

NS XPLOERER SOFTWARE: v3.0 (PSS0058-01) Software Update Notification

Introduction

This document details the release of software PSS0058: v3.0 of the NanoSight NS XPLOERER software for the NanoSight Pro system. Installation instructions are provided.

Installation

It is assumed that you have the 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 XPLOERER 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	10 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
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 and a Windows User Account Control popup is displayed.

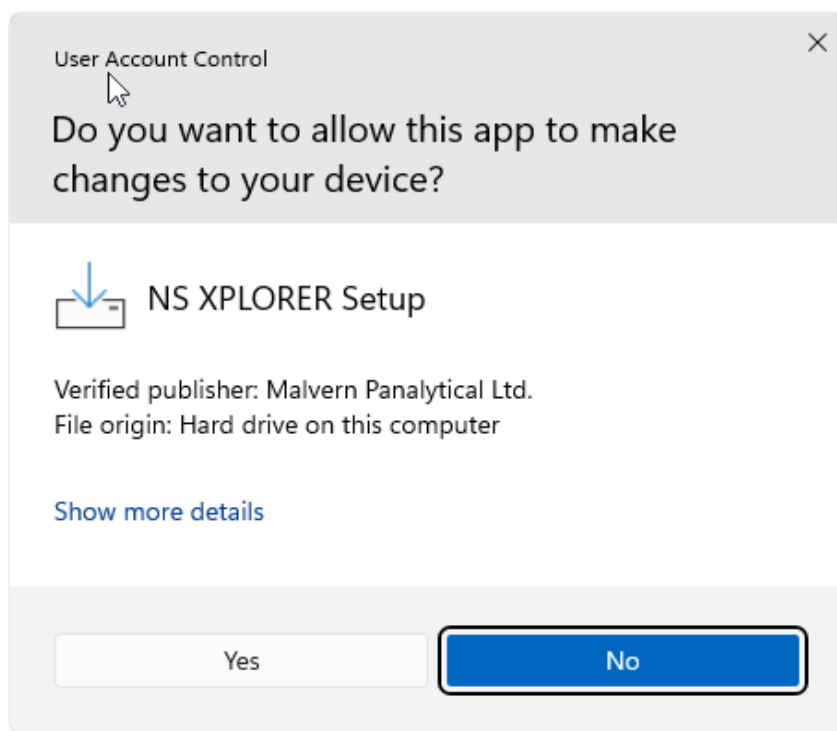


Figure 1: User Account Control

Select Yes button and the NS XPLOER wizard opens.

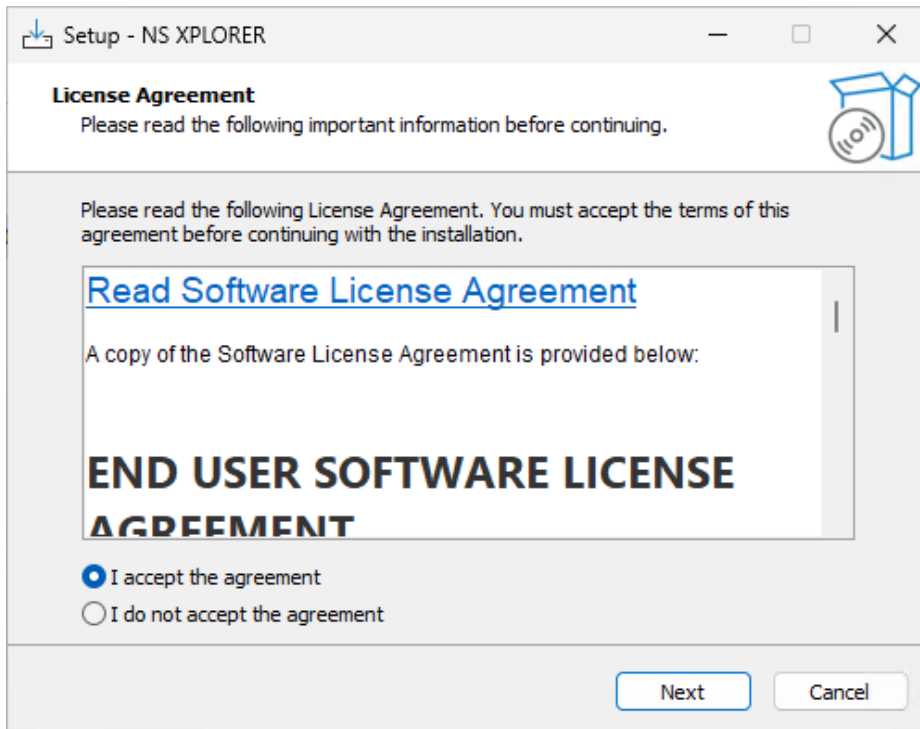


Figure 2: License agreement

Select the box next to “I accept the terms in the License Agreement” then select Next.

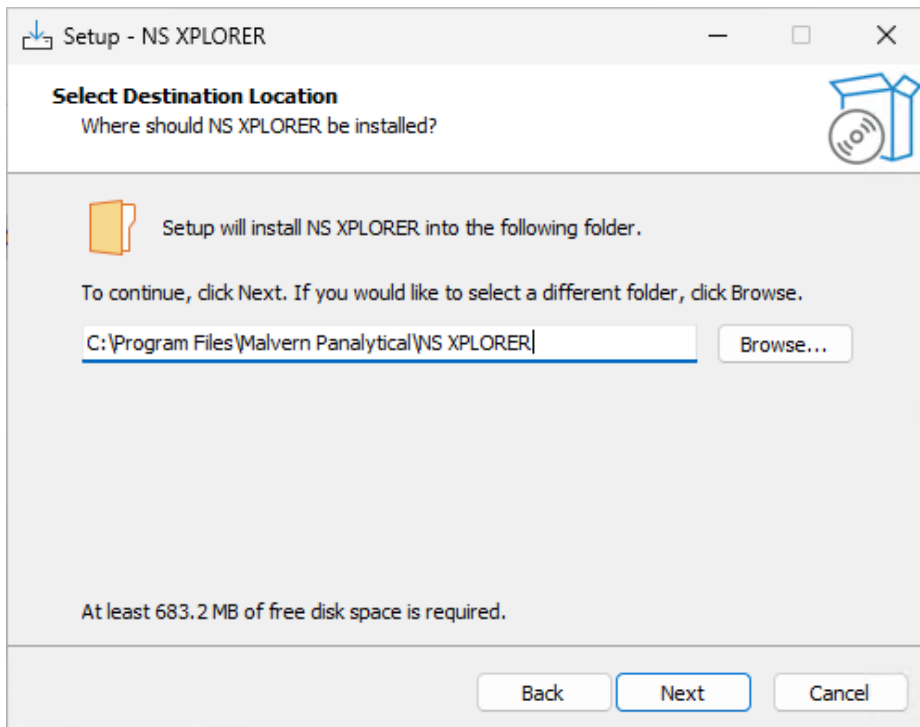


Figure 3: Select destination folder

Select the destination folder, either accepting the default location or browsing the PC for an alternative location and then click Next.

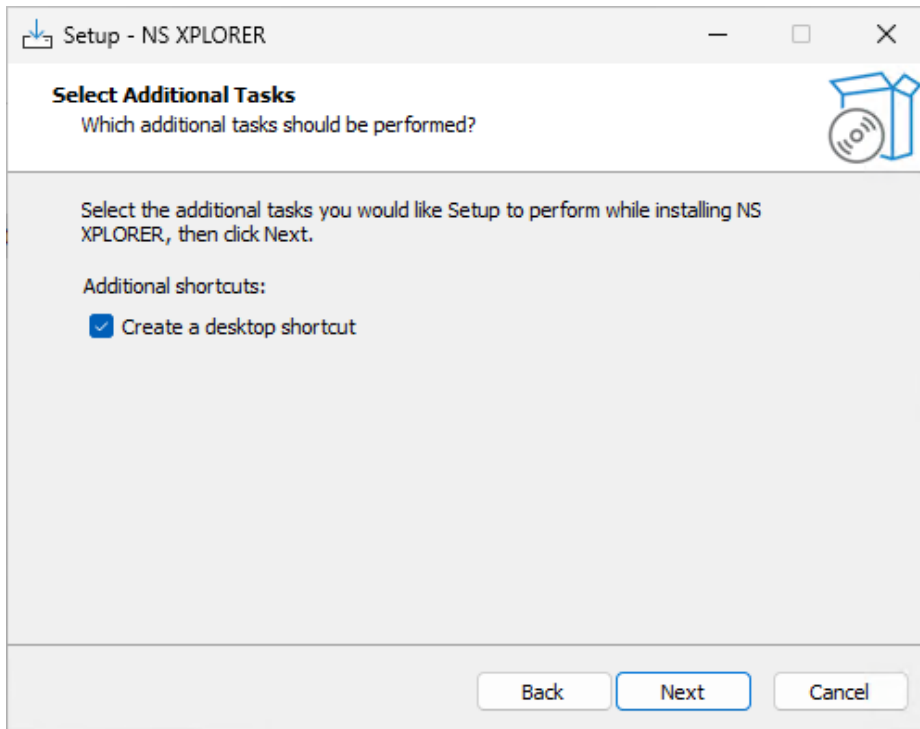


Figure 4: Create desktop shortcut

Choose to have desktop shortcut or not and select Next.

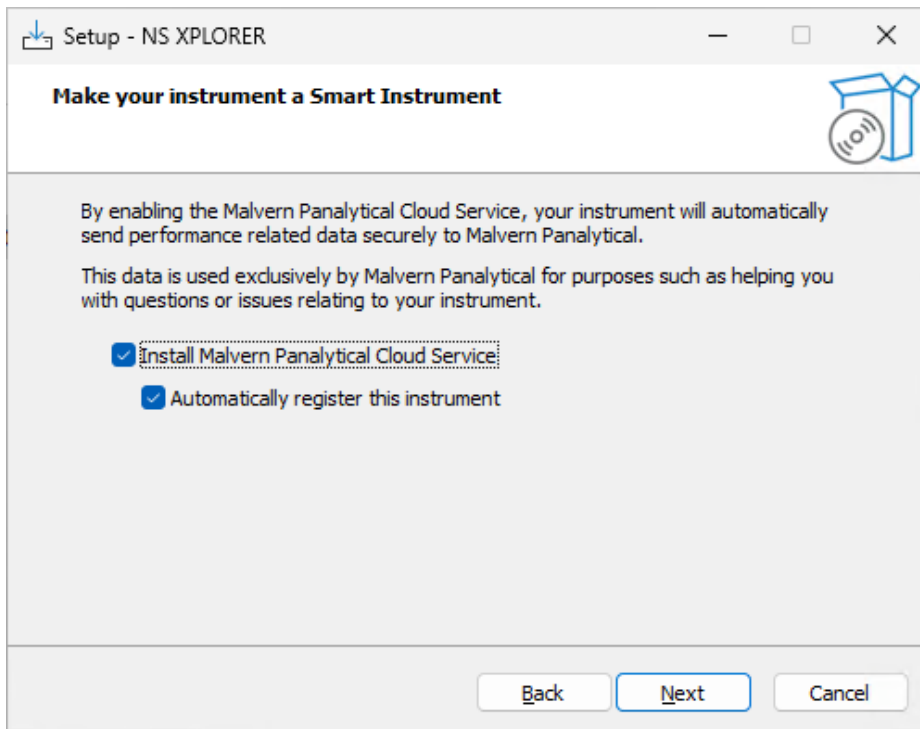


Figure 5: Install Malvern Panalytical Cloud Service

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

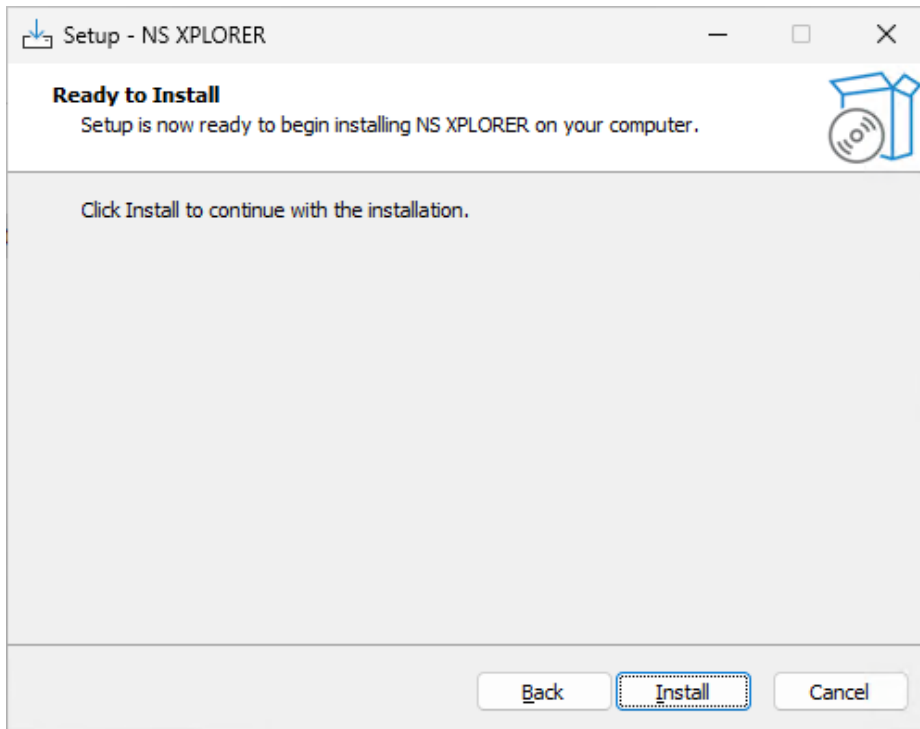


Figure 6: Ready to Install

Click the install button. Installation will begin and firstly install License Manager.

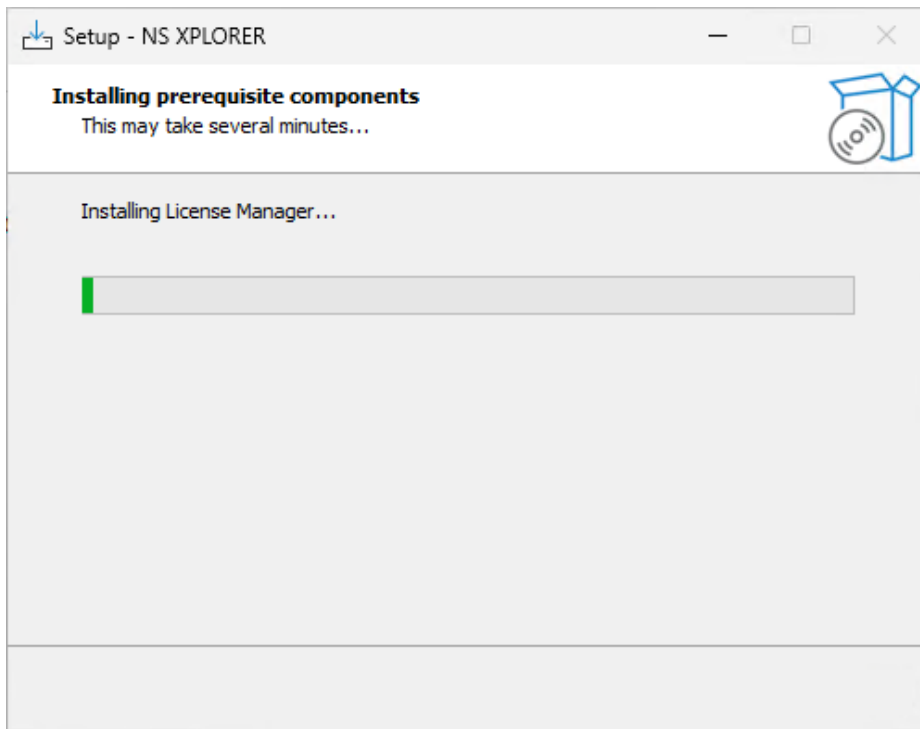


Figure 7: Installing prerequisites

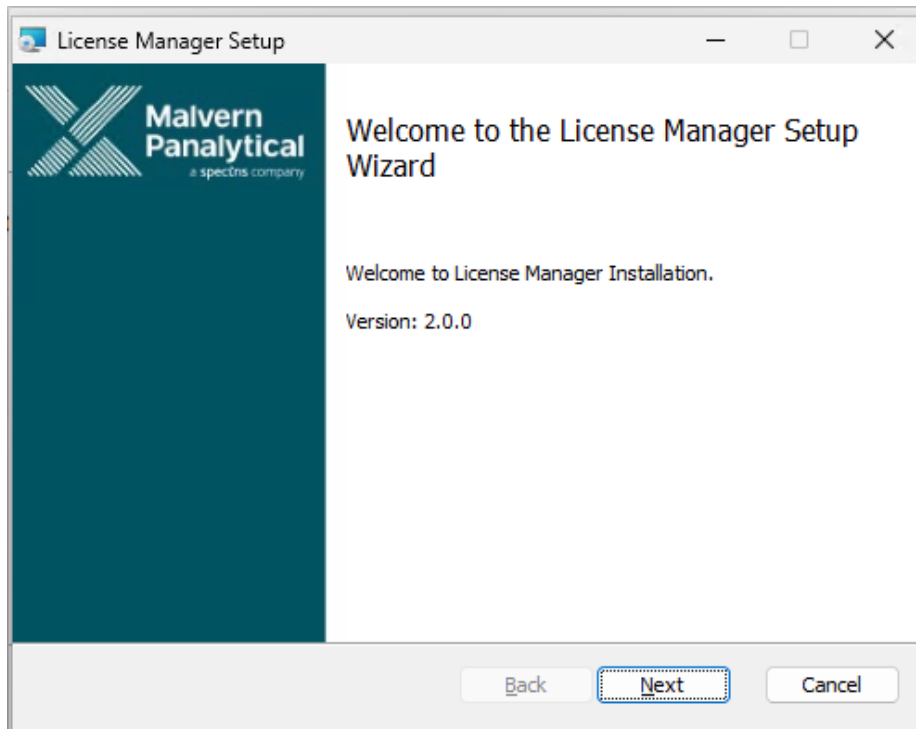


Figure 8: License Manager Wizard

Click Next.

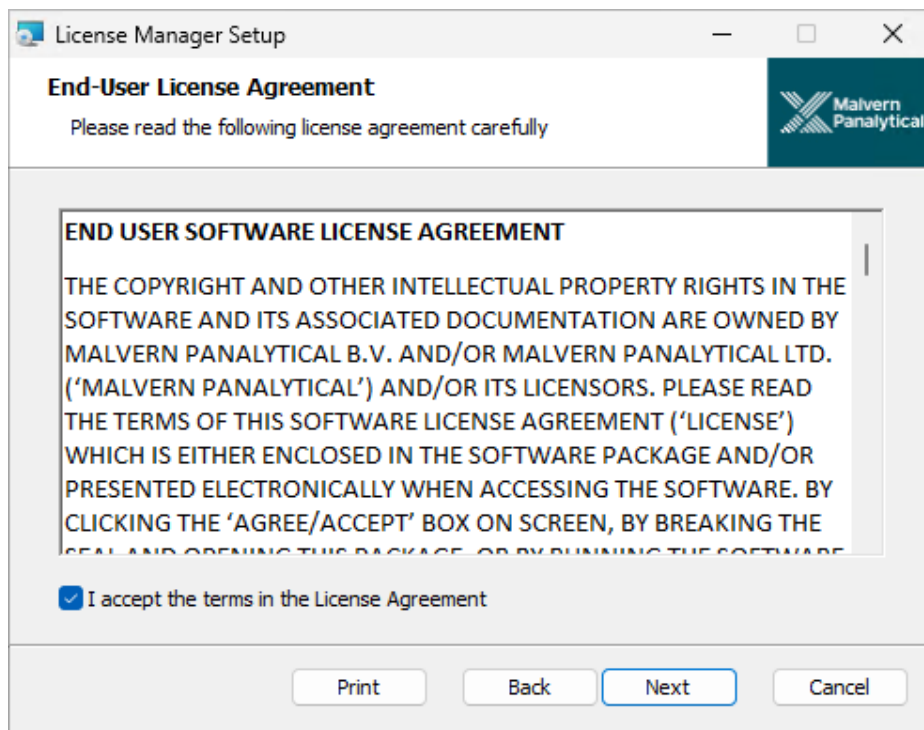


Figure 9: License Manager Agreement

Select the box next to “I accept the terms in the License Agreement” then select Next.

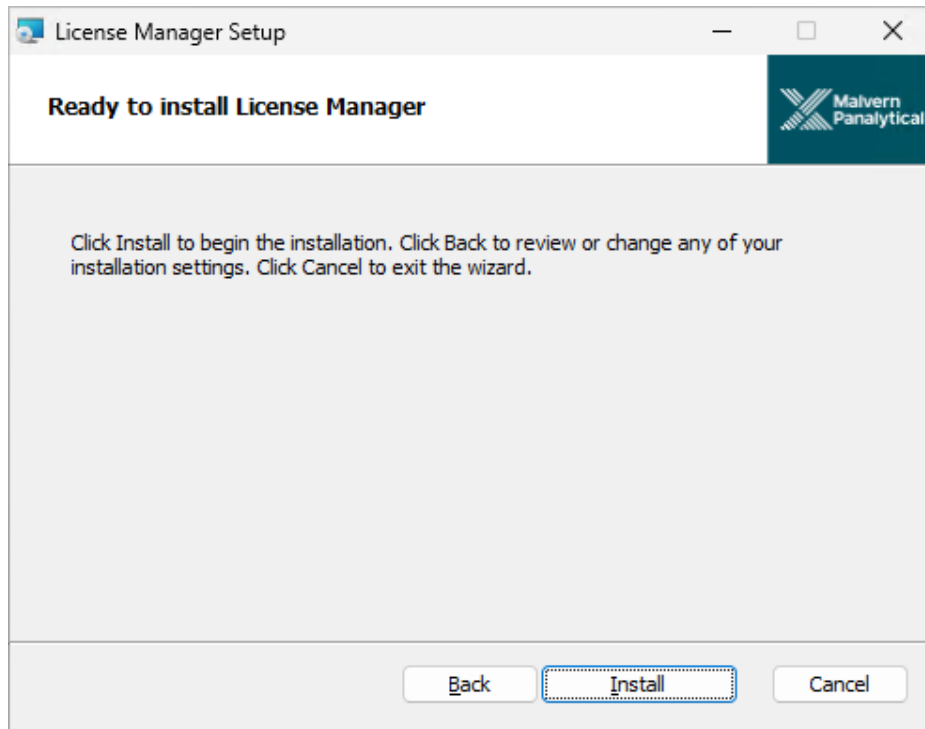


Figure 10: Ready to Install License Manager

Click Install.

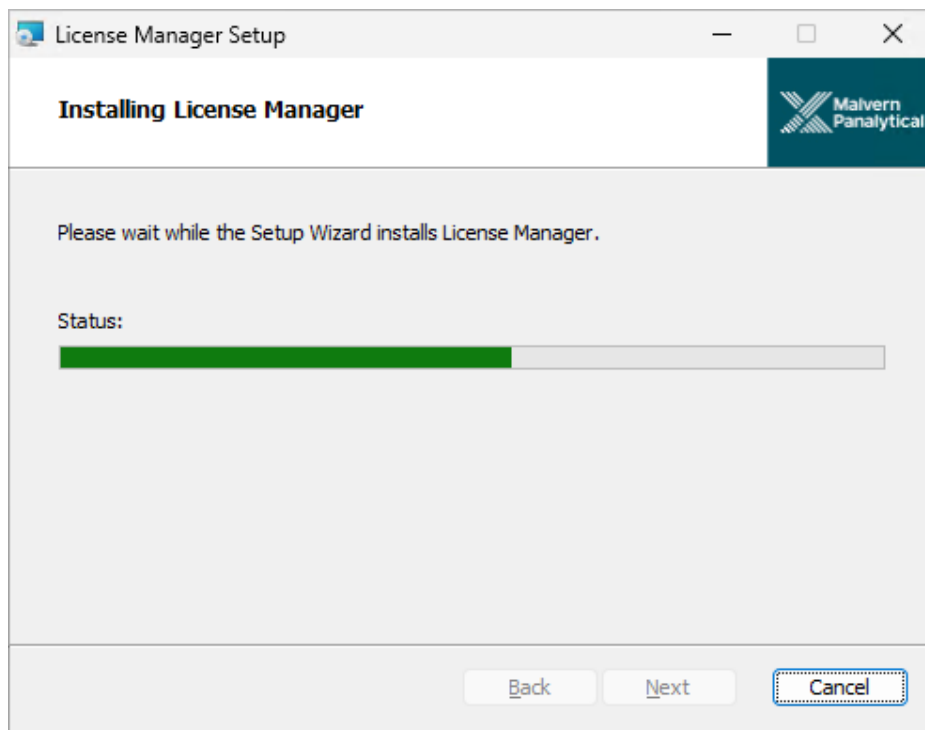


Figure 11: Installing License Manager

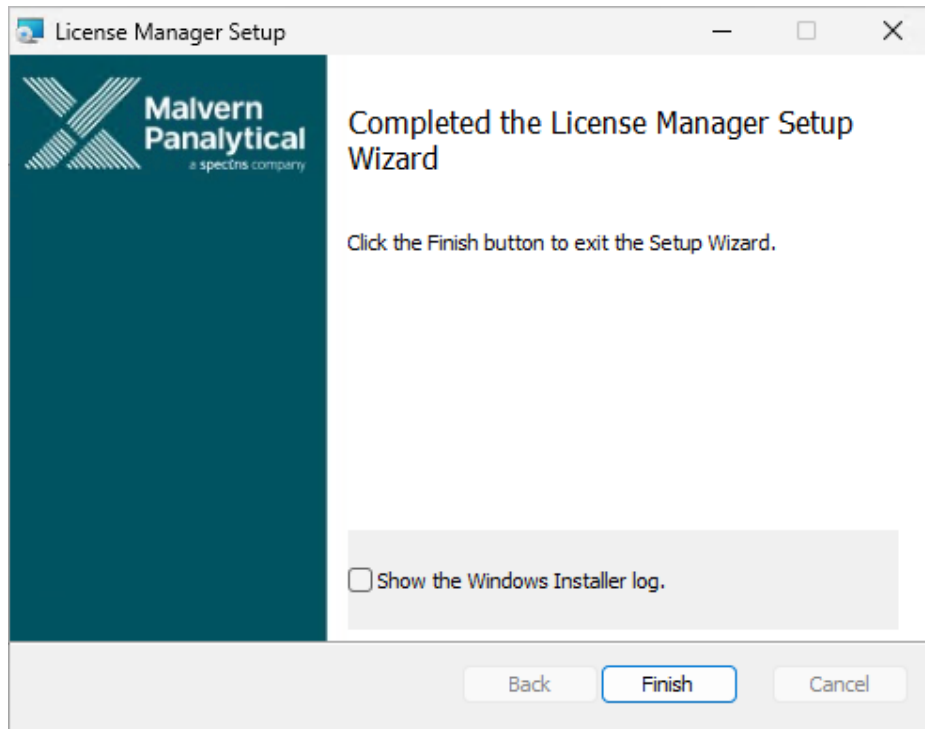


Figure 12: License Manager Wizard Completed

Click Finish.

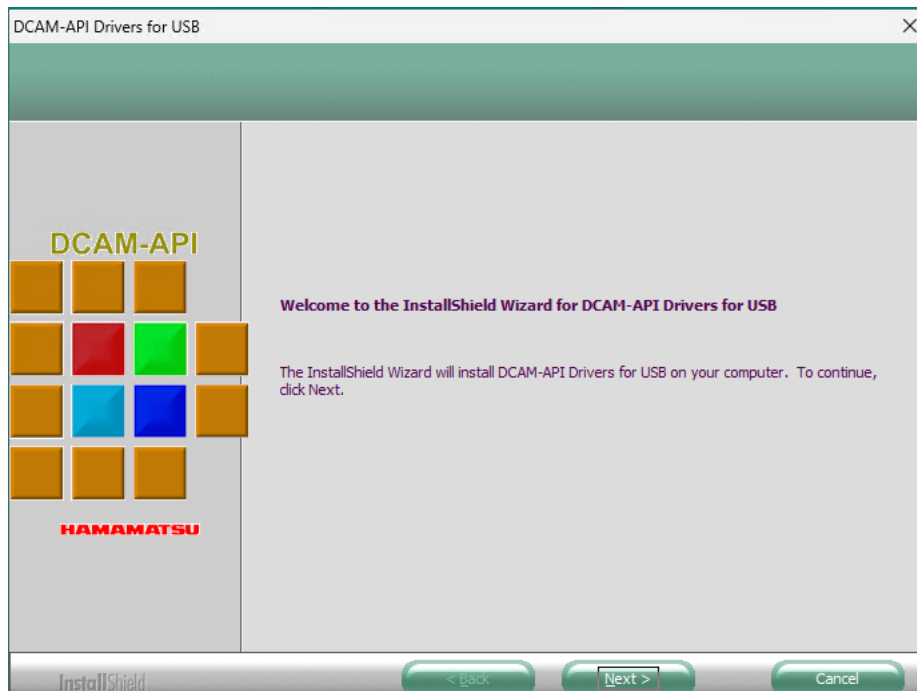


Figure 13: USB Install Wizard

Click Next.

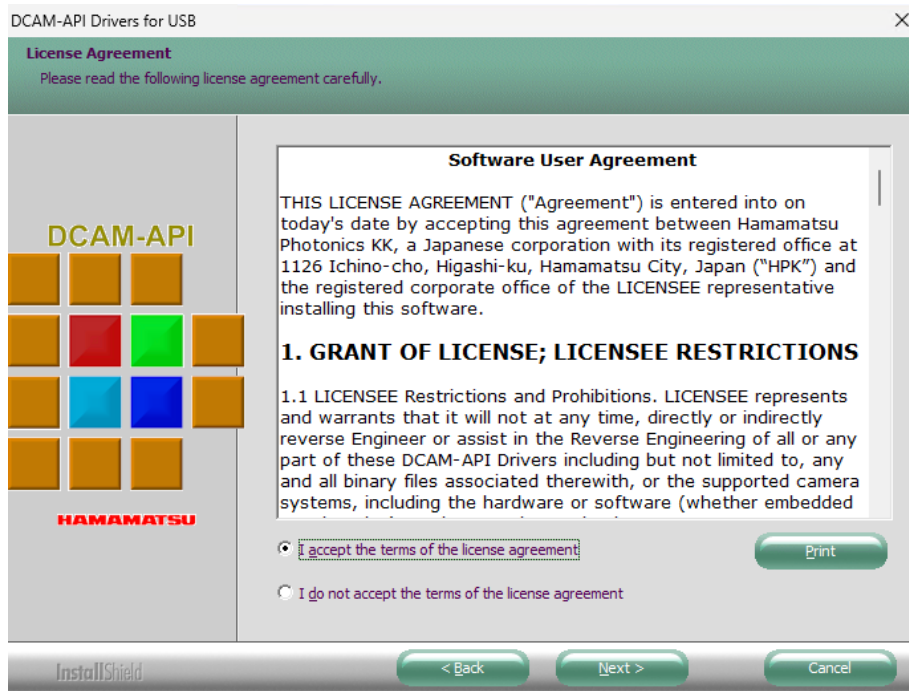


Figure 14: USB Driver Agreement

Select the box next to “I accept the terms in the License Agreement” then select Next.

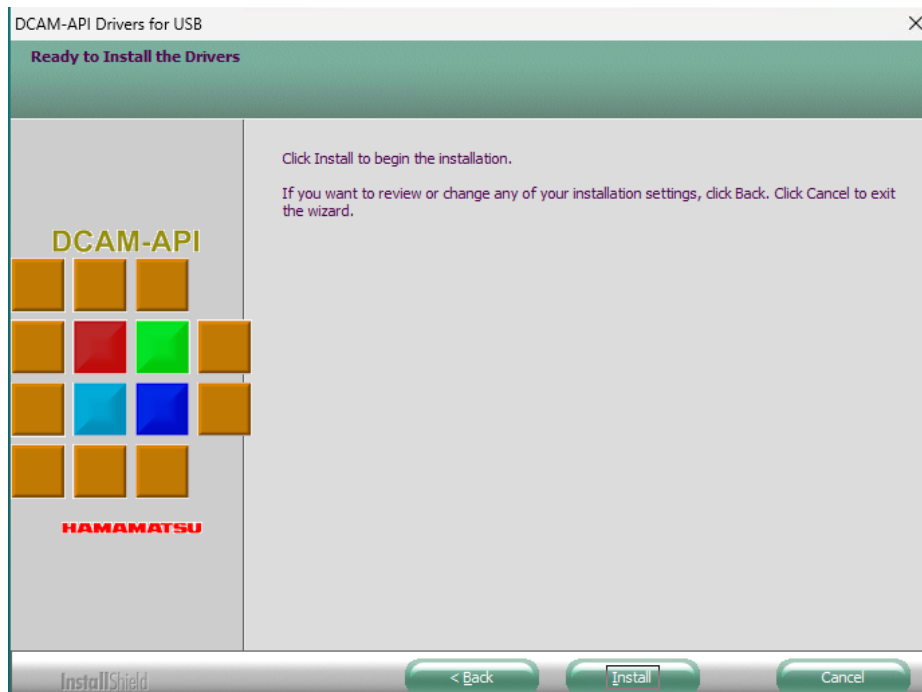


Figure 15: USB Driver Begin Installation

Click Install.

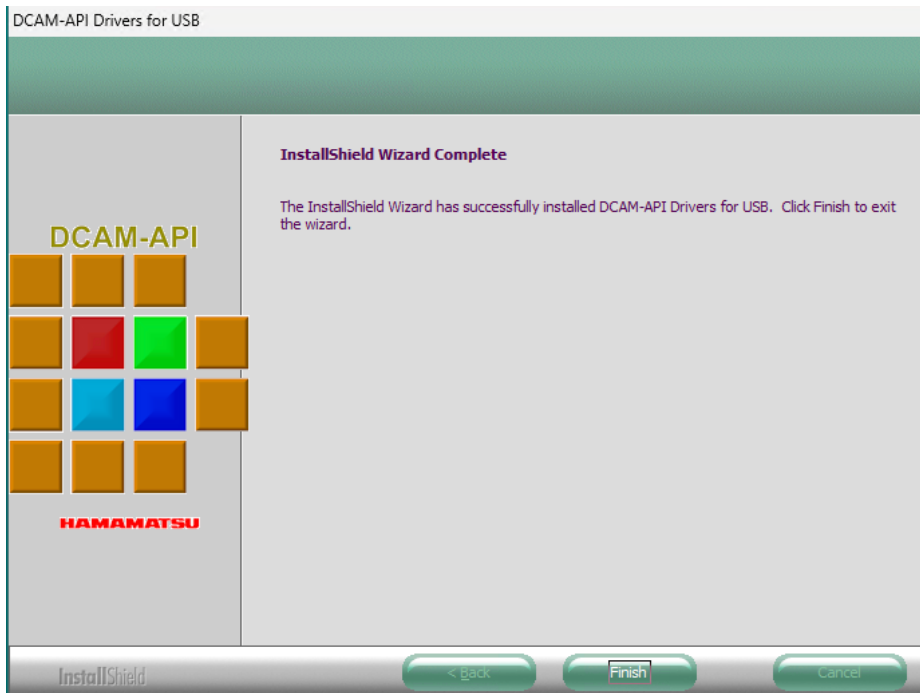


Figure 16: USB Driver Installation Complete

Click Finish. NS Xplorer will continue to install.

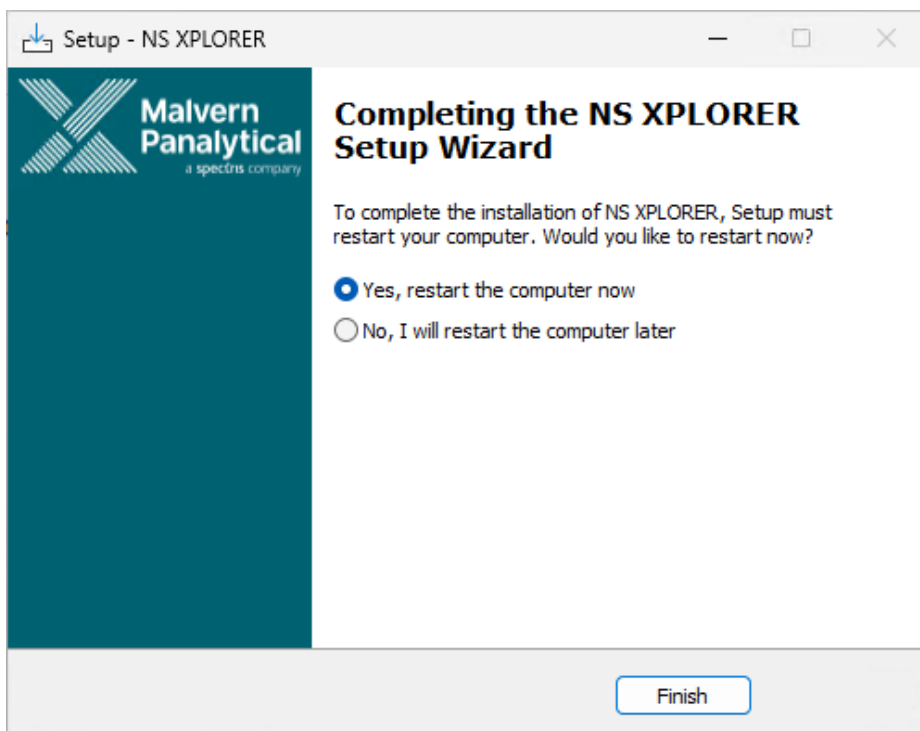


Figure 17: Completing setup

Select Finish and wait for your PC to Restart.

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



Figure 18: NS XPLOER icon

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

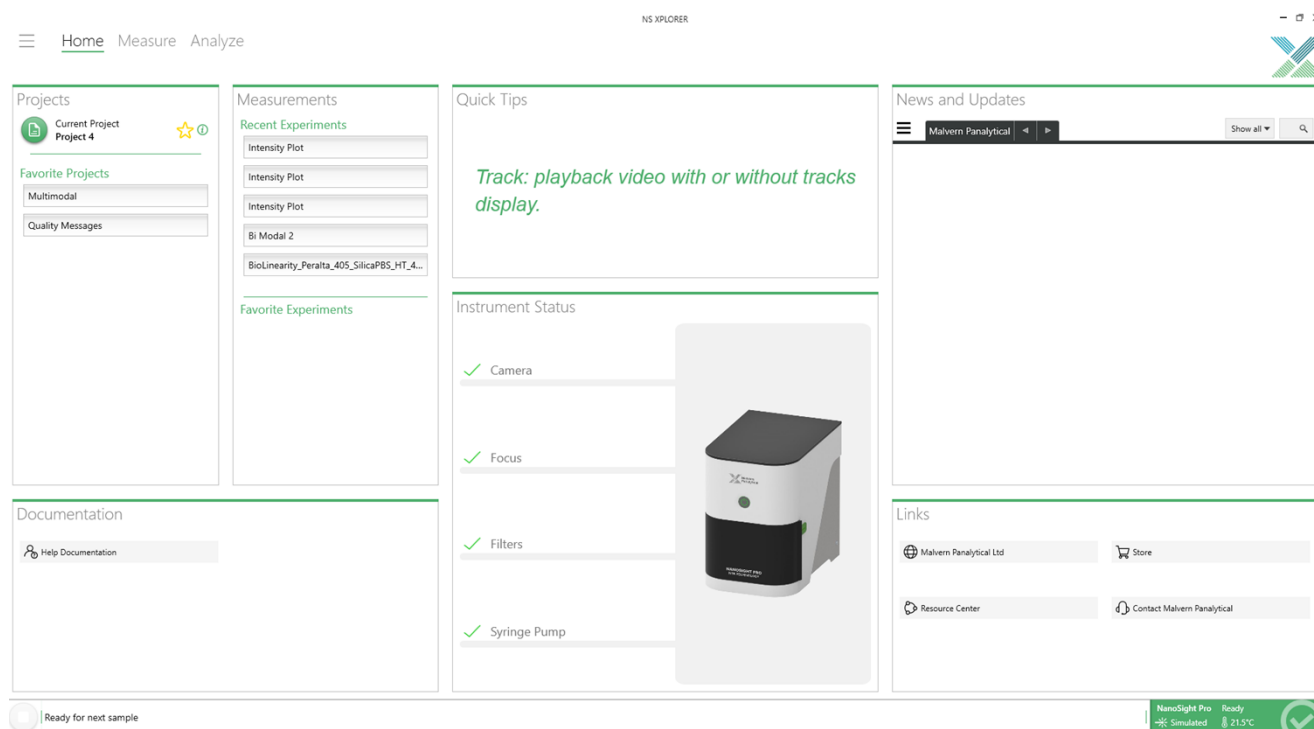


Figure 19: NS XPLOER home screen

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



Figure 20: 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

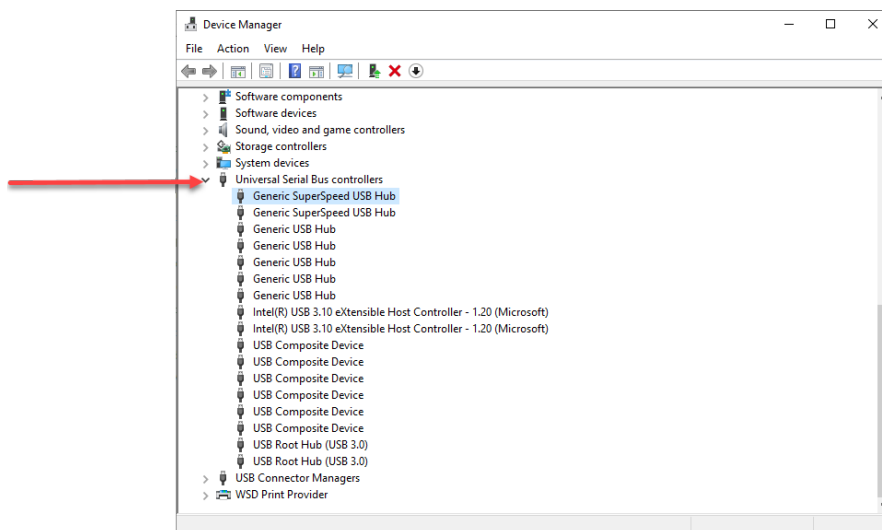


Figure 21: Device Manager

Right-click "Generic USB Hub", click Properties

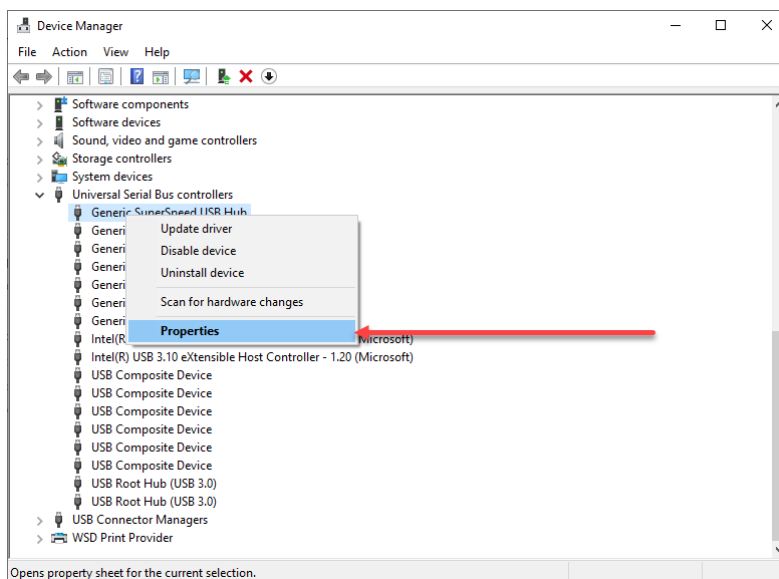


Figure 22: Device Manager Properties

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

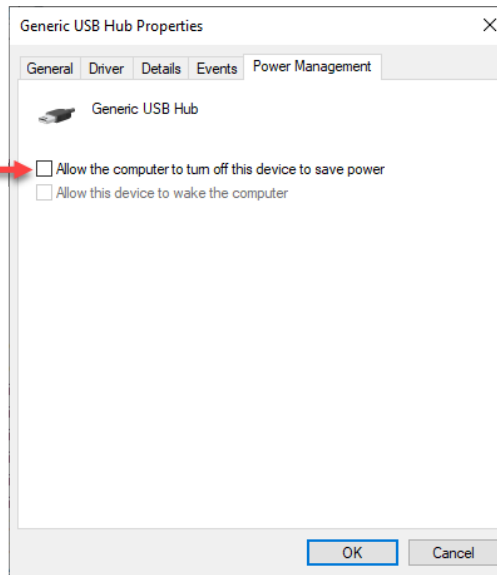


Figure 23: Device Manager Hub

- 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 Add / Remove section of the Windows® ‘Control Panel.’

Important information when upgrading

Existing exported measurements and projects

Users will no longer be able to export and import the data in zbv file format. If users have existing exported data from v2.1 or below, then it is recommended to follow the steps below:

1. Using v2.1 or below, import projects or measurements into the software.
2. Upgrade to v3.0
3. Export imported projects or measurements in the new format.

Update default location of instrument config file from user folder to C:\ProgramData\Malvern Panalytical\NS XPLORER\Configurations

If upgrading from a previous version of software, a one-off configuration migration page is shown, moving the instrument configuration files.



Note:

The configuration file will be moved from the user logged in at the time of the upgrade. No files will be deleted.

Improvements

General NS Xplorer improvements

- Analysis now works on AMD processors.
- Added 'Measured By' information on record info and into the settings table.
- Deleting projects now deletes .zbv and .avi files.
- Storage settings now default to shared storage. When upgrading from an earlier version, any previously selected individual storage settings will be automatically switch to shared. Users can change this back to individual storage in Settings, if preferred.

Note:



Only projects, measurements and methods created or imported into the selected storage setting will be visible. Measurements are not migrated if a user changes storage settings. Manually exporting and importing measurements from one storage setting to another will allow visibility of these measurements.

Results database

- When a shared database is created, all users are granted read and write access to the results and methods database. Delete permissions are restricted to administrators only, preventing individual users from deleting shared data.

Instrument configuration

- Instrument configuration file is stored centrally in one place rather than under each individual account.

Export and Import results

- Import/export is limited to results only and the associated video file. .zbv files are no longer exported / imported. This does not affect any data or does not change software functionality.
- Exported individual file extension is now .nsrs, which replaces .zef. Project export extension is now .nspr which has replaced .zpf.
- Quicker export and import. Import does not require reprocessing any more.
- Reduced disk space required for exported files.
- Icons have changed:

Export



Import



Known Issues

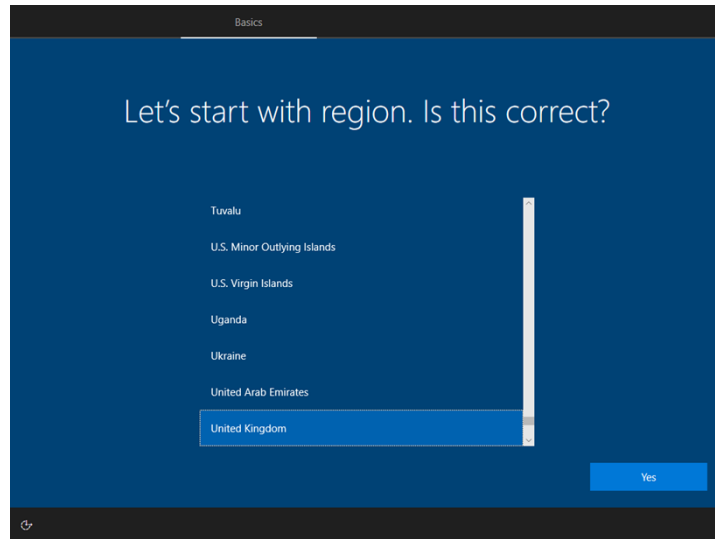
The following software bugs have been discovered within the software and will be investigated as part of a future release. Please follow the suggested work-around.

Reference	Severity	Issue	Workaround
200562	3 - Medium	If FTLA tries to fit a raw distribution the graphs can show a very high peak at 999.5	Resize graph
229382	3 - Medium	3d plot doesn't show axis when printing	Use screenshots
294453	3 - Medium	Reports - Expanded quality data not shown in printed report	Use screenshots
346551	3 - Medium	Windows 11 COM port assignment can cause hardware connection issues	Use com port 5 and above for hardware connections
361755	3 - Medium	Ad-hoc duplicated samples will always fail after the first capture	Use methods to run duplicate measurements
335224	4 - Low	Setup reset button is not greyed out when disabled when running a measurement	None
345423	4 - Low	Sample name doesn't appear to have a character validation for max number	None
345427	4 - Low	Manual Audit doesn't have a character validation for max number	None
345685	4 - Low	Extra sample queue entry when using the Add sample button	Remove extra sample from queue
345726	4 - Low	Focus on measurement manager and Analyze results inconsistent	None – UI only issue

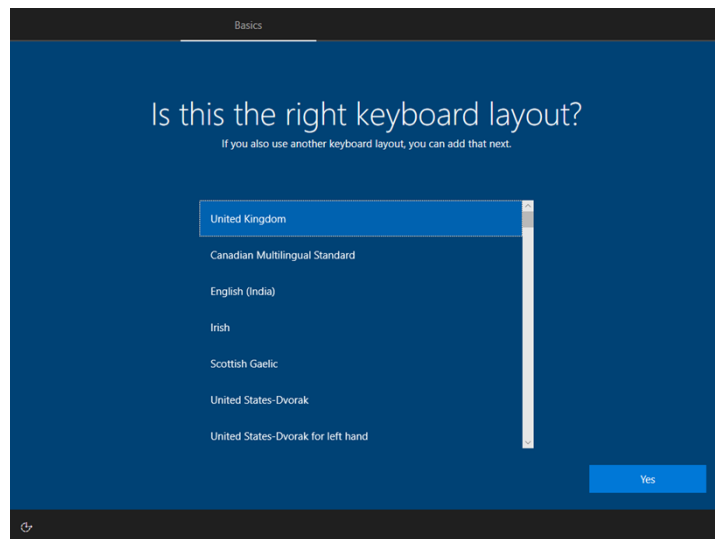
Table 1: Known issues in NS XPLORER v3.0 software.

Appendix 1 – Windows® Installation Instructions

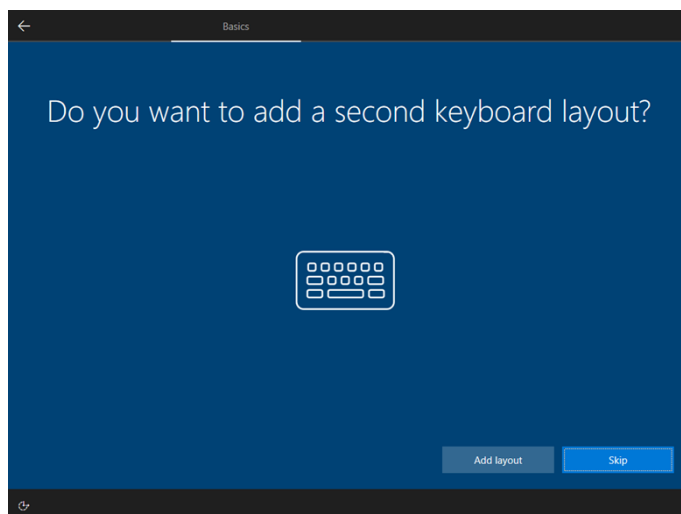
1. Select your region and click **“Yes”** to continue



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



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

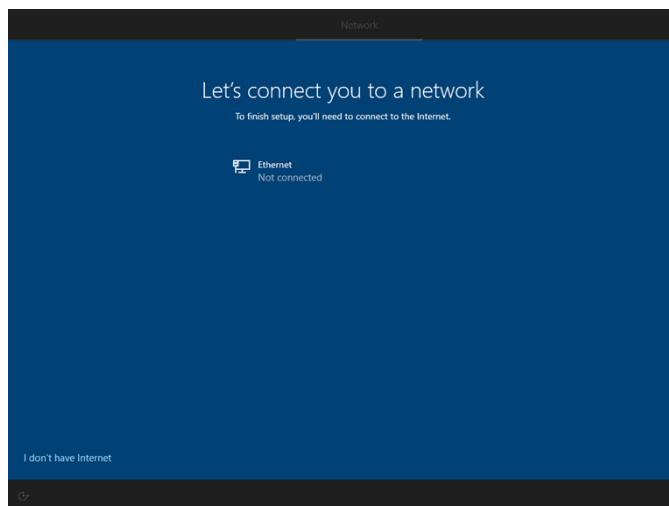


4. Unless you have a Microsoft™ account and are willing to login, it is suggested that you click **“I don't have Internet”** to continue.

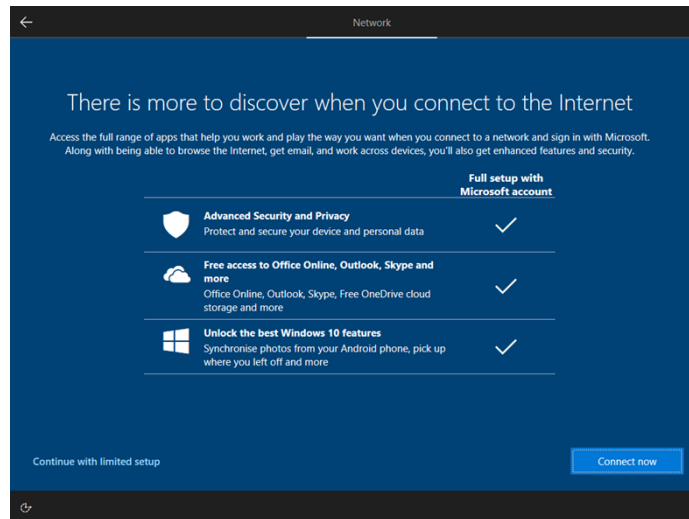


Note:

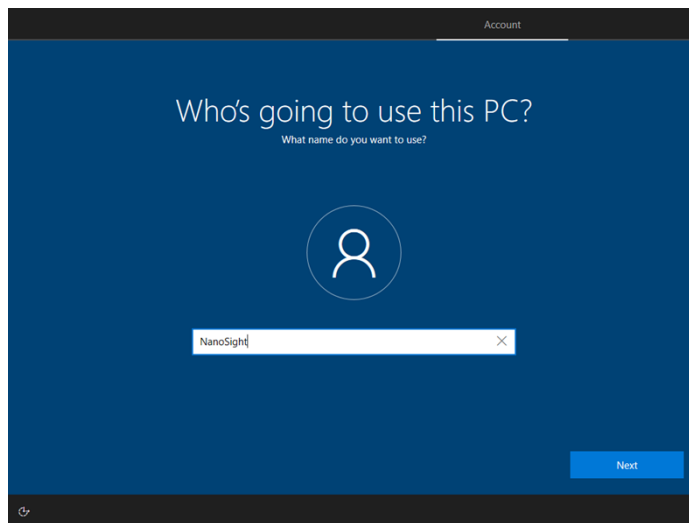
This does not stop you from connecting the PC to the internet (later on), it is only for the purposes of generating a local account as opposed to logging in via a Microsoft™ account.



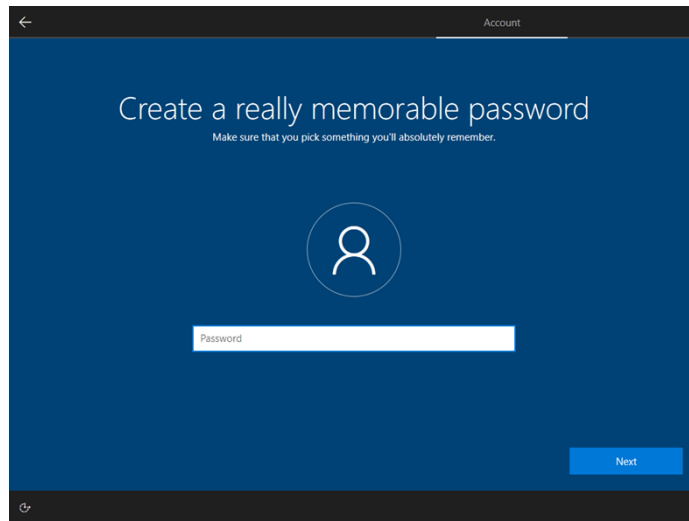
5. Click **“Continue with limited setup”**



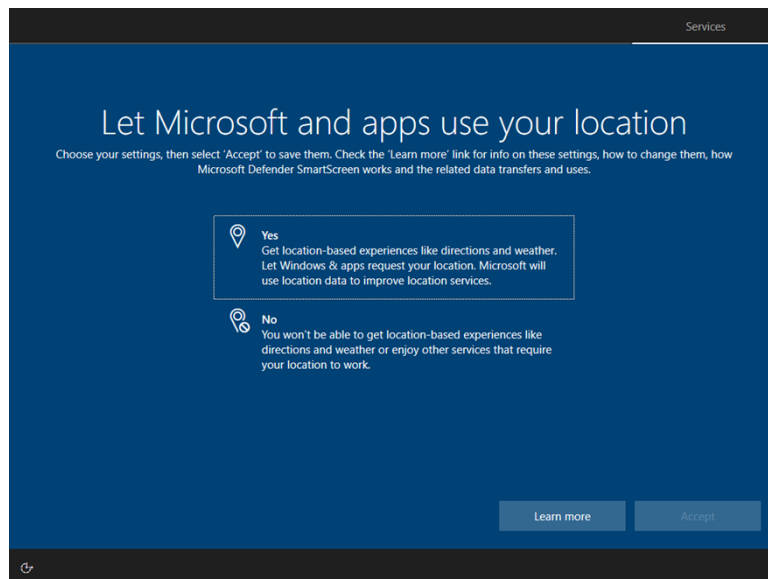
6. Enter your preferred username and click Next to continue



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



7. Decide whether to allow Microsoft™ to use your location. Click **“Accept”** to continue





8. Choose yes or no for Find my device, click **“Accept”** to continue

← Services

Find my device

Choose your settings, then select 'Accept' to save them. Check the 'Learn more' link for info on these settings, how to change them, how Microsoft Defender SmartScreen works and the related data transfers and uses.

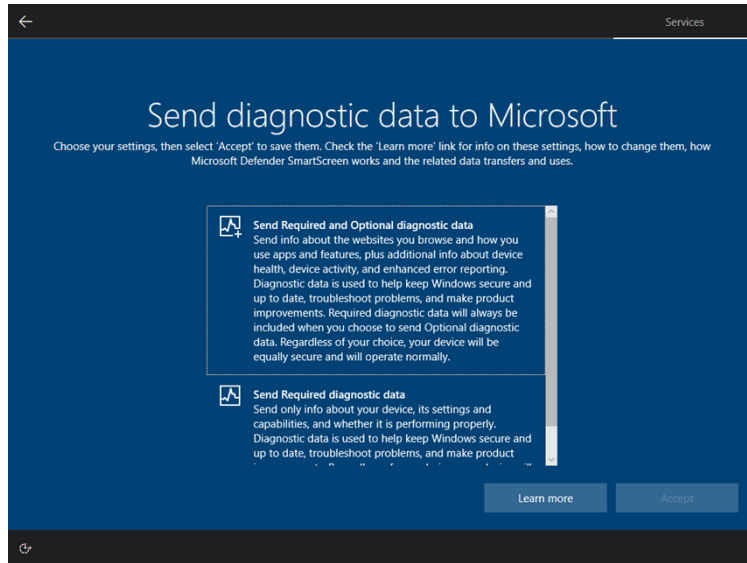
 **Yes**
Turn on Find my device and use your device's location data to help you find your device if you lose it. You must sign in to Windows with your Microsoft account to use this feature.

 **No**
Windows won't be able to help you keep track of your device if you lose it.

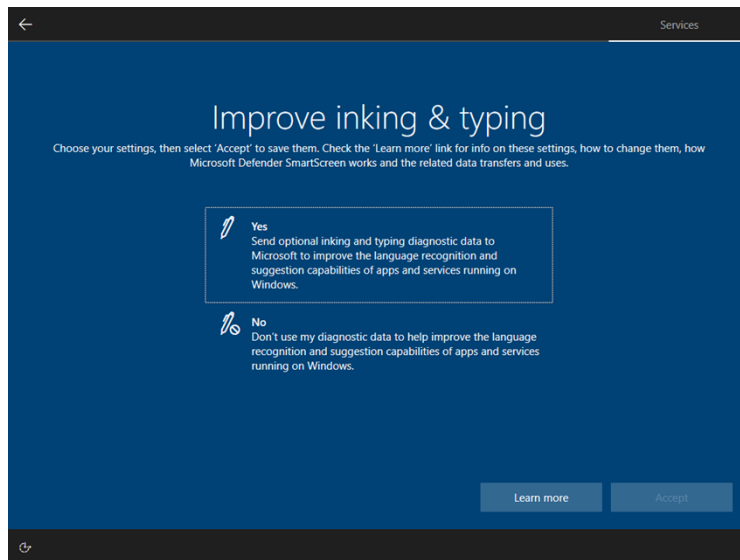
[Learn more](#) [Accept](#)

↻

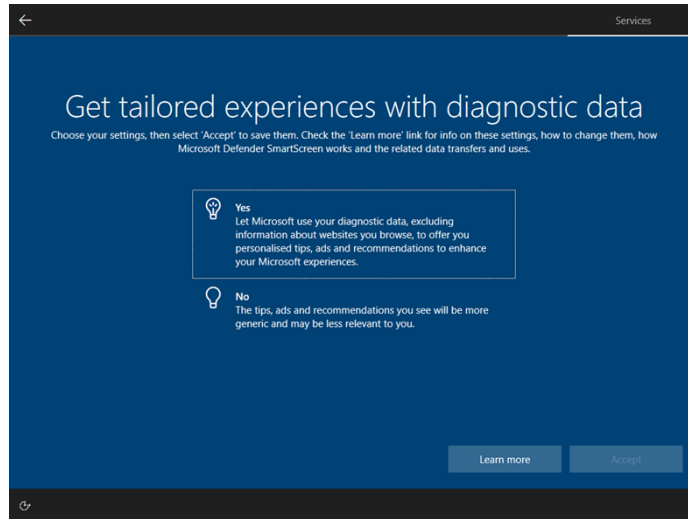
9. Choose the level of diagnostic data to send to Microsoft™. Click **“Accept”** to continue



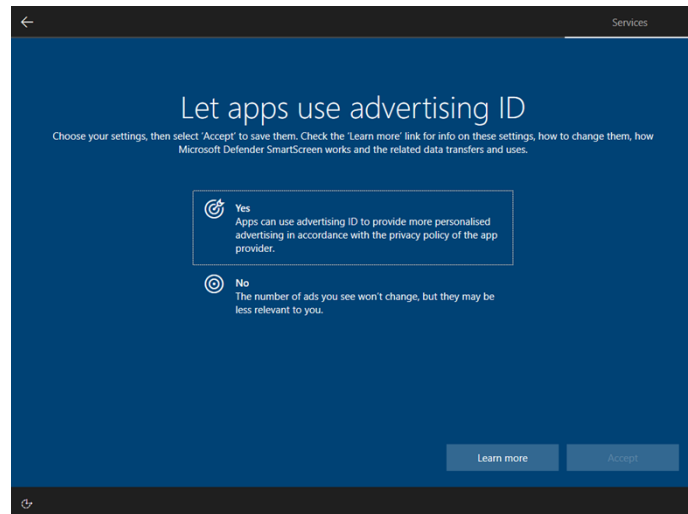
10. Select yes or no for inking and typing, click **“Accept”** to continue



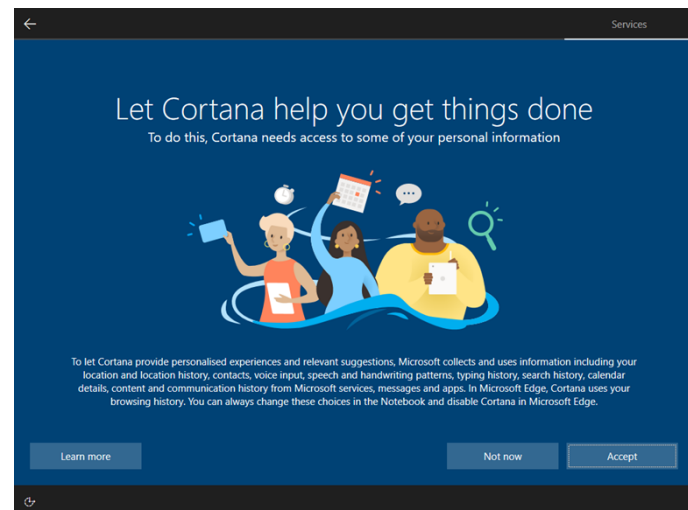
11. Choose whether to accept targeted advertising, click **“Accept”** to continue



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



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





Groewood Road, Malvern,
Worcestershire, WR14 1XZ,
United Kingdom

Tel: +44 1684 892456
Fax: +44 1684 892789

Lelyweg 1,
7602 EA Almelo,
The Netherlands

Tel: +31 546 534 444
Fax: +31 546 534 598

www.malvernpanalytical.com

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