



August 2007 Newsletter

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Summer is almost over and we realized that we had not sent a newsletter since January, so here is an update on our activities.

NetScanTools Pro Version 10.53 released on August 15, 2007.

This release was an urgent fix to a problem with SNMP. The last release (10.52) was more comprehensive and moved the program to almost full Windows Vista compatibility. There were major changes to Traceroute, Ping and OS Fingerprinting in 10.51 and 10.52.

You can view the full list of changes by release from within NetScanTools Pro by selecting Online/NetScanTools Pro News or going to this URL:

<http://www.netscantools.com/nstpronews.html>

How to upgrade NetScanTools Pro

We have heard from some customers that they do not know how to upgrade to the latest version or they paid for a maintenance plan and never received any upgrades. The ability to upgrade your software has *always* been right there within the software.

Procedure:

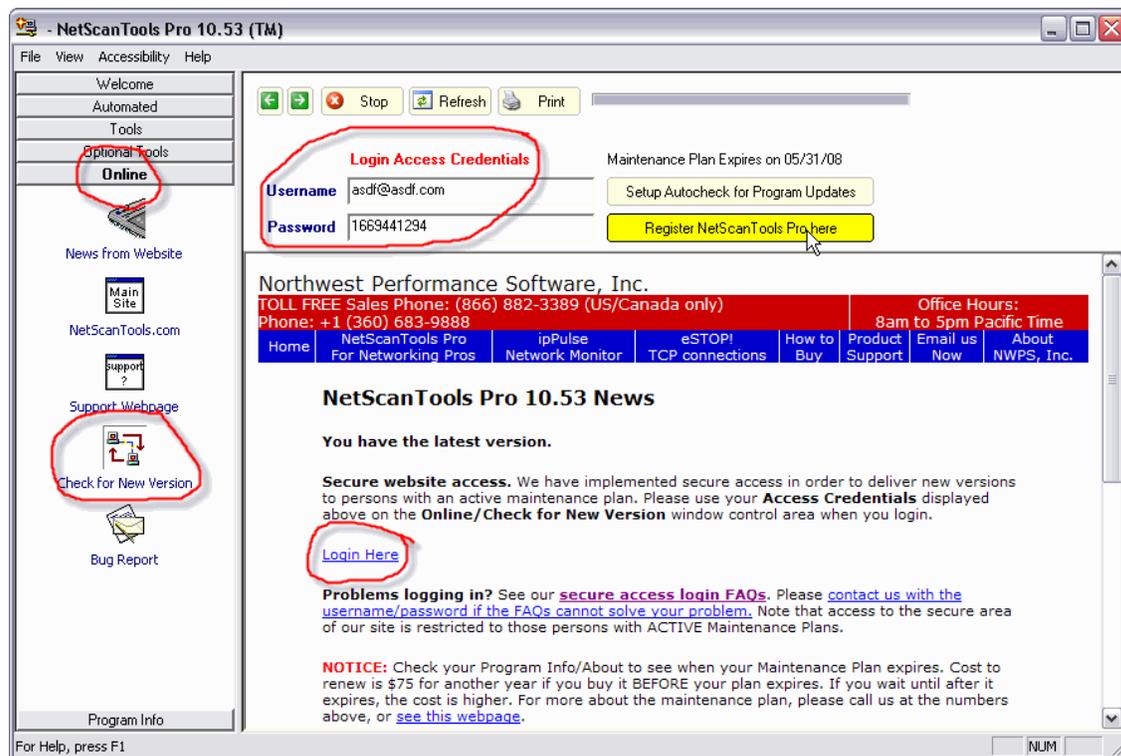
1. You must have the program installed and your software must be registered AND you must have applied the Registration Code message we sent back to you – if it is not registered, our secure site will not have any login credentials for you.
2. If software is registered, then start the program and click on the Online group in the left panel. Then click on the Check for New Version icon. Once the web page appears in the right pane, you will see the Login link text.
3. After clicking on the Login text, you will see a popup asking for a username and password. Those are found in the Login Access Credentials area as shown in the image on the next page. The username and password ARE CASE SENSITIVE. We recommend using copy and paste.

If your access credentials do not work, it is highly likely that your maintenance plan expired or you have a typo in your username or password. Please contact us with the username and password you are using and we can check your status (*if you do not send us the username and*

password you are trying to enter, we will have to ask you for it resulting in additional delays).
You must have a valid maintenance plan to upgrade.

Once you have logged in to the secure server, the full download (not a patch) is ready for installation by those of you with installed versions. You will need your CDKEY/serial number to run the installer – see the About NetScanTools Pro window to get it. USB Version users can download an upgrade patch from this same window. The latest version of the Managed Switch Port Mapping Tool is also available for download from this window.

The image below shows where in the program you need to go to login to our secure site.



Windows Vista and NetScanTools Pro

NetScanTools Pro 10.53 is almost completely Windows Vista compatible (run it by right clicking and selecting 'Run as administrator'). The only remaining issues are rewrites of the NetScanner and Network Topography tools. Those tools have been given semi permanent workarounds which ensure that they work under Vista and all other supported operating systems. The rewrites are not critical for use of the program on Vista, they are planned because the tools need some improvements anyway. The final thing that remains to be done is the conversion of the main program away from VC++6 to latest Visual Studio VC++2005(8) and moving all of the data that is currently saved in the registry into an SQLite database. Do not try to use a version earlier than 10.42 on Vista, many features will not work at all.

Managed Switch Port Mapping Tool 1.60, August 21, 2007

This release addresses a crash problem that occasionally occurred if one of the SNMP devices sent faulty information during our ARP table request. This is a highly recommended upgrade which is free to all registered users. Simply download the trial version and install it over your older version.

A new feature we added is a new parallel method of resolving IP addresses to hostnames – this was a needed feature that drastically speeds up the time to resolve IPs to hostnames. We also added new right click option to lock the leftmost results column so that as you scroll to the right, it always remains visible.

More information about the Managed Switch Port Mapping tool:

<http://www.netscantools.com/spmapmain.html>

You can visit this URL to request the trial:

<http://www.netscantools.com/spmaptrialrequest.html>

Managed Switch Port Mapping Tool Clarifications

Lately we have noticed some questions regarding the use of the Switch Port Mapping Tool that continue to come up. We would like to address three of the most common points – sorry if this is long...

1. **We frequently hear from people who would like to be able to import the results directly into Microsoft Excel.** The XML export option is designed for exactly that purpose. Any version of Excel 2002/2003/2005 can directly open (not import) the XML file we generate. To export in XML, right click in the results and choose Export XML/Save Results or press the floppy disk save icon on the toolbar or choose File/Export XML/Save Results. Then select the header or left column options, and finally save the file with the XML type selected. Use File/Open in Excel to open the saved file. It will bring in the formatting including row heights, column widths and coloring. More determined people can even import the XML file into Access.
2. **“I have several switches and every time I change between them I have to re-enter the IP address and community name”.** We addressed this with the release of 10.50 several months ago. 10.50 introduced the use of an SQLite database to save many things including the IP addresses and community names of devices. We introduced what we call Switch Configurations. A Switch Configuration is defined as the unique combination of the Switch IP Address, Primary Server IP Address and Secondary Server IP Address. You can access previous Switch Configurations by pressing the blue button with the three dots in it to the immediate right of the Switch IP Address entry field. This allows you to change between previous switch query configurations quickly. Additionally, the other two blue buttons next to the Primary and Secondary IPs allow access to the list of previously queried SNMP devices (including the switches) and you can select the IP and community name that matches the IP from the list. These settings are saved on a per user basis, so if another user logs into the computer and uses the Switch Port Mapping Tool, they will have their own personalized database with their own separate Switch Configurations. You can view many of the tables that have contain this information by going to the main window and pressing Database Maintenance button and selecting the table.
3. **“The results show many MAC addresses, but almost no IP addresses. Why isn't it working right?”** It is working fine given the input data – the problem is in the ARP

table data sources you are providing. The switch does not keep track of IP addresses it keeps track of the MAC addresses of devices attached to a particular port. Finding an IP address given a MAC address is difficult. To do that we need accurate, well populated ARP tables. ARP tables map IP addresses to MAC addresses for use in Ethernet networks. There are four methods for gathering ARP tables and all the ARP tables are combined into one ARP table in the SQLite database. The switch is queried for its ARP table and so is your computer. The two remaining sources are the Primary and Secondary Server/Router devices. These devices should be located on the same network segment as the devices the switch is keeping track of and they are critical in building the Combined ARP Table. If you do not use one or both of these devices for ARP queries, you will have a small Combined ARP Table and the program will not be able to associate IP addresses with MAC addresses. You can view your Combined ARP Table by pressing the Database Maintenance button and selecting the Combined ARP Table view. This is best done after querying a switch. By default the Combined ARP Table is cleared on exit, but you can change that behavior in Setup. The HTML report that appears in your web browser at the end of a switch map query shows the count of the number of items found in each device ARP table under the heading Summary of ARP Table. This summary shows the contribution each device is making to the Combined ARP Table and will help you decide the quality of the contribution from each of the four sources of ARP tables.

Website Changes

We have done many updates to our main www.nwpsw.com website including repair of several links that were broken during a May server upgrade. We also made the fonts on that site larger for better readability. The search engine for that site was changed and it also was added to our www.netscantools.com site. You can now search both sites from either site. This should help our users locate information on either site faster.

If you have any questions or suggestions, please feel free to email.

Northwest Performance Software, Inc.
PO Box 1375
Sequim WA 98382-4322
(360) 683-9888
www.netscantools.com
sales-at-netscantools[dot]com