NetScanTools® Pro
Monthly Newsletter
www.netscantools.com

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News...

From the Editor...

This is the first newsletter of 2023. January was way too busy and we are still short staffed. Questions? Feel free to email.

-Kirk

Changes coming in next NetScanTools Pro release

There will be an option to change to the way MAC addresses are presented has been my focus for the month of February. Historically we have shown them in this software using the dash character to separate the octets. We did this because Windows did it that way: if you open a command prompt and type arp -a you will see results using the dash character.

```
Interface: 172.23.16.1 --- 0x23
  Internet Address      Physical Address      Type
  172.23.31.255         ff-ff-ff-ff-ff-ff     static
  224.0.0.22            01-00-5e-00-00-16     static
  224.0.0.251           01-00-5e-00-00-fb     static
  239.192.152.143       01-00-5e-40-98-8f     static
  239.255.255.250       01-00-5e-7f-ff-fa     static
  255.255.255.255       ff-ff-ff-ff-ff-ff     static
```

One big reason for continuing to use the dash was IPv6. Colons are used in IPv6 and programmatically it could be confusing when we try to parse input.

Customers have requested to either use the colon character exclusively or make either one optional. Most tools will use the colon as the default character but the dash is still optional. For compatibility reasons the IP/MAC database file will continue to use dashes internally but the contents can be displayed either way. A very few tools will be colon character only.

This has taken longer to implement that I expected but it is almost complete.

Another change has been in the whois database. Several whois servers have been updated to follow changes in the top level domains.

Where to find your NetScanTools Pro Update Username and Password

We get this question just about every week. When you press Help menu/Check For New Version – look in the right hand side of NetScanTools Pro. This is what you will see. Your username and password are in the boxes if it is registered.

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.

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.

Using NetScanTools Pro and the Managed Switch Port Mapping Tool on Virtual Machines

NetScanTools Pro and the Managed Switch Port Mapping Tool generally do work well on VMs. NetScanTools Pro requires either the WinPcap or Npcap driver to properly function. Those are kernel level packet drivers. Most VMs can properly operate with this.

The Managed Switch Port Mapping Tool does not use those drivers but we have heard of issues on Windows 11 VMs on an M1 Apple Mac. Since the M1 is not an Intel chip, there may be some compatibility issues.

Bottom line is we do not test on VMs. You should also stick with the commonly used VMs – Virtual Box, VMware etc. running on an x64 Intel/AMD host.

Use our software on VMs at your own risk.

If you are ordering maintenance renewal online

Just two things to keep in mind:

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.

Reminder that when ordering any of our products online you are ordering from our authorized resale partner FastSpring. Your purchase is through them and we will assist in fulfilling the order as quickly as possible.

NetScanTools Pro 12 Roadmap

Updated September – we had someone request that the RFC Reference Library be retained and expanded. It was removed from the list in point 2 below.

Once we get the Windows 11 development computer operational, work will begin on version 12. Changes we have in mind (updated with a possible list of tools):

1. Back when we changed from v10 to v11, several people told us they missed the tree format tool selector. The tree is coming back, with a twist – there will be a search bar at the top. For example, if you are looking for the ping based tools, you would type ping in the search box and all tools with 'ping' in the title would appear and the other tools would disappear.
2. **Some legacy tools are being considered for removal.** Current candidates: Cache Forensics/Protected Storage Viewer, Finger, Network Shares – SMB, OS Fingerprinting, *nix RPC Info, Simple Services, TTCP. Comments?
3. Some integrated tools may become 'launched' for easier maintenance (separate applications).
4. New tools will be added.

NOW is the time for suggestions and comments. Send them to support at netscantools.com.

Contact Information

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

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