



February 2011 Newsletter

Note from Kirk: NetScanTools Pro v11 is in Beta 4 – check the most current status on Twitter and Facebook below.



<http://twitter.com/netscantools>

Blog:

<http://netscantools.blogspot.com>



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

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NEWS...

NetScanTools® Pro Version 10.98.2 Released February 23, 2011

NetScanTools Pro version 10.98.2 was released on February 23rd. This version was released to address more privileges issues, WinPcap issues 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:

- Improved messages that show if writing to a registry location fails. They now suggest escalating the privileges by starting the program with 'Run as administrator'.
- All temporary snmp files are now removed on program exit.
- Improved handling of WinPcap interfaces where both IPv4 and IPv6 addresses are bound to the interface. Affects several programs.
- Internal changes to DNS Tools resolver.
- Port Scanner and NetScanner now show warning messages if privileges are not sufficient to run UDP scan and Subnet Mask test respectively.
- Updated SQLite to version 3.7.4.
- Updated database files.

NetScanTools® Pro version 11 Beta Status

Yes, version 11 is in beta 4 and beta 5 will be ready soon. You can still get in on the beta.

Who: registered users with active maintenance plans. We want users to use the program frequently, ie. moderate to heavy users.

How to get involved: reply to the email you received announcing this newsletter or visit http://www.netscantools.com/email_support_pro.html and put "beta" into the support message field.

What happens next: we will contact you by email from support at netscantools dot com.

NetScanTools® Pro Version 11 Development Status

NetScanTools Pro version 11 is in the Beta stage. See previous topic.

What next? Section 508 VPAT changes, registration process changes, documentation and continuing cleanup of anything that you find during beta.

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 be given a new v11 CDKEY/Serial Number at that time from the secure site.

- **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.**

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 10), there will be an upgrade fee. That fee is currently \$150, but we are

revisiting it and the cost to upgrade to v11 is tentatively \$179. Needless to say, it is cheaper to get your maintenance plan active than to upgrade.

NetScanTools® Tip: Find Root DNS for a Top Level Domain

Have you needed to find the root DNS servers for a particular top level domain?

Applies to: NetScanTools Pro, NetScanTools LE, NetScanTools Basic, NetScanTools Standard (obsolete).

It's actually pretty easy, but how you enter the top level domain makes all the difference in the world. Examples of a top level domain are: .uk, .com, .nu, .se, .ca etc.

How to do it:

1. Switch to the **DNS Tools – Core** tool or on older software, the Name Server Lookup tool.
2. Enter the **DNS** you are going use under Advanced Query.
3. Select the **NS** record type, you may have to go into AQ Setup or Setup to do this.
4. Enter the **top level extension** in the IP/host/domain entry area. The correct method is to enter the extension followed by a period: ca. or uk. or com. –if you leave off the period or put the period before the extension, the query will fail.
5. Press **NSLOOKUP**.

Results will look like these two examples, the first for .ca (Canada) and the second for .se (Sweden):

```
[Start Query]
NSLOOKUP Starting Timestamp: 02/24/11 14:49:37
Command line equivalent: "nslookup -recurse -type=NS ca."
Looking up [ca.]
```

```
DNS Name: 4.2.2.2
IP Address: 4.2.2.2
```

Non-authoritative answer:

```
ca          NS      nameserver = f.ca-servers.ca
ca          NS      nameserver = e.ca-servers.ca
ca          NS      nameserver = j.ca-servers.ca
ca          NS      nameserver = a.ca-servers.ca
ca          NS      nameserver = c.ca-servers.ca
ca          NS      nameserver = m.ca-servers.ca
ca          NS      nameserver = l.ca-servers.ca
ca          NS      nameserver = z.ca-servers.ca
ca          NS      nameserver = k.ca-servers.ca
ca          NS      nameserver = sns-pb.isc.org
Server Response Time = 0.117 seconds
```

```
[End Query]
```

```
[Start Query]
NSLOOKUP Starting Timestamp: 02/24/11 14:54:34
Command line equivalent: "nslookup -recurse -type=NS se."
Looking up [se.]

DNS Name: 4.2.2.2
IP Address: 4.2.2.2

Non-authoritative answer:
se      NS      nameserver = d.ns.se
se      NS      nameserver = e.ns.se
se      NS      nameserver = c.ns.se
se      NS      nameserver = a.ns.se
se      NS      nameserver = b.ns.se
se      NS      nameserver = g.ns.se
se      NS      nameserver = h.ns.se
se      NS      nameserver = i.ns.se
se      NS      nameserver = f.ns.se
se      NS      nameserver = j.ns.se
Server Response Time = 0.430 seconds
[End Query]
```

What you see in the two examples above are the **authoritative name servers for the root domains**.

Do you want to be notified when a new Managed Switch Port Mapping Tool release is ready?

We can notify you by email when a new release of the Managed Switch Port Mapping Tools is ready. Please visit this web page to signup:
<http://www.netscantools.com/spmapnewreleasesignup.html>

Managed Switch Port Mapping Tool 1.99.2 released January 10, 2011

Changes in the program:

- Improved VLAN reporting for Cisco® Small Business series switches.
- SNMP and html report temporary files are deleted on program exit.
- DNS resolved domain names that include ' or " or % characters now have those characters removed so that they do not interfere with SQL queries.
- Removed message StdBridge:vtpVlanState: No data is available.
- Added more debugging messages where 'No data is available.' occurs.
- Corrected interface type SNMP queries to always ask for numeric results.
- Updated SQLite to version 3.7.4
- Updated MAC address/Manufacturer database.
- updated SNMP engine to 5.5
- Updated MAC address/Manufacturer database.

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

NetScanTools® LE 1.40 Released January 6, 2011

NetScanTools LE (Law Enforcement version) 1.40 was released on January 6, 2011.

Changes in this release:

- Notes field can now accept much more information than in previous versions.
- Packet Capture now parses spanning tree protocol, hp switch protocol and makes sure WinPcap uses the interface IPv4 address in the event that IPv6 is also enabled on the computer.
- Updated left panel control icon images.
- Updated dates to 2011.
- Updated SQLite DLL to version 3.7.4.0.
- 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

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 or 4.1.2 which are 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.

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.

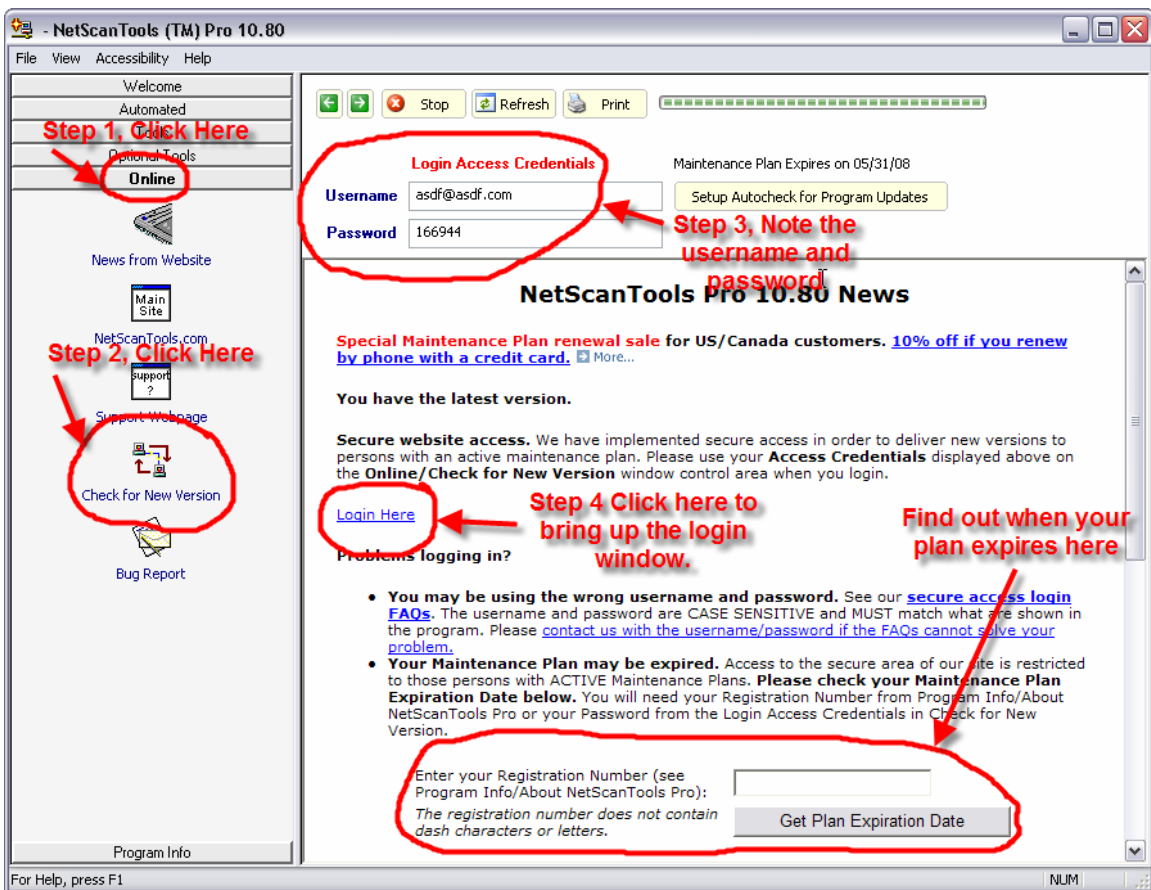
It is also possible that your maintenance plan expired. Use the new online method to check your maintenance plan expiration date. Please contact us with the username and

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.

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