

Product Change Notification

MultiTech Conduit[®] IP67 Base Station

Select Devices Include:

- **Substitute Components**
- **mPower[™] Edge Intelligence Software Updates**



Date: January 27, 2022

Product Change Notification (PCN) Number

PCN 01272022-001 (Conduit IP67 - mPower)

Overview

In response to the global demand for semiconductors and microelectronics, MultiTech has qualified substitute components for MultiTech Conduit[®] IP67 Base Station (MTCDTIP Series). In addition to substitute components, an updated version of mPower Edge Intelligence Software is required.

Schedule:

- Starting in February 2022, MultiTech will ship select MTCDTIP devices with substitute components
- Starting in February 2022, select MTCDTIP devices shipping from MultiTech will require an updated version of mPower embedded software
- See [part numbers impacted](#) for details
- See [Schedule](#) for Date of Manufacture details

Suggested Action Plan

Customers

1. Recognize that MTCDTIP device shipments starting in 2022 will include an updated version of mPower
2. Evaluate new MTCDTIP devices and updated mPower version with your application and make updates if needed
3. Additional information
 - Technical inquiries: support.multitech.com
 - Sales inquiries: email sales@multitech.com

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Distributors

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

Hardware Overview - MTCDTIP with Substitute Components

The MTCDTIP devices with original components require a number of long lead time items that challenge MultiTech’s shipping schedule and our customers’ deployment schedules. MultiTech has qualified substitute components for select MTCDTIP devices to reduce the need for longer lead time components. Starting in February 2022, select MTCDTIP devices ship with substitute components and an updated version of mPower software.

Overview of Changes

MultiTech Conduit Programmable Gateway	MTCDTIP Original Components	MTCDTIP Substitute Components
Models Impacted	See part numbers impacted	See part numbers impacted
New Model Numbers	Existing model numbers will continue to be used	
Technical Overview of Hardware Change	Original device design	Substitute components
Hardware Version (*)	MTCDTIP-0.0	MTCDTIP-0.1
mPower Versions	mPower 5.3.X mPower 5.2.X mPower 5.0.X	mPower 5.3.7
mPower Downgrade Protection	Not required	Downgrade protection prevents earlier versions of mPower from being loaded
Date of Manufacture	Starting October 2017 DOM 2017.11.01 (DOM differs by model)	Starting February 2022 DOM 2022.02.01 (DOM differs by model)

Identifying MTCDTIP Hardware

There are a number of ways to determine if the MTCDTIP device includes original components or substitute components:

1. **Model Numbers:** New model numbers are not required for MTCDTIP devices using substitute components. Existing model numbers will continue to be used.

2. **Hardware Version:**

- MTCDTIP device with original components – Hardware Version “MTCDTIP-0.0”
- MTCDTIP with substitute components – Hardware Version “MTCDTIP-0.1”

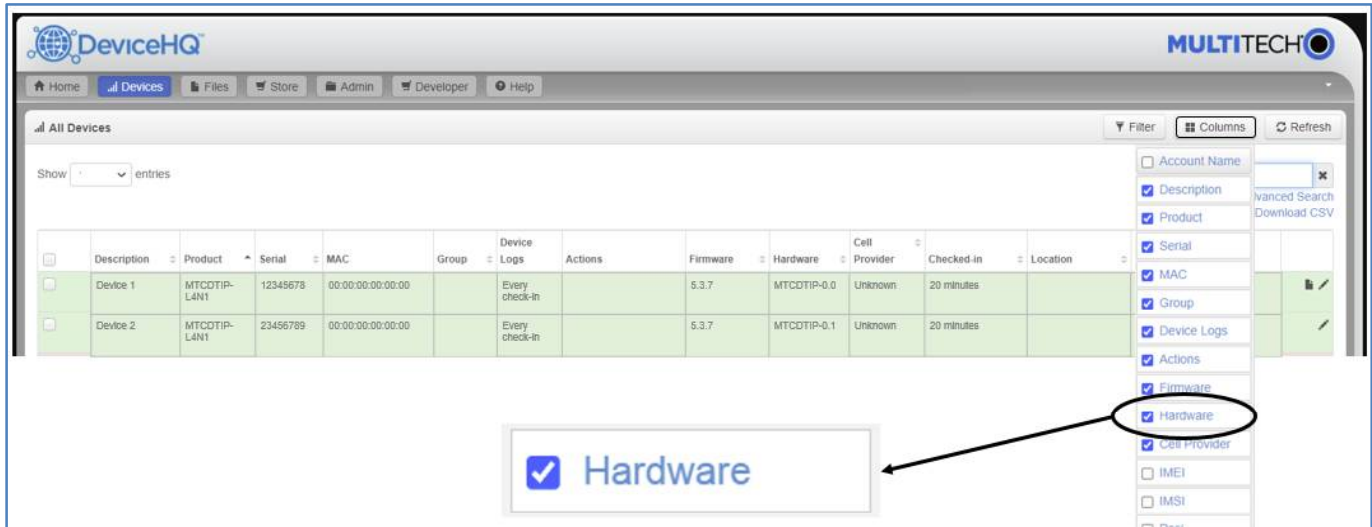
3. **API Commands:**

The MTCDTIP uses RESTful JSON API for managing configurations, polling statistics, and issuing commands. Executing either of the following API commands will return the hardware version of the MTCDTIP device:

- API Commands:
 - <https://192.168.2.1/api/system>
 - <https://192.168.2.1/api/system/hardwareVersion>
- Instructions:
 1. Log into the MTCDTIP device using a web browser
 2. Open a new tab and enter <https://192.168.2.1/api/system> or <https://192.168.2.1/api/system/hardwareVersion>
 - Command is case sensitive
 - Change the device IP address if necessary
 3. Press Return
 4. MTCDTIP device returns one of the following responses
 - **“hardwareVersion” : “MTCDTIP-0.0”**, - MTCDTIP device with original components
 - **“hardwareVersion” : “MTCDTIP-0.1”**, - MTCDTIP with substitute components
- API Reference: http://www.multitech.net/developer/software/mtr-software/mtr-api-reference/rcell_api_appendix/find-out-the-hardware-version/

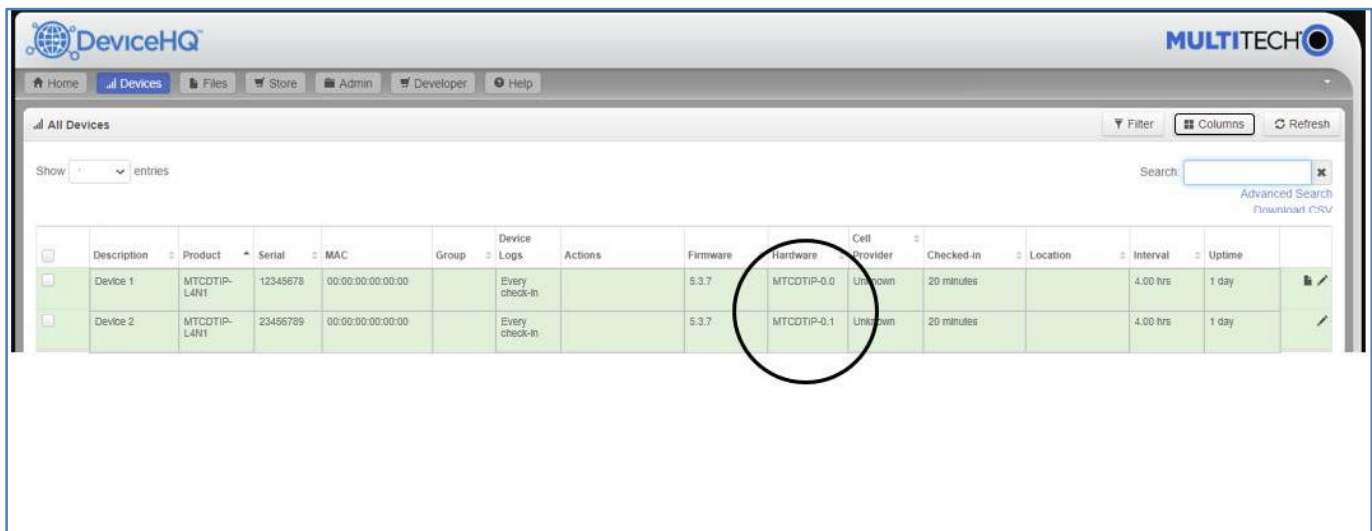
4. **DeviceHQ:**

MultiTech DeviceHQ[®] is a cloud-based tool set for managing the latest generation of MultiTech devices, including the MTCDTIP devices. On the **DeviceHQ Device Page**, ensure that the Hardware field is chosen as a column selection in order to identify the hardware version.



Once this selection is made, the DeviceHQ dashboard will show the hardware version of each device:

- **MTCDTIP-0.0** - MTCDTIP device with original components
- **MTCDTIP-0.1** – MTCDTIP device with substitute components



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.

MTCDTIP devices with substitute components (hardware version MTCDTIP-0.1) will begin shipping with mPower 5.3.7. mPower Software Release Notes can be downloaded at <https://www.multitech.com/documents/publications/sales-flyers/mPower%20Software%205.x.x%20Conduit%20Gateways.pdf>

mPower Software Release Notes is a separate document and includes the release notes and cumulative changelog for mPower Edge Intelligence embedded software. Detailed information is listed in reverse chronological order, starting with the most recent mPower release:

- Operating system updates
- New hardware supported
- New features
- Enhanced features
- Known behaviors
- Bug fixes
- Feature deprecations

Schedule

MTCDTIP devices with substitute components and mPower 5.3.7

- Manufacturing: Starting February 2022
 - Date of Manufacture: Starting February 1, 2022
 - See [part numbers impacted](#) for details
 - Identifying Date of Manufacture (chassis label)



Ordering Part Numbers Impacted

The following ordering part numbers are impacted by these updates:

Model Name Ordering Part Numbers	Ordering Part Numbers	Ordering Part Numbers
Conduit® IP67 Base Station		
Status: Active	Status: Active	mPower version
MTCDTIP-266A-868 ⁽¹⁾ MTCDTIP-266A-868/2 ⁽¹⁾ MTCDTIP-266A-915 ⁽¹⁾ MTCDTIP-266A-915/2 ⁽¹⁾	MTCDTIP-L4E1-266A-868 ⁽¹⁾ MTCDTIP-L4E1-266A-868/2 ⁽¹⁾ MTCDTIP-L4E1-266A-868-NLA ⁽¹⁾ MTCDTIP-L4E1-266A-915 ⁽¹⁾ MTCDTIP-L4N1-266A-915 ⁽¹⁾ MTCDTIP-L4N1-266A-915/2 ⁽¹⁾ MTCDTIP-LAP3-266A-915 ⁽¹⁾ MTCDTIP-LAP3-266A-915/2 ⁽¹⁾	mPower 5.3.7

Footnotes:

	mPower Version	Manufacturing Updates	Comments
(1)	mPower 5.3.7	February 2022	Active devices start shipping with substitute components and mPower 5.3.7

Additional Information

If you have any questions regarding this Product Change Notification/Software Release Notice, please contact your MultiTech sales representative or visit the technical resources listed below:

World Headquarters – USA

+1 (763) 785-3500 | sales@multitech.com

EMEA Headquarters – UK

+(44) 118 959 7774 | sales@multitech.co.uk

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.

Knowledge Base:

<http://www.multitech.com/kb.go>

Immediate access to support information and resolutions for all MultiTech products.

MultiTech Support Portal:

support.multitech.com

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
-001	DT	01/27/2022	Original version