



NI Update Service Help

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NI Update Service checks for and electronically delivers software updates for your NI software and drivers.

For more information about this help file, refer to the following topics:

[Using Help](#)

[Important Information](#)

[Technical Support and Professional Services](#)

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Using NI Update Service

NI Update Service helps you keep your National Instruments software and drivers up to date. You can check this page to determine the last time NI Update Service checked for updates and the most recent time updates were installed.

Setting NI Update Service Preferences

Before using NI Update Service, you should set the [NI Update Service preferences](#).

Checking for Updates

Once you have set NI Update Service preferences, click [Check for Updates](#) to check for updates to your NI software.

Selecting Updates to Install

When the update service completes successfully, you can [select the updates](#) you want to download and install.

No Updates Available

Not all NI software supports NI Update Service. Refer to [No Updates Available](#) topic to find out how to determine whether your software is supported and how to download software not supported by NI Update Service.

Common Error Messages

If you receive an error message, refer to the [Common Error Messages](#) topic to learn more about what it means.

Privacy Policy

National Instruments does not use personal information when looking for updates to your software. Refer to [Software Licensing Information Privacy](#) for more information.

Setting NI Update Service Preferences

You can set preferences such as whether to allow NI Update Service to check for updates automatically and whether to enable all users to use the service.

To access the NI Update Service Preferences, click the **Set Preferences** button on the dialog box that appears when you launch NI Update Service. You can also access these preferences by clicking **Preferences** at the top of the dialog box.

Setting User Preferences

Complete the following steps to allow NI Update Service to check for updates automatically:



Note: **User Preferences** affect the settings of the logged-in user only.

1. Click the **User Preferences** tab.
2. Check **Enable Periodic Checking** to enable checking for updates. NI Update Service will not download or install updates without your permission.
3. Select a day and time to check for updates. NI Update Service checks for updates within an hour of the time you select.
4. Select the kinds of updates you want NI Update Service to alert you about. You can select to check for all updates or critical updates only. Critical updates include updates that resolve critical issues such as computational errors, math errors, or problems that could result in inaccurate data. For more information about the types of updates supported by NI Update Service, refer to [Selecting Updates to Install](#).
5. Click **OK** to save the settings and exit the dialog box.

Setting System Preferences

Complete the following steps to select system-wide settings.



Note: System Preferences affect the settings of the all users on the system.

1. Click the **System Preferences** tab.
2. Click **Enable Update Service for All Users** to allow NI Update Service to update NI products for all users of this computer. Otherwise, NI Update Service allows all users of this computer to check for updates, but not to install them.
3. Click **Enable Update Caching** to allow NI Update Service to store the downloaded updates on the local computer. Caching updates allow users with installation privileges to modify the installation without having to download the update again. Caching also allows users to include the update in installers built with LabVIEW, LabWindows/CVI, or TestStand. NI recommends enabling update caching.

Disabling NI Update Service

Complete the following steps to disable NI Update Service on your computer:

1. Click the **System Preferences** tab.
2. Clear the **Enable Update Service for All Users** checkbox to disable NI Update Service from checking for and installing updated NI products for all users of this computer.



Note: Even when this setting is enabled, network administrators can turn off the ability to check for and install updates. For more information, visit ni.com/info and enter the Info Code DisableUpdates.

Checking for Updates

NI Update Service collects non-personal system information required to identify and evaluate updates. NI Update Service sends the information to ni.com to check for updates.

Once NI Update Service finishes evaluating the results, a [list of updates](#) appears if updates are available.



Note: For more information on how National Instruments uses the information collected for this service, refer to [Software Licensing Information Privacy](#)

Selecting Updates to Install

NI Update Service displays updates available for any [NI Update Service-supported software](#) you have installed on your system.

Update Categories

The updates are arranged in four categories, as follows:

- **Critical Updates** include updates that resolve critical issues such as crashes, computational errors, math errors, or problems that could result in inaccurate data.
- **Critical Updates-Service Required** include updates that resolve critical issues such as computational errors, math errors, or problems that could result in inaccurate data. These updates require a software service plan before they can be installed.
- **Noncritical Updates** include NI-recommended updates that enhance the current functionality of a program, including periodic minor releases.
- **Noncritical Updates-Service Required** include NI-recommended updates that enhance the current functionality of a program, including periodic minor releases. You must purchase a software service plan before you can install them.

Obtaining More Information About an Update

Complete the following steps to obtain more information about an update:

1. Click the plus sign (+) next to each update to expand the description.
2. Click **More information about this update** to open the product's ni.com download and update page to obtain more detailed information about this update as well as any supporting documents such as a readme file.

Installing Updates

Complete the following steps to download and install available updates:

1. Select the updates you want to install.
2. Click **Install**. NI Update Service then downloads and installs the selected updates. NI Update Service displays a page with progress bars and informs you of the updates being downloaded and installed.

Exporting a List of Updates

Click **Export Update List** to export a list of updates to a text file or a Portable Document Format (PDF) file. This feature may be useful if your NI software is licensed through NI Volume License Manager (NI VLM) or if you do not have administrator privileges on the computer. You can check for updates, save the list, and forward it to your NI VLM administrator or network administrator along with your request to have a specific update installed.



Note: Click **Cancel** at any time to exit NI Update Service without downloading or installing any updates.

No Updates Available

This dialog box appears if NI Update Service cannot find updates to any installed NI software supported by this service. Currently, only NI Circuit Design Suite, which includes NI Multisim, NI Ultiboard, and NI Multisim MCU Module, supports NI Update Service.

To locate and download updates to NI software not supported by NI Update Service, refer to the NI [Drivers and Updates](#) Web page.

Common Error Messages

Refer to the following list for more information about common error messages you might receive when using NI Update Service:

Message	Definition
Download interrupted	Your Internet connection may have been interrupted. NI Update Service was unable to recover from the interruption. Click Finish to exit NI Update Service and check your Internet connection. Relaunch NI Update Service to try again.
Unable to check for updates	An error has occurred checking ni.com for updates. Your Internet connection may have been interrupted. Click Finish to exit NI Update Service and check your Internet connection. Relaunch NI Update Service to try again. If this error continues, contact National Instruments support .
Unable to download updates	An error has occurred downloading updates from ni.com. NI Update Service may not be able to locate the update, the update file may be corrupt, or your Internet connection may have been interrupted. Click Finish to exit NI Update Service and check your Internet connection. Relaunch NI Update Service to try again. If this error continues, contact National Instruments support .
Unable to install updates	An error has occurred installing updates. If this error continues, contact National Instruments support .
Application Error	An error has occurred and NI Update Service must exit. Reboot your computer, start NI Update Service (Start»All Programs»National Instruments»NI Update Service), and check for updates. If this error continues, contact National Instruments support .

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Using Help

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Conventions

This help file uses the following formatting and typographical conventions:

- < > Angle brackets that contain numbers separated by an ellipsis represent a range of values associated with a bit or signal name—for example, AO <0..3>.
- [] Square brackets enclose optional items—for example, [response].
- » The » symbol leads you through nested menu items and dialog box options to a final action. The sequence **File»Page Setup»Options** directs you to pull down the **File** menu, select the **Page Setup** item, and select **Options** from the last dialog box.
- The • symbol indicates that the following text applies only to a specific product, a specific operating system, or a specific software version.
-  This icon denotes a tip, which alerts you to advisory information.
-  This icon denotes a note, which alerts you to important information.
-  This icon denotes a caution, which advises you of precautions to take to avoid injury, data loss, or a system crash.
- bold** Bold text denotes items that you must select or click in the software, such as menu items and dialog box options. Bold text also denotes parameter names.
- dark red** Text in this color denotes a caution.
- green Underlined text in this color denotes a link to a help topic, help file, or Web address.
- italic* Italic text denotes variables, emphasis, cross-references, or an introduction to a key concept. Italic text also denotes text that is a placeholder for a word or value that you must supply.

monospace Text in this font denotes text or characters that you should enter from the keyboard, sections of code, programming examples, and syntax examples. This font is also used for the proper names of disk drives, paths, directories, programs, subprograms, subroutines, device names, functions, operations, variables, filenames, and extensions.

monospace
bold Bold text in this font denotes the messages and responses that the computer automatically prints to the screen. This font also emphasizes lines of code that are different from the other examples.

monospace
italic Italic text in this font denotes text that is a placeholder for a word or value that you must supply.

Navigating Help (Windows Only)

To navigate this help file, use the **Contents**, **Index**, and **Search** tabs to the left of this window or use the following toolbar buttons located above the tabs:

- **Hide**—Hides the navigation pane from view.
- **Locate**—Locates the currently displayed topic in the **Contents** tab, allowing you to view related topics.
- **Back**—Displays the previously viewed topic.
- **Forward**—Displays the topic you viewed before clicking the **Back** button.
- **Options**—Displays a list of commands and viewing options for the help file.

Searching Help (Windows Only)

Use the **Search** tab to the left of this window to locate content in this help file. If you want to search for words in a certain order, such as "related documentation," add quotation marks around the search words as shown in the example. Searching for terms on the **Search** tab allows you to quickly locate specific information and information in topics that are not included on the **Contents** tab.

Wildcards

You also can search using asterisk (*) or question mark (?) wildcards. Use the asterisk wildcard to return topics that contain a certain string. For example, a search for "prog*" lists topics that contain the words "program," "programmatically," "progress," and so on.

Use the question mark wildcard as a substitute for a single character in a search term. For example, "?ext" lists topics that contain the words "next," "text," and so on.



Note Wildcard searching will not work on Simplified Chinese, Traditional Chinese, Japanese, and Korean systems.

Nested Expressions

Use nested expressions to combine searches to further refine a search. You can use Boolean expressions and wildcards in a nested expression. For example, "example AND (program OR VI)" lists topics that contain "example program" or "example VI." You cannot nest expressions more than five levels.

Boolean Expressions

Click the  button to add Boolean expressions to a search. The following Boolean operators are available:

- **AND** (default)—Returns topics that contain both search terms. You do not need to specify this operator unless you are using nested expressions.
- **OR**—Returns topics that contain either the first or second term.
- **NOT**—Returns topics that contain the first term without the second term.
- **NEAR**—Returns topics that contain both terms within eight words of each other.

Search Options

Use the following checkboxes on the **Search** tab to customize a search:

- **Search previous results**—Narrows the results from a search that returned too many topics. You must remove the checkmark from this checkbox to search all topics.
- **Match similar words**—Broadens a search to return topics that contain words similar to the search terms. For example, a search for "program" lists topics that include the words "programs," "programming," and so on.
- **Search titles only**—Searches only in the titles of topics.

Printing Help File Topics (Windows Only)

Complete the following steps to print an entire book from the **Contents** tab:

1. Right-click the book.
2. Select **Print** from the shortcut menu to display the **Print Topics** dialog box.
3. Select the **Print the selected heading and all subtopics** option.
 **Note** Select **Print the selected topic** if you want to print the single topic you have selected in the **Contents** tab.
4. Click the **OK** button.

Printing PDF Documents

This help file may contain links to PDF documents. To print PDF documents, click the print button located on the Adobe Acrobat Viewer toolbar.

Technical Support and Professional Services

Visit the following sections of the award-winning National Instruments Web site at ni.com for technical support and professional services:

- **Support**—Technical support resources at ni.com/support include the following:
 - **Self-Help Resources**—For answers and solutions, visit ni.com/support for software drivers and updates, a searchable [KnowledgeBase](#), [product manuals](#), step-by-step troubleshooting wizards, thousands of example programs, tutorials, application notes, instrument drivers, and so on. Registered users also receive access to the [NI Discussion Forums](#) at ni.com/forums. NI Applications Engineers make sure every question submitted online receives an answer.
 - **Standard Service Program Membership**—This program entitles members to direct access to NI Applications Engineers via phone and email for one-to-one technical support, as well as exclusive access to on demand training modules via the [Services Resource Center](#). NI offers complementary membership for a full year after purchase, after which you may renew to continue your benefits.

For information about other [technical support options](#) in your area, visit ni.com/services or [contact](#) your local office at ni.com/contact.
- **Training and Certification**—Visit ni.com/training for self-paced training, eLearning virtual classrooms, interactive CDs, and Certification program information. You also can register for instructor-led, hands-on courses at locations around the world.
- **System Integration**—If you have time constraints, limited in-house technical resources, or other project challenges, National Instruments Alliance Partner members can help. To learn more, call your local NI office or visit ni.com/alliance.

If you searched ni.com and could not find the answers you need, contact your [local office](#) or NI corporate headquarters. You also can visit the [Worldwide Offices](#) section of ni.com/niglobal to access the branch office

Web sites, which provide up-to-date contact information, support phone numbers, email addresses, and current events.

Branch Offices

Office	Telephone Number
Australia	1800 300 800
Austria	43 662 457990-0
Belgium	32 (0) 2 757 0020
Brazil	55 11 3262 3599
Canada	800 433 3488
China	86 21 5050 9800
Czech Republic	420 224 235 774
Denmark	45 45 76 26 00
Finland	358 (0) 9 725 72511
France	33 (0) 1 57 66 24 24
Germany	49 89 7413130
India	91 80 41190000
Israel	972 0 3 6393737
Italy	39 02 41309277
Japan	0120-527196 / 81 3 5472 2970
Korea	82 02 3451 3400
Lebanon	961 (0) 1 33 28 28
Malaysia	1800 887710
Mexico	01 800 010 0793
Netherlands	31 (0) 348 433 466
New Zealand	0800 553 322
Norway	47 (0) 66 90 76 60
Poland	48 22 3390150
Portugal	351 210 311 210
Russia	7 495 783 6851
Singapore	1800 226 5886
Slovenia	386 3 425 42 00

South Africa	27 0 11 805 8197
Spain	34 91 640 0085
Sweden	46 (0) 8 587 895 00
Switzerland	41 56 2005151
Taiwan	886 02 2377 2222
Thailand	662 278 6777
Turkey	90 212 279 3031
United Kingdom	44 (0) 1635 523545
United States (Corporate)	512 683 0100