



## Updating Global Connect and Flex Firmware with iHelp

Please read this document before updating. It contains important instructions and tips that are recommended for a successful firmware update.

This document applies to updating the following products to the Flex version 26 and Global Connect version 05 using iHelp 5.5.6 or newer (see our [iHelp Update](#) page for a complete list of updated documents and downloads):

- Flex IP, Ethernet (Flex-IP)
- Flex IP w/ PoE, Ethernet with Power over Ethernet (Flex-IP-P)
- Flex WF, WiFi (Flex-WF)
- Global Connect IR module (GCIR3)
- Global Connect Serial module (GC232)
- Global Connect Relay module (GCRL3A)

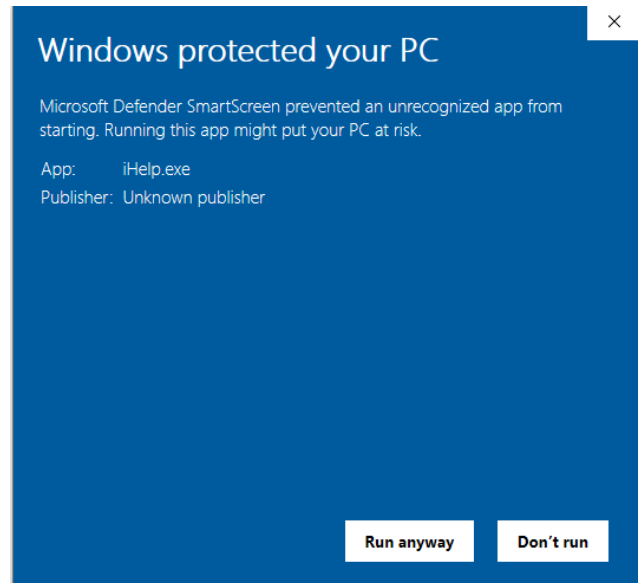
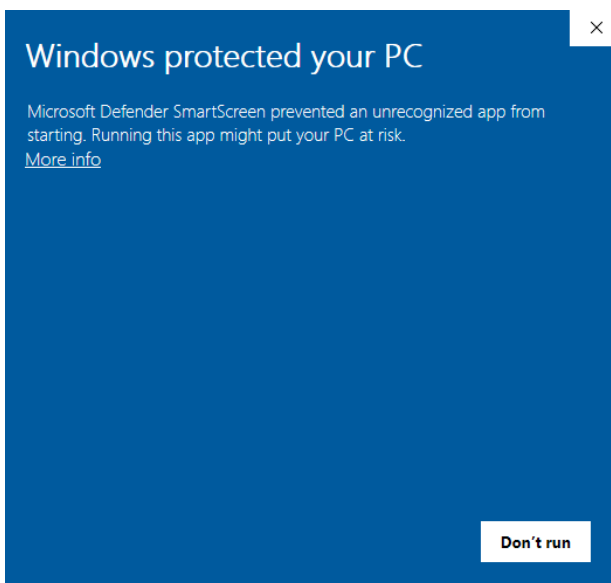
In the Flex units, due to a file system change, once the unit has been updated to -26, it cannot be reverted to a previous firmware revision.

For instructions on how to join the units to the network, please see the quick start guides available in shipping boxes or via download at <https://www.globalcache.com/downloads.html>.

The update process utilizes the Global Caché iHelp utility. The current iHelp version can be found on the Global Caché website at <https://www.globalcache.com/downloads.html>. It can be run on any Microsoft Windows PC.

Download iHelp and open it.

The first time iHelp is opened, you will likely need to allow it to run and click on the prompts that appear from Microsoft Defender Smartscreen. Click on **More info** then **Run anyway**.





# Updating Global Connect and Flex Firmware with iHelp

You may also see Windows Security Alert display window. Each Global Caché device uses a UDP multicast beacon for discovery and needs to communicate through the firewall. Check the boxes for **Private and Public networks** and **Allow Access**.

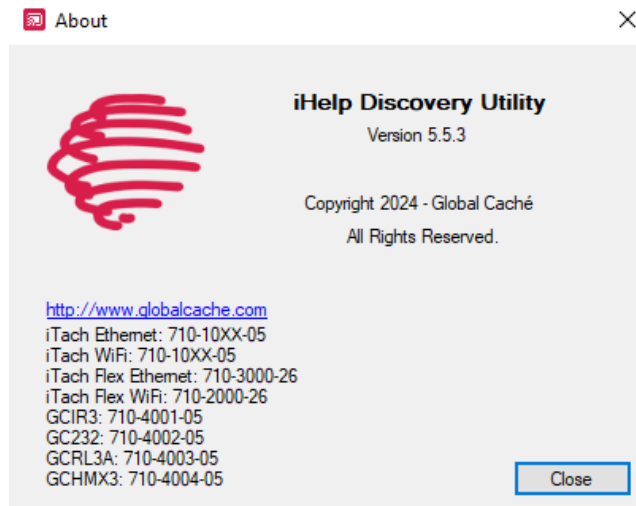


## Updating Flex-IP, Flex-IP-P, and Global Connect Modules:

iHelp will display available Global Caché devices within the local network environment.

Please note that because the devices send a UDP multicast beacon, the UDP packets do display units across multiple networks connected to the same router. However, the units that are being updated need to be on the same local network and within the same subnet. Verify that the PC that you are running iHelp on is on the same network. If you can access the web configuration page of the unit, then you are on the same local network.

Click on the **About** button on the bottom right of iHelp. The informational box will display the current iHelp version and each of the firmware file versions available for Global Caché products.



The firmware files are loaded into iHelp. An internet connection is not needed to update firmware files to the devices once iHelp has been downloaded. New iHelp versions are released when new firmware files are available.

**\*\*GC-100 units cannot be updated with iHelp and must be sent to the factory for firmware updates**

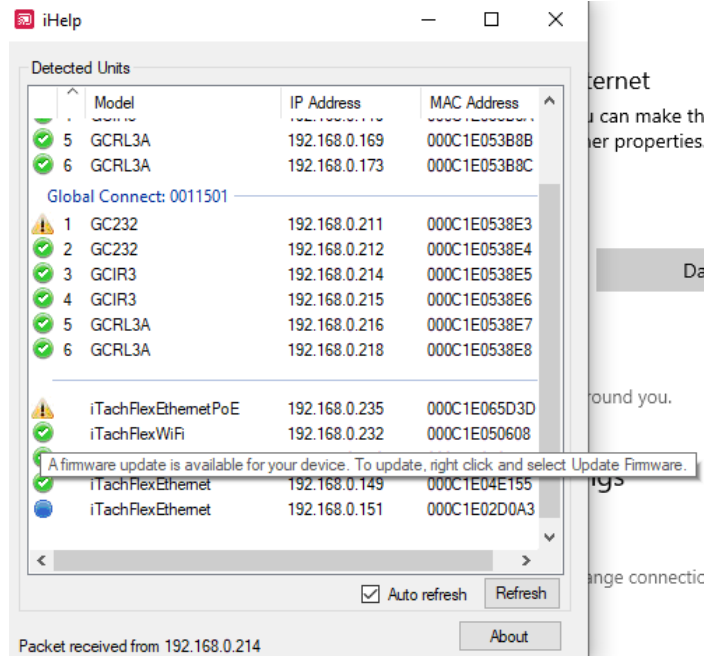


# Updating Global Connect and Flex Firmware with iHelp

To find units that require updating, check for the status icon on the left of the iHelp display next to the unit:

- A green checkmark indicates the unit has the currently loaded firmware available in that version of iHelp, and there are no file or web errors.
- A yellow triangle indicates there are errors on the unit, including an older firmware version than is available in that version of iHelp or a file or web page error.
- A blue dot indicates there is a non-production firmware version loaded, such as a beta version used for testing.

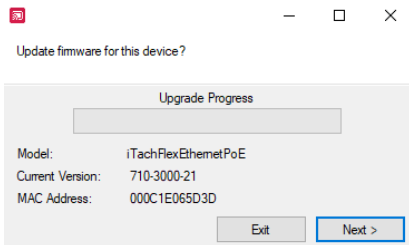
The yellow triangle likely indicates the device needs to be updated, either due to an error or the firmware is out of date.



Check the current firmware revision of the units can be checked by right-clicking on the unit in iHelp and selecting **Details**. The unit information will be displayed, including the IP address, MAC ID, version, and the status, including errors.

**Due to a change in the Flex file system structure, it will not be possible to revert back from version 26 after an update.**

Once you are ready to update, right click on the unit in iHelp and select **Update**.

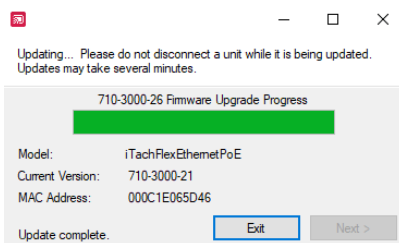


The Update display box will appear. Select **Next** to begin updating.

The Upgrade Progress bar will begin filling. It is not an accurate progress, but an indicator that the process is proceeding.

The status messages will flash at the bottom of the display.

Once you see **Update complete**, select the **Exit** button to close the Update window.



Please wait for up to 1 minute for the unit to reboot and connect back to the network.

**If connected via DHCP, the unit may acquire a new DHCP IP address during reboot. Check iHelp for the current IP address after a reboot.**



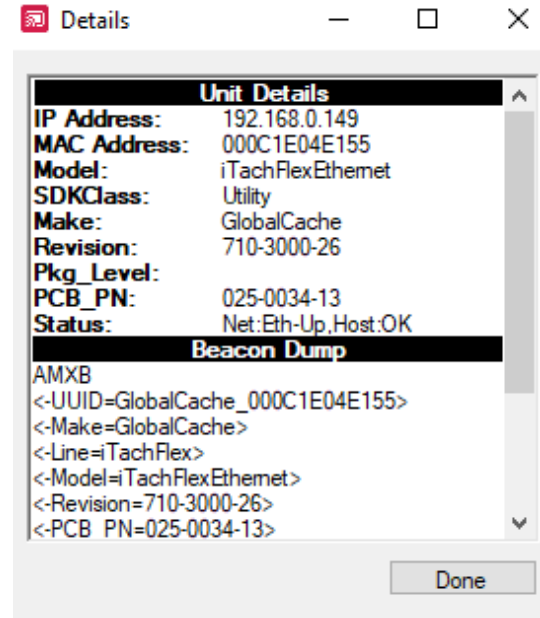
## Updating Global Connect and Flex Firmware with iHelp

All assigned network and cable settings will remain the same.

**Due to the removal of the serial cable autodetect feature in this update, if the Flex is connected to a serial RS232 (FLC-SL-232 or FLC-SL-MJ) or RS485 (FLC-SL-485) cable, you may need to go back into the settings and change the cable type and cable settings to match the connected cable.**

After the Flex or Global Connect reboots, iHelp should now display a green checkmark next to the updated unit. Right-clicking on the unit and selecting **Details** should now display the unit version number ending in -26 (Flex), or -05 (Global Connect).

If a yellow triangle displays, we recommend running the Update again. If there is a network interruption, the firmware and web pages may not load correctly the first time.



Repeat until the update is successful and the green checkmark is displayed.

If multiple update attempts are unsuccessful, screenshot the **Details** window, the iHelp page and **About** info, and send an email to [support@globalcache.com](mailto:support@globalcache.com) and troubleshooting that you already attempted.

### Updating the Flex WF units:

If the Flex WF units are already connected to the network and available in iHelp, follow the previous instructions above for updating a connected unit. If the unit is in factory default or not connected, see instructions below:

In the update to version 26, the initial WiFi connection method has been changed from Adhoc to **SoftAP**.

Adhoc mode had been deprecated under most systems, except for Apple products (MacOS/iOS). The version 26 firmware update changes the initial WiFi connection mode to SoftAP. This allows any OS system to connect to it in its factory default state, including Windows, MacOS, Linux, iOS (iPhone, iPad), and Android devices.

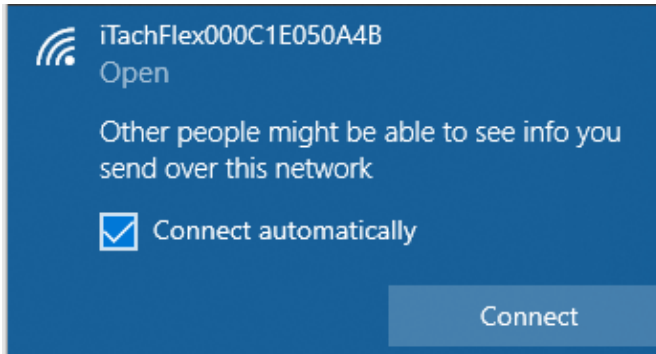
For Flex WF units, it may require multiple attempts to update due to IP resetting or brief disconnects.

If the unit updates the firmware files, but not the web pages, it should reconnect to the network, and you can attempt to update again.



## Updating Global Connect and Flex Firmware with iHelp

If the unit is not configured for the local network, and you need to update it while in SoftAP/Factory default mode, see the following procedure:

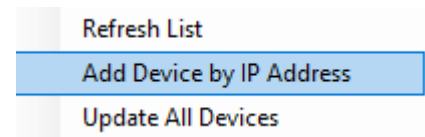


The Flex will be flashing an irregular pattern while in factory default/SoftAP. Connect to the unit by finding the device as an available WiFi network on your Windows PC. Select the checkbox **Connect automatically** and then **Connect**. You will now be connected directly to the SoftAP node of the unit with the default IP of 192.168.1.70.

Open iHelp, locate the unit at 192.169.1.70, right-click and select **Update**, and follow the process described earlier in this document.

Repeat the process if the update times out or does not complete.

If repeated attempts are unsuccessful or the device does not reappear in iHelp after an update attempt, right-click in the iHelp box and select **Add device by IP**, then input the default IP of 192.168.1.70. Retry update.



If this solution does not work or there are other questions, search our website for solutions: <https://www.globalcache.com>, or contact our support team at [support@globalcache.com](mailto:support@globalcache.com) to open a ticket.