267A-915 ⁽³⁾
MTCDDTIP-267A-915 ⁽³⁾	MTCDDTIP-L4E1-266A-915 ⁽¹⁾	MTCDDTIP-LSB3-266A-923-JP ⁽³⁾
Conduit® IP67 Geolocation Base Station		
MTCDDTIP-LAT1-270A-915 ⁽²⁾	MTCDDTIP-LVW2-270A-915 ⁽²⁾	MTCDDTIP-L4E1-270A-868 ⁽¹⁾
MTCDDTIP-LAT1-275A-915 ⁽²⁾	MTCDDTIP-LVW2-275A-915 ⁽²⁾	MTCDDTIP-L4N1-270A-915 ⁽¹⁾
		MTCDDTIP-L4N1-275A-915 ⁽¹⁾
Conduit® AP (Access Point)		
MTCAP-868-001A ⁽³⁾	MTCAP-915-041A ⁽³⁾	MTCAP-LNA3-915-041A ⁽¹⁾
MTCAP-868-041A ⁽¹⁾	MTCAP-L4E1-868-001A ⁽¹⁾	MTCAP-LSP3-915-001A ⁽³⁾
MTCAP-915-001A ⁽³⁾	MTCAP-LNA3-915-001A ⁽³⁾	MTCAP-LSP3-915-041A ⁽³⁾

	Hardware Status	Manufacturing Updates	Comments
(1)	New	March 2020	<ul style="list-style-type: none"> Some new hardware was shipped with an earlier version of mPower firmware (AEP 5.1.5) MultiTech recommends that customers update this hardware to mPower firmware AEP 5.1.6
(2)	NEOL	n/a	<ul style="list-style-type: none"> NEOL devices continue to ship with earlier mPower versions Devices can be individually updated by customers
(3)	Existing	60 – 90 days	<ul style="list-style-type: none"> Existing devices continue to ship with earlier mPower versions for the next 60 to 90 days Customers are encouraged to evaluate mPower AEP 5.1.6 firmware prior to this transition

X. Conduit® IoT Gateways

Conduit® family of products is the industry's most configurable, manageable, and scalable cellular communications gateways for industrial IoT applications. Network engineers can remotely configure and optimize their Conduit performance through DeviceHQ®, the world's first IoT Application Store and Device Management platform. The award-winning Conduit series comes in three variants designed to address specific IoT gateway use cases:

- **Conduit:** Indoor industrial gateway, ideal for environments that require metal casing for protection against particles and debris and require an industrial temperature range.
- **Conduit IP67 Base Station:** Outdoor IP67-rated gateway ideal suited for performing in harsh environments such as rain, snow, extreme heat, and high winds.
- **Conduit AP:** Indoor access point ideal for commercial environments (e.g., hotels, offices, retail facilities) to deepen LoRa coverage in difficult to reach places where cell tower or rooftop deployments may not perform as well.

XI. 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

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:

<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