ANT-37100 recovery by firmware re-install

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The ANT-37100's firmware s now fixed an no further changes will be made.

If your ANT-37100 is "stuck" and unable to boot there are 2 options to recovery the ANT-37100 decoder.

Option 1:
Re-install the firmware from a USB memory stick. This method somethings works.

Option 2:
Re-write the install D card with firmware. This option recovers the ANT-37100 for the majority of situations. However, this does require that the ANT-37100 is partial disassembled to get the SD card from within the decoder.

For further help and advice please contact Antrica on:
Email: support@antrica.com
Phone: +44 1628 626098, during UK office hours, and ask for technical support

Document info

Version	date	author	Comments
0.1	3-Jan-24	David M	Initial draft – and links have been confirmed

1. USB re-install

This option may work.

1. Copy the file the "spotbox-full_release_2.0.5.swu" on to a USB memory stick. This MUST be formatted as FAT32. The file is located https://downloads.antrica.com/Decoders/ANT-37100/Firmware/Current%20Firmware/2.0.5_firmwareFiles/
2. Power off ANT-37100
3. Plug in USB memory stick
4. Press and hold "APP SWITCH"
5. Power on
6. wait 10 seconds
7. Stop pressing "APP SWITCH"
8. You will see a screen with options, use the UP and DOWN arrow keys on the remote to select "RESET"
9. Press OK on the remote
10. follow the on-screen display for directions for resetting.
11. The ANT-37100 will reset BUT the IP setting will be DHCP. If left long enough it will self assign itself an IP address.
12. Use the on-screen info to get the new IP address.
13. Access webpage and reset form web page
14. Install the 2.0.5 via the webpage - SYSTEM tab

NOTES:

A. For USB FAT32 See "section 1" in the guide https://downloads.antrica.com/Decoders/ANT-37000A/Firmware/USB_RecoveryTo1.1.0/ANT-37000A_USBfirmwareReinstall.pdf - Additional note, there should be only 1 partition on the USB device.

B. Also see https://downloads.antrica.com/Low-Latency/ANT-7000/Firmware/FAT32_MBR_requried_readme.txt as an alternative method of ensuring only 1 FAT32 partition is on the USB memory device.

C. The HDMI must be connected to a monitor, and the Ethernet must be connected to a suitable Network switch.

2. SD card re-write

This will work but requires some disassembly of the ANT-37100

1. Power off ANT-37100
2. Remove front of case (front is the side with LEDs and NOT the Ethernet connector side) and remove Micro SD card – see image for location of Micro SD card https://www.dropbox.com/s/2o6phohu1bjmt0l/Board_FromFront_SDcard.jpg?dl=0
3. Install Balena Etcher on a PC – a copy of the installer for the tool is located https://www.dropbox.com/s/84gslkq36k9colr/balenaEtcher-Setup-1.5.115.exe?dl=0
4. Use the file https://www.dropbox.com/s/cv9hyxlp5y0j8px/spotbox-ant10740.img?dl=0 as the source file.
5. See the video on how to use Balena Etcher and spotbox-ant10740.img to create a new firmware image on the Micro SD card https://www.youtube.com/watch?v=ijFocUagknI
6. Replace Micro SD card back into ANT-37100.
7. Replace cover
8. Power on ANT-37100
9. The ANT-37100 should reset and be at 2.0.2
10. Install the 2.0.5 (spotbox-full_release_2.0.5.swu) via the webpage - SYSTEM tab – option 1 step 1 for file location

There is an addendum to option 2 in step 5; if you follow the video and at 5 min 15 sec, uncheck the "perform a quick format". This will then allow the format option to remove ALL data from the micro-SD card. This option will take some 10 to 15 minutes.

When using Windows, and using "quick format", Windows will only removes / edits the tables and partition information and does NOT delete the data. When the Balena Etcher creates the file system is uses the same partition information and the existing data on the SD card is then in the in "correct place" and so the exiting config is then used when the SD card is inserted.