

MRC Quick Link Ultra User Manual

Version 1.3

July 2026



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Chapter 1

Overview

This document includes the following sections:

- **Overview:** This section introduces the overall concept of the Moxa Remote Connect (MRC) service and the basic information you need to know before using it.
- **MRC Quick Link:** This section covers the UI and usage of the MRC Quick Link service.
- **MRC Gateway:** This section explains how to configure the MRC Gateway to use the MRC Quick Link service.
- **MRC Client:** This section introduces the UI and usage of the MRC Client.
- **Troubleshooting and Common Questions:** This section addresses common issues and questions.

Introduction

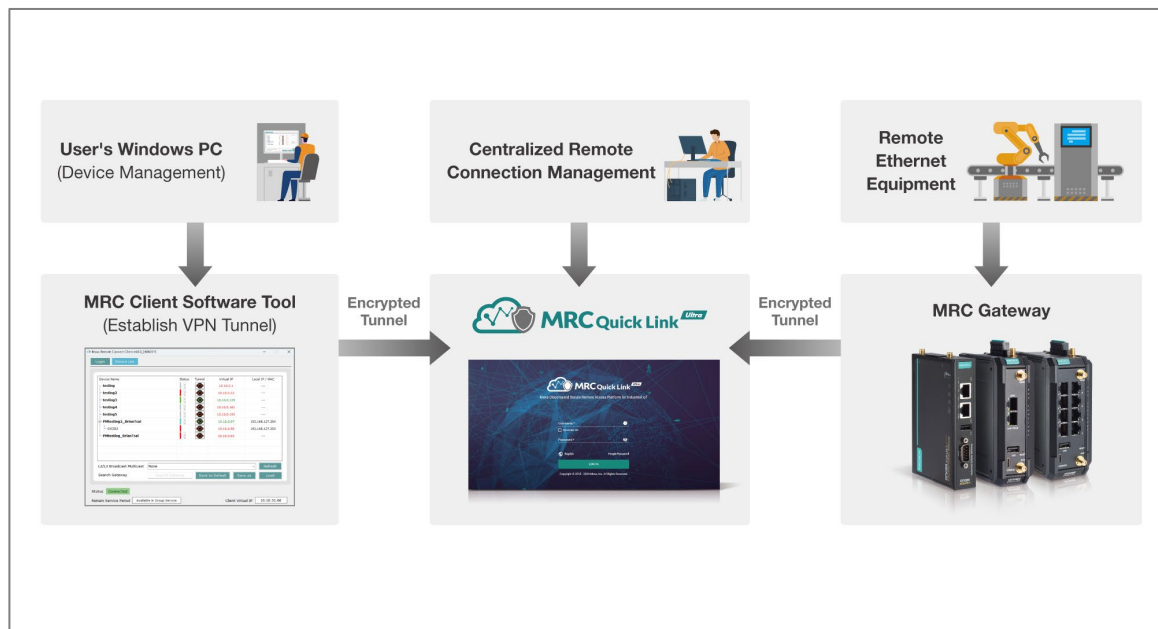
Welcome to the MRC Quick Link user manual. This comprehensive guide is designed to help you understand and navigate the UI features, technical concepts, and tasks you may encounter while using the MRC Quick Link service.



Moxa Remote Connect (MRC) is a convenient, secure, and versatile networking solution designed to seamlessly bridge field devices and engineers over the Internet for industrial applications.

Moxa Remote Connect Suite consists of three main components:

1. **MRC Quick Link:** A secure cloud-based remote access platform. This centralized connection management platform handles security levels, user privileges, and the configuration of the MRC gateway and MRC Client.
2. **MRC Gateway:** A Moxa device that supports MRC functionality, allowing secure remote access to local devices via the MRC Client.
3. **MRC Client:** Windows software enabling engineers to connect to remote devices from their PCs.



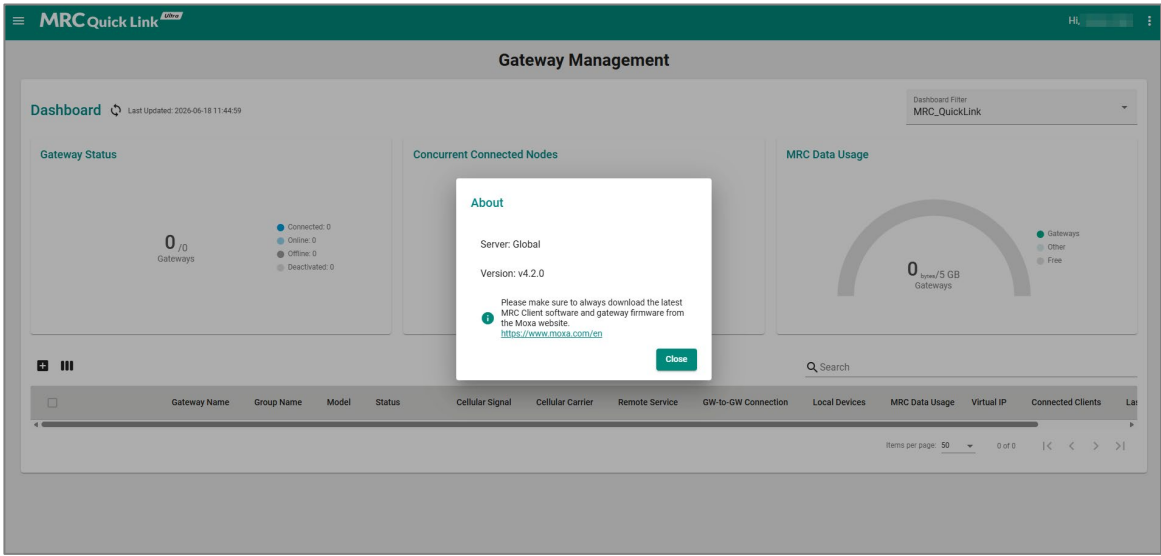
Supported Series and Software

MRC Quick Link	MRC Client	MRC Gateway
MRC Quick Link Ultra v4.2.0 (mrc.moxa.com)	Software v4.2.0	OnCell G4302 Series v3.26.0 and above
		OnCell G4308 Series v3.26.0 and above
		OnCell 3120 Series v2.5.0 and above (HW Rev 2.0.0 only)
		MRC-1002 Series v4.1.0 and above

Checking the Version Information

MRC Quick Link

Click the Menu () icon in the top-right to expand the drop-down menu and click About.



MRC Client

The version information is shown in the header bar of the MRC Client software.

Moxa Remote Connect Client v4.2.0_26040118

Login Device List

Import activation file

...

Account information

Remote Connect Server

E-mail

Status

Remain Service Period Client Virtual IP

MRC Gateway

Log in to the gateway device and navigate to Device Summary.

MOXA OnCell-G4308-LTE4-GL

Search for a function

Device Summary

Setup Wizard

System

Cellular

Serial

Network Configuration

Redundancy

Network Service

Routing

NAT

Device Summary

Model Information

Product Model	OnCell-G4308-LTE4-GL	MAC Address	00:90:E8:43:08:61
System Name	OnCell Cellular Router 80061	Serial Number	MOXA43080061
Location		Firmware Version	V3.26.0 build 26052517
Device Location		System Uptime	22d20h37m33s
LAN IP Address	192.168.127.252	Primary DNS Server	10.123.200.11
WAN IP Address	0.0.0.0	Secondary DNS Server	10.123.200.12
		Tertiary DNS Server	10.124.0.18

Getting Started

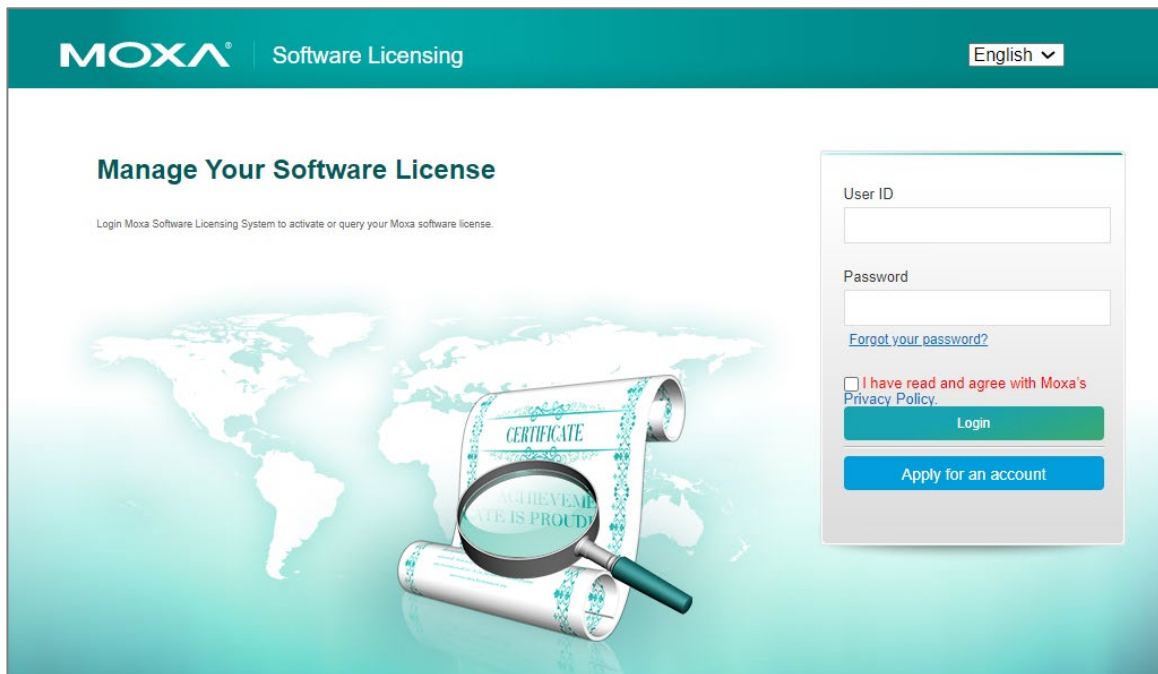
This section will guide you step by step on how to activate the MRC Quick Link service.

Activating Your MRC Quick Link Account

Note

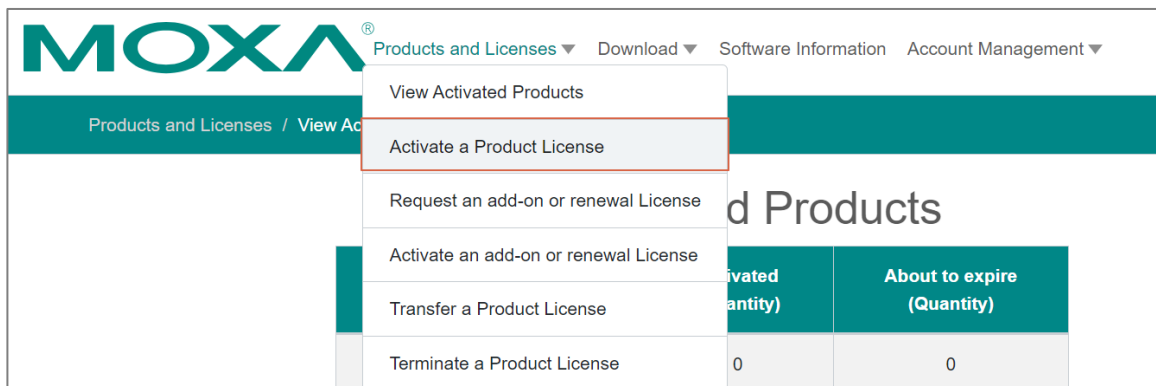
MRC can only be used on supported Moxa products. Refer to the [SUPPORTED SERIES AND SOFTWARE VERSIONS](#) section for an overview of supported devices.

1. Log in to the [Moxa license portal](#) using your Moxa account.

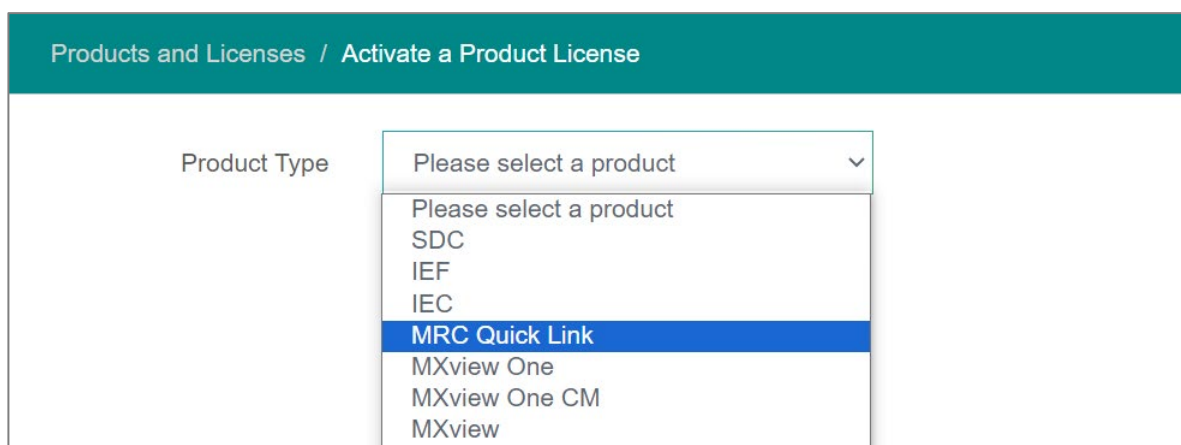


The screenshot shows the Moxa Software Licensing portal. The header is teal with the Moxa logo and 'Software Licensing' text, and a language dropdown set to 'English'. The main heading is 'Manage Your Software License' with a subtext: 'Login Moxa Software Licensing System to activate or query your Moxa software license.' The background features a world map and a graphic of a rolled-up certificate with a magnifying glass over the text 'ACHIEVEMENT IS PROUD'. On the right is a login form with fields for 'User ID' and 'Password', a 'Forgot your password?' link, a checkbox for 'I have read and agree with Moxa's Privacy Policy', and two buttons: 'Login' (green) and 'Apply for an account' (blue).

2. Navigate to **Products and Licenses > Activate a Product License**.



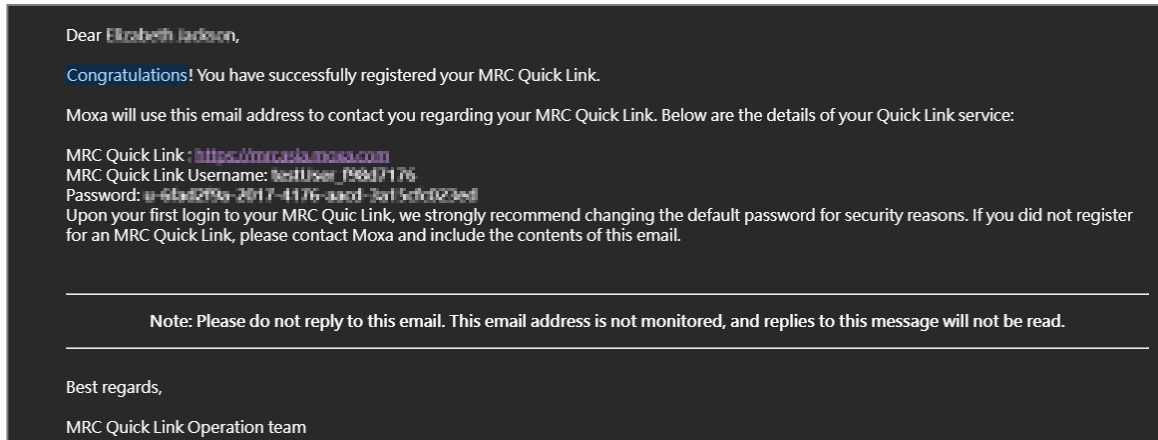
3. Select **MRC Quick Link** as the **Product Type**.



4. Enter the product serial number (S/N) and other required information, then click **Activate**.

The screenshot shows the 'Activate a Product License' form. The 'Product Type' is set to 'MRC Quick Link'. The 'MRC Product S/N' field is empty. The 'MRC Quick Link Server' dropdown is open. The 'Create MRC Quick Link Account' section has a text input for the username and a checkbox for terms and conditions. Below the checkbox, there is a red warning message: 'Username can be up to 64 characters long and consist of letters (a-z, A-Z), numbers (0-9), and supported special characters (" ", "_", "@").'.

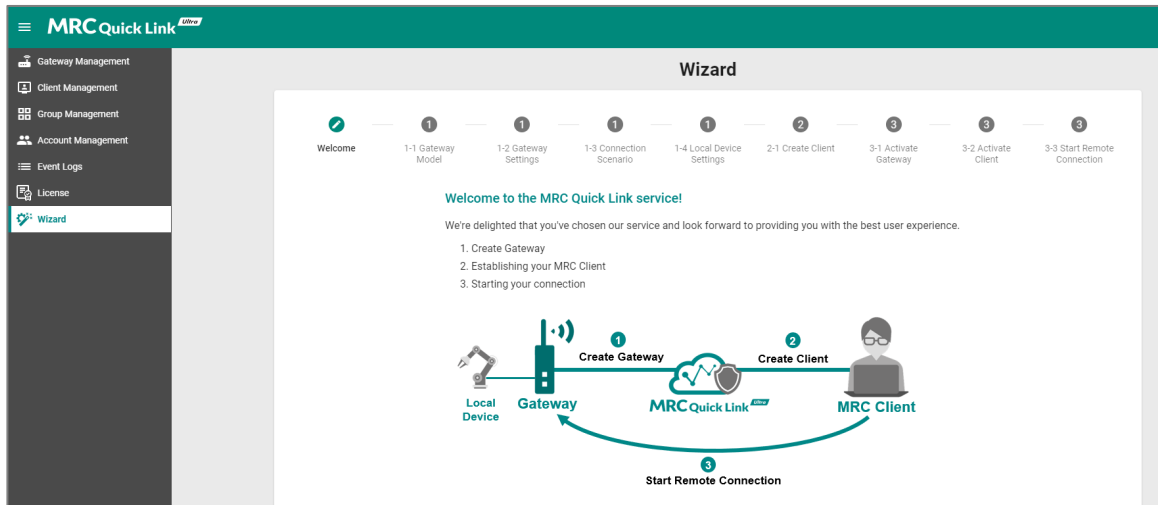
5. You will receive an email confirming the successful registration of your MRC Quick Link account.



6. Follow the instructions in the email to log into MRC Quick Link.

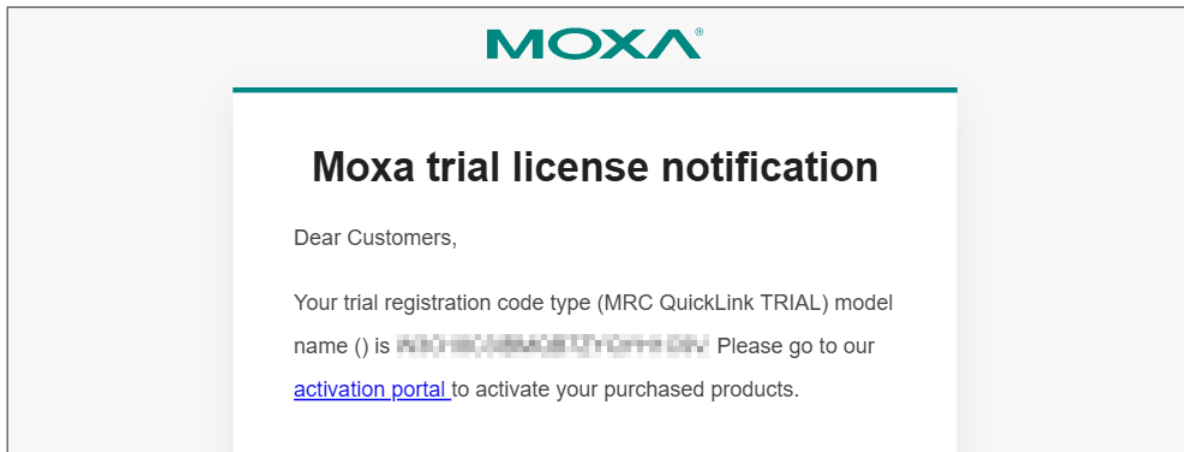


7. Navigate to **Wizard** in the function column to get started with the MRC Quick Link service.



Activating an Add-on License

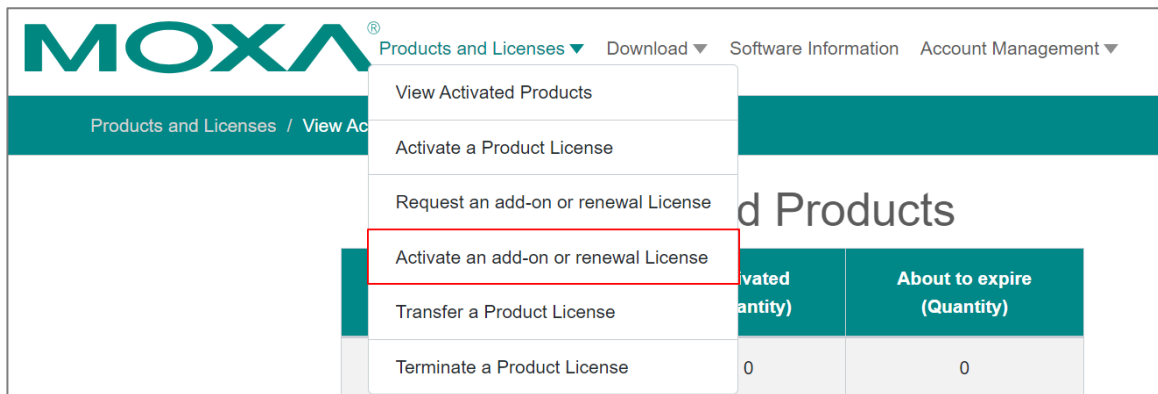
1. After purchasing an add-on license product, you will receive a product registration code via email.



2. Log in to the [Moxa license portal](#) using your Moxa account.



3. Navigate to **Products and Licenses > Activate an add-on or renewal license**.



4. Enter the registration code and other required information, then click **Activate**.

Products and Licenses / Activate an add-on or renewal License

Add-on or Renewal Registration Code Product type : MRC Quick Link

MRC Quick Link Username

License Type

MRC Quick Link Server

5. Log in to MRC Quick Link.

 MRC Quick Link *Ultra*
Moxa Cloud-based Secure Remote Access Platform for Industrial IoT

Username * 

☐ Remember Me

Password * 

 English [Forget Password](#)

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6. Navigate to License in the function column to verify the status of the license.

 MRC Quick Link *Ultra*

License

License Type	Concurrent Connected Nodes	Data Usage (per month)	License Code	License Service Period (UTC+8)
Activated				
New	5	5 GB	TBZEB4566562	2024-02-06 - 2029-02-07
Total 1				

Service Concepts and Architecture

This section provides some common scenarios for remote connections and introduces how MRC Quick Link establishes secure and efficient remote communication between MRC Gateways and MRC Clients. This page also provides the MRC Quick Link service architecture as a reference for users to deploy the MRC solution.

Scenarios for Remote Connections

In an increasingly connected world, the ability to remotely interact with devices not only saves time and human resources on physical visits, but also enhances operational efficiency and ensures the continuous performance and reliability of critical systems.

Remote connectivity has many purposes. Below are some important implementations of remote connectivity in industrial applications:

1. **Monitoring:** Engineers can remotely keep track of the operational status of devices and connections, and access device logs for analysis.
2. **Maintenance:** Maintenance staff can access devices remotely to perform diagnostics and repairs, firmware updates, or configurations.
3. **Control:** Control centers can leverage remote connectivity to issue commands to devices, enabling them to perform their daily tasks and operations.

Challenges for Remote Device Access

In the past, when setting up services, remote access and maintenance were often overlooked, making it very difficult to set up remote connections later on.

Below are common challenges related to remote device access:

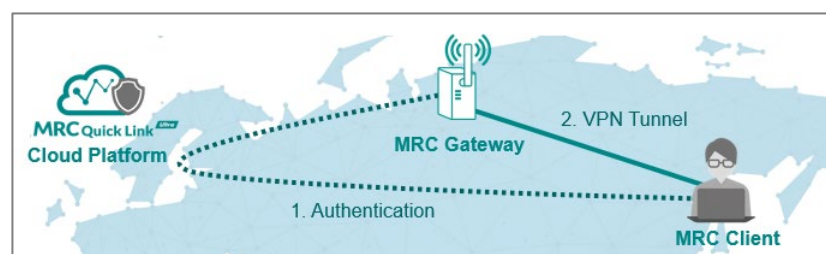
1. **Security and Access Restrictions:** The network where the device is located may have security permissions that restrict external access, requiring the establishment of an independent connection.
2. **Closed Network Environments:** The device operates within a closed network without an available public IP for connection.

3. **Cellular Communication:** The device communicates via cellular networks and the SIM card used is assigned a private IP, which, unlike a public IP, cannot be directly accessed.

MRC Quick Link Service Concepts

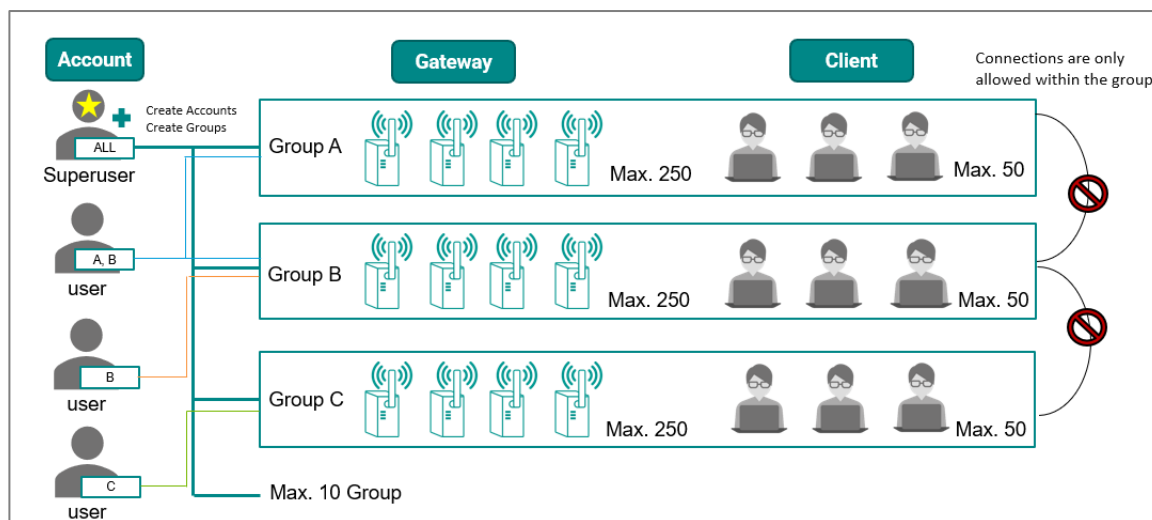
MRC Quick Link is designed to facilitate a variety of remote access applications. Below is an overview of the key concepts of the solution.

- **Cloud Platform:** MRC Quick Link serves as a publicly accessible cloud platform to bridge connections between MRC Gateways and MRC Clients. MRC Quick Link facilitates the handshake process, establishing secure and efficient communication between MRC Gateways and MRC Clients.
- **Establishing Connections From an MRC Client:** When an MRC Client wishes to connect to an MRC Gateway, the connection request is initiated by the MRC Client. MRC Quick Link then verifies permissions and provides the path to the MRC Gateway to establish the connection.
- **Gateway-to-gateway Connectivity:** MRC Quick Link supports the gateway-to-gateway feature, allowing MRC Gateways within the same group to maintain continuous connections. When this feature is enabled, if a gateway connects to MRC Quick Link, it automatically establishes a connection to other gateways in the same group.
- **Point-to-point Connection:** All connections are started through MRC Quick Link, which acts as an intermediary interface which converts to point-to-point direct connections if possible. The possibility of converting to point-to-point connections is based on the specific environmental conditions with the purpose of enhancing transmission efficiency. When point-to-point connections are not feasible and MRC Quick Link is required as an intermediary, MRC Quick Link will instead switch to the most suitable regional server for the best connection quality.



Service Concepts

Service Architecture



Superuser Role Permissions:

- Customers can obtain a superuser account from the Moxa License Site.
- A Superuser has the highest level of authority, capable of creating user accounts and managing groups.
- For a comparison of permissions, refer to the [Account Management](#) section.

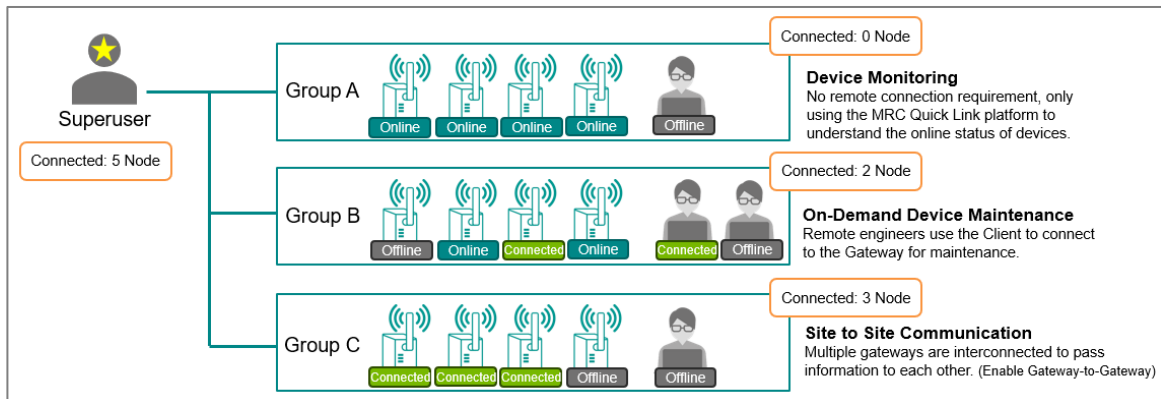
Group Limitation and Access

- Each Superuser can create up to 10 user groups.
- Superusers define group access for users. Users can only interact with authorized groups.
- Communication between different groups is not allowed. Only Gateways and Clients within the same group can establish remote connections.

Gateway and Client Capacity

- Each group supports a maximum of 250 Gateways and 50 Clients.
- MRC supports a total maximum of 2500 Gateways and 500 Clients.
- Each gateway supports a maximum of 25 local devices connected to it.

License Usage



Shared Licenses Across Groups

- Licenses are shared across all groups managed by a Superuser.
- When a remote connection is established, each connected Gateway or Client consumes concurrent connection nodes and a data volume license.
- License usage works on a first-come-first-served basis.

Purchasing Additional Licenses

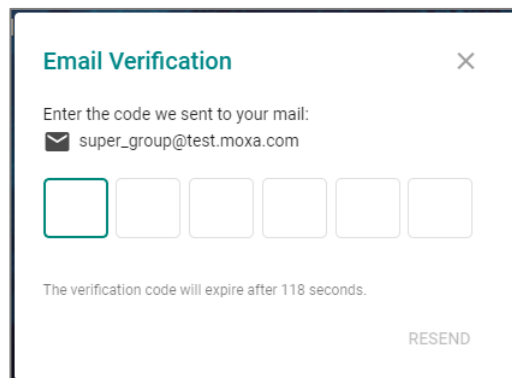
- MRC supports 2 types of licenses: concurrent connection nodes and data volume licenses.
 - Concurrent connection nodes: A maximum of 300 node licenses can be purchased.
 - Data usage: No upper limit on additional purchases.
- Licenses are added and activated via the Moxa License Site.

Chapter 2

MRC Quick Link

Logging In

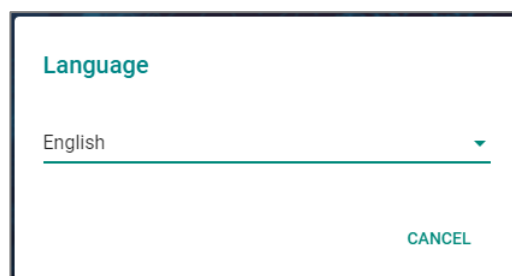
1. Open a web browser and navigate to <https://mrc.moxa.com>.
2. Enter your MRC account username and password. Refer to the **ACTIVATING YOUR MRC QUICK LINK ACCOUNT** section.
3. Click **LOG IN**.
The system will send a verification code to your registered email.
4. Enter the verification from the email.



The dialog box is titled "Email Verification" with a close button (X) in the top right corner. It contains the instruction "Enter the code we sent to your mail:" followed by an email address "super_group@test.moxa.com" with an envelope icon. Below this is a row of six input boxes for the verification code, with the first box highlighted in green. At the bottom, it states "The verification code will expire after 118 seconds." and has a "RESEND" button.

Change the Interface Language

Click the globe () icon to change the interface language.



The dialog box is titled "Language". It features a dropdown menu currently showing "English" with a downward arrow on the right. A "CANCEL" button is located at the bottom right of the dialog.

UI Setting	Description	Valid Range	Default Value
Language	Select the preferred interface language.	English / 繁體中文 (Traditional Chinese) / 简体中文 (Simplified Chinese) / 日本語 (Japanese)	English

Forgot Password

Click **Forgot Password?** to reset your password. The system will send a verification email for resetting your password to your registered email.

Forgot Password

Enter your username. You will receive an email with a link to reset your password.

Username *

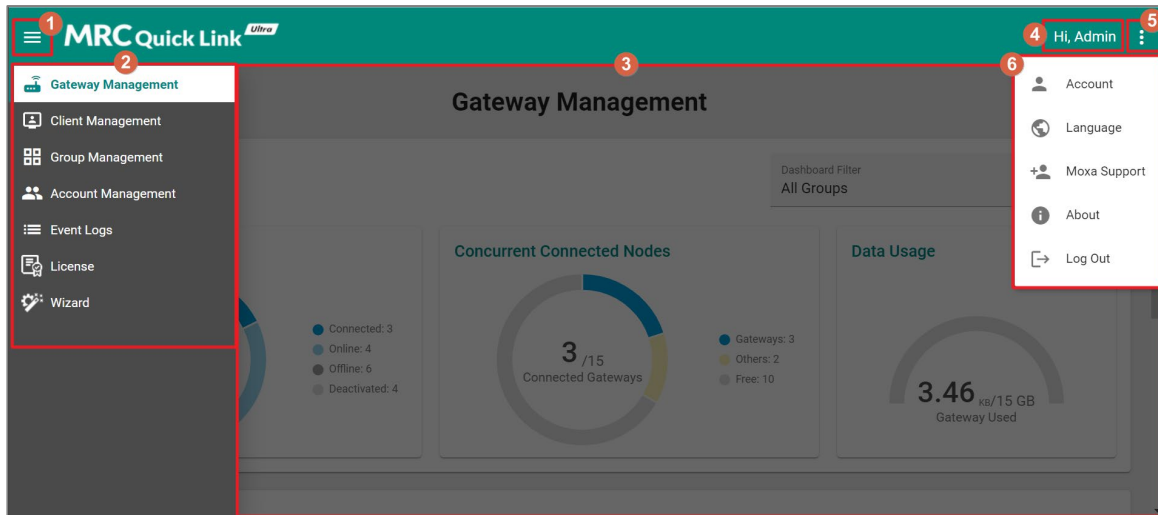
[Cancel](#)Send

UI Setting	Description	Valid Range	Default Value
Username	Enter the username for this account.	Username	N/A

Basic Functions

UI Interface Overview

Below is an overview of the MRC Quick Link user interface.



Section	Description
1 Function menu	Click the menu () icon in the top-left to show or hide the function menu.
2 Function pages	This menu contains all function-related configuration pages. Click on a function name in the function tree to go to the configuration screen for that function.
3 Configuration screen	Shows information and configuration options depending on the selected function page.
4 Username	Shows the username of the user that is currently logged in.
5 User account menu	Click the triple dot () icon to expand the basic functions menu.
6 Basic function menu	This menu contains all basic system functions.

Account

Edit Account

Click the triple dot () icon to expand the basic functions menu and click Account to edit your account information. Information about transferring or deleting superuser accounts is only visible when logged in with a superuser account.

Edit Account

- To transfer a superuser account to a different administrator, contact Moxa for assistance.
- To delete a superuser account, log in to the [Moxa license portal](#) as the superuser and delete the account. 

Username

PM_trans_Test_1225 [Change Password](#)

18 / 64

Email *

@moxa.com

This email address will be used for two-factor authentication.

First Name (Given Name)

0 / 64

Last Name (Family Na...

0 / 64

Office Phone Number

0 / 64

Mobile Phone Number

0 / 64

Additional Information

0 / 254

Event Notifications

☐ Gateway status change

Cancel

Apply

UI Setting	Description	Valid Range	Default Value
Username	Shows the username for this account. The username cannot be changed.	N/A	N/A
Email	Enter the email address for this account. This email address will be used for two-factor authentication.	Valid email address	N/A
Secondary Email	Enter the backup email address for this account used for recovery purposes.	N/A	N/A

UI Setting	Description	Valid Range	Default Value
First Name	Enter the first name for this account user.	0 to 64 characters	N/A
Last Name	Enter the last name for this account user.	0 to 64 characters	N/A
Office Phone Number	Enter the office phone number for this account user.	0 to 64 characters	N/A
Mobile Phone Number	Enter the mobile phone number for this account user.	0 to 64 characters	N/A
Additional Information	Enter a description for this account.	0 to 254 characters	N/A
Event Notifications	Enable or disable the event notification function. Enabled: The account user will receive email notifications if any gateway under their management changes status (online, offline, connected, disconnected). Disabled: The account user will not receive email notifications for gateway status changes.	N/A	Unchecked

Change Password

Click the triple dot () icon to expand the basic functions menu and click **Account**. In the **Edit This Account** screen, click **Change Password** to edit your account password.

Edit the Account Password

New Password *


Confirm Password *


At least 6 characters

0 / 64

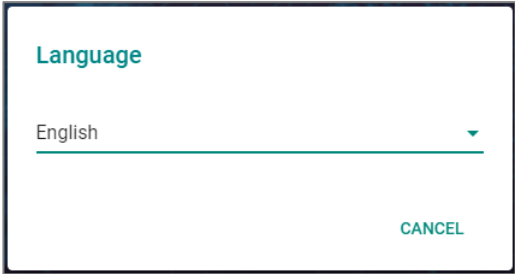
0 / 64

[BACK](#)
[APPLY](#)

UI Setting	Description	Valid Range	Default Value
New Password	Enter the new password for this account.	6 to 64 characters	N/A
Confirm Password	Enter the password again to confirm.	6 to 64 characters	N/A

Language

Click the triple dot () icon to expand the basic functions menu and click **Language** to change the interface language.



UI Setting	Description	Valid Range	Default Value
Language	Select the preferred language.	English 繁體中文 (Traditional Chinese) 简体中文 (Simplified Chinese) 日本語 (Japanese)	English

Moxa Support

Click the triple dot () icon to expand the basic functions menu and click **Moxa Support** to create a temporary Moxa Support account for troubleshooting purposes. Repeating this process will create another Moxa Support account, up to a maximum of 3. If you encounter any issues with MRC, you can use the Moxa Support function to create a temporary account for Moxa Support to access your MRC account and perform

troubleshooting. Moxa Support accounts have elevated system privileges and can only be created by superusers.

 Note

For security reasons, only 3 Moxa Support Accounts can be created at any given time. If necessary, you can manually terminate an active Moxa Support account from the [ACCOUNT MANAGEMENT](#) section.

Only 3 Moxa Support Accounts can be created. Please go to Account Management to remove any unnecessary Moxa support accounts.CLOSE

 Note

The Moxa Support account username and password will disappear after closing this window. Please ensure that you have copied and provided the support account credentials to our technical support team before closing the window. You can find the Moxa Support account credentials in the [ACCOUNT MANAGEMENT](#) section.

Moxa Support

Moxa Support Username: moxasupport

Moxa Support Password:

Moxa Support Account Expiration Time: 2024-02-21 13:10:26 +08:00

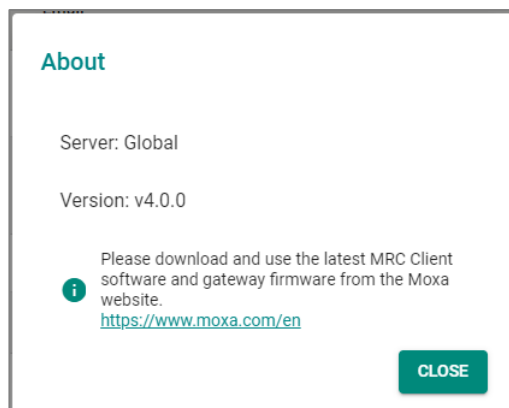
Moxa Support Account has been successfully created.
Please copy the following information and provide it to Moxa Support before closing the window.

CLOSE

UI Setting	Description
Moxa Support Account	Shows the username of the Moxa Support account.
Moxa Support Password	Shows the password of the Moxa Support account.
Moxa Support Account Expiration Time	Shows the expiration time of the Moxa Support account. The Moxa Support Account has a validity period of one month and is automatically deleted when it expires. For security reasons, you can delete any accounts that are no longer needed from the ACCOUNT MANAGEMENT section.

About

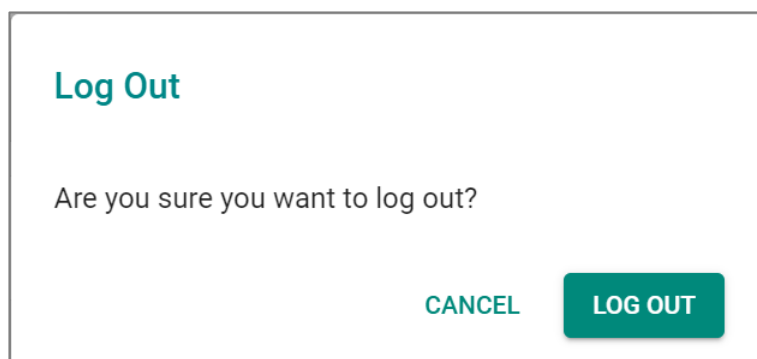
Click the triple dot () icon to expand the basic functions menu and click **About** to check information about the MRC Quick Link instance.



UI Setting	Description
Server	Shows the regional server information of your MRC Quick Link server.
Version	Shows the system version of the MRC Quick Link server.

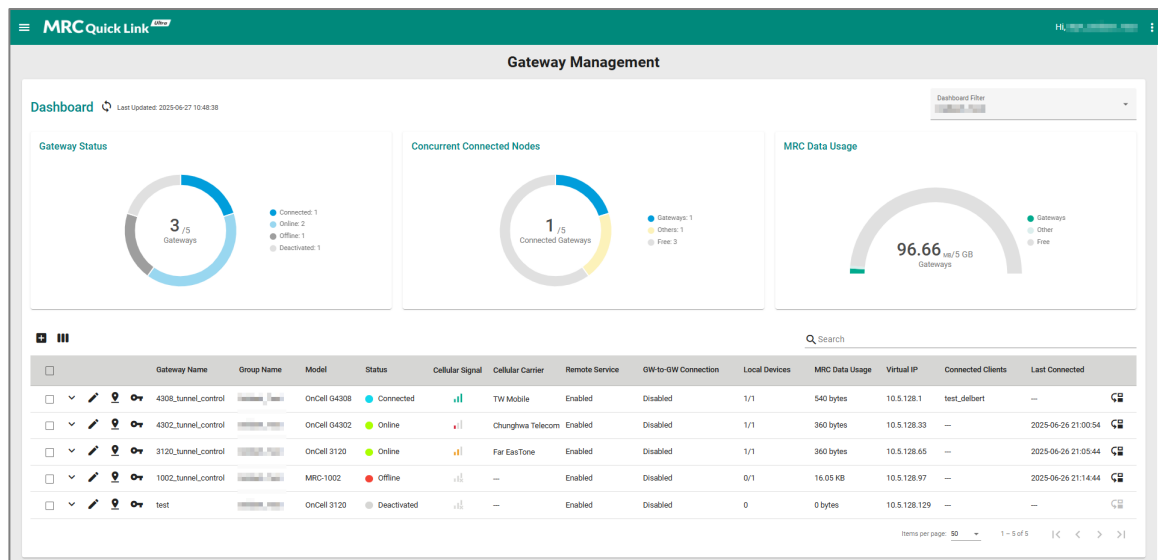
Log Out

Click the triple dot () icon to expand the basic functions menu and click **Log Out** to log out of MRC Quick Link.



Gateways Management

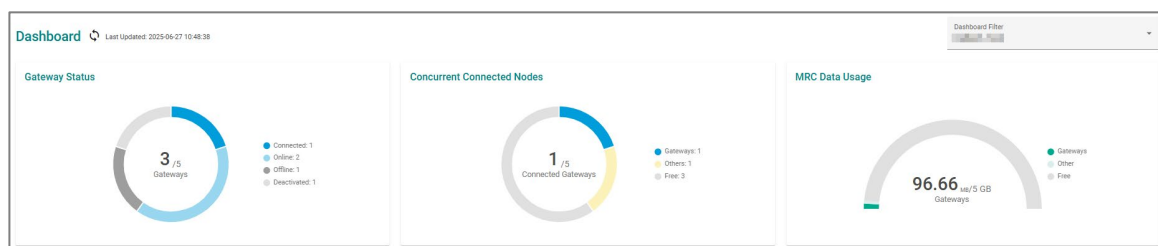
From the **Gateway Management** section, you can check the gateway's status and configure gateway device settings.



Dashboard

Menu Path: Gateway Management

The dashboard shows information about your gateways and licenses.



Auto Refresh

Last Updated: 2025-05-16 16:33:49

By default, the dashboard will automatically refresh the displayed information every 10 seconds. A timestamp will indicate the time the information was last updated.

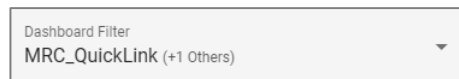
You can enable or disable this function by clicking the **Auto Refresh** () icon in the top-left of the dashboard.

 indicates Auto Refresh is enabled.

 indicates Auto Refresh is disabled.

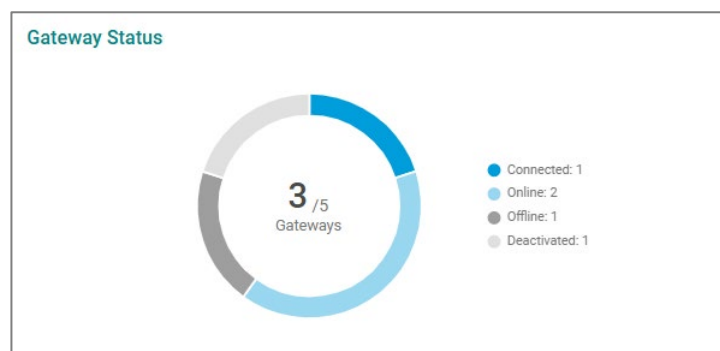
Dashboard Filter

The **Dashboard Filter** located in the top-right corner of the Dashboard lets you show information for specific groups.



Gateway Status

This widget shows the status of associated gateway devices.

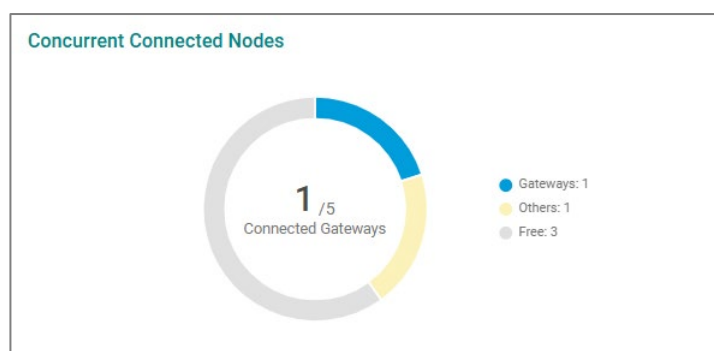


UI Setting	Description
Available Gateways	The first number indicates the number of available gateways (Connected, Online). The number after the slash indicates the total number of gateways (Connected, Online, Offline, Deactivated gateways).
Connected	Shows the number of gateways that have successfully established a remote connection.

UI Setting	Description
Online	Shows the number of gateways that are online but have not yet established a remote connection.
Offline	Shows the number of gateways that are offline or unable to connect to the MRC Quick Link server. Note When the gateway exhibits any of the following behaviors, it will appear as offline in MRC Quick Link: - Clicking RESET KEY on the MRC settings page in the gateway's web console. - Clicking Reset to Defaults in the gateway's web console. - Physically pressing the reset button on the hardware.
Deactivated	Shows the number of gateways that have been added but have not been successfully activated.

Concurrent Connected Nodes

This widget shows the status of the concurrent connected nodes.

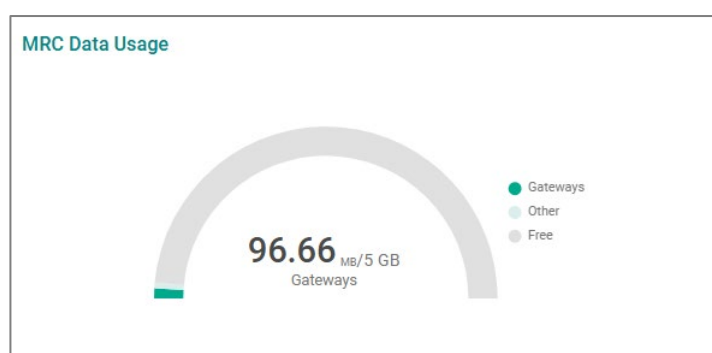


UI Setting	Description
Connected Gateways	The first number indicates the number of gateways that have successfully established a remote connection. The number after the slash indicates the total number of concurrent connected nodes in the license.
Gateways	Shows the number of gateways that have successfully established a remote connection within the specific group.

UI Setting	Description
Others	Shows the number of concurrent connected nodes used outside of the connected gateway, including connected clients and concurrent connected nodes used by other groups.
Free	Shows the number of remaining nodes on the license that can still be used to set up remote connections.

Data Usage

This widget shows the overall data usage of the gateways using the MRC Quick Link service.



UI Setting	Description
Gateways	The first number indicates the data used by gateways in the specified group. The number after the slash indicates the total available data on the license.
Other	Shows the data usage of devices other than the gateways, including clients and data used by other groups.
Free	Shows the amount of available data left on the license.

Gateway List

Menu Path: Gateway Management

The **Gateway List** screen lets you view and configure gateway settings.

Click the **Reset** button to restore the default column display settings.

Gateway Table

UI Setting	Description
Gateway Name	Shows the name of the gateway.
Group Name	Shows the name of the group the gateway belongs to.
Model	Shows the model name of the gateway.
Status	Shows the status of the gateway.  Connected: The gateway has successfully established a remote connection. When the gateway status is "Connected", it will consume one node of the assigned Concurrent Connected Node license.  Online: The gateway is online but has not yet established a remote connection.  Offline: The gateway is unable to connect to the MRC Quick Link server.  Deactivated: The gateway has been added but has not been activated yet.
Cellular Signal	Shows the cellular signal strength of the gateway. The strength of the cellular signal is a composite evaluation based on RSRP (Reference Signal Received Power), RSRQ (Reference Signal Received Quality), and SINR (Signal-to-interference-plus-noise Ratio).  : Good  : Fair  : Poor  : No Signal  Note If the gateway is using a wired network connection (Ethernet WAN), the cellular strength indicator will show as "No Signal".
Cellular Carrier	Shows the cellular carrier.
Remote Service	Shows the remote service status of the gateway. • Enabled: The gateway is allowed to establish a remote connection. • Disabled: The gateway is not allowed to establish a remote connection.

UI Setting	Description
GW-to-GW Connection	Shows the status of the gateway-to-gateway connection feature. • Enabled: The gateway is allowed to establish a remote connection to other gateways in the same group that also have GW-to-GW Connection enabled. When an applicable gateway is online, it will automatically establish the remote connection and switch to the "Connected" status. • Disabled: The gateway is not allowed to establish a remote connection to other gateways.
Local Devices	Shows the number of local devices associated with the gateway.
MRC Data Usage	Shows the MRC data usage of the gateway. When the gateway has established a remote connection, the outbound traffic transmitted from the gateway is calculated as data usage of the MRC service and consumes available data from the assigned Data Usage license.
Virtual IP	Shows the virtual IP of the gateway for remote connections.
Connected Clients	Shows the number of clients connected to the gateway.
Last Connected	Shows the time the gateway last established a remote connection. If the gateway has an active remote connection, this field will show as "---".
Replace Gateway	Replace the old gateway with a new one while retaining the existing MRC service settings. This provides a seamless way to switch gateways.

Add Gateway

Menu Path: Gateway Management

Click the **Add** () icon in the top-left corner of the gateway list to add a new gateway.

Select a gateway model and click **Next**.

The available settings will vary depending on which **Model** is selected.

Add Gateway

Model *

☐ MRC-1002
 ☐ OnCell 3120
 ☐ OnCell G4302
 ☐ OnCell G4308

Cancel
Next

Add Gateway - MRC-1002

If **MRC-1002** is selected as the **Model**, configure the following settings:

1. Gateway Settings

Add Gateway

1

2

3

4

Gateway Settings

Connection Scenario

Local Device List

Result

Gateway Name *

0 / 64

Group *

Remote Service *

Enabled

Location

Map Coordinates

Latitude

Longitude

Lock to MAC Address

Broadcast Forwarding *

Disabled

1

Multicast Forwarding *

Disabled

1

Auto IP Mapping *

Enabled

Gateway-to-gateway *

Disabled

Tunnel Control *

☐ Persistent Connection

Always establish a tunnel for remote access.

☐ Controlled by key file from USB drive

Only establish a remote access tunnel when a USB drive with the key file is inserted.

☐ Controlled by DI

Only establish a remote access tunnel when the Digital Input (DI) is detected as On.

Back

Next

UI Setting	Description	Valid Range	Default Value
Gateway Name	Enter a name for the gateway.	1 to 64 characters	N/A

UI Setting	Description	Valid Range	Default Value
Group	Select the group to assign the gateway to.	N/A	N/A
Remote Service	Enable or disable the remote connection service on the gateway. • Enabled: The gateway is allowed to establish a remote connection. • Disabled: The gateway is not allowed to establish a remote connection.  Note If you do not require remote connections it is recommended to disable this function.	Enabled / Disabled	Enabled
Location	Enter the location information for the gateway.	0 to 64 characters	N/A
Map Coordinates	Enter the latitude and longitude coordinates for the gateway.	-90 to 90 / -180 to 180	N/A
Latitude and Longitude	 Note The latitude and longitude information will be used to visualize the gateway on the interactive world map. Refer to the SHOW GATEWAY LOCATION section for more information.		
Lock to MAC Address	Enter the MAC address of the gateway to bind the gateway to this MAC address. If it does not match the configured MAC, the gateway will not activate successfully. If left blank, the gateway will not be bound.	Valid MAC address	N/A
Broadcast Forwarding	Enable or disable the Broadcast Forwarding function of the gateway. Some applications may rely on broadcasting to discover services or facilitate communication, such as PLC management software. • Enabled: The gateway is allowed to forward broadcast network traffic to MRC Clients. • Disabled: The gateway is not allowed to forward broadcast network traffic to MRC Clients.	Enabled / Disabled	Disabled
Multicast Forwarding	Enable or disable the Multicast Forwarding function of the gateway. Some applications may rely on multicasting to discover services or facilitate communication, such as PLC management software. • Enabled: The gateway is allowed to forward multicast network traffic to MRC Clients. • Disabled: The gateway is not allowed to forward multicast network traffic to MRC Clients.	Enabled / Disabled	Disabled

UI Setting	Description	Valid Range	Default Value
Auto IP Mapping	Enable or disable the Auto IP Mapping service. In distributed systems, it's common for multiple gateways and local devices to have the same IP settings. When there are multiple gateways with overlapping IP/subnet configurations in an application, enabling auto IP mapping is necessary to ensure a valid connection to the designated gateway. • Enabled: The gateway will automatically assign an IP to use with the MRC service. • Disabled: The gateway will use its original IP for the MRC service.	Enabled / Disabled	Enabled
Gateway-to-gateway	Enable or disable the Gateway-to-gateway function. • Enabled: When connecting to MRC Quick Link, the gateway will automatically establish connections with other gateways in the same group that have this function enabled. • Disabled: The gateway will only allow remote connections initiated from the MRC Client.  Note When Gateway-to-gateway is enabled, the Broadcast Forwarding and Multicast Forwarding services will be disabled to avoid traffic storms.  Note When Gateway-to-gateway is enabled, the Transparent Mode in the Connection Scenario step will be unavailable.  Note When Gateway-to-gateway is enabled, the gateway will default to a Connected status and will consume one node of the associated Concurrent Connect Node license.	Enabled / Disabled	Disabled

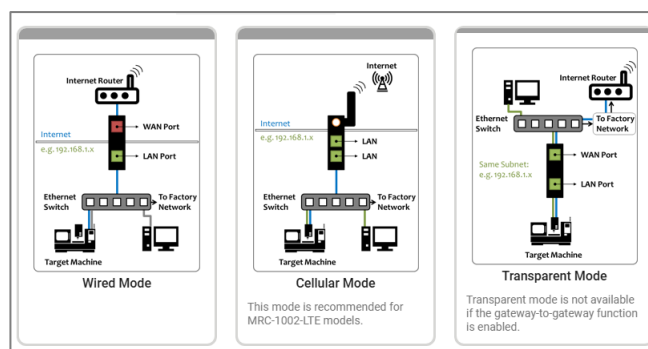
UI Setting	Description	Valid Range	Default Value
Tunnel Control	Select the VPN tunneling method for remote connections. • Persistent Connection: The gateway will maintain a constant remote connection until manually disconnected. • Controlled by key file from USB drive: A remote connection can be established only when a Moxa ABC-02 Series USB device or a USB drive with an activation key is inserted into the gateway. Once the USB drive is removed, the remote connection permission is disabled. • Controlled by DI: A remote connection can be established only when a DI signal is received by the gateway. Once the signal is lost, the permission for remote connection is disabled.	Persistent Connection / Controlled by key file from USB drive / Controlled by DI	N/A

 **Note**

If you want to change the **Tunnel Control** mode from **Persistent Connection** to **Controlled by key file from USB drive** or **Controlled by DI**, configure the appropriate **Tunnel Control** mode first before inserting the USB drive or modifying the DI signal.

Click **Next** to move to the next step.

2. Connection Scenario



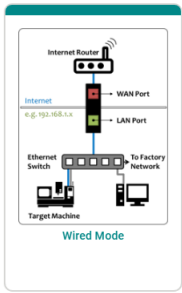
UI Setting	Description
Wired Mode	Connect an external router to access the Internet and establish remote access.
Cellular Mode	Use the cellular interface for Internet access. Both Ethernet ports function as LAN ports for connecting local devices.

UI Setting	Description
Transparent Mode	Use the existing network to access the Internet and establish remote access. Ensure LAN device communication remains transparent to the network.
	 Note Transparent mode is not available if the gateway-to-gateway function is enabled.

Wired Mode

Add Gateway

1 Gateway Settings 2 **Connection Scenario** 3 Local Device List 4 Result



LAN Settings

IP Address * Subnet Mask *

WAN Settings

IP Address Mode
☒ Static ☐ DHCP

IP Address * Subnet Mask *

Gateway *

Primary DNS Server *

Secondary DNS Server Tertiary DNS Server

Back Next

UI Setting	Description	Valid Range	Default Value
LAN Settings			
IP Address	Enter the IP address of the device.	Valid IP address	N/A
Subnet Mask	Select the subnet mask of the device.	Valid subnet mask	N/A
WAN Settings			
IP Address Mode	Select the WAN IP address mode. DHCP: The gateway is assigned an IP address and subnet mask automatically by a DHCP server. Static: Manually specify the gateway's IP address and subnet mask.	Static / DHCP	Static

UI Setting	Description	Valid Range	Default Value
IP Address	Enter the IP address for the WAN port. This setting does not show in DHCP mode.	Valid IP address	N/A
Subnet Mask	Select the subnet mask for the WAN port. This setting does not show in DHCP mode.	Valid subnet mask	N/A
Gateway	Enter the gateway address for the WAN port. This setting does not show in DHCP mode.	Valid IP address	N/A
Primary DNS Server	Enter the DNS server address.	Valid DNS server address	N/A
Secondary DNS Server	Enter the DNS server address.	Valid DNS server address	N/A
Tertiary DNS Server	Enter the DNS server address.	Valid DNS server address	N/A

Click **Next** to move to the next step.

Cellular Mode

Add Gateway

1 Gateway Settings
2 Connection Scenario
3 Local Device List
4 Result

Cellular Mode
This mode is recommended for MRC-1002-LTE models.

LAN Settings
IP Address * Subnet Mask *

WAN Settings
Carrier *
Generic

APN * PIN
Required 0 / 6

Username Password
0 / 64 Must be at least 6 characters 0 / 64

Cellular Keep Alive *
Enabled

Cellular Watchdog *
Disabled

Primary DNS Server

Back Next

UI Setting	Description	Valid Range	Default Value
LAN Settings			
IP Address	Enter the IP address of the device.	Valid IP address	N/A
Subnet Mask	Select the subnet mask of the device.	Valid subnet mask	N/A
WAN Settings			
Carrier	Select the carrier to use with the SIM card.	Generic / AT&T / Verizon	Generic
APN	Specify the access point network (APN) information provided by your cellular carrier if they require it.	0 to 64 characters	N/A
PIN	Enter the PIN number to unlock the SIM card.	0 to 6 characters	N/A
Username	Enter username for Internet access. This is provided by your carrier.	0 to 64 characters	N/A
Password	Enter password for Internet access. This is provided by your carrier.	6 to 64 characters	N/A
Cellular Keep Alive	When the cellular connection loses Internet access, the device will automatically restart the cellular connection to the carrier.	Enabled / Disabled	Enabled
Cellular Watchdog	When the cellular system stops working, the device will restart the cellular hardware to reinitialize the connection.	Enabled / Disabled	Disabled
Primary DNS Server	Enter the DNS server address.	Valid DNS server address	N/A
Secondary DNS Server	Enter the DNS server address.	Valid DNS server address	N/A
Tertiary DNS Server	Enter the DNS server address.	Valid DNS server address	N/A

Click **Next** to move to the next step.

Transparent Mode

Add Gateway

1

Gateway Settings

2

Connection Scenario

3

Local Device List

4

Result

Transparent Mode

Transparent mode is not available if the gateway-to-gateway function is enabled.

WAN Settings

IP Address Mode

☒ Static
 ☐ DHCP

IP Address * Subnet Mask *

Gateway *

Primary DNS Server *

Secondary DNS Server Tertiary DNS Server

[Back](#)
[Next](#)

UI Setting	Description	Valid Range	Default Value
WAN Settings			
IP Address Mode	Select the WAN IP address mode. DHCP: The gateway is assigned an IP address and subnet mask automatically by a DHCP server. Static: Manually specify the gateway's IP address and subnet mask.	Static / DHCP	Static
IP Address	Enter the IP address for the WAN port. This setting does not show in DHCP mode.	Valid IP address	N/A
Subnet Mask	Select the subnet mask for the WAN port. This setting does not show in DHCP mode.	Valid subnet mask	N/A
Gateway	Enter the gateway address for the WAN port. This setting does not show in DHCP mode.	Valid IP address	N/A
Primary DNS Server	Enter the DNS server address.	Valid DNS server address	N/A

UI Setting	Description	Valid Range	Default Value
Secondary DNS Server	Enter the DNS server address.	Valid DNS server address	N/A
Tertiary DNS Server	Enter the DNS server address.	Valid DNS server address	N/A

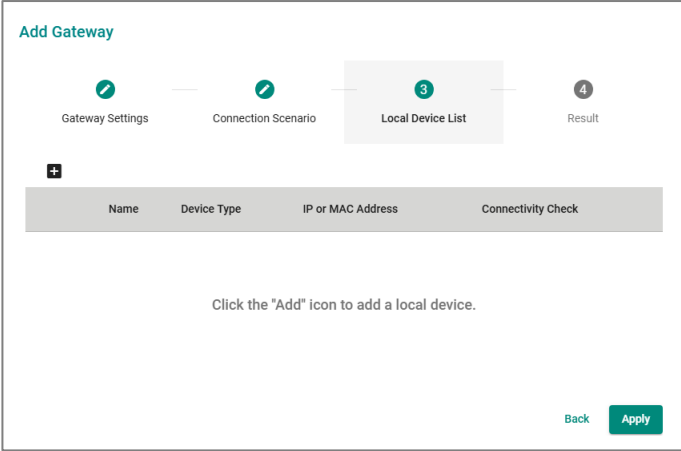
Click **Next** to move to the next step.

3. Local Device List

Click the **Add** () icon to add devices connected to the gateway to the local device list for monitoring and for establishing remote connections.

A single gateway supports up to 25 local devices.

Click **Apply** without adding devices to skip this step and add local devices later. Refer to the **Add Local Device** section for information on how to add local devices.



4. Result

Click **Copy** to copy the shown activation key to your clipboard. Paste this activation key into the **Moxa Remote Connect** settings page in the MRC-1002 gateway's interface. Alternatively, click **Download** to download the activation key as a file onto a USB drive. Insert the USB with the key file into the MRC-1002 gateway to activate the device. Refer to [MRC-1002](#).

Note

The activation key generated for the MRC-1002 can only be used with MRC-1002 Series devices. Do not apply it to other gateway models.

Add Gateway

1

Gateway Settings

2

Connection Scenario

3

Local Device List

4

Result

Created successfully.

Gateway Name

Virtual IP

Activation Key

Do not change the file extension (.key) of the activation key file.

Copy

Download

Done

Add Gateway - OnCell 3120

If **OnCell 3120** is selected as the **Model**, configure the following settings:

1. Gateway Settings

Add Gateway

1

Gateway Settings

2

Local Device List

3

Result

Gateway Name *
0 / 64

Group *

Remote Service *
Enabled

Map Coordinates
Latitude
Longitude

Lock to MAC Address

Broadcast Forwarding *
Disabled

Multicast Forwarding *
Disabled

Back
Next

UI Setting	Description	Valid Range	Default Value
Gateway Name	Enter a name for the gateway.	1 to 64 characters	N/A
Group	Select a group to assign the gateway to.	N/A	N/A
Remote Service	Enable or disable the remote connection service on the gateway. Enabled: The gateway is allowed to establish a remote connection. Disabled: The gateway is not allowed to establish a remote connection. Note If you do not require remote connections it is recommended to disable this function.	Enabled / Disabled	Enabled
Map Coordinates	Enter the latitude and longitude coordinates for the gateway. Note The latitude and longitude information will be used to visualize the gateway on the interactive world map. Refer to the SHOW GATEWAY LOCATION section for more information.	-90 to 90 / -180 to 180	N/A

UI Setting	Description	Valid Range	Default Value
Lock to MAC Address	Enter the MAC address of the gateway to bind the gateway to this MAC address. If it does not match the configured MAC, the gateway will not activate successfully. If left blank, the gateway will not be bound.	Valid MAC address	N/A
Broadcast Forwarding	Enable or disable the Broadcast Forwarding function of the gateway. Some applications may rely on broadcasting to discover services or facilitate communication, such as PLC management software. • Enabled: The gateway is allowed to forward broadcast network traffic to MRC Clients. • Disabled: The gateway is not allowed to forward broadcast network traffic to MRC Clients.	Enabled / Disabled	Disabled
Multicast Forwarding	Enable or disable the Multicast Forwarding function of the gateway. Some applications may rely on multicasting to discover services or facilitate communication, such as PLC management software. • Enabled: The gateway is allowed to forward multicast network traffic to MRC Clients. • Disabled: The gateway is not allowed to forward multicast network traffic to MRC Clients.	Enabled / Disabled	Disabled
Auto IP Mapping	Enable or disable the Auto IP Mapping service. In distributed systems, it's common for multiple gateways and local devices to have the same IP settings. When there are multiple gateways with overlapping IP/subnet configurations in an application, enabling auto IP mapping is necessary to ensure a valid connection to the designated gateway. • Enabled: The gateway will automatically assign an IP to use with the MRC service. • Disabled: The gateway will use its original IP for the MRC service.	Enabled / Disabled	Enabled

UI Setting	Description	Valid Range	Default Value
Gateway-to-gateway	Enable or disable the Gateway-to-gateway function. • Enabled: When connecting to MRC Quick Link, the gateway will automatically establish connections with other gateways in the same group that have this function enabled. • Disabled: The gateway will only allow remote connections initiated from the MRC Client.  Note When Gateway-to-gateway is enabled, the Broadcast Forwarding and Multicast Forwarding services will be disabled to avoid traffic storms.  Note When Gateway-to-gateway is enabled, the gateway will default to a Connected status and will consume one node of the associated Concurrent Connect Node license.	Enabled / Disabled	Disabled
Tunnel Control	Select the VPN tunneling method for remote connections. • Persistent Connection: The gateway will maintain a constant remote connection until manually disconnected. • Controlled by key file from USB drive: A remote connection can be established only when a Moxa ABC-02 Series USB device or a USB drive with an activation key is inserted into the gateway. Once the USB drive is removed, the remote connection permission is disabled.  Note If you want to change the Tunnel Control mode from Persistent Connection to Controlled by key file from USB drive or Controlled by DI, configure the appropriate Tunnel Control mode first before inserting the USB drive or modifying the DI signal.	Persistent Connection / Controlled by key file from USB drive	N/A

Click **Next** to move to the next step.

2. Local Device List

Click the **Add** () icon to add devices connected to the gateway to the local device list for monitoring and for establishing remote connections.

A single gateway supports up to 25 local devices.

Click **Apply** without adding devices to skip this step and add local devices later. Refer to the **Add Local Device** section for information on how to add local devices.

Add Gateway

1 Gateway Settings 2 Local Device List 3 Result

Name	Device Type	IP or MAC Address	Connectivity Check
------	-------------	-------------------	--------------------

Click the "Add" icon to add a local device.

Back Apply

3. Result

Click **Copy** to copy the shown activation key to your clipboard. Paste this activation key into the **Moxa Remote Connect** settings page in the OnCell 3120 gateway's interface. Alternatively, click **Download** to download the activation key as a file onto a Moxa ABC-02 Series USB device or a USB drive. Insert the ABC-02 USB or USB drive with the key file into the OnCell 3120 gateway to activate the device. Refer to **ONCELL 3120**.

Note

The activation key generated for the OnCell 3120 can only be used with the OnCell 3120 Series devices. Do not apply it to other gateway models.

Add Gateway

1 Gateway Settings

2 Local Device List

3 Result

Created successfully.

Gateway Name

Virtual IP

Activation Key

Do not change the file extension (.key) of the activation key file.

Copy

Download

Done

Add Gateway - OnCell G4302 & OnCell G4308

If **OnCell G4302** or **OnCell G4308** is selected as the **Model**, configure the following settings:

1. Gateway Settings

Add Gateway

1

2

3

Gateway Settings

Local Device List

Result

Gateway Name *
0 / 64

Group *

Remote Service *
Enabled

Map Coordinates
Sync with GNSS *
Enabled

Lock to MAC Address

Broadcast Forwarding *
Disabled

Multicast Forwarding *
Disabled

Back Next

UI Setting	Description	Valid Range	Default Value
Gateway Name	Enter a name for the gateway.	1 to 64 characters	N/A
Group	Select the group to assign the gateway to.	N/A	N/A
Service	Enable or disable the remote connection service on the gateway. Enabled: The gateway is allowed to establish a remote connection. Disabled: The gateway is not allowed to establish a remote connection. Note If you do not require remote connections it is recommended to disable this function.	Enabled / Disabled	Enabled

UI Setting	Description	Valid Range	Default Value
Map Coordinates	Synchronize the gateway's location data with GNSS coordinates. Enabled: The gateway will automatically synchronize GNSS information to MRC Quick Link. To use this option, the GNSS function must be enabled on the gateway. Disabled: The gateway will not synchronize GNSS information to MRC Quick Link. You will be required to manually enter the latitude and longitude coordinates for the gateway.  Note The latitude and longitude information will be used to visualize the gateway on the interactive world map. Refer to the SHOW GATEWAY LOCATION section for more information.	Enabled / Disabled	Enabled
Lock to MAC Address	Enter the MAC address of the gateway to bind the gateway to this MAC address. If it does not match the configured MAC, the gateway will not activate successfully. If left blank, the gateway will not be bound.	Valid MAC address	N/A
Broadcast Forwarding	Enable or disable the Broadcast Forwarding function of the gateway. Some applications may rely on broadcasting to discover services or facilitate communication, such as PLC management software. Enabled: The gateway is allowed to forward broadcast network traffic to MRC Clients. Disabled: The gateway is not allowed to forward broadcast network traffic to MRC Clients.	Enabled / Disabled	Disabled
Multicast Forwarding	Enable or disable the Multicast Forwarding function of the gateway. Some applications may rely on multicasting to discover services or facilitate communication, such as PLC management software. Enabled: The gateway is allowed to forward multicast network traffic to MRC Clients. Disabled: The gateway is not allowed to forward multicast network traffic to MRC Clients.	Enabled / Disabled	Disabled

UI Setting	Description	Valid Range	Default Value
Auto IP Mapping	Enable or disable the Auto IP Mapping service. In distributed systems, it's common for multiple gateways and local devices to have the same IP settings. When there are multiple gateways with overlapping IP/subnet configurations in an application, enabling auto IP mapping is necessary to ensure a valid connection to the designated gateway. • Enabled: The gateway will automatically assign an IP to use with the MRC service. • Disabled: The gateway will use its original IP for the MRC service.	Enabled / Disabled	Enabled
Gateway-to-gateway	Enable or disable the Gateway-to-gateway function. • Enabled: When connecting to MRC Quick Link, the gateway will automatically establish connections with other gateways in the same group that have this function enabled. • Disabled: The gateway will only allow remote connections initiated from the MRC Client.  Note When Gateway-to-gateway is enabled, the Broadcast Forwarding and Multicast Forwarding services will be disabled to avoid traffic storms.  Note When Gateway-to-gateway is enabled, the gateway will default to a Connected status and will consume one node of the associated Concurrent Connect Node license.	Enabled / Disabled	Disabled

UI Setting	Description	Valid Range	Default Value
Tunnel Control	Select the VPN tunneling method for remote connections. • Persistent Connection: The gateway will maintain a constant remote connection until manually disconnected. • Controlled by key file from USB drive: A remote connection can be established only when a Moxa ABC-02 Series USB device or a USB drive with an activation key is inserted into the gateway. Once the USB drive is removed, the remote connection permission is disabled. • Controlled by DI: A remote connection can be established only when a DI signal is received by the gateway. Once the signal is lost, the permission for remote connection is disabled.  Note If you want to change the Tunnel Control mode from Persistent Connection to Controlled by key file from USB drive or Controlled by DI, configure the appropriate Tunnel Control mode first before inserting the USB drive or modifying the DI signal.	Persistent Connection / Controlled by key file from USB drive / Controlled by DI	N/A

Click **Next** to move to the next step.

2. Local Device List

Click the **Add** () icon to add devices connected to the gateway to the local device list for monitoring and for establishing remote connections.

A single gateway supports up to 25 local devices.

Click **Apply** without adding devices to skip this step and add local devices later. Refer to the **Add Local Device** section for information on how to add local devices.

Add Gateway

1 Gateway Settings

2 Local Device List

3 Result

+

Name	Device Type	IP or MAC Address	Connectivity Check
------	-------------	-------------------	--------------------

Click the "Add" icon to add a local device.

Back

Apply

3. Result

Click **Copy** to copy the shown activation key to your clipboard. Paste this activation key into the **Moxa Remote Connect** settings page in the OnCell G4302 gateway's interface. Alternatively, click **Download** to download the activation key as a file onto a USB drive. Insert the USB with the key file into the OnCell G4302 or OnCell G4308 gateway to activate the device. Refer to [ONCELL G4302 & ONCELL G4308](#).

Note

The activation key generated for the OnCell G4302 can only be used with OnCell G4302 Series devices.

The activation key generated for the OnCell G4308 can only be used with OnCell G4308 Series devices.

Do not apply it to other gateway models. The activation keys for the OnCell G4302 and G4308 Series are not interchangeable.

Add Gateway

 Gateway Settings

 Local Device List

3

Result

Created successfully.

Gateway Name

Virtual IP

Activation Key

 Do not change the file extension (.key) of the activation key file.

CopyDownloadDone

Edit Gateway

Menu Path: Gateway Management

Click the **Edit** () icon in the row of the gateway you want to edit.

When finished, click **Apply** to save your changes.

Note

Available settings and options will vary depending on the product model.

Show Gateway Location

Menu Path: Gateway Management

Click the **Location** () icon in the row of the gateway you want to view the location of.

The location shown on the map is based on the gateway's synchronized GNSS information or the user-specified latitude and longitude coordinates. To configure the latitude and longitude settings of the gateway, refer to the **Add Gateway** section.

Map

Location
MoxaBade



CLOSE

Note

The value in the Location field on the gateway's Information Settings page is unrelated to the interactive map in MRC.

Search for a function

Device Summary

System

System Management

Information Settings

Firmware Upgrade

Software Package Management

Configuration Backup and Restore

Account Management

License Management

Management Interface

Time

SMS

Setting Check

Information Settings

Device Name
OnCell Cellular Router 5G 25 / 30

Host Name
OnCell-Cellular-Router-5G

Location
MoxaBade 8 / 80

Description
0 / 40

Contact Information
0 / 40

APPLY

Download Gateway Activation Key

Menu Path: Gateway Management

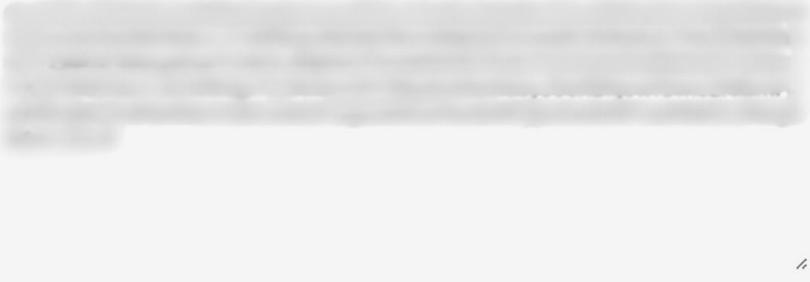
		Gateway Name ↑		Group Name	
☐					
☐	▼	✎	📍	🔑	PMtesting_1 Asia
☐	▼	✎	📍	🔑	PMtesting_2 Asia

Click the **Activation Key** (🔑) on in the row of the gateway you want to download the activation key for. In the Activation Key window, click **Copy** to copy the key to your clipboard, or click **Download** to download the key to your system.

Note

The activation key contains account information. Store it in a secure location.

Activation Key

Activation Key


 Do not change the filename extension of the activation key.

COPY DOWNLOAD CANCEL

Select Gateways

If you select any gateway, additional function buttons will become available.

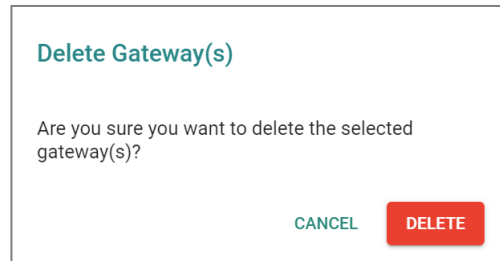
					1 of 8 selected 
	Gateway Name 		Group Name		
☒					PMtesting_1 Asia
☐					PMtesting_2 Asia

Delete Gateway

Menu Path: Gateway Management

Check the box of the gateway(s) you want to delete and click the **Delete** () icon in the top-left corner of the table.

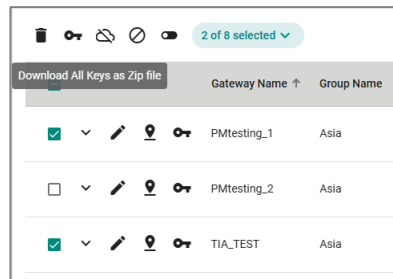
When prompted, click **DELETE** to delete the selected gateway(s).



Download All Keys as Zip File

Menu Path: Gateway Management

Click the **Download All Keys as Zip File** () icon in the top-left corner of the table to download the activation keys of the selected gateways as a ZIP file.



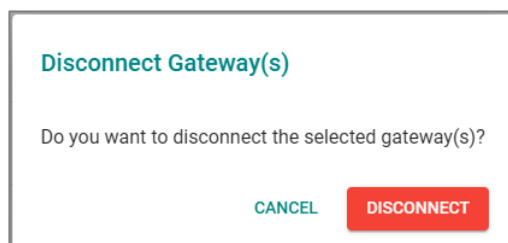
Disconnecting Gateways

Menu Path: Gateway Management

You can manually terminate the remote connection of gateways with the Connected status. Check the box of the gateway(s) that you want to disconnect and click the

Disconnect () icon in the top-left corner of the table.

When prompted, click **DISCONNECT** to disconnect the gateway(s).



Deactivating Gateways

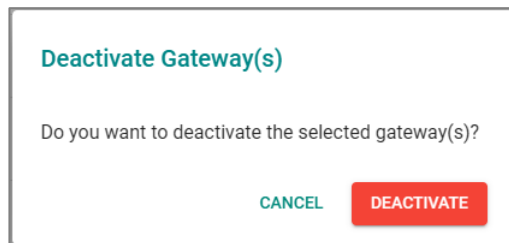
Menu Path: Gateway Management

You can manually deactivate a gateway to unbind it from the MRC service. Deactivating a gateway will invalidate the activation key and immediately disconnect the gateway. Deactivated gateways will appear as Deactivated in the gateway table.

To re-activate the gateway, you will need to obtain a new activation key. Refer to the **Add Gateway** section.

Check the box of the gateway(s) you want to deactivate and click the **Deactivate** () icon in the top-left corner of the table.

When prompted, click **DEACTIVATE** to deactivate the gateway(s).

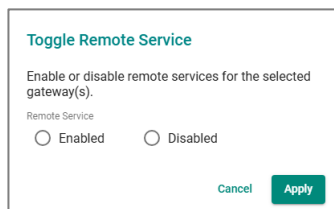


Toggle Remote Service

Menu Path: Gateway Management

Check the box of the gateway(s) that you want to enable or disable remote services for and click the **Toggle Remote Service** () icon in the top-left corner of the table.

When prompted, select **Enabled** or **Disabled** and click **Apply**.



Note

Disabling remote services will terminate all established remote connections and will change the gateway's status from Connected to Online.

Local Device Table

Menu Path: Gateway Management

Click the **Expand** () and **Collapse** () icons in the row of the gateway to expand or collapse the list of local devices of that gateway.

☐					test	MRC_QuickLink	OnCell G4302		Online	Enabled	Disabled	0														
☐					gw2gw_test1	MRC_QuickLink	OnCell G4302		Offline	Enabled	Enabled	1/1														
<table><tr><th>Name</th><th>Status</th><th>Device Type</th><th>IP or MAC Address</th><th>Virtual IP</th><th>Connectivity Check</th><th>Rules</th></tr><tr><td> device_1 </td><td> --- </td><td>IP Ethernet Device</td><td>192.168.1.101</td><td>10.11.64.66</td><td>Ping Check (10 sec.)</td><td></td></tr></table>													Name	Status	Device Type	IP or MAC Address	Virtual IP	Connectivity Check	Rules	device_1	---	IP Ethernet Device	192.168.1.101	10.11.64.66	Ping Check (10 sec.)	
Name	Status	Device Type	IP or MAC Address	Virtual IP	Connectivity Check	Rules																				
device_1	---	IP Ethernet Device	192.168.1.101	10.11.64.66	Ping Check (10 sec.)																					

UI Setting	Description
------------	-------------

Name	Shows the name of the local device.
-------------	-------------------------------------

Status	Shows the status of the local device.
---------------	---------------------------------------

 **Online:** The local device has been successfully detected by the gateway.

 **Offline:** The local device could not be detected by the gateway.

 **---**: The status of the local device is unknown because the gateway was unable to retrieve information on the device.

Device Type	Shows the type of local device.
--------------------	---------------------------------

- **IP Ethernet Device:** The IP is configured for the device itself. The connection to the device is confirmed by pinging the device's IP.
- **Layer 2 Ethernet Device:** The device has an Ethernet interface but no IP configuration. The connection to the device is confirmed through the physical Ethernet port link.
- **Serial Device:** The device has a serial interface. The connection to the device is confirmed through the physical serial port link.

IP or MAC Address	Shows the IP or MAC address of the local device.
--------------------------	--

UI Setting

Description

Virtual IP

Shows the virtual IP of the local device for remote connections.

Connectivity Check

Shows the type and the checking frequency for verifying the connectivity of the local device.

Rules

Shows the remote access allowlist rules configured for the device.

Click the Rules () icon.

Rules

Type	Protocol	Port	Allowed Client List
All	---	---	Any Client

CLOSE

Add Local Device

Menu Path: Gateway Management

Expand the local device list for the gateway and click the **Add** () icon to add devices connected to the gateway as local devices under the gateway for monitoring remote connections.

A single gateway supports up to 25 local devices.

Note

Support for local devices depends on the gateway model. Not all gateways support this feature.

Local Device Settings

Available settings and options depend on the selected device type.

Add Local Device

Local Device Settings

Rules

Local Device Name *

0 / 64

Device Type *

IP Ethernet Device

IP Address *

Virtual IP *

10.10.0.99

NAT IP

Connectivity Check Method *

Ping Check

Ping Interval *

10

Cancel

Apply

UI Setting	Description	Valid Range	Default Value
Local Device Name	Enter a name for the local device.	1 to 64 characters	N/A
Device Type	Select the type of local device. Configurable settings depend on the selected type. IP Ethernet Device: The IP is configured for the device itself. The connection to the device is confirmed by pinging the device's IP. Layer 2 Ethernet Device: The device has an Ethernet interface but no IP configuration. The connection to the device is confirmed through the physical Ethernet port link. Serial Device: The device has a serial interface. The connection to the device is confirmed through the physical serial port link.	IP Ethernet Device / Layer 2 Ethernet Device / Serial Device	IP Ethernet Device

IP Ethernet Device

If you select **IP Ethernet Device** as the **Device Type**, configure the following settings:

Add Local Device

Local Device Settings

Rules

Local Device Name *

0 / 64

Device Type *

IP Ethernet Device

IP Address *

Virtual IP *

10.10.0.99

NAT IP

Connectivity Check Method *

Ping Check

Ping Interval *

10

Cancel
Apply

UI Setting	Description	Valid Range	Default Value
IP Address	Enter the IP address of the device.	Valid IP address	N/A
Virtual IP	Select the virtual IP of the device. The system will assign an available IP by default.	N/A	N/A
NAT IP	Enter the NAT IP of the device. It should be in the same subnet as your Ethernet WAN.	Valid IP address	N/A
	 Note The NAT IP is only shown when using the MRC-1002 in Wired Mode.		
Connectivity Check Mode	Select the method for checking the connection to the device. Ping Check: The gateway will send out alive check packets to check the connection to the device at the specified Ping Interval. Disable: The gateway will not perform connectivity checks for the device.	Ping Check / Disable	Ping Check
Ping Interval	Enter the interval (in seconds) at which the gateway will send out an alive check packet.	1 to 86400	10

Layer 2 Ethernet Device

If you select **Layer 2 Ethernet Device** as the **Device Type**, configure the following settings:

Add Local Device

Local Device Settings

Rules

Local Device Name *

0 / 64

Device Type *

Layer 2 Ethernet Device

MAC Address *

Connectivity Check Method *

Port Link

Port *

Cancel

Apply

UI Setting	Description	Valid Range	Default Value
MAC Address	Enter the MAC address of the device.	Valid MAC address	N/A
Connectivity Check Mode	Select the method for checking the connection to the device. Port Link: The gateway will constantly check the status of the specified physical Ethernet port to check the connection to the device. Disable: The gateway will not perform connectivity checks for the device.	Port Link / Disable	Port Link
Port	Select the port the device is connected to.	Port number	N/A

Serial Device

If you select **Serial Device** as the **Device Type**, configure the following settings:

Add Local Device

Local Device Settings

Rules

Local Device Name *

0 / 64

Device Type *

Serial Device

Connectivity Check Method *

Serial Link

Cancel

Apply

UI Setting	Description	Valid Range	Default Value
Connectivity Check Mode	Select the method for checking the connection to the device. • Serial Link: The gateway will constantly check the status of the serial port to check the connection to the device. • Disable: The gateway will not perform connectivity checks for the device.	Serial Link / Disable	Serial Link

Rules

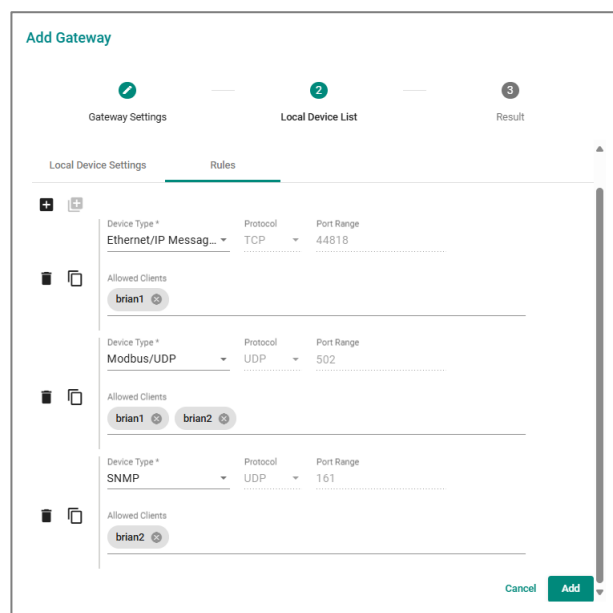
Menu Path: Gateway Management

The **Rules** tab is used to set up the allowlist rules for remote connections to the local device. To access the **Rules** tab, add or edit a local device and navigate to the **Rules** tab.

Available settings and options depend on the selected **Type**.

Note

Each local device supports a maximum of 16 rules.



Add Gateway

1 Gateway Settings 2 Local Device List 3 Result

Local Device Settings Rules

Device Type *	Protocol	Port Range	Allowed Clients
Ethernet/IP Messag...	TCP	44818	brian1
Modbus/UDP	UDP	502	brian1 brian2
SNMP	UDP	161	brian2

Cancel Add

UI Setting	Description	Valid Range	Default Value
Type	Select the protocol type allowed for remote connections.	All / TCP (All) / UDP (All) / ICMP / TCP (Custom) / UDP (Custom) / Ethernet/IP I/O Messaging / Ethernet/IP Messaging (TCP) / Ethernet/IP Messaging (UDP) / HTTP / HTTPS / Modbus/TCP / Modbus/UDP / RDP-TCP / RDP-UDP / SNMP / SSH / Telnet	All
Allowed Clients	Select the clients allowed to establish remote connections.	Client list	All Clients

Click the **Add** () icon to add a rule.

Click the **Copy** () icon to copy the rule to the clipboard.

Click the **Add from clipboard** () icon to add a rule copied from the clipboard.

Click the **Delete** () icon to delete the rule.

When finished, click **Apply** to save your changes.

Edit Local Device

Menu Path: Gateway Management

Expand the local device list for the gateway and click the **Edit** () icon in the row of the local device you want to edit. Available settings and options depend on the selected device type.

When finished, click **Apply** to save your changes.

Edit Local Device

Local Device Settings

Rules

Local Device Name *

device_pc

9 / 64

Device Type *

Layer 2 Ethernet Device

MAC Address *

Connectivity Check Mode *

Port Link

Port *

Port 2

CANCEL

APPLY

Delete Local Device

Menu Path: Gateway Management

Expand the local device list for the gateway and click the **Delete** () icon in the row of the local device you want to delete.

When prompted, click **DELETE** to delete the local device.

Delete Local Device

Are you sure you want to delete the device?

CANCEL

DELETE

Replace Gateway

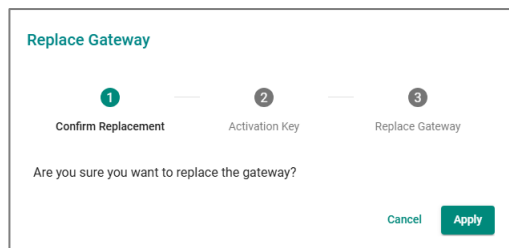
Menu Path: Gateway Management

Replacing a gateway lets you migrate the MRC server settings from an existing gateway to a new gateway of the same model. This lets you retain all original configurations without having to add and configure the gateway again on the MRC server.

Click the **Replace Gateway** () icon in the row of the gateway device you want to replace.

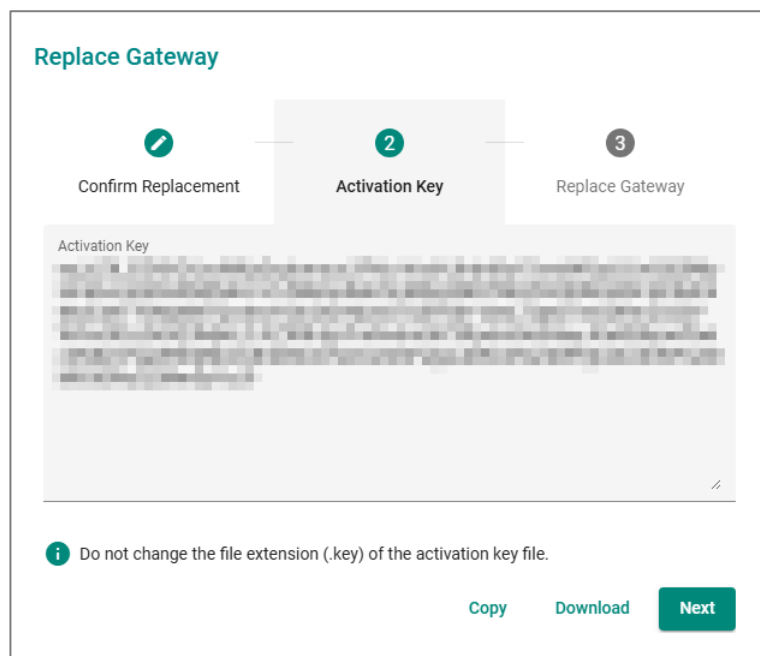
1. Confirm Replacement

Confirm you want to replace the gateway and click **Apply** to move to the next step.



2. Activation Key

Click **Copy** to copy the shown activation key to your clipboard. Alternatively, click **Download** to download the activation key as a file onto a USB drive.

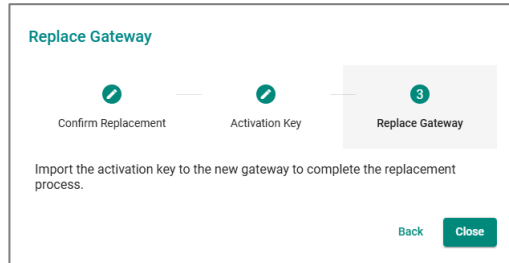


3. Replace Gateway

Click **Close** to close this window. Paste the activation key into the **Moxa Remote Connect** settings page in the replacement gateway's interface, or insert the USB with the key file into the replacement gateway to activate the device.

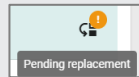
Note

The generated activation key can only be used with gateways of the same model.



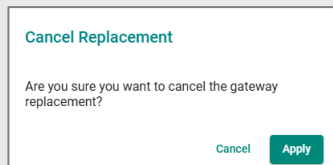
Note

If the activation key has not been applied to the replacement gateway yet, an exclamation mark will show on the Replace icon.



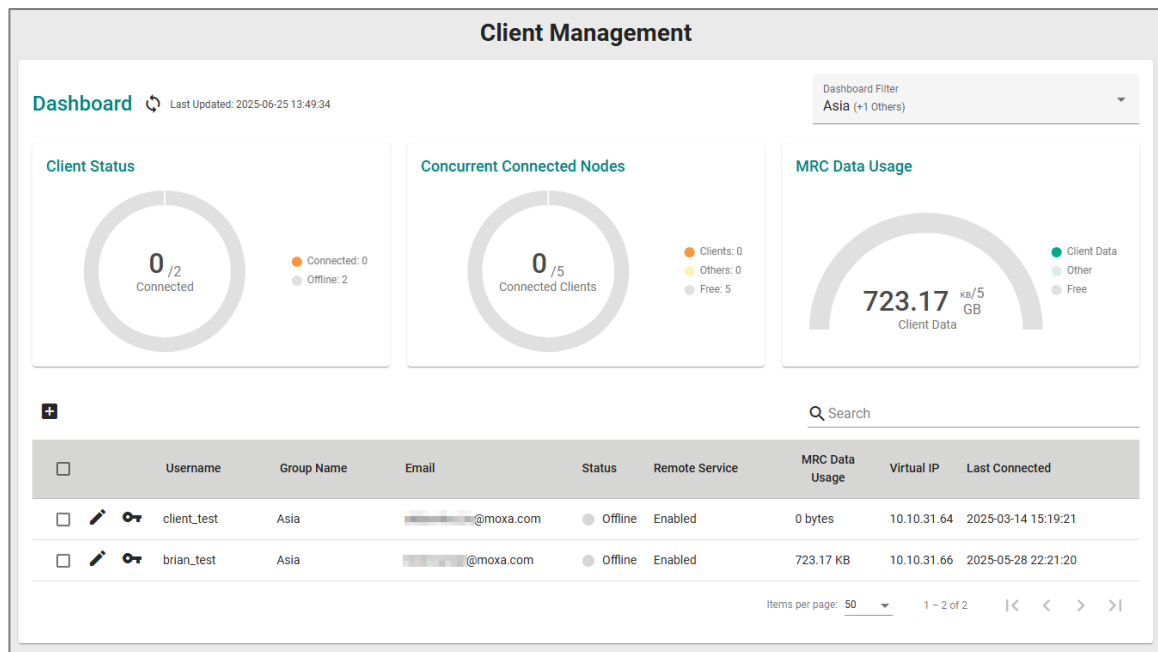
Note

To cancel the replacement process, click the Replace icon again. When prompted to confirm, click Apply.



Client Management

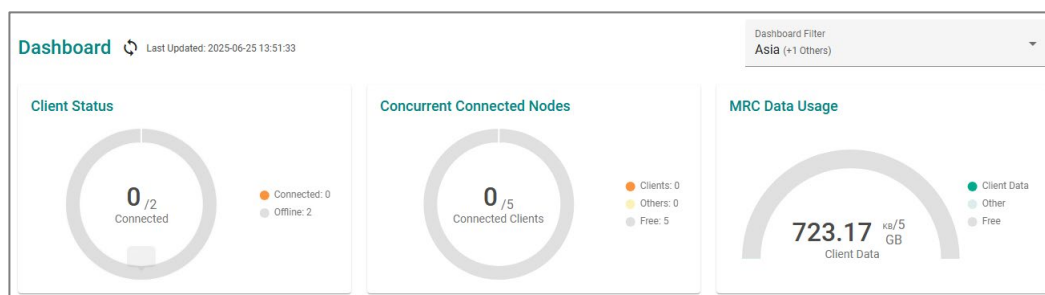
From the **Client Management** section, you can check the status of clients and configure client settings.



Dashboard

Menu Path: Client Management

The dashboard shows information about clients, licenses, and data usage.



Auto Refresh



By default, the dashboard will automatically refresh the displayed information every 10 seconds. A timestamp will indicate the time the information was last updated.

You can enable or disable this function by clicking the **Auto Refresh** () icon in the top-left corner of the dashboard.

 indicates Auto Refresh is enabled.

 indicates Auto Refresh is disabled.

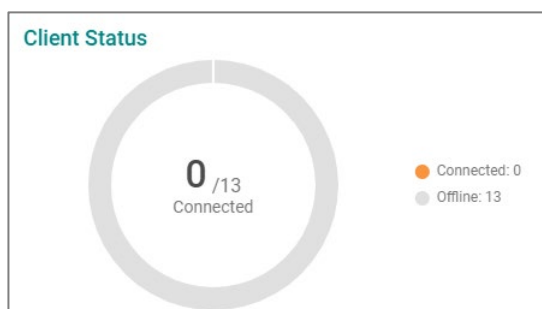
Dashboard Filter

The **Dashboard Filter** located in the top-right corner of the Dashboard lets you show information for specific groups.



Client Status

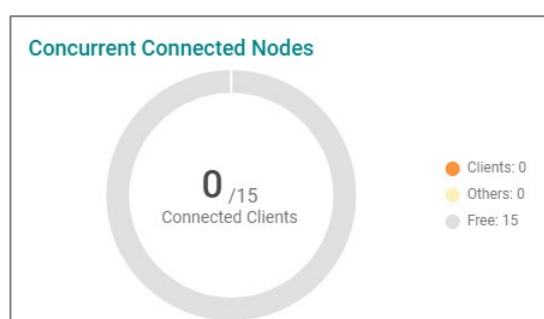
This widget shows the status of clients.



UI Setting	Description
Connected	The first number indicates the number of connected clients. The number after the slash indicates the total number of clients (Connected, Offline).
Connected	Shows the number of clients that have successfully established a remote connection.
Offline	Shows the number of clients that have not yet established a remote connection.

Concurrent Connected Nodes

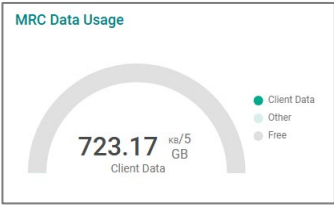
This widget shows the status of the concurrent connected nodes.



UI Setting	Description
Connected Clients	The first number indicates the number of clients that have successfully established a remote connection. The number after the slash indicates the total number of concurrent connected nodes in the license.
Clients	Shows the number of clients that have successfully established a remote connection within the specified group.
Others	Shows the number of concurrent connected nodes used besides the connected clients, including connected gateways and concurrent connected nodes used by other groups.
Free	Shows the number of remaining nodes on the license that can still be used to set up remote connections.

MRC Data Usage

This widget shows the overall data usage of the clients using the MRC Quick Link service.



UI Setting	Description
Client Data	The first number indicates the data used by clients in the specified group. The number after the slash indicates the total available data of the license.
Other	Shows the data usage of devices other than the clients, including gateways and data used by other groups.
Free	Shows the amount of available data left on the license.

Client List

Menu Path: Client Management

The Client List screen lets you view and configure client settings.

Search

Menu Path: Client Management

Enter the search term in the **Search** field located in the top-right corner. Anything matching the search criteria will be shown in the table.

Client Table

Menu Path: Client Management



Q Search

☐	Username	Group Name	Email	Status	Remote Service	MRC Data Usage	Virtual IP	Last Connected
☐	  client_test	Asia	 @moxa.com	 Offline	Enabled	0 bytes	10.10.31.64	2025-03-14 15:19:21
☐	  brian_test	Asia	 @moxa.com	 Offline	Enabled	723.17 KB	10.10.31.66	2025-05-28 22:21:20

Items per page: 50 1 - 2 of 2 |< < > >|

UI Setting	Description
Username	Shows the username of the client.
Group Name	Shows the name of the group the client belongs to.
Email	Shows the email address of the client.
Status	Shows the status of the client.  Connected: The client has successfully established a remote connection.  Offline: The client has not yet established a remote connection.
Remote Service	Shows the remote service status of the client. Enabled: The client is allowed to establish a remote connection. Disabled: The client is not allowed to establish a remote connection.
MRC Data Usage	Shows the data used by the client.
Virtual IP	Shows the virtual IP of the client for remote connection.
Last Connected	Shows the time the client last established a remote connection. If the client has an active remote connection, this field will show as "---"

Add Client

Menu Path: Client Management

Click the **Add** () icon in the top-left corner of the client list to add a new client.

When finished, click **Apply** to save your changes.

Add Client

Username *

0 / 64

Email *

Group *

Remote Service *

Enabled

Limit Service Period *

Disabled

Two-factor Authentication *

Enabled

Auto Logout *

Enabled

Cancel
Apply

UI Setting	Description	Valid Range	Default Value
Username	Enter a username for the client.	1 to 64 characters	N/A
Email	Enter the email address of the client.	Valid email address	N/A
Group	Select the groups that this client can access.	Group	N/A
Remote Service	Enable or disable the remote connection service on the client. Enabled: The client is allowed to establish a remote connection. Disabled: The client is not allowed to establish a remote connection.	Enabled / Disabled	Enabled
Limit Service Period	Enable or disable the Limit Service Period feature. Enabled: The client can only establish a remote connection during the specified Service Period. If the Service Period has expired, the Expired () icon will show at the end of the row in the client list. Disabled: The client can establish a remote connection at any time.	Enabled / Disabled	Disabled
Service Period	If Limit Service Period is enabled, click the calendar icon to specify the duration of the limited service period.	Date	N/A

UI Setting	Description	Valid Range	Default Value
Two-factor Authentication	Enable or disable Two-factor Authentication. • Enabled: After entering the username and password, the client must also enter the Verification Code sent to the specified email address in order to log in. • Disabled: The client can log in by just entering the correct username and password.	Enabled / Disabled	Enabled
Auto Logout	Enable or disable the Auto Logout feature. • Enabled: After logging in, a pop-up window will appear every 15 minutes asking the client if they wish to continue using the service. If the client does not click Continue Using within 2 minutes, the client will be automatically logged out. • Disabled: After logging in, the client will remain logged in disregarding activity.	Enabled / Disabled	Enabled

Edit Client

Menu Path: Client Management

Click the **Edit** () icon in the row of the client you want to edit.

When finished, click **Apply** to save your changes.

Edit Client

Username

client_test

11 / 64

Email *

@moxa.com

Group

Asia

Remote Service *

Enabled

Limit Service Period *

Disabled

Two-factor Authentication *

Disabled

Auto Logout *

Disabled

Cancel

Apply

UI Setting	Description	Valid Range	Default Value
Username	Shows the client's username which cannot be changed. To modify the username, you must create a new client.	1 to 64 characters	N/A
Email	Enter the email address of this client.	Valid email address	N/A
Group	Shows the client's group and cannot be changed. To modify the group, you must create a new client.	Group	N/A
Remote Service	Enable or disable the remote connection service on the client. Enabled: The client is allowed to establish a remote connection. Disabled: The client is not allowed to establish a remote connection.	Enabled / Disabled	Enabled
Limit Service Period	Enable or disable the Limit Service Period feature. Enabled: The client can only establish a remote connection during the specified Service Period. If the Service Period has expired, the Expired () icon will show at the end of the row in the client list. Disabled: The client can establish a remote connection at any time.	Enabled / Disabled	Disabled

UI Setting	Description	Valid Range	Default Value
Service Period	If Limit Service Period is enabled, click the calendar icon to specify the duration of the limited service period.	Date	N/A
Two-factor Authentication	Enable or disable Two-factor Authentication. • Enabled: After entering the username and password, the client must also enter the Verification Code sent to the specified email address in order to log in. • Disabled: The client can log in by just entering the correct username and password.	Enabled / Disabled	Enabled
Auto Logout	Enable or disable the Auto Logout feature. • Enabled: After logging in, a pop-up window will appear every 15 minutes asking the client if they wish to continue using the service. If the client does not click Continue Using within 2 minutes, the client will be automatically logged out. • Disabled: After logging in, the client will remain logged in disregarding activity.	Enabled / Disabled	Enabled

Download Client Activation Key

Menu Path: Client Management

Click the **Activation Key** () icon in the row of the client you want to download the activation key for.

In the Activation Key window, click **Copy** to copy the key to your clipboard, or click **Download** to download the key to your system.

Note

The activation key contains account information. Store it in a secure location.

Activation Key

Activation Key

i Do not change the filename extension of the activation key.

COPY

DOWNLOAD

CANCEL

Toggle Remote Service

Menu Path: Client Management

Check the box of the client(s) that you want to enable or disable remote services for and click the **Toggle Remote Service** () icon in the top-left corner of the table.

When prompted, select **Enabled** or **Disabled** and click **Apply**.

Toggle Remote Service

Enable or disable remote services for the selected client(s).

Remote Service

☐ Enabled
 ☐ Disabled

Cancel

Apply

Note

Disabling the remote service will terminate all established remote connections and will change the client's status from Connected to Offline.

Delete Client

Menu Path: Client Management

Check the box of the client(s) that you want to delete and click the **Delete** () icon in the top-left corner of the table.

When prompted, click **DELETE** to delete the client(s).

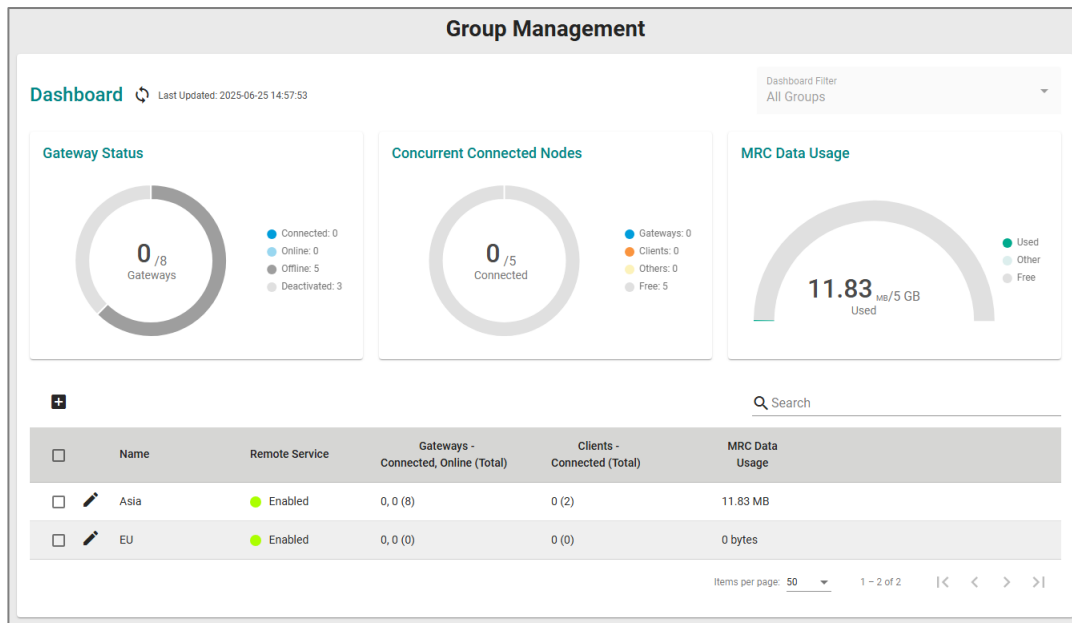
Delete Client(s)

Are you sure you want to delete the selected client(s)?

[CANCEL](#) [DELETE](#)

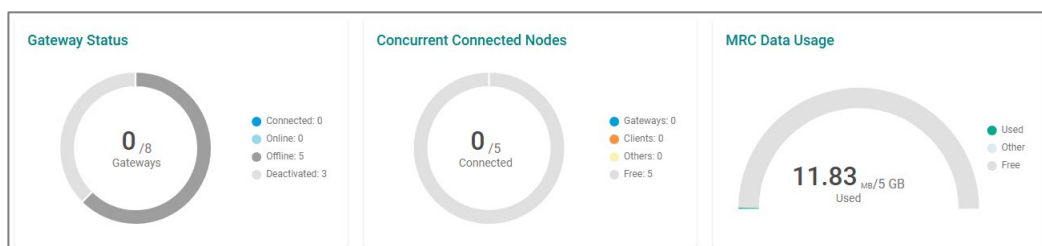
Group Management

From the Group Management section, you can check the status of gateways, licenses, data usage, and configure group settings.



Dashboard

The dashboard shows information about gateways, licenses, and data usage of groups.



Auto Refresh



By default, the dashboard will automatically refresh the displayed information every 10 seconds. A timestamp will indicate the time the information was last updated.

You can enable or disable this function by clicking the Auto Refresh () icon in the top-left corner of the dashboard.

 indicates Auto Refresh is enabled.

 indicates Auto Refresh is disabled.

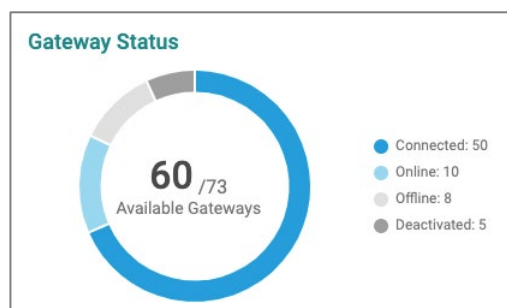
Dashboard Filter

The Dashboard Filter located in the top-right corner of the Dashboard lets you show information for specific groups.



Gateway Status

This widget shows the status of gateway devices of the shown groups.

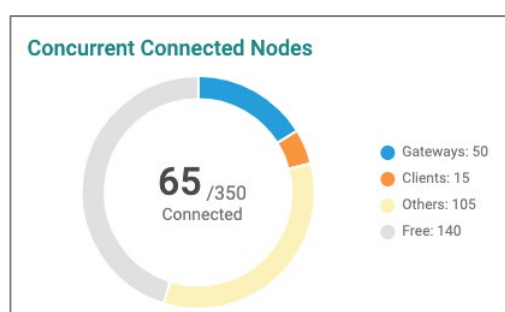


UI Setting	Description
Available Gateways	The first number indicates the combined number of available gateways (Connected, Online) of all groups. The number after the slash indicates the combined total number of gateways (Connected, Online, Offline, Deactivated gateways) of all groups.
Connected	Shows the number of gateways that have successfully established a remote connection.

UI Setting	Description
Online	Shows the number of gateways that are online but have not yet established a remote connection.
Offline	Shows the number of gateways that are offline or unable to connect to the MRC Quick Link server.
Deactivated	Shows the number of gateways that have been added but have not been successfully activated.

Concurrent Connected Nodes

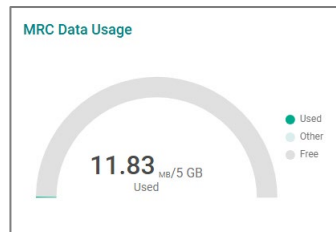
This widget shows the status of the concurrent connected nodes of the shown groups.



UI Setting	Description
Connected	The first number indicates the combined number of gateways or clients that have successfully established a remote connection of all groups. The number after the slash indicates the combined total number of concurrent connected nodes in the licenses of all groups.
Gateways	Shows the number of gateways that have successfully established a remote connection across all groups.
Clients	Shows the number of clients that have successfully established a remote connection across all groups.
Others	Shows the number of nodes used outside of the user's permission group.
Free	Shows the combined number of remaining nodes on the licenses across all groups that can still be used to set up remote connections.

MRC Data Usage

This widget shows the overall data usage of the gateways and clients using the MRC Quick Link service.



UI Setting	Description
Used	The first number indicates the data used by gateways and clients within the user's permission group. The number after the slash indicates the combined total available data on the licenses across all groups.
Other	Shows the data usage of clients and gateways outside user's permission group.
Free	Shows the combined amount of available data left on the licenses across all groups.

Group List

Menu Path: Group Management

The Group List screen lets you view and configure group settings.

Search

Enter the search term in the Search field located in the top-right corner. Anything matching the search criteria will be shown in the table.

Group Table

 Search					
☐	Name	Remote Service	Gateways - Connected, Online (Total)	Clients - Connected (Total)	MRC Data Usage
☐	 Asia	 Enabled	0, 0 (8)	0 (2)	11.83 MB
☐	 EU	 Enabled	0, 0 (0)	0 (0)	0 bytes
Items per page: 50 1 - 2 of 2 < < > >					

UI Setting	Description
Name	Shows the name of the group.
Remote Service	Shows the remote service status of the group.  Enabled: Gateways and clients in this group are allowed to establish a remote connection.  Disabled: Gateways and clients in this group are not allowed to establish a remote connection.
Gateways- Connected, Online (Total)	Shows the status of gateways in the group. The first number indicates the number of connected gateways which have successfully established a remote connection. The second number indicates the number of online gateways which have not yet established a remote connection. The number in parentheses '()' indicates the total number of gateways in the group.
Clients- Connected (Total)	Shows the status of clients in the group. The first number indicates the number of clients which have successfully established a remote connection. The number in parentheses '()' indicates the total number of clients in the group.
MRC Data Usage	Shows the combined data usage of the gateways and clients within this group.

Add Group

Menu Path: Group Management

Click the Add () icon in the top-left corner of the group list to add a new group.

Add Group

Group Name *
0 / 64

Remote Service *
Enabled

Cancel
Add

UI Setting	Description	Valid Range	Default Value
Group Name	Enter a name for the group.	1 to 64 characters	N/A
Remote Service	Enable or disable the remote connection service for the group. Enabled: Gateways and clients in this group are allowed to establish a remote connection. Disabled: Gateways and clients in this group are not allowed to establish a remote connection.	Enabled / Disabled	Enabled

Edit Group

Menu Path: Group Management

Click the **Edit** () icon in the row of the group you want to edit.

When finished, click **Apply** to save your changes.

Edit Group

Group Name *
Asia
4 / 64

Remote Service *
Enabled

Cancel
Apply

UI Setting	Description	Valid Range	Default Value
Group Name	Enter a name for the group.	1 to 64 characters	N/A
Remote Service	Enable or disable the remote connection service for the group. Enabled: Gateways and clients in this group are allowed to establish a remote connection. Disabled: Gateways and clients in this group are not allowed to establish a remote connection.	Enabled / Disabled	Enabled

Delete Group

Menu Path: Group Management

Check the box of the group(s) that you want to delete and click the Delete () icon in the top-left corner of the table.

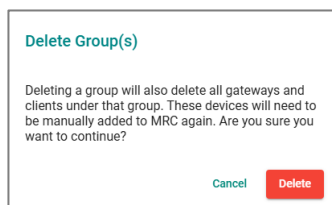
When prompted, click DELETE to delete the group(s).

Note

Deleting a group will terminate any active remote connections and will delete all gateways and clients under that group.

Note

When deleting a group, any user accounts exclusively associated with that group will lose access to the MRC service.



Account Management

From the Account Management section, you can view and manage user accounts and configure permissions.

Account List

Account Management									
		Q Search							
☐	Username	Name	Email	Office Phone Number	Mobile Phone Number	Groups	Event Notifications	Created on	
☐	Superuser PM_Test_0604		@moxa.com	123456789	—	All Groups	—	2024-12-25 17:22:04	
☐	SQA_trans_Test_1227		@moxa.com	—	—	All Groups	—	2024-12-27 17:46:28	
☐	PMM_	—	@moxa.com	—	—	EU	—	2025-02-04 08:49:49	
☐	PM_	—	@moxa.com	—	—	Asia	—	2025-05-16 15:51:11	
☐	moxasupport191198ca3	MOXA SUPPORT	—	—	—	All Groups	—	2025-05-27 21:29:03	
Total 5									

Search

Search

Enter the search term in the Search field located in the top-right corner. Anything matching the search criteria will be shown in the table.

Account Table

		Q Search							
☐	Username	Name	Email	Office Phone Number	Mobile Phone Number	Groups	Event Notifications	Created on	
☐	Superuser PM_Test_0604		@moxa.com	123456789	—	All Groups	—	2024-12-25 17:22:04	
☐	SQA_trans_Test_1227		@moxa.com	—	—	All Groups	—	2024-12-27 17:46:28	
☐	PMM_	—	@moxa.com	—	—	EU	—	2025-02-04 08:49:49	
☐	PM_	—	@moxa.com	—	—	Asia	—	2025-05-16 15:51:11	
☐	moxasupport191198ca3	MOXA SUPPORT	—	—	—	All Groups	—	2025-05-27 21:29:03	
Total 5									

UI Setting	Description
Username	Shows the username of the account.
Name	Shows the first and last name of the account.
Email	Shows the email address of the account.
Office Phone Number	Shows the office phone number of the account.
Mobile Phone Number	Shows the mobile phone number of the account.
Group	Shows the groups that the account can access.
Event Notifications	Shows the status of the event notifications setting for the account.
Created on	Shows the time the account was created.
Other Information	Hovering the cursor over the information () icon shows additional information if specified in the account configuration's 'Other Information' field.

Add Account

Menu Path: Account Management

Click the **Add** () icon in the top-left corner of the group list to add a new account.

When finished, click **Apply** to save your changes.

Create New Account

Username *
0 / 64

New Password *
0 / 64

Confirm Password *
0 / 64

Email *
This email address will be used for two-factor authentication.

First Name (Given Name)
0 / 64

Last Name (Family Na...
0 / 64

Office Phone Number
0 / 64

Mobile Phone Number
0 / 64

Additional Information
0 / 254

Groups *

Event Notifications
☐ Gateway status change

Cancel
Apply

UI Setting	Description	Valid Range	Default Value
Username	Enter a username for the account.	1 to 64 characters	N/A
New Password	Enter a password for the account.	6 to 64 characters	N/A
Confirm Password	Enter the password again to confirm.	6 to 64 characters	N/A
Email	Enter the email address of the account.	Email address	N/A
First Name	Enter the given name of the account user.	0 to 64 characters	N/A
Last Name	Enter the family name of the account user.	0 to 64 characters	N/A
Office Phone Number	Enter the office phone number of the account.	0 to 64 characters	N/A
Mobile Phone Number	Enter the mobile phone number of the account.	0 to 64 characters	N/A
Additional Information	Enter any other additional information about this account. This information will appear as a tooltip in the Other Information column.	0 to 254 characters	N/A
Group	Select the groups that this account can access.	Group	N/A

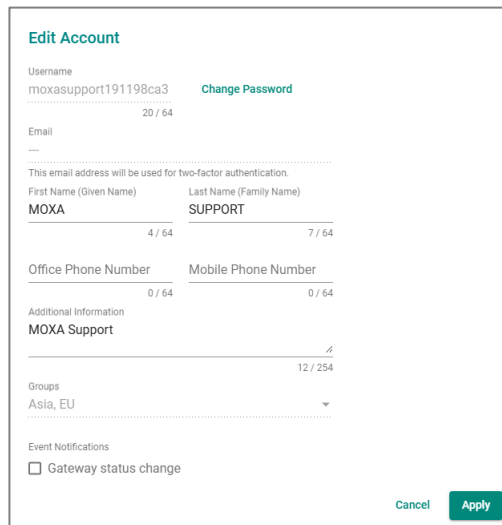
UI Setting	Description	Valid Range	Default Value
Event Notifications	Enable or disable the event notification function. Enabled: The account user will receive email notifications if any gateway under their management changes status (online, offline, connected, disconnected). Disabled: The account user will not receive email notifications for gateway status changes.	N/A	Unchecked

Edit Account

Menu Path: Account Management

Click the **Edit** () icon in the row of the account you want to edit.

When finished, click **Apply** to save your changes.



Edit Account

Username
moxasupport191198ca3 [Change Password](#)

Email
20 / 64

This email address will be used for two-factor authentication.

First Name (Given Name) Last Name (Family Name)
MOXA SUPPORT

4 / 64 7 / 64

Office Phone Number Mobile Phone Number
0 / 64 0 / 64

Additional Information
MOXA Support

12 / 254

Groups
Asia, EU

Event Notifications
☐ Gateway status change

Cancel Apply

UI Setting	Description	Valid Range	Default Value
Username	The username cannot be modified. To modify the username, you must create a new user account.	1 to 64 characters	N/A
New Password	Only shows after clicking CHANGE PASSWORD . Enter a password for this account.	6 to 64 characters	N/A
Confirm Password	Only shows after clicking CHANGE PASSWORD . Enter the password again to confirm.	6 to 64 characters	N/A

UI Setting	Description	Valid Range	Default Value
Email	Enter the email address of the account.	Email address	N/A
First Name	Enter the given name of the account user.	0 to 64 characters	N/A
Last Name	Enter the family name of the account user.	0 to 64 characters	N/A
Office Phone Number	Enter the office phone number of the account.	0 to 64 characters	N/A
Mobile Phone Number	Enter the mobile phone number of the account.	0 to 64 characters	N/A
Additional Information	Enter any other additional information about this account. This information will appear as a tooltip in the Other Information column.	0 to 254 characters	N/A
Group	Select the groups that this account can access.	Group	N/A
Event Notifications	Enable or disable the event notification function. • Enabled: The account user will receive email notifications if any gateway under their management changes status (online, offline, connected, disconnected). • Disabled: The account user will not receive email notifications for gateway status changes.	N/A	Unchecked

Delete Account

Menu Path: Account Management

Check the box of the account(s) that you want to delete and click the **Delete** () icon in the top-left corner of the table.

When prompted, click **DELETE** to delete the account(s).

Delete Account(s)

Are you sure you want to delete the selected account(s)?

CANCEL

DELETE

 Note

Superuser accounts are created via the Moxa license portal and cannot be deleted via the MRC Quick Link interface. If you want to transfer a superuser account to a different administrator, contact Moxa for assistance. If you want to delete a superuser account, log in to the [Moxa license portal](#) as the superuser and delete the account.

Permissions Table

Refer to the following table for a detailed comparison of superuser and user account permissions.

Function	Superuser	User
Gateway Management	Read (All groups) Write (Add/edit/delete)	Read (Own group only) Write (Add/edit/delete own group only)
Client Management	Read (All groups) Write (Add/edit/delete)	Read (Own group only) Write (Add/edit/delete own group only)
Group Management	Read (All groups) Write (Add/edit/delete)	Read (Own group only) Write (Edit own group only)
Account Management	Read (All accounts) Write (All account/groups)	Read (All accounts) Write (Own account/group only)
Event Logs	Read	Read
License	Read Write	Read
Wizard	Read Write	Read Write

Event Logs

From the **Event Logs** section, you can view event logs for the MRC Quick Link service.

Event Logs List

Menu Path: Event Logs

Event Logs					
			Search		
Index	Device Type	Message	User	Target	Timestamp
1	Account	[MRC Quick Link] Account Login Success	PM_Test_0604	PM_Test_0604	2025-06-30 11:37:26 +08:00
2	Account	[MRC Quick Link] Account Login Success	PM_Test_0604	PM_Test_0604	2025-06-27 11:50:07 +08:00
3	Gateway	[MRC Quick Link] Gateway Replacement Canceled	PM_Test_0604	testing3	2025-06-26 13:26:59 +08:00
4	Account	[MRC Quick Link] Account Login Success	PM_Test_0604	PM_Test_0604	2025-06-26 11:54:11 +08:00
5	Account	[MRC Quick Link] Account Updated	PM_Test_0604	PM_Test_0604	2025-06-25 18:45:25 +08:00
6	Account	[MRC Quick Link] Account Updated	PM_Test_0604	PM_	2025-06-25 18:43:28 +08:00
7	Account	[MRC Quick Link] Account Updated	PM_Test_0604	PMM_	2025-06-25 18:43:21 +08:00
8	Account	[MRC Quick Link] Account Updated	PM_Test_0604	PM_	2025-06-25 18:38:52 +08:00
9	Account	[MRC Quick Link] Account Updated	PM_Test_0604	SQA_trans_Test_1227	2025-06-25 18:38:30 +08:00
10	Account	[MRC Quick Link] Account Updated	PM_Test_0604	SQA_trans_Test_1227	2025-06-25 18:38:21 +08:00
11	Account	[MRC Quick Link] Account Updated	PM_Test_0604	PM_Test_0604	2025-06-25 18:37:05 +08:00
Items per page: 50 1 - 12 of 12 < > >					

Filter

Click the **Filter** (≡) icon to select specific event logs to show.

Refresh

Click the **Refresh** (↺) icon to manually refresh the event log.

Export to CSV

Click the **Export** () icon to export the event log. If a filter is active, only the filtered logs will be exported.

Search

Enter the search term in the **Search** field located in the top-right corner. Anything matching the search criteria will be shown in the table.

Event Logs Table

Index	Device Type	Message	User	Target	Timestamp
1	Account	[MRC Quick Link] Account Login Success	PM_Test_0604	PM_Test_0604	2025-06-30 11:37:26 +08:00
2	Account	[MRC Quick Link] Account Login Success	PM_Test_0604	PM_Test_0604	2025-06-27 11:50:07 +08:00
3	Gateway	[MRC Quick Link] Gateway Replacement Canceled	PM_Test_0604	testing3	2025-06-26 13:26:59 +08:00
4	Account	[MRC Quick Link] Account Login Success	PM_Test_0604	PM_Test_0604	2025-06-26 11:54:11 +08:00
5	Account	[MRC Quick Link] Account Updated	PM_Test_0604	PM_Test_0604	2025-06-25 18:45:25 +08:00

UI Setting	Description
Index	Shows the index of the event log.
Device Type	Shows the event log type.
Message	Shows information about the event.
User	Shows the account that triggered this event.
Target	Shows the target of this event, which could be an account, gateway, or client.
Timestamp	Shows the timestamp of the event, including the date, time, and UTC time zone adjustment.

Supported Event Logs

The MRC Quick Link service supports the following event logs.

Type	Message	Owner	Target
Account	[MRC Quick Link] Superuser Account Create Success.	N/A	Account Username
Account	[MRC Quick Link] Account Create Success.	Account Username	Account Username
Account	[MRC Quick Link] Account Delete Success.	Account Username	Account Username
Account	[MRC Quick Link] Account Updated	Account Username	Account Username
Account	[MRC Quick Link] Account Login Success	Account Username	Account Username
Account	[MRC Quick Link] Account Login Failed	Account Username	Account Username
Gateway	[MRC Quick Link] Gateway Created	Account Username	Gateway Name
Gateway	[MRC Quick Link] Gateway Deleted	Account Username	Gateway Name
Gateway	[MRC Quick Link] Gateway Configuration Changed	Account Username	Gateway Name
Gateway	[MRC Quick Link] Gateway Enabled	Account Username	Gateway Name
Gateway	[MRC Quick Link] Gateway Disabled	Account Username	Gateway Name
Gateway	[MRC Quick Link] Gateway Deactivated	Account Username	Gateway Name
Gateway	[MRC Quick Link] Gateway Replaced	Account Username	Gateway Name
Gateway	[MRC Quick Link] Gateway Replacement Canceled	Account Username	Gateway Name
Gateway	[MRC Quick Link] End Device Added	Account Username	Gateway Name

Type	Message	Owner	Target
Gateway	[MRC Quick Link] End Device Updated	Account Username	Gateway Name
Gateway	[MRC Quick Link] End Device Deleted	Account Username	Gateway Name
Gateway	[MRC Quick Link] End Device Service Updated	Account Username	Gateway Name
Gateway	[Gateway] Gateway Activate Success	N/A	Gateway Name
Gateway	[Gateway] Gateway Activation Failed - Wrong MAC Device.	N/A	Gateway Name
Gateway	[Gateway] Gateway Activation Failed - Wrong Activation Key.	N/A	Gateway Name
Gateway	[Gateway] Gateway Activation Failed - Activation Key Already Used.	N/A	Gateway Name
Gateway	[Gateway] Gateway Configuration Changed	N/A	Gateway Name
Gateway	[Gateway] Gateway Online	N/A	Gateway Name
Gateway	[Gateway] Gateway Offline	N/A	Gateway Name
Gateway	[Gateway] Gateway Connected	N/A	Gateway Name
Gateway	[Gateway] Gateway Disconnected	N/A	Gateway Name
Client	[MRC Quick Link] Client Enabled	Account Username	Client Username
Client	[MRC Quick Link] Client Disabled	Account Username	Client Username
Client	[MRC Quick Link] Client Added	Account Username	Client Username
Client	[MRC Quick Link] Client Deleted	Account Username	Client Username
Client	[Client] Client Connected	N/A	Client Username

Type	Message	Owner	Target
Client	[Client] Client Disconnected	N/A	Client Username
License	[License] License Code Expired, Service may Experience Interruptions. Please check with the Administrator.	N/A	License Code
License	[License] Monthly Data Usage Limit Reached. Please Check with Administrator.	N/A	N/A

License

From the License section, you can view license information for the MRC Quick Link service.

License List

Menu Path: License

License				
 		Search		
License Type	Concurrent Connected Nodes	Data Usage (per month)	License Code	License Service Period (UTC+8)
Activated 				
New	5	5 GB	TBZEB1044140	2023-08-01 - 2028-09-01
Add	0	10 GB	TBZDB1234DATA10	2023-08-02 - 2024-09-01
Add	10	0 GB	TBZDB1234NODE10	2023-08-01 - 2024-09-01
Expired 				
Add	0	10 GB	TBZDB0000DATA10	2021-08-02 - 2022-09-01
Add	10	0 GB	TBZDB0000NODE10	2021-08-02 - 2022-09-01
Total 5				

Email Notifications

Menu Path: License

Click the **Mail** () icon in the top-left corner of the table to configure email notification settings.

The notifications will be sent to the email addresses configured for the selected recipient(s). User email settings can be configured in the [ACCOUNT MANAGEMENT](#) section.

Notification Settings

An email will be sent to the specified recipients when one of the following conditions is met:

- Data usage threshold

0

The valid range is 0 to 50 GB
- License data limit reached
- 180 days before the license expires
- 30 days before the license expires
- License expired

Recipient

☒ All Group Users
☐ Superuser Only

Cancel
Apply

UI Setting	Description	Valid Range	Default Value
Data usage threshold	Specify the license data usage threshold (in GB) to trigger a notification. If set to 0, no data usage notifications will be sent.	0 to 50	0
Recipient	Select the notification recipient(s).	All Group Users / Superuser Only	All Group Users

Refresh

Menu Path: License

Click the **Refresh** () icon to manually refresh the license table.

Search

Menu Path: License


Search

Enter the search term in the **Search** field located in the top-right corner. Anything matching the search criteria will be shown in the table.

License Table

Menu Path: License

License				
 		 Search		
License Type	Concurrent Connected Nodes	Data Usage (per month)	License Code	License Service Period (UTC+8)
Activated 				
New	5	5 GB	TBZEB1044140	2023-08-01 - 2028-09-01
Add	0	10 GB	TBZDB1234DATA10	2023-08-02 - 2024-09-01
Add	10	0 GB	TBZDB1234NODE10	2023-08-01 - 2024-09-01
Expired 				
Add	0	10 GB	TBZDB0000DATA10	2021-08-02 - 2022-09-01
Add	10	0 GB	TBZDB0000NODE10	2021-08-02 - 2022-09-01
Total 5				

UI Setting	Description
License Type	Shows the license type. • New: Basic license. • Add: Add-on license.
Concurrent Connected Nodes	Shows the number of nodes on the assigned Concurrent Connected Nodes license. Each gateway or client connection to the MRC cloud server will consume one node of the license. For example: • When client A establishes a remote connection to gateway A, the connection will use two nodes, one node for the client and gateway connection to the MRC cloud respectively. • When three gateways have the Gateway-to-gateway feature enabled, three nodes will be used, one node for each gateway connection to the MRC cloud.
Data Usage (per month)	Shows the monthly available data on the license. When a gateway or client is connected and establishes a remote connection, it will consume data. Data usage resets on the 1st day of each month. Any unused data at the end of the month is not carried over to the following month.
License Code	Shows the license code. This code can also be found on the Products and Licenses > View Activated Products page on the Moxa license portal .
License Service Period (UTC+8)	Shows the validity period of the license. When the license has expired, it will be moved from the Activated section to the Expired section at the bottom of the table.

 Note

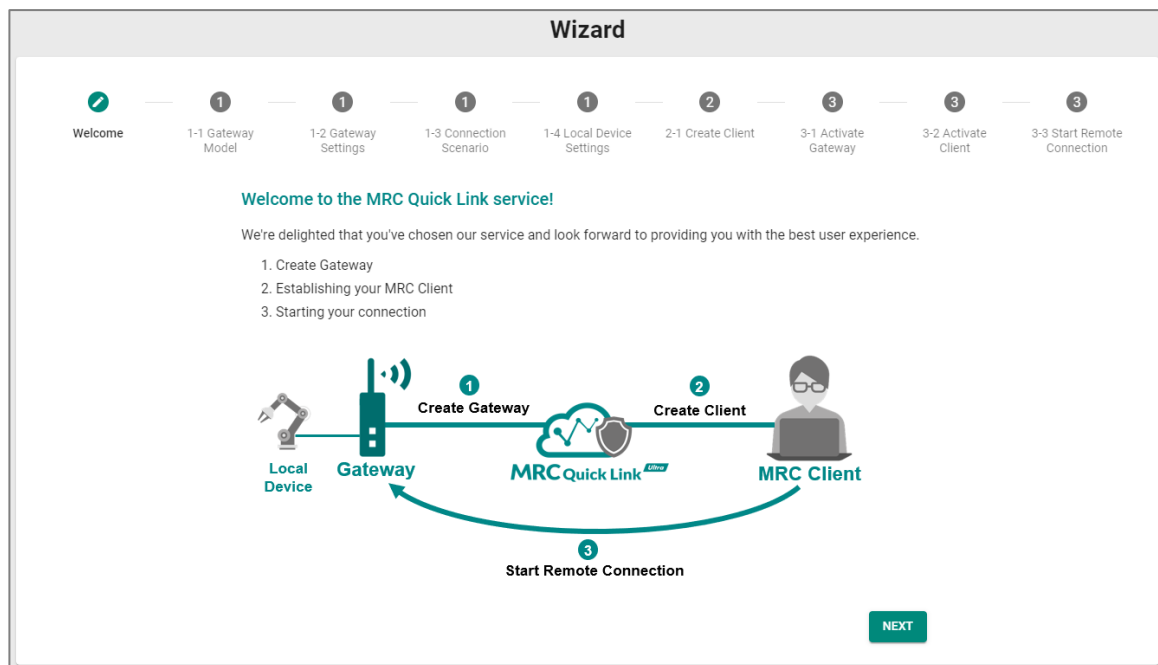
Licenses are managed at the superuser level and are shared between users and groups under that superuser. If you require additional licenses, you can purchase and activate the necessary add-on licenses from the **Products and Licenses > Activate a Product License** page on the [Moxa license portal](#).

Wizard

Menu Path: Wizard

From the **Wizard** section, you can quickly set up a remote connection with MRC Quick Link using a step-by-step process.

If no gateways have been added to MRC, the Wizard will automatically be triggered when logging in. If you have already set up at least one gateway, the **GATEWAY MANAGEMENT** page will be the default screen when logging in.



Chapter 3

MRC Gateways

OnCell G4302 & OnCell G4308

This section provides information on how to configure MRC functionality on the OnCell G4302-LTE4 Series and OnCell G4308-LTE4 Series gateways and how to establish a connection to the MRC Quick Link cloud platform to monitor and remotely access the gateway.

Note

The following configurations are performed in the OnCell G4302-LTE4/G4308-LTE4 Series web interface.

Moxa Remote Connect

Menu Path:

System > Management Interface > Moxa Remote Connect

This section lets you establish a connection to the MRC Quick Link cloud platform to monitor and remotely access your device. Visit the [Moxa Remote Connect Suite](#) page for more information.

Note

Availability of this feature may vary depending on your product model and version.

There are two tabs in this section:

- Settings
- Status

OnCell 3120

This section provides information on how to configure MRC functionality on the OnCell 3120 Series gateway and how to establish a connection to the MRC Quick Link cloud platform to monitor and remotely access the gateway.

Note

The following configurations are performed in the OnCell 3120-LTE-1 Series web interface.

Moxa Remote Connect (MRC)

Menu Path: Advanced Setup > Moxa Remote Connect (MRC)

This **Moxa Remote Connect (MRC)** page lets you enable or disable the MRC service on the gateway and configure the connection parameters.

Moxa Remote Connect (MRC)

MRC Service Enable ▾

Activation Type Manual ▾

Activation Key

Submit Reset Key

Tunnel Control Persistent Connection ▾

Apply

Gateway Name oncell_3120_test

MRC Status Connected

Refresh

MRC Service

UI Setting	Description	Valid Range	Default Value
MRC Service	Enable or disable the MRC service for establishing remote access connections via MRC Quick Link.	Enabled / Disabled	Disabled

UI Setting	Description	Valid Range	Default Value
Activation Type	Select the remote connection activation type. • Enter Activation Key: Manually enter the activation key for authentication. • Import from USB Drive: Insert a Moxa ABC-02 Series USB device or a USB drive containing the activation key file.	Manual / Import from USB	Enter Activation Key

Click **Submit** to enable MRC Quick Link services on the OnCell device.

Click **Reset Key** to reset the authentication key and terminate the connection to the MRC cloud.

Tunnel Control

UI Setting	Description	Valid Range	Default Value
Tunnel Control	Select the tunnel control type. • Persistent Connection: Establish a persistent tunnel connection for remote access. The connection will never expire unless manually terminated. • Controlled by key file from USB drive: The remote connection is only allowed to establish when a Moxa ABC-02 Series USB device or USB drive with an activation key is inserted into the OnCell gateway.  Note This feature requires USB Function to be enabled in System Management Interface > Hardware Interface.  Note If you want to change the Tunnel Control mode from Persistent Connection to Controlled by key file from USB drive, configure the appropriate Tunnel Control mode first before inserting the USB drive.	Persistent Connection / Controlled by key file from USB drive	Persistent Connection

Click **Apply** to save your settings.

Status

UI Setting	Description
Gateway Name	Shows the name of the gateway as configured on the MRC Quick Link cloud platform.
MRC Status	Shows the current status of the connection to the MRC service. • Internet: The gateway is connected to the Internet. • MRC Cloud: The gateway has successfully connected to the MRC Quick Link cloud service. • Key Verification: The gateway has successfully verified the authentication key. • Online: The gateway is online and ready to establish a remote connection via MRC. • Connected: A remote connection was established successfully.

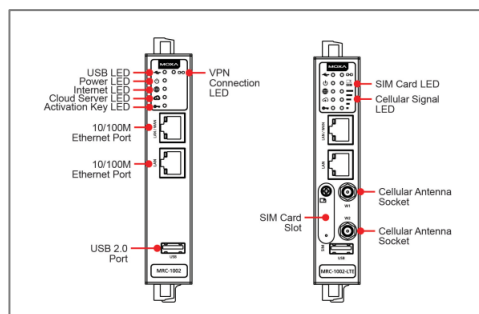
Click **Refresh** to update the status.

MRC-1002

This section provides information about the MRC-1002 Series MRC gateways. These devices are specifically designed for use with MRC.

Device Information

LED Indicators

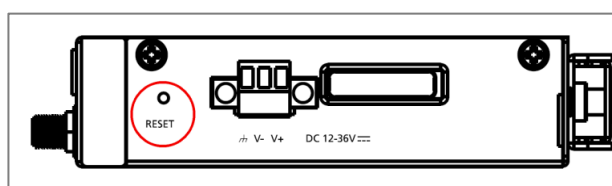


LED Symbol	LED Name	Description
	USB	• Off: No USB device is connected. • Steady on: A USB device is connected and working.
	Power	• Steady on: The gateway is powered on. • Off: The gateway is powered off.
	Internet	• Off: The WAN interface is not ready (DHCP failure, PPPoE failure, ...). • Blinking: Testing the Internet connection. • Steady on: The gateway is connected to the Internet.
	Cloud Server	• Off: The gateway is not connected to the MRC Server. • Blinking: The gateway is testing the connection to the MRC server. • Steady on: The gateway is connected to the MRC server.
	Activation Key	• Off: No activation key detected on the gateway. • Blinking: The activation key is invalid. • Steady on: A valid activation key is present and the gateway is activated.

LED Symbol	LED Name	Description
	VPN Tunnel	• Off: The VPN tunnel is down and remote access is not available. • Blinking: The gateway is attempting to establish a VPN tunnel. • Steady on: The gateway has successfully established a VPN tunnel.
	SIM Card	• Off: No SIM card detected. • Blinking: SIM card error. • Steady on: The SIM card is ready and active.
	Cellular Signal	The gateway has 3 separate LEDs to indicate the cellular signal strength. • 3 LEDs on: Best signal quality. • 2 LEDs on: Normal signal quality. • 1 LED on: Poor signal quality (may cause the Internet connection to be lost). • 0 LED on: Very poor signal quality (no Internet connection).
	Ethernet Speed	• Steady on (Amber): The Ethernet port is connected at 10 Mbps speed. • Steady on (Green): The Ethernet port is connected at 100 Mbps speed.

Reset Button

The reset button can perform three functions depending on how long the button is depressed for. Each function is indicated by different LED behavior.



Action	Description	LED Behavior
Press between 1 to 5 seconds and release	Reboots the gateway.	The Internet LED is blinking. 

Action	Description	LED Behavior
Press between 6 to 10 seconds and release	Temporarily reset the device IP to the factory default. If you have changed the default IP (192.168.127.254), pressing the reset button for 6 to 10 seconds will reset the device IP to the factory default. Restarting the device will restore the user-specified device IP. This function is useful for providing access to the device (e.g. maintenance staff) without exposing the user-defined device IP. For example, if you changed the default IP address to 192.168.127.111, pressing the reset button for 6 to 10 seconds will reset the device IP back to the default IP 192.168.127.254. Restarting the device will restore the user-defined IP 192.168.127.111.  Note If the default device IP has not been modified, this function does not do anything.	The Internet and Cloud Service LEDs are blinking. ( )
Press between 11 to 15 seconds and release	Resets all device configurations and removes the activation key.  Note If the reset button is depressed for longer than 15 seconds, the MRC gateway will reboot without changing any settings.	The Internet, Cloud Service, and Activation Key LEDs are blinking. (  )

Moxa Remote Connect

This section provides information on how to configure MRC functionality on the MRC-1002 Series gateway and how to establish a connection to the MRC Quick Link cloud platform to monitor and remotely access the gateway.

Logging In

The MRC gateway provides a secure web console to perform configurations.

Connect your PC or laptop to the LAN port on the MRC-1002 and open a web browser. Navigate to <http://192.168.127.254> to access the MRC-1002's web console.

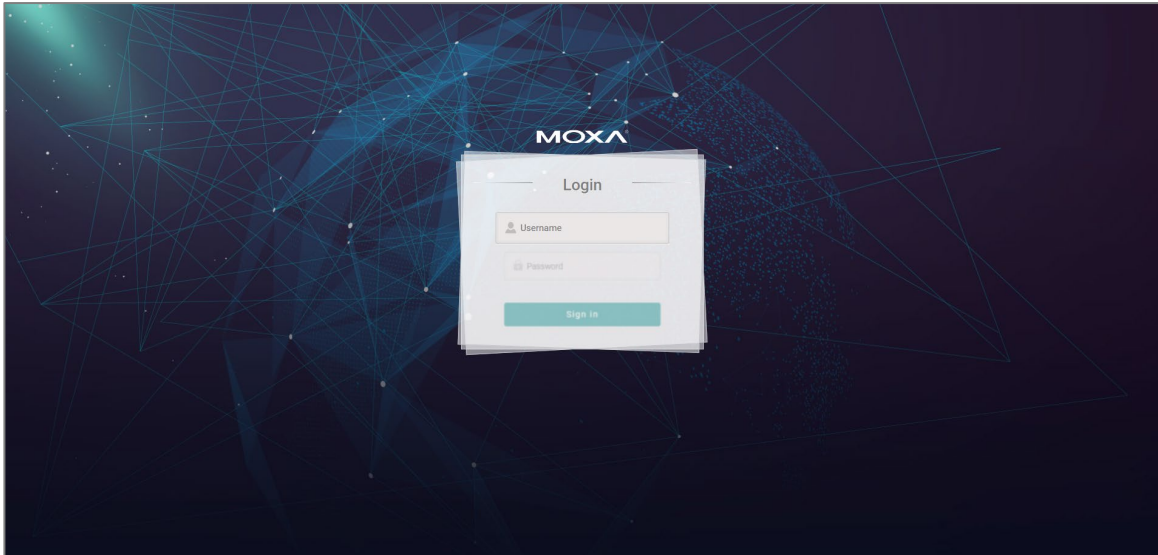
When prompted, enter your username and password.

Note

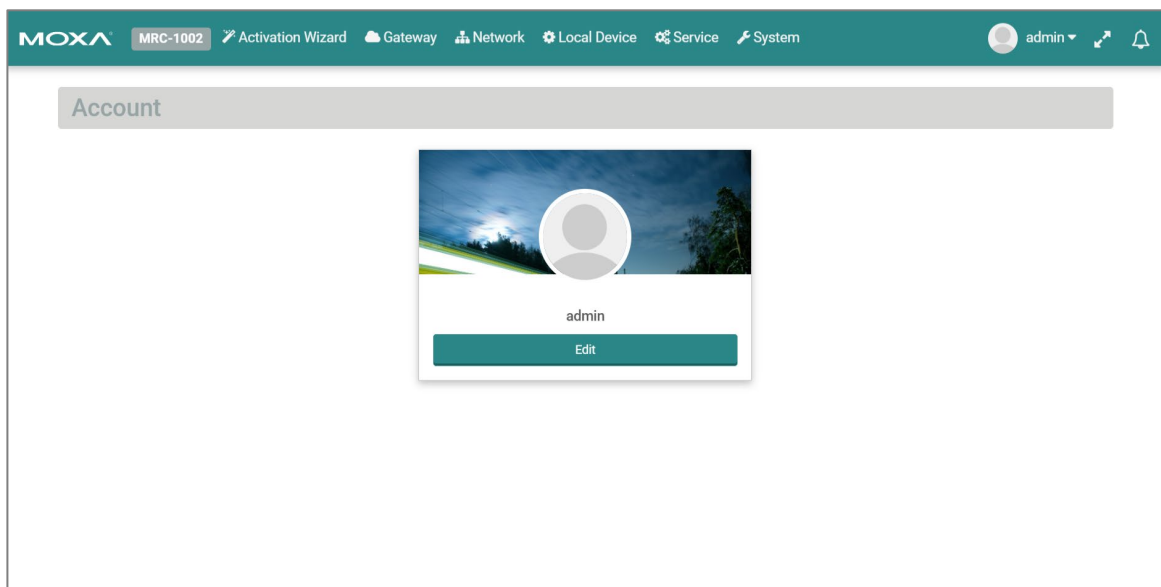
The default login credentials are:

Username: **admin**

Password: **moxa**



After you successfully logged in to the web console, the management portal will show.



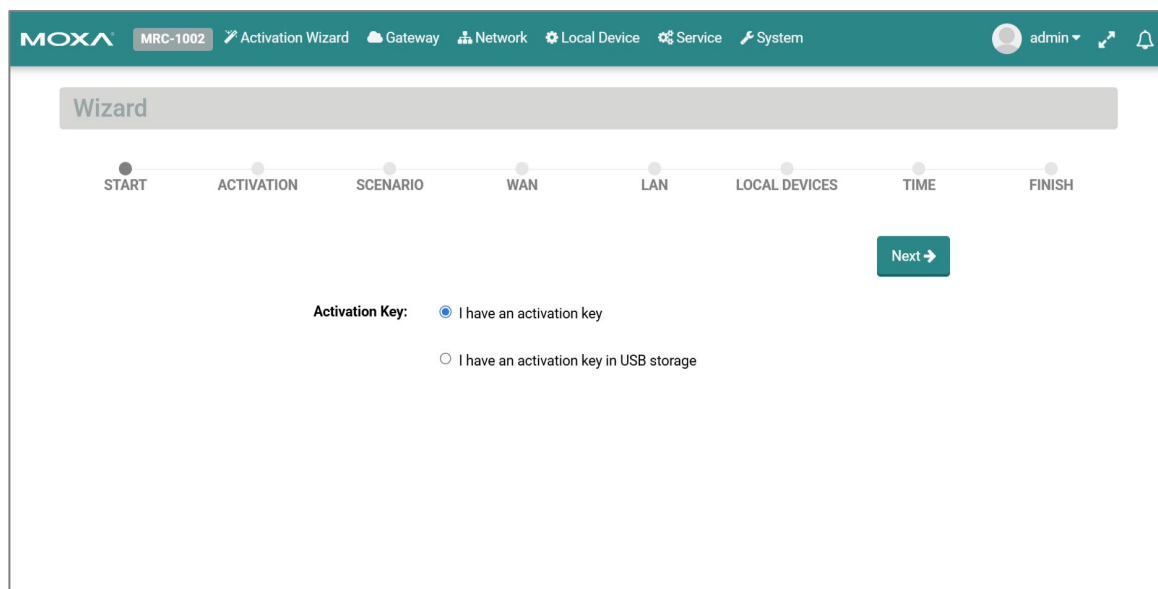
Activation Wizard

Menu Path: Activation Wizard

If the MRC-1002 gateway is not activated yet, run the **Activation Wizard** to perform the step-by-step activation procedure.

Step 1: Start

There are two options to register the MRC-1002 gateway.

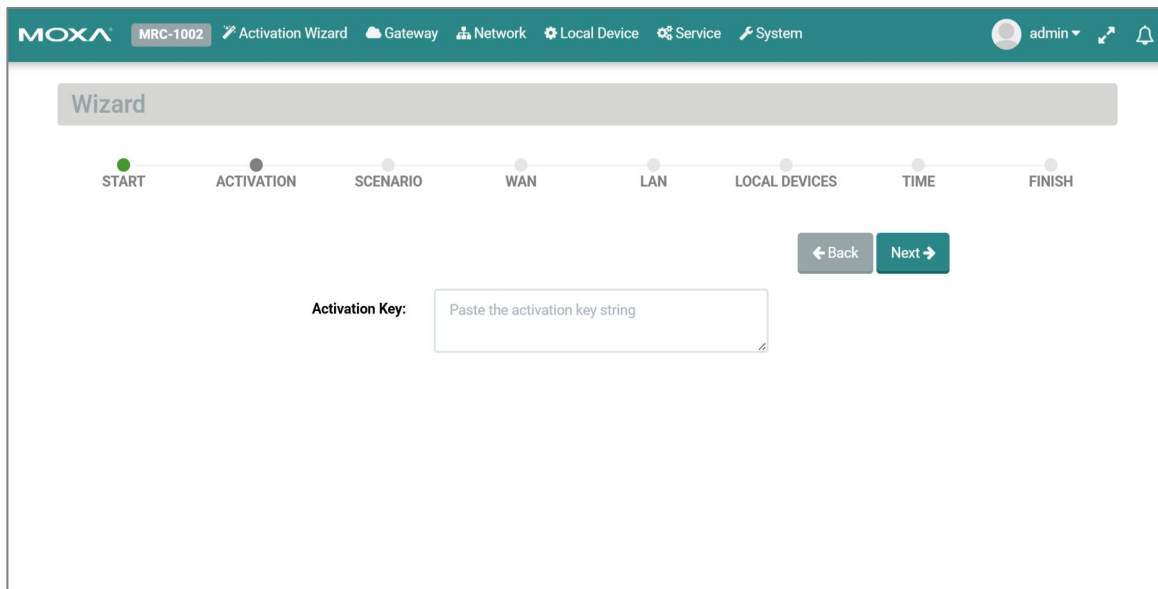


UI Setting	Description
I have an activation key	Enter the activation key string provided by the MRC server administrator to activate the gateway.
I have an activation key in a USB storage	Insert the USB drive containing the activation key file to activate the gateway.

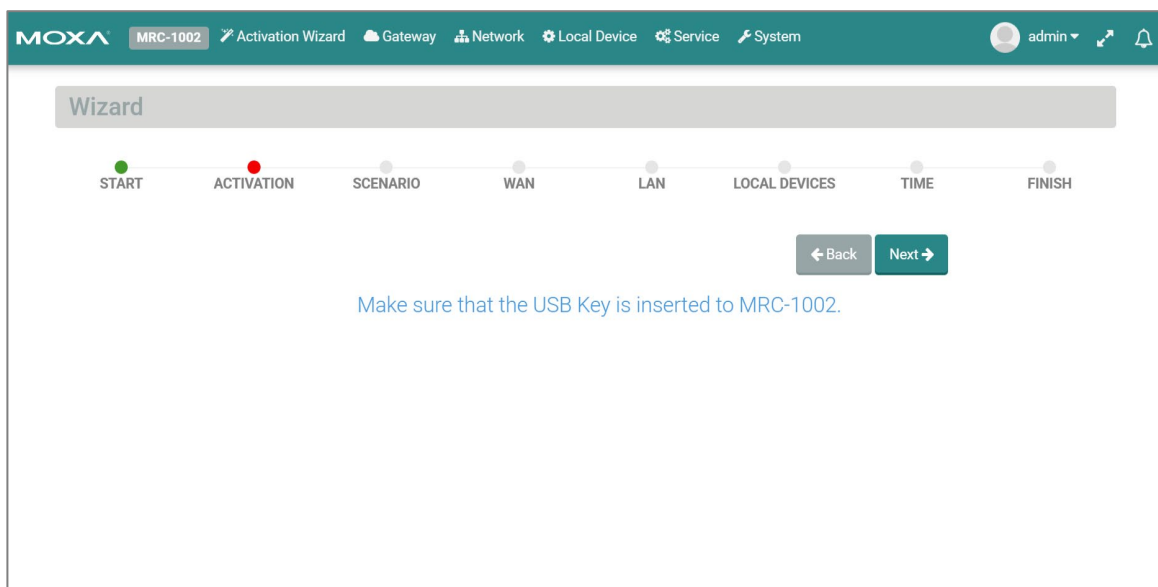
When finished, click **Next**.

Step 2: Activation

If you selected **I have an activation key**, enter the activation key and click **Next**.

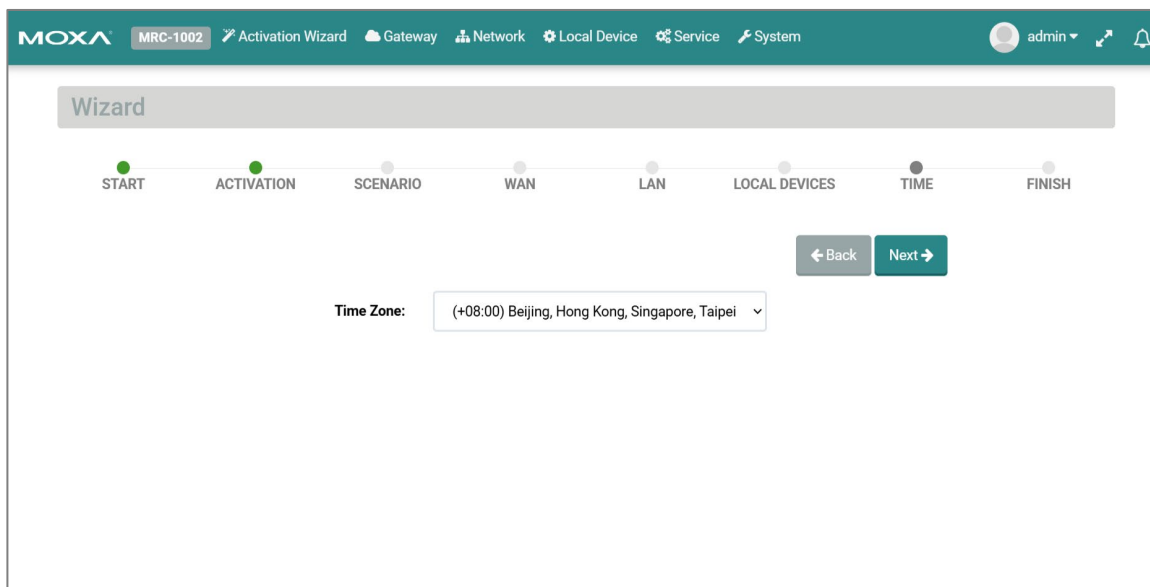


If you selected **I have an activation key in a USB storage**, insert the USB drive with the activation key file and click **Next**.



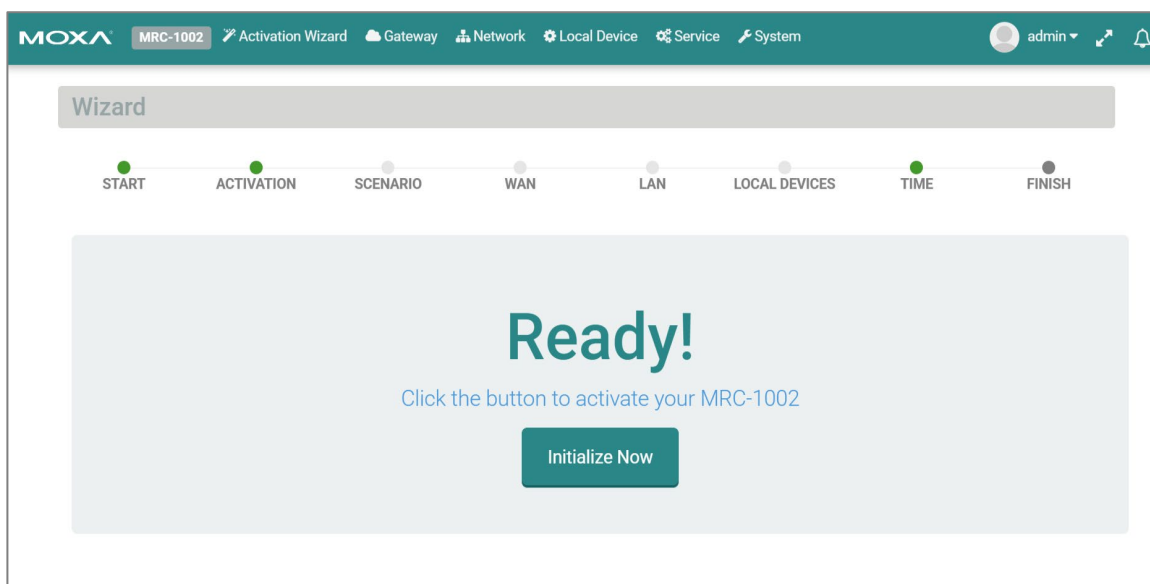
Step 3: Time

Select the time zone where the gateway will be deployed.



Step 4: Finish

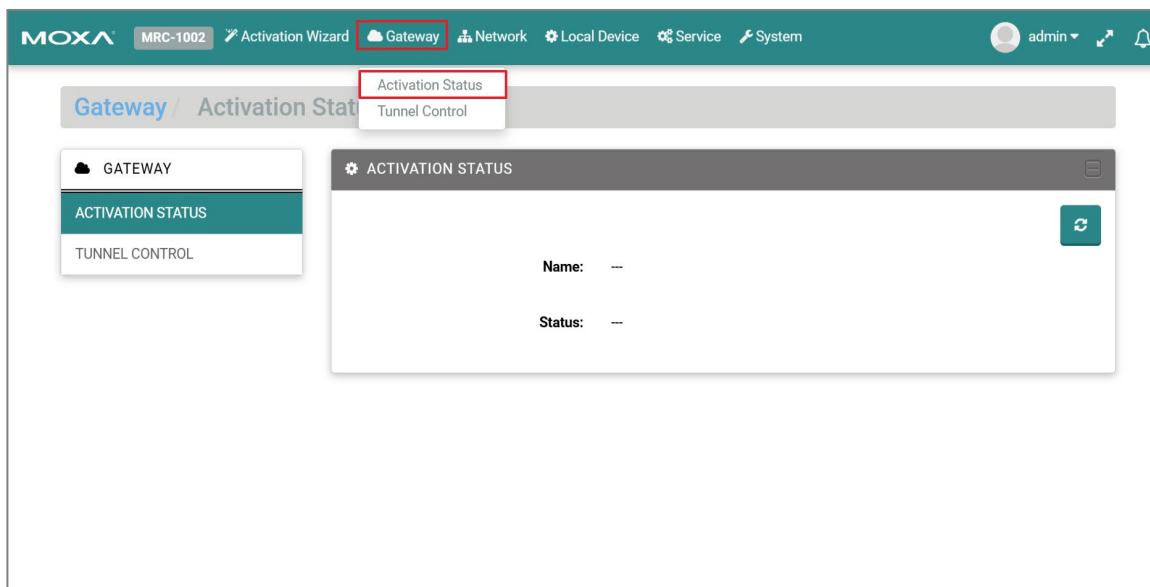
Click **Initialize Now** to activate your gateway. The gateway must be connected to the Internet to complete this step.



Activation Status

Menu Path: Gateway > Activation Status

From the **Activation Status** screen, you can check the current status of the connection to the MRC service.

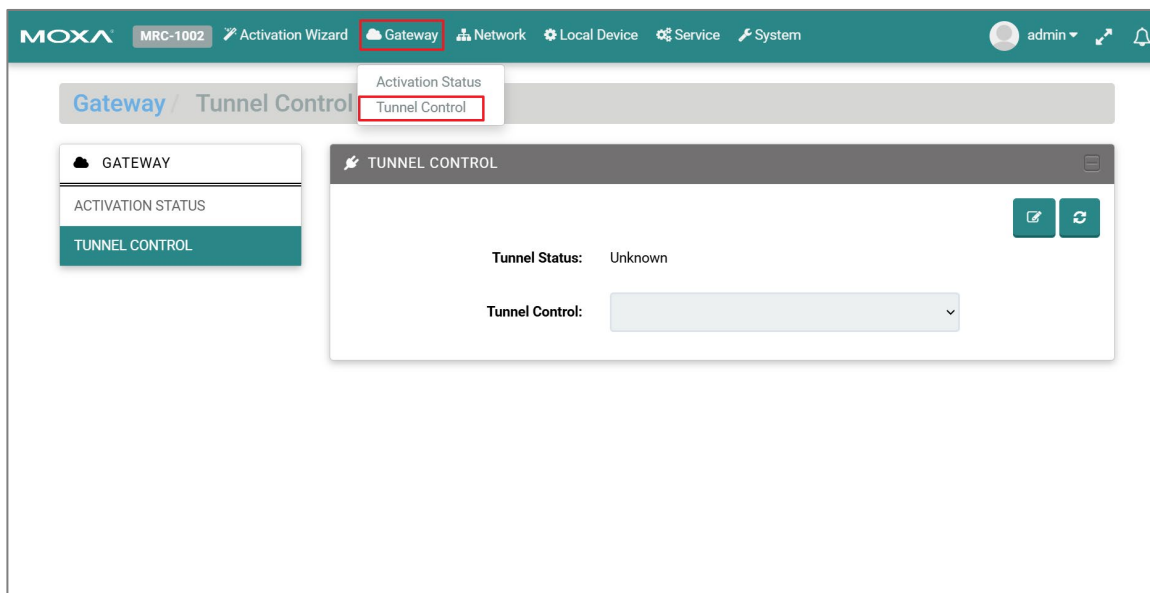


UI Setting	Description
Name	Shows the name of the gateway as configured on the MRC Quick Link cloud platform.
Status	Shows the current status of the connection to the MRC service. • Internet: The gateway is connected to the Internet. • MRC Cloud: The gateway has successfully connected to the MRC Quick Link cloud service. • Key Verification: The gateway has successfully verified the authentication key. • Online: The gateway is online and is ready to establish a remote connection via MRC. • Connected: A remote connection was established successfully.

Tunnel Control

Menu Path: Gateway > Tunnel Control

From the **Tunnel Control** screen, you can view the current VPN tunnel status and select the method for establishing tunnels.



UI Setting	Description	Valid Range	Default Value
Tunnel Status	Shows the current VPN tunnel status.	Unknown / Disconnect / Connected	N/A
Tunnel Control	Select the VPN tunneling method for remote connections. • Persistent Connection: The gateway will maintain a constant remote connection until it is manually disconnected. • Controlled by key file from USB drive: A remote connection can only be established when a Moxa ABC-02 Series USB device or a USB drive with an activation key is inserted into the gateway. Once the USB drive is removed, the gateway can no longer establish remote connections until a USB with the activation key is inserted. • Controlled by DI: A remote connection can only be established only when the gateway receives a DI signal. Once the signal is lost, the gateway can no longer establish remote connections until another DI signal is received.	Persistent Connection / Controlled by key file from USB drive / Controlled by DI	Persistent Connection

Chapter 4

MRC Client

This section explains how to use the MRC Client software and how to remotely access devices.

Download the MRC Client Software

Download the MRC Client software from the [Moxa MRC webpage](#) and install the software.

Note

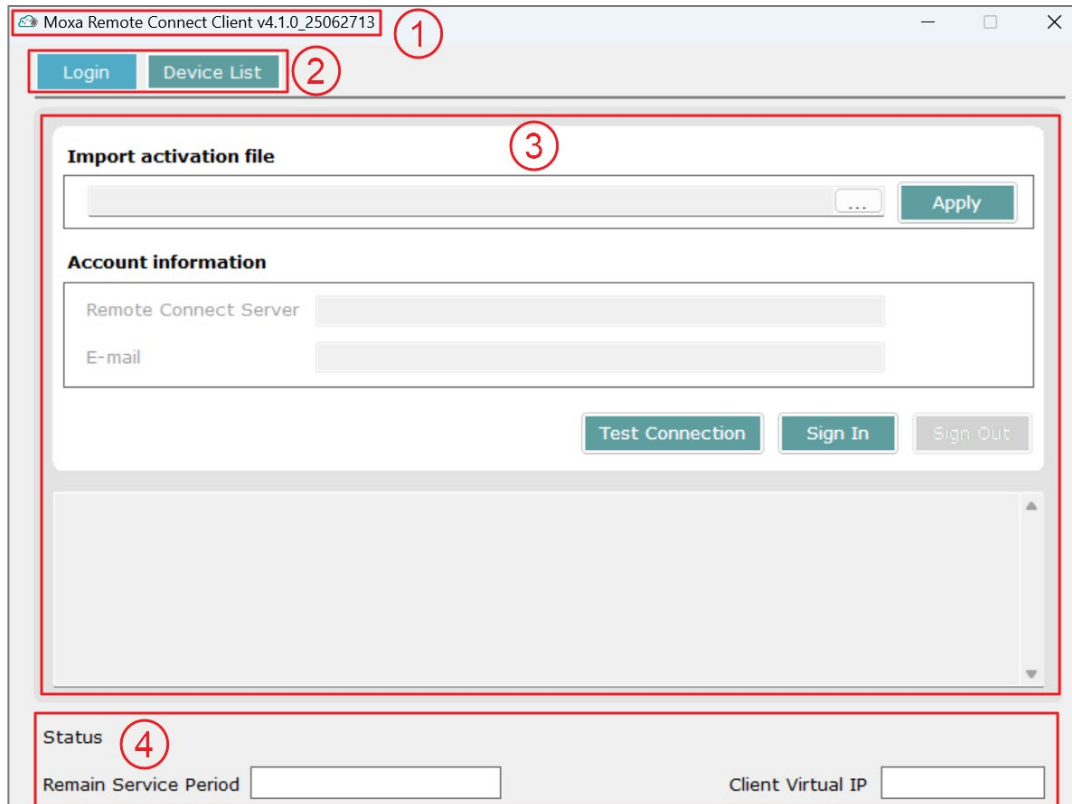
If you encounter any issues during the installation process, please turn off any antivirus software and try again. If the issue persists, contact Moxa Technical Support.

Note

Uninstall any previous versions of MRC Client before installing a newer version.

UI Interface Overview

Below is an overview of the MRC Client user interface.



Section	Description
1 Title header	The title area shows the version information of the MRC Client.
2 Function tab	The function tab allows you to switch between functions by clicking the corresponding tab.
3 Configuration screen	Shows information and configuration options depending on the selected function page.
4 Software Status	Shows the status of the MRC Client software.

Logging In to the MRC Client

From the **Login** section, you can log into the MRC client software, test the connection, and view related event logs.

Login

Menu Path: Login

1. Create an MRC Client account through MRC Quick Link and download the activation file. Refer to the [GETTING STARTED](#) section.
2. In the **Import Activation File** field, select the activation file and click **Apply**.

The screenshot shows the MRC Client Login interface. At the top, there are two tabs: 'Login' (active) and 'Device List'. Below the tabs, the 'Import activation file' section contains a file selection field with a dropdown arrow and an 'Apply' button. The 'Account information' section has two input fields: 'Remote Connect Server' and 'E-mail'. Below these fields are three buttons: 'Test Connection', 'Sign In', and 'Sign Out'. A large, empty rectangular area with a scrollbar is positioned below the buttons. At the bottom, the 'Status' section includes a 'Remain Service Period' input field and a 'Client Virtual IP' input field.

3. The activation file information will be shown in the **Account information** section while the status of the activation process will be shown at the bottom of the screen.

LoginDevice List

Import activation file

C:\Users\...

...

Apply

Account information

Remote Connect Server

E-mail

Test Connection

Sign In

Sign Out

Mon Jul 07 16:39:08 2025 Client Activation Key Applying...

Mon Jul 07 16:39:11 2025 Client Activation Key Applied.

Status

Remain Service Period

Client Virtual IP

- Click the **Test Connection** button to test if the connection between the MRC Client and the MRC Quick Link Server is functioning properly.
The results of the test will be displayed in the log area below.

Note

The activation file must be applied to perform a connection test.

LoginDevice List

Import activation file

Apply

Account information

Remote Connect Server

E-mail

Test Connection

Sign In

Sign Out

Fri May 17 14:13:02 2024 Client Activation Key Applying...
Fri May 17 14:13:22 2024 Client Activation Key Applied.
Fri May 17 14:15:02 2024 Testing Connection to MRC Quick Link Connecting...
Fri May 17 14:15:03 2024 Connection Test Successful.

Status

Remain Service Period

Client Virtual IP

- Click the **Sign In** button to log in. The connection details will be shown in the log area at the bottom of the screen.
Once logged in successfully, the screen will automatically switch to the Device List tab.

LoginDevice List

Import activation file

Apply

Account information

Remote Connect Server

E-mail

Test Connection

Sign In

Sign Out

Fri May 17 17:02:09 2024 Client Account Login Starting...

Fri May 17 17:02:12 2024 MRC Quick Link Connecting (MQTT)...

Fri May 17 17:02:17 2024 MRC Quick Link Connection Successful (MQTT).

Fri May 17 17:02:17 2024 VPN to MRC Quick Link Connecting...

Fri May 17 17:02:25 2024 VPN to MRC Quick Link Initializing...

Fri May 17 17:02:25 2024 VPN Initialization to MRC Quick Link Successful.

Fri May 17 17:02:26 2024 Client Account Login Success.

Fri May 17 17:02:26 2024 Service Period : 2024-05-17~2024-05-31 23:59

Status

Connected

Remain Service Period

0Y, 0M ,14D, 6H, 56M, 6S

Client Virtual IP

10.11.95.68

UI Setting	Description
Status	Shows the status of MRC Client. Once logged in successfully, it will show as "Connected". Note If the status background turns red, log out of the MRC Client software and sign in again. Status Connected
Remain Service Period	Shows the remaining service time. If the service period is exceeded, the MRC Client will automatically log out, requiring the user to log in again.
Client Virtual IP	Shows the IP used by the MRC Client for MRC Quick Link remote connections.

MRC Quick Link Ultra

128

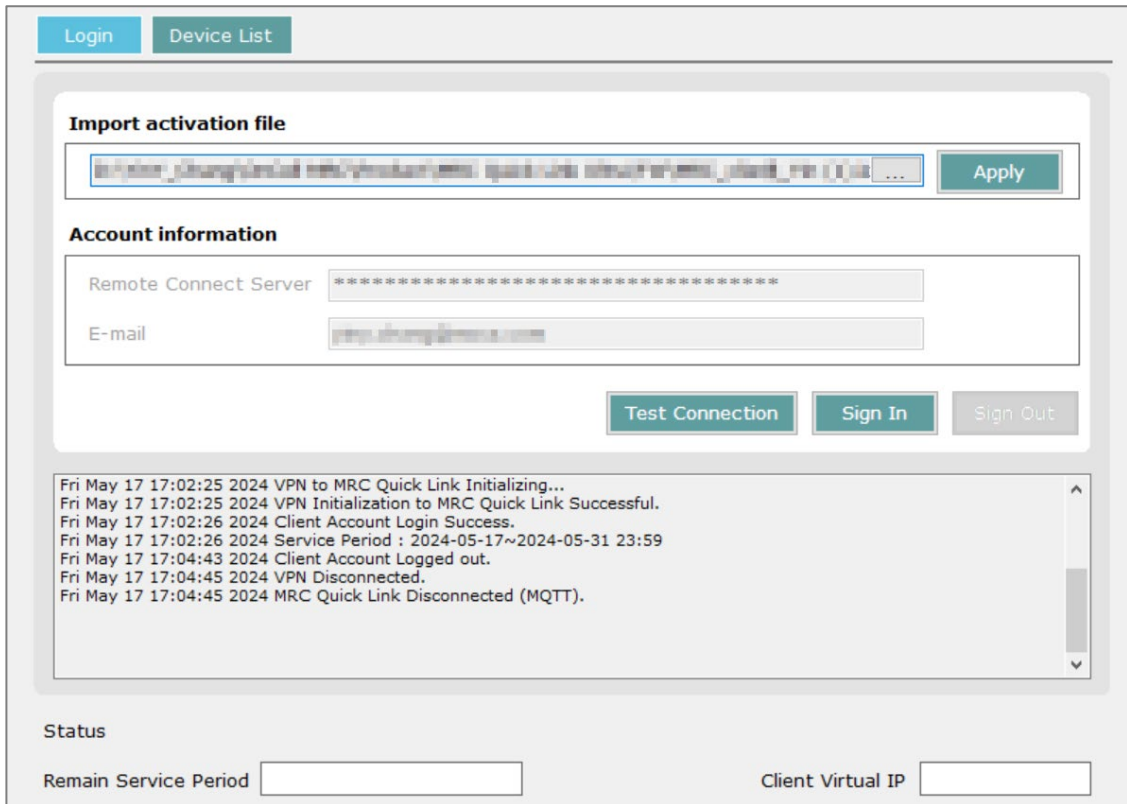
Note

Once logged in to the MRC Client, the status of the MRC Client will change to Connected and will occupy one concurrent connected node license node, even if no VPN tunnel to a device has been established yet.

Logout

Menu Path: Login

1. Click **Sign Out** to log out of the MRC Client. The details of the logout will be shown in the log area at the bottom of the screen.



The screenshot shows the MRC Client interface with the 'Login' tab selected. At the top, there are two tabs: 'Login' and 'Device List'. Below the tabs, there is a section for 'Import activation file' with a text input field and an 'Apply' button. Underneath is the 'Account information' section, which includes fields for 'Remote Connect Server' and 'E-mail'. To the right of these fields are three buttons: 'Test Connection', 'Sign In', and 'Sign Out'. Below the account information is a log area displaying a list of events, including VPN initialization, client account login success, service period information, client account logout, VPN disconnection, and MRC Quick Link disconnection. At the bottom, there is a 'Status' section with two input fields: 'Remain Service Period' and 'Client Virtual IP'.

Login Device List

Import activation file

Apply

Account information

Remote Connect Server

E-mail

Test Connection Sign In Sign Out

Fri May 17 17:02:25 2024 VPN to MRC Quick Link Initializing...
Fri May 17 17:02:25 2024 VPN Initialization to MRC Quick Link Successful.
Fri May 17 17:02:26 2024 Client Account Login Success.
Fri May 17 17:02:26 2024 Service Period : 2024-05-17~2024-05-31 23:59
Fri May 17 17:04:43 2024 Client Account Logged out.
Fri May 17 17:04:45 2024 VPN Disconnected.
Fri May 17 17:04:45 2024 MRC Quick Link Disconnected (MQTT).

Status

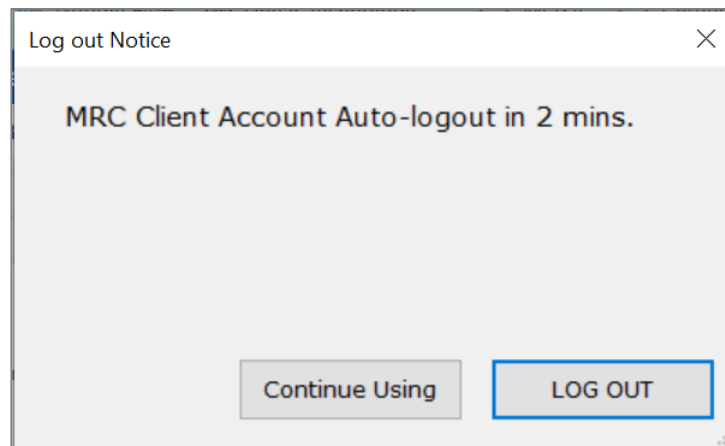
Remain Service Period Client Virtual IP

Auto Logout

If the Auto Logout function is enabled on the MRC Client, a prompt will appear every 15 minutes confirming if you want to continue using the software.

If you do not click **Continue Using** within 2 minutes, you will be automatically logged out.

Click **LOG OUT** to manually log out.



Device List

Menu Path: Device List

LoginDevice List

Device Name	Status	Tunnel	Virtual IP	Local IP / MAC
gw2gw_test2			10.11.64.129	---
gw_status_3120_test			10.11.64.33	---
test			10.11.64.161	---
l2l3_b/m_test			10.11.64.1	---
device_pc			10.11.64.2	192.168.126.201
3120_test1			10.11.65.65	---
gw2gw_test1			10.11.64.65	---
3120_test2			10.11.65.97	---
Yins			10.11.64.97	---

L2/L3 Broadcast Multicast

None

Refresh

Search Gateway

Search Gateway

Save to Default

Save as

Load

Status

Connected

Remain Service Period

0Y, 0M ,14D, 6H, 51M, 17S

Client Virtual IP

10.11.95.68

UI Setting Description

Device Name Shows the name of the device.

Status Shows the status of the device.



Connected: The device has successfully established a remote connection.



Online: The device is online but has not yet established a remote connection.



Offline: The device is unable to connect to the MRC Quick Link server.



Unknown: The status of the device is unknown because the information could not be retrieved.

UI Setting	Description
Tunnel	 Indicates the VPN tunnel is closed. Click this button to open the VPN tunnel and establish a remote connection.  Indicates the VPN tunnel is open. Click this button to close the VPN tunnel and terminate the remote connection.
Virtual IP	Shows the virtual IP of the device for remote connection.
Local IP/MAC	Shows the IP or MAC address of the device.

Establish Remote Connection

Establish a remote connection to the gateway

Menu Path: Device List

1. In the device list, find the gateway you want to establish a remote connection to and check the device status is **Online** () or **Connected** ()

Note

If the gateway status shows as Connected, it means the gateway has already established a connection to other devices. This does not affect the remote connection from the MRC Client to the gateway.

2. Click the **Tunnel** () icon to establish a VPN tunnel to the device. The indicator will change to the  icon, indicating the tunnel is established.
3. When the tunnel to the gateway is established, the gateway status will change to **Connected** () and the virtual IP will appear in green, indicating the tunnel is active.
At this point, you can connect to the gateway via the corresponding virtual IP.

LoginDevice List

Device Name	Status	Tunnel	Virtual IP	Local IP / MAC
gw2gw_test2			10.11.64.129	---
gw_status_3120_test			10.11.64.33	---
test			10.11.64.161	---
l2l3_b/m_test			10.11.64.1	---
3120_test2			10.11.65.97	---
3120_test1			10.11.65.65	---
gw2gw_test1			10.11.64.65	---
Yins			10.11.64.97	---

L2/L3 Broadcast Multicast
None
Refresh

Search Gateway
Save to Default
Save as
Load

Status
Connected

Remain Service Period
0Y, 0M ,11D, 14H, 6M, 43S
Client Virtual IP
10.11.95.68

Note

When a gateway changes to Connected, it can establish a remote connection to all local devices under it, depending on the permission rules configured for the local devices. If no permission rules are configured, a tunnel is established to all local devices by default once the gateway's tunnel is active.

If necessary, you can manually close tunnels to local devices. Refer to the [TERMINATE A REMOTE CONNECTION](#) section.

Establish a remote connection to a local device

Menu Path: Device List

- In the device list, find the gateway that manages the local device and click the **Expand (+)** icon to show all local devices under it.

Note

Ensure that the local device you want to connect to is showing as Online ().

- Click the **Tunnel** () icon to establish a VPN tunnel to the device. The indicator will change to the () icon, indicating the tunnel is established.

Note

When the local device's tunnel is established, the gateway will also automatically establish a remote connection to the local device.

- When the tunnel to the local device is established, the device status will remain Online () while the gateway status will change to Connected (), and the virtual IP will appear in green, indicating the tunnel is active. At this point, you can connect to the local device via the corresponding virtual IP

LoginDevice List

Device Name	Status	Tunnel	Virtual IP	Local IP / MAC
gw2gw_test2			10.11.64.129	---
gw_status_3120_test			10.11.64.33	---
test			10.11.64.161	---
l2l3_b/m_test			10.11.64.1	---
device_pc			10.11.64.2	192.168.126.201
3120_test2			10.11.65.97	---
3120_test1			10.11.65.65	---
gw2gw_test1			10.11.64.65	---
Yins			10.11.64.97	---

L2/L3 Broadcast MulticastNoneRefresh

Search GatewaySave to DefaultSave asLoad

StatusConnected

Remain Service Period0Y, 0M, 11D, 14H, 18M, 7SClient Virtual IP10.11.95.68

Note

Only devices in the Connected () state use up a concurrent connected node license node. Since only the gateway's status will change to Connected () while local devices remain Online (), only one concurrent connected node license node is counted no matter how many local devices under a single gateway establish remote connections.

Terminate a Remote Connection

Menu Path: Device List

1. In the device list, click the **Tunnel** () icon to terminate the corresponding VPN tunnel. The indicator will change to the () icon, indicating the tunnel was terminated.

The screenshot shows the 'Device List' interface. At the top, there are 'Login' and 'Device List' tabs. Below the tabs is a table with the following columns: Device Name, Status, Tunnel, Virtual IP, and Local IP / MAC. The table contains several rows of device information. Below the table, there is a 'L2/L3 Broadcast Multicast' dropdown menu set to 'None', a 'Refresh' button, a 'Search Gateway' input field, and buttons for 'Save to Default', 'Save as', and 'Load'. At the bottom, there is a 'Status' section showing 'Connected' in a green box, a 'Remain Service Period' section with a dropdown menu showing '0Y, 0M, 14D, 6H, 51M, 31S', and a 'Client Virtual IP' section showing '10.11.95.68'.

Device Name	Status	Tunnel	Virtual IP	Local IP / MAC
gw2gw_test2	Connected	Power On	10.11.64.129	---
gw_status_3120_test	Connected	Power On	10.11.64.33	---
test	Connected	Power On	10.11.64.161	---
l2l3_b/m_test	Connected	Power On	10.11.64.1	---
3120_test1	Connected	Power On	10.11.65.65	---
gw2gw_test1	Connected	Power On	10.11.64.65	---
3120_test2	Connected	Power On	10.11.65.97	---
Yins	Connected	Power On	10.11.64.97	---

L2/L3 Broadcast Multicast: None [Refresh]

Search Gateway: [Search Gateway] [Save to Default] [Save as] [Load]

Status: Connected

Remain Service Period: 0Y, 0M, 14D, 6H, 51M, 31S

Client Virtual IP: 10.11.95.68

 Note

If the device has not established a remote connection to any other devices, its status will change from Connected () to Online () after terminating the remote connection.

 Note

Even if all VPN tunnels are closed, the status of the MRC Client will remain Connected () and will subsequently occupy one concurrent connected node license node.

If you want to free up this node, log out of the MRC Client.

Enable L2/L3 Broadcast/Multicast Forwarding

Menu Path: Device List

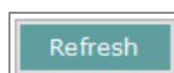
Multiple gateways in the device list may have L2/L3 Broadcast/Multicast forwarding enabled at the same time, which could lead to packet storms. To prevent this, the MRC Client only allows one gateway at a time to have L2/L3 Broadcast/Multicast forwarding enabled.

In the **L2/L3 Broadcast Multicast** field, select the gateway to enable Broadcast/Multicast forwarding for.

L2/L3 Broadcast Multicast	None 
---------------------------	--

Refresh

Menu Path: Device List



Click **Refresh** to update the device list.

Search for a Gateway

Menu Path: Device List

Search Gateway	Search Gateway
----------------	----------------

Enter the search term in the **Search Gateway** field. Anything matching the search criteria will be shown in the table.

Save the MRC Client Settings as the Default

Menu Path: Device List

Save to Default

Click **Save to Default** to save the current tunnel status of the Device List.

When logging in next time, MRC Client will enable and disable the tunnels based on the saved default tunnel status.

You can use this feature to establish a remote connection to specific devices by default each time you log in.

Save the MRC Client Settings

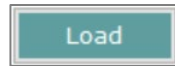
Menu Path: Device List

Save as

Click **Save as** to export and save the current tunnel status of the Device List as a configuration file to your system.

Import MRC Client Settings

Menu Path: Device List



Click **Load** to import a previously saved MRC Client settings configuration file.

MRC Client Event Log

Menu Path: Login

From the **Event Logs** section, you can view events for MRC Client.

Type	UI Message
Key Apply	Client Activation Key Applying...
	Client Activation Key Applied.
Login / Logout	Client Account Login Starting...
	Client Account Logged out.
	Client Account Login Success.
	Client Account Login Failed.
	Client Activation Key Already Used.
Connection	MRC Quick Link Connecting (MQTT)...
	MRC Quick Link Connection Successful (MQTT).
	MRC Quick Link Connection Failed (MQTT).
Test Connection	Testing Connection to MRC Quick Link Connecting...
	Connection Test Successful.
	Connection Test Failed.
VPN	VPN to MRC Quick Link Connecting...
	VPN Connection Failed. Please Check the Network Status or Check with Administrator.
	VPN Disconnected.
Service Period	Service Period : yyyy-MM-dd ~ yyyy-MM-dd HH:mm:ss
Device List	Device List Updated.
Auto logout	Your MRC Client Software is log out automatically. Please log in again if you want to have remote access

Type	UI Message
Gateway Status Change	Gateway [Gateway Name] Offline.
	Gateway [Gateway Name] Online.
	Gateway [Gateway Name] Connected.
	Gateway [Gateway Name] Disconnected.

Chapter 5

Troubleshooting and Common Questions

This section provides guidance on common questions regarding the use of MRC Quick Link.

MRC Licenses

How is data usage calculated?

Answer: On the 1st of every month, the outbound traffic of each connected node (gateway or client) is monitored and billed until the end of that month. The data usage counter resets on the 1st of the following month. Any unused data from the previous cycle cannot be carried over to the following month.

My data usage is about to run out. How can I ensure my service is not affected?

Answer: If required, you can purchase an additional data usage license from the [Moxa license portal](#) and activate it following the instructions provided in the [GETTING STARTED](#) section. If you have an urgent requirement for remote connections before completing the license purchasing process, please contact your Moxa sales representative to request a temporary license.

What happens if I run out of data?

Answer: If you exceed the available data on the license, all remote connections will be automatically disconnected the following day. Any gateway-to-gateway connections will automatically re-establish after purchasing an additional data license, or once the data counter resets on the 1st of the following month.

I am running out of nodes on my Concurrent Connected Node license. How can I ensure my service is not affected?

Answer: Contact your MRC Quick Link superuser to allocate more node licenses to your instance or use the **Disconnect** function in MRC Quick Link to terminate unnecessary connections and free up nodes on your Concurrent Connected Nodes license.

Alternatively, you can purchase additional Concurrent Connected Node licenses and activate them following the instructions provided in the [GETTING STARTED](#) section. If you have an urgent requirement for remote connections before completing the license purchasing process, please contact your Moxa sales representative to request a temporary license.

What happens if I run out of Concurrent Connected Node licenses?

Answer: If all nodes on your Concurrent Connected Node licenses are in use, you will not be able to establish additional remote connections until nodes become available, or until you have purchased and activated additional node licenses.

I have purchased Concurrent Connected Node licenses, but the MRC Client still cannot establish a connection. What should I do?

Answer: Log out of the MRC Client, completely close the program, reopen the program, and log in again. If the problem persists, please contact the designated superuser to open a Moxa Support Account and submit a ticket to the Moxa technical support team.

MRC Quick Link

What should I do if my gateway appears as offline?

Answer: When a gateway shows as offline, it usually indicates a network issue affecting the connection between the gateway and MRC Quick Link. You can use the OnCell gateway's SMS command function to obtain a cellular report for analyzing the connection, or issue an SMS command to restart the device's cellular function or to reboot the gateway.

What can I do when the gateway is online but the local device I want to connect to is offline?

Answer: When the gateway shows as online but the local device shows as offline, it typically indicates a connection issue between the gateway and the local device, which could be due to network problems or a malfunction of the local device. You can connect to the gateway's web console via the MRC Client and restart the interface connecting the local device to try re-establishing the connection to the local device. If the connection still cannot be established, it may indicate a malfunction of the local device that requires on-site intervention.

What can I do if I cannot access the MRC Quick Link Ultra website or establish a remote connection?

Answer: Please check whether your network settings are blocking the "ultrapncloud.org" or "amazonaws.com" domains. Make sure these two domains are not being blocked or filtered to prevent connection issues to the MRC service.

Can devices establish remote connections to devices from different groups?

Answer: No. For security reasons, devices can only establish remote connections to devices within the same group. If your application requires connections across multiple groups, it is recommended to create MRC Client accounts in each target group and save different activation keys. You can switch between these activation keys when logging into the MRC Client to establish connections with different groups.

Can I transfer a gateway or MRC client to a different group?

Answer: No. To use a gateway or client in a different group, you will need to deactivate and reactivate the gateway or MRC Client in the target group using a new activation key.

Can I restrict a local device to only allow connections from specific MRC Clients?

Answer: Yes. You can configure allowlist rules on each local device to set up a list of allowed MRC Clients.

Can I restrict a local device to only allow connections using specific protocols?

Answer: Yes. You can configure allowlist rules on each local device to set up a list of allowed connection protocols.

What can I do if I can log in with my MRC account, but cannot access any configuration pages?

Answer: Your account may have been exclusively associated with a group that no longer exists. If your assigned group is deleted, you will lose access to the MRC service. Contact your Superuser to confirm your group assignment.

MRC Gateways

Can I establish remote connections to any device under the gateway through MRC Quick Link?

Answer: If the device has an IP address and is on the same subnet as the gateway, you can establish a remote connection to the device through MRC Quick Link.

To establish a remote connection to serial devices or L2 Ethernet devices without an IP address through MRC Quick Link, the device must be physically connected to the gateway.

Establishing remote connections through MRC Quick Link to devices with interface types other than the ones listed above is not supported.

What should I do if I can ping the local devices but cannot access their web interface?

Answer: Please check whether your browser has HTTPS enabled. Alternatively, you can manually enter the full URL starting with https://.

Will my original data transmission be interrupted when my gateway is using the MRC Quick Link service for remote connections?

Answer: No. The gateway's original data transmissions are not affected by any remote connections established via the MRC Quick Link service.

Can I use the MRC Quick Link service if my gateway is already configured with an IPsec VPN?

Answer: Yes. You can use the MRC Quick Link service to establish remote connections while running IPsec VPN simultaneously.

What should I do if the MRC-1002 shows "MRC-1002 has been activated" when I haven't applied the MRC Gateway key yet?

Answer: Clear your browser cache and try again.

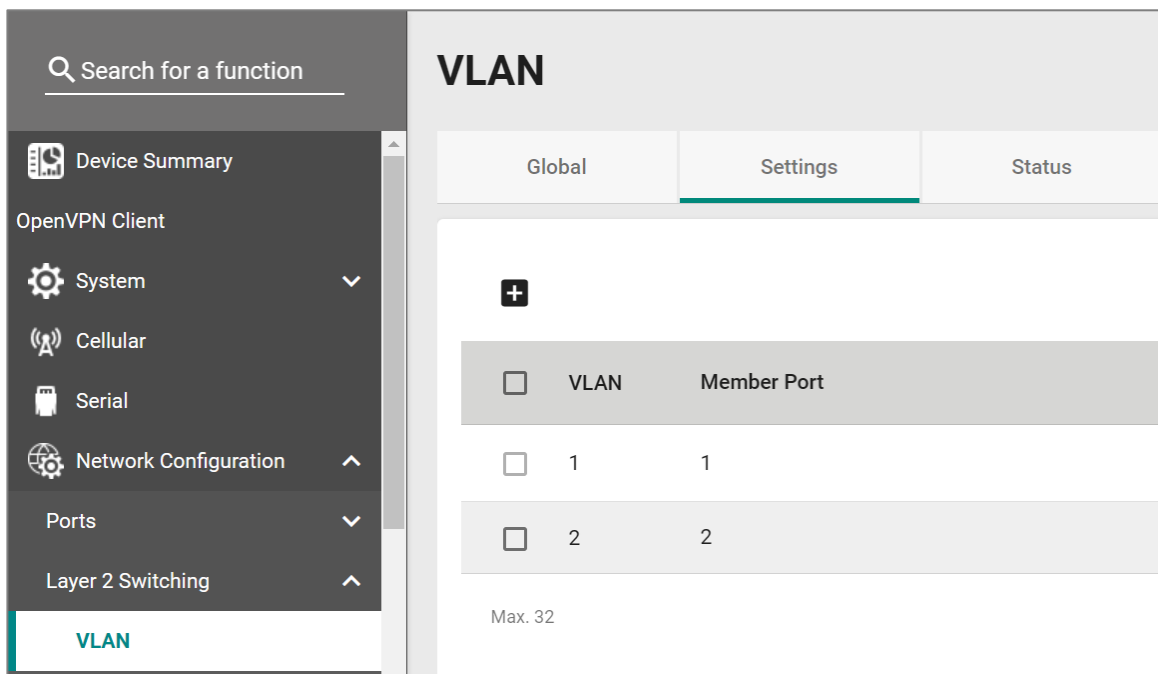
How do I configure the OnCell G4302-LTE4 to use one Ethernet Port as the WAN, one Ethernet Port as LAN, and connect to devices connected by LAN via MRC Quick Link?

Answer: Follow the steps below to configure the OnCell G4302's ports:

1. Navigate to the OnCell G4302's web interface and log in.
2. Navigate to **Network Configuration > Layer 2 Switching > VLAN**.
3. Go to the **Settings** tab.
4. Create VLAN 2 and bind Port 2 to VLAN 2.

Note

By default, there is only a single VLAN (VLAN 1) with both Port 1 and Port 2 belonging to VLAN 1 acting as LAN ports.



VLAN

Global Settings Status



☐	VLAN	Member Port
☐	1	1
☐	2	2

Max. 32

5. Navigate to **Network Configuration > Network Interfaces**.
6. Go to the **WAN** tab.
7. Bind the WAN interface to VLAN 2 and configure the WAN network settings.
Once configured, Port 1 will act as a LAN port and Port 2 as the WAN interface.

- Device Summary
- OpenVPN Client
- System
- Cellular
- Serial
- Network Configuration
- Ports
- Layer 2 Switching
- Network Interfaces**

Network Interfaces

LAN
WAN
Bridge

VLAN ID

VLAN ID

2

Connection

Status

Enabled

Connection Type

Dynamic IP

Proxy ARP

Disabled

- Once the WAN settings are applied, a prompt will appear to remind users to configure WAN redundancy settings.

Enable the WAN Redundancy

The WAN configuration has been changed. The device now use cellular as the default route interface for WAN connection. If you want to change the default route interface to Ethernet WAN, please enable the WAN Redundancy function.

CANCEL
NAVIGATE

- Navigate to **WAN Redundancy**.

10. Set the **WAN Redundancy Mode** to **Backup**.

Search for a function

Device Summary

OpenVPN Client

System

Cellular

Serial

Network Configuration

Redundancy

Layer 3 Redundancy

WAN Redundancy

WAN Redundancy

Settings Status

WAN Redundancy Mode *
Backup

WAN Switching Mode *
Failback

Ping Interval * 5 1 - 3600 sec.

Ping Success Retry Times * 3 1 - 10 times

Ping Failure Retry Times * 3 1 - 10 times

Ping Timeout * 5 1 - 10 sec.

APPLY

11. Enable all interfaces in the **WAN Backup Priority** section and configure the interfaces according to the figure below.

WAN Backup Priority

Search

Priority	Interface	WAN Redundancy	Host IP Address
1	Ethernet WAN	Enabled	8.8.8.8
2	Cellular	Enabled	8.8.8.8

12. Navigate to **System > Management Interface > Moxa Remote Connect**.

13. Enable the **MRC Service**, enter the activation key downloaded from MRC Quick Link, and set **Bridge Member** to **1**.

Once configured, you can now establish remote connections to all devices under Port 1 using the MRC service.

Note

The IP of the OnCell G4302's web interface will change to the bridge IP address value configured on the Moxa Remote Connect page.
Make sure to keep record of this IP address to access the OnCell G4302's web interface.

Search for a function

Device Summary

OpenVPN Client

System

System Management

Account Management

License Management

Management Interface

User Interface

Hardware Interface

SNMP

Moxa Remote Connect

Moxa Remote Connect (MRC)

SettingsStatus

MRC

MRC Service *
Enabled

Activation Type *
Enter Activation Key

Activation Key

Bridge IP Configuration

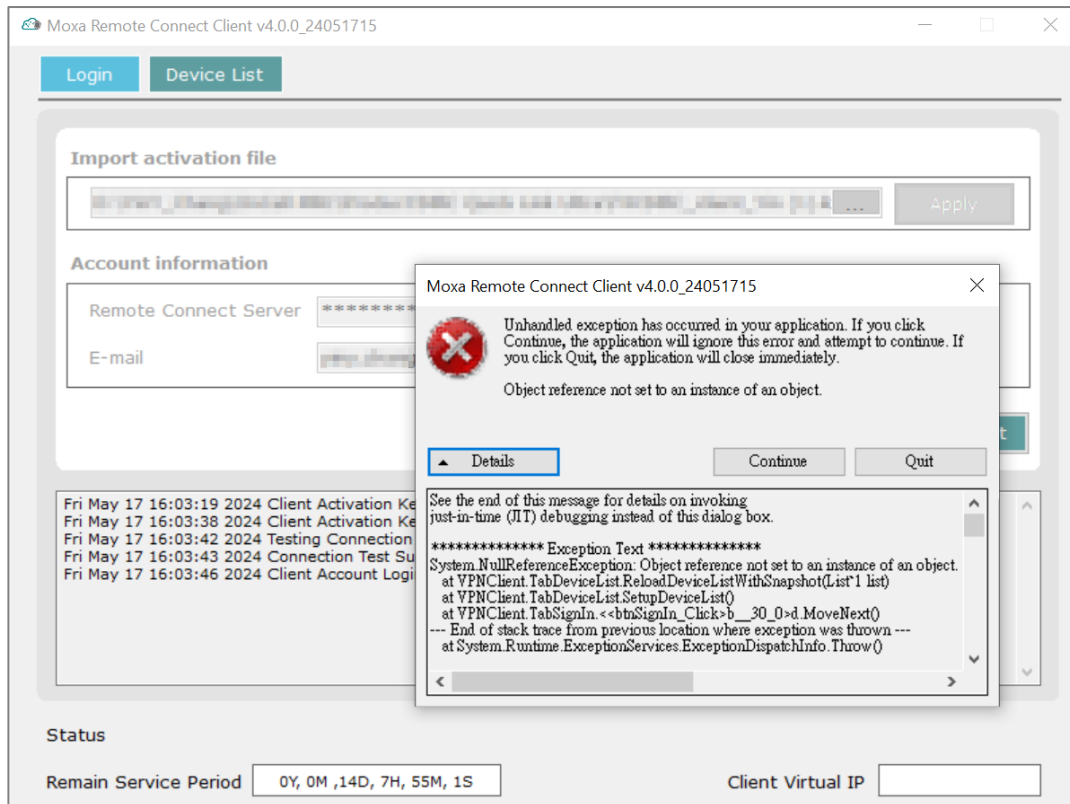
IP Address *
192.168.126.254

Subnet Mask *
24 (255.255.255.0)

Bridge Member *
1

MRC Clients

MRC Client displays the following system error message after logging in. What should I do?



Answer: Uninstall and reinstall the MRC Client software.

The tunnel in the MRC Client software is active, but I cannot establish a remote connection. What should I do?

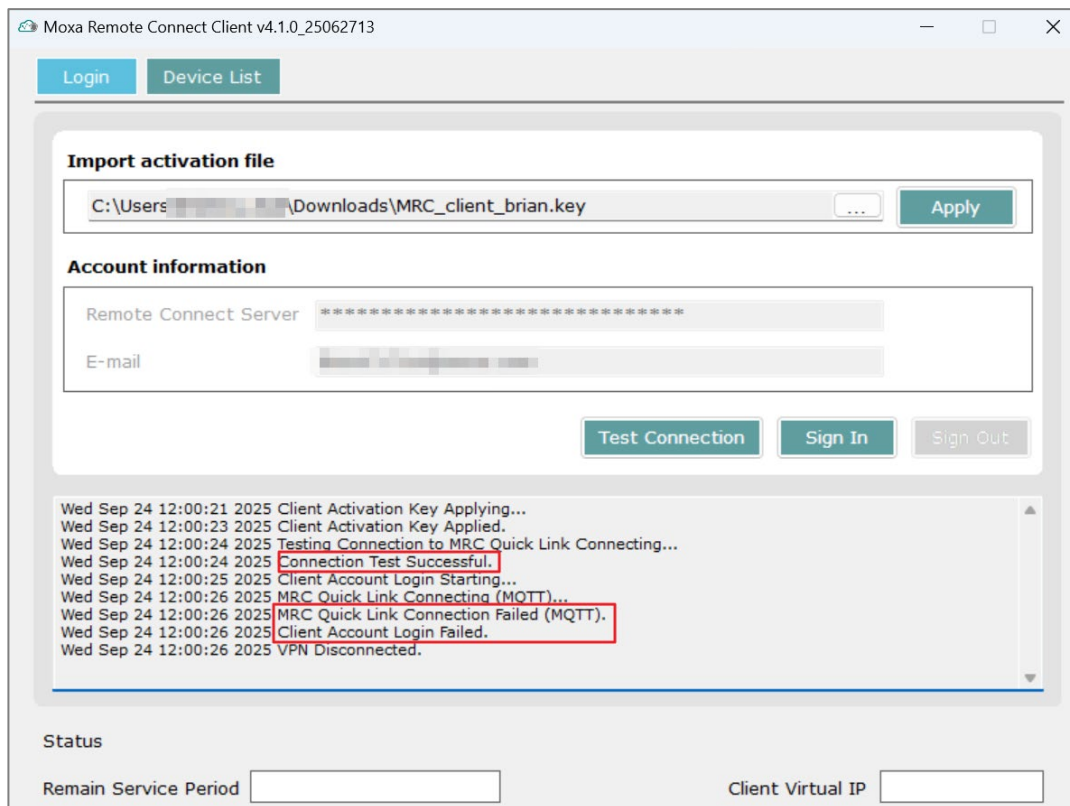
Answer: Follow the steps below to verify the connection.

1. Ensure the gateway status is **Connected** ().
2. Verify that the connection IP matches the virtual IP displayed in the MRC Client.
3. Click **Test Connection** in the MRC Client to check if the connection is normal.

4. Ensure the system time of the gateway is set correctly. If the time is not set correctly, it may cause the connection to fail.
5. If all the above items are valid but the connection still fails, please contact the designated superuser to open a Moxa Support Account and submit a ticket to the Moxa technical support team.

What should I do if the connection test was successful but I can't sign in?

Answer: Make sure to close any other VPN services or VPN connections before trying to sign in to the MRC Client software.



What should I do if I can't establish a VPN connection?

Answer: Make sure that both your MRC Client software and MRC Gateway are upgraded to the latest firmware version.



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