NetScanTools® Pro
Monthly Newsletter

www.netscantools.com

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News...

From the Editor...

Sorry this is so late in the month... I worked most the remainder of February and into March on the NetScanTools Pro v11 demo. The demo is finally done and available. I will be putting out a new NetScanTools Pro minor release shortly. Most programming efforts now are on Switch Port Mapper 2.0. If you have suggestions or problems with the programs, please feel free to contact us by email (see bottom of newsletter). Thank you for supporting us. -Kirk

Installing NetScanTools® Pro or LE on Windows® 8

Both NetScanTools Pro and LE install just fine on Windows 8 – but the WinPcap driver does not install. It appears to have a check for Windows version and does not allow installing on Windows 8.

The solution is to run our installer in Compatibility Mode. Here's how:

1. from within Windows 8 (32 or 64) get to the desktop and launch Windows Explorer.

2. locate your installer file and right click on it to bring up the menu.

3. select "Troubleshoot compatibility" and wait a few seconds for it to do it's thing. Then click on "Try recommended settings". It will most likely show Windows Compatibility Mode of Windows XP (service pack 3).

4. Click on "Test the program…" the installer will start - follow the installer directions as you normally would. When you get to actually running the WinPcap installer you may see a message "This program has compatibility issues" - select "Run the program without getting help". WinPcap should now install.

5. When it's all done, click on Cancel instead of Next back on the Program Compatibility Troubleshooter window.

The problem is not NetScanTools Pro or LE. Those installers both launch the WinPcap installer. It is the WinPcap installer that needs to be updated.

Windows 8 and Our Software Compatibility

NetScanTools Pro 11.20, NetScanTools LE 1.50, NetScanTools Basic 2.20, IPv6ScopeFinder 1.00 and the Managed Switch Port Mapping Tool 1.99.9.4 all have been successfully installed and tested on Windows 8 Consumer Preview 32 and 64 bit. Our test platform uses Windows 8 installed in virtual machines with VirtualBox. The detailed testing of each of NetScanTools Pro's tools has not been completed but it appears to operate within expectations.

NetScanTools® Pro version 11 Demo released March 26, 2012

This release was long overdue and it is now ready. Since it's a demo, there are a few minor limitations like disabled saving. If you have a license of NetScanTools Pro and you need a new full version download, please contact support – the demo will not help you.

How to get the demo:
http://www.netscantools.com/nstprodemorequest.html

Managed Switch Port Mapping Tool version 1.99.9.4 released on March 20, 2012

This minor release was primarily focused on fixing a potential problem processing Spanning Tree Protocol and added another retrieval of potential ARP data from the switch and each secondary device. This is a free update for people having an earlier 1.x release. Click on Help/Check for Update or visit http://www.SwitchPortMapper.com/.

List of changes:
- Added more boundary checks to prevent crash when processing STP information from some models of switches.
- Added the retrieval of the Address Translation table in addition to retrieving the ARP table from the devices.
- Fixed the update notification processor so that it supports more minor versions.
- Default MAC address per cell limit raised to 16 from 8. This can be changed in Global Settings.
- Updated MAC address/Manufacturer database.

NetScanTools® LE version 1.50 released February 16, 2012

This release has many changes brought about from the recent incremental improvements to NetScanTools Pro v11. There were also a number of fixes. This is a free update for people having an earlier 1.x release. Click on Help/Check for New Version or visit http://www.netscantools-le.com/ .

- Most tools now load their settings when first viewed. This will result in a faster program start after you select the database.
- It now checks for running tools on exit and warns you if they are running.
- Automated Tools: Pressing the Stop button before all tests are complete now correctly ends the testing process.
- Automated Reports: added Jump to Automated button to go quickly back to the main Automated tool.
- Improved Whois logic and added IPv6 query capability.
- Bulk Translate: clear list of DNS button now works.
- Added header column drag and drop for all grid based results. To use this, run the tool to get results, then click on the header and use drag and drop to reorder the columns. Then you can save or print or view in a web browser. When you run the tool again, the original column order will be restored. Example is traceroute or ping.
- DNS Tools - Core: IPv6 notation now accepted by Test Default DNS. Get Basic DNS Records now retrieves IPv6 AAAA records.
- Port Scanner: corrected logic for displaying messages relating to AV programs intercepting port 25 and 110 email communications.
- Packet Capture: now captures IPv6 packets and provides basic IPv6 decoding.
- Whois: fixed DNS queries so that only requested DNS records are displayed. Same fix also added to DNS Tools Core, Bulk Translate, and Real Time Blacklist Check.
- All tools using list import have a faster import process.

- All menus on the menu bar are now fully expanded by default.
- All MAC addresses show using the dash notation, ie. 01-02-03-04-05-06 instead of the other notation that allows colon characters. This was done to avoid confusion with IPv6 addresses which require colon characters.
- Updated SQLite to 3.7.10.0
- Updated database files.

NetScanTools® Pro version 11.20 released January 19, 2012

This release adds a new database tool and brings back the ability to do a port scan on a list of IPv4 address. We also updated the DHCP Discovery tool so that it now handles multiple network interfaces. There were also a number of fixes.

How to get it: Click on Help/Check for New Version, then on Login Here – requires an active maintenance plan – see the video here if you need help. http://www.netscantools.com/videos/updating-nst-pro/updating-nst-pro.html

New Tool
- Country to IP or ASN: Select a country from the list and find the IPv4, IPv6 or ASN records assigned or allocated to that country. This tool works from a local database that is updated with each release. It is a complementary tool to the IP to Country tool and there are now 'jump' buttons on each to switch between them.

Changes
- Port Scanner: now allows you to do a port scan on a list of IPv4 addresses.
- DHCP Server Discovery: added the ability to do DHCP Discovery on more than one network. You can now select the network interface to do the discovery on. This would apply to a laptop running both a wired and wireless connection.
- Whois: fixed DNS queries so that only requested records are displayed. Same fix also added to DNS Tools Core, Advanced and Batch, Real Time Blacklist Check.
- Packet Flooder: additional error diagnostics for when local firewall prevents the sending of UDP packets.
- Modified delay timers to reduce the chance of using too much CPU time.
- Export from Network Routing Visualizer Target Editor now works.
- Packet Generator: corrected ethernet header type field for RARP.
- SNMP Tools: improved error reporting when incorrect input it entered.
- Updated SQLite to 3.7.10.0
- Updated database files.

Secure Site Login Problems and Solutions

Every time we announce a new release of NetScanTools Pro, we have a few people that are unable to login successfully to our secure site. The reasons range from simply not clicking on the Login Here link to more complex problems like browser incompatibility. We have a video (next topic) that shows the normal method for logging in.

If you follow that video and you still cannot get in, it is most likely a problem with your browser. The Check for New Version window in NetScanTools Pro is actually an embedded Internet Explorer window. Our server is IIS and for some strange reason that we have yet to identify, IE sometimes fails to talk properly with IIS. IE browser version is not really the issue.

Assuming browser incompatibility is the problem, the solution is usually pretty simple. Go to the Check for New Version window and right click on the Login Here link and copy the link location to the clipboard. Start any other browser like Firefox, Chrome or Safari and paste that link in and go there. The login credentials window will open up, you can enter your username and password. You should be able to download the file from there. Note the installed and USB versions go to different places on the server.

Video: How to login and upgrade NetScanTools® Pro

We have created a helpful video that shows you how login in to the secure site and download NetScanTools Pro updates. Please review it here:

http://www.netscantools.com/videos/updating-nst-pro/updating-nst-pro.html

### Managed Switch Port Mapping Tool version 2.0 status

The next major release of the Switch Port Mapping tool is 2.0 and I can report that work is continuing. If you have feature requests, be sure to send them our way. Anticipate release before summer.

Older News and Reminders

V11: A new easy method for updating your maintenance plan expiration date

When people renew their maintenance plan we send them an email with a number you are supposed enter into the program. This number is your new expiration date. We have found that many people do not do this. We get emails and calls saying that the program is showing the old expiration date. There is a new button that will update the plan expiration

date by contacting our server – press it and your expiration date will be updated (the software must be registered first). Eventually we will make this an automatic check on a periodic basis. This image below shows where you can find the button the Help/About NetScanTools Pro window.
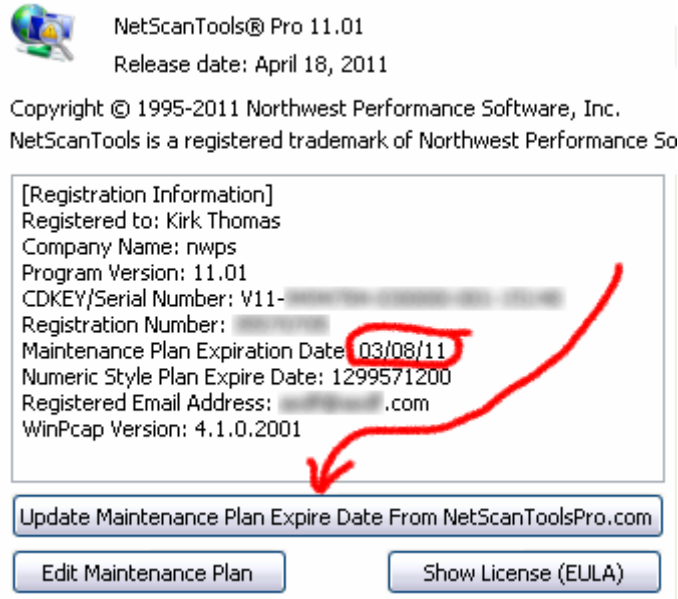
NetScanTools® Pro Versions Compatible with Windows 7 and Windows Vista

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.

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 10/11 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!

Contact Information

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

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