



## April 2009 Newsletter

### In this newsletter:

#### "New" News

- **April Sale 20% off selected products ends April 21**
- **Special Discount Continued for Renewing a Maintenance Plan by Phone**
- **A New Tool for NetScanTools Pro 10.90: Graphical Ping**
- **NetScanTools Pro 10.90 Coming Soon**
- **Follow us on Twitter**
- **Blog: [netscantools.blogspot.com](http://netscantools.blogspot.com)**
- **Managed Switch Port Mapping Tool 1.97 Released April 2, 2009**
- **NetScanTools Pro 10.82 released February 28, 2009**
- **Demonstration Videos**
- **Training Videos with ChappellU.com**
- **SHARKFEST (Wireshark Conference)**
- **How to Upgrade NetScanTools Pro (revised image)**

#### Reminders

- **USB Version Users – Backup Your Software!**
- **About the Maintenance Plan – NetScanTools Pro**
- **Contact Information**

## "NEW" NEWS...

### April Sale 20% off selected products ends April 21

**This sale ends April 21 Seattle Time.** NetScanTools Pro, Managed Switch Port Mapping Tool and NetScanTools Pro upgrades are on sale. Please visit this web page for details about ordering online:

<http://www.netscantools.com/specialsale.html>

You can also call us (360) 683-9888 if you are in the US or Canada to order by phone with a credit card.

### Special Discount Continued for Renewing a Maintenance Plan by Phone

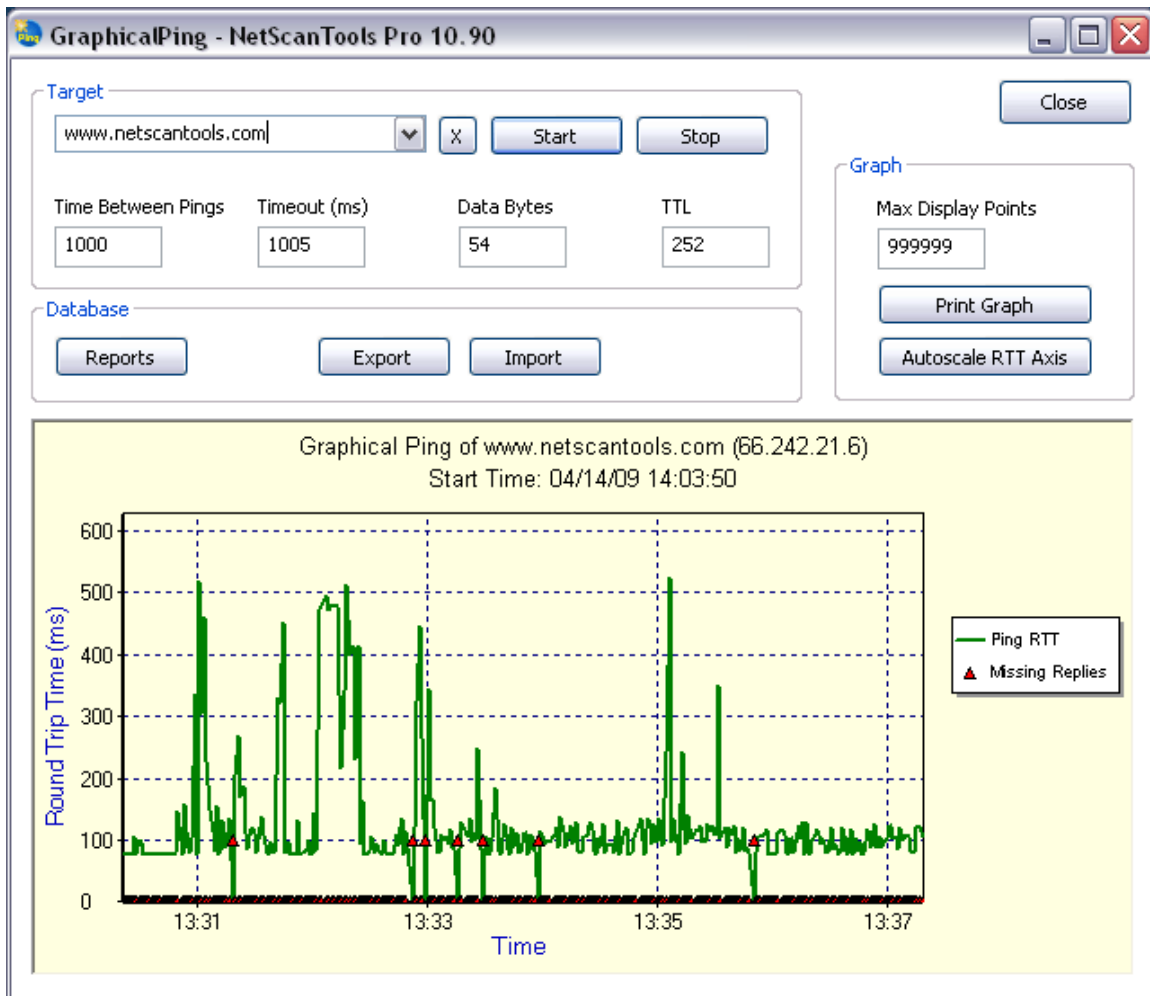
**Our special discount for renewing the NetScanTools Pro Maintenance Plan by telephone has been a huge success. We have decided to continue it through the end of April. The 10% discount applies to US and Canada based customers who renew their NetScanTools Pro 10 Maintenance Plan by telephone using a credit card.** This offer has been extended until April 30, 2009. 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.

We cannot offer a phone discount to residents of other countries due to tax issues. Residents of countries other than US/Canada, please email for a 10% off Plimus discount coupon: sales [at] netscantools dot com. Offer expires April 30, 2009.

## A New Tool for NetScanTools Pro 10.90: Graphical Ping

The enhanced version of Ping works by 'pinging' a target on a periodic basis, then displaying the timing in a real time graph while also saving the timing information in a database. This picture below does not do it justice, so please look that video here:

<http://www.netscantools.com/videos/graphicalping/graphicalping.html>



The green line is the round trip time. The red triangles represent missing packets when the green line goes to zero.

## NetScanTools Pro 10.90 Coming Soon

**10.90 will include Graphical Ping and other changes.** It will also address an obscure bug in NetScanner that was introduced when we changed all the strcpy functions to strcpy\_s. If you are using NetScanner, you may run into it if the NetBIOS selection is on.

We hope to get it released before the end of April.

## Follow us on Twitter

<http://twitter.com/netscantools>

We are posting technical progress and other things you might find interesting. We usually make one or two posts during a business day.

## Blog: [netscantools.blogspot.com](http://netscantools.blogspot.com)

<http://netscantools.blogspot.com>

## Managed Switch Port Mapping Tool 1.97 Released April 2, 2007

**Version 1.97 was released April 2, 2009.** This release vastly improves the display of user defined stack port descriptions and duplex modes on CISCO-STACK MIB supporting switches such as the Cisco ® 6509.

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.switchportmapper.com>

## NetScanTools Pro 10.82 Released February 28, 2009

**Yes, 10.82 was released only 5 days after 10.81.** The reason was NSLOOKUP was not showing any results. We also took the opportunity to fix a minor issue in HyperTrans.

**Upgrading:** If you need help upgrading to 10.82, please see the How to Upgrade section later in this newsletter.

The USB patch to upgrade USB versions to 10.82 was posted March 2.

## Demonstration Videos

There are demonstration videos for both NetScanTools Pro and the Managed Switch Port Mapping Tool. These videos show real world examples of how the various tools in the program work. **New videos were added in April.** Come and have a look:

<http://www.netscantools.com/videos.html>

## Training Videos with ChappellU.com

Chappell U is live new. We are partnering with Laura Chappell of Chappell University ([www.chappellu.com](http://www.chappellu.com)) to collaborate on Ethical Hacking videos. You will see how NetScanTools Pro can be used in Ethical Hacking situations.

More information about this will be posted shortly including a few videos showing the kind of content Laura will be offering. <http://www.netscantools.com/training.html>

## SHARKFEST (Wireshark Conference)



**JOIN IN ON SHARKFEST'09!**

**Wireshark(r) Developer and User Conference**

**STANFORD UNIVERSITY, June 15 – 18**

<http://www.cacotech.com/sharkfest.09/>

## How to upgrade NetScanTools Pro (revised image)

Here is how to upgrade NetScanTools Pro. We have added a new image below – check it out

### **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:** all versions after 10.54 have 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.

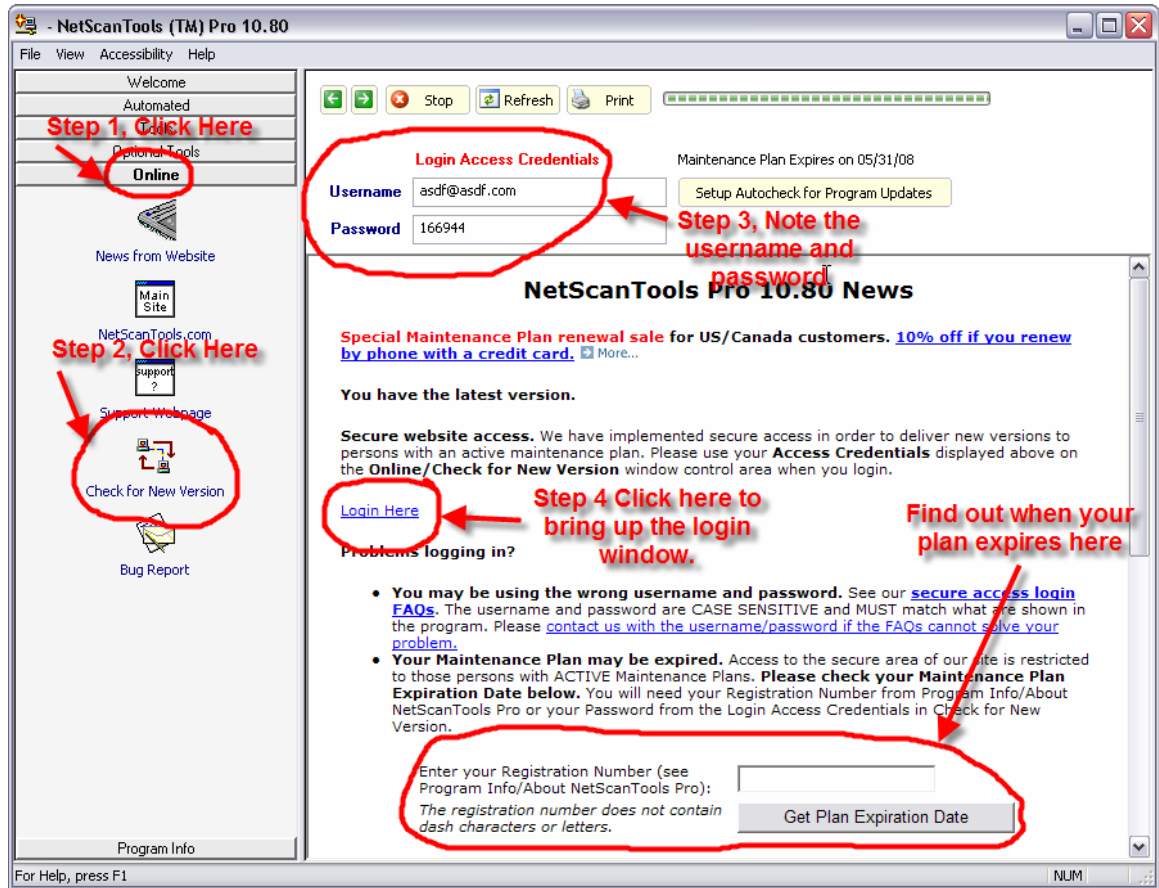
If your access credentials do not work please check for typos in your username or password (we recommend copy and paste). Your username is your email address that you gave when you registered and the password is the registration number.

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.**



# REMINDERS

## USB Version Users – 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 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 10.82” (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 released six 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.

## 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](http://www.netscantools.com)

sales [at] netscantools [dot] com

'NetScanTools', 'NetScanTools Pro', 'NetScanTools Standard', 'NetScanTools LE', 'ipPulse', 'Northwest Performance Software' and 'NetScanTools.com', are trademarks of Northwest Performance Software, Inc.