



June 2011 Newsletter



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NEWS...

Editor's Note: On to other projects

NetScanTools Pro v11 has been released and now updated twice. Taking a bit of a break and working on other programs – everything else needs updating, LE, Basic, etc. Most of the other programs will be getting a minor update soon. The next major project is version 2 of the Managed Switch Port Mapping Tool. Sharkfest left me with many new ideas...if only there were more hours in the day.

Sharkfest Recap

Sharkfest? Yes, I finally made it to Sharkfest, the developer and user community conference about Wireshark. I had been invited to it each year since the beginning and this year I made the trip to the Stanford University campus in Palo Alto.

You might ask what does Wireshark have to do with NetScanTools? Actually more than you think. I use Wireshark to verify the formatting of packets going in and out of NetScanTools Pro. Both programs use a shared component: WinPcap. WinPcap was originally developed by university students (Gianluca, Loris and others) in Italy as a packet capture (and sending) driver on Windows and it made both Wireshark and many parts of NetScanTools Pro possible. It was based on Libpcap developed many years earlier by Steve McCanne also co-created tcpdump and later who co-founded Riverbed. Dr. McCanne gave the keynote address focusing on his early work with libpcap which I personally found very interesting. Late last year Riverbed purchased Cace Technologies which was the sponsor of Wireshark and WinPcap in addition to premium additions to the Wireshark family.

I mostly attended the 'intermediate' track sessions since I have used Wireshark back when it was called Ethereal and I don't really consider myself a beginner. The intermediate track sessions covered topics ranging from packet analysis in trace files, network analysis in a large network, IPv6, Netflow and of course, the always entertaining Laura Chappell talking about customizing Wireshark for several hours. I did attend a couple 'beginner' sessions, one by Laura talking about Wireshark certification and another by fascinating session about wireless packet analysis by Joe Bardwell. The one advanced class I took featured Gordon "Fyodor" Lyon, creator of Nmap (we met and I got his card!), a presentation on Metasploit and on Aircrack-ng. Truly fascinating presentations...

Speaking of IPv6 – everyone is talking about it and Sharkfest was no exception. Jeff Carrell brought a whole carload of switches and servers to allow us to learn how to setup a native IPv6 lab. I used a MacBook Pro with Windows 7 running in VMware Fusion to talk directly to the switch serial port using a USB serial adapter. I found this lab very helpful in my own understanding of the major changes that are caused by moving from IPv4 to IPv6. Those differences will affect NetScanTools Pro. I also attended a very good presentation by Rolf Leutert that was very helpful in my overall understanding of IPv6.

This year Riverbed was the major sponsor of Sharkfest and I think they (thanks Janice, Loris and Gerald) did a great job. The food was good, the setting at Stanford was great and I think I'll attend next year. I met several NetScanTools customers and it was good to meet them in person and hear one on one from them.

Managed Switch Port Mapping Tool 1.99.4 released June 9, 2011

OK – I finally had it with Side by Side DLLs. We quietly went back to static linking in NetScanTools Pro v11 and now we have done the same with the Managed Switch Port Mapping Tool. I had at least two people in the week prior to the release complain about the infamous line: "This application has failed to start because the application configuration is incorrect. Reinstalling the application may fix this problem." So here we are with a new release that fixes more than just the SxS DLL issue.

Here are the other changes in this release:

- Fixed problem running on color depths of less than 32 bits per pixel. Crash occurred when viewing 'About'. This problem mostly occurred when using Remote Desktop to run the program on another machine since Remote Desktop defaults to low color mode.
- Check mark now properly shows indication of the status of Support Mode in the Help/Support Menu.
- Changed the notation of 'Setup' to 'Settings' where applicable throughout the program. Button tooltips were also updated to match this change and some settings buttons underwent minor renaming to better indicate their function.
- Tested successfully with HP Procurve 1810G-8 switch running v2.2 firmware. Duplex information is not available.
- Corrected minor qBridge MIB issue to allow successful mapping of Enterasys Cabletron 2H252-25R Smart Switch 2200.
- Updated SQLite to version 3.7.6.3
- Updated MAC address/Manufacturer database.

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.

ipPulse 1.80 Released May 10, 2011

ipPulse? You probably have never heard of ipPulse.

What is ipPulse? it is a program designed to cycle through a list of network connected devices and test them one at a time. It can have one or two tests per machine. The first test called the primary test can be either a Ping to see if it responds or a TCP connect to a port of your choice to see if a service is alive on the target. The second optional test can be either a TCP port test (different port) or an SNMP v1/v2c walk of the active interfaces. Failures can be logged and someone can be notified that a failure occurred. Notification can be audible or by email to a computer to a cell phone. That's it. ipPulse is a pretty simple, but effective program. There are programs out there that cost over 10 times as much that do pretty much the same thing with more bells and whistles.

So what did we change from the last version? We added the ability to send notification emails through secure email servers using TLS. This includes services like Yahoo, Hotmail and Gmail. We have examples in the help file for those services. We did some user interface updates and significantly revised the help file.

If you are interested, you can find it at <http://www.nwpsw.com/ippulsemain.html>

I forgot to mention that it costs \$69 for an unlock code. We used to compile a separate CDROM version, but like 45's, CDROMs are vanishing, so now it's just an unlock code. If you have an older version from CDROM and you want to upgrade, contact us for the unlock code. Give us your name, email and CDKEY or invoice number and we'll give you the unlock code for 1.80. The CDKEYs were all numeric with three dashes.

Website Updates about NetScanTools® Pro version 11

They are taking time, but more will be added each day. We have been adding videos each week. There are also new slideshow image galleries that you can look at. Click on the slideshows in the product grid on the main NetScanTools.com page. And a new demo based on Version 11 will be ready soon.

Our Videos Now on YouTube

We now have an official channel on YouTube so you can see our videos there or on our site. Please visit <http://www.youtube.com/user/netscantools>

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.

Spotlight: What's New in Ping

There is a new mode in Ping tool called IPv6. It works by sending ICMPv6 echo request packets to an IPv6 target. You can send them to your LAN using the link-local address or to the WAN using a global address. If you are sending them out through an IPv4 network, you may need to be using Teredo or a similar tunneling protocol for the IPv6 Ping to work correctly.

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.

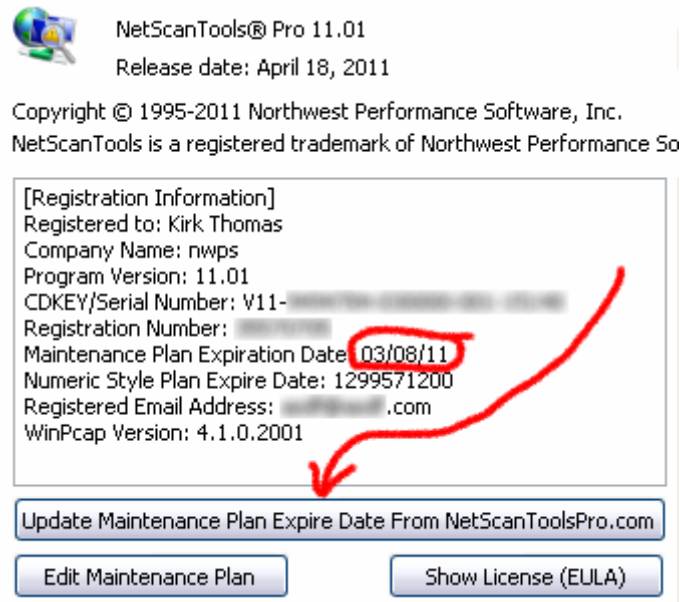
NetScanTools® Pro Version 11 Upgrade Cost

- 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.

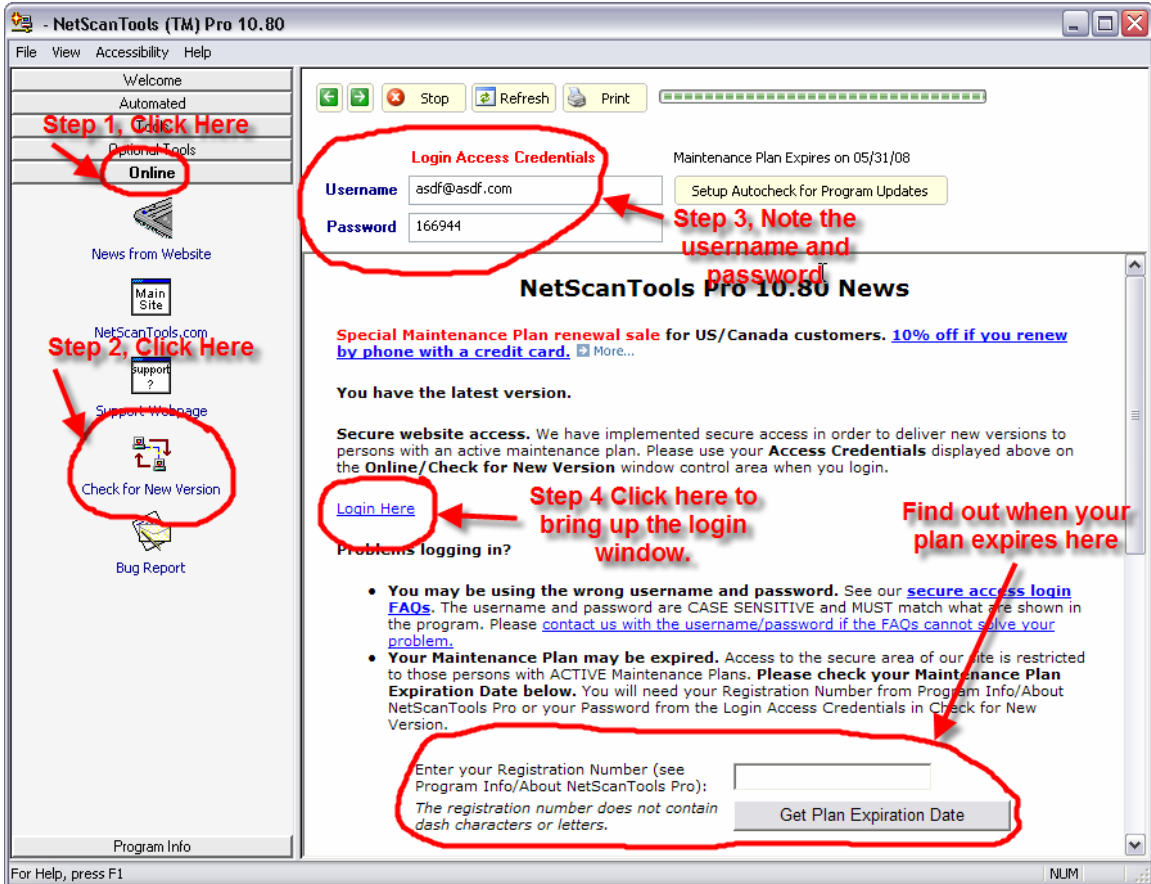
If your access credentials do not work please check for typos in your username or password (we recommend copy and paste). Your username is your email address that you gave when you registered and the password is the registration number.

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.



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!

About the Maintenance Plan - NetScanTools® Pro

You need to have an active maintenance plan to obtain the latest release. A FULL Install of the "installed version 11.x" (not a patch) is available on our secure site for download. Those who have the USB version are supplied with a patch for download from the secure site. You must have an active maintenance plan in order to login to the secure site. See the section **How to Upgrade NetScanTools Pro** below for help downloading the current release.

One year of maintenance (beginning at date of purchase) is included with a new or upgrade license. Benefits of the plan include telephone technical support and access to downloadable updates. We released seven updates in 2009. We released six updates in 2008. In 2007 we released 6 updates mostly targeted towards Windows Vista compatibility.

If you let your maintenance plan expire, the cost to renew the plan increases the longer you wait to renew. We give a 30 day grace period after your expiration date during which the renewal cost is \$75 per license. If you are unsure when your plan expires, please feel free to contact us by email or phone or using the new method outlined earlier in this newsletter before renewing (see end of newsletter for contact information). You can always continue using the program even after the maintenance plan expires, but you will not get any changes or updated databases.

Contact Information

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

Northwest Performance Software, Inc.

PO Box 1375

Sequim WA 98382-1375

(360) 683-9888

www.netscantools.com

sales [at] netscantools [dot] com

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