| TITLE | How-To Recover Amiko Spark Boxes after faliure to start because of the Weather Forecast Issue |
| MODEL(S) | Amiko SHD-8900 Alien / Alien 2 / Alien 2+ |

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How To Recover Amiko Spark Boxes After Faliure to Start Because of the Weather Forecast Issue

As of 21. May 2013, the Data Source (Yahoo! Weather) for the Amiko Alien / Alien 2 Weather Forecaster service has started sending corrupted data to the Amiko Alien models. This data is automatically stored inside the Set-Top Boxes' memory, and is loaded during startup, causing certain receivers to fail to start or fail to respond to Remote Control commands. If your Spark receiver is still functioning correctly, You just need to upgrade your receiver to the latest Spark version (**1.2.65** or higher) to avoid the issue, If your Set-Top Box has been affected by this issue and therefor can not start up, please follow this guide to recover the Set-Top Box to resolve the problem.

Please follow any of the following methods:

Method 1: Through Telnet or SSH

Please note that this method is only recommended for advanced users. If you are not sure about the bellow steps, please consider using a different method, or contact your local dealer for further help.

- Power On the receiver, with network connected to the Ethernet port
- When the receiver has stuck on the boot screen, or you see the OSD, but it doesn't respond, open your Telnet or SSH client on your PC, and connect to the receiver using it's IP address
- When prompted for Login name, please enter **root**, and press **ENTER** on your keyboard
- After this, you should be prompted to enter the password. Please enter **root** and press **ENTER** on your keyboard (depending on the Telnet / SSH client You are using, you might not be able to see the password while entering, this however does not mean that the password is not being sent through the command line interface)
- You should get the following prompt: **[root@stlinux]#**
- Enter the following command into the prompt: **rm /root/spark/AppUserDb/weather.xml** and press **ENTER** on your keyboard
- You should get the **[root@stlinux]#** prompt again
- Enter the following command into the prompt: **reboot** and press **ENTER** on your keyboard
- Your Set-Top Box will reboot
- Upgrade your Set-Top Box to the newest Spark version (**1.2.65** or higher)

Method 2: Through FTP

Please note that this method is only recommended for advanced users. If you are not sure about the bellow steps, please consider using a different method, or contact your local dealer for further help.

- Power On the receiver, with network connected to the Ethernet port
- When the receiver has stuck on the boot screen, or you see the OSD, but it doesn't respond, open your FTP client on your PC, and connect to the receiver using it's IP address, with the following username: **root**
- When prompted for password, enter **root**
- Navigate to the following folder inside your Set-Top Box: **/root/spark/AppUserDb/**
- Delete the file called **weather.xml**
- Disconnect from the Set-Top Box
- Power the Set-Top Box **OFF & ON** using the rear **Main Power Switch**
- Your Set-Top Box will reboot
- Upgrade your Set-Top Box to the newest Spark version (**1.2.65** or higher)

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Method 3: Spark Rescue Image

Please note, that using this method will result the loss of stored Channels, Settings, etc...

- Download the corresponding file for your model:
  Amiko SHD-8900 Alien:
  http://service.amikostb.com/spark_rescue_image_Amiko_SHD-8900_Alien.rar
  Amiko Alien2 Twin, Alien2 Triple, Alien2+ Triple:
  http://service.amikostb.com/spark_rescue_image_Amiko_Alien2.rar
- After downloading the Spark Rescue Image from the internet, extract the downloaded *.RAR or *.ZIP file (this should result two files ("userfsub.img" & "mImage") inside a folder called **spark**
- Format a USB stick (with preferably a capacity of max. 4Gb) to **FAT32** file system
- Copy the folder called "**spark**" to the USB stick (the folder name is case sensitive!)
- Disconnect the USB stick from your PC using the "Remove USB device safely" option
- Power OFF your Set-Top Box using the Main Power Switch at the rear panel
- Press and hold the **OK** button on the front panel, and power on the receiver with the Main Power Switch
- When `FORC` / `FoYc` appears on the VFD/LED display, release the **OK** button
- Press and release the **CH+ (UP)** button - `SPAR` / `SPAY` should appear on the VFD/LED display
- Press and release the **OK** button on the front panel - The Set-Top Box now switches to Spark mode, starts loading and then stops (`SUCC` / `SUCC` ➔ `BOOT` / `boot`)
- Power OFF the Set-Top Box again with the Main Power Switch, and connect the USB stick to the **rear USB connector**
- Press and hold the **OK** button on the front panel, and power on the receiver with the Main Power Switch
- When `FORC` / `FoYc` appears on the VFD/LED display, release the **OK** button
- Press and release the **VOL+ (RIGHT)** button on the front panel - The Set-Top Box should start the upgrade of the Spark Rescue Image from the USB Stick
- After the Set-Top Box finishes upgrading the Spark Rescue Image, it is going to automatically reboot, and start Spark

Issues while loading the Spark Rescue image

The Set-Top Box might display a `T TO` / `7 7O` error message on the VFD/LED display. This means the Spark Rescue image files can not be read from the USB stick. In this case, please check if the file names are exactly same as described above (**the file & folder names are CASE SENSITIVE!**), try re-formatting the USB stick to FAT32 file system, or try upgrading your Set-Top Box with a different USB Stick.

Method 4: Contact your local Dealer or Authorized Service

If you haven't been able to recover your Set-Top Box using the above three methods, or just not sure about the steps described in this How-To guide, please feel free to contact your local Dealer or Authorized service, or the Amiko Set-Top Box R&D team through our website.