



December 2008 Newsletter

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Watch our main www.netscantools.com page for 'random' one or two day sales.

"NEW" NEWS...

Discounted "Over 180 days late" Maintenance Plan Renewal

Did you forget to renew your NetScanTools Pro v10 Maintenance Plan? -- by a lot? -- maybe even by a year or more? Here is your chance to get back on the plan and get the upcoming 10.8 version! Special price reduction on the "Over 180 days Late" v10 Maintenance Plan renewal – instead of \$150, **the renewal price is \$100 through December 31, 2008.** Call us or go to the maintenance plan page for more information and a link to order online: <http://www.netscantools.com/nstpromaintenance.html>

Special US-only discount for renewing a Maintenance Plan by phone

We are offering a special 10% discount to US based customers who renew their NetScanTools Pro 10 Maintenance Plan by telephone using a credit card. This offer is good through December 31, 2008. 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.

Due to tax issues we cannot offer this discount to residents of other countries. For example, the EU countries require us to collect VAT for digital services like the maintenance plan which do not involve the shipment of physical product through customs. We do not have any methods of determining, collecting or remitting VAT to those countries, so we ask residents of those countries to use our online resellers Plimus or Extralan to renew their plan. These resellers are able to collect VAT. Questions? Contact us by email sales [at] netscantools dot com.

Our Blog is live now!

The blog is here: <http://netscantools.blogspot.com>

There are technical discussions and how to use NetScanTools Pro to address those discussions and some completely off-topic items.

About the upcoming NetScanTools Pro 10.80 Release

There are many changes in this release, especially if you are a fan of DNS. The most obvious is the renaming of the Name Server Lookup tool to "DNS Tools – Core". This tool has been reformatted and revised internally. Three of the functions (DNS Verify, IP Drilldown and ENUM) have been moved to the new "DNS Tools – Advanced" tool along with new functions Auth Serial Check and DNS Software Version. This frees up space and makes the DNS Tools less cluttered, but more importantly, it gives us a place of build new DNS tools. "Auth Serial Check" is a specialized tool that accepts a domain name or IP address as input. It then finds the authoritative name servers and queries them for the serial number for that zone (recordset). It then analyzes and shows whether the authoritative servers are out of sync. The "DNS Software Version" tool queries the currently used DNS for the software version that it is running. One more new tool will probably be added before the release. Both DNS tool windows now have a new Batch Processing button that allows you to run the tools against a list of IPs, hostnames or domain names. Support for the new SPF record type was added to DNS Tools – Core.

Other additions include the new ability of DNS Batch Queries to use a user defined DNS. You can also use the default system DNS's as it always has been able to do. SNMP now has Autosave just like the DNS Tools.

Many changes were made to the user interface. Some tools had their layouts improved (SNMP and Network Stats) and Windows Common Controls v6.x are now supported.

When is the release? **We are targeting around December 17.**

Power User Tip for NetScanTools Pro – how to find a DNS version

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

The BIND implementation of DNS has the capability of allowing you to query for the version of the software running.

Go to the Name Server Lookup tool and enter the subject DNS IP address in the Current DNS field, not in the target field. Now press Setup and select CHAOS class option and the TXT record type option then press OK. Now enter version.bind into the target field and press NSLOOKUP. If the DNS allows the query, you will see the DNS software version appear in the results, ie.:

Text = "8.2.3-REL"

When you are done, go back to Setup and change the class option back to Internet – highly important!

By the way, the function is built in to the new 10.80 release. It is part of DNS Tools – Advanced: **DNS S/W Version.**

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/>

EARLY REGISTRATION DISCOUNTS through JANUARY 31, 2009

OLD NEWS...

Current Release - NetScanTools Pro 10.71, October 3, 2008

We released version 10.71 on October 3. This release has mostly minor changes and we added the new Autosave feature to Name Server Lookup. If you choose to use it, you **must** select the location and name of the log file **prior** to activating it – see Name Server Lookup Setup.

Here are the changes in 10.71.

- Corrected problem resolving the name of a DNS in the Name Server Lookup tool.
- This problem was introduced in 10.70. The IP address of the DNS was not always found correctly. Also added a new failure message if DNS name does not resolve to an IP address.
- Added new feature to the Advanced Query Setup to Autosave all Name Server Lookup tool results to a single text file. This results file can be viewed and cleared as necessary. Its use is optional. Thanks to Phil L. for this suggestion.
- Corrected a minor version notation issue on the About NetScanTools Pro window.
- Expanded the size of the File Versions window found the About Window.
- Updated all executables that use SQLite to match the new SQLite version.
- Updated SQLite to version 3.6.3.
- Updated database files.

Upgrading: If you need help upgrading to 10.71, please see the How to Upgrade section later in this newsletter.

Current Release - Managed Switch Port Mapping Tool 1.95, November 5, 2008

The biggest changes in this release are alterations to the switch mapping algorithm and additional support tools.

This release brought these changes to the program:

- Now supports Windows Common Controls v6.x. Certain controls in the Setup window and other places will appear different under Windows XP/Vista.
- Added option to delete old Combined ARP Table entries if the program finds any entries older than 7 days at startup. This will help prevent incorrect information in a DHCP environment.
- Added missing editing functionality for newer tables and fixed minor problems in Database Manager.
- Added Support links to Help menu.
- Both methods of mapping bridges are now attempted.
- Fixed problem where System Name/Description/Location/Contact containing a single or double quote character would cause an SQL database error. Disallowed writing those characters when updating switch information from within this program.
- Switch Manufacturer added in parenthesis on top title bar.
- Installer reworked to support side-by-side shared DLL installation.
- Updated databases, libraries and the SQLite engine.

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.netscantools.com/switchportmapperdownload.html>

Current Release – ENUMresolver 2.00, November 19, 2008

This release brings changes that allow you to enter a specific DNS to query for ENUM information. It also shows all the DNS's that your system is using. It now has a list of common ENUM roots with the ability to enter your own root. This program has now been converted to Visual C++ 2008 and no longer supports old operating systems like Windows 95/98/ME/NT4 (sorry Boris). Did we mention that this is freeware?

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

Reminder for USB Version Users – How to 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. 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!

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 10.71" (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.

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.

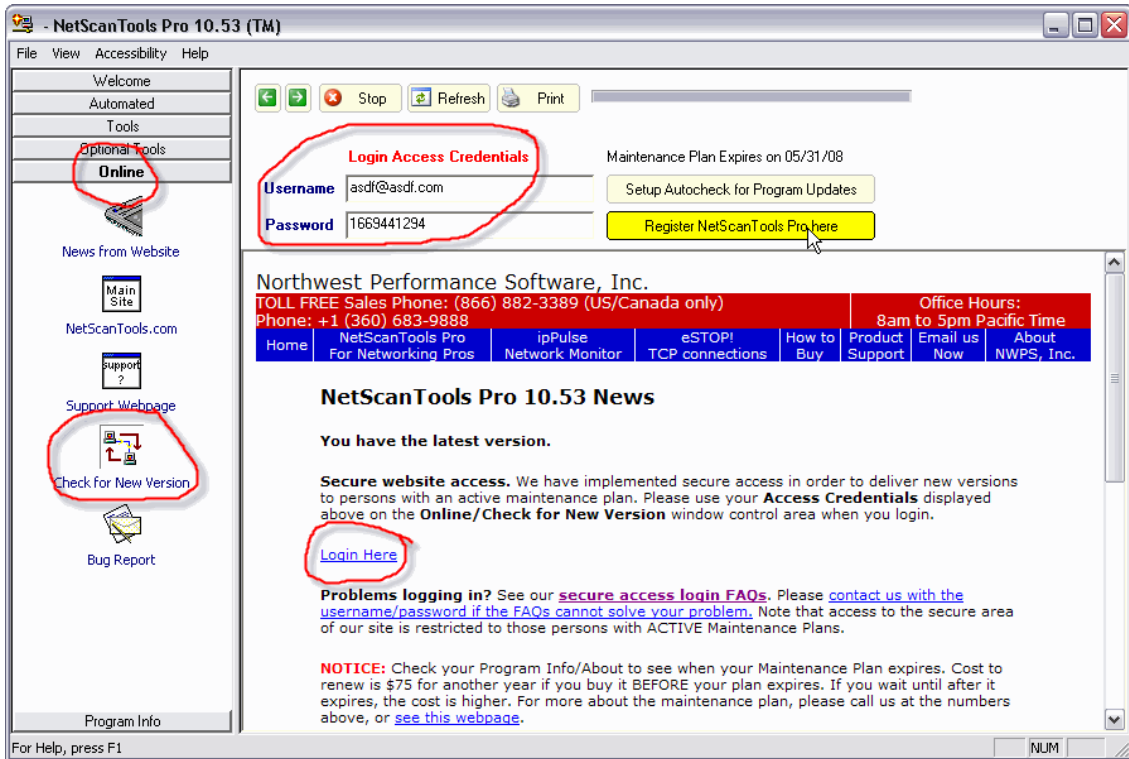
If your access credentials do not work please check for typos in your username or password (we recommend copy and paste). Your username is your email address that you gave when you registered and the password is the registration number.

It is also possible that your maintenance plan expired. 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.



Contact Information

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

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