Software Package for Moxa Remote Connect Suite (MRC Client SW) Release Notes

Version: v4.1.0	Build: 25071010
Release Date: Jul 31, 2025	

Applicable Products

N/A

Supported Operating Systems

Windows 10

New Features

• Added support for new products: OnCell G4308-LTE4 Series & MRC-1002 Series.

Enhancements

• Improved the Device List display behavior to prevent potential connection issues when a VPN tunnel is enabled before the sign in process is completed.
• Improved the routing mechanism to prevent potential connection issues when a host computer is shut down without closing the MRC Client software first.
• Improved the reconnection mechanism to prevent potential connection issues when the MRC Client software is closed without signing out first.

Bugs Fixed

N/A

Changes

N/A

Notes

• This software release is only applicable to MRC Quick Link Ultra v4.1.0.

Version: v3.3.0	Build: 22053115
Release Date: Sep 17, 2022	

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

Windows 10, Windows 7

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 of 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 Heath 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.

Version: v3.0	Build: 21041611
Release Date: Apr 19, 2021	

Applicable Products

N/A

Supported Operating Systems

N/A

New Features

N/A

Enhancements

• The MRC client software now only displays gateways that clients are allowed to access.
• Administrators can now cancel previously configured time control settings.
• The system now generates a log message when the user is automatically logged out of the MRC client software.

Bugs Fixed

N/A

Changes

• Renamed the "Online" status to "Connected".
• Administrator authority is no longer required to sign in to the MRC client software.

Notes

Known Issues
• There is a possibility that the MRC client network interface may suddenly shut down. Workaround: Close and reopen the MRC client software and sign in again.
• There is a possibility the VPN tunnel cannot be enabled in the MRC client software. Workaround: Disable then re-enable the tunnel.

Version: v2.7	Build: 20071313
Release Date: Jul 17, 2020	

Applicable Products

N/A

Supported Operating Systems

Windows 10, Windows 7

New Features

• Added support for two factor authentication.
• The MRC Client Software will now automatically log out after a set period of inactivity. The default is 2 minutes.

Enhancements

N/A

Bugs Fixed

N/A

Changes

N/A

Notes

Known issues
• When a user uses the same key to sign in to the MRC Client Software on two laptops simultaneously, the MRC Client Software on both devices will fail to establish a tunnel to the MRC server. Users will also not be able to sign in successfully to either instance of the MRC Client Software.
   Workaround: Sign out from one of the MRC Client Software instances.
• When a user signs in to the MRC Client Software and switches on the tunnel to the gateway, and then clicks the ?¨Refresh?¨ button, there is possibility that the tunnel will automatically switch off.
• When a user enables the ?§Auto Logout?¨ function, the system does not record a log when the user is automatically logged out by the server.

Version: v2.5	Build: 20042120
Release Date: Jun 09, 2020	

Applicable Products

N/A

Supported Operating Systems

N/A

New Features

N/A

Enhancements

• Changed the color of some interface buttons for improved usability.

Bugs Fixed

N/A

Changes

N/A

Notes

N/A

Version: v2.4	Build: 20010212
Release Date: Jan 17, 2020	

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

Version: v2.1	Build: 19052209
Release Date: May 22, 2019	

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

Version: v2.0	Build: Build19013119
Release Date: Feb 22, 2019	

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.

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

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