

SQL Error Code 10 - Service not Running

Last Modified on 03/10/2026 8:56 am PDT

Summary

This document shows you how to resolve a SQL 10 error due to the SQL Server Service not Running.

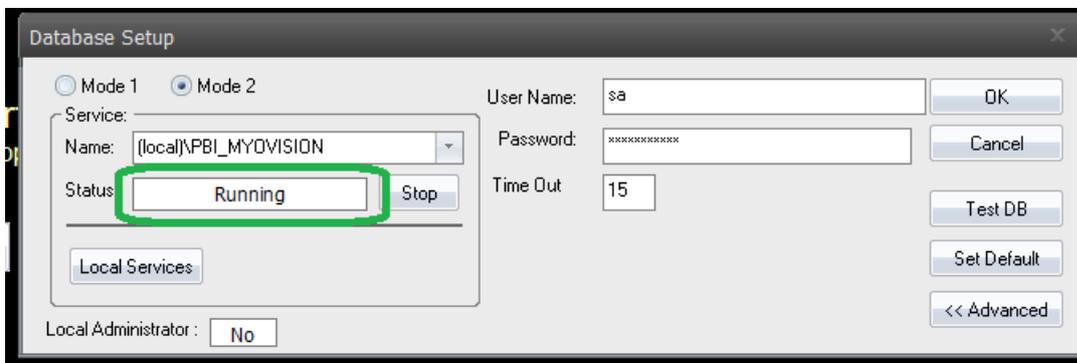
Before you Begin

1. Make sure the Windows account you are logged into has Administrator privileges or you have the Administrator login information.
 - Check [Administrator Privileges](#) if you are unsure.
2. **IMPORTANT:** Make sure Windows is fully updated before continuing.
 - To check if you are fully updated, go to the Microsoft support article here:
<https://support.microsoft.com/en-us/windows/install-windows-updates-3c5ae7fc-9fb6-9af1-1984-b5e0412c556a>

How to resolve an SQL 10 Error due to Service not Running

1. Confirm the Database Service Status

- If you have a network database see our article [Resolving SQL Errors On a Network Database](#)
- Go to **Setup > System > Database** and check the **Status** section circled below

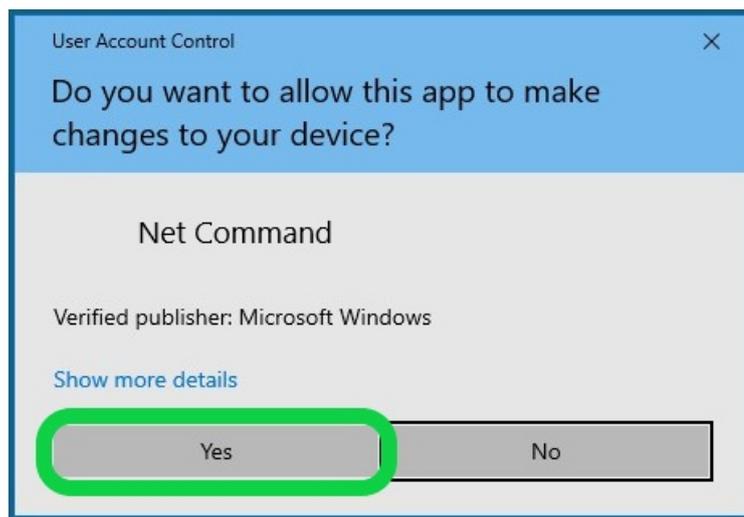


- If the status shows;
 - **"Not Installed"**,
 - Most likely, SQL was not installed at the same time as MyoVision. **Make sure to update Windows** and follow the instructions in the [Installing SQL](#) support article.
 - If a database was previously on the computer (able to perform and review exams), see step 2.
 - **"Stopped"**,
 - If the MyoVision software is newly installed and has had no exams performed yet, see our support article [SQL Error code 10 - Service not running on New MyoVision software installation](#)
 - If the MyoVision software worked previously and had patient exams performed, move to Step 2. Start the SQL Server Service below
 - the software is configured for a network database, which means the database is on a different computer.

- See our article [Resolving SQL Errors On a Network Database](#)
- Not sure if you have a network database? Contact our technical support at 1-800-969-6961, option 2 (8:30am - 4:00pm Pacific Time, Monday - Friday) (+1 206-448-3464 International)

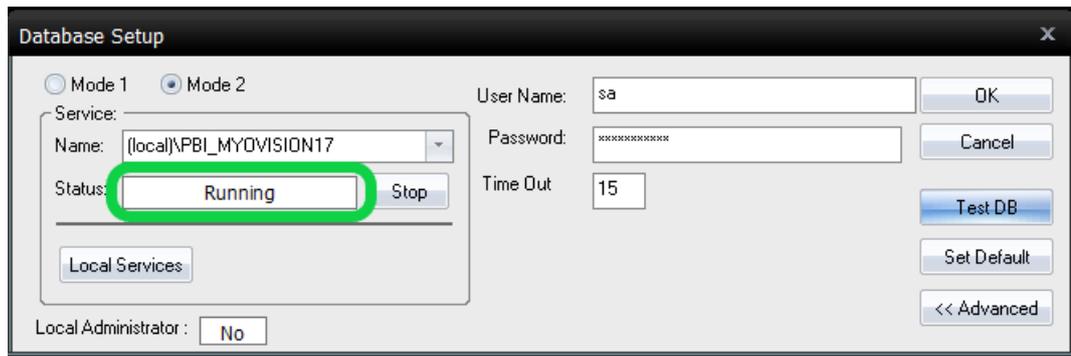
2. Start the SQL Server Service

- Click "Start"
- A pop-up will appear for "Do you want to allow this app to make changes to your device?" Click "Yes"
 - If not logged into an Administrator account, enter the login information for the Administrator account for the computer if prompted.

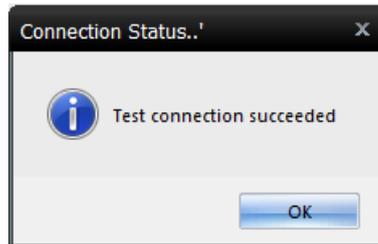


3. Confirm SQL Service started successfully

- Process may take several moments and the software may become unresponsive during this time. Wait until the software is responsive.
- Status field should now say "Running"
 - This means the SQL Server Service is functioning and the database should function



- To double-check the database works, click the "Test DB" button
 - If the database is working a "Test connection succeeded" message will appear



- If the database is not working, an SQL error will appear. See the links below for help with the SQL Error
 - [SQL Error 10](#)
 - [SQL Error 20](#)
 - [SQL Error timeout](#)
 - [SQL Error 'sa' login failed](#)

Note: If you are still having trouble getting your MyoVision database to work properly, please feel free to contact our technical support at 1-800-969-6961, option 2 (8:30am - 4:00pm Pacific Time, Monday - Friday) (+1 206-448-3464 International)
