

Product Change Notification—PCN# **PCN001190**

April 07, 2026

Dear Valued Customer,

We would like to inform you that Moxa is going to make changes to the MRC Service. We will discontinue the MRC Quick Link platform and replace it with the new **MRC Quick Link Ultra**. These changes will be implemented by December 31, 2026.

**What will change?**

MRC Quick Link is the cloud server platform paired with the MRC-1002 Series to enable remote maintenance capabilities. To ensure uninterrupted remote maintenance services, you must migrate your MRC-1002 devices to MRC Quick Link Ultra before **MRC Quick Link is officially discontinued on December 31, 2026**. Failing to finish this migration by the deadline will result in your MRC-1002 devices losing remote maintenance capabilities.

We've compiled a Migration Guide to help with a seamless transition, enabling remote migration. Schedule the migration during a maintenance window, since the MRC-1002 device requires a firmware upgrade as part of the process.

Existing users get to migrate at no cost, with no impact on their MRC Quick Link license rights.

To request the Migration Guide and related information, contact Brian Tsai at [briancy.tsai@moxa.com](mailto:briancy.tsai@moxa.com).

For details regarding the differences between MRC Quick Link and MRC Quick Link Ultra, refer to the "MRC Quick Link Migration" section below.

**Which products will be affected?**

| Product Name    | Current Cloud Platform<br>(Discontinued 2026/12/31)                                                                                                                                                                                                                                                | New Cloud Platform<br>(Available Now)                                             |
|-----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|
| MRC-1002 Series | MRC Quick Link<br><a href="https://mrcasia.moxa.com/">https://mrcasia.moxa.com/</a><br><a href="https://mrcus.moxa.com/">https://mrcus.moxa.com/</a><br><a href="https://mrceu.moxa.com/">https://mrceu.moxa.com/</a><br><a href="https://mrcchina.moxa.com.cn/">https://mrcchina.moxa.com.cn/</a> | MRC Quick Link Ultra<br><a href="https://mrc.moxa.com/">https://mrc.moxa.com/</a> |

## Applicable differences in specifications

| Specification                                 | MRC Quick Link<br>(Discontinued)                                                                                                                                                                                                                                                 | MRC Quick Link Ultra<br>(Replacement)                     |
|-----------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------|
| URL                                           | <a href="https://mrcasia.moxa.com/">https://mrcasia.moxa.com/</a><br><a href="https://mrcus.moxa.com/">https://mrcus.moxa.com/</a><br><a href="https://mrceu.moxa.com/">https://mrceu.moxa.com/</a><br><a href="https://mrcchina.moxa.com.cn/">https://mrcchina.moxa.com.cn/</a> | <a href="https://mrc.moxa.com/">https://mrc.moxa.com/</a> |
| Supported Devices                             | MRC-1002 Series (firmware v3.3 and earlier)                                                                                                                                                                                                                                      | MRC-1002 Series (firmware v4.1 and later)                 |
| Group Management                              | -                                                                                                                                                                                                                                                                                | Max. 10 groups                                            |
| One Global Site Login                         | -                                                                                                                                                                                                                                                                                | V                                                         |
| 2FA Authentication                            | -                                                                                                                                                                                                                                                                                | V                                                         |
| Peer-to-peer Connection                       | -                                                                                                                                                                                                                                                                                | V                                                         |
| Automatically Select the Best Regional Server | -                                                                                                                                                                                                                                                                                | V                                                         |
| Max. Node                                     | 2000                                                                                                                                                                                                                                                                             | 3000                                                      |
| Max. Concurrent Node                          | 5                                                                                                                                                                                                                                                                                | 300                                                       |
| Add-on License                                | Data traffic                                                                                                                                                                                                                                                                     | Concurrent node/data traffic                              |

If you have any questions, contact Brian Tsai at [briancy.tsai@moxa.com](mailto:briancy.tsai@moxa.com), or contact your regional sales representative.