July 2008 Newsletter

In this newsletter:

This is our monthly newsletter. Summer is finally here in Sequim – get out and enjoy it!

"New" News…

New NetScanTools Pro Demo

Our NetScanTools Pro demo was getting a bit out of date since it was based on the old 10.30 version. Many features and tools were either missing or not truly reflecting the current state of the full version. It used the old databases and was not compatible with Windows Vista. Since our website stats now show that approximately 14% of the visitors are using Vista, we felt it was time to revise the demo version. The new demo is based on 10.61 so if you know someone interested in the program, point them towards this demo.

If you have the full version, there is no need to use the demo version and we do not recommend installing it on a system that has a full version installed now. If you have an older version and you want to review the new demo, please install the demo on a different computer.

http://www.netscantools.com/nstprodemorequest.html

Reminder for USB Version Users

Please make a full backup of your USB Version after you have registered it and applied the 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!

Power User Tip for NetScanTools Pro – SMTP Email Test

This topic in our newsletter highlights a part of the program you may not be aware of. All tips refer to the latest version, currently 10.61.

Did you know that you can send a test email from within NetScanTools Pro and record all the communications with the SMTP server?

Select **Tools/SMTP Email Generator and Relay Test**. Press the **Message Settings** button to open the window where you can enter the parameters for the message. These include the subject, body and other parts of the message. Press **OK** to close it and go back to the main window. Enter the **SMTP server IP address**, then enter other things like the HELO/EHLO ID and timeout. If you want to record the complete conversation between NetScanTools Pro and the SMTP server, check the **Enable Logging** box. Now you are ready to press **Send Test Message**. Once the test message is sent, press the View Log File button to view the log file in notepad.

Old News...

Current Release - NetScanTools Pro 10.61, June 26, 2008

We released version 10.61 on June 26. This was primarily bug fixes and one new feature. As usual, we updated the various databases and upgraded SQLite. Thanks to the users who pointed out the first two changes listed below.

The changes are below:

- Protected Storage Viewer: Improved warning messages for Windows Vista.
- Name Server Lookup: Fixed problem with Dig.
- OS Fingerprinting: we now disallow target IP equal to WinPcap interface IP.
- NetScanner: Fixed first use problem in where start IP was showing as zero "0".
- NetScanner html report: Fixed "<" ">" symbol problem.
- SNMP Arp Cache tool: added interface manufacturer column. Also changed formatting of MAC address presentation to be consistent with other parts of the program.
- -Removed all linkage to iphlpapi.dll. Functions from it are now loaded only when needed.
- -Updated SQLite to version 3.5.9.
- -Updated database files.

Upgrading: If you need help upgrading to 10.61, please see the How to Upgrade section later in this newsletter.

Maintenance Plan - NetScanTools Pro

Having an active maintenance plan is important if you want to obtain the latest release. A FULL Install of the "installed version 10.61" (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. A core benefit of the plan is the ability to download updates. In calendar year 2007 we released 6 updates mostly targeted towards Windows Vista compatibility and 5 updates in calendar year 2006. We have released two updates in 2008 and anticipate another minor release of 10.x before June is over.

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 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.

NetScanTools Pro USB Version

The USB version operates the same as the installed version except you do not install it on the computer you are using it on. You run the NetScanTools Pro executable (as administrator) and everything is saved on the USB drive.

This method of using the program is invaluable to people who move from computer to computer during the course of their work. On site support technicians will find it very useful because the tools they use all the time can be used on the computer they are troubleshooting.

We supply the software on a Lexar Lighting 1GB drive. This is one of the fastest drives on the market and this was verified by our tests. It is not a U3 drive, but you can still run software from it. If you have other USB drive portable software such as WireShark, you can easily install it on the drive. We do not fill up the drive, but just in case you experience any problems, we ask that you make a full permanent backup of the drive after you register it. That way we can help you restore it very quickly if necessary.

Learn more about the NetScanTools Pro USB version here including "sidegrade" and "upgrade" pricing for current NetScanTools Pro licensees:
http://www.netscantools.com/nstprousb.html

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. Please contact us with the username and password you are using and we can check your status. **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.
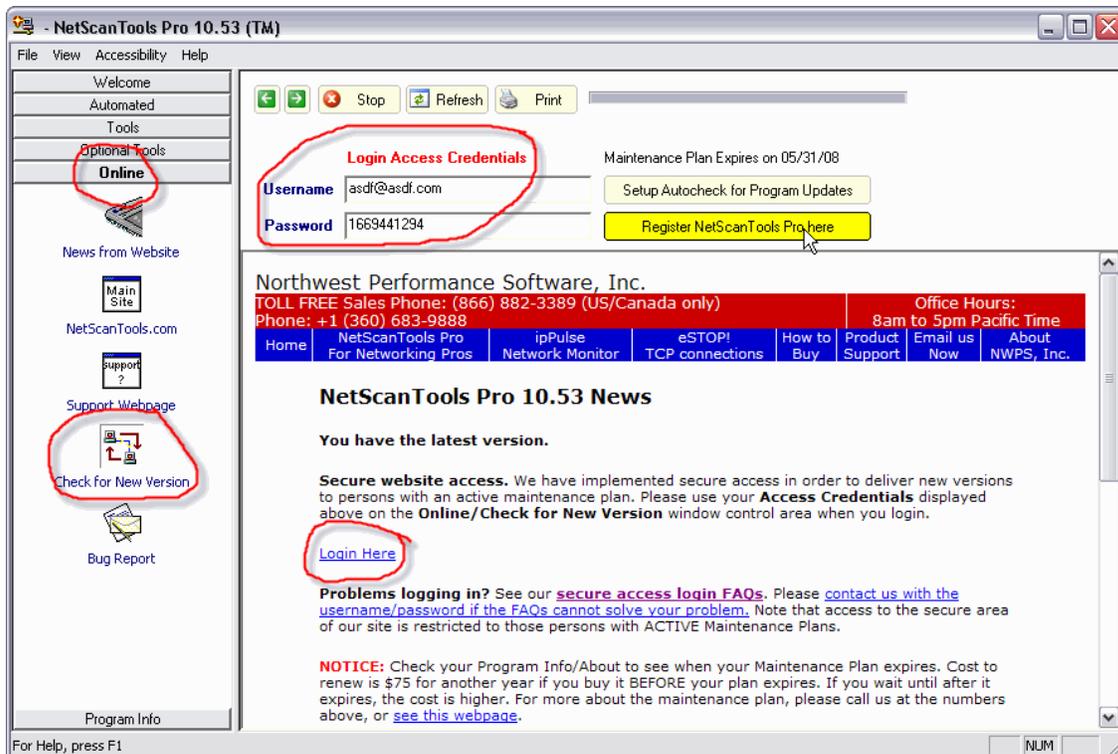
Current Release - Managed Switch Port Mapping Tool 1.93, June 6, 2008

Release 1.93 brought a few changes to the program:

- **A popup warning message** when the ARP Table transfer limit is reached when talking with an SNMP device.
- **A Virtual Machine report**. This allows you to identify switch ports that have VMWare or Microsoft virtual machines attached to them giving the appearance of several physical machines when in reality only one machine may be present. This report appears in your web browser as part of the HTML report.
- **A number of bug fixes.** SNMP library memory leaks. A problem with resolving IP to hostnames.
- **Updated databases, libraries and the SQLite engine.**

We are working towards making this tool the leader in manufacturer independent switch mapping tools. We are well on the way towards this goal with many new additional features planned for release in 2008.

More information about the Managed Switch Port Mapping tool:
http://www.netscantools.com/spmapmain.html
You can visit this URL to immediately download the trial:
http://www.netscantools.com/switchportmapperdownload.html

Contact Information

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

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