



## December 2010 Newsletter

Note from Kirk: NetScanTools Pro v11 is moving along quickly now – check the most current status on twitter and facebook.

Merry Christmas and have a Happy New Year!



<http://twitter.com/netscantools>

Blog:

<http://netscantools.blogspot.com>



<http://www.facebook.com/#!/pages/NetScanTools/117859474900452>

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## NEWS...

### Changes in v10.98.1 Are Causing Windows 7 – 64 Bit To Demand Higher Privileges to Enter Registration Information Or Maintenance Plan Renewal Date Code

**If you are using the *installed version* of NetScanTools Pro 10.98.1 on Windows 7, please read this.** Since the release of 10.98.1 we have had several people who use the installed version of NetScanTools Pro on Windows 7 - 64 bit see an error message when they try to either apply their registration information or change the Maintenance Plan expiration date. We have confirmed this on our machines. Here is a screenshot of what you may see when you try to change the maintenance plan expiration date:



The error you may see when entering the registration information states "Error opening HKLM NetScanTools Pro Registry Key."

These errors are happening because Windows 7-64 is enforcing the requirement for applications to have higher privileges when writing to HKEY\_LOCAL\_MACHINE in the registry. Both the registration information and the maintenance plan expiration date are kept there. These error messages appear even if you are logged into an administrator privileges account. We are not seeing these error messages on Windows 7-32.

Versions earlier than 10.98.1 had a different program manifest that demanded higher privileges to run the program at all. This was a problem when running on a USER privileges account and is described in the topic below "NetScanTools® Pro 10.98 with USER privs on Windows 7".

The long term solution will be to move our data from that area of the registry – this will be addressed in a release of NetScanTools Pro v11. **The workaround is to start the program by right clicking on the icon or start menu tree link and selecting 'Run as administrator' before entering registration information or changing the maintenance plan expiration date.**

### NetScanTools® Pro 10.98 and older with USER privileges on Windows 7

**It came to our attention that v10.98 or earlier demanded an administrator login when being launched by a USER privileges account.** The problem was fixed in v10.98.1 and for you programmers out there, it has to do with the contents of the manifest. The only tool that requires administrator privileges to use is the part of

TimeSync where you can set the computer clock. Please review the topic above for another discussion of the impact of the changes made in 10.98.1.

## NetScanTools® Pro Version 10.98.1 Released November 18, 2010

**NetScanTools Pro version 10.98.1 was released on November 18<sup>th</sup>.** This version was released to address the privileges issue and update the databases. **To upgrade**, click on Help/Check for New Version (requires an active maintenance plan). The highlights are on the next page.

### Changes in this release:

- -NetScanTools Pro now starts properly under USER mode accounts on Windows 7 and Windows Vista. Previous versions forced you to login to an administrator account to use the program.
- -Updated database files.

## NetScanTools® Pro Version 11 Development Status

**NetScanTools Pro version 11 is close now.** Automated Tools expansion was completed. Currently adding tooltips where necessary and cleaning up any problems found during that process.

**What next?** Icons, registration changes, documentation and cleanup of anything I missed.

**About the actual upgrade process (tentative).** If you have an active maintenance plan, you will log into our secure site and download the new installer. You will also need to get a new CDKEY/Serial Number at that time by entering your current serial into a form and retrieving your new v11 key.

- **If your v10 maintenance plan is 'current' or 'active' at the time of release, you will be getting version 11 for free.**
- **If your maintenance plan has expired, there will be an upgrade fee.**
- **When will v11 be released?** watch Facebook and Twitter for the latest news. See the top of the newsletter for those links. We're getting close!

## NetScanTools Pro Version 11 Screenshots

**Do you want to see it? We've posted many screenshots on our Facebook photo album – to many to put in this newsletter.** Here is the link:

<http://www.facebook.com/album.php?aid=35226&l=be83320aaf&id=117859474900452>

## NetScanTools® Pro Version 11 Upgrade Cost

**The release of version 11 is getting so close that we have to address this.**

- If your NetScanTools Pro v10 maintenance plan is active the upgrade will be no cost involved – FREE. Unless you want a new CD, then there will be a fee for the CD and shipping.
- If your plan has expired or you are on an earlier version of NetScanTools Pro (1 through 9), there will be an upgrade fee. That fee is currently \$150, but we are revisiting it and the cost will most likely be higher. Needless to say, it is cheaper to get your maintenance plan active than to upgrade.

## Two workarounds for NetScanTools® Pro 10.97 and earlier

**Ping Tool.** Please do not try to enter a number greater than 256 into the Setup/Number of Packets Sent field when you are using anything but the MS ICMP ping mode. This will be fixed in 10.98. Thanks to Brian V.

**DNS Tool – Core.** If you are doing an NSLOOKUP or DIG on an IP address looking for PTR records, if the return data from DNS is more than approximately 200 hostnames, you may see a set of error messages. Also, in Get Basic DNS Records, if the TXT record is more than 512 bytes, you may also see an error. Both of these will be fixed in 10.98. Thanks to Michael L for the first one. I found the second one myself and wrote about it last month.

## OLDER NEWS AND REMINDERS

### 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 which is 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.

## NetScanTools® LE 1.31 Released October 7, 2010

**NetScanTools LE (Law Enforcement version) 1.31 was released on October 7, 2010.** This release incorporated some of the same changes made to NetScanTools Pro.

### Changes in this release:

- Fixed minor lookup issue when finding a country given an IP address.
- DNS Tools - Core: Fixed problem where if a very large response to a single record query was obtained, all the records would be displayed. Example would be a large PTR record response for a single IP address.
- Updated database files.

**About NetScanTools LE:** It has 12 important tools and it has the Packet Capture utility from NetScanTools Pro. As in NetScanTools Pro, Packet Capture runs outside the main toolset as a standalone application launched from within NetScanTools LE. It is used to capture packet traffic entering and leaving the computer while you use the various tools. Its purpose is to document the process used in the acquisition of network data – but you have to activate it separately. The packet capture files are saved in industry standard WinPcap format compatible with advanced packet analysis tools like Wireshark. A companion MD5 hash signature file is also saved along with the packet capture file.

### NetScanTools LE pricing:

Law Enforcement: **\$69**

Everyone else: **\$129**

### Main NetScanTools LE Description Page:

<http://www.netscantools-le.com/>

### Try It!

[http://www.netscantools.com/nst\\_le\\_trial.html](http://www.netscantools.com/nst_le_trial.html)

### Tool by Tool Comparison between NetScanTools LE and NetScanTools Pro

[http://www.netscantools.com/nst\\_le\\_pro\\_feature\\_comparison.html](http://www.netscantools.com/nst_le_pro_feature_comparison.html)

## Managed Switch Port Mapping Tool 1.99.1 released Sept 15, 2010

### Changes in the program:

- Fixed problem where if VLAN column was not visible, qBridge-MIB information was not processed.
- Added more Support Mode informational messages.
- Speed improvements by doing less database queries and removing a duplicate SNMP query.
- Added additional validation of MAC address data.
- Added automatic version check. This is controllable in Setup.
- Changed 'About' window.
- Updated SQLite to version 3.7.2.
- Updated MAC address/Manufacturer database.

Get it at <http://www.switchportmapper.com/> or <http://www.netscantools.com/spmapmain.html>

## How to upgrade NetScanTools® Pro

Here is how to upgrade NetScanTools Pro. As you read through this, please refer to image below – check it out

### How to upgrade:

#### 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.

1. Start NetScanTools Pro and click on the Online group in the left panel.
2. 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. (**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 window 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.

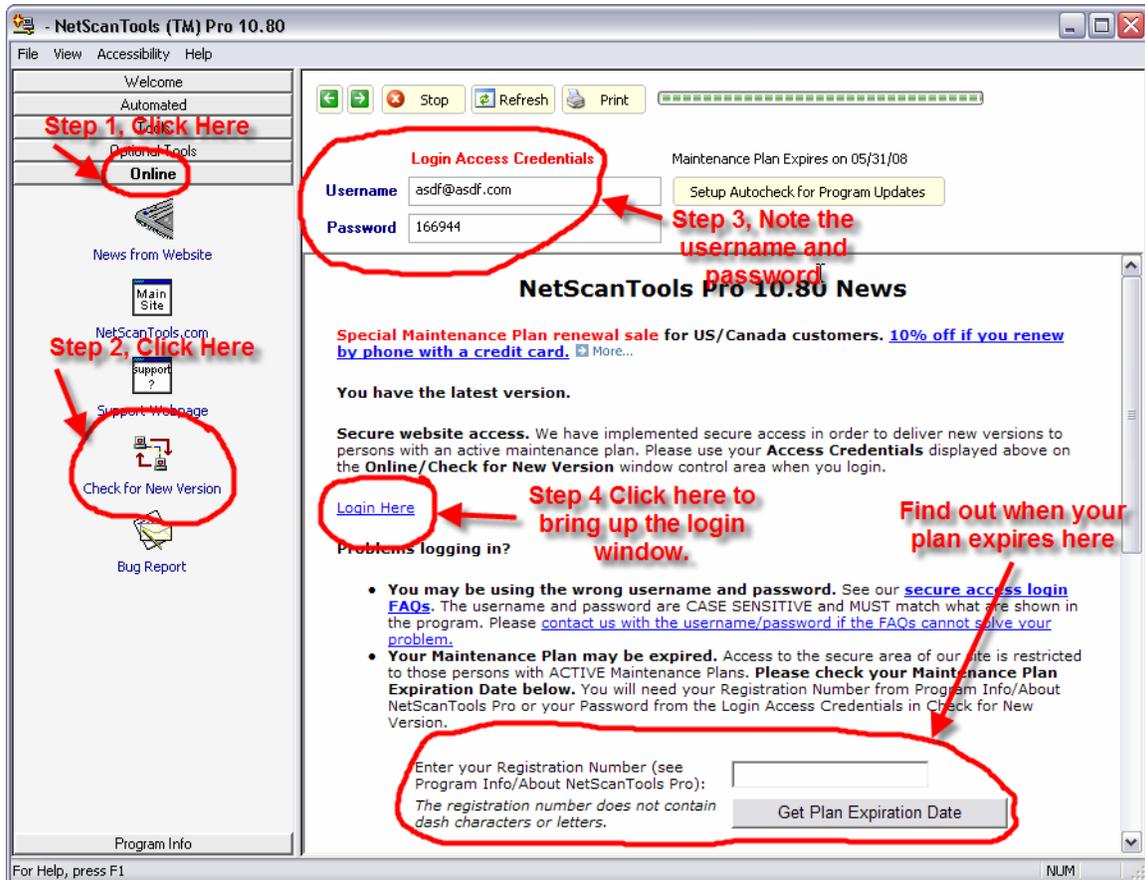
It is also possible that your maintenance plan expired. Use the new online method to check your maintenance plan expiration date. Please contact us with the username and password you are using and we can check your access credentials. **You must have a valid maintenance plan to download an upgrade.**

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.**



## 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 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!

## 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 10.9X" (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. Benefits of the plan include telephone technical support and access to downloadable updates. We released seven updates 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 to renew. We 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. And you will not get version 11 for free if your version 10 maintenance plan has expired.

## NetScanTools® Pro 2 Year Term Maintenance Plans

By popular demand, we are now offering two (2) year term maintenance plans for \$135 if your plan has yet not expired and you are within the 30 day grace period. You can purchase online or by contacting our office (see end of this newsletter).

<https://www.plimus.com/jsp/buynow.jsp?contractId=2836110>

## 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

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