



Facilis Technology, Inc. Technical Note

TN-019

Manual Start mode for the SMDrive (TerraBlock) Service.

Since the release of certain drive types in some TerraBlock models, a missing drive on initial boot or after restart of the TerraBlock server has been reported. This may cause problems if the service is set to start automatically on boot (default). This technical note describes the steps to manually start the server service and how to change the service to run manually.

Changing the service to start manually

1. Right click on My Computer and select Manage.
2. In Computer Management in the lower left pane select Services and Applications. Double click Services
3. Scroll down the services list until the SMDrive service is found. Select the service. Right click and select properties or double click.
4. In the center of the Properties window change the Startup Type from Automatic to Manual.
5. Click apply and close the window.
6. Refer to the initial section of this Technical Note for initial startup and restarting of the server.

Manual start procedure for the TerraBlock Service

1. The service will need to be started by a user from the server upon installation and initial boot. Any subsequent shutdown and/or restart of the server will require the following steps.
2. Power on the server.
3. From the server's desktop, right click on My Computer and select Manage.
4. In Computer Management, click on Disk Management in the left pane.
5. Verify that all 24 Disks are seen by the Windows operating system. You should see the internal HD (Disk 0) and 24 Unallocated drives. *Note: Leave the Unallocated drives as unallocated – do not format!*. In the case where all 24 drives are present, skip to step 10.
6. If there is a missing drive (i.e. only 23 are shown) return to the server's desktop and run the SataDriveChecker Utility (see Technical Note TN-017) found on the Facilis installation CD under Utilities. It can also be found at the Facilis FTP site. See the Release Notes for FTP site and login instructions.
7. After the SataDriveChecker Utility is launched, drive activity lights should be active and "blinking". The missing drive or drives will have no activity.
8. When the inactive drive(s) is found, carefully remove the drive by unlatching the carrier handle and place it back into its slot in the server. Do not reboot the server, do this while the server is running.
9. The drive(s) will become active and will now be seen in Disk Management. Verify that this is the case, that 24 disks are present.
10. With all 24 disks present, in Computer Management (right click My Computer, select Manage) from the bottom left pane click on Services and Applications. Double click Services.

11. Scroll down the services list until the SMDrive service is found. Select the service and start it by right clicking and selecting start or by hitting the "play" button atop the Computer Management window.
12. Close all windows. The server is ready for use.

Note: In cases where the server needs to be restarted, a shutdown and power on of the server is preferred. Missing disks are more likely to occur after a restart rather than a cold boot.