



## March 2009 Newsletter

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Yes, we know it's almost the end of March, but it's been a busy month – which is good!

## "NEW" NEWS...

### NetScanTools Pro 10.82 Released February 28, 2009

**Yes, 10.82 was released only 5 days after 10.81.** The reason was NSLOOKUP was not showing any results. We also took the opportunity to fix a minor issue in HyperTrans.

**Upgrading:** If you need help upgrading to 10.82, please see the How to Upgrade section later in this newsletter.

The USB patch to upgrade USB versions to 10.82 was posted March 2.

### Managed Switch Port Mapping Tool 1.97

**We plan on releasing this in the next couple of days.** This release vastly improves the display of user defined stack port descriptions and duplex modes on CISCO-STACK MIB supporting switches such as the Cisco ® 6509.

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>

## Special Discount Continued for Renewing a Maintenance Plan by Phone

**Our special discount for renewing the NetScanTools Pro Maintenance Plan by telephone has been a huge success and we are going to review continuing the sale on a month by month basis. We have decided to continue it through the end of April. The 10% discount applies 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 April 30, 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 April 30, 2009.

## Check out our Blog

<http://netscantools.blogspot.com>

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

## Demonstration Videos

**There are many new demonstration videos** for both NetScanTools Pro and the Managed Switch Port Mapping Tool. **These videos show real world examples** of how the various tools in the program work. More are being added. 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](http://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>

## **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**

SHARKFEST is an educational event that offers in-depth instruction over the course of 3 days to the benefit of anyone wishing to enhance their skill set with, and optimize the effective use of, the world's most popular network and packet analyzer, Wireshark.

The SHARKFEST'09 session schedule, rapidly taking shape, includes many topics geared for new, seasoned, and expert Wireshark users alike, including:

- Ask the Experts: One-on-One with Core Developers
- Wireshark Saves the WLAN!
- Getting Your Code into Wireshark Releases
- Analyzing VoIP with Wireshark
- Using Wireshark to Determine Properly-Functioning TCP Connections
- CACE Pilot + Wireshark Integrated Analysis
- How Protocols Work
- Advanced TCP Analysis & Troubleshooting in Enterprise Networks

Space is limited and due to a full house last year, early registration is strongly encouraged. Single registration for all 3 days is \$695.00 USD. Details including conference hotels, group discounts and the conference schedule can be found at <http://www.cacotech.com/sharkfest.09/>. Every paid registration will receive a FREE AirPcap Classic Adapter (SRP \$198USD) and so much more!

## 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.

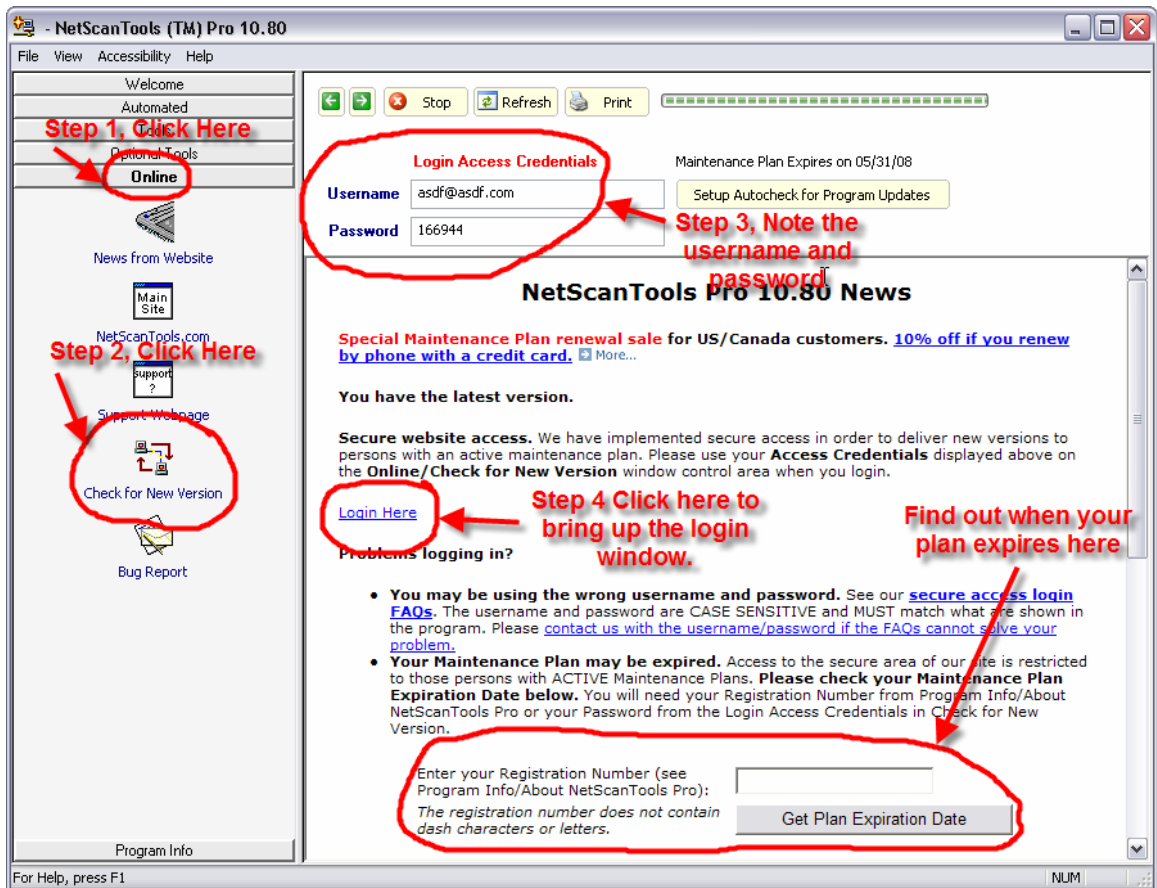
If your access credentials do not work please check for typos in your username or password (we recommend copy and paste). Your username is your email address that you gave when you registered and the password is the registration number.

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 – 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 10.82" (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.

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