



October 2008 Newsletter

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Watch our main www.netscantools.com page for 'random' one or two day sales.

"New" News...

Our Blog is live now!

Blog is here: <http://netscantools.blogspot.com>

Things about NetScanTools Pro and we even have some completely off-topic items.

New Release - NetScanTools Pro 10.71, October 3, 2008

We released version 10.71 on October 3. This release has mostly minor changes and we added the new Autosave feature to Name Server Lookup. If you choose to use it, you **must** select the location and name of the log file **prior** to activating it – see Name Server Lookup Setup.

Here are the changes in 10.71.

- Corrected problem resolving the name of a DNS in the Name Server Lookup tool.
- This problem was introduced in 10.70. The IP address of the DNS was not always found correctly. Also added a new failure message if DNS name does not resolve to an IP address.

- Added new feature to the Advanced Query Setup to Autosave all Name Server Lookup tool results to a single text file. This results file can be viewed and cleared as necessary. Its use is optional. Thanks to Phil L. for this suggestion.
- Corrected a minor version notation issue on the About NetScanTools Pro window.
- Expanded the size of the File Versions window found the About Window.
- Updated all executables that use SQLite to match the new SQLite version.
- Updated SQLite to version 3.6.3.
- Updated database files.

Upgrading: If you need help upgrading to 10.71, please see the How to Upgrade section later in this newsletter.

Current Release - Managed Switch Port Mapping Tool 1.94, September 24, 2008

The biggest change in this release is the addition of the Input and Output Port Bandwidth Utilization columns. They replace the older 'delta bytes' columns that we had in the past. The bandwidth calculation is made over the time period you choose by right clicking to bring up the popup menu. There is a new menu item for updating the bandwidth columns. The coolest part about this is the ability to calculate bandwidth over a longer period – you could use the program to access a switch on Monday night, then on Tuesday morning come back and access the same switch. The bandwidth over that time period will show up in the results grid. Now you can find out which port is getting overused – perhaps someone is downloading one too many videos!

Release 1.94 brought these changes to the program:

- **Fixed problem** importing previously saved XML results file. Program would disappear without warning or error message on an attempt to import XML file.
- **Added XenSource, Virtual Iron, Parallels and Sun xVM identification to Virtual Machine** section in HTML report. The previous names are all trademarks of their respective owners.
- **Right justified** in/out byte count columns.
- **Changed delta bytes columns** to instead show input and output bandwidth utilization percentages. **Also added Bandwidth Utilization section** to html report.
- **Added Input and Output Bytes tables to Database Maintenance tool.** These are used for calculating bandwidth.
- **Changed right click popup menu to allow updating Bandwidth Utilization columns.**
- **Section 508 compliance: Added Actions menu and submenu items.**
- **Updated databases, libraries and the SQLite engine.**

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>

New Online Method for Checking Maintenance Plan Expiration Date

You can now check your NetScanTools Pro 10 Maintenance Plan expiration date online. It is part of the "Check for New Version" web page. You can copy your registration number from the Program Info/About NetScanTools Pro window, and then click on Online left panel group/Check for New Version. There is a place to enter the registration number on the web page and a **Get Plan Expiration Date** button. When you press the button, your expiration date is displayed to you.

Do not be concerned about private information being accessed. The database only contains expiration dates. There is no other information in the database.

This is live NOW.

We also plan on integrating it further into the program so that you will not have to copy and paste the registration number.

Power User Tip for NetScanTools Pro – Your default web browser

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

Many parts of NetScanTools Pro allow you to view the results in your web browser. Once in a while someone emails and asks us why we are using IE instead of Firefox (or vice versa). Why is this happening?

What NetScanTools Pro is doing is pretty simple. We create a web page with a .html extension then we ask the operating system to 'open' it. *The operating system selects the program to use.* We do not tell it what web browser program to use **unless** you select the browser to use in Set Preferences/Web Browser section.

So why is this happening? Your "default" web browser may not be the default for all types of web pages. If you go to the Launcher tool, you can see the default web browser program assigned to open the HTTP group of file extensions which includes .html. We extract this from the part of the registry that shows the program the 'opens' a particular file.

So if you are not seeing the web browser you expect when you right click and select 'View Results in Web Browser', check Launcher to see what it says. Open the web browser you want to use and go into its options and make it the default. Then close and reopen NetScanTools Pro and try again. That usually fixes it.

If you are still having trouble you can always override the operating system default in Set Preferences/Web Browser.

Laura Chappell Summit

We've worked with Laura for years. She is putting on a Network Analysis and Network Forensics conference in early November. I hope you will be interested. NetScanTools Pro will be one of the tools talked about during the conference.

As Laura says "Bring your laptop with Wireshark loaded and prepare for two days of intense hands-on labs taught by Laura Chappell, Founder of Wireshark University and the Protocol Analysis Institute. Wireshark (Windows version) will also be provided on DVD at the conference – ensure your laptop has a DVD drive."

This summit focuses on Troubleshooting and Security (and Optimization)



<http://www.chappellsummit.com/>

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!

Maintenance Plan - NetScanTools Pro

You need to have an active maintenance plan to obtain the latest release. A FULL Install of the "installed version 10.71" (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 have released four 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.

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.

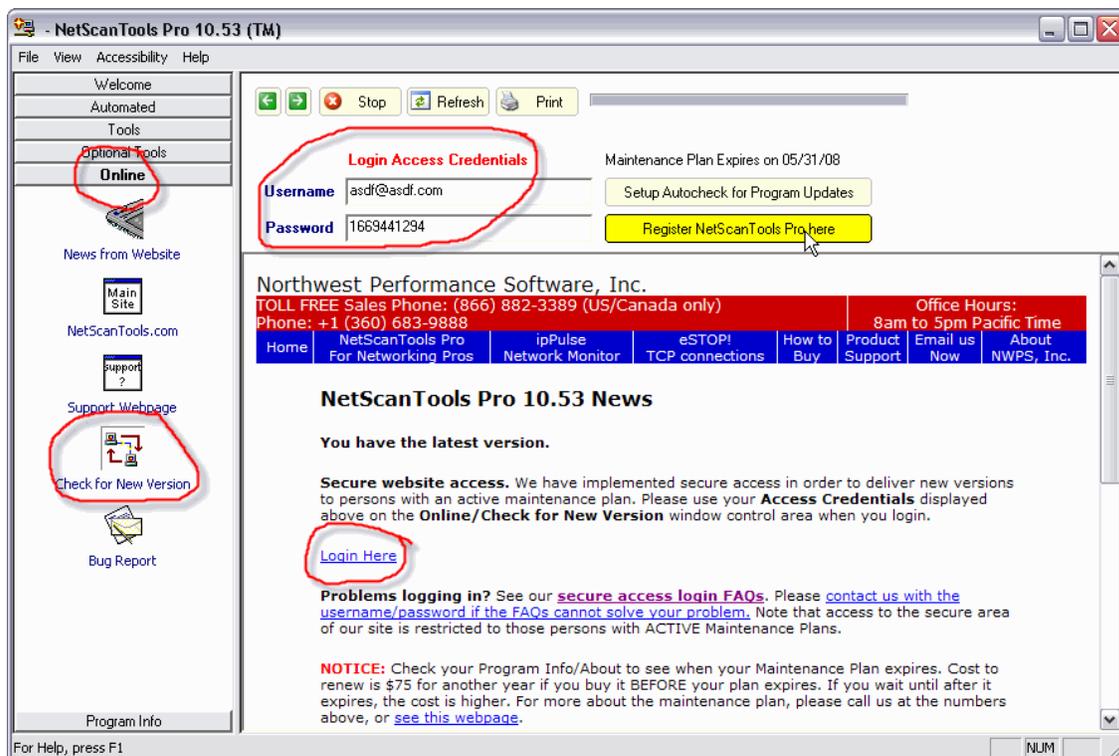
If your access credentials do not work please check for typos in your username or password (we recommend copy and paste). Your username is your email address that you gave when you registered and the password is the registration number.

It is also possible that your maintenance plan expired. 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.



Contact Information

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

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