Rebuilding a Streamer from an Image

If your Ovation Music Streamer seems completely hosed, here's something you can do that is non-destructive to see if you can recover things.

Step 1) Download

Download the image for your machine. These aren't public, but contact Alexa through Discord for a private link to the appropriate image.

Step 2) Extract

Images are compressed to save space. Extract the image to it's full size. You should end up with a file with the extension ".img"

Step 3) Burn

Get a blank 64 GM microSD card and write the image to the card. You can use a any tool to do this. One of them is here: https://www.alexpage.de/usb-image-tool/

Step 4) Record Information

Open the Config Utility and select "View License…" from the Utilities menu.
Copy down the Hardware and Software serial numbers and take a screen shot too, just for posterity.
If you can't even get to this, don't worry… we'll figure that out later.

Step 5) Swap Chips

Shut down the Ovation with the original SD card in it.
Disconnect the machine from power.
Open the chassis (if necessary) and remove the original microSD card.
Label this original card and store it in a safe place, it's still the fallback!
Insert the new card you just burned the image on to.

Step 6) Power On

Power on the Ovation and see if you can connect to the machine using the Config Utility.
If prompted for serial numbers, specify them as appropriate.
If you do NOT have one or both of the serial numbers, enter 0 for any you do not know.

Step 7) Update

Put the Config Utility in "Expert Mode" (go to File → About and toggle the switch at the bottom left)

Click "Install Components…" from the Action menu.
Do NOT "include unreleased" components.
Update any components that have a newer version. Save the Core for last as that WILL require a reboot.
If nothing needs to be updated, reboot the machine (Action → Reboot…)