# November 2008 Newsletter

## In this newsletter:

**"New" News**
- **Special US discount for renewing a Maintenance Plan by phone**
- **New Release – ENUMresolver 2.00, November 19, 2008**
- **New Release - Managed Switch Port Mapping Tool 1.95, November 5, 2008**
- **Our Blog is live now! netscantools.blogspot.com**
- **Current Release - NetScanTools Pro 10.71, October 3, 2008**
- **Online Method for Checking Maintenance Plan Expiration Date**
- **Power User Tip for NetScanTools Pro – how to find out when your Maintenance Plan expires**

**Old News**
- **Reminder for USB Version Users – How to Backup Your Software**
- **Maintenance Plan – NetScanTools Pro**
- **NetScanTools Pro USB Version**
- **How to Upgrade NetScanTools Pro**
- **Contact Information**

**Watch our main www.netscantools.com page for 'random' one or two day sales.**

## "New" News…

### Special US-only discount for renewing a Maintenance Plan by phone

**We are offering a special 10% discount to US based customers who renew their NetScanTools Pro 10 Maintenance Plan by telephone using a credit card.** This offer is good through December 31, 2008. Please call us at (360) 683-9888 during the hours of 8am to 4pm Pacific (Seattle) time, Monday through Friday except US holidays. You **must** mention this discount.

**Due to tax issues we cannot offer this discount to residents of other countries.** For example, the EU countries require us to collect VAT for digital services like the maintenance plan which do not involve the shipment of physical product through customs. We do not have any methods of determining, collecting or remitting VAT to those countries, so we ask residents of those countries to use our online resellers Plimus or Extralan to renew their plan. These resellers are able to collect VAT. Questions? Contact us by email sales [at] netscantools dot com.

## New Release – ENUMresolver 2.00, November 19, 2008

**This release brings changes** that allow you to enter a specific DNS to query for ENUM information. It also shows all the DNS's that your system is using. It now has a list of common ENUM roots with the ability to enter your own root. This program has now been converted to Visual C++ 2008 and no longer supports old operating systems like Windows 95/98/ME/NT4 (sorry Boris). Did we mention that this is freeware?

http://www.netscantools.com/download.html

## New Release - Managed Switch Port Mapping Tool 1.95, November 5, 2008

**The biggest changes in this release are** alterations to the switch mapping algorithm and additional support tools.

**This release brought these changes to the program:**

- Now supports Windows Common Controls v6.x. Certain controls in the Setup window and other places will appear different under Windows XP/Vista.
- Added option to delete old Combined ARP Table entries if the program finds any entries older than 7 days at startup. This will help prevent incorrect information in a DHCP environment.
- Added missing editing functionality for newer tables and fixed minor problems in Database Manager.
- Added Support links to Help menu.
- Both methods of mapping bridges are now attempted.
- Fixed problem where System Name/Description/Location/Contact containing a single or double quote character would cause an SQL database error. Disallowed writing those characters when updating switch information from within this program.
- Switch Manufacturer added in parenthesis on top title bar.
- Installer reworked to support side-by-side shared DLL installation.
- Updated databases, libraries and the SQLite engine.

We are working towards making this tool the leader in manufacturer independent switch mapping tools. Do you have a suggestion for improving the program? Let us know!

**More information about the Managed Switch Port Mapping tool:**
http://www.netscantools.com/spmapmain.html

**You can visit this URL to immediately download the new version:**
http://www.netscantools.com/switchportmapperdownload.html

## Our Blog is live now!

**The blog is here:** http://netscantools.blogspot.com

Things about NetScanTools Pro and some completely off-topic items.

## Current Release - NetScanTools Pro 10.71, October 3, 2008

We released version 10.71 on October 3. This release has mostly minor changes and we added the new Autosave feature to Name Server Lookup. If you choose to use it, you **must** select the location and name of the log file **prior** to activating it – see Name Server Lookup Setup.

**Here are the changes in 10.71.**

- Corrected problem resolving the name of a DNS in the Name Server Lookup tool.
- This problem was introduced in 10.70. The IP address of the DNS was not always found correctly. Also added a new failure message if DNS name does not resolve to an IP address.
- Added new feature to the Advanced Query Setup to Autosave all Name Server Lookup tool results to a single text file. This results file can be viewed and cleared as necessary. Its use is optional. Thanks to Phil L. for this suggestion.
- Corrected a minor version notation issue on the About NetScanTools Pro window.
- Expanded the size of the File Versions window found the About Window.
- Updated all executables that use SQLite to match the new SQLite version.
- Updated SQLite to version 3.6.3.
- Updated database files.

**Upgrading:** If you need help upgrading to 10.71, please see the How to Upgrade section later in this newsletter.


## Power User Tip for NetScanTools Pro – how to find out when your Maintenance Plan expires

This topic in our newsletter highlights a part of the program you may not be aware of. All tips refer to the latest version.

**Even though we had this in last month's issue, we felt it would be best to have it as a tip.**

**You can now check your NetScanTools Pro 10 Maintenance Plan expiration date online.** It is part of the "Check for New Version" web page.

First copy your registration number from the Program Info/About NetScanTools Pro window, and then click on Online left panel group, then on the Check for New Version icon. Once the web page appears, you will see a place to enter the registration number and the **Get Plan Expiration Date** button. When you press the button with your registration number already entered, your expiration date is displayed to you – but you have to register version 10.x first. **NOTE: do not put in your CDKEY/serial number, just your registration number – we see quite a few people doing this. If you make a mistake, you will be told what caused the problem by our database query engine.**

We also plan on integrating it further into the program so that you will not have to copy and paste the registration number.

# Old News…

## Reminder for USB Version Users – How to Backup Your Software

Please make a full backup of your USB Version after you have registered it and applied the NST Pro 10 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 Lexar Lightning 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. Other types of 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!

## Maintenance Plan - NetScanTools Pro

**You need to have an active maintenance plan to obtain the latest release.** A FULL Install of the "installed version 10.71" (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. The primary benefit of the plan is the ability to download updates. We have released four updates in 2008. In 2007 we released 6 updates mostly targeted towards Windows Vista compatibility and we released 5 updates in 2006.

**If you let your maintenance plan expire**, the cost to renew the plan increases the longer you wait. We do 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.

## NetScanTools Pro USB Version

The USB version operates the same as the installed version except you do not install it on the computer you are using it on. You run the NetScanTools Pro executable (as administrator) and everything is saved on the USB drive.

This method of using the program is invaluable to people who move from computer to computer during the course of their work. On site support technicians will find it very useful because the tools they use all the time can be used on the computer they are troubleshooting.

We supply the software on a Lexar Lighting 1GB drive. This is one of the fastest drives on the market and this was verified by our tests. It is not a U3 drive, but you can still run software from it. If you have other USB drive portable software such as WireShark, you can easily install it on the drive. We do not fill up the drive, but just in case you experience any problems, we ask that

you make a full permanent backup of the drive after you register it. That way we can help you restore it very quickly if necessary.

**Learn more about the NetScanTools Pro USB version here including "sidegrade" and "upgrade" pricing for current NetScanTools Pro licensees:**
http://www.netscantools.com/nstprousb.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 their maintenance plan and never received any upgrades. The ability to upgrade your software has *always* been right there within the software.

**How to upgrade:**
1. Prerequisites:
    * You must have the NetScanTools Pro v10.x installed.
    * You must have a **valid active maintenance plan**.
    * The software must be registered AND you must have applied the "NST Pro 10 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.
2. Start NetScanTools Pro 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. (**NEW Alternative:** Version 10.54 added a Check for New Version link to the Help menu)
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 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.**

## Contact Information

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

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