January 2009 Newsletter

In this newsletter:

"New" News
- **Special Discount for renewing a Maintenance Plan by phone**
- **Windows 7 is discussed on our Blog: netscantools.blogspot.com**
- **Using NetScanTools Pro 10.80 on Windows 7 Beta**
- **Demonstration Videos**
- **Training Videos with ChappelIU.com**
- **Managed Switch Port Mapping Tool 1.96 released January 20, 2009**
- **NetScanTools Pro 10.80 released December 18, 2008**
- **SHARKFEST (Wireshark Conference)**
- **How to Upgrade NetScanTools Pro (revised image)**

Old News
- **Reminder for USB Version Users – How to Backup Your Software**
- **About the Maintenance Plan – NetScanTools Pro**
- **Contact Information**

Watch our main www.netscantools.com page for 'random' sales.

"NEW" NEWS…

Special Discount for renewing a Maintenance Plan by phone

We are offering a special 10% discount to US and Canada based customers who renew their NetScanTools Pro 10 Maintenance Plan by telephone using a credit card. This offer has been extended until March 1, 2009. 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.

We cannot offer a phone discount to residents of other countries due to tax issues. 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. **Residents of countries other than US/Canada, please email for a 10% off Plimus discount coupon:** sales [at] netscantools dot com. Offer expires March 1, 2009.

Windows 7 is discussed on our Blog

http://netscantools.blogspot.com

There are new technical posts, **including using NetScanTools Pro on Windows 7 Beta**.

Using NetScanTools Pro 10.80 on Windows 7 Beta

(Short version) I've had a chance to use NST Pro on Windows 7 Beta. I installed Win7 on our test machine in Virtual PC 2007 as a virtual operating system. I then installed NST Pro 10.80 on Win7. Our installation went well, all three segments of the installation process work: our files, the Visual C++ 2005 MFC runtime and WinPcap.

Testing of NST Pro went very well with one exception, and it is one that we also ran into when we first tested on Vista: Network Statistics. It hangs up. Presumably during the part where the current list of network connections is retrieved. Avoid that tool -- everything else seems to work just fine.

If you do use Network Statistics, you cannot restart the program so you will have to use the registry editor to delete the value "currentView" found in: HKEY_CURRENT_USER\Software\NWPS\NetScanTools Pro 10\CommonDataEntry

See our blog for the long version discussion of this topic.
http://netscantools.blogspot.com

Demonstration Videos

Have you held off on renewing your maintenance plan or upgrading to NetScanTools Pro 10.80? Are you wondering what the Managed Switch Port Mapping tool really does?

We have videos for you!

These videos show real world examples of how the various tools in the program work. More are being added daily. Come and have a look: http://www.netscantools.com/videos.html

Training Videos with ChappellU.com

We have talked about this before and now things are moving along quickly. We are partnering with Laura Chappell of Chappell University (www.chappellu.com) to collaborate on Ethical Hacking videos. You will see how NetScanTools Pro can be used in Ethical Hacking situations.

More information about this will be posted shortly including a few videos showing the kind of content Laura will be offering. http://www.netscantools.com/training.html

Managed Switch Port Mapping Tool 1.96 released January 20, 2009

Quite a few big changes. There are very visible changes to the left side control panel. Also visible are the moving of SNMP settings from global scope to local scope which means each SNMP device can now have its own SNMP settings independent of the others. There are not-so-visible changes are to XML export and import. This is most likely the last 1.x release.

This release brought these changes to the program:

- SNMP settings are no longer global. They are now specific to each device (IP Address). One device can be using SNMPv1 while another is using SNMPv2c. Settings include SNMP version, timeout, retries, udp port number and limits on the amount of data you retrieve from the device ARP table. These are part of the new Device Settings window. Improved wording on the Switch Write Community Name section of the Device Settings window to explain that it is entirely optional and not required to map a switch.
- Reworked the user interface in the left control panel to make it more clear which parts are required and which parts are optional.
- XML: Fixed problem import of previously saved XML results. The   character was not properly being interpreted as a space character.
- XML: Fixed the replacement of < and > signs with < and >. The semicolon was missing. These characters must be replaced because they indicate a tag in XML.
- XML: Fixed font change (it changed type and got bigger) problem which occurred after loading a previously saved XML result, then restarting a new switch map process.
- XML: Export is now much improved due to better conformance to Microsoft Office Excel schema standards. The font is now exported and imported properly. The column widths also show correctly. The overall appearance when viewed in both Microsoft Excel 2002 (and newer) and OpenOffice 3 is vastly improved and looks nearly identical to the results in the results grid.
- XML: removed the column header text when an XML file is loaded. This is because the columns may not be in the same order as they were saved.
- XML: improvements to header column and left side information column that can be optionally added during export.
- Last changed time column is now right aligned.
- Minor improvements to the HTML post-mapping report.
- Menu items now correctly disable during a switch map process.
- Updated SQLite to version 3.6.10.
- Updated MAC address/Manufacturer database.

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

NetScanTools Pro 10.80 Released December 18, 2008

Fans of DNS tools, take note. We have renamed Name Server Lookup tool to "DNS Tools – Core". It 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 (resource record set). 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.

Dig w/AXFR was removed in favor of adding back in the manual Zone Transfer tool. It works using the current DNS IP address as the authoritative DNS for the zone. The automatic Zone Transfer tool was previously called List Domain and it selects the authoritative DNS for the domain before attempting a Zone Transfer.

Other additions include the new ability of Batch Translation to use a user defined DNS. You can also use the default system DNS's as it always has been able to do. SNMP and Traceroute now have Autosave just like the DNS Tools. Traceroute also has a mode quick select dropdown added to the main window. This means you do not have to go into Setup to change from ICMP trace to TCP trace mode.

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.

Upgrading: If you need help upgrading to 10.80, please see the How to Upgrade section later in this newsletter.

SHARKFEST (Wireshark Conference)

JOIN IN ON SHARKFEST'09!
Wireshark(r) Developer and User Conference

STANFORD UNIVERSITY, June 15 – 18

http://www.cacetech.com/sharkfest.09/

EARLY REGISTRATION DISCOUNTS through JANUARY 31, 2009

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.
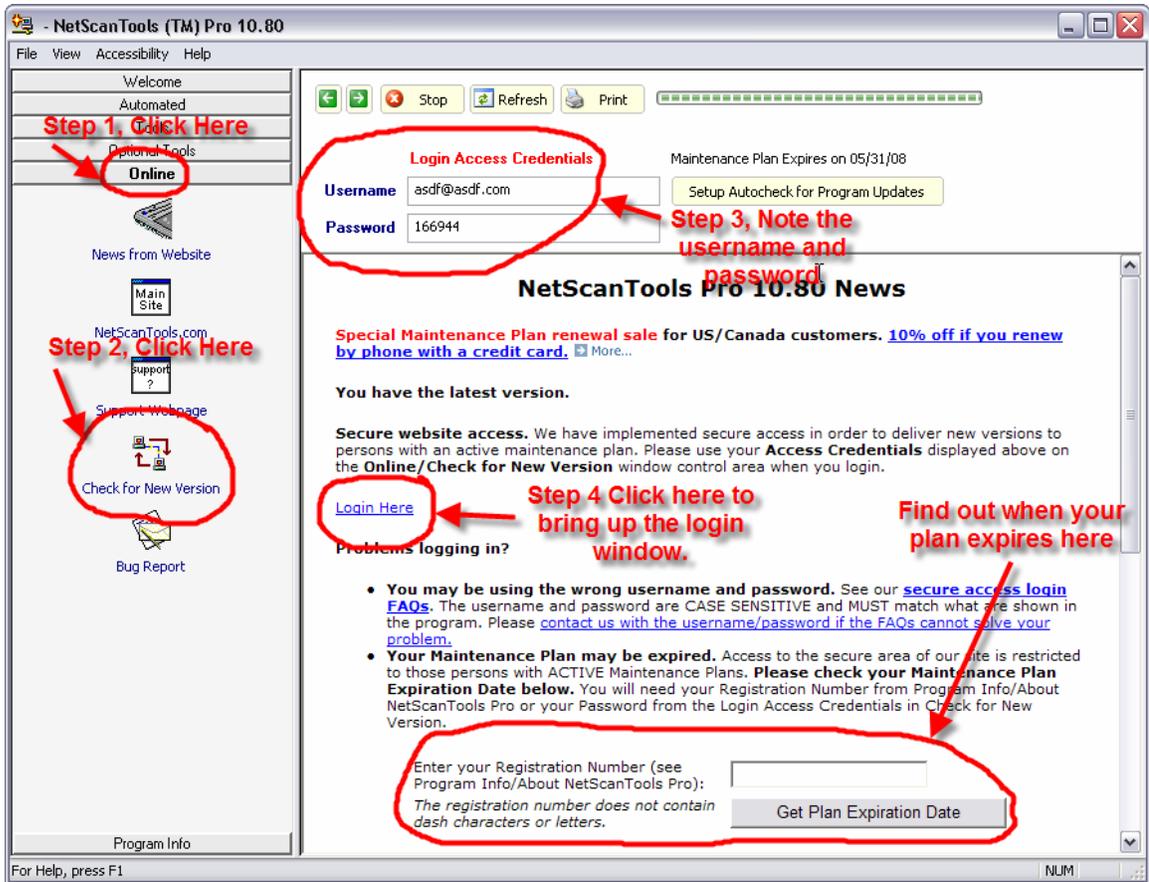
OLD NEWS...

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 10.80" (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 released six 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.

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

'NetScanTools', 'NetScanTools Pro', 'NetScanTools Standard', 'NetScanTools LE', 'ipPulse', 'Northwest Performance Software' and 'NetScanTools.com', are trademarks of Northwest Performance Software, Inc.