

GPIB

Getting Started with Your GPIB-USB and the GPIB Software for Windows 95/98

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Federal Communications Commission

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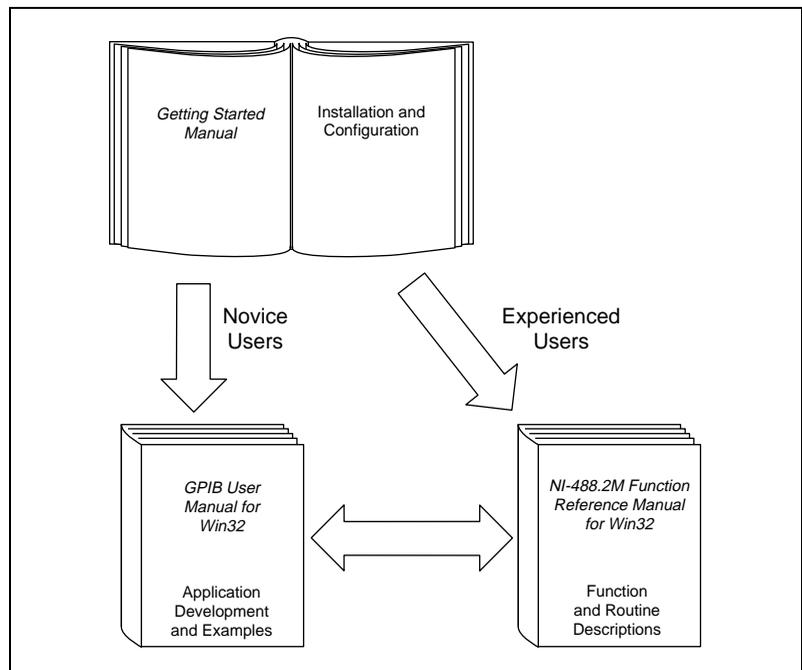
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This manual contains instructions to help you install and configure the National Instruments GPIB-USB hardware and the GPIB software for Windows 95 OEM Service Release (OSR) 2.1 or later.

How to Use the Manual Set



Use this getting started manual to install and configure your GPIB-USB hardware and the GPIB software.

Use the *GPIB User Manual for Win32* to learn the basics of GPIB and how to develop an application program. The user manual also contains debugging information and detailed examples.

Use the *NI-488.2M Function Reference Manual for Win32* for specific NI-488 function and NI-488.2 routine information, such as format, parameters, and possible errors.

Organization of This Manual

This manual is organized as follows:

- Chapter 1, *Introduction*, explains how to use this manual, lists what you need to get started and optional equipment you can order, and briefly describes the GPIB-USB hardware and the GPIB software.
- Chapter 2, *Installation and Configuration*, describes how to install and configure the GPIB-USB hardware and the GPIB software.
- Chapter 3, *Verify the Installation*, describes how to verify the hardware and software installation.
- Chapter 4, *Begin to Use the GPIB Software*, helps you get started with the GPIB software.
- Appendix A, *Uninstalling the Hardware and Software*, describes how to uninstall your GPIB-USB and the GPIB software.
- Appendix B, *Forcing Windows to Detect the GPIB Hardware*, contains instructions to help you install your GPIB interface if Windows has not detected it properly.
- Appendix C, *Troubleshooting and Common Questions*, describes how to troubleshoot problems and answers some common questions.
- Appendix D, *Specifications*, describes the physical characteristics of the GPIB-USB, the transfer rates of the GPIB software, and the recommended operating conditions.
- Appendix E, *Customer Communication*, contains forms you can use to request help from National Instruments or to comment on our products and manuals.
- The *Glossary* contains an alphabetical list and a description of terms used in this manual, including abbreviations, acronyms, metric prefixes, mnemonics, and symbols.

Conventions Used in This Manual

The following conventions are used in this manual:

- » The » symbol leads you through nested menu items and dialog box options. The sequence **File»Page Setup»Options» Substitute Fonts** directs you to pull down the **File** menu, select the **Page Setup** item, select **Options**, and finally select the **Substitute Fonts** option from the last dialog box.

-  This icon to the left of bold italicized text denotes a note, which alerts you to important information.

- bold** Bold text denotes the names of menus, menu items, parameters, dialog boxes, dialog box buttons or options, icons, windows, Windows tabs, or LEDs.

- bold italic* Bold italic text denotes a note, caution, or warning.

- bold monospace** 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.

- IEEE 488 and IEEE 488.2 IEEE 488 and IEEE 488.2 refer to the ANSI/IEEE Standard 488.1-1987 and the ANSI/IEEE Standard 488.2-1992, respectively, which define the GPIB.

- italic* Italic text denotes emphasis, a cross reference, or an introduction to a key concept. This font also denotes text from which you supply the appropriate word or value, as in Windows 3.x.

- italic monospace* Italic text in this font denotes that you must supply the appropriate words or values in the place of these items.

- monospace Text in this font denotes text or characters that should literally 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, and for statements and comments taken from programs.

Related Documentation

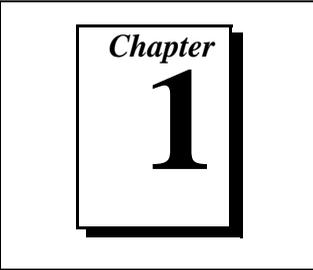
The following documents contain information that you may find helpful as you read this manual:

- ANSI/IEEE Standard 488.1-1987, *IEEE Standard Digital Interface for Programmable Instrumentation*
- ANSI/IEEE Standard 488.2-1992, *IEEE Standard Codes, Formats, Protocols, and Common Commands*
- Microsoft Windows 95/98 Online Help, Microsoft Corporation

Customer Communication

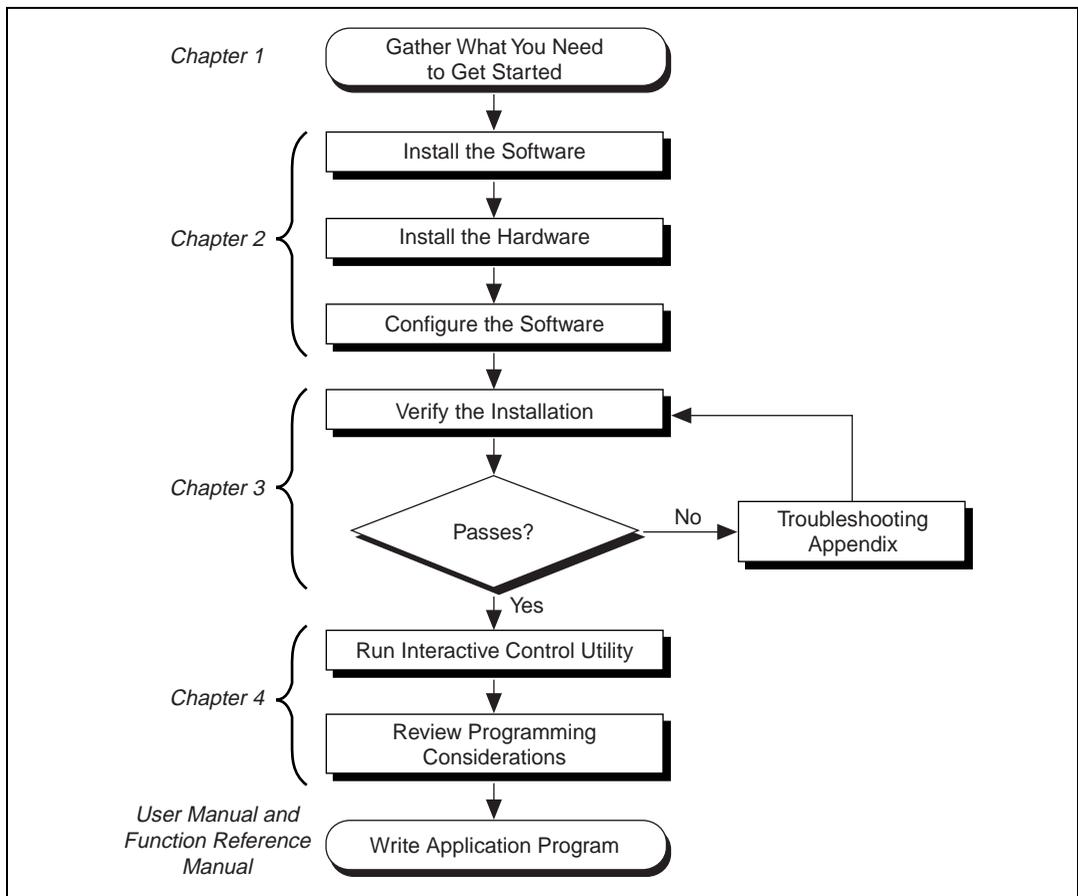
National Instruments wants to receive your comments on our products and manuals. We are interested in the applications you develop with our products, and we want to help if you have problems with them. To make it easy for you to contact us, this manual contains comment and configuration forms for you to complete. These forms are in Appendix E, *Customer Communication*, at the end of this manual.

Introduction



This chapter explains how to use this manual, lists what you need to get started and optional equipment you can order, and briefly describes the GPIB-USB hardware and the GPIB software.

How to Use This Manual



What You Need to Get Started

Make sure you have all of the following items before you attempt to install the hardware and software:

- Windows 95 OSR 2.1 or later installed on your computer



Note:

To use the GPIB-USB, you must be running Windows 95 OSR 2.1, which is collectively an OEM service release of Windows 95 and a USB supplement, or Windows 98. See Chapter 2, [Installation and Configuration](#), for more information.

- GPIB-USB interface
- The following 3.5 in., high-density (1.44 MB) disks, which come in your kit:
 - *GPIB Software for Windows 95/98 (Disk 1 of 2)*
 - *GPIB Software for Windows 95/98 (Disk 2 of 2)*

Optional Equipment

Call National Instruments for more information about the following optional equipment:

- GPIB cables
- Serial or parallel bus extender and cables
- Bus expander/isolator
- GPIB mechanical switch

GPIB Hardware Overview

The GPIB-USB, equipped with a TNT4882C ASIC, transforms your computer into a fully functioning GPIB Talker/Listener/Controller. The TNT4882C chip combines the circuitry of the NAT4882 ASIC, the Turbo488 ASIC, and GPIB transceivers to create a single-chip IEEE 488.2 interface.

The GPIB-USB is Plug and Play and completely software configurable.

GPIB Software Overview

The GPIB software includes a native, 32-bit multitasking driver that is fully Plug and Play aware. The driver components are dynamically loaded when Windows detects new Plug and Play GPIB hardware. The driver components are dynamically unloaded when Windows detects the removal of Plug and Play GPIB hardware.

The GPIB software supports the concurrent use of multiple types of GPIB hardware. For example, you can communicate with GPIB devices through both a GPIB-USB and PCMCIA-GPIB in the same system at the same time. The GPIB software is fully integrated into the Windows operating system. It is configurable through the System applet and uninstalleable through the Add/Remove Programs applet of the Control Panel.

The GPIB software, along with the Plug and Play GPIB hardware, transforms your computer into a GPIB Talker/Listener/Controller with complete communications and bus management capability. The GPIB software includes the following components:

- Device driver
- Diagnostic test utility
- Configuration utility
- Interactive control program
- Utilities for software development
- Language interface libraries for Microsoft Visual C/C++ 2.0 or later, Borland C/C++ 4.0 or later, and Microsoft Visual Basic 4.0 or later
- Example programs that use NI-488 functions and NI-488.2 routines

Refer to Appendix D, *Specifications*, for information about the GPIB software transfer rates.

Time-Saving Development Tools

Your kit includes the GPIB software. In addition, you can order the LabWindows/CVI or LabVIEW software from National Instruments to speed your application development time and make it easier to communicate with your instruments.

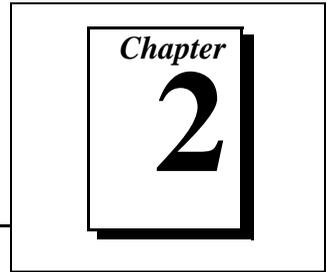
LabVIEW is an easy-to-use, graphical programming environment you can use to acquire data from thousands of different instruments, including IEEE 488.2 devices, VXI devices, serial devices, PLCs, and plug-in data acquisition boards. After you have acquired raw data, you can convert it into meaningful results using the powerful data analysis routines in LabVIEW. LabVIEW also comes with hundreds of instrument drivers, which dramatically reduce software development time, because you do not have to spend time programming the low-level control of each instrument.

LabWindows/CVI is similar to LabVIEW, except that it combines an interactive, easy-to-use development approach with the programming power and flexibility of compiled ANSI C code.

The GPIB Analyzer is another optional tool available from National Instruments that is useful in troubleshooting a variety of IEEE 488 hardware and software problems. With its built-in time-stamping capability, you can easily determine the throughput and overhead of your GPIB systems. The GPIB Analyzer software comes with the AT-GPIB/TNT+ and PCMCIA-GPIB+ products, which provide GPIB Analyzer support along with the functionality of a high-performance GPIB Controller.

For ordering information, or to request free demonstration software, contact National Instruments.

Installation and Configuration



This chapter describes how to install and configure the GPIB-USB hardware and the GPIB software.

Verify Windows 95 OSR 2.1 or Later

You must be running Windows 95 OSR 2.1 or later (Windows 98) to use the GPIB-USB. Windows 95 OSR 2.1 is an OEM service release version of Windows 95 that includes a USB supplement for supporting USB hardware.

To verify that you are running OSR 2.1, complete the following steps:

1. Double-click on the **System** icon under **Start»Settings»Control Panel**.
2. On the **System Properties** dialog box that appears, check that the version number on the **General** page is either **4.00.950 B** or **4.00.950.1111**.
3. To verify that the USB supplement is installed, double-click on the **Add/Remove Programs** icon in the Control Panel to launch the Add/Remove Programs applet.

4. On the **Install/Uninstall** page, make sure that USB Supplement to OSR 2.1 is listed in the list of software currently installed, as shown in Figure 2-1.

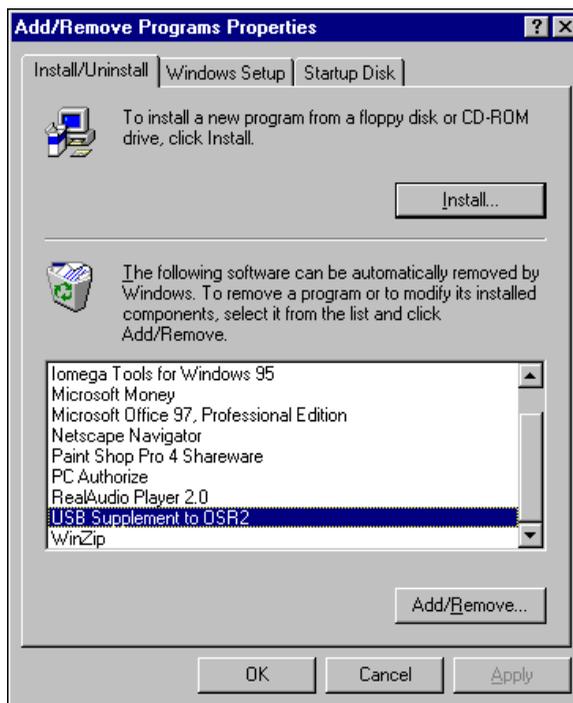


Figure 2-1. USB Supplement Install/Uninstall Tab

To verify that you are running Windows 98, complete the following steps:

1. Double-click on the **System** icon under **Start»Settings»Control Panel**.
2. On the **System Properties** dialog box that appears, check that the Operating System name on the **General** page is **Microsoft Windows 98**.

Install the GPIB Software

Before installing the GPIB-USB hardware, complete the following steps to install the GPIB software:

1. Select **Start»Settings»Control Panel**.
2. Double-click on the **Add/Remove Programs** icon in the Control Panel to launch the Add/Remove Programs applet. A dialog box similar to the one in Figure 2-2 appears.



Figure 2-2. Add/Remove Programs Properties Dialog Box

You can use this same applet to uninstall the GPIB software at a later time. Refer to Appendix A, *Uninstalling the Hardware and Software*, for more information.

3. Click on the **Install** button.
4. Insert the *GPIB Software for Windows 95/98 (Disk 1 of 2)*, and click on the **Next** button to proceed.

5. The software installation wizard begins with the screen shown in Figure 2-3. Click on the **Next** button to proceed with installation.



Figure 2-3. GPIB Software Setup Screen

The setup wizard guides you through the necessary steps to install the GPIB software. You may go back and change values where appropriate by clicking on the **Back** button. You can exit the setup if necessary by clicking on the **Cancel** button.

6. When the setup is complete, restart Windows and proceed to the next section, *Install the GPIB Hardware*.

Install the GPIB Hardware

To install the GPIB-USB, connect the USB connector from the GPIB-USB to an available USB port on your computer. The GPIB-USB connects directly to most GPIB devices without requiring a GPIB cable. If your computer is already running, Windows automatically detects the GPIB hardware. Otherwise, start your computer and Windows will detect the GPIB hardware.

Windows automatically determines which driver is appropriate. A **New Hardware Found** dialog box appears, then disappears on its own. If the **New Hardware Found** dialog box does not appear when you restart Windows, make sure you are running Windows 95 OSR 2.1 or Windows 98, as described at the beginning of this chapter. Otherwise, refer to Appendix B, *Forcing Windows to Detect the GPIB Hardware*.

Configure the GPIB Software

The GPIB Configuration utility is fully integrated with the Windows Device Manager. You can use it to examine or modify the configuration of the GPIB software. The context-sensitive online help, available by right-clicking on any of the controls on the configuration utility tabs, includes all of the information that you need to configure the GPIB software properly.

To begin to configure the GPIB software, double-click on the **System** icon under **Start»Settings»Control Panel**. In the **System Properties** dialog box that appears, select the **Device Manager** tab, click on the **View devices by type** button at the top of the tab, and scroll down to the **National Instruments GPIB Interfaces** icon.

Assign an Interface Name

If you are using more than one interface, you must configure the GPIB software to associate a logical name (GPIB0, GPIB1, and so on) with each physical GPIB interface. Follow these steps:

1. Double-click on the first interface listed immediately below **National Instruments GPIB Interfaces**.
2. Click on the **GPIB Settings** tab, which provides information about the software configuration for the GPIB-USB.
3. Use the **Interface Name** drop-down box to select a logical name (GPIB0, GPIB1, and so on) for the GPIB-USB.
4. Repeat this process for each interface you need to configure.

Figure 2-4 shows the **GPIB Settings** page for a GPIB-USB.

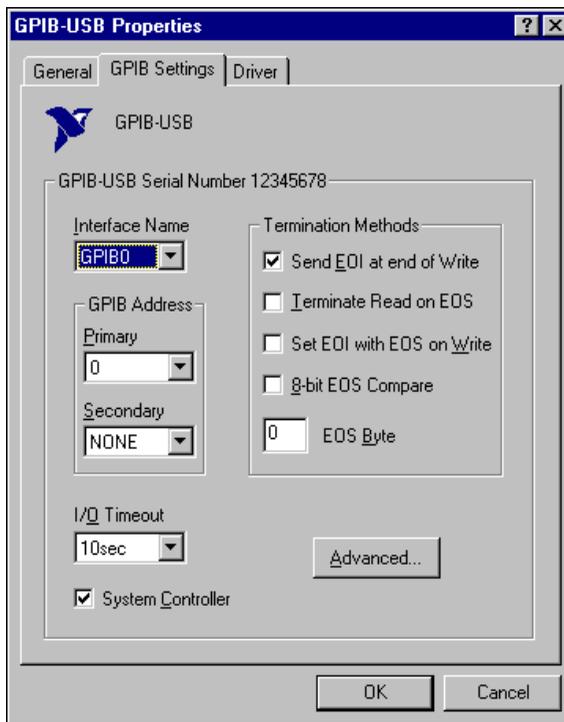


Figure 2-4. GPIB Settings Tab for the GPIB-USB

View or Modify Logical Device Templates (Optional)

If you want to examine or modify the logical device templates for the GPIB software, select the **National Instruments GPIB Interfaces** icon from the **Device Manager** page, and click on the **Properties** button. Select the **Device Templates** tab to view the logical device templates, as shown in Figure 2-5.



Figure 2-5. Device Templates Tab for the Logical Device Templates

Verify the Installation

Chapter 3

This chapter describes how to verify the hardware and software installation.

You can use the Diagnostic utility, installed with your GPIB software, to test the hardware and software installation. The utility verifies that your hardware and software are functioning properly and that the configuration of your GPIB interfaces does not conflict with anything else in your system.

To run the utility, select the **Diagnostic** item under **Start»Programs»National Instruments GPIB**.

When you have started the Diagnostic utility, test your GPIB interfaces by clicking on the **Test All** button. If the Diagnostic is successful, it puts a checkmark next to the interface and changes its status from **untested** to **passed**. If the Diagnostic fails, it puts an X next to the interface, and changes its status from **untested** to **failed**. Figure 3-1 shows the Diagnostic utility after it has tested some GPIB interfaces.

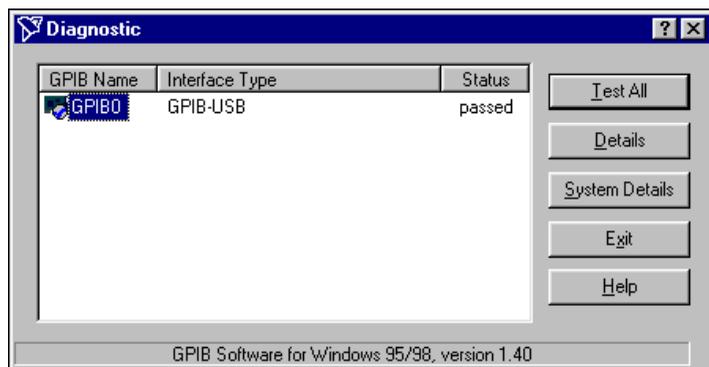
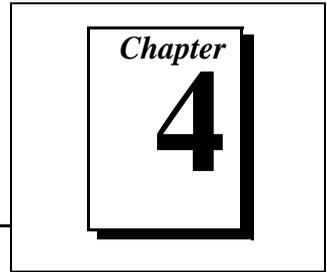


Figure 3-1. Diagnostic Utility after Testing

You can get system-specific information by clicking on the **System Details** button. If Diagnostic fails to detect a GPIB-USB as one of the interfaces, click on the **System Details** button to check the presence of a USB driver.

You can get details on any tested GPIB interface by selecting the interface and clicking on the **Details** button. For each failed GPIB interface, select it and click on the **Details** button to get a description of the failure. Use that information and the information in Appendix C, *Troubleshooting and Common Questions*, to troubleshoot the problem. Troubleshooting information is also available in the online help for the Diagnostic utility, which you can access by clicking on the **Help** button.

Begin to Use the GPIB Software



This chapter helps you get started with the GPIB software.

Introduction to the Win32 Interactive Control Utility

You can use the interactive control utility to enter NI-488 functions and NI-488.2 routines interactively and see the values returned by the function calls. You can use the utility to do the following:

- Verify GPIB communication with your device.
- Learn the NI-488 functions and NI-488.2 routines before you write your application.
- Become familiar with the commands of your device.
- Receive data from your GPIB device.
- Troubleshoot problems with your application.

To run this utility, select the **Win32 Interactive Control** item under **Start»Programs»National Instruments GPIB**. This utility includes extensive online help, available by entering `help` at the `:` prompt.

For more information about the Win32 Interactive Control utility, refer to the *GPIB User Manual for Win32*.

Introduction to the NI Spy Utility

Included with the GPIB software is NI Spy, a Win32 utility that can be used to monitor NI-488.2 calls made by Win32, Win16, and DOS GPIB applications. You can use NI Spy to do the following:

- Capture information about NI-488 functions and NI-488.2 routines as they are invoked by your GPIB applications.
- Display captured information, including, but not limited to, input and output parameter values, I/O buffer contents, and return values.
- Save, restore, and print captured information.

To run NI Spy, select the **NI Spy** item under **Start»Programs»National Instruments GPIB**. For more information about the NI Spy utility, refer to Chapter 5, *NI Spy Utility*, in the *GPIB User Manual for Win32*, or use its built-in, context-sensitive online help.

Running Existing DOS GPIB Applications

With the GPIB software properly configured, you can run your existing DOS GPIB applications along with your Win16 and Win32 applications. No DOS device driver is required. In fact, you should make sure that no older version of the GPIB DOS device driver is being loaded from your `config.sys` file, a file located on the boot drive of your computer.



Note: *To determine if `config.sys` is loading an older GPIB DOS driver, look for the line `device=path\gpiib.com` in your `config.sys` file, where `path` refers to the drive and directory where `gpiib.com` is located. If that line appears, either comment it out by typing `REM` at the beginning of the line, or delete it. If you change the `config.sys` file, save it and restart your system.*

To configure the GPIB software to run existing DOS GPIB applications, first make sure that you have installed the GPIB software and your GPIB hardware. Then complete the following steps:

1. Double-click on the **System** icon under **Start»Settings»Control Panel**.
2. In the **System Properties** dialog box that appears, select the **Device Manager** tab.
3. Click on the **View devices by type** button at the top of the page.
4. Click on the **National Instruments GPIB Interfaces** icon.
5. Click on the **Properties** button to display the **General** property page for the GPIB software.
6. Select the check box labeled **Enable Support for DOS GPIB Applications**, and click on the **OK** button.
7. Restart your computer.

After you restart your computer, you can begin to run your existing DOS GPIB applications.

For more information about running existing DOS GPIB applications with the GPIB software, refer to the *GPIB User Manual for Win32*.

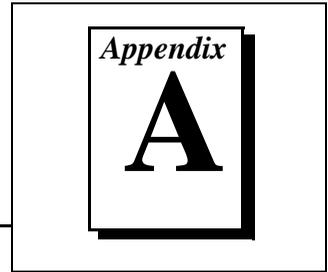
General Programming Considerations

As you begin developing your Win32 GPIB application, remember the following points:

- For your C/C++ application, you must include the GPIB header file in your source code.
- The GPIB software is accessed through the 32-bit DLL, `gpib-32.dll`, either by linking with one of the language interfaces provided with the GPIB software, or by using direct DLL entry from other programming environments.
- Several sample GPIB applications are included with the GPIB software. Use these as a guide for your own application development.

For information about choosing a programming method, developing your application, or compiling and linking, refer to the *GPIB User Manual for Win32*. For detailed information about each NI-488 function and NI-488.2 routine, refer to the *NI-488.2M Function Reference Manual for Win32* or the online help file, which you can access by selecting **Start»Programs»National Instruments GPIB»GPIB32 Help**.

Uninstalling the Hardware and Software



This appendix describes how to uninstall your GPIB-USB and the GPIB software.

Uninstalling the GPIB Hardware

Before you physically remove the GPIB hardware from your system, you must remove the hardware information from the Windows Device Manager. Complete the following steps to remove the hardware information:

1. Select **Start»Settings»Control Panel** and double-click on the **System** icon.
2. In the **System Properties** dialog box, select the **Device Manager** tab, click on the **View devices by type** button, and double-click on the **National Instruments GPIB Interfaces** icon.
3. Select the interface you want to remove from the **National Instruments GPIB Interfaces** list, as shown in Figure A-1. Click on the **Remove** button to remove the hardware information.
4. Click on the **OK** button, shut down Windows, turn off your system, and physically remove the interface from your system.

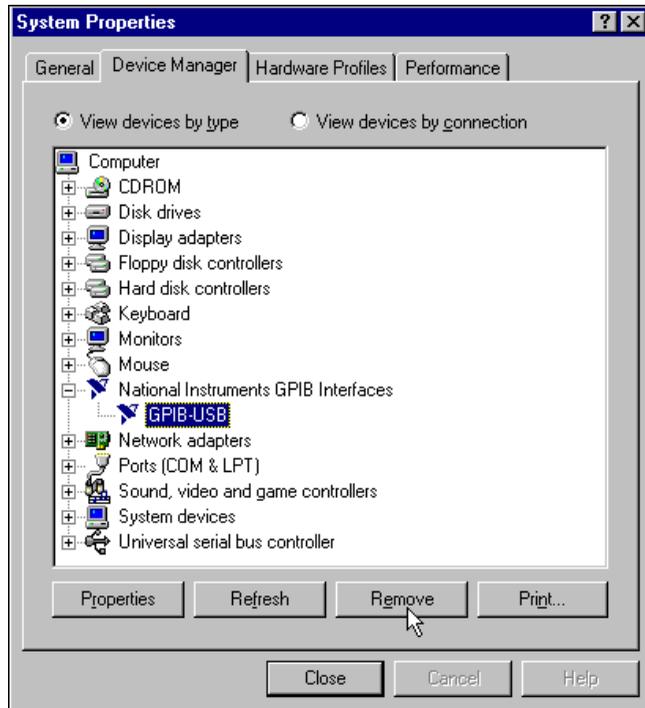


Figure A-1. Selecting an Interface to Remove

Uninstalling the GPIB Software

Before you uninstall the GPIB software, you should remove all GPIB hardware information from the Windows Device Manager, as described in the previous section. Complete the following steps to uninstall the GPIB software:

1. Select **Start»Settings»Control Panel** and double-click on the **Add/Remove Programs** icon. The dialog box shown in Figure A-2 lists the software available for removal.

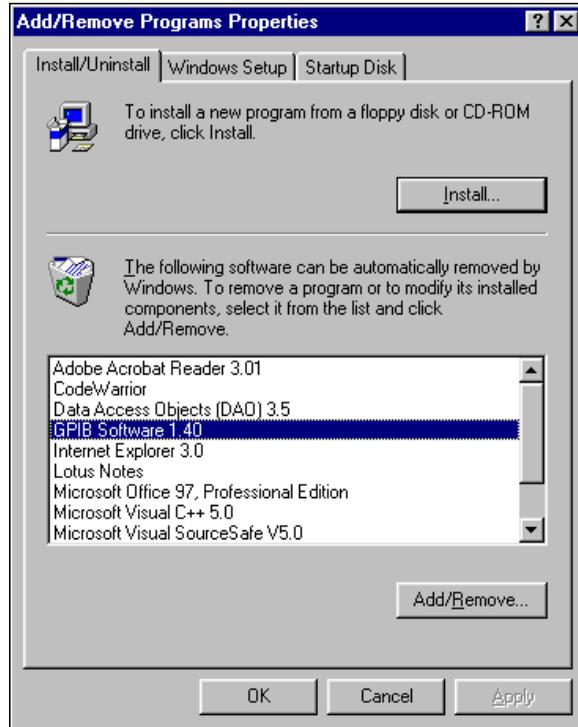


Figure A-2. Add/Remove Programs Properties Dialog Box

2. Select the GPIB software you want to remove and click on the **Add/Remove** button. The uninstall program removes all folders, programs, VxDs, DLLs, and registry entries associated with the GPIB software.

The uninstall program removes only items that the GPIB setup program installed. If you add anything to a directory that was created by the GPIB setup program, the uninstall program does not delete that directory, because the directory is not empty after the uninstallation. You will need to remove any remaining components yourself.

If you want to reinstall the hardware and software, refer to Chapter 2, *Installation and Configuration*.

Forcing Windows to Detect the GPIB Hardware

Appendix

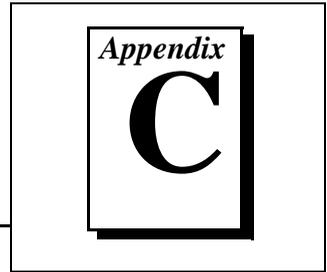
B

This appendix contains instructions to help you install your GPIB interface if Windows has not detected it properly.

If Windows does not detect your interface properly, it may not display the **New Hardware Found** dialog boxes when expected, or the driver may return an EDVR error when you try to access the GPIB interface. This problem occurs if Windows has already configured the GPIB interface as an **Other Device**. To fix the problem, complete the following steps:

1. Select **Start»Settings»Control Panel**.
2. Double-click on the **System** icon to display the **System Properties** dialog box for the computer.
3. Select the **Device Manager** tab at the top of the **System Properties** page to bring up the **Device Manager** property page. Make sure the **View devices by type** button at the top of the **Device Manager** page is selected.
4. Click on the + sign next to **Other Devices** to display a list of all the hardware devices that Windows has detected and configured as **Other Devices**.
5. For each National Instruments GPIB interface listed, select the interface by clicking on it, and then click on the **Remove** button to remove the interface from the list of **Other Devices**.
6. After you have removed all of the National Instruments GPIB interfaces from the list of **Other Devices**, click on the **Refresh** button to force Windows to detect each National Instruments GPIB interface and to display a **New Hardware Found** dialog box for each one.
7. Proceed with the hardware installation, as described in Chapter 2, *Installation and Configuration*.

Troubleshooting and Common Questions



This appendix describes how to troubleshoot problems and answers some common questions.

Troubleshooting EDVR Error Conditions

In some cases, calls to NI-488 functions or NI-488.2 routines may return with the ERR bit set in `ibsta` and the value EDVR in `iberr`. The value stored in `ibcntl` is useful in troubleshooting the error condition.

EDVR Error Condition with `ibcntl` Set to 0xE028002C (-534249428)

If a call is made with a board number that is within the range of allowed board numbers (typically 0 to 3), but which has not been assigned to a GPIB interface, an EDVR error condition occurs with `ibcntl` set to 0xE028002C. You can assign a board number to a GPIB interface by configuring the GPIB software and selecting an interface name. For information on how to configure the GPIB software, refer to the [Configure the GPIB Software](#) section of Chapter 2, *Installation and Configuration*.

EDVR Error Condition with `ibcntl` Set to 0xE0140025 (-535560155)

If a call is made with a board number that is not within the range of allowed board numbers (typically 0 to 3), an EDVR error condition occurs with `ibcntl` set to 0xE0140025.

EDVR Error Condition with `ibcntl` Set to 0xE0140035 (-535560139)

If a call is made with a device name that is not listed in the logical device templates that are part of the GPIB Configuration utility, an EDVR error condition occurs with `ibcntl` set to 0xE0140035.

EDVR Error Condition with `ibcntl` set to `0xE0140004 (-535560188)`

This error may occur if the GPIB interface has not been correctly installed and detected by Windows. For details on how to install the GPIB hardware, refer to Chapter 2, *Installation and Configuration*. If you have already followed those instructions and still receive this error, Windows might have configured the GPIB interface as an **Other Device**. For information about how to solve this problem, refer to Appendix B, *Forcing Windows to Detect the GPIB Hardware*.

EDVR Error Condition with `ibcntl` set to `0xE1030043 (-519897021)`

This error occurs if you have enabled DOS GPIB support and attempted to run an existing GPIB DOS application that was compiled with an older, unsupported DOS language interface.

Troubleshooting Device Manager Problems

The Windows Device Manager contains configuration information for all of the GPIB hardware it is aware of that is installed in your system. To start the Windows Device Manager, double-click on the **System** icon under **Start»Settings»Control Panel**. In the **System Properties** box that appears, select the **Device Manager** tab and click on the **View devices by type** button at the top of the tab.

- If there is no **National Instruments GPIB Interfaces** item and you are certain you have a GPIB interface installed, refer to the *No National Instruments GPIB Interfaces Item* section of this appendix.
- If the **National Instruments GPIB Interfaces** item exists, but the GPIB interface you are looking for is not listed there, refer to the *Missing GPIB Interface* section of this appendix.
- If the GPIB interface you are looking for is listed, but has a circled X or exclamation mark (!) over its icon, refer to the *GPIB Interface Not Working Properly* section of this appendix.

No National Instruments GPIB Interfaces Item

If you are certain you have a Plug and Play GPIB interface installed, but no **National Instruments GPIB Interfaces** item appears in the Device Manager, the interface is probably incorrectly listed under **Other Devices**. Double-click on the **Other Devices** item in the Device Manager and, one by one, remove each National Instruments GPIB interface

listed there by selecting its name and then clicking on the **Remove** button. After all of the National Instruments GPIB interfaces have been removed from **Other Devices**, click on the **Refresh** button. At this point, the system rescans the installed hardware, and the GPIB interface should show up under **National Instruments GPIB Interfaces** without any problems. If the problem persists, contact National Instruments.

Missing GPIB Interface

If the **National Instruments GPIB Interfaces** item exists, but the GPIB interface you are looking for is not listed there, the GPIB interface is not properly installed. For Plug and Play GPIB hardware, this means the interface is not physically present in the system.

GPIB Interface Not Working Properly

If a GPIB interface is not working properly, its icon has a circled X or exclamation mark (!) overlaid on it, as shown in Figure C-1.



Figure C-1. GPIB Interface That Is Not Working Properly

This problem can occur for several reasons. If you encounter this problem, the Device Manager should list an error code that indicates why the problem occurred. To see the error code for a particular interface, select the name of the interface and click on the **Properties** button to go to the **General** page for that GPIB interface. The **Device Status** section of the **General** page shows the error code. Locate the error code in the following list to find out why your GPIB interface is not working properly.

- Code 22: The GPIB interface is disabled. To enable the GPIB interface, check the appropriate configuration checkbox in the **Device Usage** section of the **General** page.
- Code 24: The GPIB interface is not present, or the Device Manager is unaware that the GPIB interface is present. To solve this problem, select the interface in the Device Manager, and click on the **Remove** button. Next, click on the **Refresh** button. At this point, the system rescans the installed hardware, and the GPIB interface

should show up without any problems. If the problem persists, contact National Instruments.

Troubleshooting Diagnostic Utility Failures

The following sections explain common error messages generated by the Diagnostic utility.

Missing Software Components

This error occurs if the software components that are necessary for the GPIB software to function correctly are not present in the system. If you encounter this problem, reinstall the GPIB software and run the Diagnostic utility again.

No Properly Configured GPIB Interfaces Found

This error occurs if no GPIB interfaces are physically present in the system, if the Device Manager detected problems with the GPIB interfaces, or if you have not assigned logical board names to your GPIB interfaces using the Device Manager. If you encounter this problem, use the Device Manager to examine the installed GPIB interfaces, resolve any problems reported by the Device Manager, and ensure that logical board names are assigned to each interface. Then, run the Diagnostic utility again.

To access this information in the Device Manager, complete the following steps:

1. Double-click on the **System** icon under **Start»Settings»Control Panel**.
2. In the **System Properties** dialog box that appears, select the **Device Manager** tab.
3. Click on the **View devices by type** button at the top of the **Device Manager** page.

4. Double-click on the **National Instruments GPIB Interfaces** icon. If there is no **National Instruments GPIB Interfaces** icon, either no GPIB interfaces are installed in your system or the GPIB software for Windows is installed incorrectly. If you see a **National Instruments GPIB Interfaces** icon, and a GPIB interface listed under it has a circled X or (!) over its icon, refer to the [Troubleshooting Device Manager Problems](#) section in this appendix.
5. After you have opened the **National Instruments GPIB Interfaces** icon, double-click on the GPIB interface name and select the **GPIB Settings** tab to examine the logical board name associated with that interface. If it is set to **None**, change it to the appropriate name, such as **GPIB0**.

GPIB Cables Need to Be Disconnected

This error occurs if you have any GPIB cables connected to the GPIB interface. Disconnect all GPIB cables and run the Diagnostic utility again.

GPIB Software Problem Encountered

This error occurs if the Diagnostic utility detects that it is unable to communicate correctly with the GPIB hardware using the installed GPIB software. If you get this error, shut down your computer, restart it, and run the Diagnostic utility again. If the problem persists, try reinstalling the GPIB software.

Unknown Problem Encountered

This error occurs if an unknown problem is encountered while trying to execute the Diagnostic utility. If you encounter this problem, shut down your computer, restart it, and run the Diagnostic utility again. If the problem persists, try reinstalling the GPIB software.

Common Questions

I installed the GPIB hardware, but Windows did not detect it. What should I do?

First, make sure you are running Windows 95 OSR 2.1 or later. Earlier versions of Windows 95 cannot detect the GPIB-USB. Click on the **System Details** button in Diagnostic to obtain system-specific information. Diagnostic will check and report the presence of a USB driver. Refer to Chapter 2, *Installation and Configuration*, for more information. If you are using Windows 95 OSR 2.1 or later, refer to Appendix B, *Forcing Windows to Detect the GPIB Hardware*.

What do I do if my GPIB hardware is listed in the Windows Device Manager with a circled X or exclamation point (!) overlaid on it?

Refer to the *GPIB Interface Not Working Properly* section of this appendix for specific information about what might cause this problem. If you have already completed the troubleshooting steps, fill out the forms in Appendix E, *Customer Communication*, and contact National Instruments.

How can I determine which type of GPIB hardware I have installed?

Run the GPIB Configuration utility: select **Start»Settings»Control Panel**, and double-click on the **System** icon. Select the **Device Manager** tab in the **System Properties** dialog box. Click on the **View devices by type** button at the top of the page. If any GPIB hardware is correctly installed, a **National Instruments GPIB Interfaces** icon appears in the list of device types. Double-click on this icon to see a list of installed GPIB hardware.

How can I determine which version of the GPIB software I have installed?

Run the Diagnostic utility: select the **Diagnostic** item under **Start»Programs»National Instruments GPIB**. A banner at the bottom of the Diagnostic utility window displays the version of the GPIB software that is installed.

What do I do if the Diagnostic utility fails with an error?

Use the Diagnostic utility online help, or refer to the *Troubleshooting Diagnostic Utility Failures* section earlier in this appendix. If you have already completed the troubleshooting steps, fill out the forms in Appendix E, *Customer Communication*, and contact National Instruments.

How many GPIB interfaces can I configure for use with my GPIB software?

You can configure the GPIB software to communicate with up to 100 GPIB interfaces.

How many devices can I configure for use with my GPIB software?

The GPIB software provides a total of 1,024 logical devices for applications to use. The default number of devices is 32. The maximum number of physical devices you should connect to a single GPIB interface is 14, or fewer, depending on your system configuration.

Are interrupts and DMA required for the GPIB software?

Neither interrupts nor DMA are required.

How can I determine if my GPIB hardware and software are installed properly?

Run the Diagnostic utility: select the **Diagnostic** item under **Start»Programs»National Instruments GPIB**. Refer to the *Troubleshooting Diagnostic Utility Failures* section in this appendix or the online help to troubleshoot any problems.

When should I use the Win32 Interactive Control utility?

You can use the Win32 Interactive Control utility to test and verify instrument communication, troubleshoot problems, and develop your application program. For more information, refer to the *Introduction to the Win32 Interactive Control Utility* section in Chapter 4, *Begin to Use the GPIB Software*.

How do I use a GPIB language interface?

For information about using GPIB language interfaces, refer to Chapter 3, *Developing Your Application*, in the *GPIB User Manual for Win32*.

Why does the uninstall program leave some components installed?

The uninstall program removes only items that the GPIB setup program installed. If you add anything to a directory that was created by the GPIB setup program, the uninstall program does not delete that directory, because the directory is not empty after the uninstallation. You need to remove any remaining components yourself.

What information should I have before I call National Instruments?

When you call National Instruments, you should have the results of the Diagnostic utility test. Also, make sure you have filled out the form in Appendix E, *Customer Communication*.

Specifications

The logo for Appendix D, featuring the word "Appendix" in a serif font above a large, bold, black letter "D". The entire logo is enclosed in a rectangular border.

This appendix describes the physical characteristics of the GPIB-USB, the transfer rates of the GPIB software, and the recommended operating conditions.

Hardware Characteristics

Table D-1. GPIB-USB Hardware Characteristics

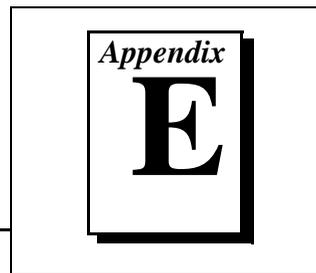
Characteristic	Specification
Dimensions	8.6 by 6.4 by 2.4 cm (3.4 by 2.5 by .95 in.)
Power Requirement (Powered from USB host or self-powered hub)	2 unit loads (200 mA Maximum)
I/O Connector	IEEE 488 Standard 24-Pin Plug
Operating Environment Temperature Relative Humidity	0° to 55° C 10% to 90%, Noncondensing
Storage Environment Temperature Relative Humidity	-20° to 70° C 5% to 90%, Noncondensing
EMI	FCC Class A

Software Transfer Rates

Table D-2. GPIB Software Transfer Rates for the GPIB-USB

GPIB Hardware	Transfer Method	Maximum GPIB Transfer Rate
GPIB-USB	3-Wire (IEEE 488)	340 kbytes/s*
* Actual speed may vary considerably from speed shown because of system and instrumentation capabilities.		

Customer Communication



For your convenience, this appendix contains forms to help you gather the information necessary to help us solve your technical problems and a form you can use to comment on the product documentation. When you contact us, we need the information on the Technical Support Form and the configuration form, if your manual contains one, about your system configuration to answer your questions as quickly as possible.

National Instruments has technical assistance through electronic, fax, and telephone systems to quickly provide the information you need. Our electronic services include a bulletin board service, an FTP site, a fax-on-demand system, and e-mail support. If you have a hardware or software problem, first try the electronic support systems. If the information available on these systems does not answer your questions, we offer fax and telephone support through our technical support centers, which are staffed by applications engineers.

Electronic Services

Bulletin Board Support

National Instruments has BBS and FTP sites dedicated for 24-hour support with a collection of files and documents to answer most common customer questions. From these sites, you can also download the latest instrument drivers, updates, and example programs. For recorded instructions on how to use the bulletin board and FTP services and for BBS automated information, call 512 795 6990. You can access these services at:

United States: 512 794 5422

Up to 14,400 baud, 8 data bits, 1 stop bit, no parity

United Kingdom: 01635 551422

Up to 9,600 baud, 8 data bits, 1 stop bit, no parity

France: 01 48 65 15 59

Up to 9,600 baud, 8 data bits, 1 stop bit, no parity

FTP Support

To access our FTP site, log on to our Internet host, `ftp.natinst.com`, as anonymous and use your Internet address, such as `joesmith@anywhere.com`, as your password. The support files and documents are located in the `/support` directories.

Fax-on-Demand Support

Fax-on-Demand is a 24-hour information retrieval system containing a library of documents on a wide range of technical information. You can access Fax-on-Demand from a touch-tone telephone at 512 418 1111.

E-Mail Support (Currently USA Only)

You can submit technical support questions to the applications engineering team through e-mail at the Internet address listed below. Remember to include your name, address, and phone number so we can contact you with solutions and suggestions.

support@natinst.com

Telephone and Fax Support

National Instruments has branch offices all over the world. Use the list below to find the technical support number for your country. If there is no National Instruments office in your country, contact the source from which you purchased your software to obtain support.

Country	Telephone	Fax
Australia	03 9879 5166	03 9879 6277
Austria	0662 45 79 90 0	0662 45 79 90 19
Belgium	02 757 00 20	02 757 03 11
Brazil	011 288 3336	011 288 8528
Canada (Ontario)	905 785 0085	905 785 0086
Canada (Québec)	514 694 8521	514 694 4399
Denmark	45 76 26 00	45 76 26 02
Finland	09 725 725 11	09 725 725 55
France	01 48 14 24 24	01 48 14 24 14
Germany	089 741 31 30	089 714 60 35
Hong Kong	2645 3186	2686 8505
Israel	03 6120092	03 6120095
Italy	02 413091	02 41309215
Japan	03 5472 2970	03 5472 2977
Korea	02 596 7456	02 596 7455
Mexico	5 520 2635	5 520 3282
Netherlands	0348 433466	0348 430673
Norway	32 84 84 00	32 84 86 00
Singapore	2265886	2265887
Spain	91 640 0085	91 640 0533
Sweden	08 730 49 70	08 730 43 70
Switzerland	056 200 51 51	056 200 51 55
Taiwan	02 377 1200	02 737 4644
United Kingdom	01635 523545	01635 523154
United States	512 795 8248	512 794 5678

Technical Support Form

Photocopy this form and update it each time you make changes to your software or hardware, and use the completed copy of this form as a reference for your current configuration. Completing this form accurately before contacting National Instruments for technical support helps our applications engineers answer your questions more efficiently.

If you are using any National Instruments hardware or software products related to this problem, include the configuration forms from their user manuals. Include additional pages if necessary.

Name _____

Company _____

Address _____

Fax (____) _____ Phone (____) _____

Computer brand _____ Model _____ Processor _____

Operating system (include version number) _____

Clock speed _____ MHz RAM _____ MB Display adapter _____

Mouse ___yes ___no Other adapters installed _____

Hard disk capacity _____ MB Brand _____

Instruments used _____

National Instruments hardware product model _____ Revision _____

Configuration _____

National Instruments software product _____ Version _____

Configuration _____

The problem is: _____

List any error messages: _____

The following steps reproduce the problem: _____

Hardware and Software Configuration Form

Record the settings and revisions of your hardware and software on the line to the right of each item. Complete a new copy of this form each time you revise your software or hardware configuration, and use this form as a reference for your current configuration. Completing this form accurately before contacting National Instruments for technical support helps our applications engineers answer your questions more efficiently.

National Instruments Products

GPIB-USB and Revision _____

GPIB Software for Windows 95/98 Version Number on Disk _____

Programming Language Interface Version _____

Diagnostic Utility Results _____

Other Products

Resources Summary Report from the Device Manager

To create this report, first display the **System Properties** dialog box for the computer by double-clicking on the **System** icon under **Start»Settings»Control Panel**. Then click on the **Device Manager** tab and highlight the **Computer** icon. Click on the **Print** button, and check the **Print to file** checkbox in the **Print** dialog box before clicking on **OK**.

Programming Environment Information

Programming Language _____

Compiler Vendor _____ Compiler Version _____

Application Information

DOS Application _____ Win16 Application _____ Win32 Application _____

If Win16 or Win32, method of accessing DLL (link with language interface or direct entry? _____

Documentation Comment Form

National Instruments encourages you to comment on the documentation supplied with our products. This information helps us provide quality products to meet your needs.

Title: *Getting Started with Your GPIB-USB and the GPIB Software for Windows 95/98*

Edition Date: June 1998

Part Number: 321822B-01

Please comment on the completeness, clarity, and organization of the manual.

If you find errors in the manual, please record the page numbers and describe the errors.

Thank you for your help.

Name _____

Title _____

Company _____

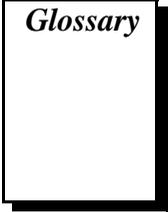
Address _____

E-Mail Address _____

Phone (____) _____ Fax (____) _____

Mail to: Technical Publications
National Instruments Corporation
6504 Bridge Point Parkway
Austin, Texas 78730-5039

Fax to: Technical Publications
National Instruments Corporation
512 794 5678



Glossary

Prefix	Meanings	Value
m-	milli-	10^{-3}
c-	centi-	10^{-2}
M-	mega-	10^6

°	degrees
%	percent
A	amperes
ANSI	American National Standards Institute
ASIC	application-specific integrated circuit
C	Celsius
DLL	dynamic link library
DMA	direct memory access
EMI	electromagnetic interference
FCC	Federal Communications Commission
GPIB	General Purpose Interface Bus
Hz	hertz
IEEE	Institute of Electrical and Electronic Engineers
in.	inches
I/O	input/output

Glossary

m	meters
MB	megabytes of memory
OEM	original equipment manufacturer
PC	personal computer
RAM	random-access memory
resource	hardware settings used by devices in a computer system, including ISA interrupt level, DMA channel, and base I/O address
s	seconds
VDC	volts direct current