Issue

myDAQ board is being recognized by the computer (Device Manager) but is not being recognized by NI ELVIS utilities. Or you receive a “MAX database is not running” error.

Cause

NI services have stopped or have been disabled, or the computer has not been restarted since installation.

Resolution

The following services need to be set to Automatic and started: NI Authentication Service, NI Configuration Manager, NI Device Loader. Restart the computer.
Procedure

1. Open Administrative Services
2. Located NI Authentication Service.
3. Right-click NI Authentication Service and select Properties.
4. Set Startup type to: Automatic. Then select Start.
5. Repeat step 4 for NI Configuration Manager and NI Device Loader. Computer may need to be restarted for changes to take effect.