



April 2011 Newsletter



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NEWS...

Editor's Note: On to other projects

NetScanTools Pro v11 has been released. Taking a bit of a break and working on other programs – everything else needs updating, LE, Basic, ipPulse. Most of the other programs will be getting a minor update in May. The next major project will be version 2 of the Managed Switch Port Mapping Tool. But it's not as big of a project as NetScanTools Pro 11.

NetScanTools® Pro version 11.01 Released April 18, 2011

Version 11.00 (installed) was released on April 4, 2011. Version 11.01 (installed and USB) was released on April 18.

V11.01 had several fixes for problems people found using 11.00, in particular the issue of using the software on systems with less than 32 bits per pixel color resolution which gave the enlightening MFC error "Failed to create empty document".

Website Updates about NetScanTools® Pro version 11

They are taking time, but more will be added each day. We have a video and a new press release that went out on April 18. There are also new slideshow image galleries that you can look at. Click on the slideshows in the product grid on the main NetScanTools.com page. And a new demo based on Version 11 will be ready sometime in May.

NetScanTools® Pro version 11 Highlights

Pricing: The installed version cost will not be changing. It is still \$249 which includes one year maintenance. Maintenance Plan pricing remains the same. We have **reduced** the price of the USB version from \$349 to \$299.

What's New: An updated user interface – it is still 'Outlook' style – no, the old tabbed version is not coming back. A Results Database is mandatory; it is used to generate reports. Windows 2000 is no longer supported.

Spotlight: What's New in the Packet Generator

There is a new RAW packet mode in the Packet Generator. RAW packet mode means that you can use the new Hex Editor to create a packet and send it out. You have to start at the Ethernet header destination and source mac addresses and work from there. We also added a new ARP/RARP mode packet generator to packet generator allowing you to configure and send those packets. There is also a new convenient button to launch the Packet Capture tool without leaving the Packet Generator.

NetScanTools® Pro version 11 Upgrade Process for v10.x Users

Who is eligible: registered users with an active maintenance plan.

How (this is for persons who had v10): Version 11 uses a new CDKEY/serial number. It is similar to the old one and you will be able to recognize it because it starts with 'V11-'. You get your CDKEY by logging into our secure site through Check for New Version. Your new key is shown there along with the download link to the full install of the 'installed' version 11. USB version users get a patch.

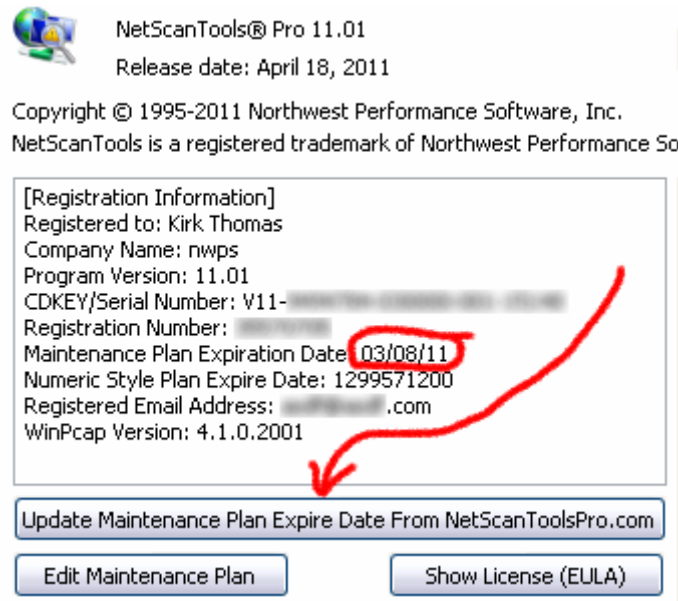
If you have NetScanTools Pro v1 – v10 and no active maintenance plan: the upgrade fee is \$179.

NetScanTools® Pro Version 11 Upgrade Cost

- If your NetScanTools Pro v10 maintenance plan is active, the upgrade is FREE. If you want a new CD there is a fee for the CD and shipping (installed versions only). If you want a replacement USB with v11 on it, the cost is \$35 for US deliveries, includes shipping by priority mail.
- If your v10 maintenance plan has expired (the up to 6 month late renewal fees will still be available if you qualify) or you are on an earlier version of NetScanTools Pro, 1.x through 10.x, there is an upgrade fee. The cost to upgrade to v11 is **\$179**.

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.



Managed Switch Port Mapping Tool 1.99.3 released March 23, 2011

This was an urgent release to fix a problem parsing qBridge VLAN information primarily for HP switches – it only required the removal of two lines of code. There was also an obscure issue where if you tried to save the results to a directory that contained an apostrophe character, there would be an SQL error as we tried to save the last location.

Changes in the program:

- Fixed significant problem processing VLAN information in qBridge MIB data.
- Fixed problem where an apostrophe in the XML export path would cause an SQL statement write error.
- Added more Support Mode informational messages.
- Updated MAC address/Manufacturer database.

Get it at <http://www.switchportmapper.com/> or <http://www.netscantools.com/spmapmain.html>

NetScanTools® LE 1.41 Released March 15, 2011

NetScanTools LE (Law Enforcement version) 1.41 was released on March 15, 2011. This was an urgent release to address privileges on Windows 7 and to fix an obscure problem with file open dialogs.

Changes in this release:

- Fixed problem starting file open dialogs.
- Warning now issued if the software does not have adequate privileges to start a listening socket for UDP port scans.
- Improved DNS Tools – Core queries.
- Updated database files.

Main NetScanTools LE Description Page:

<http://www.netscantools-le.com/>

Try It!

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

OLDER NEWS AND REMINDERS

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.

How to upgrade NetScanTools® Pro

Here is how to upgrade NetScanTools Pro. As you read through this, please refer to image below – check it out

How to upgrade:

Prerequisites:

- You must have the NetScanTools Pro v10.x/v11.x installed.
- You must have a **valid active maintenance plan**.
- The software must be registered AND you must have applied the "NST Pro 10/11 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.

1. Start NetScanTools Pro and click on the Online group in the left panel.
2. 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.
3. After clicking on the Login text, you will see a popup window 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.

NetScanTools (TM) Pro 10.80

File View Accessibility Help

Welcome
Automated
Step 1, Click Here → Optional Tools
Online

News from Website
Main Site
NetScanTools.com
Step 2, Click Here → Support ?
Support Webpage
Check for New Version
Bug Report
Program Info

Stop Refresh Print

Login Access Credentials

Username: asdf@asdf.com
Password: 166944

Maintenance Plan Expires on 05/31/08
Setup Autocheck for Program Updates

Step 3, Note the username and password

NetScanTools Pro 10.80 News

Special Maintenance Plan renewal sale for US/Canada customers. 10% off if you renew by phone with a credit card. [More...](#)

You have the latest version.

Secure website access. We have implemented secure access in order to deliver new versions to persons with an active maintenance plan. Please use your **Access Credentials** displayed above on the **Online/Check for New Version** window control area when you login.

[Login Here](#) → **Step 4 Click here to bring up the login window.**

Problems logging in?

- **You may be using the wrong username and password.** See our [secure access login FAQs](#). The username and password are CASE SENSITIVE and MUST match what are shown in the program. Please [contact us with the username/password if the FAQs cannot solve your problem](#).
- **Your Maintenance Plan may be expired.** Access to the secure area of our site is restricted to those persons with ACTIVE Maintenance Plans. **Please check your Maintenance Plan Expiration Date below.** You will need your Registration Number from Program Info/About NetScanTools Pro or your Password from the Login Access Credentials in Check for New Version.

Find out when your plan expires here →

Enter your Registration Number (see Program Info/About NetScanTools Pro):
The registration number does not contain dash characters or letters.

For Help, press F1 NUM

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!

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 11.x" (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. Benefits of the plan include telephone technical support and access to downloadable updates. We released seven updates in 2009. We released six updates in 2008. In 2007 we released 6 updates mostly targeted towards Windows Vista compatibility.

If you let your maintenance plan expire, the cost to renew the plan increases the longer you wait to renew. We 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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