

Korg System Updater

SOFTWARE UPDATE UTILITY



KORG

Contents

Korg System Updater	3
About the Korg System Updater	3
What's installed on my computer, and why?	3
USB Network setting	3
Cautions.....	4
Operating requirements	4
Installation	5
macOS	5
Windows.....	5
Using the Korg System Updater	6
Updating with an internet-connected computer	6
Offline use: saving and installing update files	6
Confirming the update	7
Troubleshooting	8

Korg System Updater

About the Korg System Updater

The Korg System Updater installs software updates onto select Korg hardware instruments. Currently, this includes the wavestate, modwave, multi/poly, opsix instrument families, and Grandstage X. It automatically detects supported instruments, and connects to an internet server to find the latest available software versions for them, both upgrades and downgrades (where applicable). Software update files can also be saved for offline use.

What's installed on my computer, and why?

The Korg System Updater communicates with the wavestate via a USB network connection (as opposed to MIDI).

For macOS, no drivers are installed.

For Windows, the installer configures NCM networking using standard Windows drivers. Apple Inc.'s Bonjour is also installed, to automatically identify and connect with the wavestate over the network.

USB Network setting

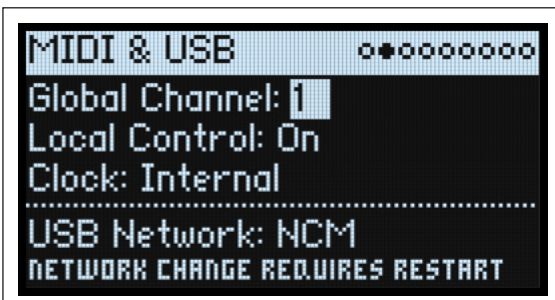
Some instruments include a USB Network parameter. This should be set to NCM (Network Control Model protocol) unless specifically noted otherwise.

wavestate, modwave, and multi/poly

For the wavestate, modwave, and multi/poly, the USB Network parameter is on the MIDI & USB page. To get there:

1. Press **UTILITY** twice, and then hold **SHIFT** and press **>** (PAGE +).
2. Make sure that **USB Network** is set to **NCM**.
3. If you had to change this from **RNDIS** to **NCM**, turn off and restart the instrument before proceeding.

⚠Important: The minimum supported software versions for the original wavestate are 1.0.6 (for use with macOS) and 2.0.1 (for use with Windows). To update wavestates running earlier software versions, use the Korg USB Boot Utility instead.



opsix

For the opsix, the USB Network parameter is in the SYS category on the GLOBAL page. To get there:

1. Holding the **SHIFT** button, press the **EFFECT/GLOBAL** button.
2. Turn the **DATA ENTRY A** knob to select the "SYS" category.
3. Turn the **DATA ENTRY B** knob to select the **USB Network** parameter.
4. Turn the **DATA ENTRY C** knob to set the **USB Network** parameter as appropriate:
 - 4a. For Windows:
 - If the opsix is running software earlier than version 3.0, select **RNDIS**.
 - If the opsix is running software version 3.0 or later, select **NCM**.
 - 4b. For macOS: select **NCM**.
5. If you had to change the **USB Network** setting, turn off and restart the instrument before proceeding.

Grandstage X

For the Grandstage X, the USB Network parameter is in the SYSTEM category on the SYSTEM page. To get there: The default setting is “NCM”. In most cases, this does not need to be changed.

1. Press the SYSTEM button.
 2. Press the function button corresponding to “SYSTEM” below the display.
 3. Use the ▼ buttons to select “USB Network”.
 4. Use the value dial or the +/- buttons to set the value.
 5. If you had to change the USB Network setting, turn off and restart the instrument before proceeding.
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Cautions

 **Important:** Do not disconnect your wavestate from USB, or turn its power off, while the updater is running.

Operating requirements

To use the Korg System Updater, you need an internet connection to download updates (offline operation is supported after the update has been downloaded), a USB cable, and a USB-capable macOS or Windows computer.

Compatible OS

See the Korg website: “OS Compatibility Charts” for details on compatibility with the latest operating systems.

<https://www.korg.com/support/os/>

Note: Full functionality is not necessarily guaranteed with all computers, even if they satisfy these system requirements.

Installation

macOS

To install the Korg System Updater on macOS:

1. **Open the “Korg System Updater Installer [version number].dmg” file in the Finder.**

The disk image will open.

2. **On the disk image, open the “Korg System Updater [version number] .pkg” file.**

The installer will start.

3. **Follow the on-screen instructions to complete the installation. Enter your administrator password when prompted.**

The installation will run, and the application will be installed in Applications/KORG/Korg System Updater.

Windows

To install the Korg System Updater on Windows:

1. **Double click “Korg System Updater [version number] Installer.exe” to start the installation process.**

The installer will start.

2. **Follow the on-screen instructions to complete the installation.**

The installation will run, including the Korg System Updater application, Apple Inc.’s Bonjour, and NCM networking support (using standard Windows drivers).

In some cases, the wavestates may not be immediately recognized after installation. If this occurs, simply restart your computer.

RNDIS configuration for opsix software prior to version 3.0

When used with Windows, opsix instruments running software earlier than version 3.0 require the use of RNDIS networking, instead of NCM. For this case only, configure RNDIS as described below.

1. **On the opsix, make sure that the USB Network parameter is set to RNDIS.**

For more information, see “USB Network setting” on page 3. If you change the setting, restart the opsix before proceeding.

2. **Plug in the USB cable from the opsix.**

3. **Open the Device Manager.**

There are various ways to do this, but the easiest is from the Power User Menu:

- 3a. **Press the WIN (Windows) key and the X key together.**

The Power User Menu appears.

- 3b. **Select Device Manager from the menu.**

The Device Manager appears.

4. **Confirm that “KORG opsix” is present under the “Other devices” heading.**

Note: if you have ever connected an opsix to the computer while “USB Network” was set to “NCM”, the Device Manager may still show “CDC NCM” even though the opsix is actually connected via RNDIS. In this case, please right-click “CDC NCM” and continue with the driver installation.

5. **Right click on the “KORG opsix” device and select “Update driver.”**

6. **Click “Browse my computer for drivers.”**

7. **Click “Let me pick from a list of available drivers on my computer.”**

8. **Turn off (un-check) “Show compatible hardware.”**

9. **Select “Microsoft” for the Manufacturer.**

10. **Select “USB RNDIS Adapter” for the Model and click “Next.”**

A warning may appear: “Installing this device is not recommended.” If so, press “Yes” to continue. Wait for the process to complete, and close the window when done.

Using the Korg System Updater

Updating with an internet-connected computer

Once the software is installed, you can use the Korg System Updater to update your wavestate. An internet connection is required.

1. On the wavestate, make sure that the USB Network parameter is set correctly.

In almost all cases, this should be set to NCM. For more information, see “USB Network setting” on page 3. If you change the setting, restart the wavestate before proceeding.

2. Connect your wavestate to the computer via USB.

3. Open the Korg System Updater application.

A list of all connected, compatible instruments will appear, titled “Select device to update.”

4. Click on the name of the instrument that you’d like to update, and then press Select.

The Korg System Updater will connect to the internet server and display a list of all available software versions for the selected instrument, titled “Select version to install.” The last option in the list is “Previously saved file;” for more information on this, see “Offline use: saving and installing update files,” below.

5. Click on the name of the software version that you’d like to install, and then press Select.

The Korg System Updater will download the selected software, and then show a window with the text “Press Start to begin install.” At the top of the window, you’ll see the selected instrument, the software version currently running on the instrument, and the version to be installed.

6. Press Start to begin the update, or Cancel to stop.

⚠ Important: Do not disconnect your wavestate from USB, or turn its power off, while the updater is running.

The wavestate will show a message on the display, indicating that the update is in progress. During the update, the wavestate will restart, and the screen will go blank for a few seconds. Once the wavestate has finished starting up, the update is complete.

7. Follow the instructions under “Confirming the update” on page 7.

Offline use: saving and installing update files

While an internet connection is required to download software updates, the Korg System Updater also supports offline installation of previously downloaded files. Some update files may be available for direct download; see the wavestate’s FAQ on support.korguser.net for details. You can also save update files from the Korg System Updater for later use. For example, you can archive updates, or download once and install on multiple instruments.

Saving an update file

To save an update file:

1. Follow steps 1-4 of “Updating with an internet-connected computer,” above.

⚠ Important: To save an update file with the Korg System Updater, an instrument compatible with the update must be connected via USB.

2. Under “Select version to install,” click on the name of the one that you’d like to save, and then press Save.

A standard file dialog will appear, with the prompt “Choose Folder To Save Image.”

3. Select a location on disk to save the update image, and press Open.

The Korg System Updater will download the selected software, and then show a confirmation message. The file will be named something like “wavestate_system_update_2_1_3.zip.”

⚠ Important: Do not un-zip the file.

Installing an update from a file

To install a saved update file:

1. Follow steps 1-4 of “Updating with an internet-connected computer,” above.

2. Under “Select version to install,” click “Previously saved file” and then press Select.

A standard file dialog will appear, with the prompt “Choose Previously Saved File.”

Using the Korg System Updater

3. Select the previously saved update image—for example, “wavestate_system_update_2_1_3.zip”—and press **Open**.

⚠ Important: Do not expand the .zip file before use. Only compressed .zip files can be used.

After validating the update image, Korg System Updater will show a window with the text “Press Start to begin install.” At the top of the window, you’ll see the selected instrument, the software version currently running on the instrument, and the version to be installed.

4. Press **Start** to begin the update, or **Cancel** to stop.

⚠ Important: Do not disconnect your wavestate from USB, or turn its power off, while the updater is running.

The wavestate will show a message on the display, indicating that the update is in progress. During the update, the wavestate will restart, and the screen will go blank for a few seconds. Once the wavestate has finished starting up, the update is complete.

5. Follow the instructions under “Confirming the update,” below.

Confirming the update

wavestate, modwave, and multi/poly

For the wavestate, modwave, and multi/poly, the software version is shown on the About page. To get there:

1. Press **UTILITY** twice, and then hold **SHIFT** and press **< (PAGE -)**.

This will take you to the About page. The version number is shown at the top of the screen.

opsix

For the opsix, the software version is shown at startup. To see this information:

1. Restart the opsix

The software version will appear in the upper right hand corner of the screen.

Grandstage X

For the Grandstage X, the software version is shown at startup. To see this information:

1. Restart the Grandstage X.

The software version will appear in the lower right hand corner of the screen.

Troubleshooting

Software won't start up

Make sure that your computer meets the operating requirements

See “Operating requirements” on page 4.

Check whether other applications might be running

If other applications are running, it is possible that they might somehow interfere. As a troubleshooting step, quit the other applications.

Can't connect to the wavestate

Make sure that the wavestate is connected via USB

The Updater requires USB, and cannot communicate with the wavestate over 5-pin DIN MIDI.

Try connecting the wavestate directly to your computer, without a USB hub

Faulty hubs may interfere with the connection. Hubs must support USB 2.0 or better.

Try a different USB cable

A faulty cable may interfere with the connection.

On the instrument, make sure that the USB Network parameter is set correctly

See “USB Network setting” on page 3. If you change the setting, restart the instrument before proceeding.

Make sure that the required network ports are not blocked by a software firewall

When communicating with the wavestate over USB, the Updater uses TCP ports 50000 and 50001, and Bonjour uses UDP port 5353. These won't be affected by an external firewall in a separate server or router, but can be blocked by a software firewall running on the same computer.

Disable VPN software

Some users have reported that VPN software may interfere with communication to the wavestate.

Windows: confirm that Bonjour is running

Open Services. You can find this by entering “Services” in the task bar's search box. Alternatively, use the Power User Menu:

Press the WIN (Windows) key and the X key together. Click “Computer Management.” Double click “Services and Applications” to open the tree. Finally, click “Services.”

Once Services is open, find Bonjour Service in the list, and confirm that its Status is Running and Startup Type is set to Automatic. If there is a problem, try re-installing the Korg System Updater, which installs Bonjour.

Windows: check Device Manager

Open Device Manager, and find the wavestate. If it is not shown under Other devices or Network adapters, check under Universal Serial Bus controllers. If there is a new device named “USB Composite Device,” marked by the “warning” icon (an exclamation point in a yellow triangle), double-click on that entry to bring up the Properties dialog. If the General tab shows the device status as “unable to start” with a code of -10, this may be the problem. To resolve this, right-click on the USB Composite Device entry to bring up a contextual menu, and select the Uninstall Device option. Press the Uninstall button on the dialog which appears. After this, disconnect the USB cable from the wavestate, wait briefly, and then connect it again. A new CDC NCM (or RNDIS) device should appear, again with a warning icon; this indicates that the wavestate has been detected properly. Finally, re-install the Korg System Updater.

macOS: make sure that the wavestate has been detected by the connected computer

Open the System Preferences application, in the Applications folder. Go to the Network panel, and check the list of networks and network devices on the left of the window.

Try using the Korg USB Boot Utility

If you have tried all of the above steps without success, you may try using the separate Korg USB Boot Utility instead. Note that the USB Boot Utility requires a less convenient process, and must be used carefully to avoid making the instrument inoperable.

Troubleshooting



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