

# NetScanTools® Pro



## Monthly Newsletter

www.netscantools.com

October 2021

<https://twitter.com/netscantools>

<https://www.facebook.com/NetScanTools>

<https://www.youtube.com/user/netscantools>

### In this newsletter:

#### News

- **Upcoming Changes to NetScanTools Pro**
- **NetScanTools Pro Licensees Please Do This ASAP**
- **Windows 11**
- **Managed Switch Port Mapping Tool 2.86.2 released Sept 29, 2021**
- **Warning about importing text files**

## News...

### From the Editor...

Well October went fast and now we are quickly approaching the holiday season. Have a safe end of the year!

-Kirk

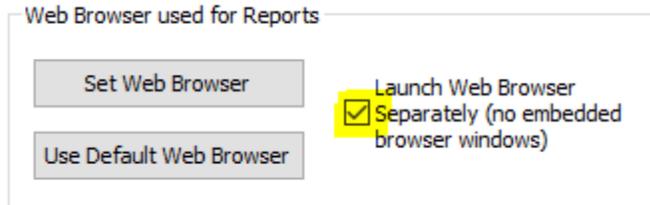
### Upcoming Changes to NetScanTools Pro

For many years NetScanTools Pro has had two embedded web page windows – Check for New Version and Blog. The embedded windows are Internet Explorer windows which is going away from Windows 10 and probably is not in Windows 11.

In the last couple of newsletters we have asked you to check the box in Preferences to force launching the web browser separately – please do so especially if you are running an older version and do not have active maintenance. That checkbox will be going away in the next NetScanTools Pro release as we remove the linkage to IE. See next topic.

## NetScanTools Pro Licensees Please Do This ASAP

**Please click on Help menu/Preferences. Please check the box to force the software to Launch Web Browser Separately as shown below:**



**Note:** this checkbox will be removed in the next release of NetScanTools Pro following 11.92.1.

## Windows 11

**None of our office computers can currently run Windows 11 – even a Dell purchased in late 2018.** We are looking into purchasing a new computer that will run Windows 11. In the meantime, if you are running any of our software on Windows 11, please let us know by email to support [at] netscantools.com.

## Managed Switch Port Mapping Tool 2.86.2 released Sept 29, 2021

**The 'installed' version is ready and the USB patch will be ready soon. There are two important checks that were added.**

**The first check is in Global Settings.** A user was having trouble getting IP addresses resolved to hostnames. After looking at the logs it was noted that the user had entered two IP addresses in the 'User Defined DNS' field. That field can only accept one DNS IP address. Global Settings now has several checks of that field so that you will only be allowed to enter one IPv4 address. It also warns you that while you can put a hostname in the field, it is not recommended because that requires your computer's default DNS to resolve the hostname to an IPv4 address and if it cannot be resolved the User Defined resolver will not put hostnames in the hostname column.

**The second check is in Settings for the SNMP device (switch or other).** This check warns you if the '@' character is entered in the Read Community Name field. While this may not matter to most brands, the Cisco IOS based switches will not completely map. The '@' character is a reserved character in Cisco SNMP community names. Why? Because Cisco uses Community Name Indexing and the '@' symbol is appended to the Community Name followed by the VLAN number to find information on a VLAN basis. If '@' is in the Community Name field you will see many different columns populated but no MAC addresses, IP addresses, Hostnames or Interface Manufacturers for Cisco IOS switches. You would need to change '@' to a different character both in the Switch Port Mapper AND in the switch to fix this problem.

Upgrading to this version is recommended *especially* if you work with Cisco switches. Use Help menu/Check for Update.

## Warning about importing text files

**Both NetScanTools Pro and the Managed Switch Port Mapping Tool can accept text files for things like target lists or ARP tables.** But not just any text file – the file format must be simple ANSI or UTF-8. Why? Because other 'unicode' formats like UTF-16 store each character in two bytes instead of one byte. The file import parser expects to see one byte per character. Both apps test the import file to see if it appears to be non-ANSI/UTF-8 and you will see a warning. If you ignore the warning and process the app might crash.

For example, if you export to CSV from Excel, you may be getting UTF-16. The simple way to fix it is to open the file in Notepad, then use Save As to resave it as either ANSI or UTF-8.

## Contact Information

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

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

'NetScanTools Pro', 'NetScanTools Standard', 'NetScanTools Basic', 'NetScanTools LE', 'ipPulse', 'Northwest Performance Software' and 'NetScanTools.com', are trademarks of Northwest Performance Software, Inc. 'NetScanTools' is a registered trademark of Northwest Performance Software, Inc.

Other names and trademarks are the property of their respective owners.