NetScanTools® Pro
Monthly Newsletter
www.netscantools.com

May 2012

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News...

From the Editor...

May has come and gone quickly and it brought some issues to our attention. Please read the NetScanTools Website Issue topic carefully. –Kirk

NetScanTools Website Issue

In an effort to improve download speed for those of you downloading the NetScanTools Pro v11.30 upgrade, we set up a direct download link through Check for New Version. This link still requires you to enter your login credentials. What we did not know when we set it up was that if you tried and failed with those credentials too many times a short period of time, the webhost's automatic rules puts your IP on a permanent block list at the firewall, denying access to the whole site. I am working with them to add a different rule, perhaps one that has a short few minutes. Please contact us if you cannot login and download the file after two tries. If you cannot access the netscantools.com, please send us your WAN facing IP and we will find out if it is blocked.

Google Penguin Update

Many of you who are close to the webmaster or SEO side of business have heard of the Penguin algorithm update Google made the week of April 23. While their intent was understandable, the downside was a reduction in web traffic for small businesses like us. If you happy with what NetScanTools Pro or the Managed Switch Port Mapping Tool do for you, consider writing about the software somewhere – especially if it solves a specific problem and link to us if appropriate.

Managed Switch Port Mapping Tool version 2.0 status

Preview of what's coming in Version 2 of the Managed Switch Port Mapping Tool. This new feature that was just added last week: the ability to start the program from the command line with options to map a preset switch configuration followed by saving the results to a command line defined file and optionally exiting. This will give you a way to run it from a script or by using Windows Task Scheduler to launch the program on a scheduled basis.

Paypal® ordering option reactivated on Plimus.com reseller

Paypal has now been reactivated as a payment method on our Plimus reseller. That way you can pay using Paypal – something you know and trust.

NetScanTools® Pro version 11.30 released May 8, 2012

This release adds a new IPv6 tool and adds a large number of improvements and fixes. Many small but important changes have been made to NetScanTools Pro v11 for this release.

For example, in the Network Interfaces – Wireless tool, the BSSID or MAC address of all available wireless access points is now shown. The signal quality is now also shown in dBm.

Packet Flooder now has much better graphing response on Windows 7 – 64 bit. Network Shares – SMB now identifies Windows 8 systems. These are just a few of many changes.

Traceroute is now IPv6 enabled. Speaking of IPv6, the IPv6/Show IPv6 Compatible Interfaces window now shows the IPv6 Link Local, IPv6 Global and IPv4 addresses assigned to an interface.

How to get v11.30: Click on Help/Check for New Version, then on Login Here – requires an active maintenance plan

New Tool
- Network Neighbors: Display the IPv6 Network Neighbors table showing the IPv6 address and physical address associations. It is a complementary tool to the IPv4 ARP Cache tool and there are now 'jump' buttons on each to switch between them. This tool requires Windows Vista, 7 or 8. It does not work on Windows XP.

Changes
- Network Interfaces - Wireless: Profile column added to the Available Wireless Networks display. Changed Number of BSSIDs to show the actual BSSID (mac address) of the access point even if not connected to the access point.
- -Traceroute: added IPv6 mode. Works with both physical and tunnel interfaces like Teredo.
- -Whois: IPv6 address queries now work for most global IPv6 addresses.
- -Packet Flooder: improved graph response and overall performance of tool on Windows 7.
- -Results Database Creation Window: added button for defining the default documents path for this user. Added checks for verifying that the selected results folder is real and making sure it is not located in c:\program files\.
- -Network Shares - SMB: added identification of Windows 8 systems.
- -Traceroute: fixed settings retention.
- -Network Connection Endpoints: Improved Windows XPsp2+ display. Added full process path warning if your are not using and administrator account on Windows Vista/7/8.
- -ARP Cache and ARP Scan: IP address to hostname resolving is now done in parallel. It is much faster.
- -New Command Line Options: force activating the results database selection window and activate the registration window.
- -SNMP Advanced: display loaded MIBs now works properly.
- -Packet Generator: added new command to override the WinPcap Interface IP selection.
- -Port Scanner: pasting the end IP address when editing a target list now works.
- -TTCP: now shows the correct interface IP address as a function of the target. This affects systems with more than one IPv4 interface.
- -Incoming Connection Monitor: message removed that appeared when you changed WinPcap Interfaces.

- -Ping - Enhanced: notation in Settings changed to reflect that DSCP bits are active only for WinPcap ICMP/TCP/UDP modes.
- -Several other internal minor fixes.
- -Updated SQLite to 3.7.11.0
- -Updated database files.

Managed Switch Port Mapping Tool version 1.99.9.5 released on April 12, 2012

This release vastly improved how VLANs are reported from qBridge MIB enabled devices. Many switches like those from Juniper®, Netgear® and HP® use qBridge as their primary reporting MIB and in v1.99.9.2 we added the ability to display administratively assigned VLAN notation. This worked fine for most switches, but with this release additional checks are now made to ensure the notation is used everywhere when it is available. This release primarily improves the reporting of HP switches. We also confirmed this software works fine with HP 2848s switches.

This is a free update for people having an earlier 1.x release. Click on Help/Check for Update or visit http://www.SwitchPortMapper.com/.

List of changes:
- Improved qBridge MIB VLAN processing.
- Updated SQLite to version 3.7.11.
- Updated MAC address/Manufacturer database.

NetScanTools® Pro version 11 Demo available

The NetScanTools Pro v11 demo is ready now. Since it's a demo, there are a few minor limitations like disabled saving.

If you have a license of NetScanTools Pro and you need a new full version download, please contact support – the demo will not help you – do not download it because we cannot unlock it.

How to get the demo:
http://www.netscantools.com/nstprodemorequest.html

Installing NetScanTools® Pro or LE on Windows® 8

Both NetScanTools Pro and LE install just fine on Windows 8 – but the WinPcap driver does not install. It appears to have a check for Windows version and does not allow installing on Windows 8.

The solution is to run our installer in Compatibility Mode. Here's how:

1. from within Windows 8 (32 or 64) get to the desktop and launch Windows Explorer.

2. locate your installer file and right click on it to bring up the menu.

3. select "Troubleshoot compatibility" and wait a few seconds for it to do it's thing. Then click on "Try recommended settings". It will most likely show Windows Compatibility Mode of Windows XP (service pack 3).

4. Click on "Test the program…" the installer will start - follow the installer directions as you normally would. When you get to actually running the WinPcap installer you may see a message "This program has compatibility issues" - select "Run the program without getting help". WinPcap should now install.

5. When it's all done, click on Cancel instead of Next back on the Program Compatibility Troubleshooter window.

The problem is not NetScanTools Pro or LE. Those installers both launch the WinPcap installer. It is the WinPcap installer that needs to be updated.

Windows 8 and Our Software Compatibility

NetScanTools Pro 11.30, NetScanTools LE 1.50, NetScanTools Basic 2.20, IPv6ScopeFinder 2.00 and the Managed Switch Port Mapping Tool 1.99.9.4 all have been successfully installed and tested on Windows 8 Consumer Preview 32 and 64 bit. Our test platform uses Windows 8 installed in virtual machines with VirtualBox (try it out – it's pretty good). The detailed testing of each of NetScanTools Pro's tools has not been completed but it appears to operate within expectations.

Older Topics and Reminders

Secure Site Login Problems and Solutions

Every time we announce a new release of NetScanTools Pro, we have a few people that are unable to login successfully to our secure site. The reasons range from simply not clicking on the Login Here link to more complex problems like browser incompatibility. We have a video (next topic) that shows the normal method for logging in.

If you follow that video and you still cannot get in, it is most likely a problem with your browser. The Check for New Version window in NetScanTools Pro is actually an embedded Internet Explorer window. Our server is IIS and for some strange reason that we have yet to identify, IE sometimes fails to talk properly with IIS. IE browser version is not really the issue.

Assuming browser incompatibility is the problem, the solution is usually pretty simple. Go to the Check for New Version window and right click on the Login

Here link and copy the link location to the clipboard. Start any other browser like Firefox, Chrome or Safari and paste that link in and go there. The login credentials window will open up, you can enter your username and password. You should be able to download the file from there. Note the installed and USB versions go to different places on the server.
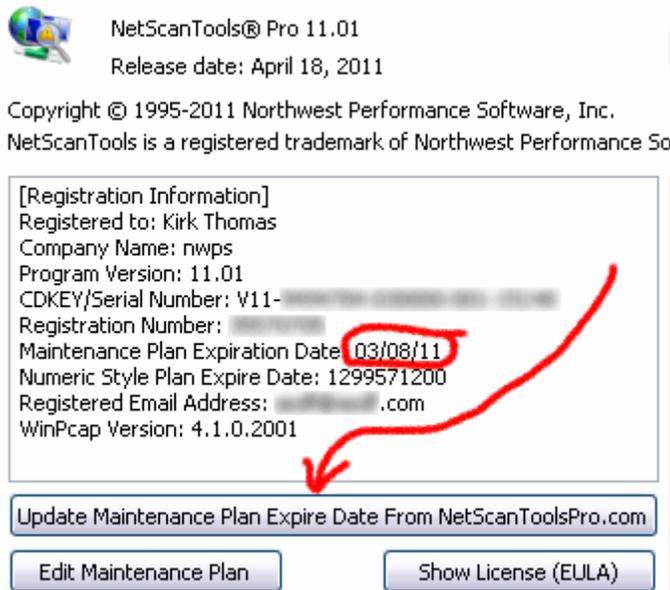
Video: How to login and upgrade NetScanTools® Pro

We have created a helpful video that shows you how login in to the secure site and download NetScanTools Pro updates. Please review it here:

http://www.netscantools.com/videos/updating-nst-pro/updating-nst-pro.html

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.

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.

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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