Global Cache For Crestron Home

Revision: 2.0
Date: 26 October 2026

Supported Installation

This is a Crestron Home driver for Crestron Home processors.

Description

The driver creates one or two “virtual” serial ports that can be used to connect Crestron Home devices or serial modules (such as Ultamation’s Serial Wildcard) to the Global Caché physical serial ports for full bi-directional communication.

Each Global Caché device to be controlled will require a separate definition using the driver, but the same licence can be used for multiple devices on a single processor.

After adding the driver to the system, additional COM ports will become available in the general connections with Crestron Home – Note: Even if the Global Caché device provides a single Serial port, the driver will still display two ports – this is because port definitions are statically defined within Crestron Home.

The driver is located in an unusual position in the Crestron drivers tree – under AV Switchers. The reason for this is because extender ports can inly be defined on AV Switchers, so we create a “fake” AV Switcher in order to expose the remote serial ports.

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Installation

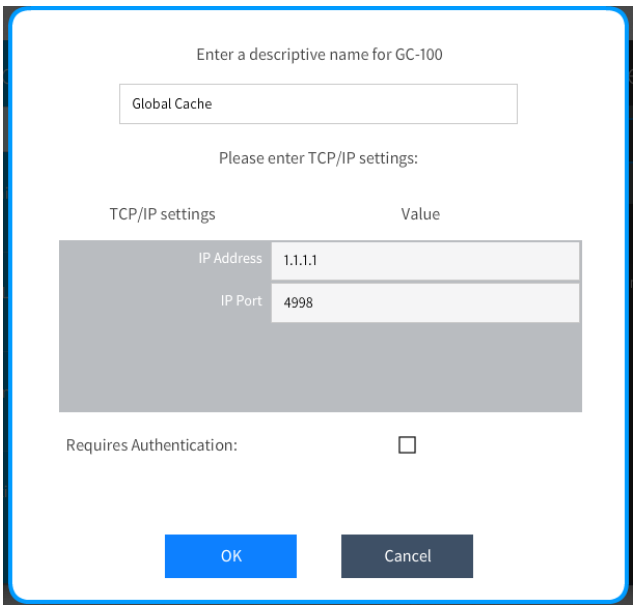
The driver can be found under:

Drivers > AV Switchers > Global Cache

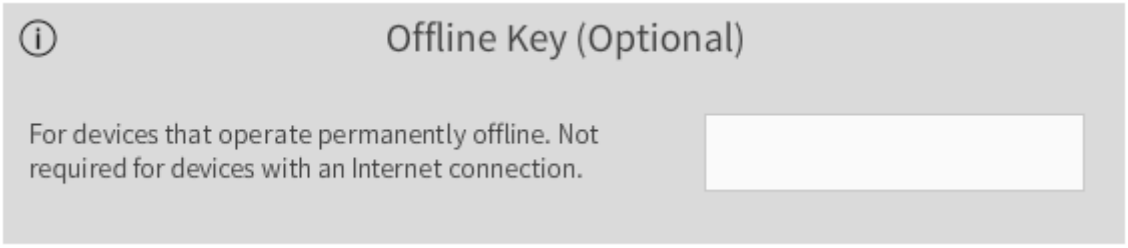
Adding the Driver

Ensure a room is selected, and then click on the '+' against the appropriate device.

You will be asked to provide a descriptive name – this can be anything you wish.



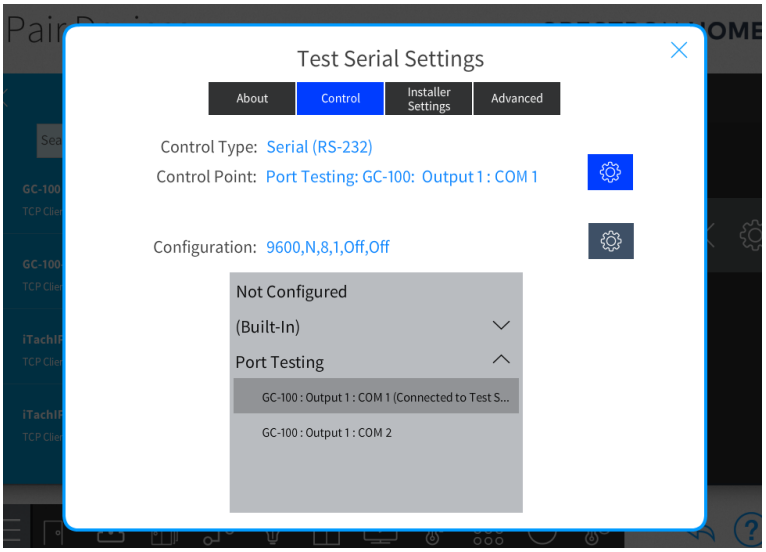
The driver is licensed via the cloud, but an optional "offline" key can be requested under special circumstances. Please FIRST refer to the "Licensing" section below and then contact support@ultamation.com if you REQUIRE offline activation. The same offline key can be used for multiple driver instances in the same system.



If you do not have a cloud licence and do not enter a valid offline licence key, the system will function for ONE hour and then control will be suspended. The offline licence key can be entered at any time after initial setup without having to reconfigure each tile.

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Once added, you will then be able to connect other Crestron Home serial drivers to the new port/ports.



The remote serial ports will appear in the room in which the driver was added, and then appear as the device name (Output 1, always) and COM 1 for single port devices, or COM 1/COM 2 for devices supporting 2 serial ports.

As mentioned above – COM 2 will ALWAYS appear, even if your device does not have a second port.

Notes about COMSPEC

The settings for the com port are **NOT** set in Crestron Home, and **MUST** be configured on the Global Cache device itself. For example if your serial device communicates at 19200, 8-N-1 this must be configured via the Global Cache web interface. The Crestron Home settings have no affect.

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Support

If you have any issues with an integration solution please let us know by contacting Ultamation support on support@ultamation.com and please include as much detail about your issue as possible, such as a recent processor error log.

Licence verification messages are posted to the error log, so please ensure you have checked this.

Licensing

This integration solution (including software, images and all other associated assets distributed as part of the purchased download package) is licensed on a PER PROCESSOR basis.

A purchase should not be completed without correct information as refunds cannot be issued for errors or changes made to details following purchase.

This is an electronic product and there is no physical delivery.

The integration solution is provided without any warranty with respect to the reliability of the controlled device or changes to device protocol. We will endeavour, through best efforts, to maintain the integration solution's functionality and any bug fixes will be provided free-of-charge. Additional functionality may be released as a variation of this integration solution and this will be a separate, purchasable, product.

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Cloud Licence

This integration solution contacts Ultamation's licensing server at startup. If the server finds a matching licence for the integration solution and processor then the integration solution will be licensed. Otherwise, the integration solution will check the offline licence key. If you purchase a licence **after** you have loaded the integration solution, please reboot the system to see changes take effect.

If you purchased a licence **before** it was migrated to the cloud service, i.e. you have a licence key already, you must enter this into the **Offline Key** user attribute. If you purchased the integration solution **after** it was migrated, and you don't have a licence key, no further action is required.

If no licence exists for the product/processor the integration solution will enter a short trial period (ONE HOUR) to allow for verification of correct control or evaluation.

To request an OFFLINE key, please contact support@ultamation.com with your order details and a brief explanation why you REQUIRE offline activation. Ultamation reserve the right to refuse offline activation.

NOTE: Once an offline key has been issued no further licence changes will be granted. Moving the integration solution to a new processor will require an additional licence purchase.

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