NetScanTools® Pro
Monthly Newsletter

www.netscantools.com

August 2011

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News…

Editor's Note: The End of Summer

As you enjoy the last days of summer, please remember to check your NetScanTools Pro maintenance plan to see if your plan has expired. If it has, you won't be getting

the upcoming NetScanTools Pro v11.10 release. Read more about the new things in that release below.

I hope you have a great rest of your summer – we didn't really have a summer. We have only been above 80F once or twice this summer – but it has been sunny for the last three weeks here in Sequim, WA.

2 Day Sale – 15% off

We are having a two day coupon sale beginning now through Friday August 19, 2011. Almost everything that can be purchased online through our reseller Plimus is on sale – NetScanTools Pro, Switch Port Mapping Tool, ipPulse, even the maintenance plans. Exceptions are anything with a built-in demo discount, the USB sidegrade and the Switch Port Mapping Tool add-in – they are not included in this sale. Click on a Plimus linked purchase URL from netscantools.com or nwpsw.com, then enter the coupon code **SALE811** in the coupon field, then press Recalculate to get the discounted price. This is an **online only sale** through our reseller Plimus.

Upcoming changes to NetScanTools® Pro version 11

It's not finished yet, but I thought you might want to read about the changes in 11.10 (tentative numbering). First off, user interface. I made a change to the left control panel that really helps: mousewheel scrolling – I don't know why Microsoft has never included this in the 2008 Feature Pack. Now all you have to do is place your cursor over the currently viewed left panel and scroll the mousewheel. It moves one icon up or down per mousewheel detent. Another left control panel change is a new menu option for right clicking to add the manual tool that is under the cursor to the Favorites panel.

Most of the other changes are in Packet Generator. Everything from microsecond accurate packet send intervals suitable for VOIP jitter testing to a new cool Packet Capture File Player. The Packet Capture File Player takes a .cap file saved from Wireshark or from our Packet Capture tool and can play it back either at the rate at which the packets were captured or as fast as possible. The packets being played back exit your computer's WinPcap compatible interface.

There are still a couple of things to finish up, but look for a release very soon.

NetScanTools® Basic version 2.20 Released on August 11, 2011

You may not know much about NetScanTools Basic, but it's been around for a couple years now. We update it periodically and this is a minor update. We have now started an email list for people who want to be notified of a new NetScanTools Basic release and links to the signup page are provided in the program. There were also some other cosmetic changes.

If you want to sign up for the NetScanTools Basic list, please visit this page: http://www.netscantools.com/nstbasicnewreleasesignup.html

New Videos on YouTube

We now have an official channel on YouTube so you can see our videos there or on our site. There are **several new videos** on our YouTube channel - Please visit http://www.youtube.com/user/netscantools

Managed Switch Port Mapping Tool 1.99.5 released July 27, 2011

This release addresses some issues brought up by customers. It adds support for SMC switches. We tested it thoroughly with an SMC6128L2 switch and there are now SMC specific extensions in our software to gather more information about the switch.

There was one fundamental operational change was suggested: Ping Sweep has been moved up near the start of the switch mapping process. This was done to force the switch to update its bridge tables with any mac addresses that may have 'aged' out of the tables. That way as many devices as possible will be seen. So be sure to put in all the IPv4 ranges you need to be pinged ahead of time.

Another set of changes dealt with the operation of the IP to hostname resolver. We added a control in Settings to turn use of the caching table on or off. We also added a control in Settings to be sure that it is erased on exit. The reasoning behind this is that in a DHCP environment, IPs change and you should probably be clearing the table more often. The table is used much like a 'hosts' file for quick resolution of IPv4 addresses to hostnames in successive mappings. This will become more necessary in v2.0. In order to minimize DNS queries, we use this table. Now there are more options for erasing it to remove what will become stale information. One other thing we added was a check for duplicate hostnames - what we mean by this is two IPs having the same hostname. If this is found, you get to see the hostname(s) and IPs that are sharing the hostname. You would definitely want to manually erase the IP/hostname Resolver table in Database Maintenance if this occurs. If it repeats after doing that, you have a DNS problem.

Another change was in the area of print margins. A user pointed out that the print margins were rather large. Investigation revealed that the default margins were supposed to be 25mm. But in reality it was more like 250mm or one inch. If you are using a 96 dpi printer, then it is one inch. The File menu now has Print Page Options to allow you to change this.

Finally, in an effort to get away from the ancient Wise installer that we've used for years, this release now uses Inno Setup. Inno Setup reduced the size of the installer by around 1 MB. That doesn't sound like much but it is when you consider many downloads. It's also a modern and fast installer, so it works better on Windows 7.

Get it at http://www.switchportmapper.com/ or http://www.netscantools.com/spmapmain.html

NetScanTools® Pro version 11.02 Released May 20, 2011

Version 11.02 was released on May 20, 2011 to address several usability issues and fix some problems people found. If you want to see what changes we made to the user interface, please visit our videos page and look at the video "What's New in NetScanTools Pro v11.02" – http://www.netscantools.com/videos.html

For those of you who prefer to read about them, here are the changes:

New

- Startup window now allows you to elect to continue using the same database without being asked. It will go straight into the program on startup. You can turn this off in Program Info/Database Maintenance. Database Maintenance also now shows some statistics for the current database.
- When you add a manual tool to the Favorites window, it appears there immediately. When you clear all favorites from the Program Info/Database Maintenance page, the Favorites window has all icons removed. There is no longer a need to restart for the Favorites window to be populated.
- Manual Tools left panel controls operate differently. The tiny buttons used to scroll the buttons used to only scroll one tool icon at a time, now they scroll a whole page of icons. If you hold the button down, it scrolls quickly to the bottom or top of the list of icons.
- Exporting of Manual Tools results are now supported using the Reports button.

Fixes

- -Fixed problem with STARTTLS negotiations for SMTP Server Tests. Added examples for a few free email services.
- -Fixed problem with the rwhois initial server box not correctly saving entries. Also replaced root.rwhois.net with rwhois.arin.net since rwhois.net has disappeared.
- -Pressing the F1 key now correctly launches the Help engine to view the current tool.
- -ARP Ping right click menu now appears.
- -Autocheck for new version now correctly parses the minor versions.
- -Linkage to wininet.dll is now dynamic.
- -Updated SQLite to 3.7.6.3
- -Updated database files.

NetScanTools® Pro version 11 Highlights

Pricing: The installed version cost will not be changing. It is still **$249** which includes one year maintenance. Maintenance Plan pricing remains the same. We have **reduced the price of the USB version** from $349 to **$299**.

What's New: An updated user interface – it is still 'Outlook' style – no, the old tabbed version is not coming back. A Results Database is mandatory; it is used to generate reports. Windows 2000 is no longer supported – sorry – Microsoft doesn't support it either.

Spotlight**: What's New in SNMP**
SNMP now supports v3 – with a caveat. Due to export restrictions, we cannot give you the OpenSSL library component libeay32.dll – but you can get it for free a number of places and put it on your system for us to use. Other changes to SNMP are more tools like Walk Bulk, GetBulk and the new SNMP Scanner tool. Check SNMP out – it's a powerful information gathering set of tools.

NetScanTools® Pro version 11 Upgrade Process for v10.x Users

Who is eligible: registered users with an active maintenance plan.

How (this is for persons who had v10): Version 11 uses a new CDKEY/serial number. It is similar to the old one and you will be able to recognize it because it starts with 'V11-'. You get your CDKEY by logging into our secure site through Check for New Version. Your new key is shown there along with the download link to the full install of the 'installed' version 11. USB version users get a patch. If the key is not there, contact our sales dept for the key.

If you have NetScanTools Pro v1 – v10 and no active maintenance plan: the upgrade fee is $179.

NetScanTools® Pro Version 11 Upgrade Cost

- If your NetScanTools Pro v10 maintenance plan is active, the upgrade is FREE. If you want a new CD there is a fee for the CD and shipping (installed versions only). If you want a replacement USB with v11 on it, the cost is $35 for US deliveries, includes shipping by priority mail.
- If your v10 maintenance plan has expired (the up to 6 month late renewal fees will still be available if you qualify) or you are on an earlier version of NetScanTools Pro, 1.x through 10.x, there is an upgrade fee. The cost to upgrade to v11 is **$179**.
- If you bought NetScanTools Pro v10.x within the last few months and didn't register, start the program, do the registration and get v11!

V11: A new easy method for updating your maintenance plan expiration date

When people renew their maintenance plan we send them an email with a number you are supposed enter into the program. This number is your new expiration date. We have found that many people do not do this. We get emails and calls saying that the program is showing the old

expiration date. There is a new button that will update the plan expiration date by contacting our server – press it and your expiration date will be updated (the software must be registered first). Eventually we will make this an automatic check on a periodic basis. This image below shows where you can find the button the Help/About NetScanTools Pro window.
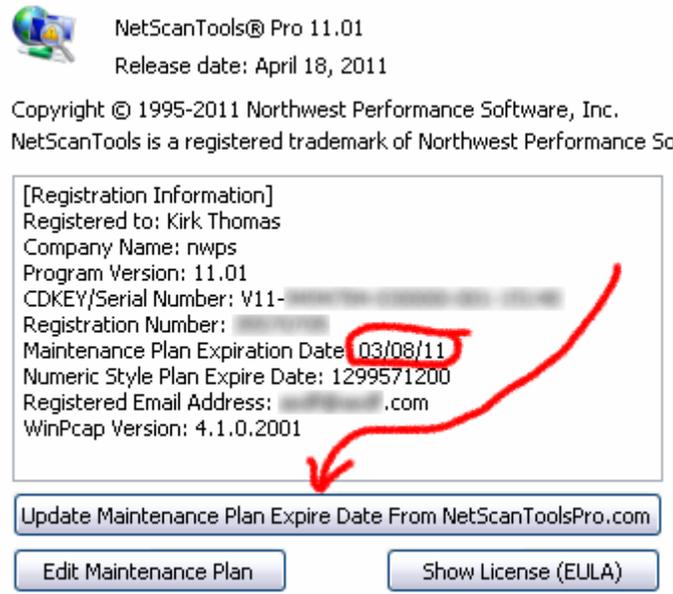
Older News and Reminders

NetScanTools® Pro Versions Compatible with Windows 7 and Windows Vista

People have asked us which versions of NetScanTools Pro 10.x can be used on Windows 7 and Windows Vista. These are the minimum NetScanTools Pro versions that you should be using on each operating system.

- **Windows 7 - 64 Bit:** We highly recommend using NetScanTools Pro version 10.94 or newer because it incorporates WinPcap 4.1.1 or 4.1.2 which are designed for Windows 7 - 64.
- **Windows 7 - 32 Bit:** NetScanTools Pro version 10.81 or newer. For best results, always use the latest version.
- **Windows Vista/2008:** You must have NetScanTools Pro version 10.42 or newer. All known Vista issues were completely fixed by version 10.52.
- **Windows XP/2003/2000:** Any NetScanTools Pro version 10.
- **We no longer recommend using the first three versions on any operating system: 10.0, 10.1, or 10.20.**

What happens if you use an earlier version of NetScanTools Pro on Windows Vista? The difference between Windows Vista and Windows XP

was much greater than between Vista and 7. You may experience crashing particularly in the Network Statistics Tool. You may experience missing results in certain modes of traceroute. These are some examples – there are others. If you use Windows 7 or Vista, please use a version equal to or newer than what we are showing above.

Using NetScanTools® Pro on Windows 7 – 64 Bit

NetScanTools Pro version 10 is a 32 bit program that runs fine in the 32 bit subsystem found in Windows 7 - 64. It will show up in task manager as "nstpro.exe *32". If you are using the USB version, we highly recommend using version 10.94 or newer if you are plugging it into Windows 7 - 64 bit. And yes, we plan on making a 64 bit native version at some point.

How to upgrade NetScanTools® Pro

Here is how to upgrade NetScanTools Pro. As you read through this, please refer to image below – check it out

How to upgrade:

Prerequisites:
- You must have the NetScanTools Pro v10.x/v11.x installed.
- You must have a **valid active maintenance plan**.
- The software must be registered AND you must have applied the "NST Pro 10/11 Registration Code" email message we sent back to you – if it is not registered, our secure site will not have any login credentials ready for you.

1. Start NetScanTools Pro and click on the Online group in the left panel.
2. 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 window 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 please check for typos in your username or password (we recommend copy and paste). Your username is your email address that you gave when you registered and the password is the registration number.

It is also possible that your maintenance plan expired. Use the new online method to check your maintenance plan expiration date. Please contact us with the username and password you are using and we can check your access credentials. **You must have a valid maintenance plan to download an upgrade.**

Once you have logged in to the secure server, the **full download** 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. Please install over the top of your current installation.

USB Version users can download an upgrade patch from the secure server. The latest version of the Managed Switch Port Mapping Tool is also available for download from this window and it is publically available elsewhere on our main site.

The image below shows where in the program you need to go to login to our secure site. Version 10 is shown, but version 11 is quite similar.
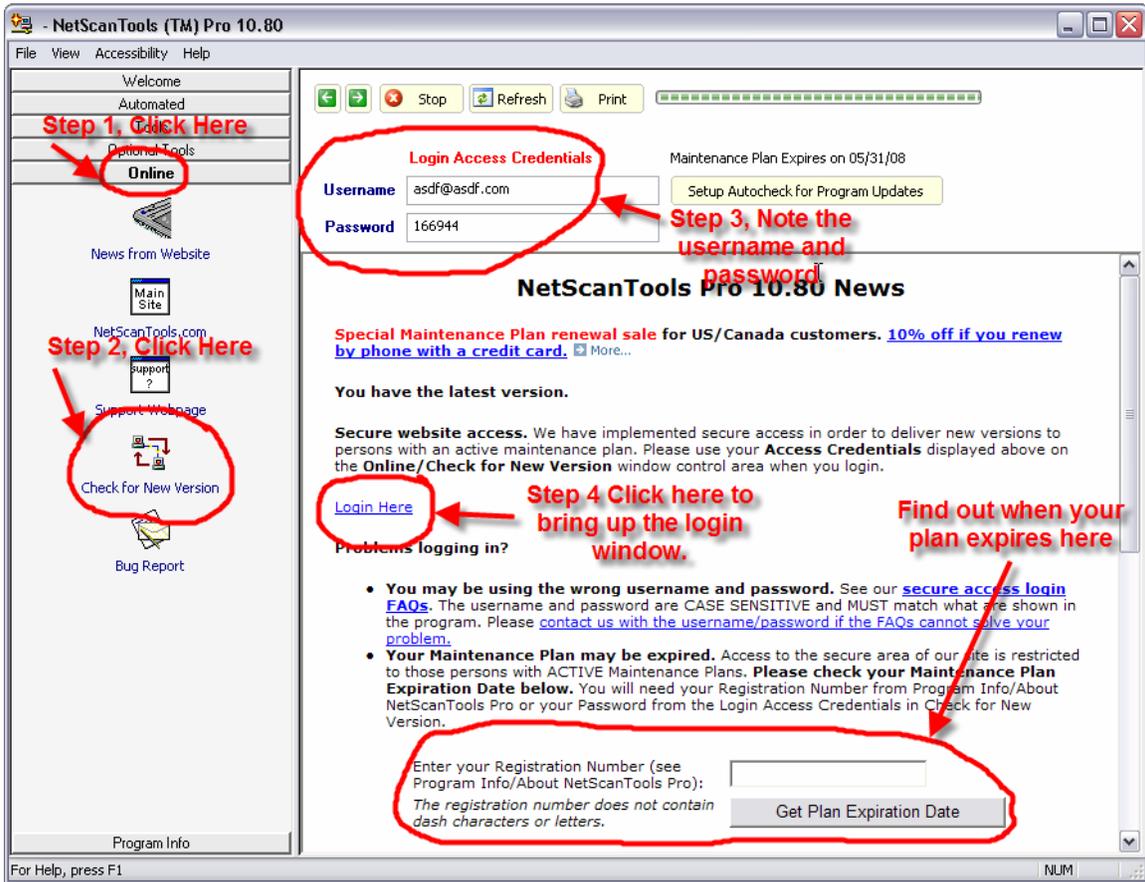
USB Version Users – Make a Backup of Your Software!

Please make a full backup of your USB Version after you have registered it and applied the NST Pro 10/11 Registration Code message we sent back by email. If you have a backup of the contents of the drive, we can easily assist you in restoring it to another drive in case you lose the original drive. Remember that the Patriot Xporter XT Boost drive we supply the USB version on is one of the fastest drives currently available. If you do have to restore it, we highly recommend that same drive series or a faster model. Other types of larger USB drives that cost less are often much slower.

Backup your drive by copying all files and directories to another drive either on your computer or a portable backup drive. Saving the files to CDR is even better. Please do it today!

Contact Information

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

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