



September 2009 Newsletter

NetScanTools® Pro **10.93.1 Installed Version** is out.

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From Kirk: Summer has come and gone too quickly. Before I knew it September was almost over and the monthly newsletter was not out yet. Here it is – better late than never. On a side note, we are in the market for a new web host. Do you a favorite? Send me a quick note in reply to this about your webhost and tell us why.

THE NEWS...

NetScanTools® Pro 10.93.1 Installed Version Released September 1, 2009

We released a complete recompile of 10.93 to address issues brought about by changes to the Microsoft Side by Side redistributable DLLs. Since the installed version is the only version that uses them, the USB version was not updated to 10.93.1. Here are the details:

After installing KB971090 for Visual C++ 2005 SP1 on our development machines, the version of ATL/MFC/CRT referenced in the generated manifests was changed from 8.0.50727.762 to 8.0.50727.4053. This forced us to recompile all executables and dlls for the program to be sure the change is consistently propagated. This change only affects the installed version of NetScanTools Pro, it does not affect the USB version because the USB version uses static linking instead of dynamic linking of Side by Side (SxS) dlls. There are no changes to functionality in this version. **Upgrading:** If you need help upgrading to 10.93, please see the How to Upgrade section later in this newsletter.

Coming up soon: Managed Switch Port Mapping Tool 1.99

Recently we have been made aware of some things we needed to change in the program. We are still working with a couple of users on changes but the main change will affect the appearance of multiple rows of the same MAC address/IP address/hostname within a port row. Version 2.00 is also being worked on in parallel.

NetScanTools® LE Status

Much work has been done on this software and it is very near completion.

NetScanTools LE is a subset of NetScanTools Pro functionality with an emphasis on the tools Law Enforcement uses. Many of the things being added into LE will be migrated back into Pro. For instance, the ability to use two or more manual tools simultaneously returns and a completely reworked and simplified Automated tool section. The user interface is also updated.

Remember, this is a subset of the tools in the Pro and it's not intended to be a replacement. The network management related tools are not in there (like SNMP) and for simplicity it does not depend on WinPcap. Tools in common with Pro are simplified and use only the basic modes needed to find the data you are looking for. The advanced modes are not available.

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.

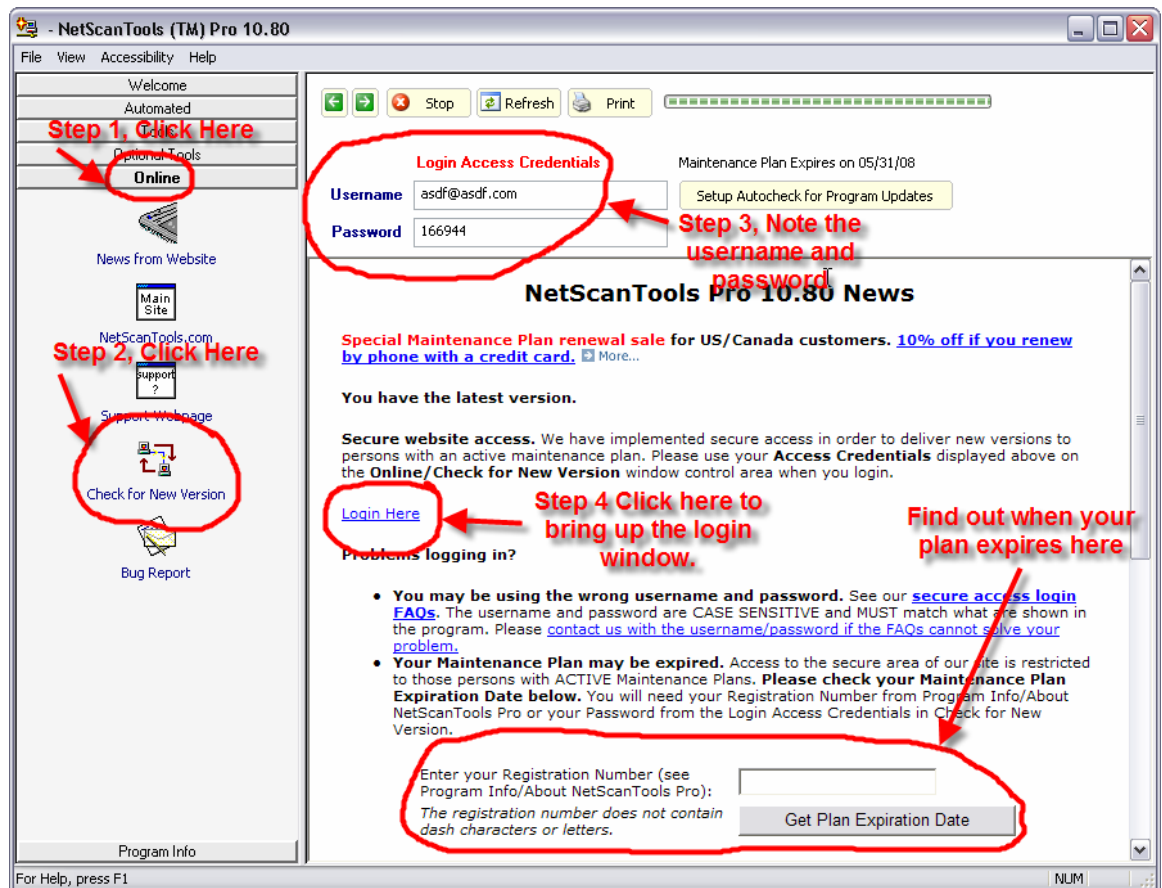
If your access credentials do not work please check for typos in your username or password (we recommend copy and paste). Your username is your email address that you gave when you registered and the password is the registration number.

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 10.93.1" (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 have released six updates so far 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. 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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