



ARCHIVE

Wednesday, 26 March 2008

Windows Driver Problem Solved

Club member John Schofield, who runs a music shop in Costa Rica and owns the only Wersi organ in that country, recently had a problem when he activated the OAA. Here is his account of how the problem was resolved.

When we recently activated the Open Art Arranger on our Verona, we discovered to our surprise that the lower keyboard and the bass pedals had no sounds and that the automatic accompaniment was frozen, but the rest of the organ still performed normally. We contacted Wersi in Germany by Email and explained the problem to them. They replied with various suggestions that we should try in order to correct it. This took a considerable exchange of correspondence, since we are located some five thousand miles from the factory. Finally Torsten Reichold suggested that the problem was definitely a Windows driver problem which required that we uninstall the existing driver, clean the registry in the Windows section of the instrument and then reinstall the correct driver. (Apparently we had the wrong driver due to an error when we updated the instrument from the old OAS 6.0 software to the OAS 7.0 software.)

The midi devices had to be set to 4 and the OAS software reinstalled with the upgrade. The OAS 6.0 software used two SG10 soundboards whereas the 7.0 requires a single SG12 board. This did the trick and the organ immediately operated correctly. Interestingly enough the Verona operated OK with the OAS and the wrong driver, but the OAA definitely needed the correct driver. If anybody is interested in further details, we will be happy to answer any questions. Please Email us at "johnas2@racsa.co.cr".

John Schofield

This is a good example of a very satisfactory outcome to a request to Wersi for assistance, even from the other side of the Atlantic Ocean. Thank you for the information, John.

Colin