



## Firmware for Moxa Remote Connect Suite (MRC-1002 Series) Release Notes

<b>Version: v4.1.0</b>	<b>Build: 20250626</b>
<b>Release Date: Jul 31, 2025</b>	

### Applicable Products

MRC-1002-LTE-EU, MRC-1002-LTE-EU-T, MRC-1002-LTE-JP, MRC-1002-LTE-JP-T, MRC-1002-LTE-US-T, MRC-1002-T

### Supported Operating Systems

N/A

### New Features

- Added support for MRC Quick Link Ultra v4.1.0.
- Added support for automatic synchronization of connection scenario information in MRC Quick Link Ultra.

### Enhancements

N/A

### Bugs Fixed

- Connection issues may occur when using a Verizon SIM card.

### Changes

- Removed support for MRC Quick Link v3.3.0.
- Users can no longer configure the Gateway-to-gateway function or set the NAT IP in Transparent Mode in the Connection Scenario step of the Wizard.
- Users can no longer configure PPPoE in Wired Mode (WAN-LAN mode) in the Connection Scenario step of the Wizard.
- Multicast forwarding and broadcast forwarding are no longer available when the Gateway-to-gateway feature is enabled.
- The IP Ethernet devices no longer support health checks based on port link status.
- The Device List is now read-only and cannot be edited.

### Notes

- The firmware upgrade bar is inaccurate when upgrading to this version. Please wait until the MRC-1002 reboots automatically.
- Using an MRC Gateway key with a different gateway model may cause connection issues with the MRC service.



<b>Version: v3.3.0</b>	<b>Build: 22053115</b>
<b>Release Date: Sep 17, 2022</b>	

### **Applicable Products**

MRC-1002-T, MRC-1002-LTE-EU, MRC-1002-LTE-EU-T, MRC-1002-LTE-JP, MRC-1002-LTE-JP-T, MRC-1002-LTE-US-T

### **Supported Operating Systems**

N/A

### **New Features**

N/A

### **Enhancements**

- Improved the information display for Gateway Status Change.
- Changed the default IP address to the cellular IP address to prevent IP conflicts.

### **Bugs Fixed**

- The displayed tunnel status is incorrect after launching the MRC Client.
- Users are unable to create MRC Clients through the Wizard.
- The device list generates an error when the MRC Client is created before the gateway is set up.
- The system does not generate a log on the MRC Client when the gateway comes back online.
- Changing the LAN IP through the web console does not work.
- The firmware version information will appear incorrect if the firmware upgrade process was not completed.
- The displayed gateway status is incorrect when the gateway is connected.
- The displayed gateway status is incorrect when the gateway is turned on or off through MRC Quick Link.
- Creating a gateway-to-gateway tunnel will fail after repeatedly performing cold starts.
- The displayed Activation Key status is incorrect after changing the activation key repeatedly.
- The device status of the local device list is not synced between the gateway and MRC Quick Link.
- Users are unable to use the Accessible Devices function on the TAI portal using the MRC service.
- The displayed switch tunnel status on the MRC Client is incorrect after the gateway is reset.
- The displayed switch tunnel status on the MRC Client is incorrect after performing a warm or cold start on the gateway.
- The displayed local device status is incorrect when the gateway is activated in Transparent Mode with DHCP.
- The default ping interval of the Health Check function is inconsistent between the gateway and MRC Quick Link.
- The displayed switch tunnel status on the MRC Client is incorrect after the gateway is deactivated through MRC Quick Link.
- The displayed switch tunnel status on the MRC Client is incorrect after the gateway is disconnected through MRC Quick Link.
- The Health Check function does not work after rebooting the gateway.
- The displayed device status on the MRC Client is incorrect after the gateway is deactivated.
- Users are unable to log in to the MRC Client using the "Input account information" method.
- Debug messages appear in the console when the gateway is in WAN-LAN mode.
- The Health Check function does not work when the gateway is in WAN-LAN mode.
- Only one key is generated when multiple clients are created through the Wizard.
- Users are unable to add 2000 gateways to a group.

### **Changes**

N/A



## Notes

- The MRC Client software and MRC-1002 Series gateway firmware must be upgraded to the latest version to ensure all functions operate normally.



<b>Version: v3.1</b>	<b>Build: 21090316</b>
<b>Release Date: Sep 14, 2021</b>	

### **Applicable Products**

N/A

### **Supported Operating Systems**

N/A

### **New Features**

N/A

### **Enhancements**

N/A

### **Bugs Fixed**

- The device IP settings are cleared when performing a cold start after changing the network scenario from Cellular mode to Transparent mode.
- The MRC-1002 is unable to change the LAN IP address when the device's network scenario is set to Transparent mode with DHCP.
- The MRC-1002 is unable to process service-based access control.

### **Changes**

N/A

### **Notes**

#### **Known Issue**

- There is a possibility that users cannot disable the "GW-GW Connection" function on the MRC-1002 if the device was activated before the most-recent MRC Quick Link upgrade.

Workaround: Deactivate the MRC-1002 and repeat the activation process for the device.



<b>Version: v3.0</b>	<b>Build: 21041519</b>
<b>Release Date: Apr 19, 2021</b>	

### **Applicable Products**

N/A

### **Supported Operating Systems**

N/A

### **New Features**

- Added a new "Connected" status.

### **Enhancements**

N/A

### **Bugs Fixed**

- The 0015985 GW/Client online IP is wrong.
- Users are sometimes unable to log in to the MRC-1002 web portal when using the login URL from MRC Quick Link.

### **Changes**

- Changed the definition of the "Online" status.
- It is no longer possible to assign the LAN and WAN interfaces to the same network subnet.

### **Notes**

Known Issue:

- The user is unable to log in to the MRC-1002 web interface if the USB key fails to activate.

Work around: Unplug the USB key and verify that the networking scenario on the key matches the field site network connection scenario.

<b>Version: v2.7</b>	<b>Build: 20091520</b>
<b>Release Date: Jan 06, 2021</b>	

**Applicable Products**

N/A

**Supported Operating Systems**

N/A

**New Features**

- Users can now request the firmware version of the cellular module using the CLI.
- Users can now export the MRC-1002 device logs through the web interface.

**Enhancements**

- Enhanced the cellular watchdog.

**Bugs Fixed**

- When using USB tunnel control, the MRC-1002 tunnel may disconnect if the tunnel has been active for one day.
- When using USB tunnel control, there is a possibility that the MRC-1002 tunnel stays active after the USB has been unplugged.
- The MRC-1002 sometimes fails to connect to the Internet due to DNS settings failing to apply after changing the device's network scenario setting.
- When requesting the device MAC address through the CLI, the system shows an incorrect MAC address.
- The MRC-1002 Series sometimes shows incorrect tunnel LED behavior.
- The MRC-1002 sometimes fails to connect to the Internet when changing the network scenario from WAN-LAN to Transparent mode.
- Users are able to reach the MRC-1002 through the virtual IP when the device's Earth, Cloud, and Tunnel LEDs are off.
- Users are unable to access the MRC-1002's web interface after changing the device's network scenario setting.

**Changes**

N/A

**Notes**

N/A

<b>Version: v2.5</b>	<b>Build: 20060416</b>
<b>Release Date: Jun 08, 2020</b>	

## **Applicable Products**

N/A

## **Supported Operating Systems**

N/A

## **New Features**

- Added MRC Gateway Troubleshooting Log Export functionality.

## **Enhancements**

- The cell\_mgmt package was upgraded to version 1.53.
- Added the cell\_mgmt library.
- The Linux kernel was upgraded to version 4.4.

## **Bugs Fixed**

- When using the MRC-1002-LTE-EU or MRC-1002-LTE-JP Series, modules would sometimes be set to airplane mode after a power cycle.
- When using the MRC-1002-LTE Series, the CPU would sometimes fail to run the LTE module after a power cycle.
- The LAN and WAN interface are not showing in the interface.
- When disabling and enabling MRC-1002 services through the MRC server portal, the gateway would fail to establish a tunnel to the MRC server.
- The MRC-1002 displays abnormal LED behavior and is unable to sync data with the MRC server when changing the network scenario.
- The SIM LED would sometimes behave abnormally if the MRC-1002 has been running for an extended period of time.
- The APN settings are not properly reset when restoring the MRC-1002-LTE Series back to factory default settings.
- The MRC-1002-LTE Series is unable to connect to the Internet when using a SIM card that requires a PIN code.
- Users are unable to activate the MRC-1002-LTE Series using an activation key when the gateway is set to Cellular Mode while the WAN port is connected through Ethernet.

## **Changes**

- Client access control settings can now only be configured through the MRC server portal.

## **Notes**

- There is very small possibility that the LTE module does not respond after a power cycle.  
Workaround: Power the MRC-1002-LTE off and on again.
- When configuring IP settings through the MRC-1002's web interface, users are able to enter an IP address using an incorrect format, causing the gateway to disconnect. Workaround: Change the LAN IP of the MRC-1002 through the MRC server portal or reset the gateway to factory default settings.
- When the MRC-1002's network scenario is set to Transparent Mode, users are able to turn off auto-IP mapping, causing the gateway to disconnect. Workaround: Enable auto-IP mapping through the MRC server portal.
- When changing the MRC-1002 network scenario from Transparent Mode to Cellular Mode, the default gateway settings do not change. Workaround: Reboot or power cycle MRC-1002-LTE series



<b>Version: v2.4</b>	<b>Build: 20010212</b>
<b>Release Date: Jan 17, 2020</b>	

### **Applicable Products**

MRC-1002-LTE-EU, MRC-1002-T, MRC-1002-LTE-JP-T, MRC-1002-LTE-JP, MRC-1002-LTE-US-T, MRC-1002-LTE-EU-T

### **Supported Operating Systems**

N/A

### **New Features**

- Defined carrier name for U.S.A operator.
- Allows local devices connecting to the MRC-1002 to go online.
- Network Scenario, Tunnel Control, and Local IP settings in the MRC-1002 Series are synchronized with the MRC server's settings.
- Supports MRC Quick Link.
- Users can rename MRC-1002 from the MRC-Server.
- Users can change Tunnel Control and the LAN IP of MRC-1002 as well as the local device from MRC-Server.
- Supports N:1 NAT for devices.
- Firewall friendly enhancements.

### **Enhancements**

- Displays a message to inform users that all concurrent online nodes are fully occupied.

### **Bugs Fixed**

- Firmware failed to upgrade when the firmware file name included "-".
- There was a possibility that the MRC-1002-LTE could not be accessed after rebooting 700 times.
- When the MRC-1002-LTE was reset to default, the MRC server would not change the gateway status from 'activated' to 'deactivated'.
- SUDO command vulnerability (CVE-2019-14287).
- SACK Panic Vulnerability (CVE-2019-11479, CVE-2019-11478, CVE-2019-11477).

### **Changes**

- Combined network scenario WAN-LAN mode and WAN-LAN NAT mode.

### **Notes**

N/A





<b>Version: v2.1</b>	<b>Build: 19052209</b>
<b>Release Date: May 22, 2019</b>	

### **Applicable Products**

MRC-1002-LTE-US-T, MRC-1002-T

### **Supported Operating Systems**

N/A

### **New Features**

N/A

### **Enhancements**

- The carrier option description was changed. For example, 'AT&T' changed to 'AT&T (US)' and 'Verizon' changed to 'Verizon (US)'.

### **Bugs Fixed**

- When the auto-IP mapping function setting changed in the server, sometimes the MRC gateway did not sync this change.
- The MRC gateway web UI did not show the current network settings for cellular network scenarios, e.g. Carrier and APN.
- When the MRC gateway had been operating for some time, sometimes the tunnel became unstable.
- Users could not use the client software to access devices using real IP addresses.

### **Changes**

N/A

### **Notes**

N/A



<b>Version: v2.0</b>	<b>Build: Build19013119</b>
<b>Release Date: Feb 22, 2019</b>	

**Applicable Products**

MRC-1002-LTE-US-T, MRC-1002-T

**Supported Operating Systems**

N/A

**New Features**

N/A

**Enhancements**

- Reduced system traffic bandwidth consumption.

**Bugs Fixed**

- DNS always shows the default DNS.
- In order to activate changes to the tunnel control, the DUT needed to be rebooted.
- Gateway could not change network scenario from Cellular-WAN mode.
- LTE gateway showed the wrong WAN IP address.

**Changes**

N/A

**Notes**

For gateway with FW 1.1, to upgrade firmware to V2.0, please upgrade to FW 1.3 first and then upgrade to FW 2.0 to avoid connection error. For FW v1.3, please contact with your local sales/ FAE.



<b>Version: 1.3</b>	<b>Build: N/A</b>
<b>Release Date: Oct 09, 2018</b>	

**Applicable Products**

MRC-1002-LTE-US-T, MRC-1002-T

**Supported Operating Systems**

N/A

**New Features**

Enhance LTE connection and activation speed.

**Enhancements**

N/A

**Bugs Fixed**

Additional data transmission when turning service off on MRC Server.

**Changes**

N/A

**Notes**

N/A