2020-03-26

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You can now view the Webinar about Remote Management System again on our Youtube channel or share it with your team and partners.

Questions & Answers

During the webinar, you've asked a lot of questions, and some of them were answered at the end of the livestream. Here we would like to share all your questions and answers:

Q: How much data/megabytes logs generate per day? Also, can offline-logs be uploaded after an outage?

A: How much data is generated and how often, is configurable through RMS, you are able to choose which parameters are sent to RMS. RMS does not gather data from offline devices.

Q: Even though RMS doesn't need public IP of Teltonika for registration, but I think if we need port forward for a Teltonika device, internet provider will need to provide sim card's public IP address, right?

A: Devices connect to a public network and only need to have an internet connection to connect to RMS. No public IP is needed.

Q: Is there an API to interface RMS with other solutions?

A: RMS API functionality will be introduced in April.

Q: How much data does one router take (per month), when it communicates with RMS servers - roughly?

A: By default, without changing how often information gets updated, RMS uses ~3.54 MB down / 8.44 MB up

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Q: There is the device map. Why don't I see all devices (in my case all of them RUT950), which are online in the device map. I can only see a subset of them - 11 of 14 online.

A: Your carrier GSM towers may have not yet updated your device location. If the devices in question still do not show up on the map, you can individually set each device location.

Q: Will there be a Teltonika MQTT protocol description available anytime soon?

A: Contact your sales manager from Teltonika and we will send a protocol description.

Q: If a PLC it is connected to a Teltonika router, it is possible to access it? Or it can access only other routers?

A: If the PLC in question has a web interface, you can access it using RMS.

Q: You mentioned that there is no need for public IP address. How?

A: Devices connect to a public network and only need to have an internet connection to connect to RMS.

Q: Any devices will work with RMS?

A: Only Teltonika routers and gateways can be managed by RMS solution.

Q: How do we configure non-Teltonika devices to appear in RMS web interface?

A: At the moment you cannot configure non-Teltonika devices to appear in RMS device list.

Q: Is it possible to run the RMS on a separate server? We plan to operate many Teltonika devices with our own APN without access to the Internet.

A: Yes, RMS has a local version which can be run on a separate server.

Q: How is the WebUI redirect configured? Is there an automatic detection of the local WebUI?

A: Teltonika device WebUI is detected automatically, while non-Teltonika device web interfaces are found by the given port while setting up the RMS access rules.

Q: Can we set RMS access link time limit to "unlimited"?

A: Yes.

Q: When using multi-config, and devices are offline, will the selected actions be performed, when devices come back online? If yes, what is the timeout period?

A: At the moment you cannot use multi-config on offline devices, though this will be implemented in the future.

Q: Can you set a hard data cap (Eg. 200MB download per day)?

A: In the future, you will be able to use Multi-config to set a mobile data cap for each device.

Q: Is there any kind of automatic rollback in case you make a configuration mistake? Example - if you make a change that results in losing a connection between RMS and the device, will the device recognize that and load previous settings after some time?

A: RMS does not currently have this functionality. Devices will keep trying to connect to RMS, though if the device does not have an internet connection, it will not connect to RMS.

Q: Is it possible to set a permanent link in RMS to a non-Teltonika device?

A: Yes.

Q: For the devices Map, if the RUT does not have GPS or cannot get a location, does the Map locate using Cellular Location Technologies, CELLID, RSSI, Timings etc.?

A: Yes.

Q: What will happen if I am updating firmware of 100 devices and suddenly there is no power or no internet for 2-5 units?

A: All offline devices will be updated when they connect again to the server.

Q: Firmware update means to configure all devices from the beginning? So, if FW update will reset

the devices to default?

A: By default, if you update to a newer firmware version, all settings will remain unchanged, though updating to an older version will reset all settings.

Q: Is there an API for RMS, to be able to configure/monitor the devices from external systems?

A: In April we will introduce RMS API functionality.

Q: The password manager, is it like password access management?

A: Using the Password management functionality you can change passwords for selected devices to either a single password you type in or individually randomly generated passwords. You can also set password for all your devices using a CSV file.

Q: Will the routers be able to get the unique/true MAC address of the device even if MAC address randomization is enabled?

A: Yes.

Q: How do I buy a license for RMS?

A: https://teltonika-networks.com/product/rms/#where_to_buy

Q: Alert on e-mail?

A: Yes, you can get email alerts.

Q: SMS/Email alert will come from SIM card of the router or from RMS web?

A: SMS alerts will be sent from the router SIM card, Email alerts will be sent from RMS.

Q: Device configuration: can we configure the SSID / Hotspot / LAN / or only "MOBILE, SIM Management, SMS Limit"?

A: In the future we will be expanding the Multi-config functionality to include your mentioned features, though at the moment you can only configure mobile settings.

Q: For how many days license will be valid?

A: Now it is called a credit, but validation will be the same – 30 days.

Q: Is it possible to get remote access to the shell of the non Teltonika unit?

A: Not at the moment, though this functionality will be available with RMS Connect.

Q: Can reports be automated and sent to a specific e-mail?

A: Yes.

Q: Can we download system logs out of Teltonika devices (which work with RMS) by using RMS?

A: Yes.

Q: Let's say I have PLC connected to one of the routers. And PLC is receiving some data from sensors. Can I see that data on RMS?

A: Yes, if the data in question is sent via MQTT.

Q: RMS requires credits for managing devices. Can I move credits applied on a device to another?

A: No, once a credit is used it cannot be moved to another device. In other words, one credit is strictly for one device for one month

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Q: Can RMS check reports/logs for a specified time/day range e.g Monday thru Friday?

A: Yes you can do that with RMS.

Q: Any plan to support Teltonika's modems with RMS?

A: We currently do not have this feature planned.

Q: Can we collect some user data on RMS?

A: We do not collect user data in RMS.

Q: Can you forward any other protocols such as SSH or VNC viewer to access other devices behind the router?

A: In the future will introduce the RMS connect functionality which will let you access SSH, VNC, RDP protocols.

Q: Any plan to offer CoAP based protocol as alternative to MQTT?

A: It is planned in the future.

Q: Is the out of band management only available on Cisco ISR?

A: It is available for other routers, not just Cisco.

Q: Do you have plans for VPN in RMS?

A: VPN functionality will be introduced with RMS Connect.

Q: Will you have an option to see GPIO data from RUT955 or TRB141 in the future?

A: You can already see GPIO data in RMS for all supported devices.

Q: Can login screen be also "white labeled"?

A: If by "white labeled" you mean re-branded to your company, then yes, you can purchase a re-branded RMS version.

Q: So we can request RMS to use our company name as well as our client name, yes?

A: Yes.

Q: Can I write for example python script and use RS485 to work with my program, for example

query for our device status and send server?

A: You can do that with the RMS sensor functionality which will be introduced in the future.

Q: Is the data accessible for different Business Intelligence systems, like Microsoft PowerBI?

A: It is possible to send data from router to Microsoft IoT Hub. If it is possible to access Microsoft IoT Hub data from Microsoft PowerBI, you can access it that way.

Q: Are the safety certificates available on your website?

A: You can get a copy of our safety certificates by contacting your Teltonika sales manager.

Q: Is the RMS local hardware also running on Azure?

A: Yes.

Q: How many devices can we connect to RMS?

A: There is no limit to the amount of devices you can add to RMS.

Q: Can we also set some max communication MB per device that we receive an alert when the limit is reached?

A: Through RMS you can currently set an alert to be sent when certain data usage is reached, although you cannot currently set a mobile data limit. This feature will be added in the future once Multi-config functionality is expanded.

Q: Can RMS be used for TRM devices?

A: No, RMS cannot be used with TRM devices.

Q: Does RMS support another devices apart from Teltonika to manage? Which ports we will have to open on the firewall so that RMS would able to reach the device?

A: To access a non-Teltonika device you will only need to have an accessible web interface port (for most devices it is 80).

Q: What others brand can connect to RMS?

A: You can currently only connect Teltonika devices to RMS, though using the RMS access functionality you can remotely reach the WebUI of non-Teltonika devices that are connected to Teltonika devices.

Q: What happens when internet connection interrupts when firmware update is in progress?

A: If your connection gets interrupted while the firmware is being uploaded to the device, the upload will continue the next time the device connects to RMS. If it gets interrupted while the firmware is installing, the firmware will get installed without any issue.

Q: When will approximately the RMS connect be available?

A: Q3 or Q4.

Q: How can you connect your own device to the RMS?

A: Please check this video: https://www.youtube.com/watch?v=cFYt_y15czo&t=

Q: Configuration, rules about using the backup SIM. Report about the consumption, let say SIM1 has a credit limit for 10GB and SIM2 has a limit or 5 GB.

A: Currently, using the Multi-config functionality, you can set SIM switching rules for both SIM cards. Also using the Alerts system you can set up a warning when a certain data limit is reached. Though at the moment, you cannot set a data limit, but this will be implemented in the future when we expand the Multi-config functionality.

Q: It is possible have multiple RMS Accounts managing the same Routers?

A: Yes. One RMS company can have an unlimited amount of users. There are also multiple different roles, which can limit certain features.

Q: Do you plan to release a virtual VPN service on top of RMS to access all devices connected to router LAN not only for HTTP/HTTPS traffic? If so, when is it scheduled?

A: This type of functionality will be introduced with RMS Connect, which is planned to release Q3-Q4 2020.

Q: How can I access a non Teltonika device via the RMS like showed in the demo?

A: Please check this link: https://wiki.teltonika-networks.com/view/RMS_-_Actions_menu#Access

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Q: What kind of features will the RMS API contain after the first release?

A: It will contain accessibility to all data collected from devices, as well as all exports available from RMS (backup configuration, event logs, troubleshoot).