

NS XPLORER SOFTWARE: v1.2 (PSS0058-01) Software Update Notification

Introduction

This document details the release of software PSS0058: v1.2 of the NanoSight NS XPLORER software for the NanoSight Pro system. Installation instructions are provided.

Installation

It is assumed that you have authority to install or update software within your facility. It is also assumed that you have Administrator rights for the system upon which the software is installed, as this is a requirement of the installation process. If you do not have this authority, please consult with your I.T. support department before proceeding.

Compatibility

The NS XPLORER software is compatible with the NanoSight Pro instrument and Windows 10® 64-bit or Windows 11® 64-bit only.



NanoSight Instruments LM10, NS300, NS500 and operating systems Windows XP®, Windows Vista®, Windows 7® and Windows 8® are not supported.

Recommended System Requirements

The recommended computer system requirements for running this software are highlighted in table 1 below.

Feature	Specification
Graphics Card	AMD™, Intel™ UHD or Nvidia™ Graphics (Direct X 12, Open GL 4, Open CL 3)
Processor Type	8 th Gen+ Intel Core i7™ Processor (or equivalent)
Memory	16 GB RAM
Hard Disk Storage	512GB Solid State Drive (SATA or NVMe) 1TB Hard Drive (for data storage)
Power Supply	500W minimum
Display Resolution	1920 x 1080 full HD screen resolution running in 16-bit color mode
Connectivity	3x free USB ports (at least one USB 3.0)
Operating System	Windows 10® 64-bit - minimum release 20H1 Windows 11® 64-bit

Table 1: Recommended system requirements

Supported operating systems

NS XPLOER software is compatible with all versions of Windows 10® and Windows 11®. Only 64-bit versions are supported.

Windows XP®, Windows Vista®, and Windows 7® and Windows 8® are not supported.

Supported Languages

- English

Installation Instructions

Before use, the PC operating system must be configured. Please see **Appendix 1** for further information.

The software suite is available on the instrument or as a web download. The downloaded extractor contains the NS XPLOER Setup and License Manager Setup files. License Manager is a prerequisite of NS XPLOER.

Locating the software on the instrument

The software suite is provided on a permanent internal USB by default.

To locate the software installer, open File Explorer in Windows and navigate to the drive labelled 'NS XPLOER'

Installation

Double click on the NS XPLOER install file. A Windows® User Account Control popup is displayed

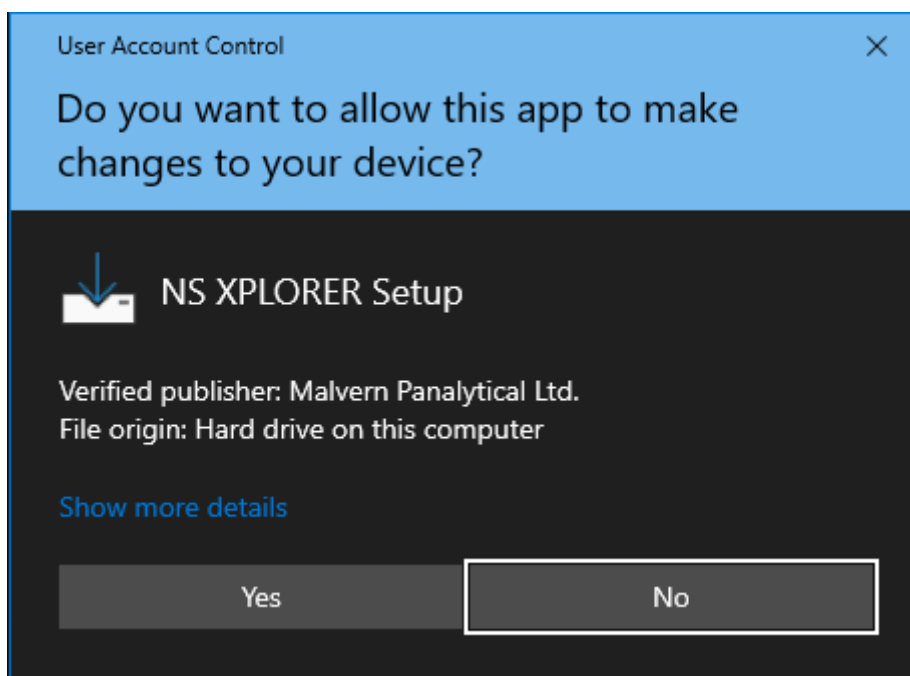


Figure 1: User Account Control

Select Yes button and the NS XPLOER wizard opens

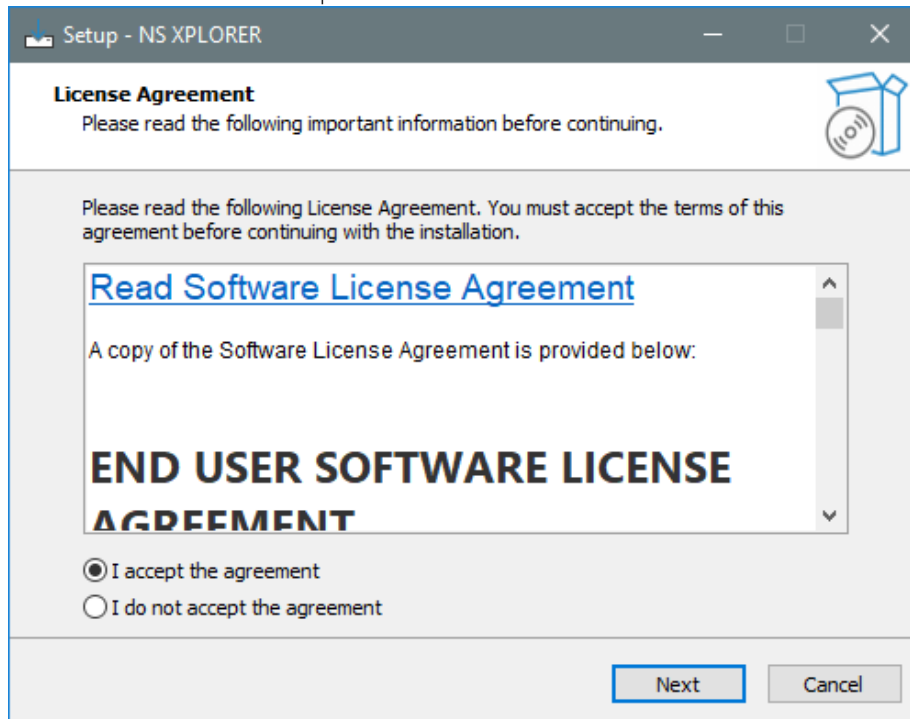


Figure 2: License agreement

Select the box next to "I accept the terms in the License Agreement" then select Next
Choose to have desktop shortcut or not and select Next

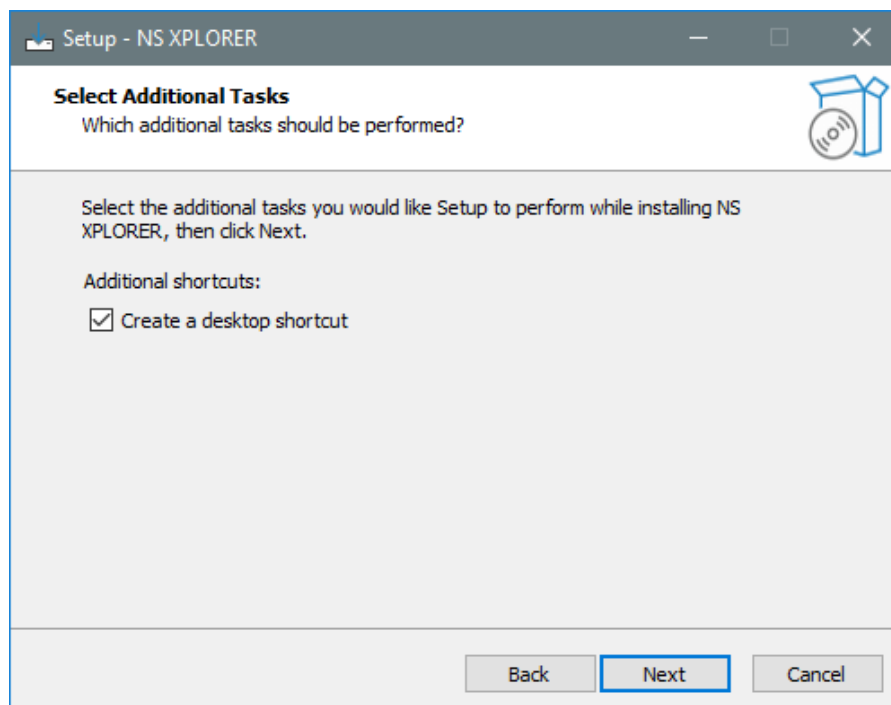


Figure 3: Create desktop shortcut

Choose the appropriate tick boxes for Smart Instrument and then select Next.

More information on Smart Manager and Smart Instrument can be found on Malvern Panalytical [website](#).

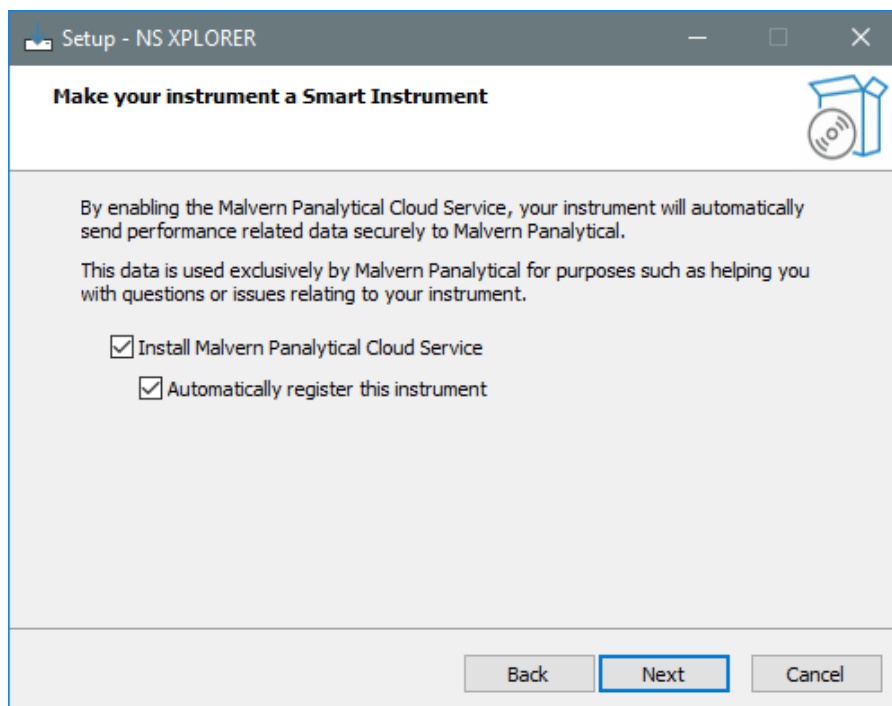


Figure 4: Install Malvern Panalytical Cloud Service

Click the install button

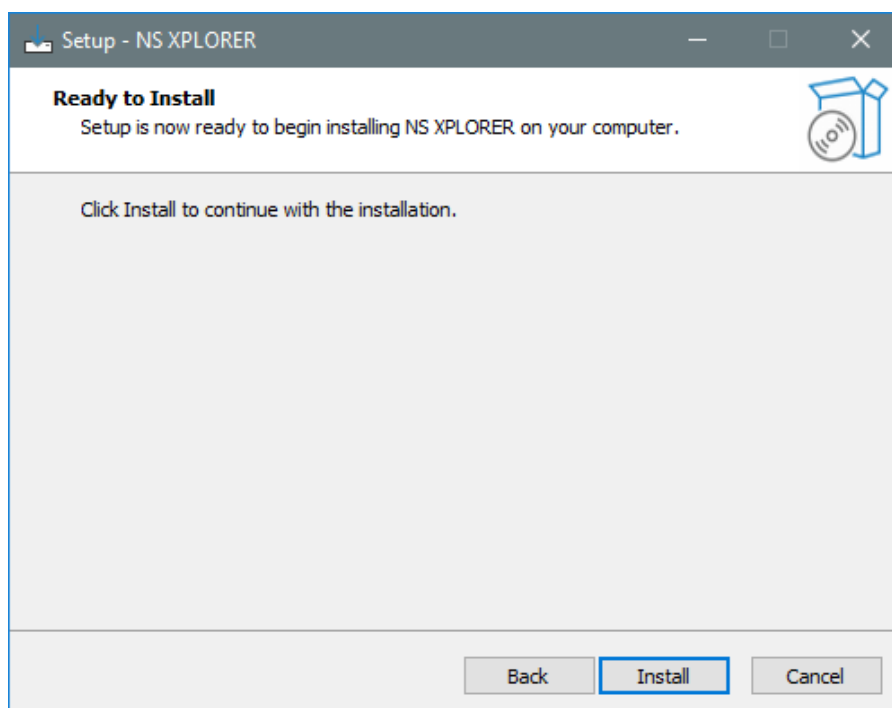


Figure 5: Ready to Install

Installation will begin

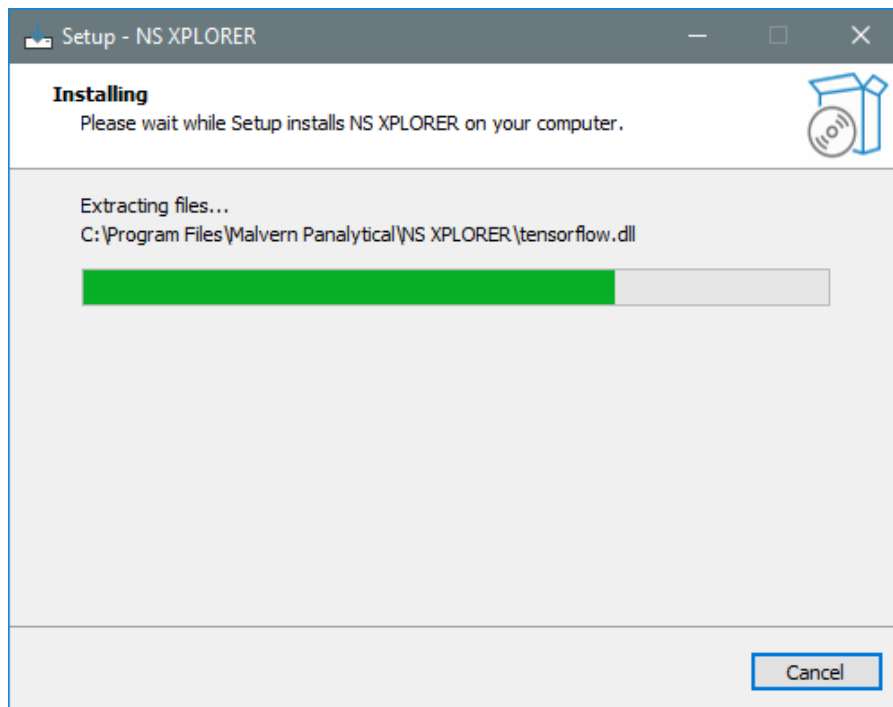


Figure 6: Installing

Select Finish and wait for your PC to Restart.

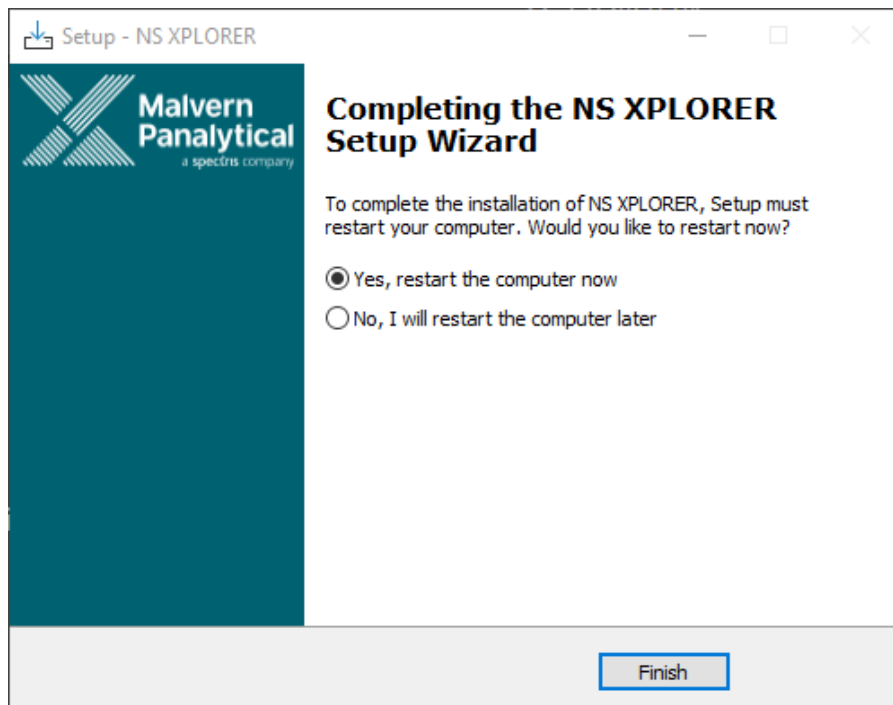


Figure 7: Completing setup

Connecting the NanoSight Pro to a PC

Connect the instrument and syringe pump to any free USB port.

Connect the camera to a free USB 3.0 port.

Note:



Once the software has been installed, connect the instrument to the PC and switch on the instrument before opening the software for the first time.

NS XPLORER software can be opened via double clicking the shortcut on the desktop.



Figure 8: NS XPLORER icon

NS XPLORER launches into the Home Screen and Hardware is detected.

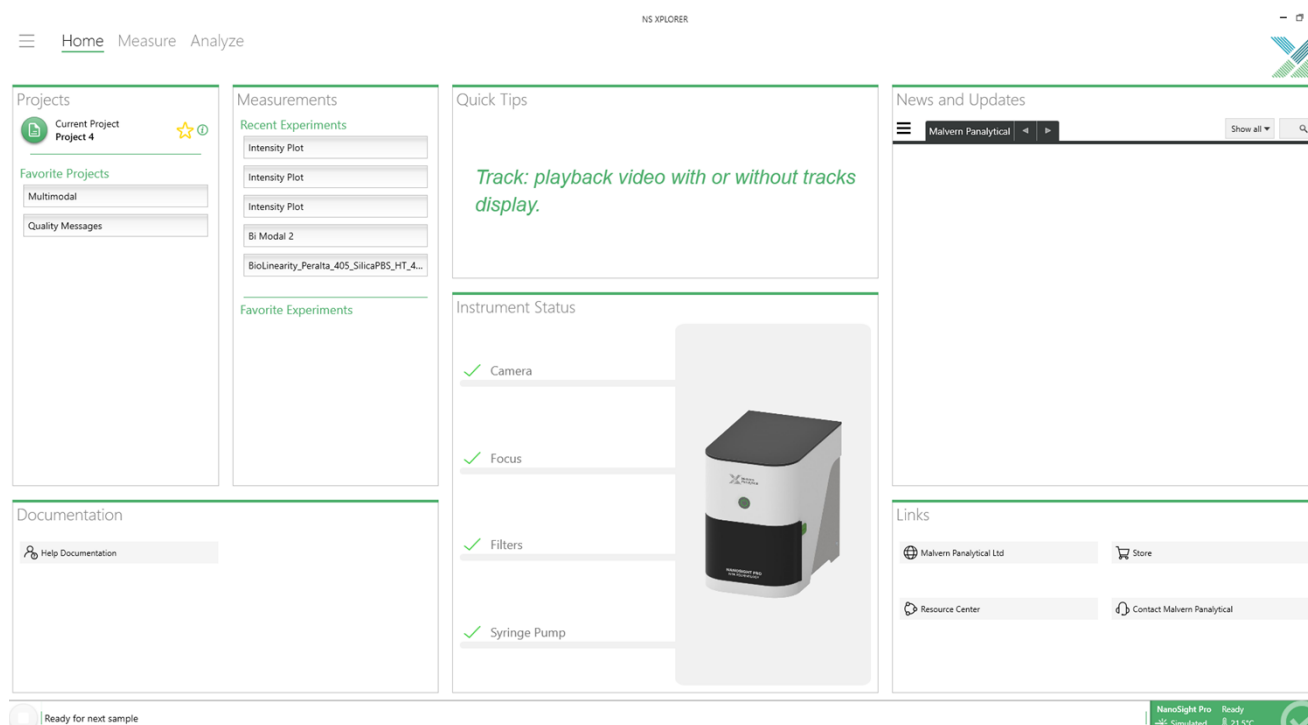


Figure 9: NS XPLORER home screen

A successful connection is indicated with an icon in the corner of the software. See Figure 10.



Figure 10: Instrument connected icon

Windows® settings configuration

For best performance it is recommended that the following changes to Windows® settings are made:

In Control Panel-> Device Manager:

- Expand Universal Serial Bus Controllers

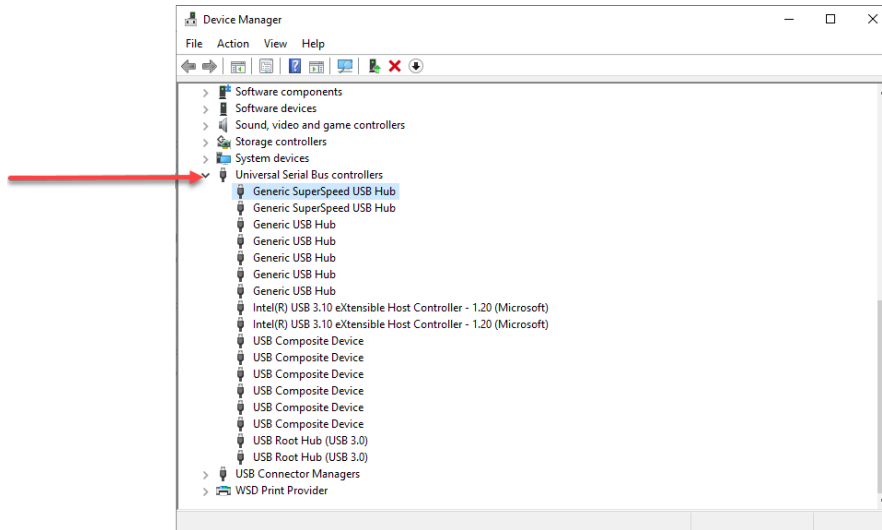


Figure 11: Device Manager

- Right-click "Generic USB Hub", click Properties

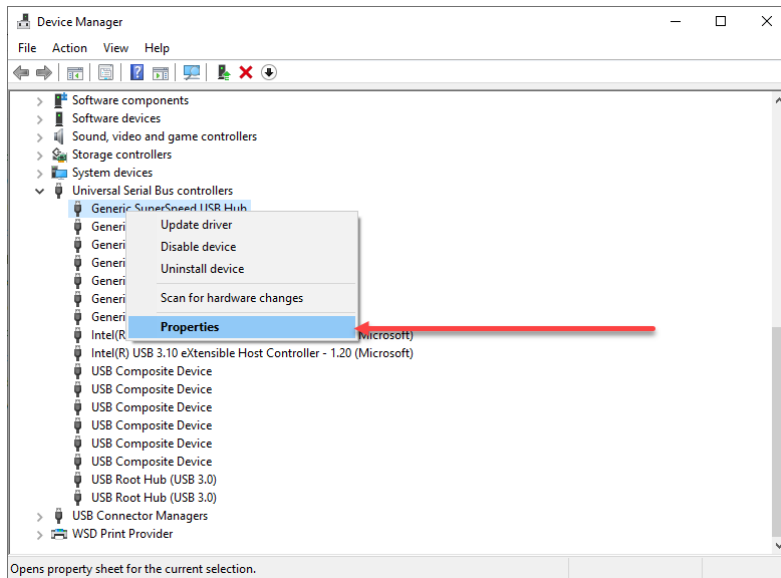


Figure 12: Device Manager Properties

- Click the Power Management tab and uncheck "Allow the computer to turn off this device to save power"

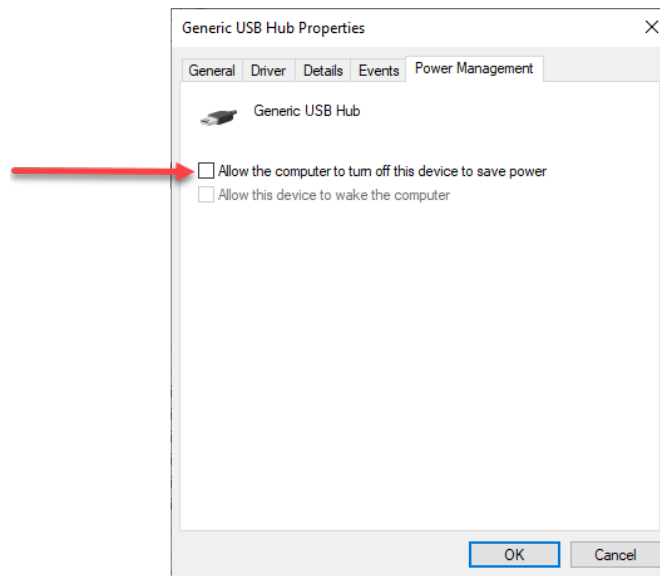


Figure 13: Device Manager Hub

- Repeat this step for all "Generic SuperSpeed USB Hub", "Generic USB Hub", "Intel® eXtensible Host Controller" and "USB Root Hub" devices.

Uninstall Procedure

The software can be uninstalled using the Programs section of the Windows® 'Control Panel'.

Improvements

Maintenance including improvement to tracking algorithms

Known Issues

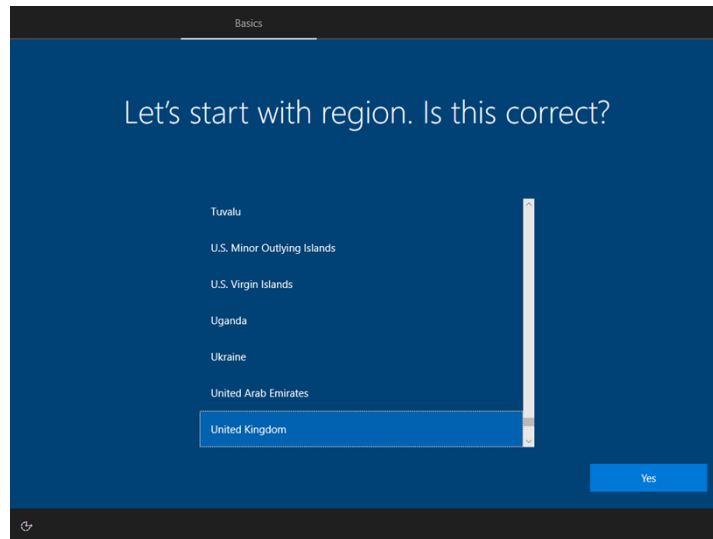
The following software bugs have been discovered within the software and will be investigated as part of a future release. Please follow the suggested work-around.

Reference	Severity	Issue	Workaround
185478	3 - Medium	Parts of the page cut off when increase Windows zoom level	Reduce Windows zoom level below 125%
187444	3 - Medium	Parts of the software can be 'clipped' by the taskbar	None
197437	3 - Medium	Video tab scrolls down/up when you control focus using mouse wheel	Use the scroll bar instead of the mouse
101823	4 - Low	'Burger menu' expansion can be slow/jittery in fullscreen	None
107699	4 - Low	Save buffer overflow does not terminate capture	Retry measurement
189210	4 - Low	Possible lag when adding and dragging using lines to Raw data	None
205997	4 - Low	Some dialog boxes will appear on 2nd monitor	None
206749	4 - Low	Missing option in "News and Updates" Drop-Down List	None

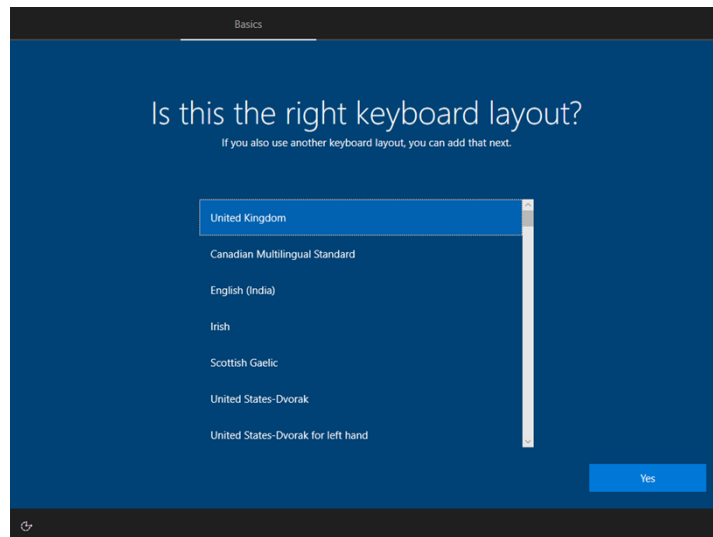
Table 2: Known issues in NS XPLORER v1.2 software.

Appendix 1 – Windows® Installation Instructions

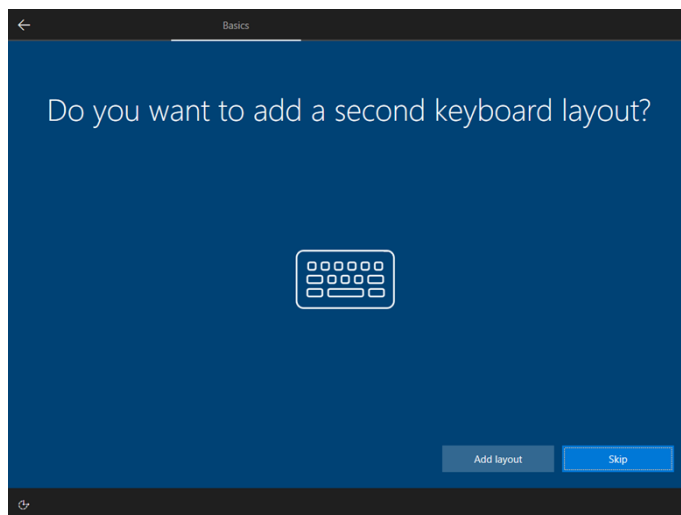
1. Select your region and click **"Yes"** to continue



2. Select your keyboard layout and click **"Yes"** to continue



3. Add a second keyboard layout if required, otherwise click **"Skip"** to continue

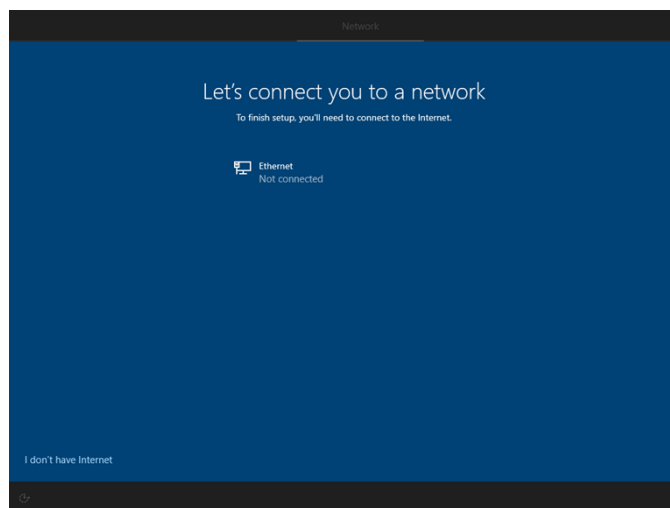


4. Unless you have a Microsoft™ account and are willing to login, it is suggested that you click **"I don't have Internet"** to continue.

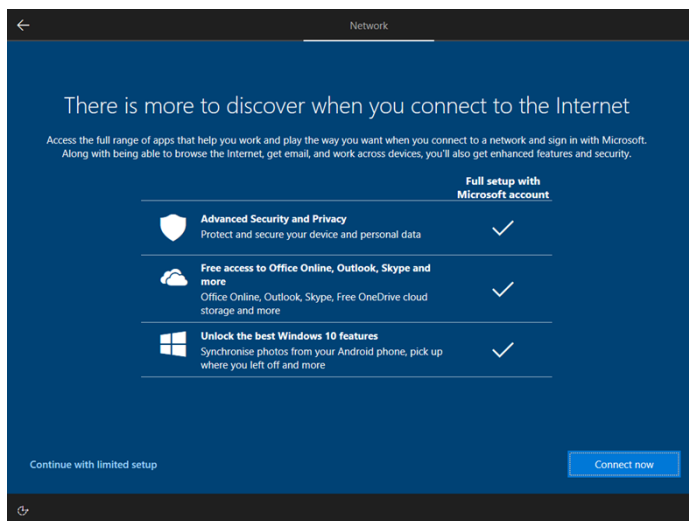


Note:

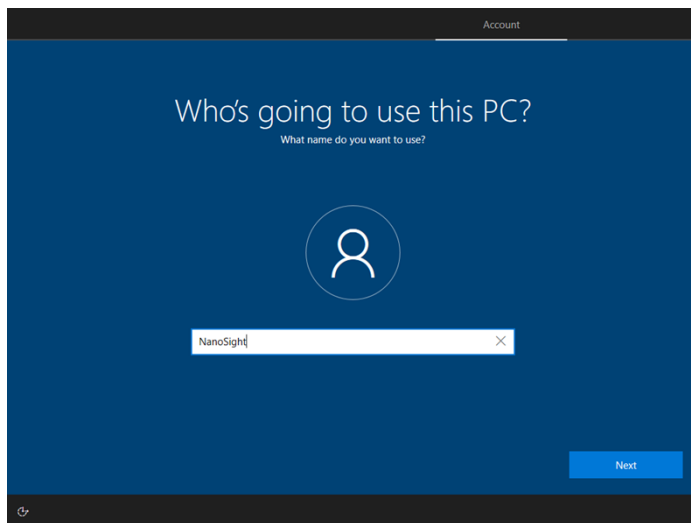
This does not stop you from connecting the PC to the internet (later on), it is only for the purposes of generating a local account as opposed to logging in via a Microsoft™ account.



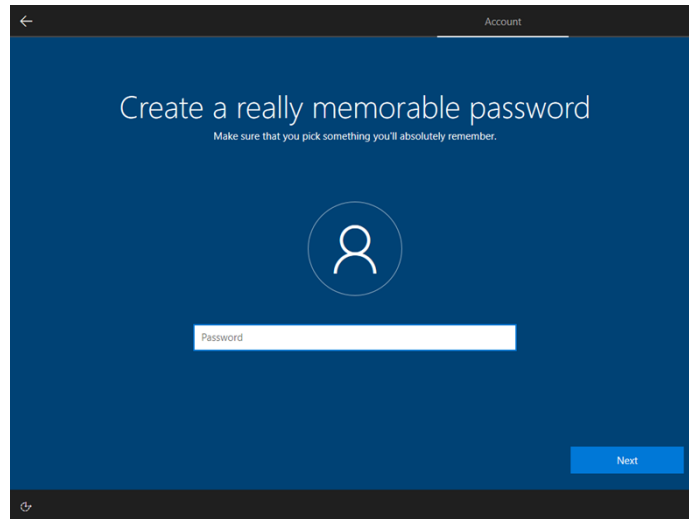
5. Click "Continue with limited setup"



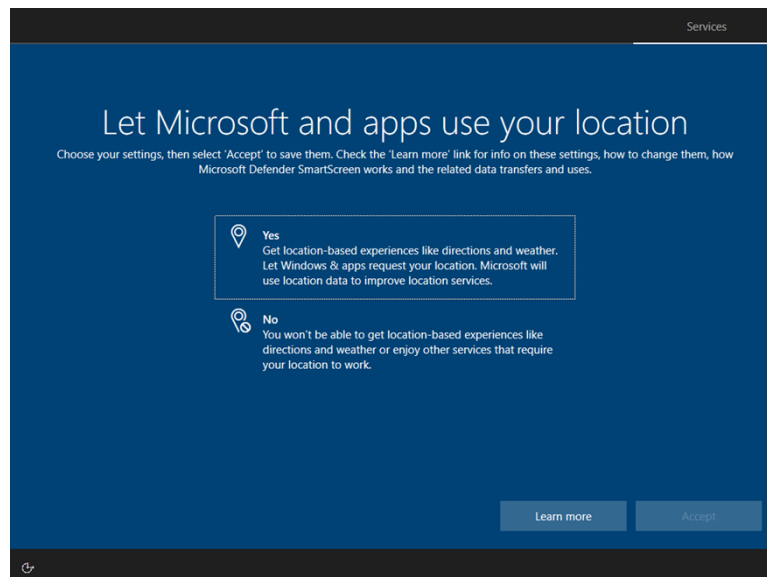
6. Enter your preferred username and click Next to continue



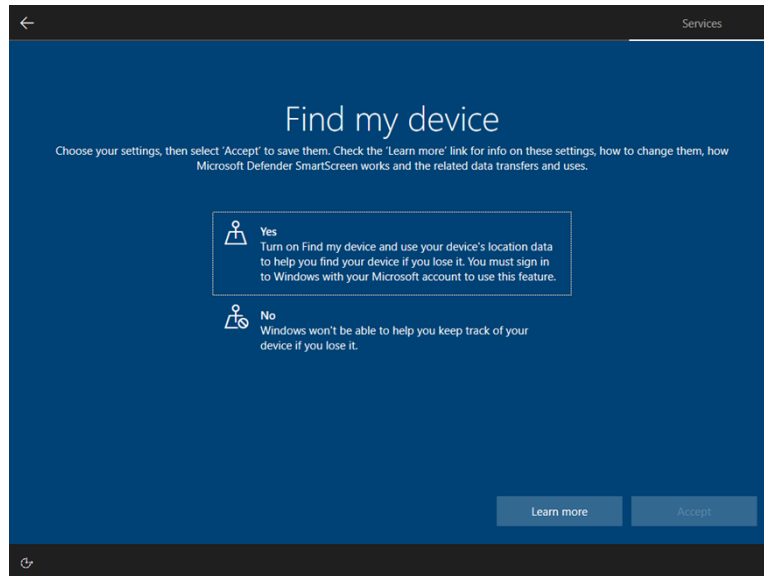
7. Choose a password or leave it blank, and click Next to continue



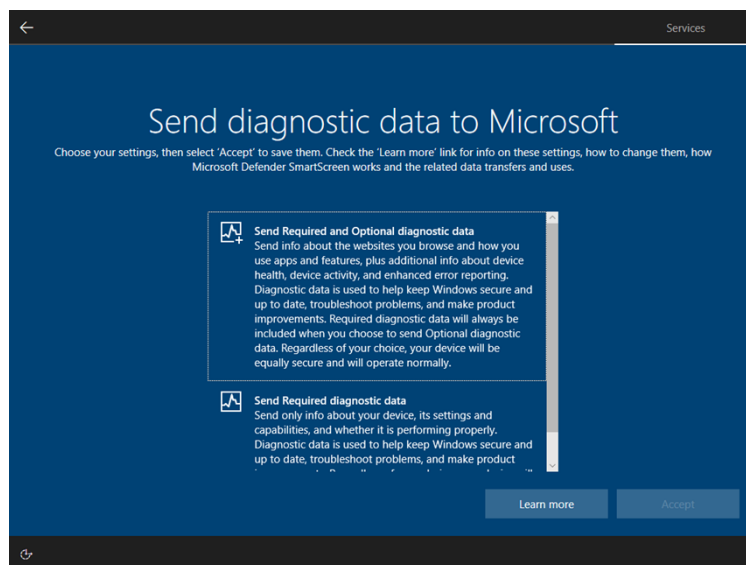
8. Decide whether to allow Microsoft™ to use your location. Click **"Accept"** to continue



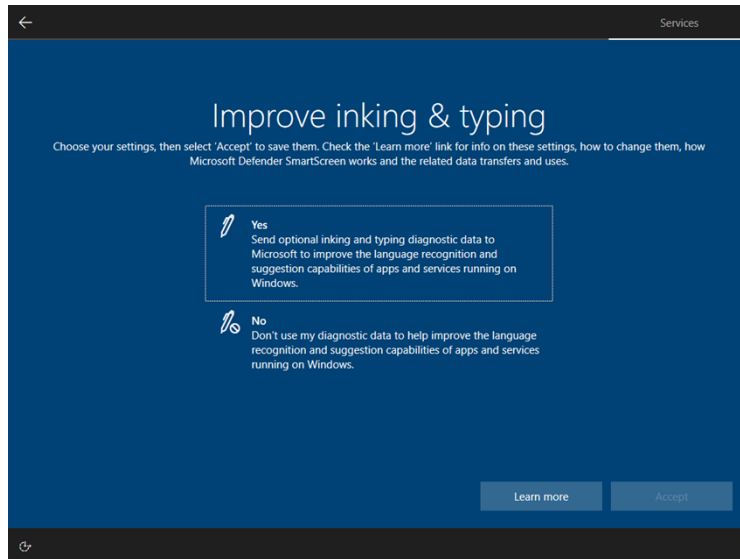
9. Choose yes or no for Find my device, click **"Accept"** to continue



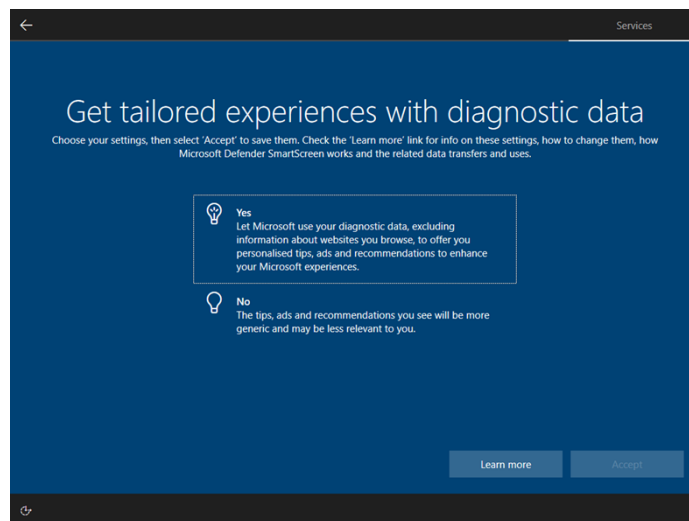
10. Choose the level of diagnostic data to send to Microsoft™. Click **"Accept"** to continue



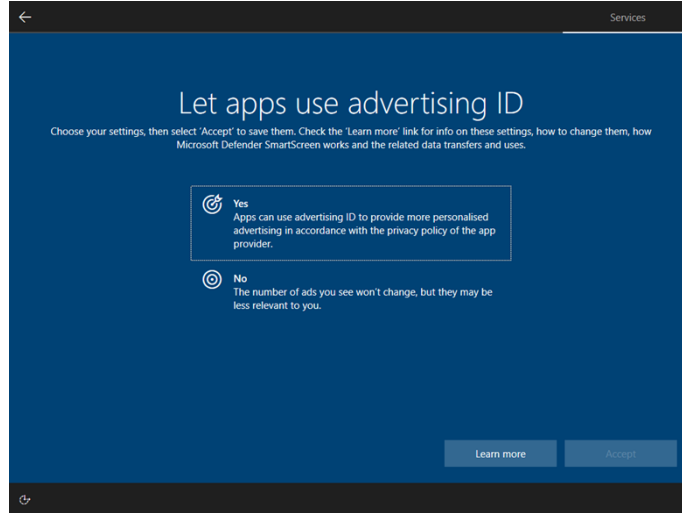
11. Select yes or no for inking and typing, click **“Accept”** to continue



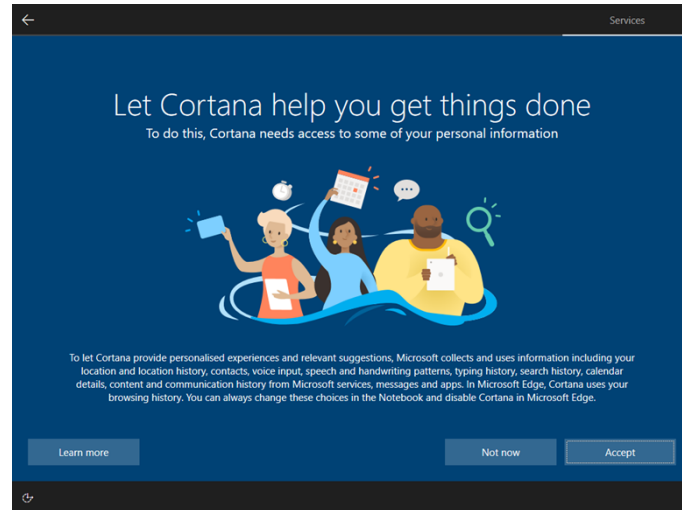
12. Choose whether to accept targeted advertising, click **“Accept”** to continue



13. Select yes or no for advertising ID, click **“Accept”** to continue



14. Setup Cortana™ if required by clicking **“Accept”**. Otherwise click **“Not now”** to finish



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