

NS XPLORER SOFTWARE: v1.0.0 (PSS0058-01) SOFTWARE UPDATE NOTIFICATION

Introduction

This document details the release of software PSS0058: v1.0.0 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.

D™, Intel™ UHD or Nvidia™ Graphics (Direct X 12, Open GL 4, Open CL 3)
Gen+ Intel Core i7™ Processor (or equivalent)
GB RAM
2GB Solid State Drive (SATA or NVMe) 3 Hard Drive (for data storage)
0W minimum
20 x 1080 full HD screen resolution running in 16-bit color mode
free USB ports (at least one USB 3.0)
ndows 10® 64-bit - minimum release 20H1 ndows 11® 64-bit

 Table 1: Recommended system requirements





Supported operating systems

NS XPLORER 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 XPLORER Setup and License Manager Setup files. License Manager is a prerequisite of NS XPLORER.

Locating the software on the instrument

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

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

Installation

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



Figure 1: User Account Control

Select Yes button and the NS XPLORER wizard opens



🚣 Setup - NS XPLORER 🦳 —		×
License Agreement Please read the following important information before continuing.	((III)
Please read the following License Agreement. You must accept the terms o agreement before continuing with the installation.	f this	
Read Software License Agreement	-	•
A copy of the Software License Agreement is provided below:		
END USER SOFTWARE LICENSE		
 I accept the agreement I do not accept the agreement 		
Next	Ca	ncel

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

🚣 Setup - NS XPLORER			×
Select Additional Tasks Which additional tasks should be performed?			
Select the additional tasks you would like Setup to perform while in XPLORER, then dick Next. Additional shortcuts:	nstalling NS		
Back	Next	Cano	el

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.

🚣 Setup - NS XPLORER			×
Make your instrument a Smart Instrument			(n)
By enabling the Malvern Panalytical Cloud Service, your instrument send performance related data securely to Malvern Panalytical.	will auton	natically	
This data is used exclusively by Malvern Panalytical for purposes su with questions or issues relating to your instrument.	ch as hel	ping you	
Install Malvern Panalytical Cloud Service			
Automatically register this instrument			
Back Ne	ext	Can	cel

Figure 4: Install Malvern Panalytical Cloud Service

Click the install button



Figure 5: Ready to Install



Installation will begin

🚣 Setup - NS XPLORER	—		×
Installing Please wait while Setup installs NS XPLORER on your computer.		(
Extracting files C:\Program Files\Malvern Panalytical\WS XPLORER\tensorflow.dll			
		Car	ncel

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.

		NS XPLORER		- ¤ ×
<u> Home</u> Measure Anal	lyze			
Projects	Measurements	Quick Tips	News and Updates	
Current Project	Recent Experiments Intensity Plot		Malvern Panalytical 4	Show all 🔻 🔍
Favorite Projects	Intensity Plot	Track: playback video with or without tracks		
Multimodal	Intensity Plot	display.		
Quality Messages	Bi Modal 2			
	BioLinearity_Peralta_405_SilicaPBS_HT_4			
	Favorite Experiments	Instrument Status		
		✓ Camera		
		√ Focus		
Documentation		•	Links	
A Help Documentation		V Filters	Halvern Panalytical Ltd	🕁 Store
			🚱 Resource Center	Contact Malvern Panalytical
		✓ Syringe Pump		
Ready for next sample				NanoSight Pro Ready -# Simulated § 21.5°C

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

File Action View Help Image: Software components > Image: Software devices > > Image: Software devices > Image: Software devices > > Image: Software devices Image: Software	🛃 Device Manager	-	\times
 Software components Software devices Generic USB Hub Generic USB Usb Lots Controller - 1.20 (Microsoft) Intel(R) USB 3.10 extensible Host Controller - 1.20 (Microsoft) USB Composite Device 	File Action View Help		
> Software components ▲ > Software devices > > Storage controllers > > Storage controllers > > Storage controllers > > Universal Serial Bus controllers > > © Generic SuperSpeed USB Hub © © Generic SuperSpeed USB Hub © © Generic USB Hub © © Intel(R) USB 3.10 eXtensible Host Controller - 1.20 (Microsoft) © Intel(R) USB 2.00 eXtensible Host Controller - 1.20 (Microsoft) © USB Composite Device © USB C			
	 B Software components Software devices Software devices Software devices System devices Universal Serial Bus controllers Software devices Universal Serial Bus controllers Generic USB Hub USB Composite Device USB Composite Device		

Figure 11: Device Manager



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

🗄 Device Manager	-	×
File Action View Help		
> ■* Software components > ■ Software devices > ■ Software devices > ■ Software devices > ■ System devices > ■ System devices > ■ Generi Update driver ● Generi Disable device ● Generi Disable device		~
Generi Generi Generi Generi Pronerties		
Intel(R) USB 3.10 eXtensible Host Controller - 1.20 (Microsoft) USB Composite Device USB Composite Device		~
Opens property sheet for the current selection.		

Figure 12: Device Manager Properties

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

Generic L	JSB Hub	Properti	es				×
General	Driver	Details	Events	Power M	anagement		
S	Generio	: USB Hu	ıb				
Allov	w the con	nputer to t	tum off th	is device to	o save powe	r	
Allow	w this dev	rice to wa	ike the co	omputer			
					OK	(Cancel

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'.



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.

Table 2: Known issues in NS XPLORER v1.0.0 software.

Reference	Severity	Issue	Workaround
173024	3 - Medium	Naming a new Report with invalid characters	Use valid characters
185476	3 - Medium	Decrease the lower limit of exposure slide bar	Use the text box to reduce exposure further
185478	3 - Medium	Parts of the page cut off when increase zoom level	Reduce zoom
185547	3 - Medium	Single UI Measurements aborted during first video after auto-setup	Retry the measurement
187444	3 - Medium	Parts of the software can be 'clipped' by the taskbar	None
190434	3 - Medium	Fluorescence export shows incorrect filter type	Manually change the exported data for filter type
192298	3 - Medium	Properties tab closes when other properties have been removed/deleted and doesn't reset focus to remaining measurement.	Click on the remaining measurement to gain focus
192426	3 - Medium	Measurements go into wrong project if a different one is open	Move measurement back to correct project
185437	3 - Medium	Exported CSV shows "Light Scatter" for Filter column for all measurements	Manually change the exported data for filter type
197437	3 - Medium	Video tab scrolls down/ up when you control focus using mouse wheel	Use the scroll bar instead of the mouse
197480	3 - Medium	Misleading 'Temperature Disconnected' message when tmp controller idles or sleeps	Continue with measurements and temperature will be 'reconnected'



197625	3 - Medium	Opening projects is slow	None
200725	3 - Medium	Selecting to "Toggle display of data for all samples" does not change display of data	None
197904	4 - Low	Export video button disabled if pop-up dismissed	Reload the selected measurement
197475	4 - Low	If you do not approve capture settings focus changes to screen and not on camera	Click in the video to regain correct focus
189210	4 - Low	Possible lag when adding and dragging using lines to Raw data	None
195541	4 - Low	Restore default user settings always disabled	None
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
167672	4 - Low	Inconsistent flow message in the Data quality User Guideline	None



Appendix 1 – Windows® Installation Instructions

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

Basics	
Let's start with re	egion. Is this correct?
Tuvalu	
U.S. Minor Outlying Islands	
U.S. Virgin Islands	
Uganda	
Ukraine	
United Arab Emirates	
United Kingdom	
	Yes

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

	Basics	
ls tł	nis the right keyboard layout? If you also use another keyboard layout, you can add that next.	
	United Kingdom	
	Canadian Multilingual Standard	
	English (India)	
	Irish	
	Scottish Gaelic	
	United States-Dvorak	
¢		



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.

Network
Let's connect you to a network
Ethernet Not connected
I don't have Internet
Ф



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

		Services
Choose your settings, th	Let apps use advertising ID en select 'Accept' to save them. Check the Learn more' link for info on these settings Microsoft Defender SmartScreen works and the related data transfers and uses.	how to change them, how
	Yes Apps can use advertising ID to provide more personalised advertising in accordance with the privacy policy of the app provider.	
	No The number of ads you see won't change, but they may be less relevant to you.	
	Learn more	Accept

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





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