

RMS Product Change Notifications

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Product change notifications (PCN) is way of informing customers of upcoming changes related to Teltonika products. This includes outward appearance adjustments, hardware improvements, changes to package contents, etc.

This page stores information regarding changes to Teltonika's [Remote Management System \(RMS\)](#). Below you will find a list of both upcoming and already implemented changes sorted from newest to oldest (top to bottom).

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2023.05.18 New mandatory connection IP addresses and ports

On June 19th, 2023 Teltonika's [Remote Management System \(RMS\)](#) will receive an update that will change how Teltonika devices connect to RMS.

Change description	Devices now have to reach additional IP addresses and ports to connect to RMS.
Change type	Devices will additionally need to reach new IP addresses and ports for the device to connect to the system and have a stable RMS connection. These addresses and ports will be necessary every time a device attempts to connect to the RMS, e.g. after a reboot, a connection disruption, or any other reason why the device disconnected from the platform. These changes should not concern you in case you don't have any firewall rules to block IP addresses and ports that the firewall is not aware of. Before the update, for the device to successfully connect to the RMS, it had to reach the IP address 18.196.62.30 and ports: <ul style="list-style-type: none">• 15009• 15010• 15011 (optional)
Detailed description	After the update - the list of required IP addresses are as follows: <ul style="list-style-type: none">• 18.196.62.30• 3.77.70.198• 3.69.112.66• 35.157.156.54• 18.157.218.160• 3.77.251.245• 3.78.70.211• 18.158.123.134 All listed IP addresses will use the following ports: <ul style="list-style-type: none">• Device Access to RMS: 15009, 15010, 15011, 15039, 15040;• Maintenance ports: 15041-15100
Change reasons	RMS scalability and redundancy improvements
Change implementation date	June 19th, 2023

Change impact

Risk assessment Any solutions that whitelist certain IP addresses and ports in their private networks will now also need to allow communication via these new IP addresses and ports.

Suggested implementation plan Please contact your sales representative concerning any issues in regard to these changes.

Acknowledgement of PCN receipt

If no feedback is received within two weeks after the issue date of this notification, Teltonika will presume that the fact of this change has been acknowledged and can implement the change as indicated above.

2023.04.21 Additional secondary connection port

On April 21st, 2023 Teltonika's [Remote Management System \(RMS\)](#) has received an update that adds a secondary connection port to the RMS platform.

Change description

Change type Port 15011 has begun being used as a secondary connection port to RMS.
Detailed description Port 15011 has begun being used as a secondary fallback for primary connection ports or for future maintenance purposes. As of this notification, the port currently remains optional, though as it increases platform stability and flexibility in cases of any platform downtime, it is highly recommended to have this port open or whitelisted in your device network.
Change reasons RMS redundancy improvements
Change implementation date April 21st, 2023

Change impact

Risk assessment Any solutions that whitelist certain IP addresses and ports should also allow communication via this new port - 15011.

Suggested implementation plan Please contact your sales representative concerning any issues in regard to these changes.

Acknowledgement of PCN receipt

If no feedback is received within two weeks after the issue date of this notification, Teltonika will presume that the fact of this change has been acknowledged and can implement the change as indicated above.

2023.04.13 Changes to adding RMS devices

This change did not take place. This Product Change Notification is obsolete as of 2023.04.18.

2023.03.20 Changes to adding RMS devices

On March 21st, 2023 Teltonika's [Remote Management System \(RMS\)](#) will receive an update that will change how Teltonika devices are added to RMS.

Change description

Change type Changes to how devices are validated in the platform the first time they connect to an RMS Company.
Detailed description Teltonika devices no longer require "First login" **to be connected to RMS**, i.e. a WebUI login and password change does not have to be made for RMS access (this was first introduced in the [2023.02.13 Product Change Notification](#)).
Note: Providing the device's password during device registration is still necessary.
Change reasons Quality of life changes to the device adding procedure.
Change implementation date March 21st, 2023

Change impact

Risk assessment This update will make it easier and more convenient to add devices to the RMS platform.

Suggested implementation plan Please contact your sales representative concerning any issues in regard to these changes.

Acknowledgement of PCN receipt

If no feedback is received within two weeks after the issue date of this notification, Teltonika will presume that the fact of this change has been acknowledged and can implement the change as indicated above.

2023.02.13 Changes to adding RMS devices

On February 27th, 2023 Teltonika's [Remote Management System \(RMS\)](#) will receive an update that will change how Teltonika devices are added to RMS.

Change description

Change type

1. How devices are validated in the platform the first time they connect to an RMS Company.
2. How devices are added via RMS UI.
3. How devices are added via RMS API.
4. Devices will not be able to be added to RMS via Android and iOS applications. **Important:** The ability to add devices via Android and iOS applications will be reintroduced with future application updates.

Summary:

- Teltonika device must have a "First login" done, i.e. a WebUI login and password change must have been made.
- RMS will ask for the device's password before the device can be added.

Extended description:

1. An added device must have already done a "First login", meaning the default password was changed after a successful login. This check will be done the first time a device with active RMS Service attempts a connection to RMS after being registered to an RMS company. After this validation, subsequent reconnects to RMS while the device is in the same company will not trigger any additional validations.

2.1. Adding singular devices via RMS UI

Today:

- For RUT/TCR devices - You must input the [Serial number] and [MAC address].
- For TRB devices - You must input the [Serial number] and [IMEI].

After these changes:

- For RUT/TCR devices - You must input the [Serial number], [MAC address] and the **[Device's current password]** (of the "admin" user)
- For TRB devices - You must input the [Serial number], [IMEI], and the **[Device's current password]** (of the "admin" user).

2.2. Adding devices via CSV file

In order to add a device to RMS using a CSV file, the file must contain the following columns of information:

Today:

- Serial number
- MAC address (or IMEI when adding TRB devices)
- Name (optional)

After these changes:

- Serial number
- MAC address (or IMEI when adding TRB devices)
- **Password**
- Name (optional)

3. Adding a device through the RMS API will require additional information in the request body of the API call. For example, the request body for a RUT/TCR device would look like:

Today:

```
{
  "data": [
    {
      "company_id": 12345,
      "device_series": "rut",
      "mac": "00:11:22:33:44:55",
      "serial": "0123456789",
      "name": "New device",
      "auto_credit_enable": true
    }
  ]
}
```

After these changes:

```
{
  "data": [
    {
      "company_id": 12345,
      "device_series": "rut",
      "mac": "00:11:22:33:44:55",
      "serial": "0123456789",
      "name": "New device",
      "auto_credit_enable": true,
      "password_confirmation": "Password123"
    }
  ]
}
```

Meanwhile, the request body for a TRB device would look like:

Today:

```
{
  "data": [
    {
      "company_id": 12345,
      "device_series": "trb",
      "imei": "123456789012345",
      "serial": "0123456789",
      "name": "New device",
      "auto_credit_enable": true
    }
  ]
}
```

After these changes:

```
{
  "data": [
    {
      "company_id": 12345,
      "device_series": "trb",
      "imei": "123456789012345",
      "serial": "0123456789",
      "name": "New device",
      "auto_credit_enable": true,
      "password_confirmation": "Password123"
    }
  ]
}
```

Detailed description

Change reasons	RMS system changes
Change implementation date	February 27th, 2023
Change impact	
Risk assessment	1. Any automatic RMS device integration processes will need to be changed to accompany these changes. 2. Any currently created CSV files ready for upload will need to be changed according to the new format.
Suggested implementation plan	Please contact your sales representative concerning any issues in regard to these changes.
Acknowledgement of PCN receipt	
If no feedback is received within two weeks after the issue date of this notification, Teltonika will presume that the fact of this change has been acknowledged and can implement the change as indicated above.	

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2020.09.03 Multiple changes

On September 10th, 2020 Teltonika's [Remote Management System \(RMS\)](#) will be updated with the following changes: additional supported IP and Ports for WebUI and CLI access functionality, additional monetization options, layout improvements, and streamlining.

Change description	
Change type	1. WebUI and CLI access functionality, additional IP and Ports. 2. RMS Proxy (access to HTTP(s) devices behind the router) will be moved to the RMS Connect section.
Detailed description	1. In order to continue using WebUI access and CLI access functionality the following IP address and ports must be made accessible for the router: IP: 18.192.27.240 Ports: 20022, 20080, 23389. If you are using a Private network, these must be whitelisted by the Internet Service Provider. This change comes in order to greatly enhance and speed up the functionality by utilizing reverse SSH tunneling. 2. RMS Proxy functionality becomes a part of the RMS Connect package, which allows RDP, VNC or SSH access to devices behind routers via RMS. It will be monetized based on traffic usage.
Change reasons	Major functionality and Utility improvement: RMS Connect, API.
Change implementation date	September 10, 2020
Change impact	
Risk assessment	1. WebUI and CLI access will not work unless the Internet Service Provider whitelists the following items. IP: 18.192.27.240 Ports: 20022, 20080, 23389 2. You or your customers will have to subscribe to RMS Connect functionality. Otherwise, HTTP(s) access to devices behind the router will not be accessible.
Suggested implementation plan	Please contact your sales representative regarding this issue, especially if you see potential obstacles regarding Whitelisting or a given timeframe.
Acknowledgement of PCN receipt	
If no feedback is received within two weeks after the issue date of this notification, Teltonika will presume that the fact of this change has been acknowledged and can implement the change as indicated above.	

To download the pdf version of this notification, [click here](#).

2020.06.19: Update on RMS DNS change

On July 01, 2020 Teltonika's [Remote Management System \(RMS\)](#) DNS address will change from rms.teltonika.lt to rms.teltonika-networks.com

Change description	
Change type	DNS change
Detailed description	RMS WEB service DNS address will be changed from rms.teltonika.lt to rms.teltonika-networks.com . The previous DNS address (rms.teltonika.lt) will permanently redirect to the new DNS address (rms.teltonika-networks.com). Additionally, the email address for RMS service will change from rms@teltonika.lt to rms@teltonika-networks.com .
Change reasons	To differentiate the Teltonika Networking IoT platform from Teltonika Vehicle Telematics solutions
Change implementation date	July 01, 2020
Change impact	
Risk assessment	No risk factors encountered with this change. We recommend to change any services using previous DNS address (rms.teltonika.lt) to the new DNS address (rms.teltonika-networks.com).
Acknowledgement of PCN receipt	
If no feedback is received within two weeks after the issue date of this notification, Teltonika will presume that the fact of this change has been acknowledged and can implement the change as indicated above.	

To download the pdf version of this notification, [click here](#).

2020.03.04: DNS change

2020-06-19 edit: this change did not take place. Section was edited and it's contents moved to PCN of 2020-06-19

2019.06.17: RMS licensing changes

On August 1, 2019 Teltonika's [Remote Management System \(RMS\)](#) license system will change. More details can be seen in the tables below.

Change description

Change type	RMS Licensing
Detailed description	Currently, all licenses expire on the 1st day of the month, meaning that the number of active license days depends on the day the license was activated. After the licensing logic changes, licenses will remain active for 30 days starting from the day of activation .
Change reasons	Before the change licenses added on days 1-15 were valid until the 1st day of the next month, meaning that active license time was less than one month. After this change active license days will not depend on license activation day.

Affected products information

All licenses will be activated for a 30 day period starting from August, 2019 with the exception of already active ones.

Change implementation date

August, 2019

Change impact

Risk assessment	Active licenses will not be expiring on the 1st day of each month. Therefore, public information regarding licensing might need revision.
Suggested implementation plan	Please consult your sales representative regarding this issue.

Acknowledgement of PCN receipt

If no feedback is received within two weeks after the issue date of this notification - Teltonika may accept that this change has been tacitly accepted and can implement the change as indicated above.

To download the pdf version of this notification, [click here](#).

2019.01.04: visual/structural UI changes

On January 4, 2019 Teltonika's [Remote Management System \(RMS\)](#) will undergo visual and structural user interface (UI) changes. Expected end of this implementation is January 8, 11 p.m.

Change description

Change type	Visual/structural UI changes
Detailed description	RMS WEB interface will receive a major upgrade
Change reasons	Improved ergonomics and user experience, back-end updates for future feature compatibility
Product release date	January 4 - January 8, 2019

Change impact

Risk assessment	Some functions might be reachable via a different path after menu structure changes. Short server downtime periods and service disruptions can be expected during RMS server update period (from January 4, 9 a.m. to January 8, 11 p.m.).
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Acknowledgement of PCN receipt

If no feedback is received within two weeks after the issue date of this notification, Teltonika will presume that the fact of this change has been acknowledged and can implement the change as indicated above

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