

MRC Quick Link Ultra User Manual

Version 1.0
August 2024



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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 Gateways:** 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

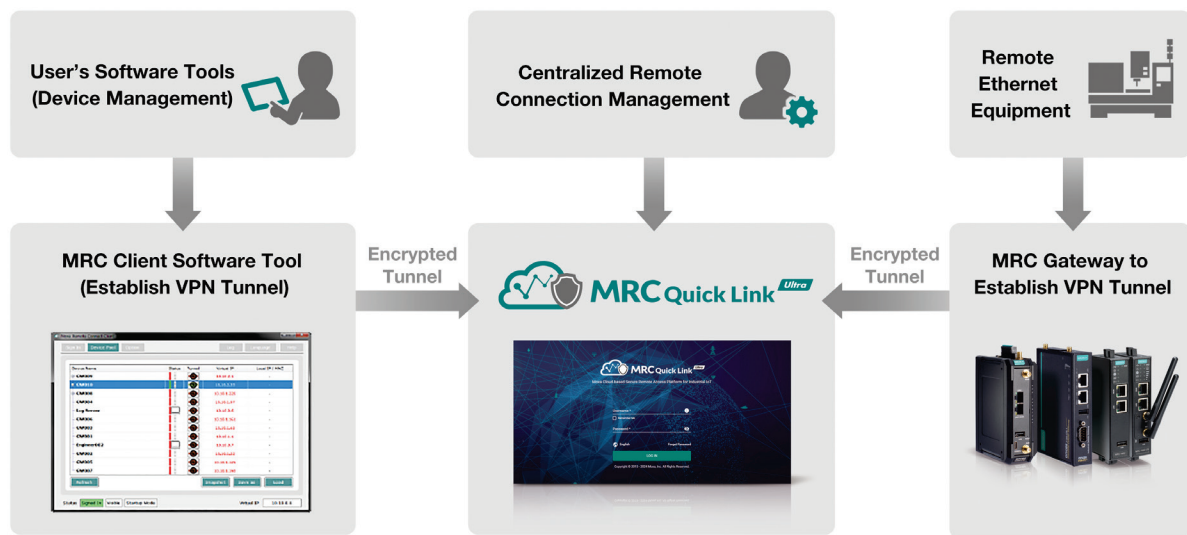
Welcome to the MRC Quick Link user manual. This comprehensive guide is designed to help you understand and navigate the UI features, technical concepts, and tasks you may encounter while using the MRC Quick Link service.



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 laptops.




Supported Series and Software Versions

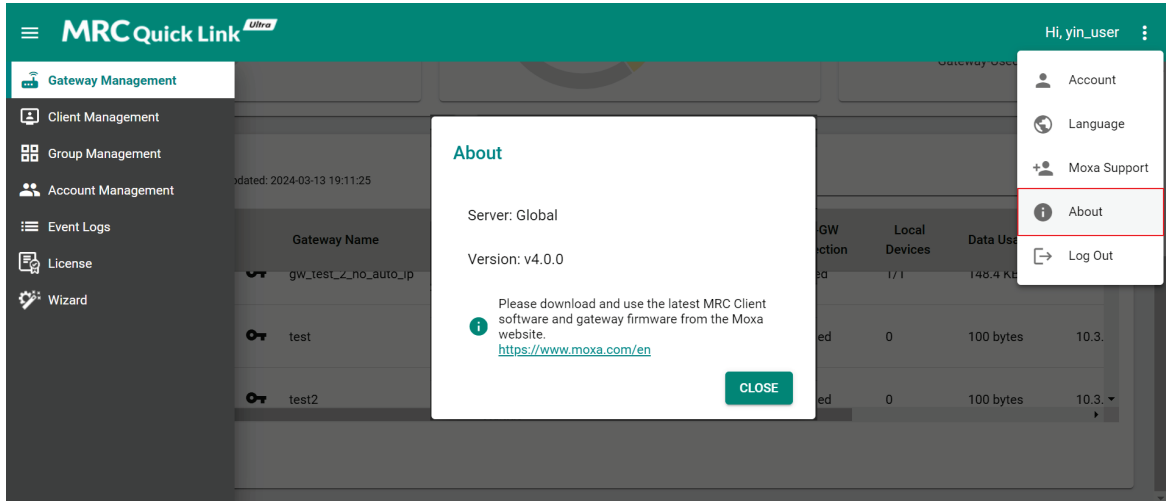
Supported Series and Firmware Versions

MRC Quick Link		MRC Client	MRC Gateway	
Version	URL	Version	Model	Version
MRC Quick Link v3.3	mrcasia.moxa.com mrcus.moxa.com mrceu.moxa.com mrcchina.moxa.com.cn	Software v3.3.0	MRC-1002 Series	v3.3.0
MRC Quick Link Ultra v4.0	mrc.moxa.com	Software v4.0.0	OnCell G4302 Series OnCell 3120 Series (HW Rev 2.0.0 only)	v3.9.0 and above v2.2.0 and above

Checking the Version Information

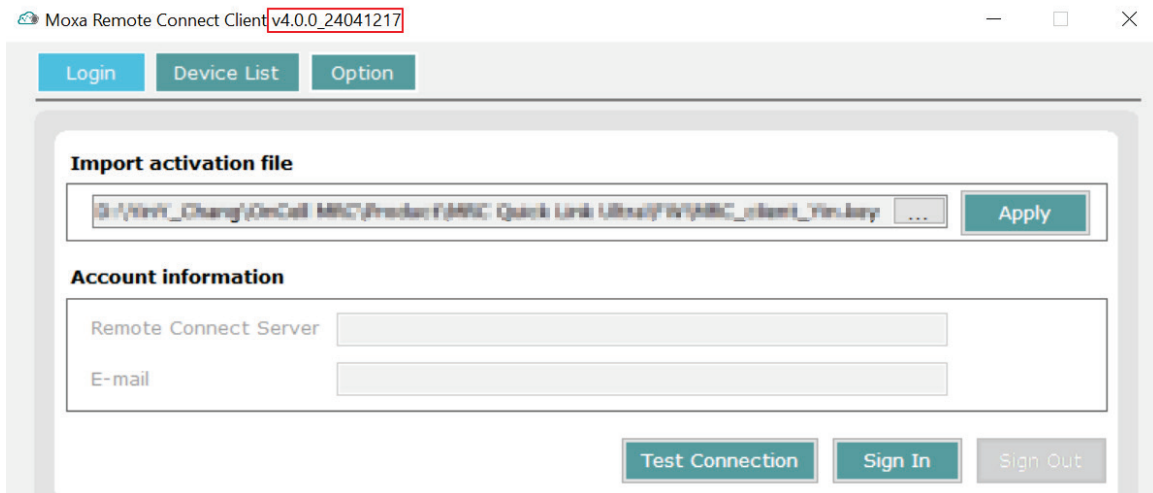
MRC Quick Link

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



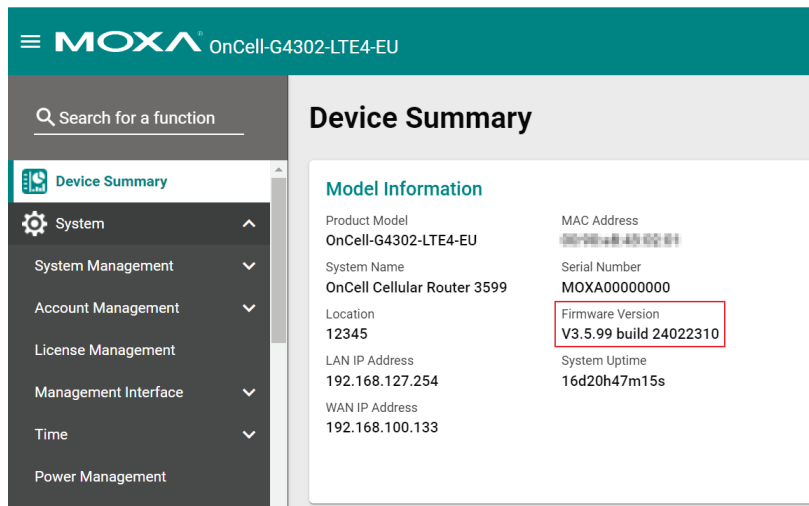
MRC Client

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



MRC Gateway

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



MOXA OnCell-G4302-LTE4-EU

Search for a function

Device Summary

Model Information

Product Model	MAC Address
OnCell-G4302-LTE4-EU	00:00:00:00:00:00
System Name	Serial Number
OnCell Cellular Router 3599	MOXA00000000
Location	Firmware Version
12345	V3.5.99 build 24022310
LAN IP Address	System Uptime
192.168.127.254	16d20h47m15s
WAN IP Address	
192.168.100.133	

Getting Started

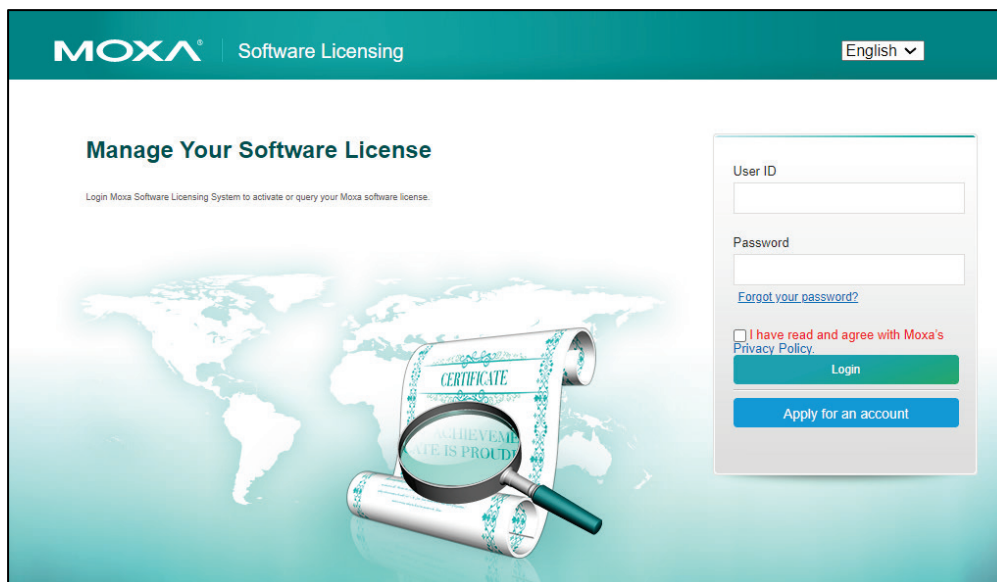
This section will guide you step by step on how to activate the MRC Quick Link service.

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.



MOXA Software Licensing English

Manage Your Software License

Login Moxa Software Licensing System to activate or query your Moxa software license.

User ID

Password

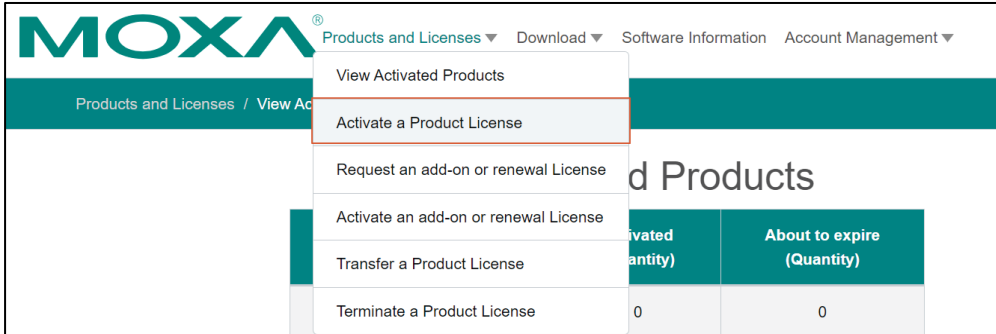
[Forgot your password?](#)

I have read and agree with Moxa's Privacy Policy.

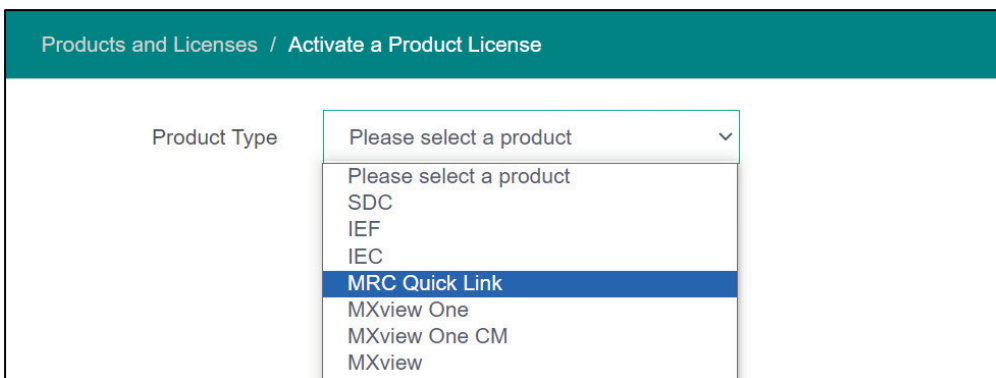
Login

Apply for an account

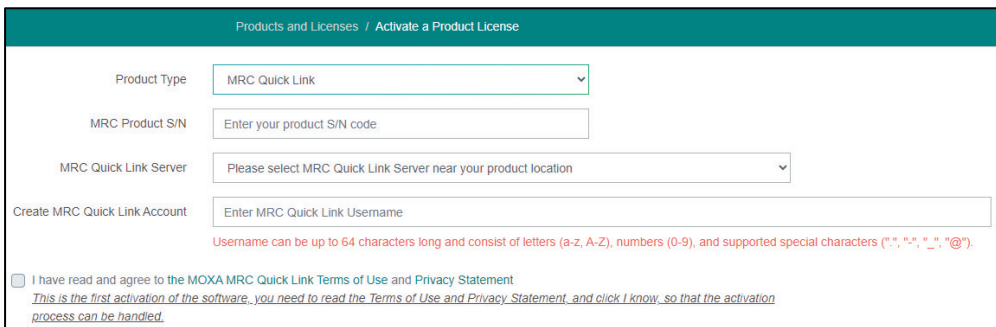
2. Navigate to **Products and Licenses > Activate a Product License**.



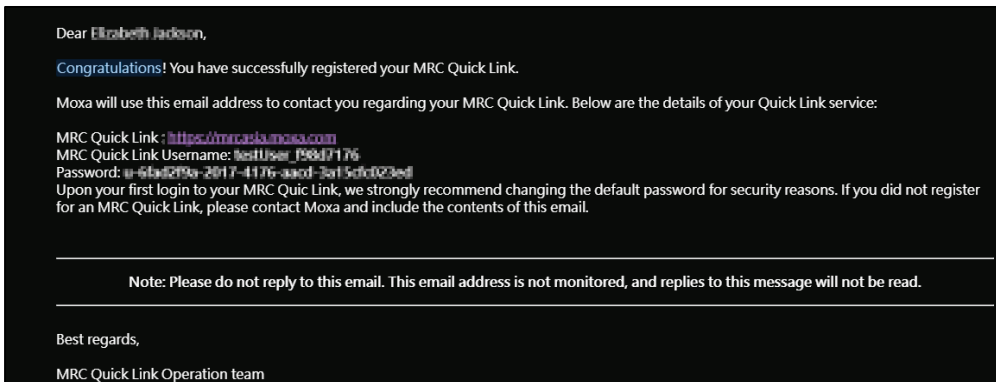
3. Select **MRC Quick Link** as the **Product Type**.



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



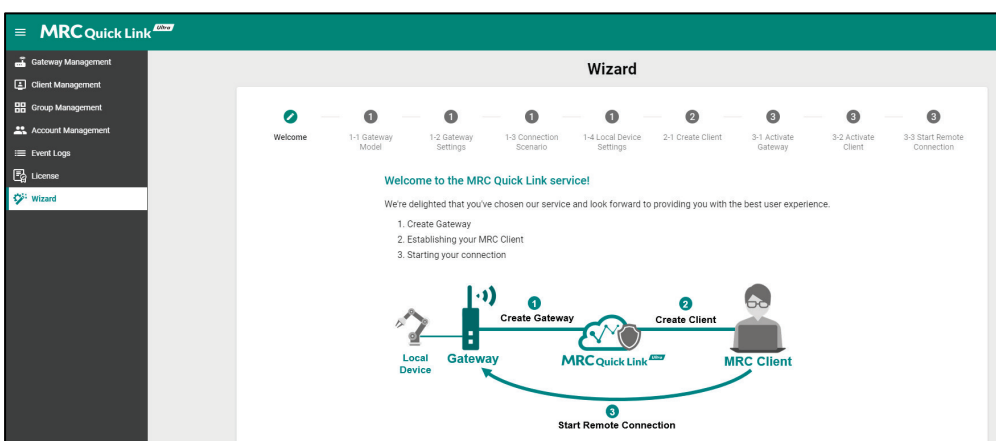
- You will receive an email confirming the successful registration of your MRC Quick Link account.



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

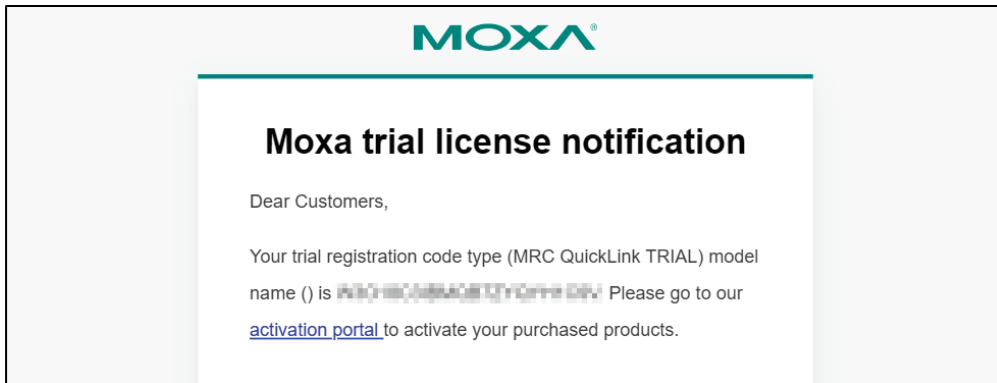


- Navigate to **Wizard** in the function column to get started with the MRC Quick Link service.

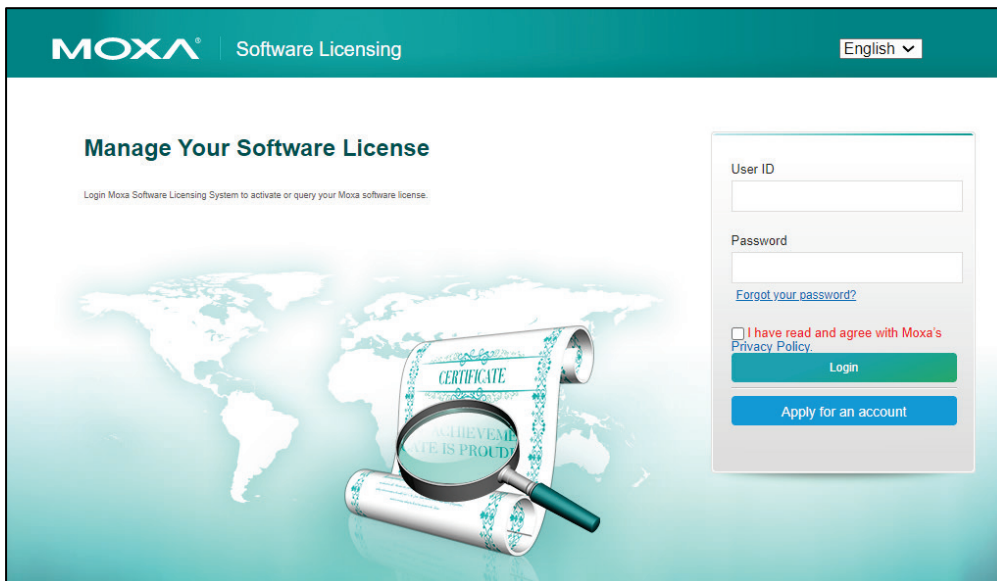


Activating an Add-on License

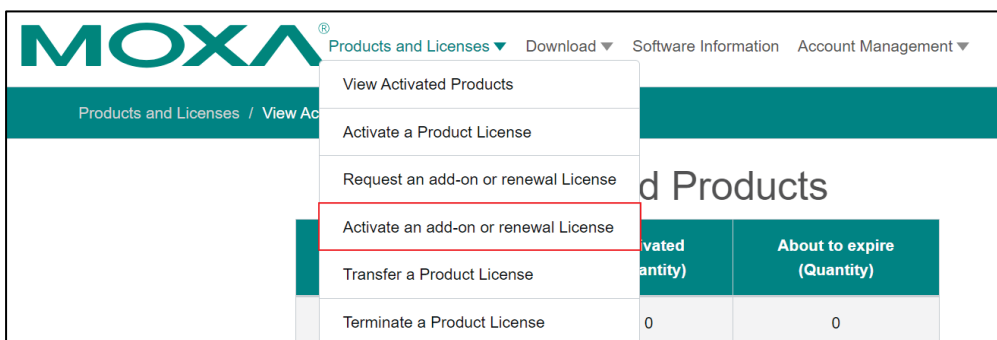
1. After purchasing an add-on license product, you will receive a product registration code via email.



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.



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.

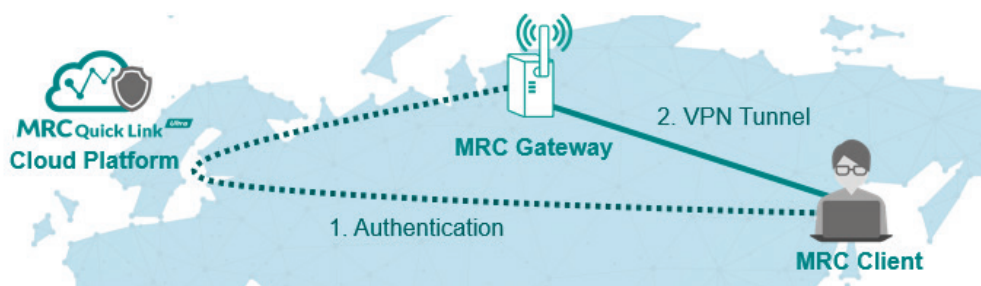
Below are common challenges related to remote device access:

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

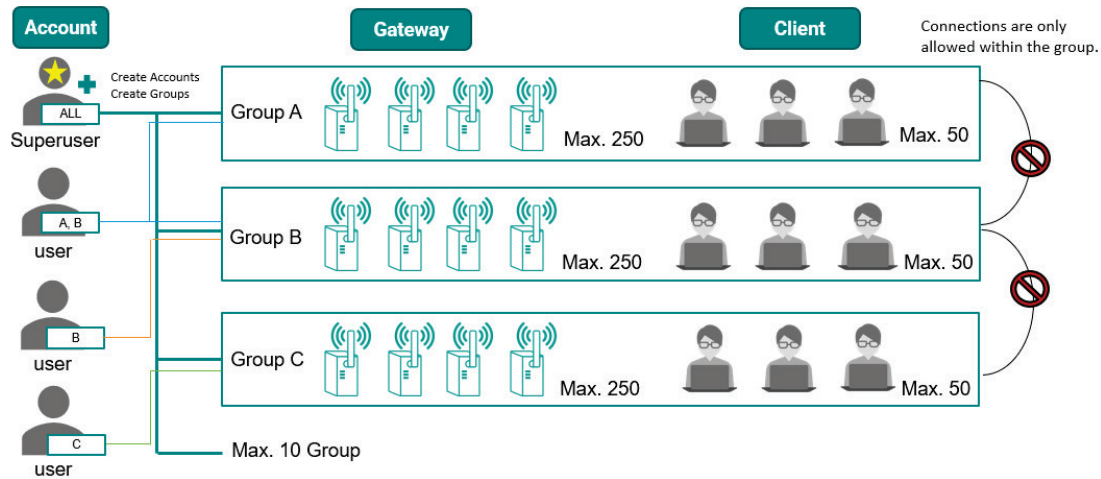
MRC Quick Link is designed to facilitate a variety of remote access applications. Below is an overview of the key concepts of the solution.

- **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 a 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.

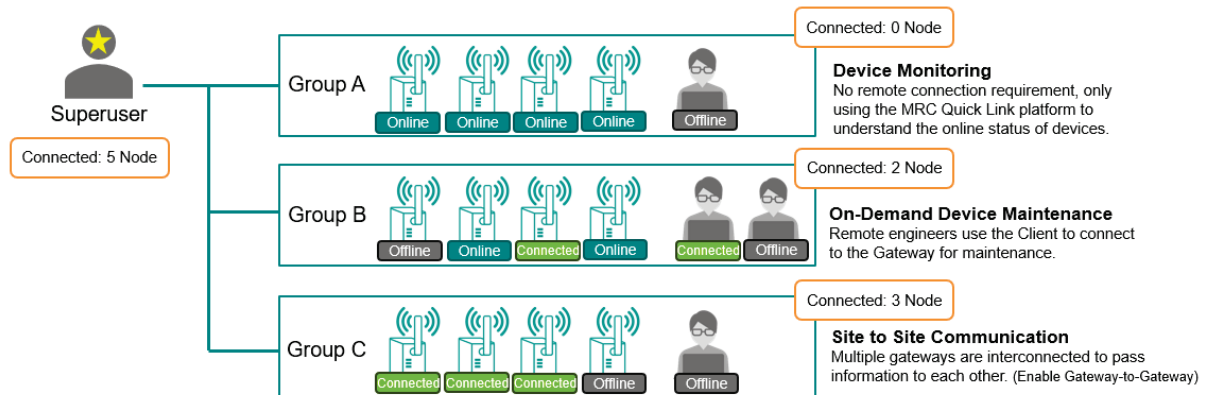
Group Limitation and Access

- 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.

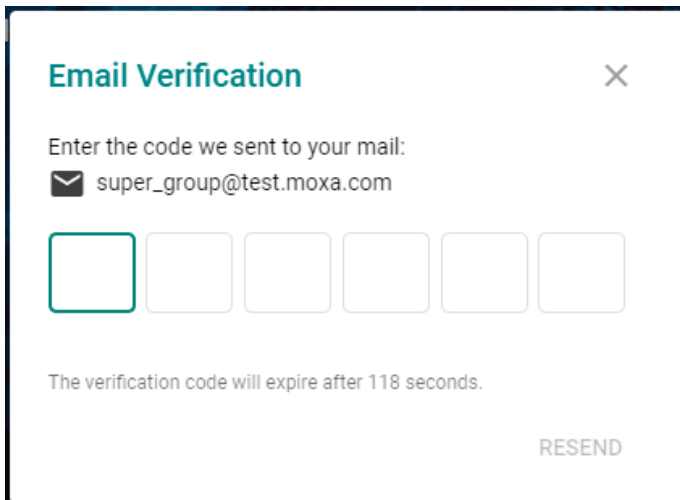
MRC Quick Link

Logging In

This section describes how to log in to the MRC Quick Link service.


Logging In

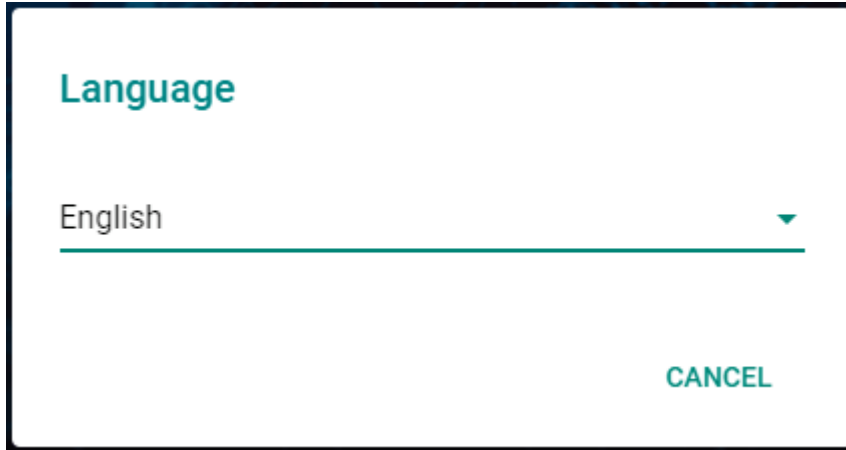
1. Open a web browser and navigate to <https://mrc.moxa.com>.
2. Enter your MRC account username and password. Refer to the [Activating Your MRC Quick Link Account](#) section.
3. Click **LOG IN**.
The system will send a verification code to your registered email.
4. Enter the verification from the email.



UI Setting	Description	Valid Range	Default Value
Username	Enter the account username.	Username	N/A
Remember Me	Check the checkbox to save the username in this browser.		Unchecked
Password	Enter the account password.		N/A

Change the Interface Language

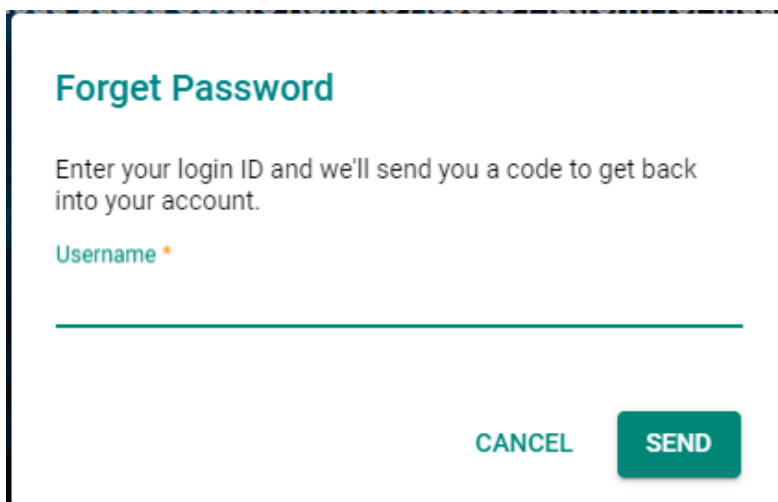
Click the globe () icon to change the interface language.



UI Setting	Description	Valid Range	Default Value
Language	Select the preferred interface language.	English 繁體中文 (Traditional 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.

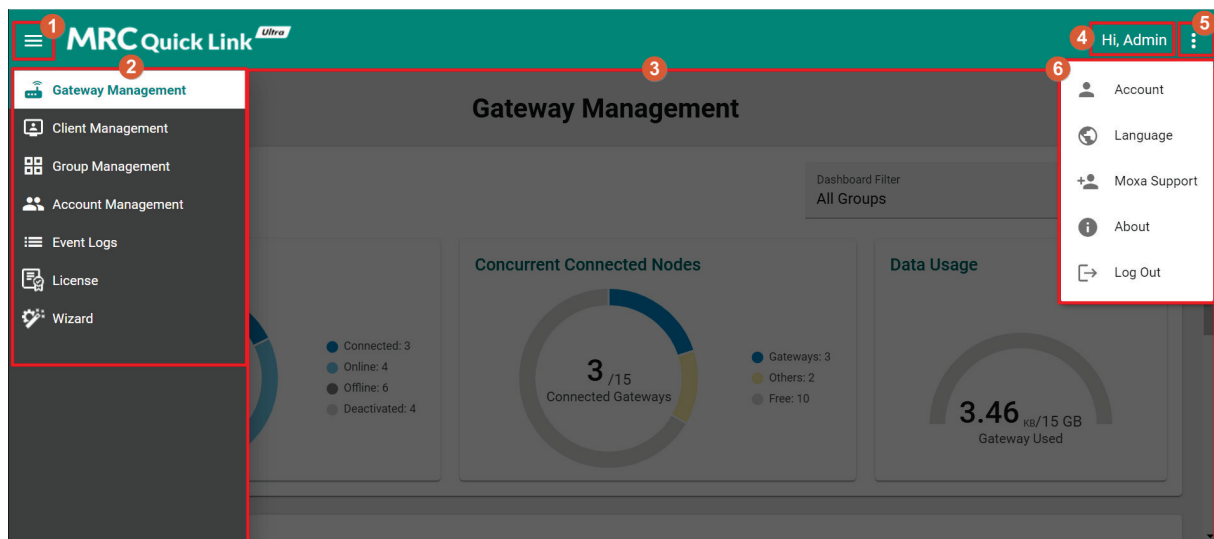


UI Setting	Description	Valid Range	Default Value
Username	Enter the username for this account.	Username	N/A


Basic Functions


UI Interface Overview

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




Section	Description
---------	-------------


- Function menu**


Click the menu () icon in the top-left to show or hide the function menu.
- 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.
- Configuration screen**

Shows information and configuration options depending on the selected function page.
- Username**

Shows the username of the user that is currently logged in.
- User account menu**



Click the triple dot () icon to expand the basic functions menu.
- 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.

Edit This Account

Username
super_group CHANGE PASSWORD
11 / 64


Email *
super_group@test.moxa.com
This email address will be used for two-factor authentication.

Secondary Email

First Name (Given Name) 0 / 64 Last Name (Family Na... 0 / 64

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


Other Information
SuperGroupUser 14 / 254

[Transfer or Delete Account](#)  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.	N/A	N/A
Secondary Email	Enter the backup email address for this account used for recovery purposes.	N/A	N/A
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

UI Setting	Description	Valid Range	Default Value
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
Other Information	Enter a description for this account.	0 to 254 characters	N/A


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 * 

At least 6 characters 0 / 64

Confirm Password * 

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

Delete Account

Warning

Deleting an account will also remove all MRC Quick Link-related services for this account including licenses. This action cannot be undone. Make sure the relevant services are no longer needed before deleting the account.

Note

The **Delete Account** option will only appear for users with superuser permissions.

In the **Edit This Account** screen, click **Delete Account** to open a new browser window to the Moxa Software Licensing System (<https://netsecuritylicense.moxa.com>).

Edit This Account

Username
super_group CHANGE PASSWORD
11 / 64

Email *
super_group@test.moxa.com
This email address will be used for two-factor authentication.

Secondary Email

First Name (Given Name) Last Name (Family Na...
0 / 64 0 / 64

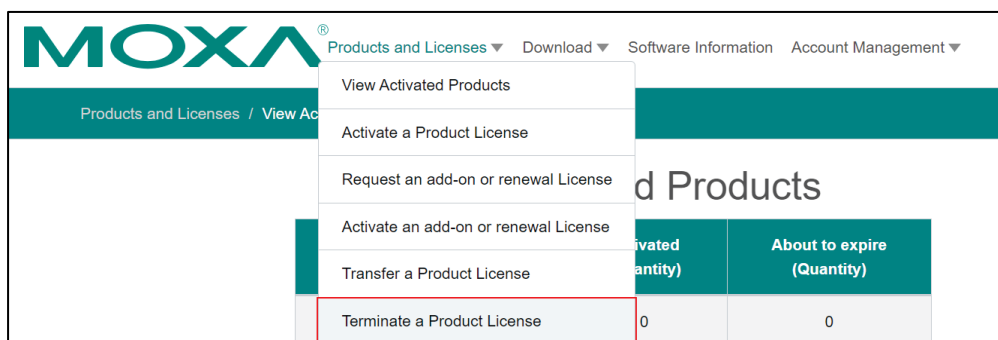
Office Phone Number Mobile Phone Number
0 / 64 0 / 64

Other Information
SuperGroupUser
14 / 254

[Delete Account](#) CANCEL APPLY

Procedure:

1. Log in to the [Moxa license portal](#) using your Moxa account.
2. In the top toolbar, navigate to **Products and Licenses > Terminate a Produce License**.



3. Select **MRC Quick Link** as the Product Type and enter the MRC Quick Link account username you want to delete.

Products and Licenses / Terminate a Product License

Product Type


MRC Quick Link Username

Caution:
If you terminate your account, all MRC Quick Link services will be removed, licenses will be rendered invalid, and you won't be able to re-register using previously registered Serial Numbers (SN). Make sure you fully comprehend the consequences before proceeding with the account termination.

Terminate

4. Click **Terminate**.
5. Attempt to log in to MRC Quick Link using the deleted credentials to confirm the account can no longer access MRC services.

Language

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


Language

English

CANCEL

UI Setting	Description	Valid Range	Default Value
Language	Select the preferred language.	English 繁體中文 (Traditional 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.

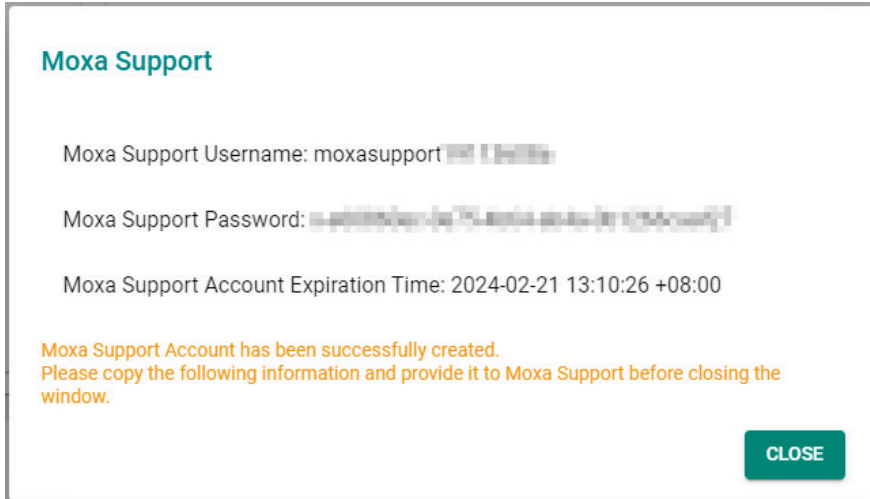
Note

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.



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 Expired 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.

About

Server: Global


Version: v4.0.0

 Please download and use the latest MRC Client software and gateway firmware from the Moxa website.
<https://www.moxa.com/en>

CLOSE

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.

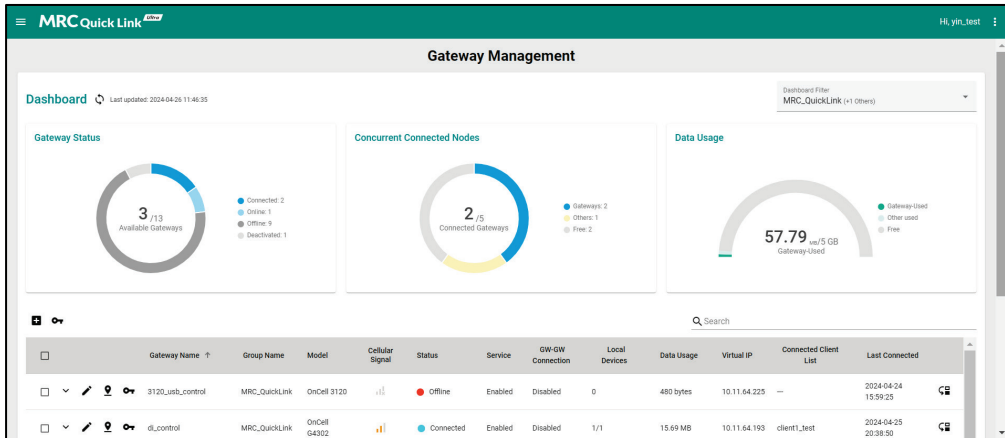
Log Out

Are you sure you want to log out?

CANCEL **LOG OUT**

Gateway Management

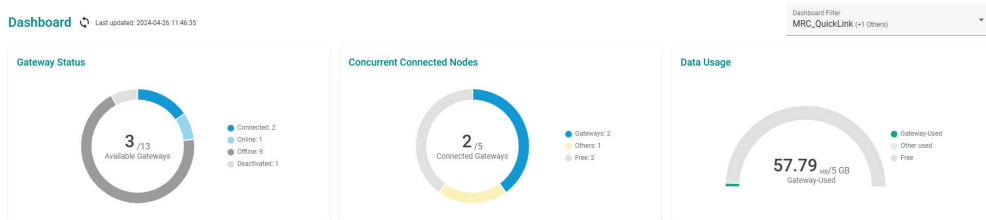
From the Gateway Management section, you can check the gateway's status and configure gateway device settings.



Dashboard

Menu Path: Gateway Management


The dashboard shows information about your gateways and licenses.



Auto Refresh

 Last updated: 2024-04-26 11:46:35

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

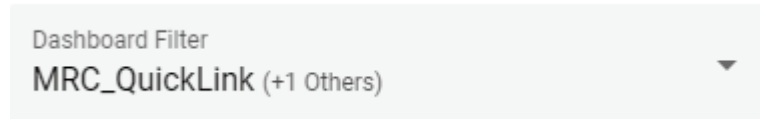
You can enable or disable this function by clicking the **Auto Refresh** () icon in the top-left of the dashboard.

 indicates Auto Refresh is enabled.

 indicates Auto Refresh is disabled.

Dashboard Filter

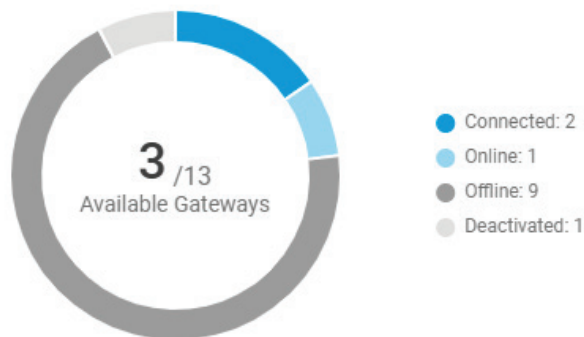
The **Dashboard Filter** located in the top-right corner of the Dashboard lets you show information for specific groups.



Gateway Status

This widget shows the status of associated gateway devices.

Gateway Status



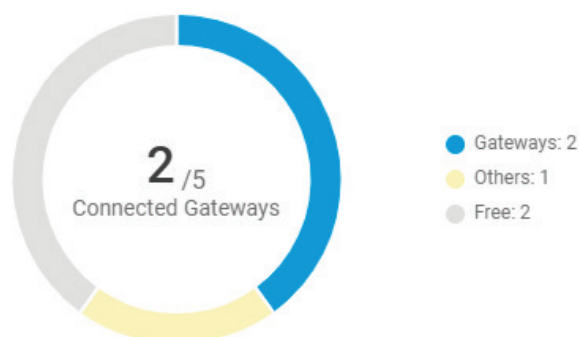
UI Setting	Description
Available Gateways	The first number indicates the number of available gateways (Connected, Online). The number after the slash indicates the total number of gateways (Connected, Online, Offline, Deactivated gateways).
Connected	Shows the number of gateways that have successfully established a remote connection.
Online	Shows the number of gateways that are online but have not yet established a remote connection.

UI Setting	Description
Offline	Shows the number of gateways that are offline or unable to connect to the MRC Quick Link server. <div style="border: 1px solid #ccc; padding: 10px; background-color: #f9f9f9;"> <p>Note</p> <p>When the gateway exhibits any of the following behaviors, it will appear as offline in MRC Quick Link:</p> <ul style="list-style-type: none"> • Clicking RESET KEY in the MRC settings page of the gateway web console • Clicking Reset to Defaults in the gateway web console • Physically pressing the reset button on the hardware </div>
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.

Concurrent Connected Nodes



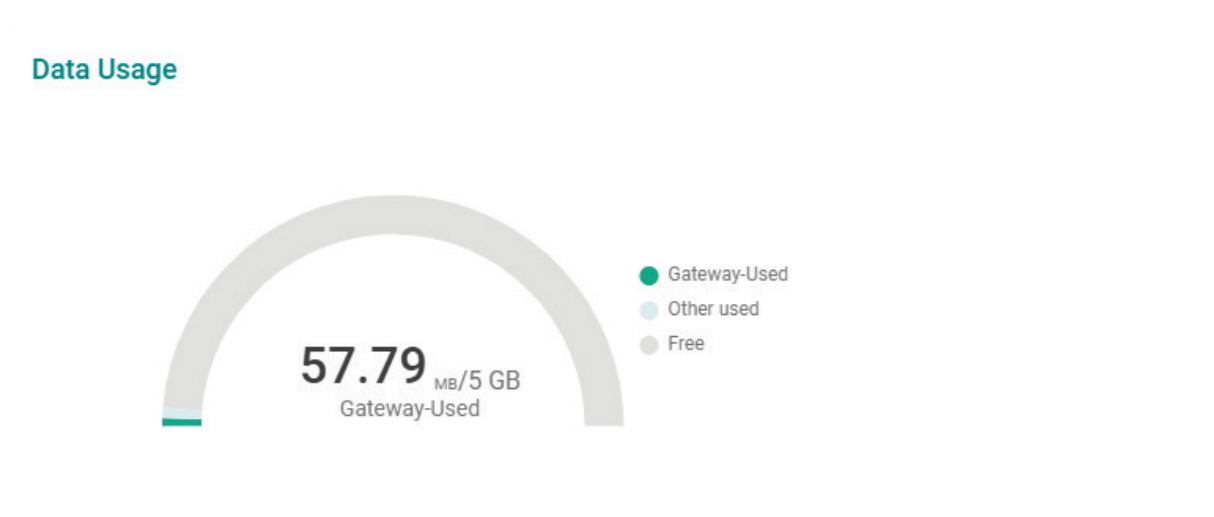
UI Setting	Description
Connected Gateways	The first number indicates the number of gateways that have successfully established a remote connection. The number after the slash indicates the total number of concurrent connected nodes in the license.
Gateways	Shows the number of gateways that have successfully established a remote connection within the specific group.
Others	Shows the number of the concurrent connected nodes used outside of the connected gateway, including connected clients and concurrent connected nodes used by other groups.

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

Free	Shows the number of remaining nodes of 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
------------	-------------

Gateway-Used	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-Used	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.

	Gateway Name ↑	Group Name	Model	Cellular Signal	Status	Service	GW-GW Connection	Local Devices	Data Usage	Virtual IP	Connected Client List	Last Connected
<input type="checkbox"/>	3120_usb_control	MRC_QuickLink	OnCell 3120		Offline	Enabled	Disabled	0	480 bytes	10.11.64.225	--	2024-04-24 15:59:25
<input type="checkbox"/>	dl_control	MRC_QuickLink	OnCell G4302		Online	Enabled	Disabled	1/1	15.69 MB	10.11.64.193	client1_test	2024-04-25 20:38:50
<input type="checkbox"/>	gw2gw_test1	MRC_QuickLink	OnCell G4302		Connected	Enabled	Enabled	0/1	18.53 MB	10.11.64.65	admin	--
<input type="checkbox"/>	gw2gw_test2	MRC_QuickLink	OnCell G4302		Deactivated	Enabled	Enabled	0/1	149.88 KB	10.11.64.129	--	2024-04-19 11:46:15
<input type="checkbox"/>	gw_3120_test_persistent	MRC_QuickLink	OnCell 3120		Offline	Enabled	Disabled	0	340.91 KB	10.11.64.33	--	2024-04-19 17:57:15
<input type="checkbox"/>	gw_test_aip	MRC_QuickLink	OnCell G4302		Offline	Enabled	Disabled	0/1	2.89 MB	10.11.64.1	--	2024-04-19 17:17:45
<input type="checkbox"/>	test_max_3120_test1	MRC_QuickLink	OnCell 3120		Offline	Enabled	Disabled	0	0 bytes	10.11.64.65	--	--









Items per page: 50 | 1 - 13 of 13 | < > >>

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.

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.

UI Setting	Description
Cellular Signal	<p>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).</p> <p>  : Good  : Fair  : Poor  : No Signal </p> <div style="background-color: #f0f0f0; padding: 10px; margin-top: 10px;"> <p>Note</p> <p>If the gateway is using a wired network connection (Ethernet WAN), the cellular strength will show as "No Signal".</p> </div>
Status	<p>Shows the status of the gateway.</p> <ul style="list-style-type: none">  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.
Service	<p>Shows the remote service status of the gateway.</p> <p>Enabled: The gateway is allowed to establish a remote connection.</p> <p>Disabled: The gateway is not allowed to establish a remote connection.</p>
GW-GW Connection	<p>Shows the status of the gateway-to-gateway connection feature.</p> <p>Enabled: The gateway is allowed to establish a remote connection to other gateways in the same group that also have GW-GW Connection enabled. When an applicable gateway is online, it will automatically establish the remote connection and switch to the "Connected" status.</p> <p>Disabled: The gateway is not allowed to establish a remote connection to other gateways.</p>
Local Device	<p>Shows the number of local devices associated with the gateway.</p>
Data Usage	<p>Shows the 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.</p>
Virtual IP	<p>Shows the virtual IP of the gateway for remote connection.</p>

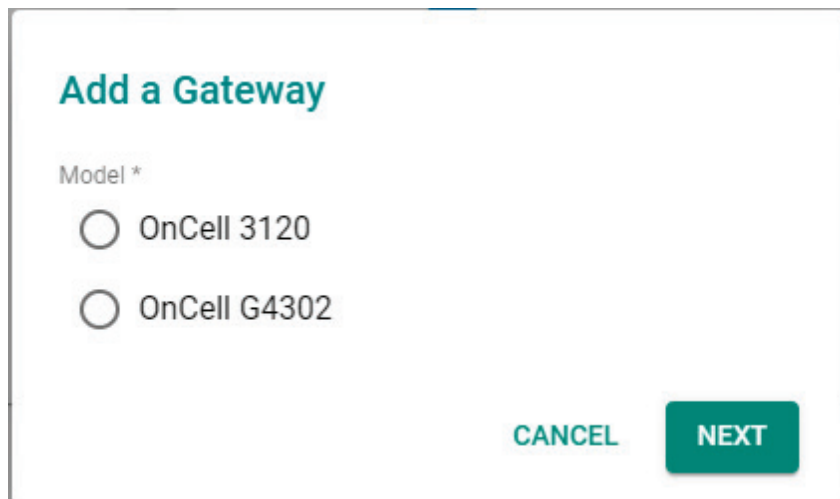
UI Setting	Description
Connected Client List	Shows the number of clients connected to the gateway.
Last Connected	Shows the time the gateway last established a remote connection. If the gateway has an active remote connection, this field will show as "---".

Add Gateway

Menu Path: Gateway Management

Click the **Add** () icon in the top-left 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 a Gateway

Model *

OnCell 3120

OnCell G4302

CANCEL NEXT

Add Gateway - OnCell 3120

If **OnCell 3120** is selected as the **Model**, the following settings will appear.

1. Gateway Settings

Add a Gateway

1 Gateway Settings
2 Local Device List
3 Result

Gateway Name *
0 / 64

Group *

Service *
Enabled

Latitude and Longitude

Latitude Longitude

Lock to MAC Address

Tunnel Control *

Persistent Connection
Always establish tunnel for remote access.

Controlled by key file from USB drive
Establish tunnel for remote access only when a USB drive containing the key file is inserted.

[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
Service	<p>Enable or disable the remote connection service on the gateway.</p> <p>Enabled: The gateway is allowed to establish a remote connection.</p> <p>Disabled: The gateway is not allowed to establish a remote connection.</p> <div style="background-color: #f0f0f0; padding: 10px; margin-top: 10px;"> <p>Note</p> <p>If disabled, the gateway cannot establish remote connections. If you do not require remote connections it is recommended to disable this function.</p> </div>	Enabled / Disabled	Enabled

UI Setting	Description	Valid Range	Default Value
Latitude and Longitude	<p>Synchronize the gateway's location data with GNSS coordinates.</p> <p>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.</p> <p>Disabled: The gateway will not synchronize GNSS information to MRC Quick Link. You will be required to manually enter the latitude and longitude values for the gateway.</p> <div style="background-color: #f0f0f0; padding: 5px; margin-top: 10px;"> <p>Note</p> <p>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.</p> </div>	-90 to 90 / -180 to 180	N/A
Lock to MAC Address	<p>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.</p> <p>If left blank, the gateway will not be bound.</p>	MAC Address	N/A
Tunnel Control	<p>Select the VPN tunneling method for remote connections.</p> <p>Persistent Connection: The gateway will maintain a constant remote connection until manually disconnected.</p> <p>Controlled by key file from USB drive: A remote connection is established only when a Moxa ABC-02 Series USB device with an activation key is inserted into the gateway.</p>	Persistent Connection / Controlled by key file from USB drive	N/A

2. Local Device List

The OnCell 3120 Series currently does not support displaying the status of local devices via the MRC service. You can still remotely connect to devices associated with the OnCell 3120 using the gateway's Port Forwarding feature.

Click **APPLY** to skip this step.

Add a Gateway



Gateway Settings



Local Device List



Result

No local device settings are required for OnCell 3120.

Click "Create the Gateway" to continue.

BACK

APPLY

Add Gateway - OnCell G4302

If **OnCell G4302** is selected as the **Model**, the following settings will appear.

1. Gateway Settings

Add a Gateway

1 Gateway Settings — 2 Local Device List — 3 Result

Gateway Name *
0 / 64

Group *

Service *
Enabled

Latitude and Longitude
Sync from GNSS *
Enabled

Lock to MAC Address

Broadcast Forwarding *
Disabled ⓘ

Multicast Forwarding *
Disabled ⓘ

Auto IP Mapping *

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

UI Setting	Description	Valid Range	Default Value
Service	<p>Enable or disable the remote connection service on the gateway.</p> <p>Enabled: The gateway is allowed to establish a remote connection.</p> <p>Disabled: The gateway is not allowed to establish a remote connection.</p> <div style="background-color: #f0f0f0; padding: 5px; margin-top: 10px;"> <p>Note</p> <p>If disabled, the gateway cannot establish remote connections. If you do not require remote connections it is recommended to disable this function.</p> </div>	Enabled / Disabled	Enabled
Latitude and Longitude	<p>Synchronize the gateway's location data with GNSS coordinates.</p> <p>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.</p> <p>Disabled: The gateway will not synchronize GNSS information to MRC Quick Link. You will be required to manually enter the latitude and longitude values for the gateway.</p> <div style="background-color: #f0f0f0; padding: 5px; margin-top: 10px;"> <p>Note</p> <p>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.</p> </div>	Enabled / Disabled	Enabled
Lock to MAC Address	<p>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.</p> <p>If left blank, the gateway will not be bound.</p>	MAC Address	N/A
Broadcast Forwarding	<p>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.</p> <p>Enabled: The gateway is allowed to forward broadcast network traffic to MRC Clients.</p> <p>Disabled: The gateway is not allowed to forward broadcast network traffic to MRC Clients.</p>	Enabled / Disabled	Disabled

UI Setting	Description	Valid Range	Default Value
Multicast Forwarding	<p>Enable or disable the Multicast Forwarding function of the gateway. Some applications may rely on multicast to discover services or facilitate communication, such as PLC management software.</p> <p>Enabled: The gateway is allowed to forward multicast network traffic to MRC Clients.</p> <p>Disabled: The gateway is not allowed to forward multicast network traffic to MRC Clients.</p>	Enabled / Disabled	Disabled
Auto IP Mapping	<p>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.</p> <p>Enabled: The gateway will automatically assign an IP to use with the MRC service.</p> <p>Disabled: The gateway will use its original IP for the MRC service.</p>	Enabled / Disabled	Enabled
Gateway to Gateway	<p>Enable or disable the Gateway to Gateway function.</p> <p>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.</p> <p>Disabled: The gateway will only allow remote connections initiated from the MRC Client.</p> <div style="background-color: #f0f0f0; padding: 5px; margin-top: 10px;"> <p>Note</p> <p>When Gateway to Gateway is enabled, the Broadcast Forwarding and Multicast Forwarding services will be disabled to avoid traffic storms.</p> </div> <div style="background-color: #f0f0f0; padding: 5px; margin-top: 10px;"> <p>Note</p> <p>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.</p> </div>	Enabled / Disabled	Disabled
Tunnel Control	<p>Select the VPN tunneling method for remote connections.</p> <p>Persistent Connection: The gateway will maintain a constant remote connection until manually disconnected.</p> <p>Controlled by key file from USB drive: A remote connection is established only when a Moxa ABC-02 Series USB device with an activation key is inserted into the gateway.</p>	Persistent Connection / Controlled by key file from USB drive	N/A

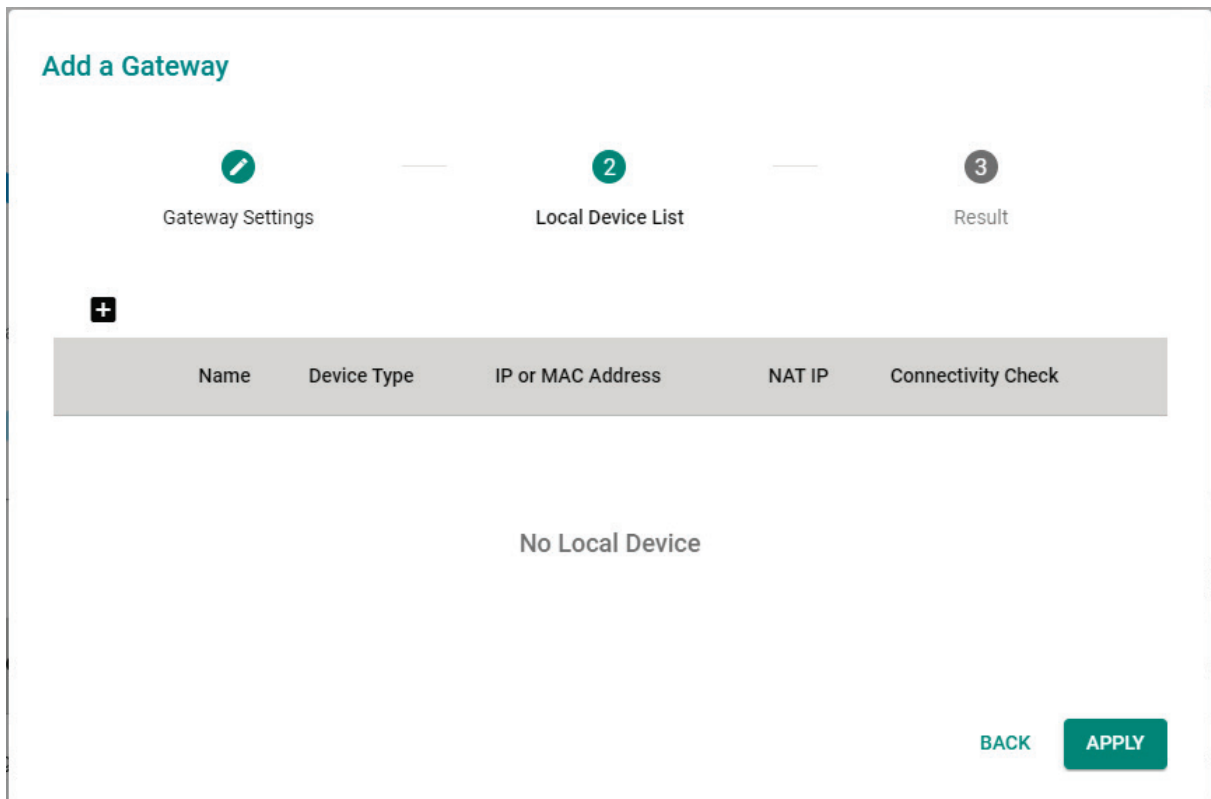
Click **NEXT** to move to the next step.

2. Local Device List

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


A single gateway supports up to 25 local devices.

You can directly click **APPLY** 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 a Gateway

1 Gateway Settings — 2 Local Device List — 3 Result

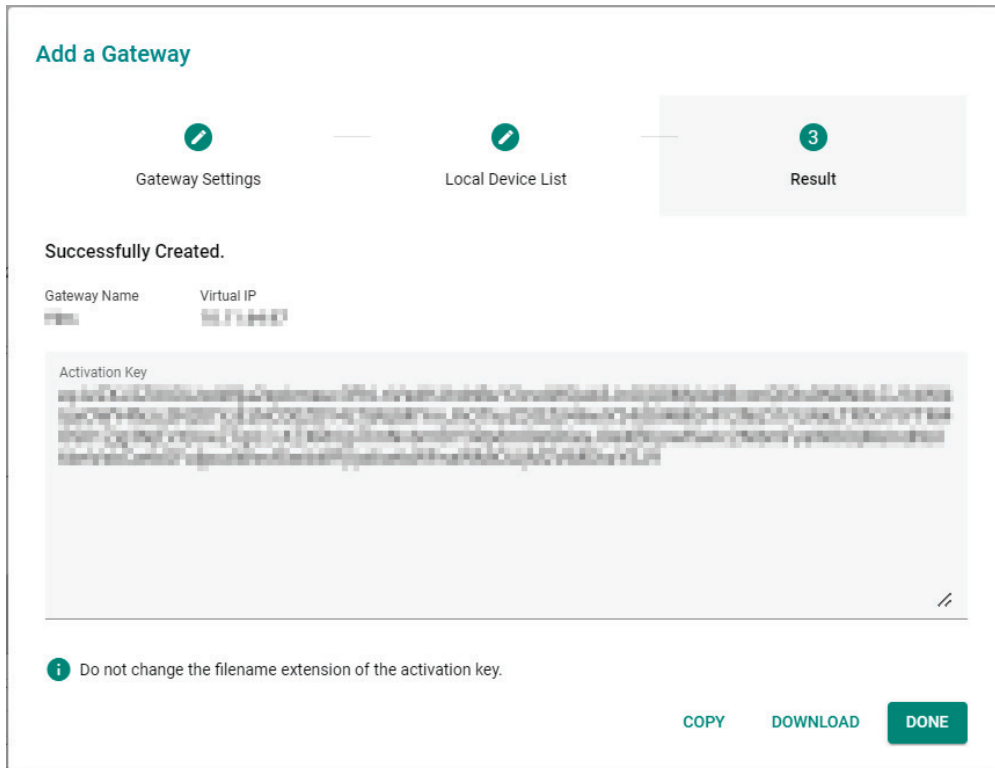


Name	Device Type	IP or MAC Address	NAT IP	Connectivity Check
No Local Device				

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 **DOWNLAD** to download the activation key as a file onto a USB drive. Insert the USB with the key file into the OnCell G4302 gateway to activate the device. Refer to [OnCell G4302-LTE4](#).



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.

Edit This Gateway

Gateway Name *
UM 2 / 64

Group
Brian_Group

Service *
Enabled

Latitude and Longitude
Sync from GNSS *
Enabled

Lock to MAC Address

Broadcast Forwarding *
Disabled i

Multicast Forwarding *
Disabled i

CANCEL APPLY

Edit This Gateway

Gateway Name *
1
1 / 64

Group
System_Test-A

Service *
Enabled

Latitude and Longitude


Latitude Longitude

Lock to MAC Address

CANCEL APPLY

Delete Gateway

Menu Path: Gateway Management

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

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

Delete Gateway(s)

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

CANCEL

DELETE

Download Gateway Activation Key

Menu Path: Gateway Management

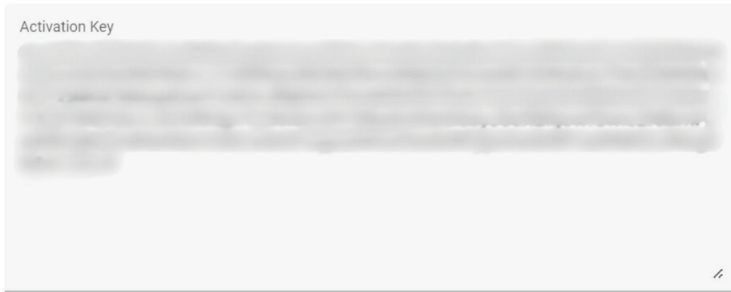


Download Keys as Zip File					Gateway Name	Group Name	Model
<input type="checkbox"/>	▼				gw2gw_test1	MRC_QuickLink	OnCell G4302
<input type="checkbox"/>	▼				gw2gw_test2	MRC_QuickLink	OnCell G4302

Click the **Download 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. If no gateways are selected, the activation key of all gateways in the list will be included in the ZIP file.

Clicking the **Activation Key** () icon 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.

Activation Key



 Do not change the filename extension of the activation key.


COPY

DOWNLOAD

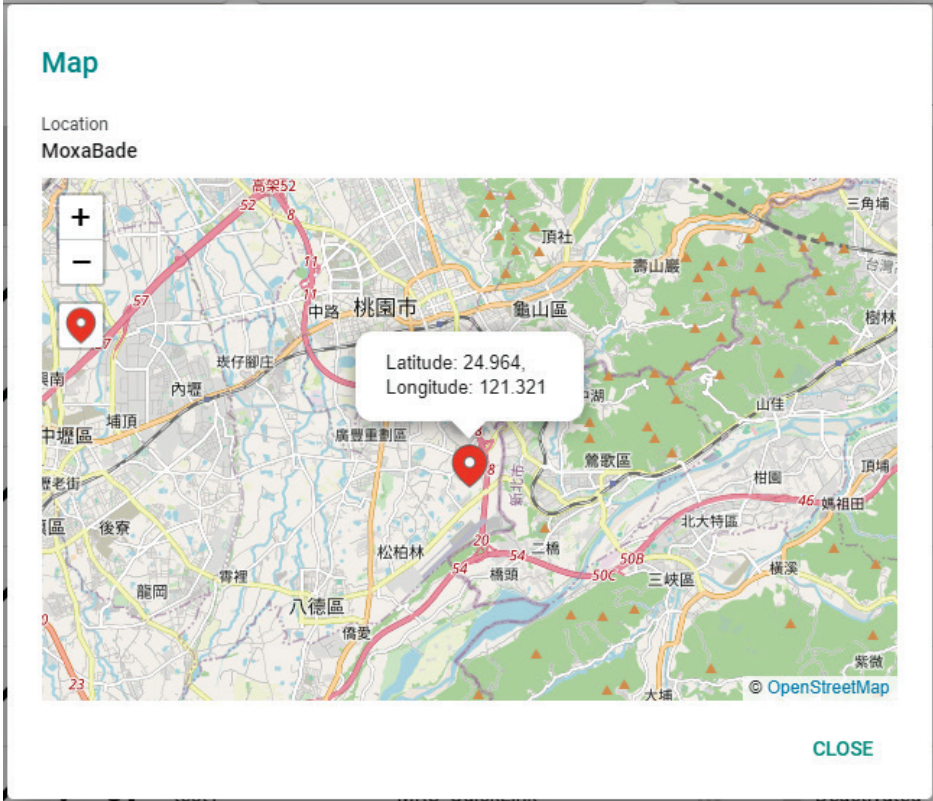
CANCEL

Show Gateway Location

Menu Path: Gateway Management

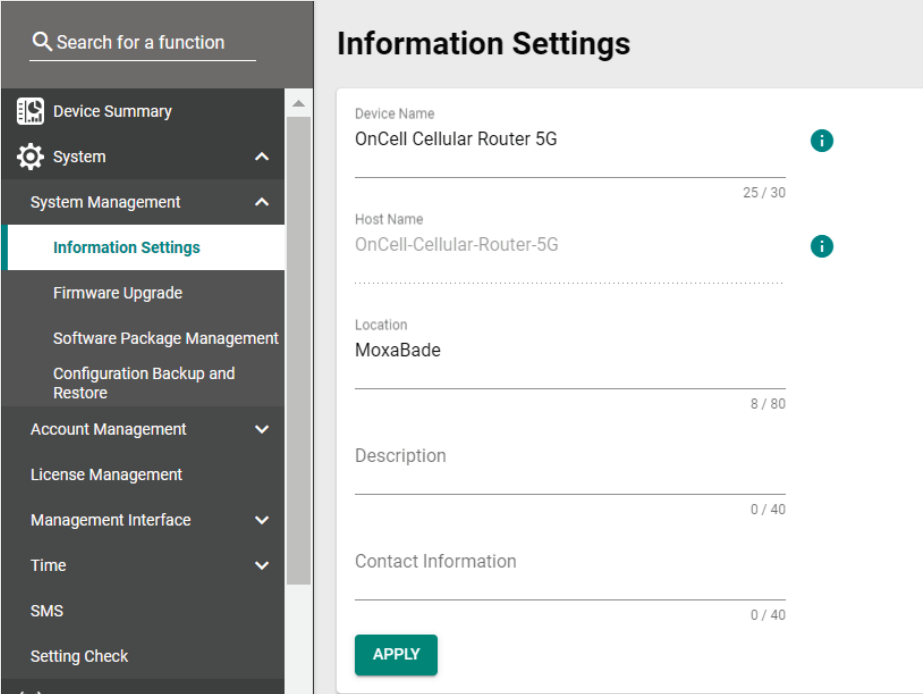
Click the **Location** () icon in the row of the gateway you want to view the location of.

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



Note


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



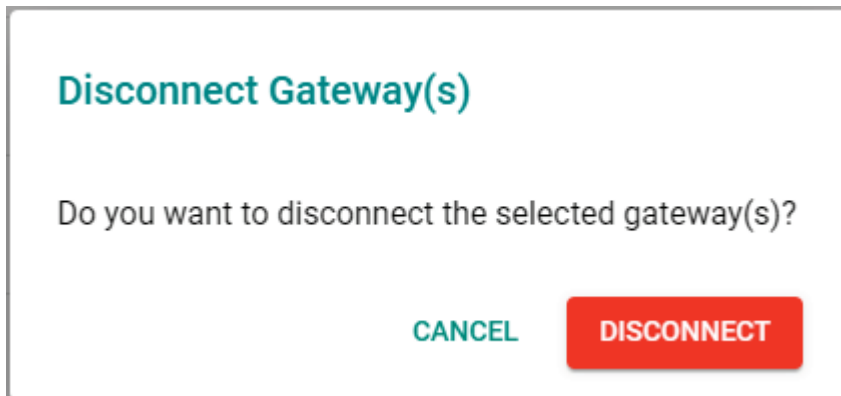
Disconnecting Gateways

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 at 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.

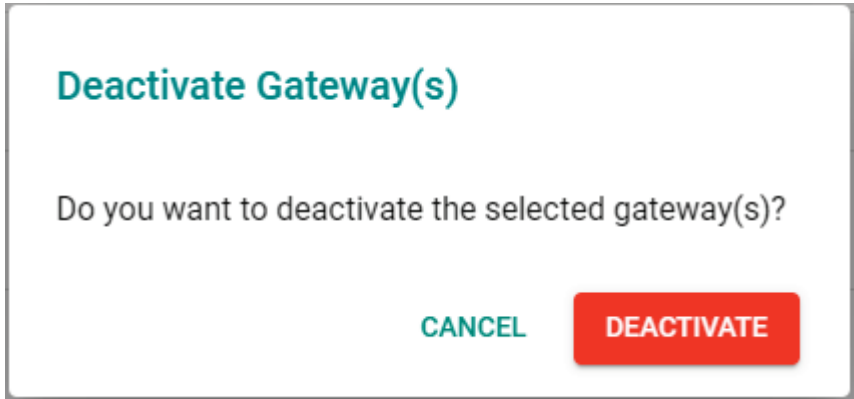
Deactivated gateways will appear as Deactivated in the gateway table.

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) that you want to deactivate and click the **Deactivate**


() icon at the top-left corner of the table.

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

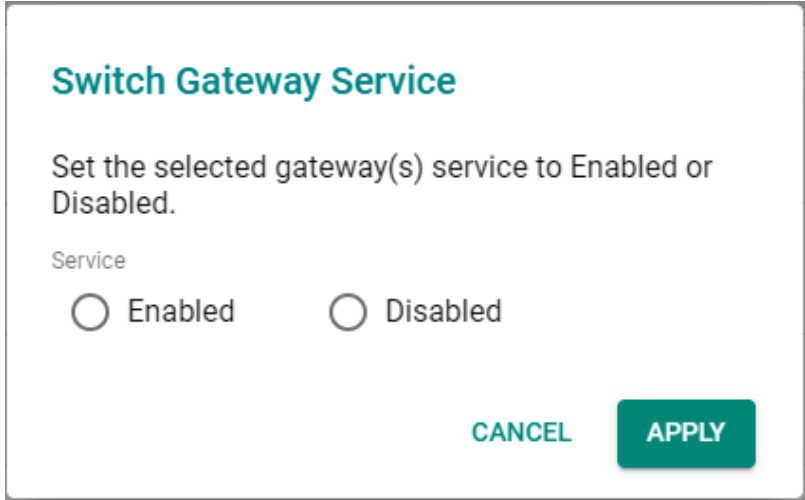


Enabling or Disabling Gateway Remote Services

Menu Path: Gateway Management

Check the box of the gateway(s) that you want to enable or disable remote services for and click the **Service Enable/Disable** () icon at 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.

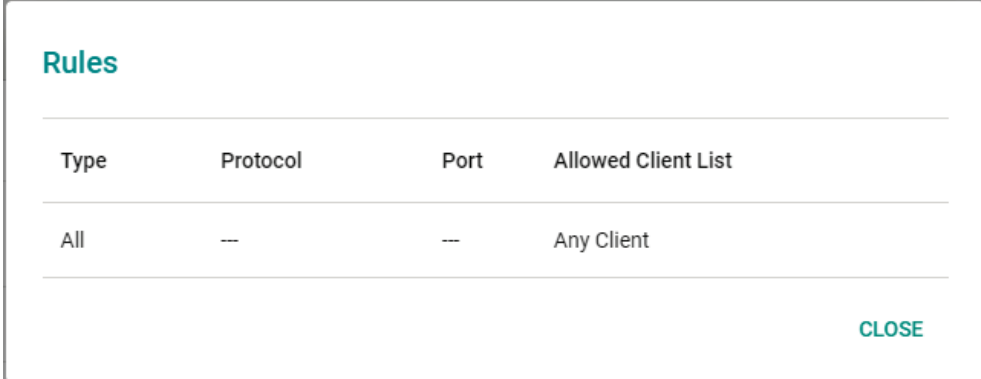
<input type="checkbox"/>					test	MRC_QuickLink	OnCell G4302		 Online	Enabled	Disabled	0																
<input type="checkbox"/>					gw2gw_test1	MRC_QuickLink	OnCell G4302		 Offline	Enabled	Enabled	1/1																
<table border="1"> <thead> <tr> <th></th> <th>Name</th> <th>Status</th> <th>Device Type</th> <th>IP or MAC Address</th> <th>Virtual IP</th> <th>Connectivity Check</th> <th>Rules</th> </tr> </thead> <tbody> <tr> <td></td> <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> </tbody> </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. <ul style="list-style-type: none">  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. <ul style="list-style-type: none"> 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.
Virtual IP	Shows the virtual IP of the local device for remote connection.
Connectivity Check	Shows the type and the checking frequency for verifying the connectivity of the local device.

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

Rules	Shows the remote access allowlist rules configured for the device.
--------------	--

Click the **Rules** () icon.




The screenshot shows a window titled "Rules" with a table containing one row of configuration data. The table has four columns: Type, Protocol, Port, and Allowed Client List. The values in the row are All, ---, ---, and Any Client. A "CLOSE" button is located in the bottom right corner of the window.

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 a Local Device

Local Device Settings
Rules

Local Device Name * 0 / 64

Device Type *

IP Ethernet Device ▼

IP Address *

Virtual IP *

10.11.64.196 ▼

Connectivity Check Mode *

Ping Check ▼

Ping Interval *

10 _____

CANCEL
APPLY

UI Setting	Description	Valid Range	Default Value
Local Device Name	Enter the name for the local device.	1 to 64 characters	N/A
Device Type	<p>Select the type of local device. Configurable settings depend on the selected type.</p> <p>IP Ethernet Device: The IP is configured for the device itself. The connection to the device is confirmed by pinging the device's IP.</p> <p>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.</p> <p>Serial Device: The device has a serial interface. The connection to the device is confirmed through the physical serial port link.</p>	<p>IP Ethernet Device</p> <p>Layer 2 Ethernet Device</p> <p>Serial Device</p>	IP Ethernet Device

IP Ethernet Device

If you select **IP Ethernet Device** as the **Device Type**, the following settings will appear.

Add a Local Device

Local Device Settings
Rules

Local Device Name * 0 / 64

Device Type *
IP Ethernet Device ▼

IP Address *

Virtual IP *
10.11.64.196 ▼

Connectivity Check Mode * Ping Interval *
Ping Check ▼ 10

CANCEL
APPLY

UI Setting	Description	Valid Range	Default Value
IP Address	Enter the IP address of the device.	Valid IP address	N/A
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**, the following settings will appear.

Add a Local Device

Local Device Settings
Rules

Local Device Name * 0 / 64

Device Type *
 Layer 2 Ethernet Device ▼

MAC Address *

Connectivity Check Mode *
 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**, the following settings will appear.

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

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.

Edit Local Device


Local Device Settings Rules


Type *	Protocol	Port Range
SSH	TCP	22
Allowed Client List		
Any Client		
Type *	Protocol	Port Range
SNMP	UDP	161
Allowed Client List		
client1_test TEST		

CANCEL APPLY

UI Setting	Description	Valid Range	Default Value
Type	Select the protocol type allowed for remote connections.	All All TCP All UDP All ICMP Custom TCP Custom UDP 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 Client List	Select the clients allowed to establish remote connections.	Client list	Any Client

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 *
Port Link ▼ Port 2 ▼

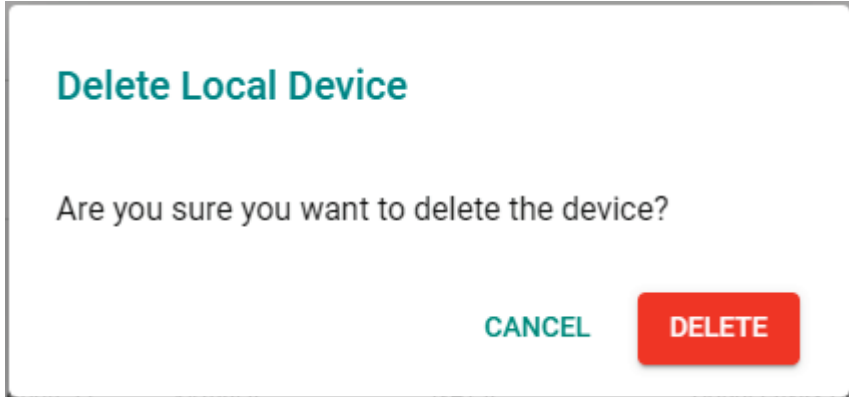
CANCEL APPLY

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.



Client Management

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

Client Management

Dashboard Last updated: 2024-05-16 12:09:12

Dashboard Filter
MRC_QuickLink (+4 Others)

Client Status

0 / 13

Connected

● Connected: 0
● Offline: 13

Concurrent Connected Nodes

0 / 5

Connected Clients

● Clients: 0
● Others: 0
● Free: 5

Data Usage

0

bytes / 5 GB Client-Used

● Client-Used
● Other used
● Free

+

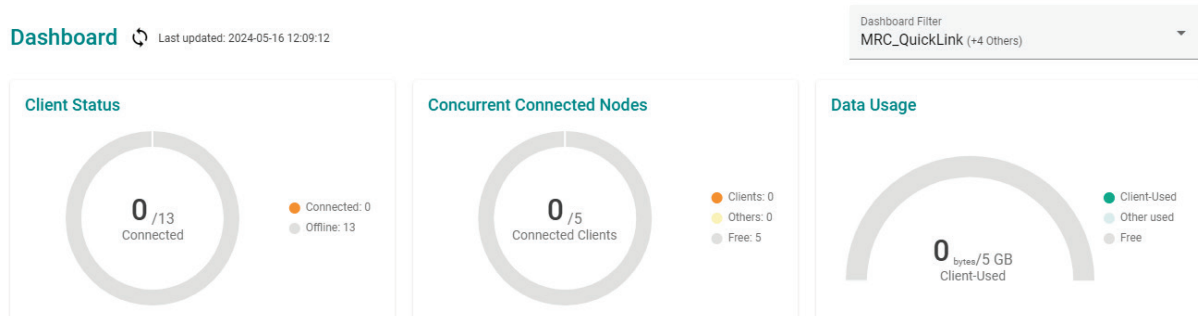
Search

	Username	Group Name	Email	Status	Service	Data Usage	Virtual IP	Last Connected
<input type="checkbox"/>	client1	MRC_QuickLink	client1@mrcquicklink.com	● Offline	Enabled	0 bytes	10.3.223.64	2024-03-05 13:54:03
<input type="checkbox"/>	group1_client1	Test_Group_1	group1_client1@mrcquicklink.com	● Offline	Enabled	0 bytes	10.3.255.64	2024-03-15 19:29:22
<input type="checkbox"/>	group1_client2	Test_Group_1	group1_client2@mrcquicklink.com	● Offline	Enabled	0 bytes	10.3.255.65	2024-03-05 17:26:53

Dashboard

Menu Path: Client Management


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



Auto Refresh

 Last updated: 2024-04-26 11:46:35

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

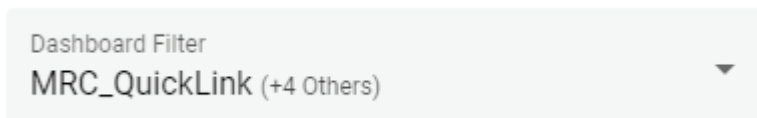
You can enable or disable this function by clicking the **Auto Refresh** () icon in the top-left of the dashboard.

 indicates Auto Refresh is enabled.

 indicates Auto Refresh is disabled.

Dashboard Filter

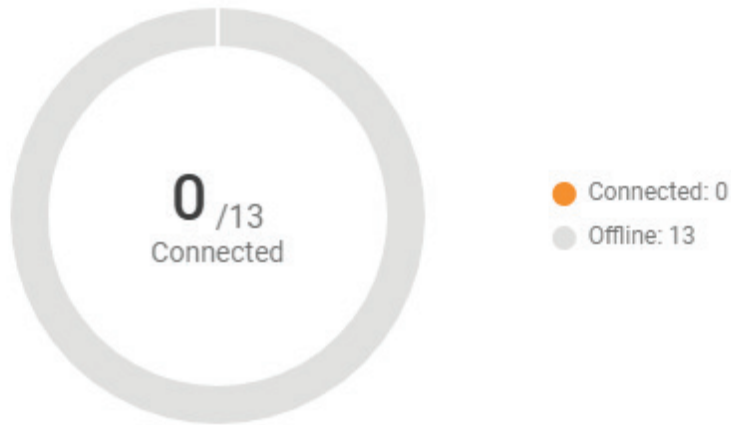
The **Dashboard Filter** located in the top-right corner of the Dashboard lets you show information for specific groups.



Client Status

This widget shows the status of clients.

Client Status

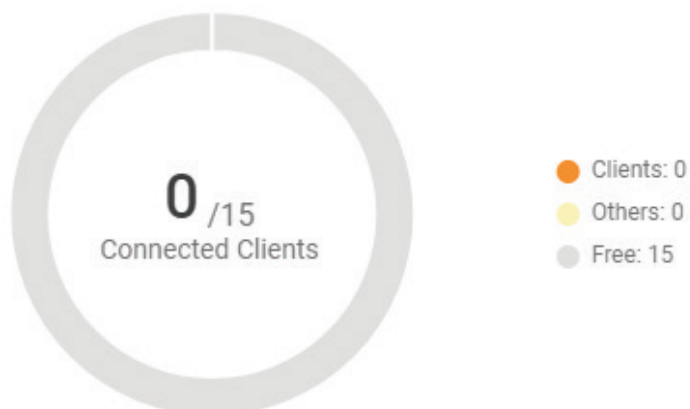


UI Setting	Description
Connected	The first number indicates the number of connected clients. The number after the slash indicates the total number of clients (Connected, Offline).
Connected	Shows the number of clients that have successfully established a remote connection.
Offline	Shows the number of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

Concurrent Connected Nodes

This widget shows the status of the concurrent connected nodes.

Concurrent Connected Nodes

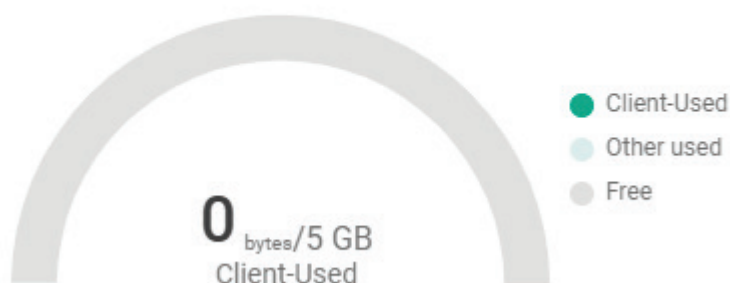


UI Setting	Description
Connected Clients	The first number indicates the number of clients that have successfully established a remote connection. The number after the slash indicates the total number of concurrent connected nodes in the license.
Clients	Shows the number of clients that have successfully established a remote connection within the specified group.
Others	Shows the number of the 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 of the license that can still be used to set up remote connections.

Data Usage

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

Data Usage



UI Setting	Description
Client-Used	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-Used	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.

+Q Search

<input type="checkbox"/>	Username	Group Name	Email	Status	Service	Data Usage	Virtual IP	Last Connected
<input type="checkbox"/>	client1	MRC_QuickLink	client1@mrcquicklink.com	● Offline	Enabled	0 bytes	10.3.223.64	2024-03-05 13:54:03
<input type="checkbox"/>	group1_client1	Test_Group_1	group1_client1@mrcquicklink.com	● Offline	Enabled	0 bytes	10.3.255.64	2024-03-15 19:29:22
<input type="checkbox"/>	group1_client2	Test_Group_1	group1_client2@mrcquicklink.com	● Offline	Enabled	0 bytes	10.3.255.65	2024-03-05 17:26:53
<input type="checkbox"/>	group1_client4	Test_Group_1	group1_client4@mrcquicklink.com	● Offline	Enabled	0 bytes	10.3.255.66	2024-03-15 19:24:32
<input type="checkbox"/>	group1_client3	Test_Group_1	group1_client3@mrcquicklink.com	● Offline	Enabled	0 bytes	10.5.63.70	2024-03-06 18:14:00
<input type="checkbox"/>	CYL_test	Test_Group_1	CYL_test@mrcquicklink.com	● Offline	Enabled	0 bytes	10.3.255.68	---

Search

Q 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.

Client Table



<input type="checkbox"/>	Username	Group Name	Email	Status	Service	Data Usage	Virtual IP	Last Connected
<input type="checkbox"/>	client1	MRC_QuickLink	client1@mrcquicklink.com	● Offline	Enabled	0 bytes	10.3.223.64	2024-03-05 13:54:03
<input type="checkbox"/>	group1_client1	Test_Group_1	group1_client1@mrcquicklink.com	● Offline	Enabled	0 bytes	10.3.255.64	2024-03-15 19:29:22
<input type="checkbox"/>	group1_client2	Test_Group_1	group1_client2@mrcquicklink.com	● Offline	Enabled	0 bytes	10.3.255.65	2024-03-05 17:26:53
<input type="checkbox"/>	group1_client4	Test_Group_1	group1_client4@mrcquicklink.com	● Offline	Enabled	0 bytes	10.3.255.66	2024-03-15 19:24:32
<input type="checkbox"/>	group1_client3	Test_Group_1	group1_client3@mrcquicklink.com	● Offline	Enabled	0 bytes	10.5.63.70	2024-03-06 18:14:00
<input type="checkbox"/>	CYL_test	Test_Group_1	CYL_test@mrcquicklink.com	● Offline	Enabled	0 bytes	10.3.255.68	---

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.

UI Setting	Description
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.
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.
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 of the client list to add a new client.

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

Add a Client

Username *
0 / 64

New Password *  Confirm Password * 
At least 6 characters 0 / 64 0 / 64

Email *

Group * ▼

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
New Password	Enter a password for the client.	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 client.	Email address	N/A
Group	Select the groups that this client can access.	Group	N/A
Service	<p>Enable or disable the remote connection service on the client.</p> <p>Enabled: The client is allowed to establish a remote connection.</p> <p>Disabled: The client is not allowed to establish a remote connection.</p>	Enabled / Disabled	Enabled
Limit Service Period	<p>Enable or disable the Limit Service Period feature.</p> <p>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.</p> <p>Disabled: The client can establish a remote connection at any time.</p>	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
Two-factor Authentication	<p>Enable or disable Two-factor Authentication.</p> <p>Enable: 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.</p> <p>Disable: The client can log in by just entering the correct username and password.</p>	Enabled / Disabled	Enabled
Auto Logout	<p>Enable or disable the Auto Logout feature.</p> <p>Enable: 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 within 2 minutes, the client will be automatically logged out.</p> <p>Disable: After logging in, the client will remain logged in disregarding activity.</p>	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 This Client

Username
group1_client2
14 / 64

Email *

Group
Test_Group_1


Service *
Enabled

Limit Service Period *
Disabled

Two-factor authentication *
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.	Email address	N/A
Group	Shows the client's group which cannot be changed. To modify the group, you must create a new client.	Group	N/A

UI Setting	Description	Valid Range	Default Value
Service	<p>Enable or disable the remote connection service on the client.</p> <p>Enabled: The client is allowed to establish a remote connection.</p> <p>Disabled: The client is not allowed to establish a remote connection.</p>	Enabled / Disabled	Enabled
Limit Service Period	<p>Enable or disable the Limit Service Period feature.</p> <p>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.</p> <p>Disabled: The client can establish a remote connection at any time.</p>	Enabled / Disabled	Disabled
Service Period	<p>If Limit Service Period is enabled, click the calendar icon to specify the duration of the limited service period.</p>	Date	N/A
Two-factor Authentication	<p>Enable or disable Two-factor Authentication.</p> <p>Enable: 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.</p> <p>Disable: The client can log in by just entering the correct username and password.</p>	Enabled / Disabled	Enabled
Auto Logout	<p>Enable or disable the Auto Logout feature.</p> <p>Enable: 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 within 2 minutes, the client will be automatically logged out.</p> <p>Disable: After logging in, the client will remain logged in disregarding activity.</p>	Enabled / Disabled	Enabled

Enabling or Disabling Client Remote Services

Menu Path: Client Management

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


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

Switch Client Service

Set the selected client(s) service to Enabled or Disabled.

Service

Enabled

Disabled 

CANCEL


APPLY

Note

Disabling the remote services 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 at the top-left corner of the table.

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

Delete Client(s)

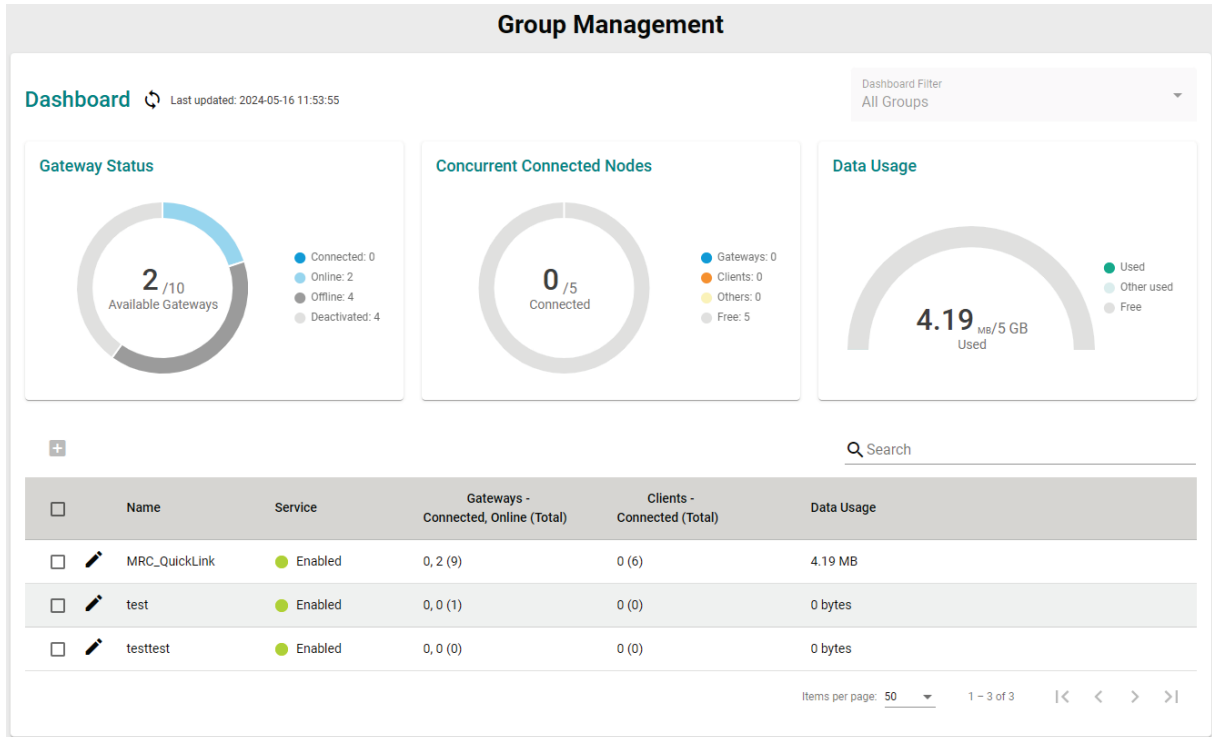
Are you sure you want to delete the selected client(s)?

CANCEL

DELETE

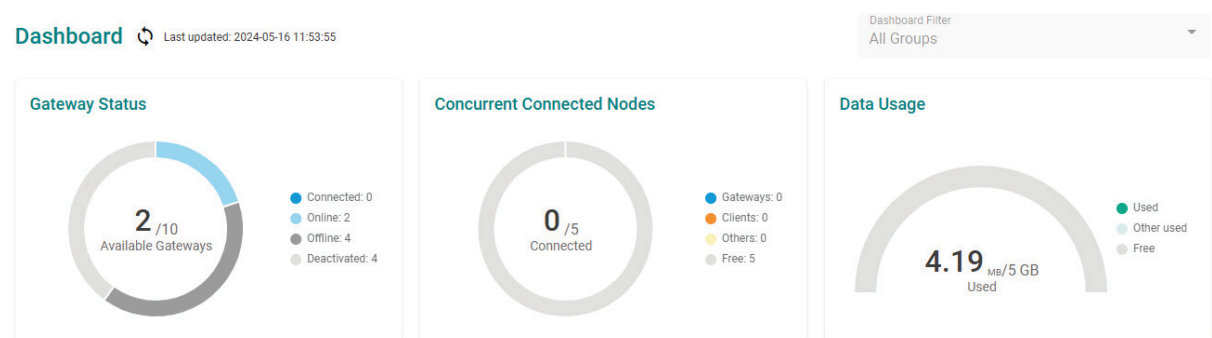
Group Management

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



Dashboard


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





Auto Refresh

Last updated: 2024-04-26 11:46:35

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

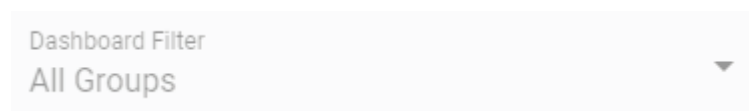
You can enable or disable this function by clicking the **Auto Refresh** () icon in the top-left of the dashboard.

 indicates Auto Refresh is enabled.

 indicates Auto Refresh is disabled.

Dashboard Filter

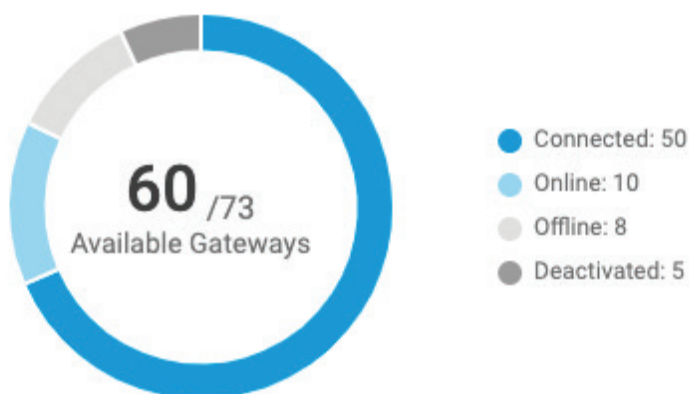
The **Dashboard Filter** located in the top-right corner of the Dashboard lets you show information for specific groups.



Gateway Status

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

Gateway Status



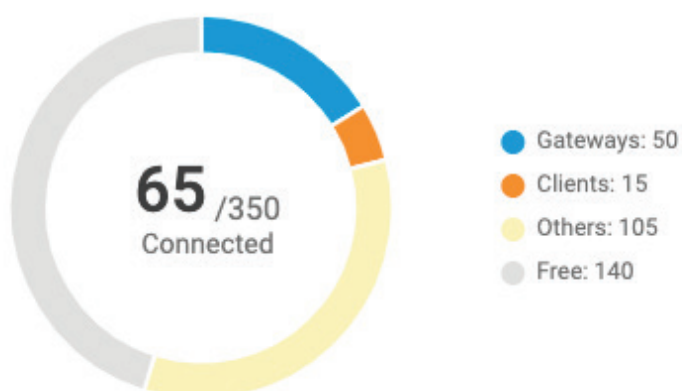
UI Setting	Description
Available Gateways	The first number indicates the combined number of available gateways (Connected, Online) of all groups. The number after the slash indicates the combined total number of gateways (Connected, Online, Offline, Deactivated gateways) of all groups.

UI Setting	Description
Connected	Shows the number of gateways that have successfully established a remote connection.
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.

Concurrent Connected Nodes



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.

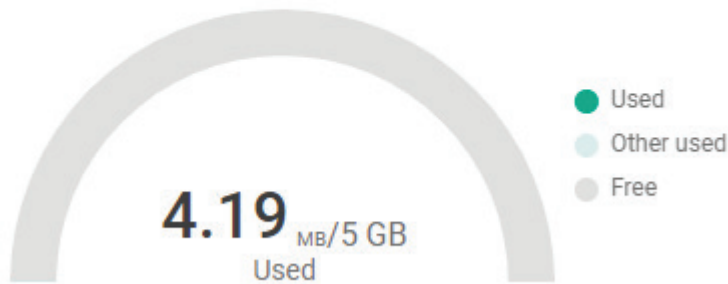
UI Setting	Description
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Free	Shows the combined number of remaining nodes on the licenses across all groups that can still be used to set up remote connections.
------	---

Data Usage

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

Data Usage



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 Used	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.




<input type="checkbox"/>	Name	Service	Gateways - Connected, Online (Total)	Clients - Connected (Total)	Data Usage
<input type="checkbox"/>	 MRC_QuickLink	● Enabled	0, 2 (9)	0 (6)	4.19 MB
<input type="checkbox"/>	 test	● Enabled	0, 0 (1)	0 (0)	0 bytes
<input type="checkbox"/>	 testtest	● Enabled	0, 0 (0)	0 (0)	0 bytes

Items per page: 50 1 - 3 of 3 |< < > >|

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

<input type="checkbox"/>	Name	Service	Gateways - Connected, Online (Total)	Clients - Connected (Total)	Data Usage
<input type="checkbox"/>	 test_Group_2	● Enabled	0, 0 (2)	0 (1)	4.42 KB
<input type="checkbox"/>	 test_Group_1	● Enabled	0, 0 (10)	0 (3)	2.27 KB
<input type="checkbox"/>	 test_Group_3	● Enabled	0, 0 (1)	0 (2)	2.09 KB

UI Setting	Description
Name	Shows the name of the group.
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.

UI Setting	Description
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.
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 of the group list to add a new group.

Add a Group

Group Name * 0 / 64


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
Service	<p>Enable or disable the remote connection service for the group.</p> <p>Enabled: Gateways and clients in this group are allowed to establish a remote connection.</p> <p>Disabled: Gateways and clients in this group are not allowed to establish a remote connection.</p>	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 This Group


Group Name *
 12 / 64

Service *

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

Delete Group(s)

Deleting a group will also remove all gateways and clients under that group. Are you sure you want to delete?

CANCEL

DELETE

Account Management

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

Account List

Account Management								
								Q Search
<input type="checkbox"/>	Username	Name	Email	Office Phone Number	Mobile Phone Number	Group	Created Time	
<input type="checkbox"/>	Superuser super_group	--	test_group@moxa.com	--	--	All Groups	2024-01-05 19:19:23	
<input type="checkbox"/>	group_user_2	--	group_user_2@moxa.com	--	--	test_Group_2, test_Group_1	2024-01-05 19:19:23	
<input type="checkbox"/>	group_user_3	--	group_user_3@moxa.com	--	--	test_Group_2, test_Group_1, test_Group_3	2024-01-05 19:19:23	
<input type="checkbox"/>	group_user_1	--	group_user_1@moxa.com	--	--	test_Group_1	2024-01-05 19:19:23	
<input type="checkbox"/>	moxasupport191105351	MOXA SUPPORT	--	--	--	All Groups	2024-01-16 11:25:35	
<input type="checkbox"/>	moxasupport19117994a	MOXA SUPPORT	--	--	--	All Groups	2024-01-18 07:43:35	
<input type="checkbox"/>	moxasupport19113608a	MOXA SUPPORT	--	--	--	All Groups	2024-01-22 13:10:26	

Total 7

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

<input type="checkbox"/>	Username	Name	Email	Office Phone Number	Mobile Phone Number	Group	Created Time	
<input type="checkbox"/>	Superuser testUser_f98d7176	王冠华 Jichuan	wangguanhua@moxa.com	--	139 10 10 10	All Groups	2024-02-06 19:16:00	
<input type="checkbox"/>	wendy_user	--	wendy@moxa.com	--	--	All Groups	2024-02-16 19:09:18	
<input type="checkbox"/>	cheryl_client_test	--	cheryl@moxa.com	--	--	MRC_QuickLink, Test_Group_1	2024-02-19 11:39:07	
<input type="checkbox"/>	yin_user	--	yin@moxa.com	--	--	MRC_QuickLink, Test_Group_1, Test_Group_0224	2024-03-12 14:54:20	

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

Username	Shows the user name of the account.
----------	-------------------------------------

UI Setting	Description
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.
Created Time	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 of the group list to add a new account.

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

Create a New Account

Username * 0 / 64

New Password * 0 / 64
At least 6 characters

Confirm Password * 0 / 64

Email * 0 / 64
This email address will be used for two-factor authentication.

Secondary Email 0 / 64

First Name (Given Name) 0 / 64 Last Name (Family Na... 0 / 64

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

Other Information 0 / 254

Group * ▼


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
Secondary Email	Enter the backup 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

UI Setting	Description	Valid Range	Default Value
Mobile Phone Number	Enter the mobile phone number of the account.	0 to 64 characters	N/A
Other 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

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 Settings

Username
super_group CHANGE PASSWORD
11 / 64

Email *
super_group@test.moxa.com
This email address will be used for two-factor authentication.

Secondary Email

First Name (Given Name) 0 / 64 Last Name (Family Na... 0 / 64

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

Other Information
SuperGroupUser 14 / 254


Group
test_Group_2, test_Group_1, test_Group_3, test_G... ▼

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
Email	Enter the email address of the account.	Email address	N/A
Secondary Email	Enter the backup 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
Other 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

Delete Account

Menu Path: Account Management

Check the box of the account(s) that you want to delete and click the **Delete** () icon at 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 or delete a superuser account, navigate to the [Moxa license portal](#).

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

The Event Logs area lets you check events for MRC Quick Link service.

Event Logs List

Menu Path: Event Logs

Event Logs						
		Search				
Index	Type	Message	Owner	Target	Timestamp	
22702	Gateway	[Gateway] Gateway Disconnected	---	Group_2_GW_1	2024-02-06 13:43:20 +08:00	
22703	Gateway	[Gateway] Gateway Connected	---	Group_2_GW_1	2024-02-06 13:43:20 +08:00	
22704	Gateway	[Gateway] Gateway Offline	---	Group_2_GW_1	2024-02-06 13:43:20 +08:00	
22705	Gateway	[Gateway] Gateway Online	---	Group_2_GW_1	2024-02-06 13:43:20 +08:00	
22706	Gateway	[Gateway] End Device Deleted	---	Group_2_GW_1	2024-02-06 13:43:20 +08:00	
22707	Gateway	[Gateway] End Device Added	---	Group_2_GW_1	2024-02-06 13:43:20 +08:00	
22708	Gateway	[Gateway] End Device Updated	---	Group_2_GW_1	2024-02-06 13:43:20 +08:00	
22709	Gateway	[Gateway] Gateway Configuration Changed	---	Group_2_GW_1	2024-02-06 13:43:20 +08:00	
22710	Gateway	[Gateway] Gateway Activate Success	---	Group_2_GW_1	2024-02-06 13:43:20 +08:00	
22711	Account	[MRC Quick Link] Account Updated	group_user_3	group_user_3	2024-02-06 13:43:20 +08:00	
22712	Account	[MRC Quick Link] Account Login Success	group_user_3	group_user_3	2024-02-06 13:43:20 +08:00	
22713	Account	[MRC Quick Link] Account Login Failed	group_user_3	group_user_3	2024-02-06 13:43:20 +08:00	

Items per page: 1000 22001 - 22713 of 22713 < < > >|

Filter

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

Refresh

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

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.

Event Logs Table

Index	Type	Message	Owner	Target	Timestamp
36607	Gateway	[Gateway] Gateway Online	--	gw_test_1_auto_ip	2024-02-06 19:23:41 +08:00
36608	Gateway	[Gateway] Gateway Activate Success	--	gw_test_2_no_auto_ip	2024-02-06 19:23:22 +08:00
36609	Gateway	[Gateway] Gateway Activate Success	--	gw_test_1_auto_ip	2024-02-06 19:23:10 +08:00
36610	Gateway	[MRC Quick Link] Gateway Configuration Changed	testUser_f98d7176	gw_test_2_no_auto_ip	2024-02-06 19:22:44 +08:00
36611	Gateway	[MRC Quick Link] Gateway Configuration Changed	testUser_f98d7176	gw_test_1_auto_ip	2024-02-06 19:22:22 +08:00

UI Setting Description

Index	Shows the index of the event log.
Type	Shows the event log type.
Message	Shows information about the event.
Owner	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.	---	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

Type	Message	Owner	Target
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
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	---	Gateway Name
Gateway	[Gateway] Gateway Activation Failed - Wrong MAC Device.	---	Gateway Name
Gateway	[Gateway] Gateway Activation Failed - Wrong Activation Key.	---	Gateway Name
Gateway	[Gateway] Gateway Activation Failed - Activation Key Already Used.	---	Gateway Name
Gateway	[Gateway] Gateway Configuration Changed	---	Gateway Name
Gateway	[Gateway] Gateway Online	---	Gateway Name
Gateway	[Gateway] Gateway Offline	---	Gateway Name
Gateway	[Gateway] Gateway Connected	---	Gateway Name
Gateway	[Gateway] Gateway Disconnected	---	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

Type	Message	Owner	Target
Client	[MRC Quick Link] Client Deleted	Account Username	Client Username
Client	[Client] Client Connected	---	Client Username
Client	[Client] Client Disconnected	---	Client Username
License	[License] License Code Expired, Service may Experience Interruptions. Please check with the Administrator.	---	License Code
License	[License] Monthly Data Usage Limit Reached. Please Check with Administrator.	---	---

License

The License area lets you check licenses for the MRC Quick Link service.

License List

Menu Path: License

License				
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

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 super user when the following conditions are met.

- Data Threshold
4
1 - 50 GB ⓘ Send notification email when total available data usage under threshold.
- Data Runout
 - 180 days before license expired
 - 30 days before license expired
 - License Expired

Recipient

All Group Users Superuser Only

CANCEL **APPLY**

Refresh

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

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.

License Table

Menu Path: License

License				
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: <ul style="list-style-type: none"> 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

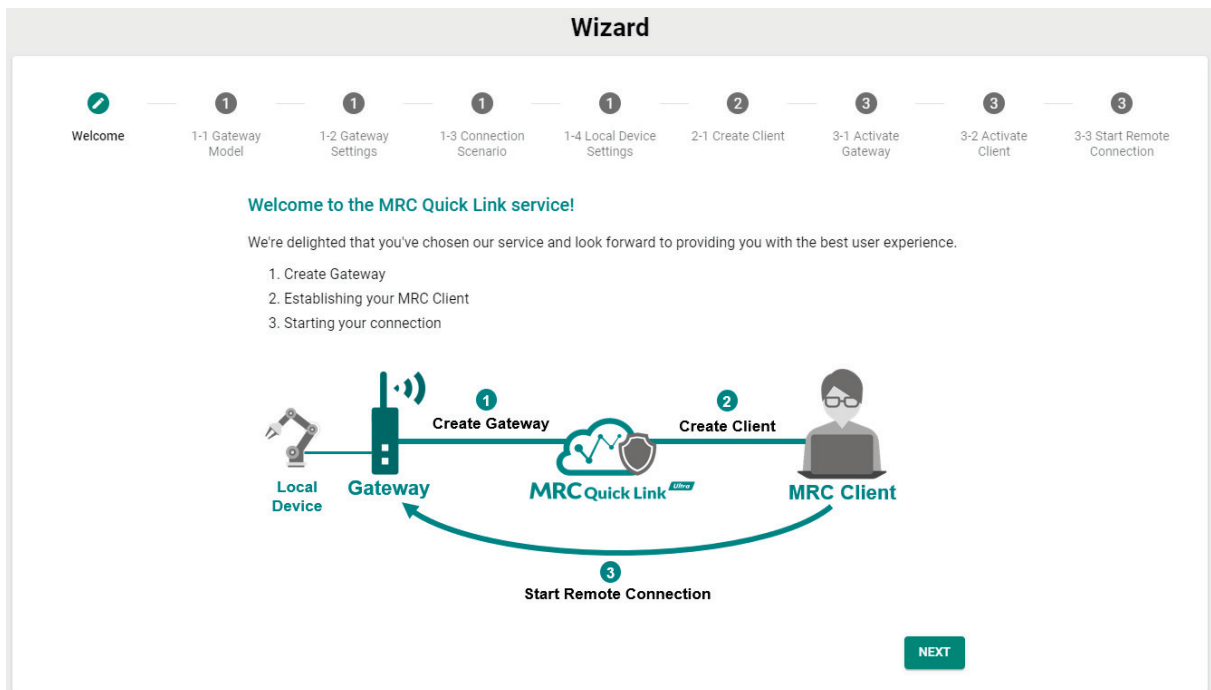
Licenses are managed at the superuser level and are shared between users and groups under that superuser. If you require additional licenses, you can purchase and activate the necessary add-on licenses from the **Products and Licenses > Activate a Product License** page on the [Moxa license portal](#).

Wizard

Menu Path: Wizard

The Wizard section let's you 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 the user has already set up at least one gateway, the **Gateway Management** page will be the default screen when logging in.



MRC Gateways

OnCell G4302-LTE4

This section provides information on how to configure MRC functionality on the G4302-LTE4 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 G4302-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.

Moxa Remote Connect - Settings

Menu Path: System > Management Interface > Moxa Remote Connect - Settings

This page lets you enable or disable MRC service and configure its connection parameters.

MRC

Click **APPLY** to activate the device in MRC Quick Link.

Click **RESET KEY** to unbind the device from MRC Quick Link.

Note

When the gateway exhibits any of the following behaviors, it will appear as offline in MRC Quick Link:

- Clicking **RESET KEY** in the MRC settings page of the gateway web console
- Clicking Reset to Defaults in the gateway web console
- Physically pressing the reset button on the hardware

To reactivate the gateway, you will need to perform the deactivate function and download a new activation key in MRC Quick Link and then enter it into the gateway, or create a new gateway in MRC Quick Link and enter a new key into the gateway.

MRC

MRC Service *

Disabled

Activation Type *

Enter Activation Key Activation Key

Bridge IP Configuration i

IP Address *

192.168.126.254

Subnet Mask *

24 (255.255.255.0)

Bridge Member * i

APPLY

RESET KEY

UI Setting	Description	Valid Range	Default Value
MRC Service	Enable or disable the MRC service for establishing remote access connections.	Enabled / Disabled	Disabled
Activation Type	Select the Activation Type. Enter Activation Key: Manually enter an activation key for authentication. Import from USB drive: Insert a USB drive that has an activation key on it for authentication.	Enter Activation Key / Import from USB	Enter Activation Key
	<p>Note</p> <p>To use this, USB functionality must be enabled in System > Management Interface > Hardware Interface.</p>		

Bridge IP Configuration

UI Setting	Description	Valid Range	Default Value
IP Address	Specify an IP address for the bridge.	Valid IP address	192.168.126.254
Subnet Mask	Specify a subnet mask for the bridge.	Valid subnet mask	24(255.255.255.0)

UI Setting	Description	Valid Range	Default Value
Bridge Member	<p>Select which ports will be members of the bridge.</p> <p>Note</p> <p>Only devices connected to the Bridge port can be remotely accessed via MRC service. Please ensure that the device's IP and the Bridge IP are set within the same subnet.</p> <p>Note</p> <p>Bridge members are limited to LAN ports only. If any port is used as a WAN port, please do not add that port as a bridge member to avoid affecting the WAN network settings.</p>	Drop-down list of ports	N/A

Tunnel Control Settings

Tunnel Control Settings

Tunnel Control ▼

APPLY

UI Setting	Description	Valid Range	Default Value
Tunnel Control	<p>Select the Tunnel Control Type.</p> <p>Persistent Connection: Always establish a tunnel for remote access.</p> <p>Controlled by Key file from USB drive: Establish a tunnel for remote access only when a USB containing the key is inserted into the device.</p> <p>Note</p> <p>This feature requires USB Function to be enabled in System > Management Interface > Hardware Interface.</p> <p>Controlled by DI: Establish a tunnel for remote access only when the Digital Input is detected as On.</p>	Persistent Connection / Controlled by USB Key / Controlled by DI	Permanent Connection

Moxa Remote Connect - Status

Menu Path: System > Management Interface > Moxa Remote Connect - Status

This page lets you view the status and details of your Moxa Remote Connect connection.

MRC Status

This shows the current status of your MRC connection.



UI Setting	Description
Internet	Shows the status of your device's Internet connection. Green: The device is connected to the Internet. Red: The device failed to connect to the Internet. Gray: The device has not been activated yet.
MRC Cloud	Shows the status of your device's MRC Cloud connection. Green: Connected to MRC Cloud successfully. Red: Failed to connect to MRC Cloud. Gray: Have not tried to connect to MRC Cloud yet.
Key Verification	Shows the status of your device's key verification. Green: Successfully verified the activation key. Red: Failed to verify the activation key. Gray: Have not tried to verify the activation key yet.
Online	Shows the status of your device in MRC Quick Link. Green: Device online. Red: Device offline. Gray: Device not authenticated yet.
Connected	Shows the status of your device's remote connection. Green: Remote connection established successfully. Red: Failed to establish remote connection. Gray: Remote connection not yet established yet.

MRC Information

MRC Information

Gateway Name
gw_status_4302_test

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

Gateway Name Shows the name of this device in MRC Quick Link.

Local Device List

Local Device List

Local Device Name	Status	Device Type	IP Address	Virtual IP	Connectivity Check
 device_903	● Online	IP Ethernet Device	192.168.126.3	10.11.64.2	Ping Check (10 sec.)

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

Local Device Name Shows the name of the local device connected to this device.

Status Shows the connection status of the local device.

Device Type Shows the type of the local device. (IP Ethernet Device / Layer 2 Ethernet Device / Serial Device)

IP Address Shows the IP address of the local device.

Virtual IP Shows the virtual IP address of the local device that is assigned by the MRC Quick Link server.

Connectivity Check Shows how the local device's alive status will be checked for connectivity.

OnCell 3120-LTE-1

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

Tunnel Control Persistent Connection ▾

Gateway Name oncell_3120_test
MRC Status Connected

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
Activation Type	Select the Activation Type. Enter Activation Key: Manually enter the activation key for authentication. Import from USB Drive: Insert a Moxa ABC-02 Series USB device 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	<p>Select the tunnel control type.</p> <p>Persistent Connection: Establish a persistent tunnel connection for remote access. The connection will never expire unless manually terminated.</p> <p>Controlled by key file from USB drive: The remote connection is only allowed to establish when a Moxa ABC-02 Series USB device with an activation key is inserted into the OnCell gateway.</p> <div style="border: 1px solid #ccc; background-color: #f9f9f9; padding: 10px; margin-top: 10px;"> <p>Note</p> <p>This feature requires USB Function to be enabled in System Management Interface > Hardware Interface.</p> </div>	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	<p>Shows the current status of the connection to the MRC service.</p> <p>Internet: The gateway is connected to the Internet.</p> <p>MRC Cloud: The gateway has successfully connected to the MRC Quick Link cloud service.</p> <p>Key Verification: The gateway has successfully verified the authentication key.</p> <p>Online: The gateway is online and ready to establish a remote connection via MRC.</p> <p>Connected: A remote connection was established successfully.</p>

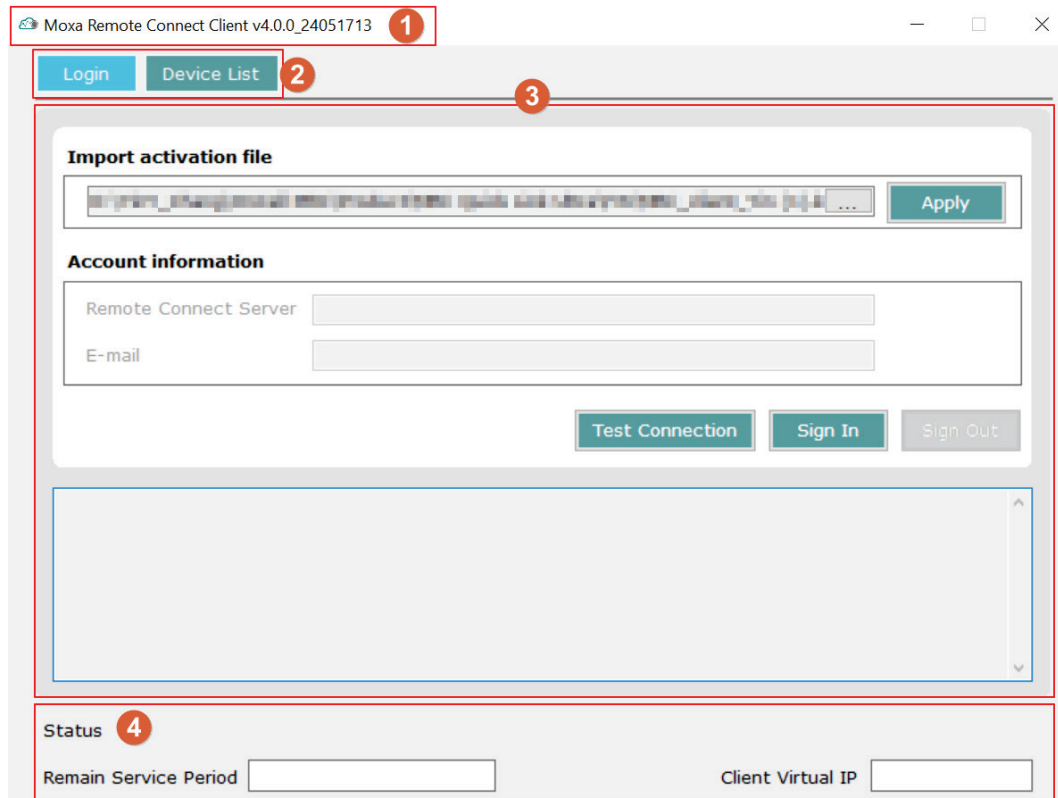
Click **Refresh** to update the status.

MRC Client

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

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.

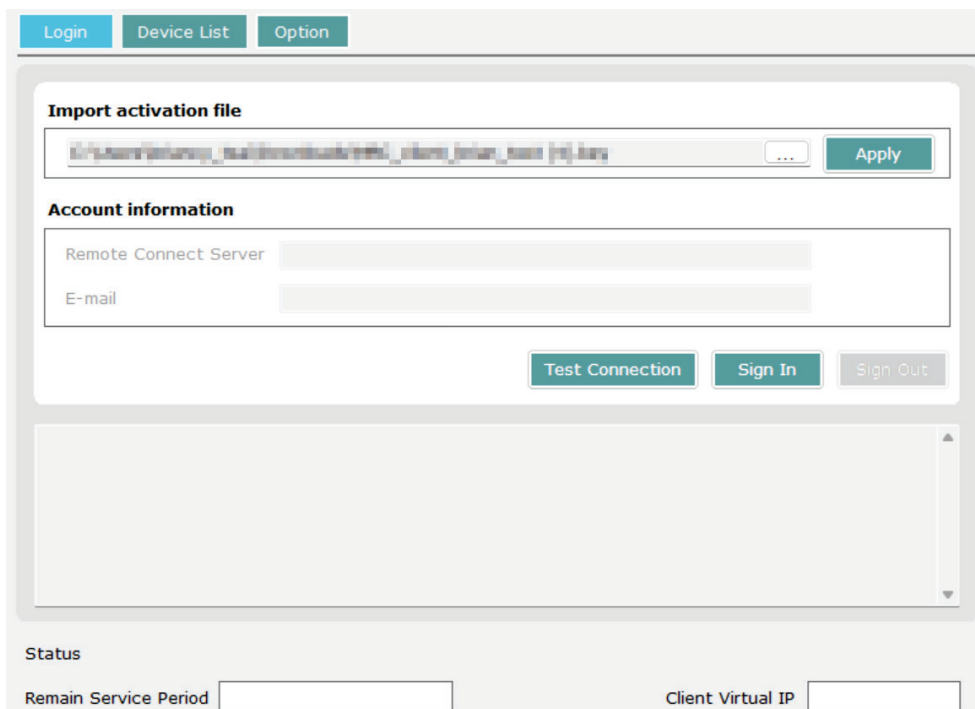
Logging In to the MRC Client

The Login section lets you 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 'Login' section of the MRC Client software. At the top, there are three tabs: 'Login', 'Device List', and 'Option'. The 'Login' tab is active. Below the tabs, there is a section titled 'Import activation file' with a text input field containing a file path and an 'Apply' button. Below this is the 'Account information' section, which includes two input fields: 'Remote Connect Server' and 'E-mail'. At the bottom of the account information section, there are three buttons: 'Test Connection', 'Sign In', and 'Sign Out'. Below the account information section is a large, empty text area. At the bottom of the interface, there is a 'Status' section with two input fields: 'Remain Service Period' and 'Client Virtual IP'.

- 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.

Import activation file

Apply

Account information

Remote Connect Server *****

E-mail yong.chang@mrc.com

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.

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.

Import activation file

Apply

Account information

Remote Connect Server *****

E-mail yong.chang@mrc.com

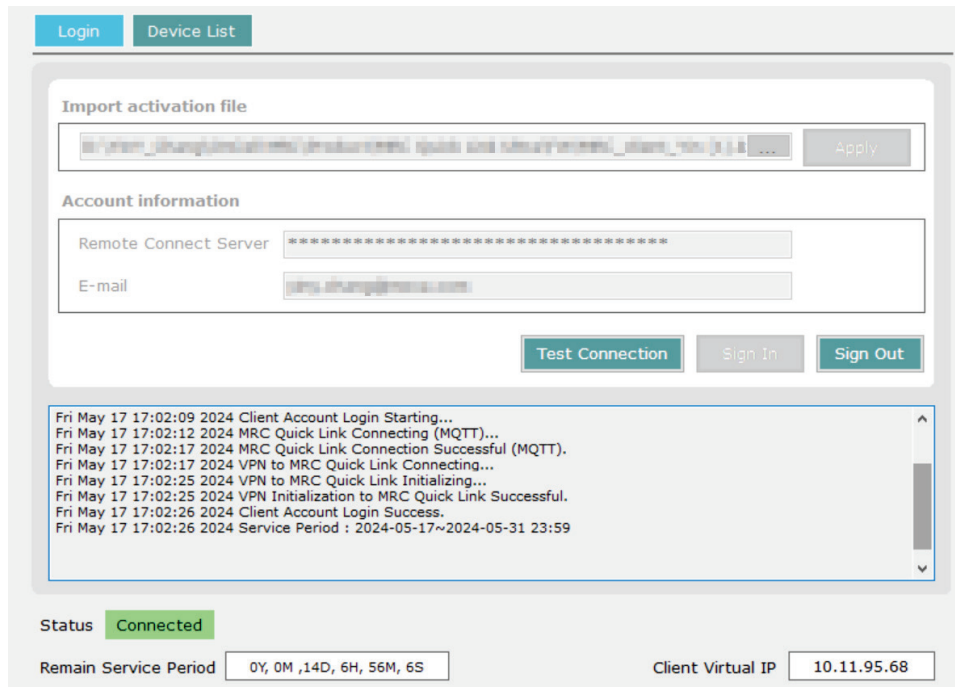
Test Connection Sign In Sign Out

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.



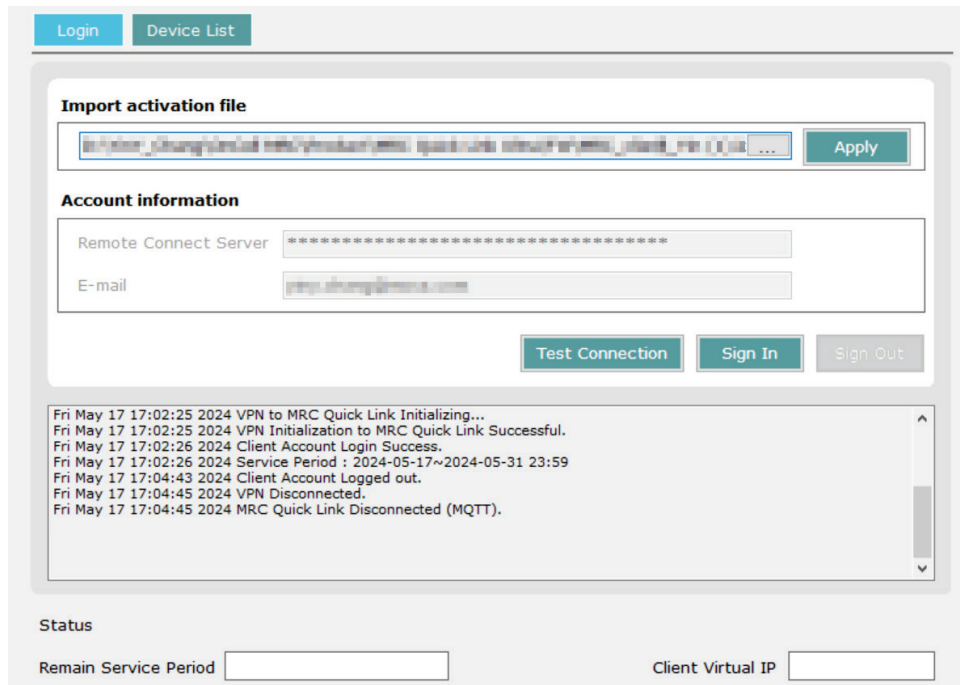
UI Setting	Description
Status	Shows the status of MRC Client. Once logged in successfully, it will show as "Connected".
Remain Service Period	Shows the remaining service time. If the service period is exceeded, the MRC Client will automatically log out, requiring the user to log in again.
Client Virtual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

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

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.

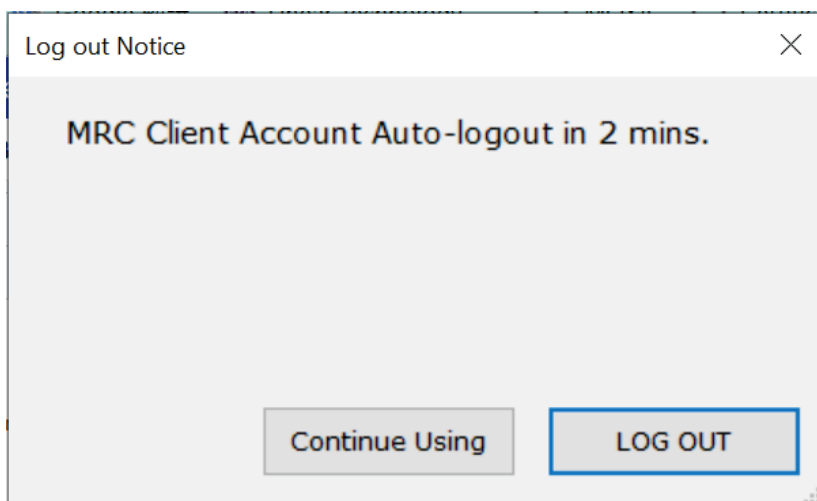


Auto Logout

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** within 2 minutes, you will be automatically logged out.

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



Device List

Menu Path: Device List

Login
Device List

Device Name	Status	Tunnel	Virtual IP	Local IP / MAC
[-] gw2gw_test2	<div style="width: 10px; height: 10px; background-color: red; border: 1px solid gray;"></div>		10.11.64.129	---
[-] gw_status_3120_test	<div style="width: 10px; height: 10px; background-color: gray; border: 1px solid gray;"></div>		10.11.64.33	---
[-] test	<div style="width: 10px; height: 10px; background-color: gray; border: 1px solid gray;"></div>		10.11.64.161	---
[-] l2l3_b/m_test	<div style="width: 10px; height: 10px; background-color: cyan; border: 1px solid gray;"></div>		10.11.64.1	---
[-] device_pc	<div style="width: 10px; height: 10px; background-color: green; border: 1px solid gray;"></div>		10.11.64.2	192.168.126.201
[-] 3120_test1	<div style="width: 10px; height: 10px; background-color: red; border: 1px solid gray;"></div>		10.11.65.65	---
[-] gw2gw_test1	<div style="width: 10px; height: 10px; background-color: red; border: 1px solid gray;"></div>		10.11.64.65	---
[-] 3120_test2	<div style="width: 10px; height: 10px; background-color: red; border: 1px solid gray;"></div>		10.11.65.97	---
[-] Yins	<div style="width: 10px; height: 10px; background-color: gray; border: 1px solid gray;"></div>		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. <ul style="list-style-type: none"> 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.

The screenshot shows the 'Device List' interface. At the top, there are 'Login' and 'Device List' buttons. Below is a table with the following data:

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

Below the table, there is a dropdown menu for 'L2/L3 Broadcast Multicast' set to 'None' and a 'Refresh' button. A 'Search Gateway' input field is followed by 'Save to Default', 'Save as', and 'Load' buttons. At the bottom, the status is 'Connected', the 'Remain Service Period' is '0Y, 0M, 11D, 14H, 6M, 43S', and the 'Client Virtual IP' is '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

1. 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 (🟢).

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.



















Note

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

3. 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

Login
Device 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	---
I2I3_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 Multicast: None Refresh




Search Gateway: Save to Default Save as Load

Status Connected

Remain Service Period 0Y, 0M, 11D, 14H, 18M, 7S

Client Virtual IP 10.11.95.68

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.

Login Device 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_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 Refresh

Search Gateway Save to Default Save as Load


Status Connected

Remain Service Period Client Virtual IP

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 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

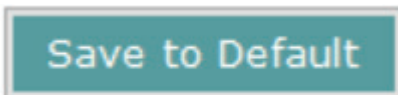
Menu Path: Device List

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



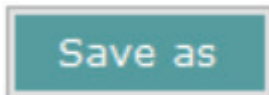
Click **Save to Default** to save the current tunnel status of the Device List.

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



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

The Event Logs area lets you check 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.

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

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.

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.

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.

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.

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:

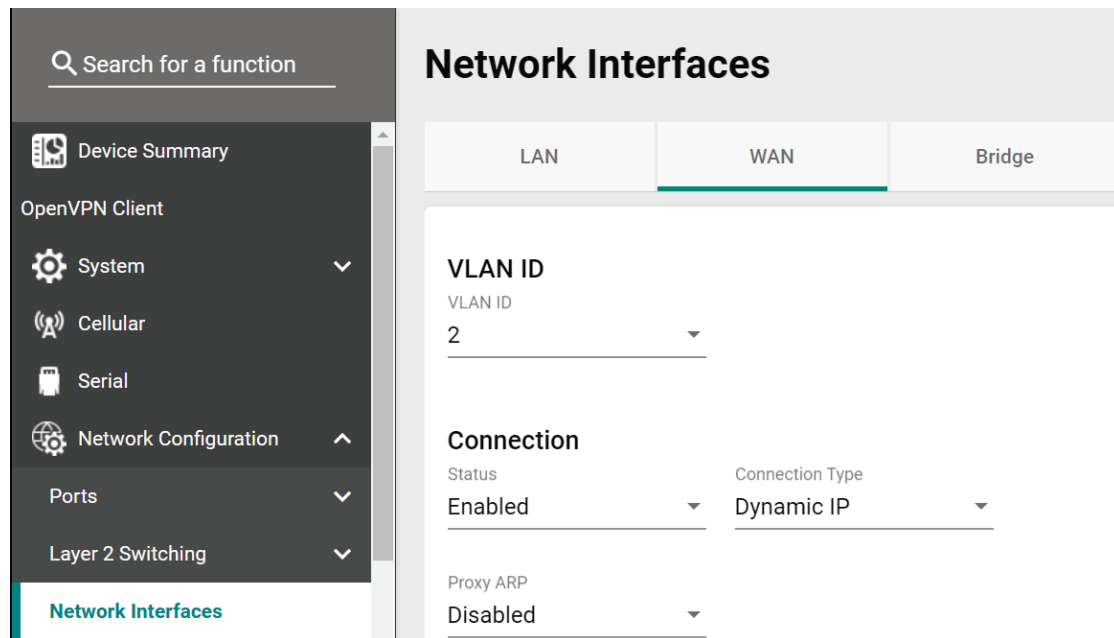
1. Navigate to the OnCell G4302's web interface and log in.
2. Navigate to **Network Configuration > Layer 2 Switching > VLAN**.
3. Go to the **Settings** tab.
4. Create VLAN 2 and bind Port 2 to VLAN 2.

Note

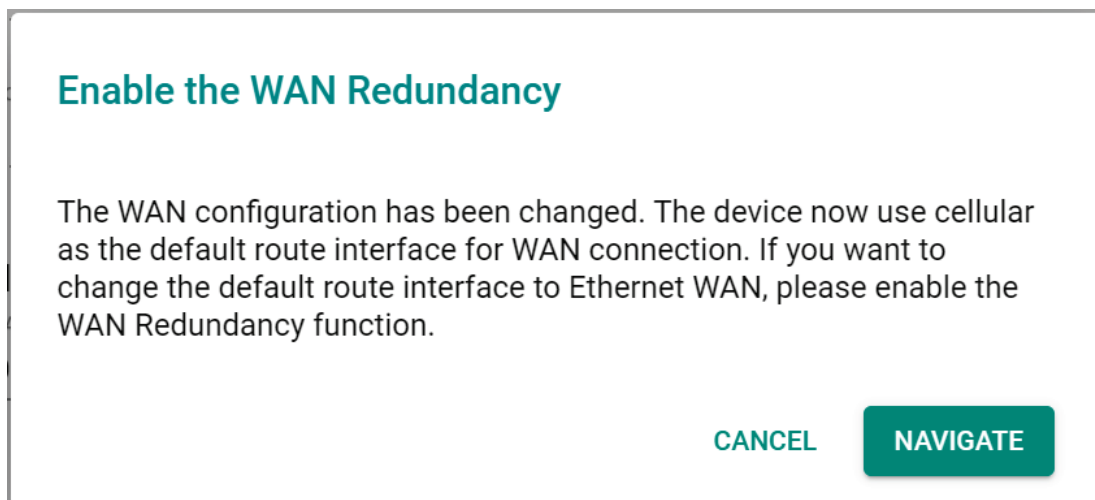
By default, there is only a single VLAN (VLAN 1) with both Port 1 and Port 2 belonging to VLAN 1 acting as LAN ports.

VLAN	Member Port
1	1
2	2

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.

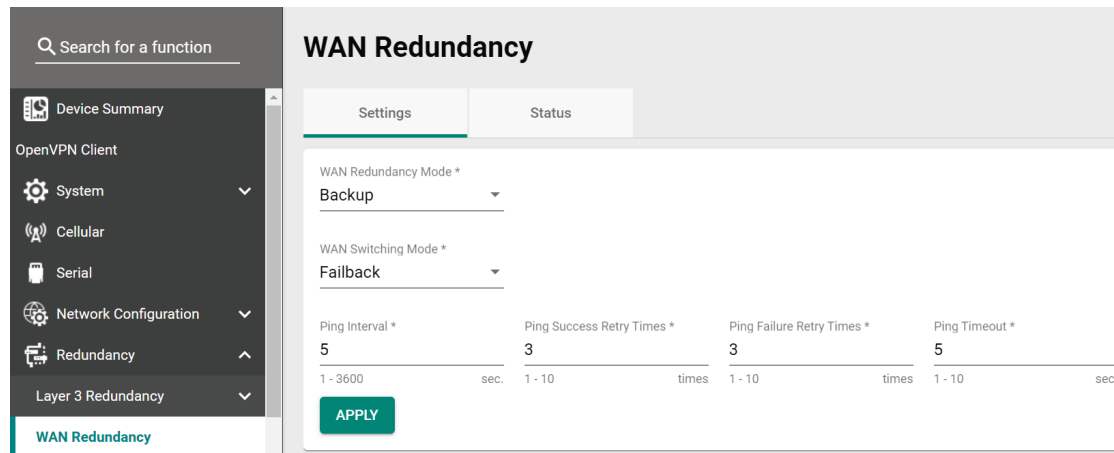


8. Once the WAN settings are applied, a prompt will appear to remind users to configure WAN redundancy settings.



9. Navigate to **WAN Redundancy**.

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



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

WAN Backup Priority

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

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

12. 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)

Settings Status

MRC

MRC Service *
Enabled

Activation Type *
Enter Activation Key Activation Key

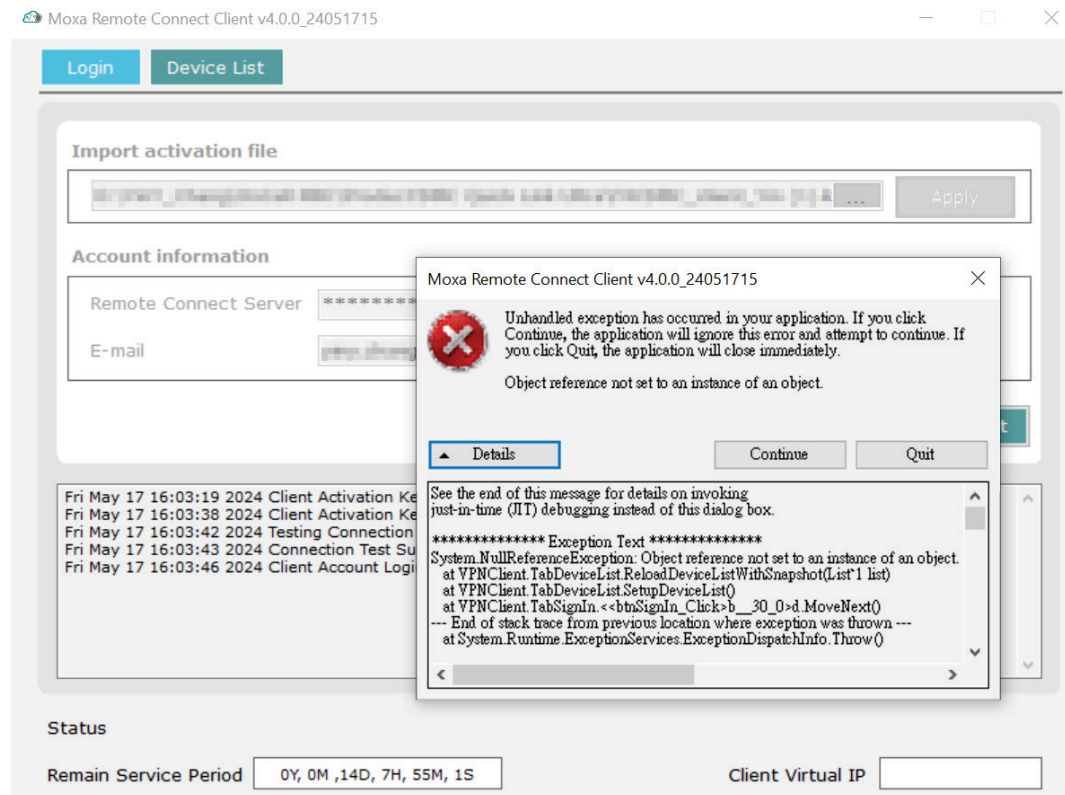
Bridge IP Configuration

IP Address * Subnet Mask *
192.168.126.254 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 (I).
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.

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