Global Caché Release Notes
iHelp Discovery Utility

Intro
Global Caché's iHelp Discovery Utility is used to identify, configure, and update Global Caché devices on the network. iHelp version, and firmware version numbers can be found on the About window of the iHelp application.

Release Date: May 30, 2024
Version: 5.5.6

- Fixed an issue detecting Global Connect modules that are out of date.

Previous Release Notes

Release Date: May 6, 2024
Version: 5.5.5

- Fixed an issue parsing the MAC address from the beacon of GC-100 units.
- iHelp will now return an "Invalid Unit" error when attempting to add a GC-100, iTach, or OEM branded unit to iHelp via the "Add device by IP Address" context menu. Discovery of GC-100 and iTach units via beacon discovery is unaffected.

Release Date: May 1, 2024
Version: 5.5.3

- Updated Flex firmware to version 26 and webpages to 16.2.
- Updated Global Connect firmware (all modules) to version 05.

Release Date: May 15, 2023
Version: 5.5.0

- Updated Flex firmware to version 25.
- OEM iHelp versions will now show unbranded units as well as OEM-branded units.
- iHelp will only update units where the model or make fields match iHelp's OEM branding. (Units that are otherwise branded, but are missing the brand value for the Line field are still updatable.)

Version: 5.4.3
- Updated Flex firmware to version 23.
- iHelp will now only display Global Caché branded units.
- Added firmware version information to About window.
- Updated project target framework.

Version: 5.4
- Updated Flex firmware to version 22
- Updated Flex webpages to version 16.1

Version: 5.3
- Updated Flex firmware to version 21

Version: 5.1, 5.2
- Updated firmware and webpages for Global Connect.
- Updated firmware for Flex.

- Force update added when updating a single unit (even if it appears to be up-to-date).
- Allowing for branded versions of Global Connect webpages.

Version: 5.0
- Features to support Global Connect units
- Feature to update multiple units at once added
- Flex update now uploads webpages before updating firmware
- Added refresh button to main window
- Dialogs no longer block access to the main window, and allow multiple operations to start at once.

Version: 4.93
- Updated Flex firmware to version 19 (webpage version stays at 15.2).

Version: 4.92
- Updated Flex firmware to version 18 (webpage version 15.2).

Version: 4.91
- Updated flex Ethernet firmware build to version 17 (WiFi firmware not changed).

Version: 4.9
- Updated firmware build to version 16 (webpage version 15.1).

Version: 4.8
- Version 15 (710-xxxx-15) of the Flex firmware included, and Version 15.1 or the webpages.
- Identifies when a beacon is detected, but appears to be unreachable (such as if it is on a different subnet).
- Will no longer attempt to update old Flex versions which cannot accept the latest firmware.
- PCB_PN is now displayed correctly in the "Details" view for older Flex firmware versions (<10).
- Fix to error handling when parsing fails upon receiving a beacon.

Version: 4.6
- iHelp now contains revision 14 iTach Flex firmware, and version 14.0 webpages (see Flex Firmware and webpages Release Notes for specific changes).
- Removed pop up dialogs and associated check box for prompting user to upgrade firmware or install webpages.
- Added icons to indicate status for each device in the list, as follows: (with hover-text providing additional information for each status)
    - - Green = OK, up-to-date
    - - Yellow = Warning, update recommended
    - - Red   = Error, update required
    - - Blue   = Unsupported build
- Added right-click option "Update Device" to manually update to the latest firmware and web-pages.
- Renamed option "Upgrade" to "Install Firmware," which allows manual installation of a provided firmware image.
- Added option "Export MAC Address File" to support updating multiple flex units with command line tools.
- .Net Framework version upgraded from 2.0 to 4.0.

Version: 4.4
- iHelp joins the network multicast group at address 239.255.250.250 on port 9131 in order to receive Global Caché unit discovery beacons.

Version: 4.2
- iHelp now contains the -09 iTach Flex firmware revision and updated webpages.
- iHelp now allows upgrades to be done through a text file as well as the firmware detection upgrade.
- Implemented a "Format Flex File System" right click option that allows users to format Flex unit file systems in the event the webpages become corrupted.
- Various minor interface fixes, including updating of webpage files.

Version: 4.0
- iHelp now contains the current firmware version for iTach Flex units and will notify users of out of date units, allowing for a quick and easy upgrade without need for a download.
- Various form factor fixes, including resizable list box columns

Version: 3.8
- iHelp now contains the current firmware version for all iTach units and will notify users of out of date units, allowing for a quick and easy upgrade without the need for a download.
- iHelp now contains a new right click function for wireless (WiFi) units, allowing their network setup to be configured directly from iHelp without the need for a browser.

Support and Documentation:

For assistance, contact our support team at support@globalcache.com or call us at +1 541-899-4800.
For detailed information, visit www.globalcache.com/docs.

Docs & Downloads