

NetScanTools® Pro



Monthly Newsletter

www.netscantools.com

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News...

From the Editor...

Working on software updates right now. Spring is already here in Sequim!

-Kirk

NetScanTools Pro Packet Flooder PdhCollectQueryData 1 Failed

Background: we query three performance counters to update the running display and create a feedback loop for Automatic mode.

Depending on the target, you may see an error message "PdhCollectQueryData 1 Failed 0x800007d5". This 0x number means that there is PDH_NO_DATA from those counters – nothing returned by the counter.

This error occurs when you attempt to send packets to an IP address that is routed through a virtual interface such as a virtual machine interface. You will also see this error if you send packets to the loopback interface 127.0.0.1. Performance counters are not available for these types of interfaces. Interfaces that do work are ethernet and Wi-Fi interfaces.

The software automatically selects the outgoing interface depending on the routing tables for the target IP address.

At some point in the near future that message will be expanded to explain why it is happening and to choose another target.

NetScanTools Pro update in work

This update is already in work and it adds a method of changing the 'Analyst' information displayed in Reports. Other things are on the list of changes.

NetScanTools LE update in work

We are no longer offering NetScanTools LE for sale, but we have had some requests to update it. An update is in progress. Many internal changes have been made plus a few visible changes – mostly in the DNS Tools section.

The update should be done before the middle of March and will be available for download by current licensees, but it will not be available for purchase.

NetScanTools Pro 11.93.2 Released Nov 27, 2023

This release improves the SSL Certificate Scanner by adding TLS1.3 support. Since we are using SCHANNEL, TLS1.3 is only available on Windows 11 and Server 2022 – sorry Windows 10 users.

Some other minor improvements were made but more importantly the migration to the latest Visual Studio compiler has started. Several of the 'launched' applications were compiled on it.

As usual, SQLite was updated as were the databases.

Release notes:

-SMB Scanner has new right click option to clear non-responding IP data from the results grid.

-'Save As' now properly implemented in NetScanTools Pro main application.

-Compiled most 'launched' applications with VS 2022.

-SSL Certificate Scanner: Added support for TLS 1.3 connections which are supported only when hosted on Windows 11 and Windows Server 2022 SCHANNEL. Operating systems not supporting TLS 1.3 are noted (example is Windows 10).

-SSL Certificate Scanner: Changed a setting which may result in improved automatic detection of proxy settings.

-SSL Certificate Scanner: Changed text color information for active TLS1.1 to show red meaning it is now deprecated per RFC 8996.

-SSL Certificate Scanner: Changed color background for active TLS1.2 to yellow. This means that certain cyphers may be less secure than others. TLS 1.2 has not been deprecated.

- RFC Reference Library now has 6 additions.
- Updated SQLite to version 3.44.0
- Updated MAC address/Manufacturer database.
- Updated IP to Country database.

Do you have any other requests for changes in NetScanTools Pro? Email support at [netscantools.com](mailto:support@netscantools.com) with your suggestions.

Click on Help menu/Check for New Version to download the latest version (you must have an active maintenance plan to download the update).

Where to find your NetScanTools Pro Update Username and Password

We receive this question a couple of times a month: "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 online

Due to a staffing shortage, we are not sending out reminder emails on a regular basis. Emails being sent 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.

A note about purchasing online from FastSpring. We get asked for the receipt all too often. The receipt for your order will be linked in an email sent to you by FastSpring. Please look at ALL the emails sent by FastSpring right after you order – important information is found in those emails - like your receipt and download link.

Contact Information

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

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