



Facilis Technology, Inc. Technical Note

TN-016

Instructions for disabling the SuperMicro Health Assistant

Issues have been experienced in the field where the TerraBlock Server (8XS, 12D, 24D) running for longer than 3 months will stop running and a reboot is necessary. The SuperMicro Assistant Service needs to be disabled to solve this issue. Below are instructions for disabling the service.

1. From the desktop of the TerraBlock Server, right click on My Computer and choose "Manage" to enter Computer Management.
2. In Computer Management, double click Services and Applications.
3. Double click Services.
4. Scroll through the Services and find the SuperMicro Health Assistant service.
5. Highlight the SuperMicro Health Assistant service and stop it by either clicking the stop icon (square) at the top of Computer Management window, or right click the highlighted service and choosing stop.
6. Next, double click the SuperMicro Health Assistant or right click the service and choose Properties.
7. In the Properties window change the Startup Type to "Disabled".
8. Click "Apply" then "OK".
9. Close the Computer Management window and return to the Desktop.
10. Remove the SuperMicro Supero Doctor shortcut from the desktop by dragging to the trash. Empty the trash.

Note: The SuperMicro Supero Doctor software does not need to be removed from the TerraBlock server. Removing it would require a reboot. Disabling the service is all that is necessary and a reboot is not required.