



August 2008 Newsletter

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Can you believe it? Labor Day is almost here and summer is winding down fast. It seems like summer just started yesterday – it almost did here in Sequim. Another cold summer in the Pacific Northwest. Many of you are probably taking a well deserved vacation on Labor Day, September 1. We will be closed that day for the holiday.

Watch our main www.netscantools.com page for 'random' one day sales that will appear without warning.

"New" News...

New Release - NetScanTools Pro 10.70, August 21, 2008

We released version 10.70 on August 21. This release has some pretty significant changes to the Name Server Lookup tool. DiG was completely reformatted so that the text output now conforms to what is commonly seen with DiG version 9. We also added a new powerful tool called "DiG +trace". This is named to match the output seen by the command line "dig +trace" where you get a traceback to the root servers for a hostname or IPv4 address showing all the responsible Authoritative Servers at each level. Our **Power User Tip** below shows Dig +trace in action.

Here are the changes in 10.70.

- Added URL highlighting to text based results areas where appropriate. Links open your default web browser or mail utility.
- Databases are only opened when first needed. This will result in a slightly faster startup and lower memory usage.

- Email Validate: improved error/warning message reporting.
- OS Fingerprinting: Changes to support different responses Windows XP gives to ICMP packets depending on Windows Firewall ICMP settings.
- Connection Detection: fixed problem with removing all listening ports from list.
- Name Server Lookup: Added new tool DiG +trace. This tool shows NS records and other records (A, PTR, SOA) for a host or IP address starting at the root servers and back down again to the Authoritative Servers.
- Name Server Lookup: DiG significantly updated to match 9.x output format.
- Name Server Lookup: all tools except Simple Query now show the starting timestamp.
- Name Server Lookup: Command line equivalent now shown for NSLOOKUP queries.
- Name Server Lookup: Corrected problem establishing the Authoritative Servers used as part of the List Domain (AXFER) tool. Output now also shows all the Authoritative Servers.
- Name Server Lookup: Corrected the way "retries" functions. "0" now means one try.
- Name Server Lookup: Corrected problem accepting short IP addresses as name servers. ie. x.x.x.x where each x is a single digit.
- Added improved method for accessing locally stored Maintenance Plan parameters.
- Fixed several minor memory leaks in both the main program and SNMP Dictionary Attack.
- Updated all executables that use SQLite to match the new SQLite version.
- Updated SQLite to version 3.6.1.
- Updated database files.

Upgrading: If you need help upgrading to 10.70, please see the How to Upgrade section later in this newsletter.

New Online Method for Checking Maintenance Plan Expiration Date

You will soon be able to check your NetScanTools Pro 10 Maintenance Plan expiration date online. It will be part of the "Check for New Version" web page. You will simply copy your registration number from the Program Info/About NetScanTools Pro window, then click on Online/Check for New Version. There will be a place to enter the registration number on the web page and a Get Expiration Date button (the name of the button is tentative). When you press the button, a database will be queried for the expiration date and it will be displayed to you.

Do not worry about private information being accessed. The only items in the database are registration numbers and expiration dates. There is no other information in the database.

This procedure is currently in the testing phase and it will be live soon.

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

Power User Tip for NetScanTools Pro – DiG +trace

This topic in our newsletter highlights a part of the program you may not be aware of. All tips refer to the latest version, currently 10.70.

Did you know that you can now trace name server back to the root servers using the new feature Dig +trace?

Select **Tools/Name Server Lookup**. Select or enter a starting DNS server IP address in the dropdown list under Advanced Query DNS. Now enter a hostname, domain name or IPv4 address into the input box and press **DiG +trace**. The starting DNS will provide the names of the root servers, then the tool will use the root servers to move down each level back to what you entered. It will show the authoritative name servers and/or SOA records for each level. The final set of queries will also show A, MX, PTR, CNAME, and SOA records if they are available.

Here is a shorted example using microsoft.com as input. Some output has been removed to save space:

[Start Query]

DiG Starting Timestamp: 08/26/08 16:29:49

```
; <<>> DiG 9.x <<>> microsoft.com +trace
```

```
.      513496 IN      NS      J.ROOT-SERVERS.NET
.      513496 IN      NS      C.ROOT-SERVERS.NET
.      513496 IN      NS      H.ROOT-SERVERS.NET
```

<snip>

```
:: Received 228 bytes from 208.200.248.8 (208.200.248.8) in 63 ms
```

```
com.   172800 IN      NS      C.GTLD-SERVERS.NET
com.   172800 IN      NS      D.GTLD-SERVERS.NET
com.   172800 IN      NS      E.GTLD-SERVERS.NET
```

<snip>

```
:: Received 509 bytes from J.ROOT-SERVERS.NET (192.58.128.30) in 140 ms
```

```
microsoft.com. 172800 IN      NS      ns1.msft.net
microsoft.com. 172800 IN      NS      ns2.msft.net
microsoft.com. 172800 IN      NS      ns3.msft.net
```

<snip>

```
:: Received 209 bytes from C.GTLD-SERVERS.NET (192.26.92.30) in 141 ms
```

```
microsoft.com. 3600  IN      A      207.46.232.182
microsoft.com. 3600  IN      A      207.46.197.32
microsoft.com. 172800 IN      NS      ns5.msft.net
microsoft.com. 172800 IN      NS      ns1.msft.net
microsoft.com. 172800 IN      NS      ns2.msft.net
microsoft.com. 172800 IN      NS      ns3.msft.net
microsoft.com. 172800 IN      NS      ns4.msft.net
microsoft.com. 3600  IN      SOA     ns1.msft.net msnhst.microsoft.com 2008082602 300
600 2419200 3600
microsoft.com. 3600  IN      MX      mail.global.frontbridge.com
:: Received 471 bytes from ns1.msft.net (207.68.160.190) in 62 ms
```

[End Query]

Old News...

Reminder for USB Version Users

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!

Revised NetScanTools Pro Demo

Our NetScanTools Pro demo was getting a bit out of date since it was based on the old 10.30 version. Many features and tools were either missing or not truly reflecting the current state of the full version. It used the old databases and was not compatible with Windows Vista. Since our website stats now show that approximately 14% of the visitors are using Vista, we felt it was time to revise the demo version. The new demo is based on 10.61 so if you know someone interested in the program, point them towards this demo. We will be updating it so 10.70 soon.

If you have the full version, there is no need to use the demo version and we do not recommend installing it on a system that has a full version installed now. If you have an older version and you want to review the new demo, please install the demo on a different computer.

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

Maintenance Plan - NetScanTools Pro

Having an active maintenance plan is important if you want to obtain the latest release. A FULL Install of the "installed version 10.70" (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.

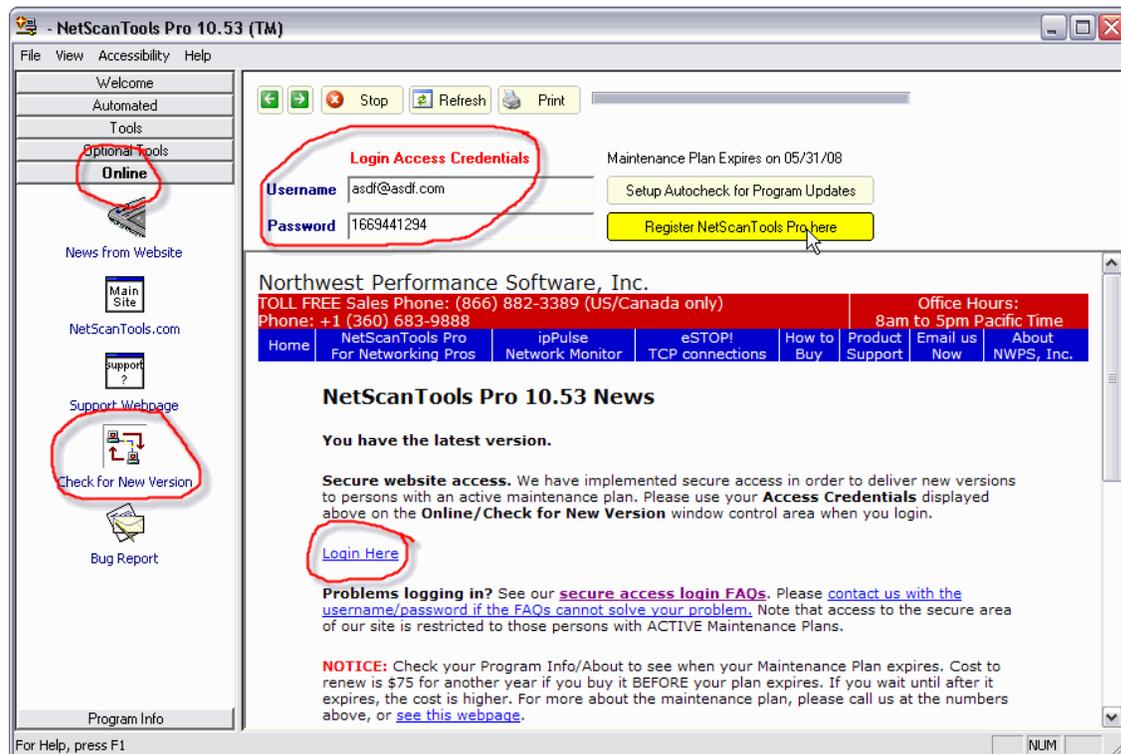
If your access credentials do not work please check for typos in your username or password (we recommend copy and paste). Your username is your email address that you gave when you registered and the password is the registration number.

It is also possible that your maintenance plan expired. Please contact us with the username and password you are using and we can check your status. **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.



Current Release - Managed Switch Port Mapping Tool 1.93, June 6, 2008

Release 1.93 brought a few changes to the program:

- **A popup warning message** when the ARP Table transfer limit is reached when talking with an SNMP device.
- **A Virtual Machine report.** This allows you to identify switch ports that have VMWare or Microsoft virtual machines attached to them giving the appearance of several physical machines when in reality only one machine may be present. This report appears in your web browser as part of the HTML report.
- **A number of bug fixes.** SNMP library memory leaks. A problem with resolving IP to hostnames.

- **Updated databases, libraries and the SQLite engine.**

We are working towards making this tool the leader in manufacturer independent switch mapping tools. We are well on the way towards this goal with many new additional features planned for release in 2008.

More information about the Managed Switch Port Mapping tool:

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

You can visit this URL to immediately download the trial:

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

Contact Information

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

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