

Product Change Notification

MultiTech Conduit® Gateway
MultiTech Conduit® IP67 Base Station
MultiTech Conduit® IP67 200 Series Base Station
MultiTech Conduit® AP Access Point

mPower™ Edge Intelligence Update
mPower 6.3.4 Now Available



Date: May 30, 2024

Product Change Notification (PCN) Number
PCN 04092024-002

Summary

In the United Kingdom and European Union, 4G-LTE devices may no longer attach to the cellular network after their 3G network sunset. Software configuration changes are required by the cellular module used in these devices to help avoid a service disruption.

Starting in April 2024, select Conduit® gateways will include an updated version of the mPower™ operating system designed to make these software configuration changes and help avoid service disruptions.

- mPower 6.3.4

Starting in April 2024, MultiTech will begin shipping Conduit gateways with mPower 6.3.4

- See [model numbers impacted](#) for details
- See [Schedule](#) for Date of Manufacture details

Starting in April 2024, mPower 6.3.4 is downloadable for customer evaluation and use on gateway deployments.

For additional information and updates on the impact of 3G sunset on 4G-LTE devices in the United Kingdom and European Union, visit <https://multitech.com/eu-gb-3g-sunset/>

Contents

- [Summary](#)
- [Action Plan](#)
- [mPower 6.3.4 Overview](#)
- [Schedule](#)
- [Models Impacted](#)
- [Upgrade Process](#)
- [Additional Information](#)
- [Revision History](#)

Suggested Action Plan

Customers

1. Contact your wireless network operator and understand their 3G network sunset plans and how this impacts your current and future deployments.
2. Prepare to receive Conduit device shipments with an updated version of mPower
3. Download, evaluate and approve the updated mPower version
 - <http://www.multitech.net/developer/downloads>
4. Additional information
 - Technical inquiries: <https://support.multitech.com/support/login.html>
 - Sales inquiries: email sales@multitech.com

Distributors

1. Forward this announcement to others in your organization who are actively involved in the sale or support of programmable IoT gateways.
2. Notify existing customers that Conduit devices are now shipping with an updated version of mPower software.
3. Encourage customers to evaluate the new mPower version in their environment. Updates to the mPower operating system may result in updates to the customer application.

mPower 6.3.4 Overview

In the United Kingdom and European Union, 4G-LTE devices may no longer attach to the cellular network after their 3G network sunset. mPower 6.3.4 includes software configuration changes for the cellular module to help avoid service disruptions:

- Cellular module default changed to CEMODE=2 (Data Centric)
- Voice call function is disabled
- SMS-only registration

mPower 6.3.4 also includes other feature enhancements and fixes to bugs reported in previous versions of mPower.

- DeviceHQ® Cloud-Based Device Management
 - In previous versions of mPower, DeviceHQ incorrectly reported the version of mPower installed on the device
 - In mPower 6.3.4, this behavior has been corrected

Overview	Device User Interface	DeviceHQ Device Details
Devices shipped or upgraded to mPower 6.3.4	mPower 6.3.4	mPower 6.3.4
Devices shipped or upgraded to mPower 6.3.2	mPower 6.3.2	mPower 6.3.7
Devices shipped or upgraded to mPower 6.3.1	mPower 6.3.1	mPower 6.3.5
Devices shipped or upgraded to mPower 6.3.0	mPower 6.3.0	mPower 6.3.0

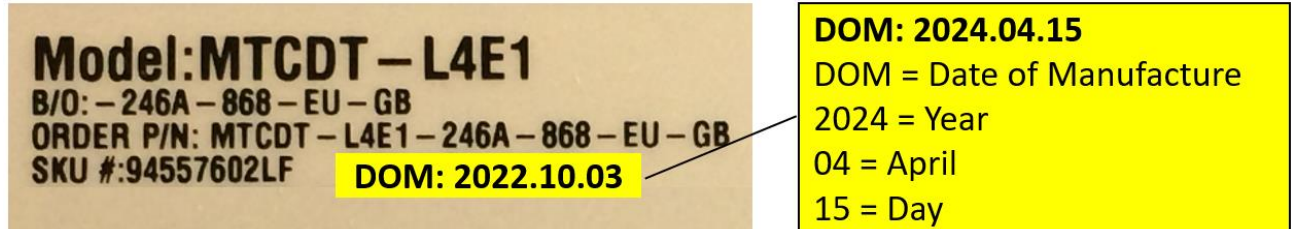
mPower Software Release Notes can be downloaded at:

<https://multitech.com/all-products/software-management/mpower/>

Schedule

Conduit devices with mPower 6.3.4:

- Manufacturing: Starting April 2024
 - See model numbers impacted for details
 - Identifying Date of Manufacture (chassis label)



Model: MTCDDT – L4E1
B/O: – 246A – 868 – EU – GB
ORDER P/N: MTCDDT – L4E1 – 246A – 868 – EU – GB
SKU #: 94557602LF **DOM: 2022.10.03**

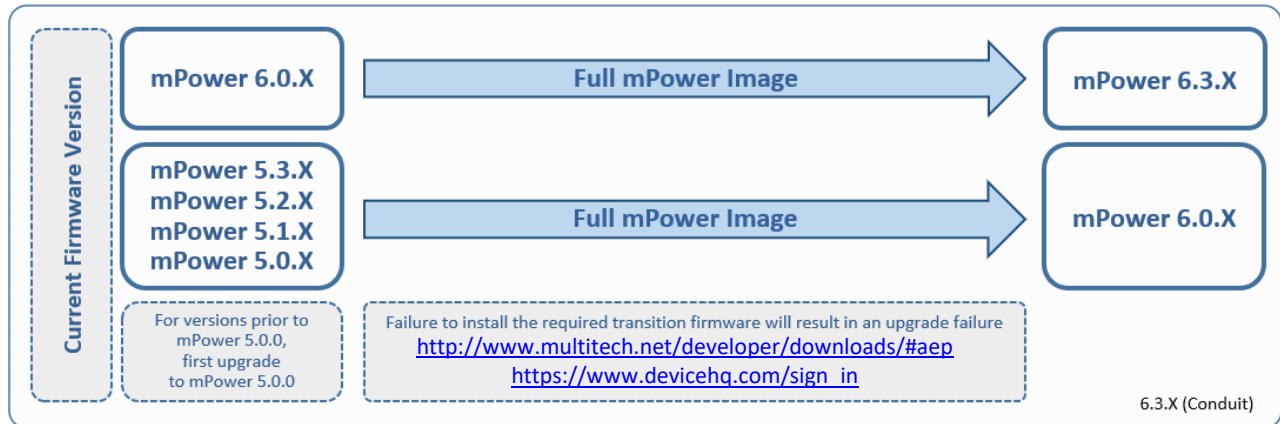
DOM: 2024.04.15
DOM = Date of Manufacture
2024 = Year
04 = April
15 = Day

Models Impacted

- Manufacturing Updates: European Union, United Kingdom, and Global Models
 - Models Impacted
 - MultiTech Conduit® Gateway: MTCDDT-L4E1, MTCDDT-L4G1-868
 - MultiTech Conduit® IP67 Base Station: MTCDDTIP-L4E1, MTCDDTIP-L4G1-868
 - MultiTech Conduit® IP67 200 Series Base Station: MTCDDTIP2-L4E1
 - MultiTech Conduit® AP Access Point: MTCAP-L4E1, MTCAP2-L4E1
 - Device shipments starting in April 2024 will include mPower 6.3.4
- Manufacturing Updates: All other models
 - Download only

Upgrade Process (mPower 6.3.4)

To install mPower 6.3.4, the Conduit gateway must be upgraded to mPower 6.0.0 or higher. Customers that are running earlier versions of mPower should use the following upgrade process.



Using an old configuration file on new Conduit devices may result in the new devices becoming non-functional. To successfully update new Conduit devices, create separate configuration templates for each type of Conduit device:

- Hardware model (MTCDT, MTCDTIP)
- Hardware version (MTCDT-0.1, MTCDT-0.2, MTCDTIP-0.0, MTCDTIP-0.1)
- Cellular radio (-L4G1, -L4N1, -L4E1)
- mPower version (mPower 5.3.7, mPower 5.3.8s-s1, mPower 6.0.4)

When upgrading a device fleet:

1. Upgrade the mPower version on one device
2. Modify the user-specific configuration settings
3. Perform in-house testing and adjust settings if necessary
4. Use the newly developed configuration file as part of field updates when the new version of mPower is widely deployed

mPower Edge Intelligence Overview

mPower™ Edge Intelligence is MultiTech’s embedded software offering delivering programmability, network flexibility, enhanced security, and manageability for scalable Industrial Internet of Things (IIoT) solutions. mPower Edge Intelligence simplifies integration with a variety of popular upstream IoT platforms to streamline edge-to-cloud data management and analytics, while also providing the programmability and processing capability to execute critical tasks at the edge of the network to reduce latency, control network and cloud services costs, and ensure core functionality – even in instances when network connectivity may not be available.

Additional Information

For customers who have implemented the changes posted in this PCN and continue to experience 4G-LTE service interruptions, MultiTech suggests contacting your wireless network operator account representative with the following questions:

- Is my cellular service still active?
- Are my SIM cards LTE enabled?
- Is my device IMEI linked to a 3G account?

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Software Release Notes, mPower 6.x.x

<https://multitech.com/wp-content/uploads/mPower-Software-6.x.x-Conduit-Gateways.pdf>

Downloads

Visit <http://www.multitech.net/developer/downloads/>

MultiTech Security Advisories

<https://multitech.com/security/>

MultiTech monitors industry news and announcements to identify security issues that may impact our devices and operating systems and strives to provide the information and tools to keep your deployments secure and online.

MultiTech Developer Resources

www.multitech.net

An open environment where you can ask development related questions and hear back from MultiTech engineering or a member of this community.

MultiTech Support Portal

<https://support.multitech.com/support/login.html>

Create an account and submit a support case directly to our technical support team.

MultiTech Website

www.multitech.com

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Revision History

Version	Author	Date	Change Description
-002	DT	05/30/2024	Additional information added: <ul style="list-style-type: none">• DeviceHQ® Cloud-Based Device Management• Incorrect mPower version reported• Behavior corrected in mPower 6.3.4
-001	DT	04/04/2024	Original version