



October 2010 Newsletter

Note from Kirk: October has brought a minor release of NetScanTools Pro and a minor release of NetScanTools LE. NetScanTools Pro v11 is moving along – all tools have been transferred from the old interface to the new.



<http://twitter.com/netscantools>

Blog:

<http://netscantools.blogspot.com>



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

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NEWS...

NetScanTools® Pro Version 10.98 Released October 4, 2010

NetScanTools Pro version 10.98 was released on October 4th and 5th. Our normal bimonthly release was missed in August, so this version was released to address a few 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:

- Ping will now allow up to 8192 consecutive pings to sent. Problems occurred in the previous version if you exceeded 256 pings as defined in Setup.
- Certain DNS functions that use the secondary resolver (ex. Get Basic DNS Records) will now properly handle the truncated flag in the UDP response that indicates the query should be retried using TCP.
- DNS Tools - Core: Fixed problem where if a very large response to a single record query was obtained, all the records would be displayed. Example would be a large PTR record response for a single IP address.
- -Updated SQLite to version 3.7.2.
- -Updated database files. Removed whois prefix files.

NetScanTools® LE 1.31 Released October 7, 2010

NetScanTools LE (Law Enforcement version) 1.31 was released on October 7, 2010. This release incorporated some of the same changes made to NetScanTools Pro.

Changes in this release:

- Fixed minor lookup issue when finding a country given an IP address.
- DNS Tools - Core: Fixed problem where if a very large response to a single record query was obtained, all the records would be displayed. Example would be a large PTR record response for a single IP address.
- Updated database files.

About NetScanTools LE: It has 12 important tools and it has the Packet Capture utility from NetScanTools Pro. As in NetScanTools Pro, Packet Capture runs outside the main toolset as a standalone application launched from within NetScanTools LE. It is used to capture packet traffic entering and leaving the computer while you use the various tools. Its purpose is to document the process used in the acquisition of network data – but you have to activate it separately. The packet capture files are saved in industry standard WinPcap format compatible with advanced packet analysis tools like Wireshark. A companion MD5 hash signature file is also saved along with the packet capture file.

NetScanTools LE pricing:

Law Enforcement: **\$69**

Everyone else: **\$129**

Main NetScanTools LE Description Page:

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

Try It!

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

Tool by Tool Comparison between NetScanTools LE and NetScanTools Pro

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

NetScanTools® Pro Version 11 Development Status

NetScanTools Pro version 11 is being worked on daily. The last tools were transferred from the old v10 interface into the new v11 interface. Changes and

improvements have been made all along. Some tools were split in two because we found that our customers did not even know there were buried down inside the existing tools. A good example is the ARP Scan (MAC Scan) tool which was just one of the functions of the ARP Tool found in v10. The ARP Scan tool was separated from the ARP Tool and the ARP Tool was renamed ARP Cache Tool to better describe what it does.

What now? Right now more changes are being done to Port Scanner. It's almost finished. Then a few new tools or functions within existing tools will be added. After that cleanup of anything I missed and documentation.

About the upgrade process (tentative). If you have an active maintenance plan, you will log into our secure site and download the new installer. You will also need to get a new CDKEY/Serial Number at that time by entering your current serial into a form and retrieving your new v11 key.

- **If your v10 maintenance plan is 'current' or 'active' at the time of release, you will be getting version 11 for free.**
- **If your maintenance plan has expired, there will be an upgrade fee.**
- **When will v11 be released?** watch Facebook and Twitter for the latest news. See the top of the newsletter for those links. We're getting close!

NetScanTools Pro Version 11 Screenshots

Do you want to see it? We've posted many screenshots on our Facebook photo album – to many to put in this newsletter. Here is the link:

<http://www.facebook.com/album.php?aid=35226&l=be83320aaf&id=117859474900452>

Review of the new Cisco Small Business 300 Series 8 Port Network Switch

Recently Cisco released this new series of switch. Since it was so inexpensive (under \$200), I went right out and bought the SF 300-08 Small Business Switch to see how it performs with our Managed Switch Port Mapping Tool. After configuring SNMP with the web browser I can say categorically YES! And not only that, I found the web browser interface to show that it has powerful switch management capabilities not usually found in inexpensive switches. I've been running it now for 22 days without a problem.

Read the review on our blog:

<http://netscantools.blogspot.com/2010/09/review-of-cisco-sf-300-08-small.html>

Managed Switch Port Mapping Tool 1.99.1 released Sept 15, 2010

Changes in the program:

- Fixed problem where if VLAN column was not visible, qBridge-MIB information was not processed.
- Added more Support Mode informational messages.
- Speed improvements by doing less database queries and removing a duplicate SNMP query.
- Added additional validation of MAC address data.
- Added automatic version check. This is controllable in Setup.
- Changed 'About' window.
- Updated SQLite to version 3.7.2.
- Updated MAC address/Manufacturer database.

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

Two workarounds for NetScanTools® Pro 10.97 and earlier

Ping Tool. Please do not try to enter a number greater than 256 into the Setup/Number of Packets Sent field when you are using anything but the MS ICMP ping mode. This will be fixed in 10.98. Thanks to Brian V.

DNS Tool – Core. If you are doing an NSLOOKUP or DIG on an IP address looking for PTR records, if the return data from DNS is more than approximately 200 hostnames, you may see a set of error messages. Also, in Get Basic DNS Records, if the TXT record is more than 512 bytes, you may also see an error. Both of these will be fixed in 10.98. Thanks to Michael L for the first one. I found the second one myself and wrote about it last month.

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 which is 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.

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.

ipPulse 1.70 Released May 20, 2010

ipPulse? You probably have never heard of ipPulse.

What is ipPulse? it is a program designed to cycle through a list of network connected devices and test them one at a time. It can have one or two tests per machine. The first test called the primary test can be either a Ping to see if it responds or a TCP connect to a port of your choice to see if a service is alive on the target. The second optional test can be either a TCP port test (different port) or an SNMP v1/v2c walk of the active interfaces. Failures can be logged and someone can be notified that a failure occurred. Notification can be audible or by email to a computer to a cell phone. That's it. A pretty simple, but effective program. There are programs out there that cost over 10 times as much that do pretty much the same thing with more bells and whistles.

So what did we change from the last version of five years ago? For starters it was compiled by the newer Visual Studio 2008 (next time maybe VS2010). Two things were removed: 1. ping using 'raw sockets'. This was redundant because it had another Ping setting. 2. Support for pagers. I haven't seen anyone with a pager in a long time. Cell phones can be emailed from the program (ie. phoneNumber@vtext.com), so unless anyone has a real heart attack over it, pager support is gone. The next thing was Windows 7 (and Vista) support. Previous versions of Windows 'looked the other way' when we wrote our log files and list of targets in the program installation directory. Windows 7 and Vista don't like that at all. So now those writable files go in the user data directory where they belong. The final change was converting from the ancient Wise installer to the latest version of Inno Setup. So now it should run fine on Windows 7, Vista, XP, 2008, 2003 and 2000. Older Windows are not supported – sorry.

If you are interested, you can find it at <http://www.nwpsw.com/ippulsemain.html>

ipPulse costs \$69 for an unlock code. We used to compile a separate CDROM version, but like 45's, CDROMs are vanishing, so now it's just an unlock code. If you have an older version from CDROM and you want to upgrade, contact us for the unlock code.

Give us your name, email and CDKEY or invoice number and we'll give you the unlock code for 1.70.

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.

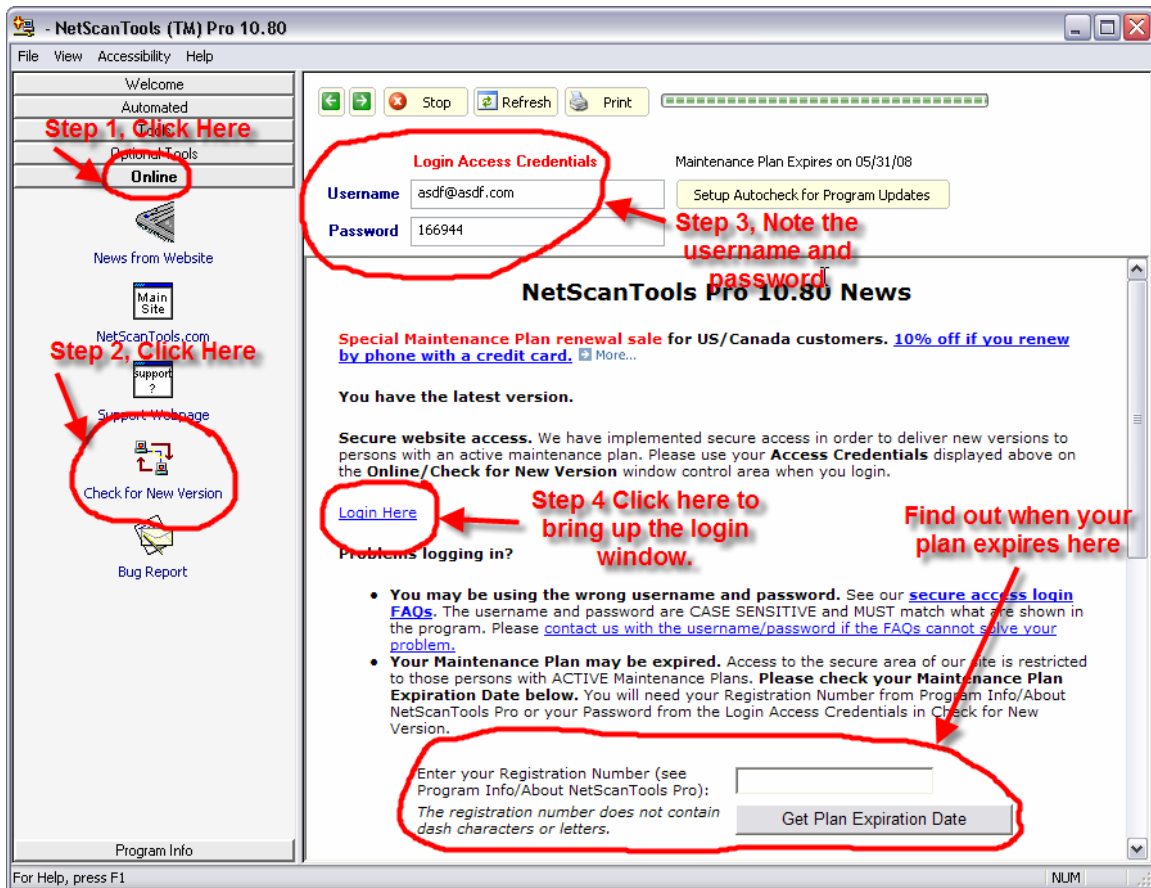
If your access credentials do not work please check for typos in your username or password (we recommend copy and paste). Your username is your email address that you gave when you registered and the password is the registration number.

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.



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.

NetScanTools® Pro 2 Year Term Maintenance Plans

By popular demand, we are now offering two (2) year term maintenance plans for \$135 if your plan has yet not expired and you are within the 30 day grace period. You can purchase online or by contacting our office (see end of this newsletter).

<https://www.plimus.com/jsp/buynow.jsp?contractId=2836110>

Contact Information

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

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