



July 2009 Newsletter

Training is really here! Laura Chappell's Live Online NetScanTools Pro Seminar is happening August 12, 2009!

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In this newsletter:

The News

- **Training Seminar is here! August 12, 2009**
- **Summer Sales include August 12 Training Seminar**
- **NetScanTools Pro 10.92 released June 29, 2009**
- **Managed Switch Port Mapping Tool 1.98 Released May 18, 2009**
- **Demonstration Videos**
- **How to Upgrade NetScanTools Pro (revised image)**

Reminders

- **USB Version Users – Backup Your Software!**
- **About the Maintenance Plan – NetScanTools Pro**
- **Contact Information**

THE NEWS...

Training Seminar is here! August 12, 2009

Yes, I've talked about it for a long time, but this time training really IS happening. We are partnering with Laura Chappell of Chappell Seminars to present *NetScanTools: The Ultimate IT Toolkit* on August 12 at 12 noon PDT/GMT-7. This is a Live Online Training Seminar. Travel is not required.

This seminar is not free, but we can offer current NetScanTools Pro owners a **50% discount off the \$99 price**. To get the discount, please email sales at netscantools.com with your CDKEY/Serial number and mention your interest in the seminar. We will send back a discount code that you can use at checkout.

Here is a short description of the Live Online Seminar:

Learn the key tools in the set as Laura demonstrates traceback to a suspicious host, performs various discovery tasks and shows you how to quickly ID those suspect devices!

You will learn

- Performing automated reconnaissance on a target
- Using ICMP/UDP/TCP ping and traceroute; interpreting results
- Doing various DNS queries and IP drilldown
- Analyzing malicious sites with obscured URLs

Please see <http://www.chappellseminars.com/s-nst.html> for a complete seminar description and to sign up.

Even if you are not interested in this seminar, Laura has a FREE seminar on Wireshark coming up July 30 and again in August. Please visit <http://www.chappellseminars.com/s-wireshark101.html> for more information.

Summer Sales include August 12 Training Seminar

We have two exciting Summer Sale offers going on right now. Both include access to the August 12, 2009 Live Online Training Seminar from Chappell Seminars. We are partnering with Laura Chappell of Chappell Seminars to present *NetScanTools: The Ultimate IT Toolkit* on August 12 at 12 noon PDT/GMT-7.

The first sale: if you buy NetScanTools Pro as a download either online or by phone or fax, you get the August 12 seminar included – a \$99 value. Price is \$249.

The second sale is even better: buy the NetScanTools Pro USB version and get the CD Installed version included for free – two licenses, two media. We are also including access to the August 12 seminar – a \$99 value. Price is \$349 + shipping. US residents can order this online (we add UPS ground shipping to the price), and everyone can order by phone or fax.

NetScanTools Pro 10.92 Released June 29, 2009

10.92 includes a powerful new addition to Ping that allows you to directly test TCP latency. It uses fully configurable TCP SYN or ACK packets to display the packet delivery latency to a target. If a target port responds to our TCP packets using standard TCP handshaking or a RST rejection of our connection, we can show the latency time from our packet transmission to the received response. We have a demonstration video of this tool in action here:

<http://www.netscantools.com/videos/tcpingdemo/tcpingdemo.html>

What do we mean by fully configurable? You have control over the packet delivery priority bits (Differentiated Services bits, formerly Type of Service), TCP sequence, window, acknowledgement fields which we can also randomize. The source and destination ports are also user defined.

The Differentiated Services bit control was also extended into Packet Generator for consistency.

We've also renamed the old "autoping" function to "Continuous Ping" to better reflect what the function actually does. The log file format was changed to allow easy import into spreadsheets. You can use this to check the TCP latency over a time period.

There is a power new addition to IP address Whois queries that provides better information about the IP including AS number. In most cases it shows city, country and latitude and longitude. Have a look at it because it's a really powerful addition especially when you want to know approximately where an IP is physically located.

Upgrading: If you need help upgrading to 10.92, please see the How to Upgrade section later in this newsletter.

The USB patch to upgrade USB versions to 10.92 was posted June 30.

Managed Switch Port Mapping Tool 1.98 Released May 18, 2009

This is the last release before v2. Petr in the Czech Republic made us aware of an unusual problem with non-English characters in the paths to the current user and 'all users' application data areas. His login name contained the letter í – an i with a slash over the top instead of a dot. Although the operating system gave us the correct path, we were not converting it to the UTF-8 path required by SQLite, so SQLite was unable to open the databases. This release fixes that problem.

There were a couple of other changes. The column sorting algorithm was much improved and we added a method of exporting the Switch Properties window information to a tab delimited text file.

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.switchportmapper.com>

Demonstration Videos

There are 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. Come and have a look: <http://www.netscantools.com/videos.html>

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.

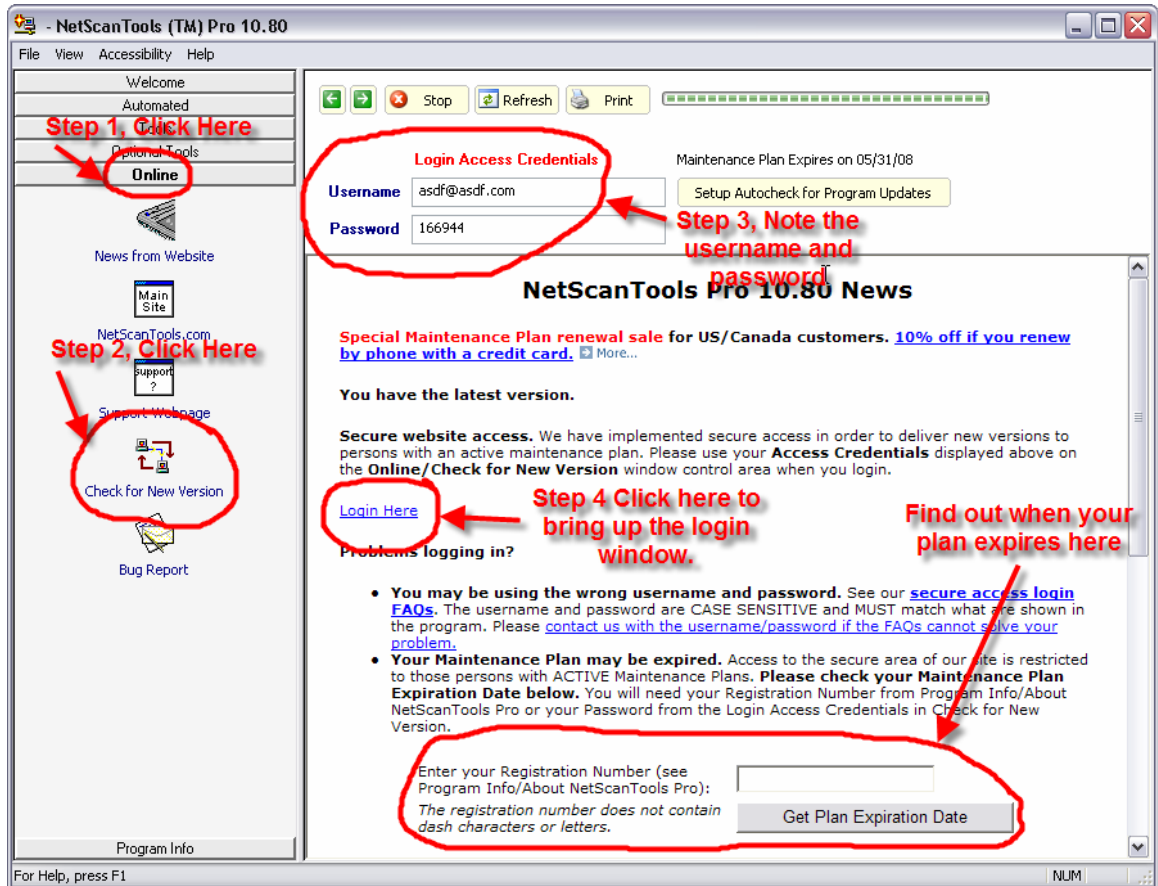
If your access credentials do not work please check for typos in your username or password (we recommend copy and paste). Your username is your email address that you gave when you registered and the password is the registration number.

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.



REMINDERS

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 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 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 10.92" (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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