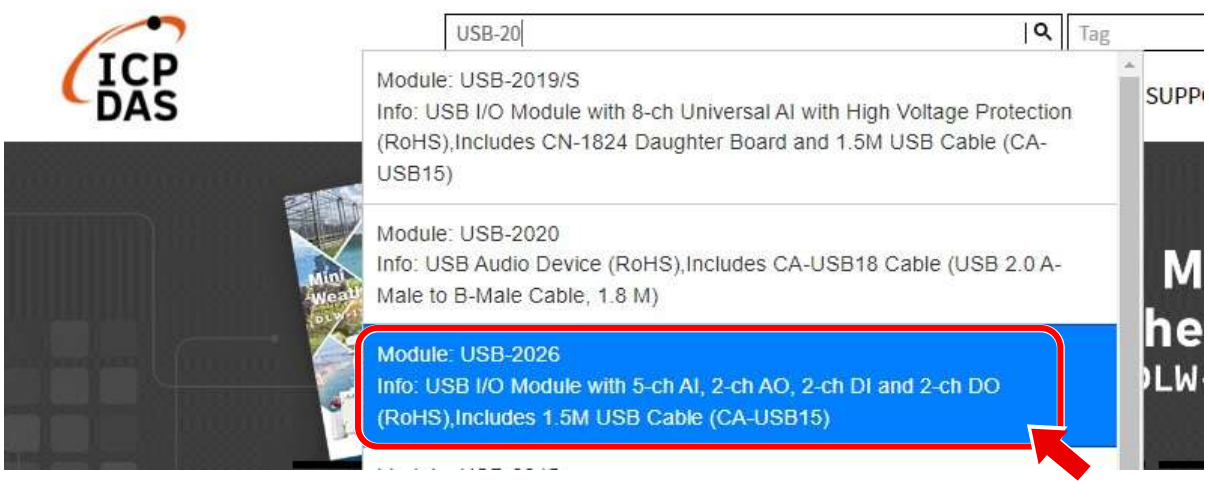
Classification	☑ USB-2000 I/O Module				
Author	Sunny Chiu	**Date**	2023-05-15	**NO.**	FAQ001

Q: How to solve an error when running USB-2000 LabVIEW demo?

When you run a LabVIEW demo to access the USB-2000 I/O module, errors may occur due to improper software or hardware configuration. Here we will introduce some of the most common error messages and how to resolve them.

Where to download LabVIEW demo for USB-2000 I/O module?

1. Go to ICP DAS website, enter part of model name in the search box and click the model name.



2. Click the Download Center icon on the product page



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3. A 32-bit DLL cannot be called from 64-bit LabVIEW, or vice versa. Therefore, you need to download "**For Windows x64 USB I/O Utility and Demo**" if your LabVIEW is 64-bit. For the same reason, download the item "**For Windows x86 USB I/O Utility and Demo**" if you are using LabVIEW 32-bit. Which version of demo to download is concerned with the version (32-bit or 64-bit) of LabVIEW, regardless of 32-bit or 64-bit Windows.



Demo Sample

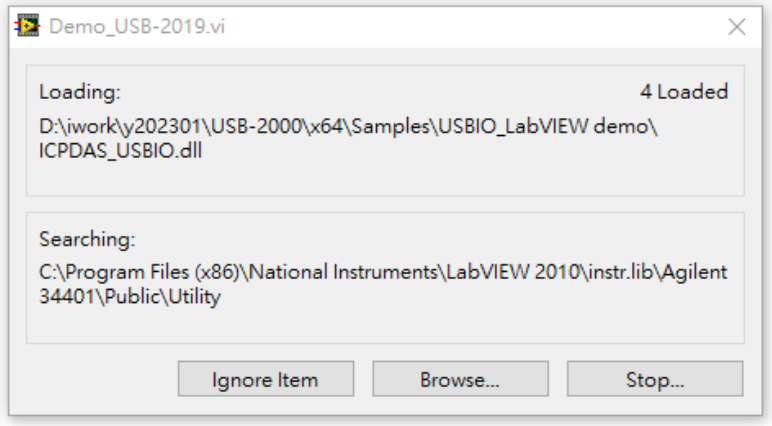
	FILE NAME	DESCRIPTION	MODEL	LAST UPDATE
	For Windows x64 USB I/O Utility and Demo	USB I/O Utility and VC, DotNet (C#) and LabVIEW demo for Windows x64 platform	USB-2026	2023-01-16
	For Linux USB I/O demo	USB I/O demo for Linux	USB-2026	2022-08-16
	For Windows x86 USB I/O Utility and Demo	USB I/O Utility and VC6, VB6, Delphi, BCB, DotNet (C#) and LabVIEW demo for Winodws x86 platform	USB-2026	2022-05-30

Extract the downloaded archive, the LabVIEW demo is located in the directory \Samples\USBIO_LabVIEW demo\ by default. Before running a LabVIEW demo, launch "USB IO Utility_xnn.exe" in USB_IO_Utility_xnn folder to configure your USB-2000 I/O module.

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Where to find dll files?

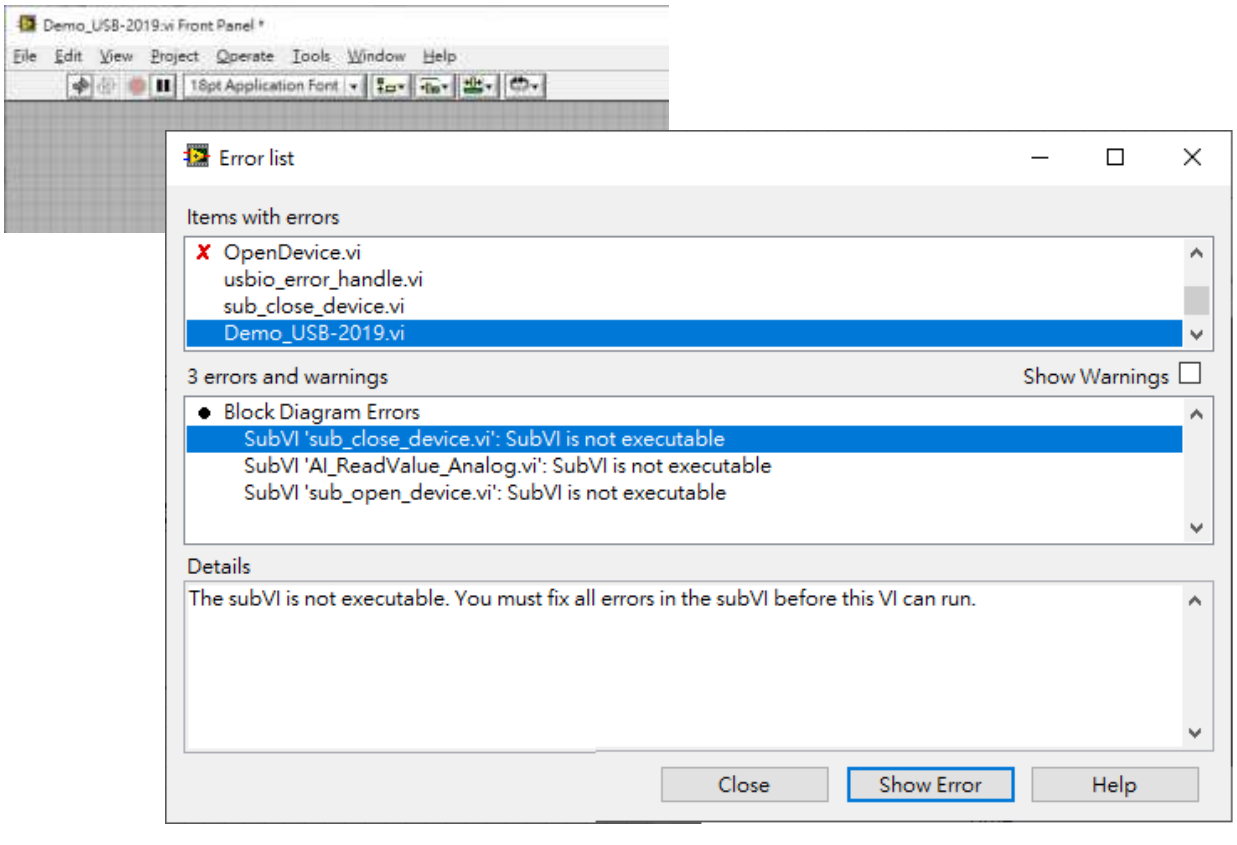


The dll files (ICPDAS_USBIO.dll and USBDEV_LIB.dll) are put in the "**\Dlls\VC_DLL_xnn**" folder. Copy the two files to the USBIO_LabVIEW demo folder and then open a LabVIEW demo, the searching dialog box will not appear again.

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Error message: All subvis are not executable



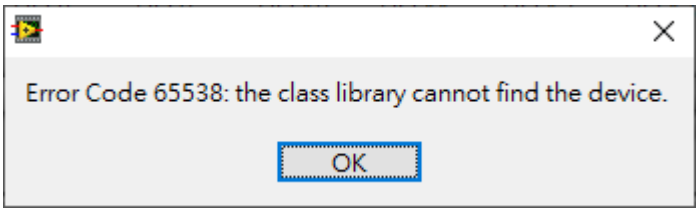
This may be caused by calling a 32-bit dll from 64-bit LabVIEW, or vice versa. Please check the version of dll and LabVIEW. If the top level folder name of unzip files is x86, the dll files are for LabVIEW 32-bit, while the dll files within the folder named x64 are for LabVIEW 64-bit.

If the 32-bit/64-bit version of dll files is different from LabVIEW, download the correct version and run the demo again.

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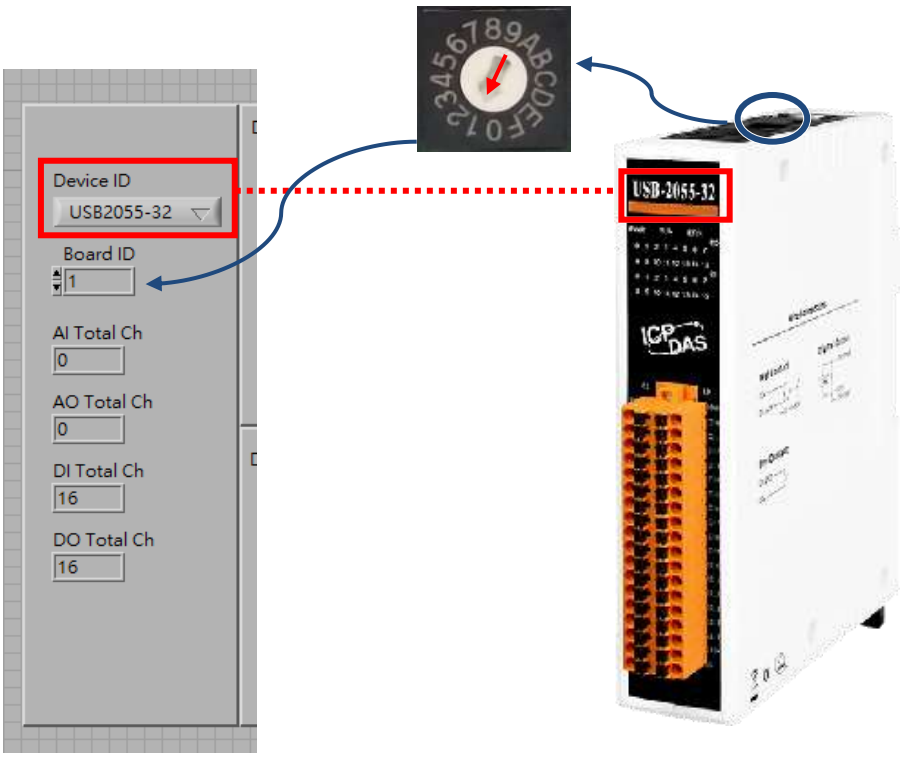
Error message: Error Code 65538: the class library cannot find the device



The error may be caused by using incorrect model name or Board ID. Please check the following items:

A. The model name in Device ID is the same as your USB-2000 module. If not, exit the current vi and then open the correct demo.

B. The number for Board ID is the same as the value (position) of the rotary switch on the USB-2000 module. If not, set the number for Board ID as the value of the rotary switch and then run demo.



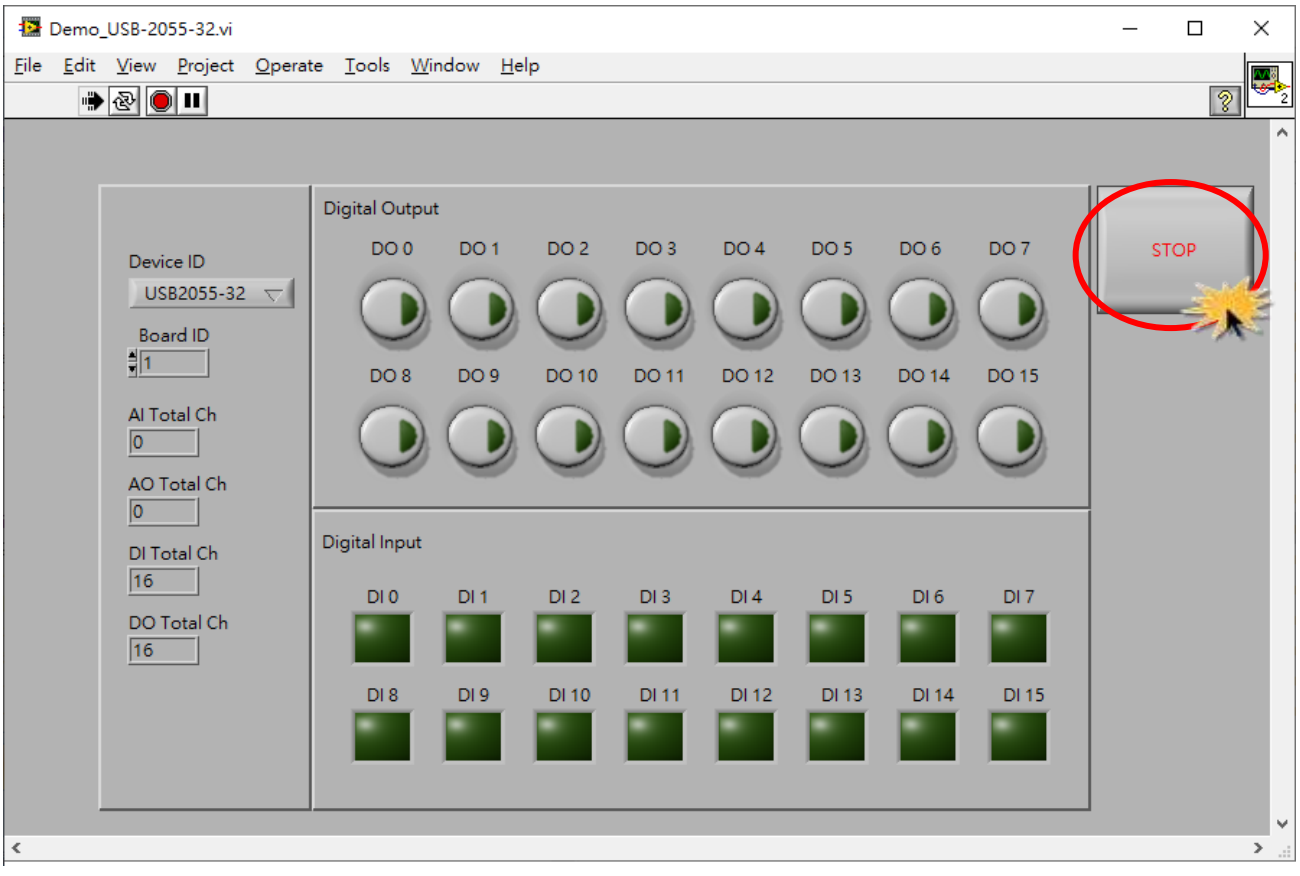
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Error message: Error Code 65537: the deice has been opened by class library



When you want to close a USB-2000 demo, click the STOP button, and then the sub_close_device.vi will be called to close device and release resource. If you click the Abort Execution button to exit a demo, the sub_close_device.vi will not execute and the resource will not be released. Stop LabVIEW and run the demo again, and remember to always end the demo by clicking the STOP button.



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