DeviceHQ Deployment Guide

For MTR5 and MTE Devices
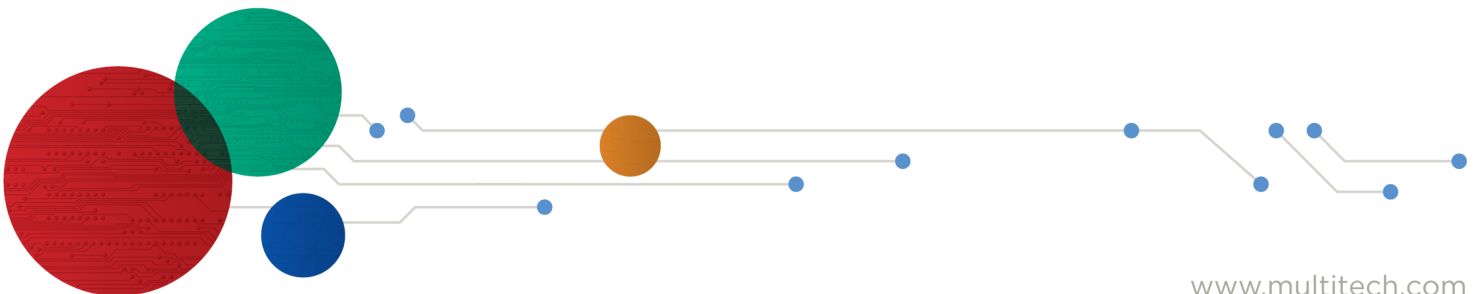
DeviceHQ Deployment Guide

Part Number: S000677

Contacting MultiTech

Knowledge Base

The Knowledge Base provides immediate access to support information and resolutions for all MultiTech products. Visit http://www.multitech.com/kb.go.

Support Portal

To create an account and submit a support case directly to our technical support team, visit: https://support.multitech.com.

Support

Business Hours: M-F, 8am to 5pm CT

Country	By Email	By Phone
Europe, Middle East, Africa:	support@multitech.co.uk	+(44) 118 959 7774
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Warranty

To read the warranty statement for your product, visit www.multitech.com/warranty.go. For other warranty options, visit www.multitech.com/es.go.

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Chapter 1 – Geting Started

DeviceHQ

DeviceHQ is a cloud-based tool for managing MultiTech devices. DeviceHQ allows you to update and manage devices remotely. Use it to update firmware or configuration files, and request that a device upload its log files or reboot.

This document provides steps for remotely managing MTR5 and MTE devices. Additional information on navigating and using DeviceHQ is available through the program's Help file.
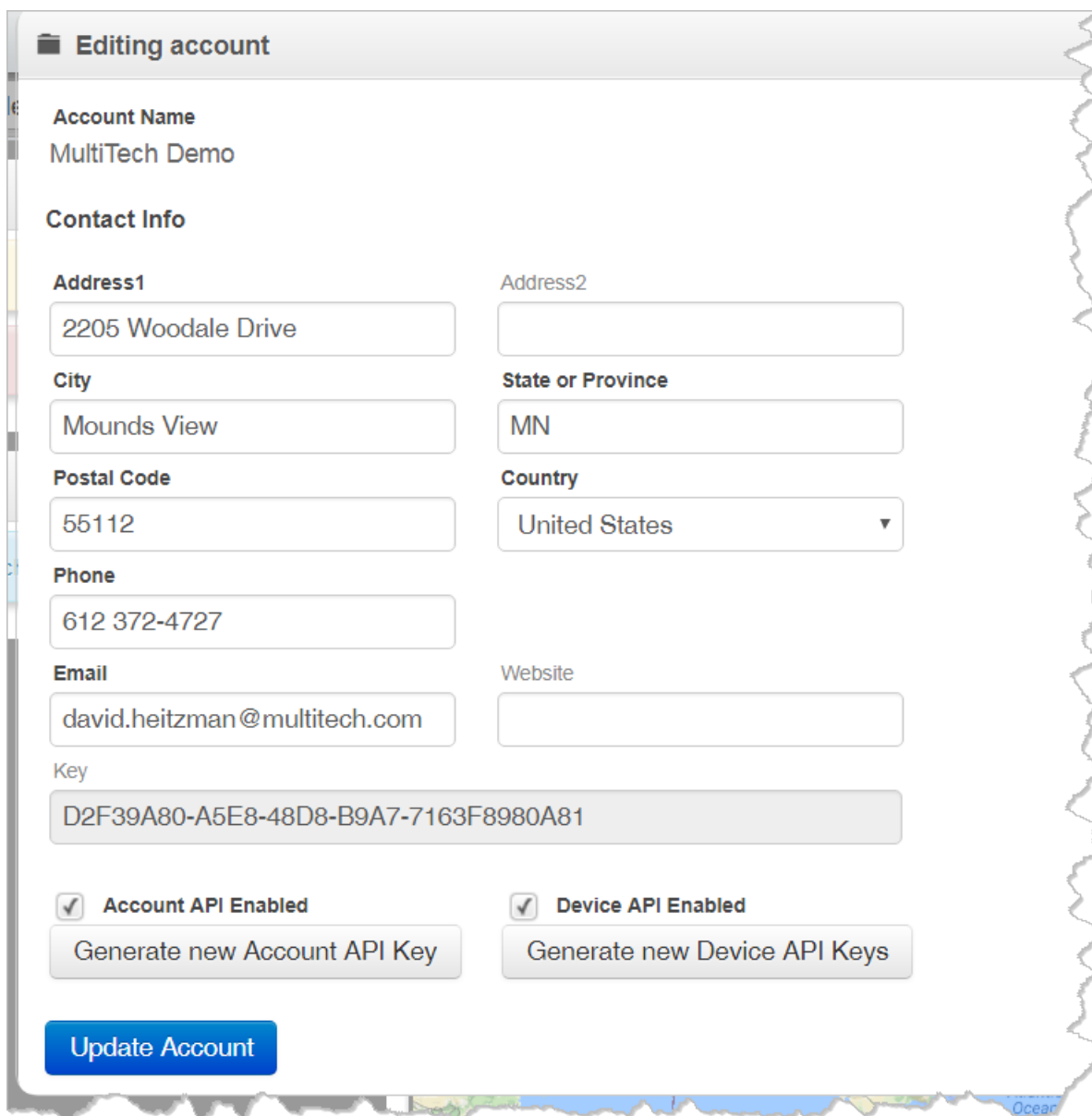
Creating a DeviceHQ Account and Keys

To use DeviceHQ, create an account:

1. Go to **devicehq.com**
2. Click **Register Account**.
3. Complete the registration form and click **Create Account**.

    MultiTech sends an email to verify to confirm account creation.

4. In the verification email, click to activate your account.
5. Login to into DeviceHQ.
6. Click on your **email address** in the upper right hand corner.

7. Select **Account Info**.
8. Click **Edit**.

9. Check the boxes to for **Account API Enabled** and **Device API Enabled.**

10. Click **Update Account**.

11. Return to the Edit form.
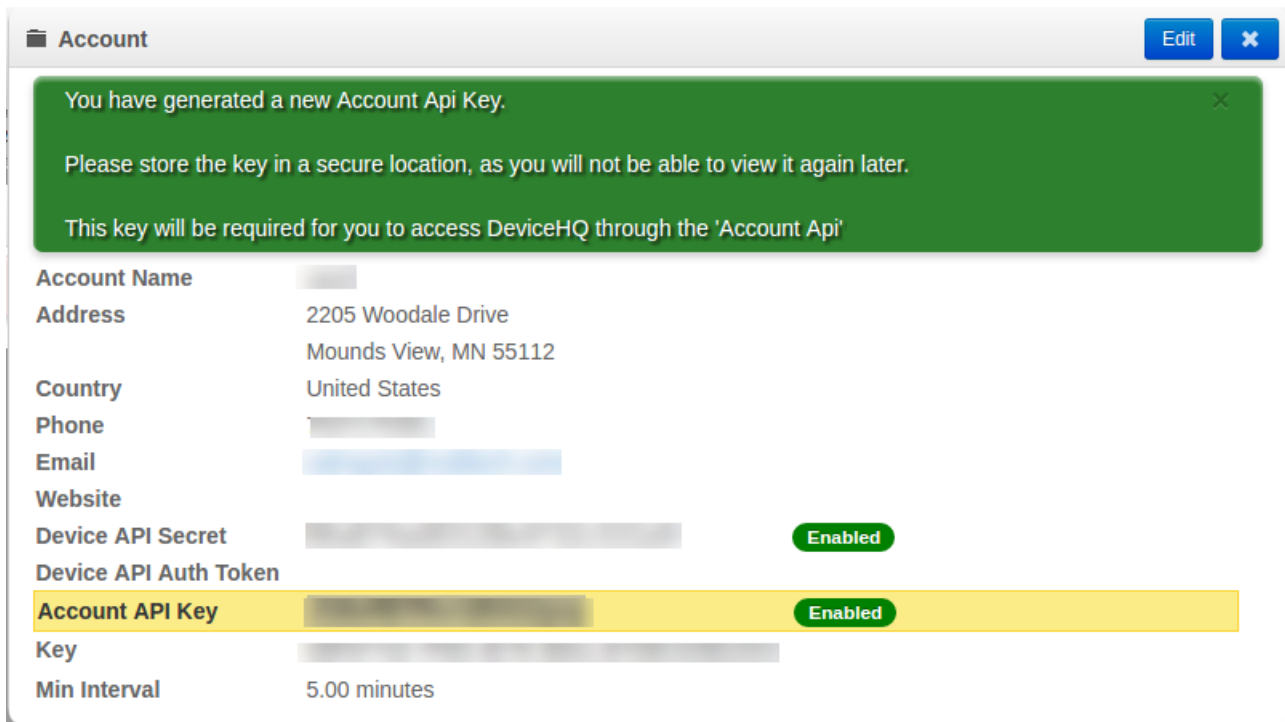
12. Click **Generate new Account API Key** and confirm. Record the key and store it in a secure location. You will not be able to view it again.

13. Click **Generate new Device API Keys**, and confirm.

14. Record the **Device API Secret** and **Device API Auth Token** and store them in a secure location. You will not be able to view them again.

Setting Up the Device to Communicate with DeviceHQ

To setup your device to communicate with DeviceHQ:

1. Log into your device's user interface.

2. Enter and define the **Site Name** so it appears in the DeviceHQ description. Go to the Ethernet LAN tab for your device.
   - For an **MTR5**, go to **Basic Network > LAN/WAN**,
   - For an **MTE**, go to select **Basic Network > LAN**.

   Site Name can include upper and lowercase letters, numbers, and special characters.

3. Go to the **DeviceHQ** tab on the **System Management** page.
   - For an **MTR5**, go to **Advanced Network > System Management:**,
   - For an **MTE**, go to select **Basic Network > System Management:**.

4. Check **Enable** for DeviceHQ.

5. Enter the DeviceHQ device API key in the **API Secret** field.

6. Enter the device **API Auth Token**.

7. Click **Save.**

Chapter 2 – Updating Device Firmware

Uploading a Firmware File

After setting up the device to communicate with DeviceHQ, you can update device firmware through DeviceHQ. To do this:

1. Login to DeviceHQ.
2. Click on **Files** tab and then click **New Firmware**.
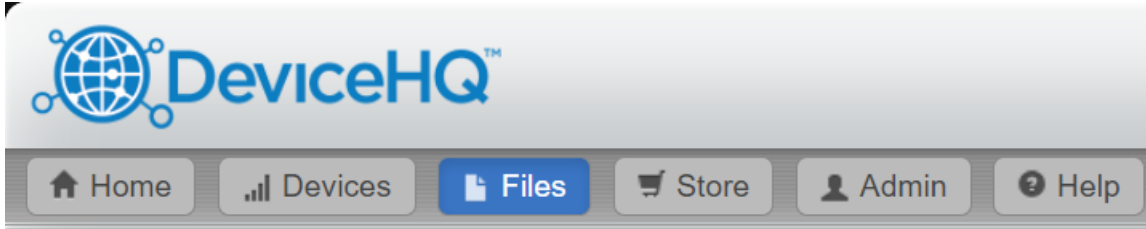
3. Select **MTR5** or **MTE** from the **File** drop-down list.
4. Enter the firmware file's name and version number.
5. Choose the firmware **BIN** file.
6. Click **Upload**.
7. Verify that MD5 checksum matches on the firmware BIN file.

Scheduling Firmware Updates

To schedule firmware updates on individual devices:

1. Click **Devices**. The device list page opens.
2. Click the name of the device you want to update.
3. Click **Schedule** and select **Upgrade Firmware**. From the list of firmware that appears, select the name of the firmware file.
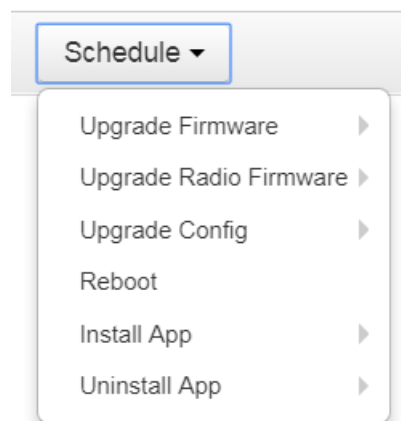
A confirmation message appears, informing you that the new firmware is to be applied to the device when the device next checks in.

4. To confirm that you want to update the firmware click **OK**.

A confirmation message informs you that the firmware will updated when the device next checks in with DeviceHQ.

Scheduling Firmware Updates for Multiple or All Devices

To schedule firmware updates on filtered or selected devices:

1. Click **Devices**.
2. Click the checkboxes of the devices you want to update or filter the device list. To select all devices, click the checkbox in the column header.
3. Click **Tasks** and choose **Upgrade Firmware**.
4. From the **File** drop-down list, choose the name of the firmware file.
5. From the **Apply to** drop-down, choose either **Selected Devices** or **Filtered Devices**.
6. Click **OK**.
7. Click **OK** again to confirm the firmware update.

Devices will update when they next check in with DeviceHQ.

Chapter 3 – Updating Configuration Files

Uploading a New Configuration File

Note: Use an external device to create MTR5 or MTE configuration BIN files. The BIN file must be a .zip file when uploaded to DeviceHQ. Base the ZIP file name on the device description or serial number to identify it easily.

After you create, save, and verify your desired configuration files, upload the files to DeviceHQ to apply the configuration settings to other devices:

1.   Click **Files**.
2.   Click **New Configuration**. A dialog box appears.
3.   In the **Name** and **Description** fields, type the name and description that you want to assign the configuration file.
4.   Click **Choose File**. Navigate to the location where the configuration file is saved.
5.   Select the file and click **Upload**.

The configuration file appears on the Files page. You can select the file when you schedule a configuration update for a device or a group of devices.

Updating a Single Device's Configuration File

To update a device's configuration file:

1.   Click **Devices**.
2.   Click name of the device you want to update.
3.   Click **Schedule**, choose **Upgrade Config** and select the configuration file.
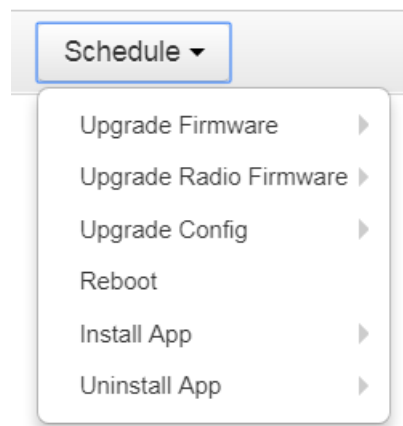
4.   Click **OK**.

The device updates the next time it checks in.

Scheduling Configuration File Updates for Multiple or All Devices

To schedule updates on filtered or selected devices:

1.   Click **Devices**.

2. Click the checkboxes of the devices you want to update or filter the device list. To select all devices, click the checkbox in the column header.

3. Click **Tasks** and choose **Upgrade Config**.

4. From the **File** drop-down list, choose the name of the firmware file.

5. From the **Apply to** drop-down, choose either **Selected Devices** or **Filtered Devices**.

6. Click **OK**.

Devices will update when they next check in with DeviceHQ.

Chapter 4 – Managing Devices

Scheduling Device Log File Uploads

To request device's log file:

1. Click **Devices.**
2. Select the devices you want logs for.
3. Click **Tasks**.
4. From the drop-down list choose **Device Logs Settings**.
5. Select the **Request Device Logs interval**.
   - Never
   - Every Check-in
   - Custom Interval

   For Custom Interval the minimum time allowed is 4 hours. DeviceHQ ignores shorter intervals.

6. Choose the devices in the **Apply to** drop down.
7. Click **OK**.

   You can view the device logs on each device by clicking the device name and selecting the **Device Logs** tab. If there is a device log available, click the filename and the log will download.
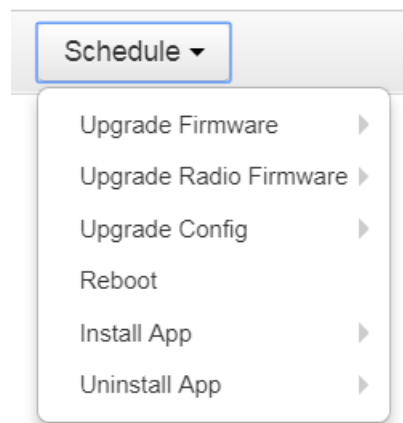
   Pending device logs requests are listed at the bottom of the window.

   Note: To request a device log without setting an interval, select R**equest Device Logs** from the **Task** drop-down list.

Requesting a Device Reboot

To request a device reboot:

1. Click **Devices.**
2. Click on the device's name.
3. Click **Schedule** and select **Reboot**.

4. Click **OK** to confirm.

Check In Data Usage

Data usage varies by task:

- Each time a device checks in can take up to 23 KB
- Log file upload data usage depending on log file size
- Configuration file size can be up to 12 KB
- MTR5 firmware file size is around 17 MB
- MTE firmware file size is around 9 MB