SQL Error Code 10 - Software Pointing at Wrong Instance

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Summary

This document shows you how to troubleshoot and resolve a SQL 10 error due to MyoVision software pointing at the wrong SQL Server instance.

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 10 is fully updated before continuing.
 - To check if you are up to date, view the Microsoft support article:
 - Windows 10
 - Windows 11

How to resolve an SQL 10 Error due to an wrong Instance Name

1. Determine what SQL Server Instances are installed

Note: This step needs to be performed on the computer that contains the database. Generally it is the same computer that the exams are performed on, but it can be a different computer or server.

• Open the MyoVision software, **Setup > System > Database**, click on **Local Services**



- In the Services window, scroll down to SQL Server (xxxxx) services
 - Take note of the name in the parentheses "()" if;
 - PBI_MYOVISION This is the correct instance name to use in the MyoVision software for SQL Server 2014 and 2017
 - SQLEXPRESS This may be the correct instance name if the MyoVision software uses SQL Server 2008. If no other instance names exist then this is likely the correct instance name to use in the MyoVision software.
 - Note: This Instance Name is also used by ChiroTouch and other programs.

ile Action View	Help					
Services (Local)	Services (Local)					
	SQL Server (PBI_MYOVISION)	Name	Description	Status	Startup Type	Log On As
	Start the service	🔍 Secondary Logon	Enables star		Manual	Local Syste
		Secure Socket Tunneling Protocol	Provides su		Manual	Local Service
		Security Accounts Manager	The startup	Started	Automatic	Local Syste
	Description:	Security Center	The WSCSV	Started	Automatic (D	Local Service
	Provides storage, processing and	🔍 Server	Supports fil	Started	Automatic	Local Syste
	controlled access of data, and rapid transaction processing.	Shell Hardware Detection	Provides no	Started	Automatic	Local Syste
		🔍 Smart Card	Manages ac		Manual	Local Service
		🔅 Smart Card Removal P	Allows the s		Manual	Local Syste
		SNMP Trap	Receives tra		Manual	Local Service
		Software Protection	Enables the		Automatic (D	Network S
	1	SPP Notification Service	Provides So		Manual	Local Service
		SQL Server (PBI_MYOVISION)	Provides sto		Automatic	NT Service
		SQL Server (SQLEXPRESS)	Provides sto	Started	Automatic	Network S
		🔍 SQL Server Agent (PBI_MYOVISION)	Executes jo		Disabled	Network S
		SQL Server Agent (SQLEXPRESS)	Executes jo		Disabled	Network S
		SQL Server Browser	Provides SQ	Started	Automatic	Local Service
		🔍 SQL Server VSS Writer	Provides th	Started	Automatic	Local Syste
		🔍 SSDP Discovery	Discovers n	Started	Manual	Local Service
		Storage Service	Enforces gr		Manual	Local Syste
		🔍 Superfetch	Maintains a	Started	Automatic	Local Syste
		🌼 System Event Notification Service	Monitors sy	Started	Automatic	Local Syste
		🖑 T. L. L. POL				

2. Check Database Name in MyoVision

• Open the MyoVision software, Setup > System > Database

For Local Database:

- In the Name field, verify that the Service Name after the backslash "\" is the same as the Instance Name determined in step 1
 - If MyoVision was installed using the default settings, the name will be one of the following;
 - (local)\PBI_MYOVISION
 - (local)\SQLEXPRESS
- If the name does not match, highlight the name in the Service Name box and type in the correct name.
- Keep " (local)\" in front of the instance name

Database Setup			x
O Mode 1 💿 Mode 2	User Name:	sa	ОК
Name: (loca vPBI_MYOVISION	Password:	******	Cancel
Status: Running Stop	Time Out	15	Test DB
Local Services			Set Default
Local Administrator : No	ļ		<< Advanced

For Network Database:

- In the Name field;
 - Verify that the **Service Name** after the backslash "\" is the same as the **Instance Name** determined in step 1
 - If MyoVision was installed using the default settings, the name will be one of the following;
 - PBI_MYOVISION
 - or
 - SQLEXPRESS

- Verify that the **Computer Name** before the backslash "\" is the name or IP address of the computer the database is located on.
 - For more information about pointing a computer to the Network Database server, see "Configure "client" computer" step in the Network Database Setup support article

Database Setup			х
Mode 1 Mode 2 -Service: Name: (local)\PBI_MYDVISION	User Name: Password:	Sa xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx	OK Cancel
Status: Running Stop Local Services Local Administrator : No	Time Out	15	Test DB Set Default << Advanced

3. Verify

• Click **Test DB** to check if you have successfully connected to your database. If successful you will get **Test connection succeeded**.



- 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)