

NetScanTools® Pro



Monthly Newsletter

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News...

From the Editor...

The NetScanTools Pro update was released in early April. A new Managed Switch Port Mapping Tool update is in work. I'm still experimenting with ChatGPT – the whole first topic below was refined to make it more readable using ChatGPT.

-Kirk

New minor release of Switch Port Mapper coming soon

In this release, we will be addressing two issues. The first is a minor GUI problem related to switching between the Switch List Mappings and Manual Switch Mappings modes in Review History. The second issue is a bit more complex and will require some effort to resolve.

A new user in Greece was using the USB version of our software on a private network with a local DNS. This DNS responds very quickly, typically within 400 microseconds. The user had entered the correct DNS IP address in the Global Settings/User Defined DNS section. However, after mapping the switch, none of the IP addresses were being resolved to hostnames.

Interestingly, when the user switched to Default System DNS mode, which also used the same DNS, everything worked as expected and the IP addresses were successfully resolved to hostnames.

After conducting several tests, I discovered that increasing the default wait time for the resolver from 5 seconds to 10 seconds improved the response of the network to the fast DNS reply. As a result, we will be adding a new field to the global settings with a default wait time of 10 seconds for the User Defined DNS.

Additionally, I am considering adding a selector that allows you to use TCP DNS queries instead of the usual UDP DNS query, but this will only apply to the User Defined DNS settings.

Thank you D.L. for your help!

NetScanTools Pro 11.93.1 Released April 5, 2023

This release addressed several minor issues. One of the more noticeable things is the changeover from using only the dash character to delineate mac addresses to using the colon character by default. In most cases it is selectable. We do have a request for another mode where the mac address could also be represented in the lowercase xxxx.xxxx.xxxx format. That will be added soon.

Ping Scanner has a change which should greatly speed it up if you have IP to hostname resolution enabled. The RFC Reference library was expanded again. As usual the databases and the SQLite database engine were updated.

Here are the changes:

- Changed copyright notice dates to 2023.

- The following tools now allow display of MAC addresses with either ':' or '-' separators: Arp Cache, Arp Ping, Arp Scanner, DHCP Server Discovery, Duplicate IP Scanner, IP/MAC Address Database, Network Neighbors, Ping Scanner, Promiscuous Mode Scanner, IPv6 Routing Table.

- Network Interfaces and Statistics, Network Shares - SMB, and SNMP Advanced/ARP Table now show MAC addresses with colon separators.

- Ping Scanner now only resolves IP addresses of responding devices. This will speed up most scans if resolving was enabled.

- Traceroute - fixed a problem where depending on the router everything beyond the first hop would not be displayed if the first responder IP was the target.

- WakeOnLan - minor changes to the grayout of certain fields and the addition of a Defaults button.

- RFC Reference Library now has 10 additions.

- Links to www.netscantools.com all use https now.

- Whois server updates for Australia, Sweden, Mexico, Singapore and jobs.

-Rewrote sections of the built-in help file for better clarity. Press F1 to see the help file.

-Updated SQLite to version 3.41.2

-Updated MAC address/Manufacturer database.

-Updated IP to Country database.

Where to find your NetScanTools Pro Update Username and Password

We receive this question almost every week: "Where do I find my username and password after clicking on the 'Help' menu and selecting 'Check for New Version' in NetScanTools Pro?" Here's the answer: Look on the right-hand side of the program window. If your copy of the software is registered, your username and password will be displayed in the appropriate boxes.

Login Access Credentials

Username

Password

Maintenance Plan Expires on Friday, May 12, 2023

[Open Check for New Version In Your Web Browser](#)

If you have the right credentials and cannot log in, check your maintenance plan expiration date, then contact us.

Maintenance Renewal and ordering it online

Due to a staffing shortage we are not sending out reminder emails on a regular basis. They are going out when we have time.

There are two things to keep in mind when renewing online:

1. **Make sure you really need to renew.** Every so often we get an online renewal order and the customer did not need to renew – we have to refund it through our reseller and we get charged. **Why does this happen?** The renewal expiration date in the software was not changed at the last renewal.

There are two ways to do this – first is to go to Help/About and press the large button to update your plan expiration date from our server. Second is to manually change the date according to the instructions we sent when you last renewed. **If in doubt, ask us.**

2. **Sometimes customers have problems entering their serial number(s) into the online order form** – an error message appears when moving to the next screen. This is frequently caused by a space or other hidden character in front of the serial. Make sure there is nothing in front of V11- when you enter the serial into the online order form.

Just a reminder that when you order any of our products online, you order from FastSpring, which is our authorized partner for resale. They'll process your purchase, and we'll do everything we can to make sure your order is fulfilled as quickly as possible.

Using NetScanTools Pro and the Managed Switch Port Mapping Tool on Windows Server

We know that users install these software apps on Windows Server. Sure, it works, but there are some things you need to be aware of.

1. All data gathered is from the perspective of the server it is installed on. What does this mean? For example, if you do a traceroute the route shown is from the server to the target, not from your machine to the target.
2. User settings (and switch settings, access credentials, etc) are saved into the user account you log in under. For example if Fred sets up 100 switches under his account and Joe logs in under his own separate account, Joe will not see those 100 switch access credentials and settings. In the Managed Switch Port Mapping Tool you can go under Database Maintenance and click on Export/Import Switch/Device Settings giving you a way to share to another user. Similar things apply to NetScanTools Pro.
3. We do not design the software for simultaneous operation by two or more logged in users. If it were designed this way, we would also insist on a separate license for each user.

These two software products are not designed for server use. Be aware of this. There may come a time when we make separate versions designed for Server use. Right now they are only designed for workstation use.

Contact Information

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

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