NorthWest Performance Software, Inc.

August 2009 Newsletter

Training happened!

Laura Chappell's First Live Online NetScanTools® Pro Seminar was August 12, 2009. Recap is below. And 10.93 is out.

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THE NEWS...

NetScanTools® is now a registered trademark

On July 21, 2009 we obtained formal registration for the word NetScanTools from the US Patent and Trademark Office. We went through our local intellectual property attorneys, Innovation Law Group, Ltd. http://www.innovationlaw.com/

Laura Chappell's NetScanTools® Webinar Recap

Well here I am a week later talking about the August 12 webinar. It was one of my busiest days ever. Laura did a great job -- even in the face of a couple of bugs that I saw and I'm sure she saw. Both were fixed in the 10.93 release. They were minor, but obvious to me.

Anyway, the webinar went well. We had about 25 people attend. I actually spoke using a mike which was kinda cool. Laura did 99% of the talking -- something she is far better than I at doing. She covered several parts of the program: the automated tools, ARP

Scanning, ARP Ping, Graphical Ping, RBL checking, TCP Traceroute and TCP Ping. Even a bit of whois and quickly touching on DNS tools.

It's always interesting to watch someone else use a program you've designed because you see that they use it in a different way than you thought people should use it. That's why customer feedback and LISTENING to customer input is so important. Whenever a usability suggestion comes in, I try to add it to my 'to-do' list. Even if it's not practical - it may be someday.

I digress. Just as with Laura's Wireshark webinars, her presentation was polished and though there were few slides, the intent of the webinar was not to go through a slide presentation but rather to provide pointers that people may miss -- like right clicking in the results to see the popup list of other things you can do.

I took part in welcoming the group and I also spoke at the end about some plans for version 11 which I won't discuss here. We also touched on the Managed Switch Port Mapping tool (http://www.switchportmapper.com/) -- Laura is interested in doing a webinar on it because not only do network admins have uses for it but it can also be used in the security arena.

Laura will be making an 'archived' version available to those who want to review the webinar. Sorry, but I don't think it will be free -- training is Laura's business so there will be a cost. I'll defer to Chappell Seminars on those points. Please visit http://www.chappellseminars.com/ for other webinars and the archived version of this one.

Great job Laura!

NetScanTools® Pro 10.93 Released August 18, 2009

This release covered cosmetic issues, bugs and added one very minor new feature in the Subnet Calculator.

- Added Registered Trademark notices. NetScanTools is now a registered trademark of Northwest Performance Software, Inc.
- Ping-Enhanced: fixed problem where Continuous Ping would not always shut off if Stop were pressed as ping packets were going out.
- Real Time Blacklist Check: fixed problem where if a host/domain name could not be resolved to an IP address, it would continue and incorrectly use 255.255.255.255 as the input.
- Fixed hostname to IP resolver problems in Whois, Real Time Blacklist check and Email Validate.
- Email Validate: Now uses only the DNS shown in the entry box. Has better DNS MX record error reporting. Added button to clear list of DNS Entries.
- Subnet Calculator: Added decimal representation of input IP address.
- DNS Tools - Core: Fixed resolver problem getting A record for IP Address.
- Port Scanner: fixed problem with UDP reporting. If ICMP comes back, it's now shown regardless of state of Show Non-Responding Ports box.
- Whois: added link to view map of IP address location if latitude and longitude coordinates are available.
- Help Wizard: moved to above Tools in tree and updated it.
- ARP: fixed restore of previous data into results grid.

- Concurrent Usage: fixed problem where if you started the program more than once it would erase the lockfile from the first instance causing an incorrect exit message.
- Updated database files.

Upgrading: If you need help upgrading to 10.93, please see the How to Upgrade section later in this newsletter.

Tip: How to use SPF/Domain Keys in DNS Tools – Advanced

The SPF/Domain Keys tool was introduced in NetScanTools Pro v10.80. It's a cool tool that queries DNS for those records. Especially useful if you are mail admin and even if you are not.

Using it is fairly simple: you select or enter the DNS you want to use, then enter the domain name and press the SPF/Domain Keys button. There is a catch though, it will prompt you for additional domain keys 'selector' - in the example below I entered 'beta' without the quotes. Here is an example using google.com:

```
[Start Query]
SPF/Domain Keys
Starting Timestamp: 08/20/09 11:24:46
Source DNS: 4.2.2.2
Target: google.com

Requesting SPF TXT record.
SPF (TXT) Record: v=spf1 include:_netblocks.google.com ~all

Requesting SPF resource record (RFC4408).
-No SPF resource records were found.

Requesting _domainkey.google.com TXT record.
-No Default DomainKey TXT records were found.

Requesting default._domainkey.google.com TXT record.
Server Reply Code: No Such Name.

Requesting beta._domainkey.google.com TXT record.
DomainKey Record: k=rsa; t=y;
p=MFwwDQYJKoZIhvcNAQEBBQADSwAwSAJBAMs93oc95ObA7OEQEbqjIy6YvRjlu3yVGTz
Q3wkwRQTWx1fhvNQenPNFklaL+Tw9XFYUc3f8eY0hs3WUNQ+t+I0CAwEAAQ==

[End Query]
```

As you can see google's spf records are kept in the DNS TXT record field and they are not using the newer official SPF resource record which is a newer substitute for the information seen in the TXT record. They are also not supporting the default._domainkey selector that many domains have, but they do have their own beta._domainkey selector. You can see the domain key in the results. As with most results you get a header showing what we did, when we did it and the source and target information.

Managed Switch Port Mapping Tool 1.98 Released May 18, 2009

This is the last release before v2. Petr in the Czech Republic made us aware of an unusual problem with non-English characters in the paths to the current user and 'all users' application data areas. His login name contained the letter í – an i with a slash over the top instead of a dot. Although the operating system gave us the correct path, we were not converting it to the UTF-8 path required by SQLite, so SQLite was unable to open the databases. This release fixes that problem.

There were a couple of other changes. The column sorting algorithm was much improved and we added a method of exporting the Switch Properties window information to a tab delimited text file.

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

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. Come and have a look: http://www.netscantools.com/videos.html

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.
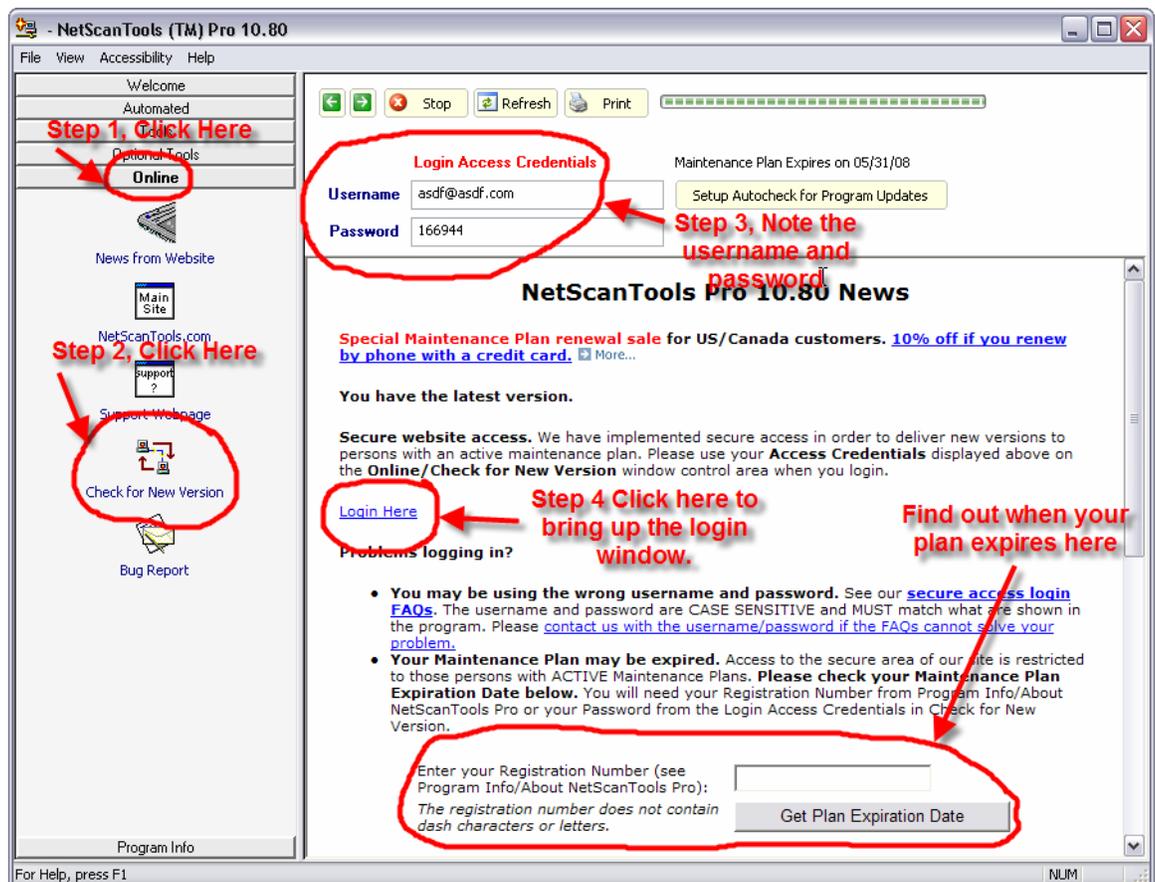
REMINDERS

USB Version Users – 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 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 10.93" (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 six updates so far in 2009. We released six updates in 2008. In 2007 we released 6 updates mostly targeted towards Windows Vista compatibility.

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
sales [at] netscantools [dot] com

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