March 2011 Newsletter

Note from Kirk: NetScanTools Pro v11 will be released within a day or two – Learn how to get it below – check the most current status on Twitter and Facebook. We will send out a notification to all newsletter lists when it is actually released.

Blog:
http://netscantools.blogspot.com

http://twitter.com/netscantools

http://www.facebook.com/#!/pages/NetScanTools/117859474900452

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NEWS…

Editor's Note: A March Newsletter? March is almost over!

I've been very busy doing urgent releases of NetScanTools LE and the Managed Switch Port Mapping tool plus taking a day to visit with the creators of WinPcap and Wireshark at a seminar sponsored by Riverbed. I haven't had the time to do the newsletter. The release of NetScanTools Pro v11 has taken a lot longer than I expected, but I can now say it's just about ready. USB users will have to wait a couple more weeks for their v11.

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.

What's New – this is not a complete list: 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. There are new tools like SNMP Scanner. Some tools like Port Scanner and the Automated Tools have been extensively rewritten. SNMP now supports v3. Several tools have been renamed to better describe their function. Some tools that were previously combined have been split in two for ease of use. There is a Favorites left panel group. You can use more than one tool simultaneously.

NetScanTools® Pro version 11 Upgrade Process

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

How: Version 11 will use 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 will get your CDKEY by logging into our secure site through Check for New Version. Your new key will be shown there along with the download link to the full install of the 'installed' version 11. USB version users will get a patch, but as I mentioned above, it will not be ready for a couple weeks.

If you do not have a current v10 maintenance plan: I would advise renewing as soon as possible otherwise the upgrade fee may apply – see below.

If you have NetScanTools Pro v1 – v9: the upgrade fee is currently $150, but this will change when NetScanTools Pro v11 is released – see below.

NetScanTools® Pro Version 11 Upgrade Cost

- If your NetScanTools Pro v10 maintenance plan is active, the upgrade will be FREE. If you want a new CD there will be 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 will be an upgrade fee. The cost to upgrade to v11 is **$179**.

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

NetScanTools® Pro Version 10.98.2 Released February 23, 2011

NetScanTools Pro version 10.98.2 was released on February 23rd. This version was released to address more privileges issues, WinPcap issues and update the databases. **To upgrade**, click on Help/Check for New Version (requires an active maintenance plan). The highlights are on the next page.

Changes in this release:
- Improved messages that show if writing to a registry location fails. They now suggest escalating the privileges by starting the program with 'Run as administrator'.
- All temporary snmp files are now removed on program exit.
- Improved handling of WinPcap interfaces where both IPv4 and IPv6 addresses are bound to the interface. Affects several programs.
- Internal changes to DNS Tools resolver.
- Port Scanner and NetScanner now show warning messages if privileges are not sufficient to run UDP scan and Subnet Mask test respectively.
- Updated SQLite to version 3.7.4.
- Updated database files.

Do you want to be notified when a new Managed Switch Port Mapping Tool release is ready?

We can notify you by email when a new release of the Managed Switch Port Mapping Tools is ready. Please visit this web page to signup: http://www.netscantools.com/spmapnewreleasesignup.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 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.

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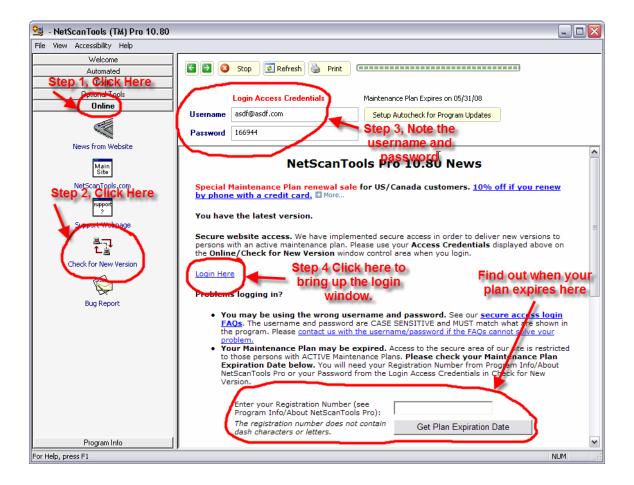
If your access credentials do not work please check for typos in your username or password (we recommend copy and paste). Your username is your email address that you gave when you registered and the password is the registration number.

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

Support ?

Support Webpage

Step 2, Click Here

Check for New Version

Bug Report

Program Info

For Help, press F1   NUM

Stop   Refresh   Print

Login Access Credentials   Maintenance Plan Expires on 05/31/08

Username   asdf@asdf.com   Setup Autocheck for Program Updates

Password   166944

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?

Find out when your plan expires here

- 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.

Enter your Registration Number (see Program Info/About NetScanTools Pro):

The registration number does not contain dash characters or letters.

Get Plan Expiration Date

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 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 10.9X" (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. And you will not get version 11 for free if your version 10 maintenance plan has expired.

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