

NetScanTools® Pro



Monthly Newsletter

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News...

From the Editor...

I'm almost done with the next NetScanTools Pro update. It's been nice and sunny where I am, so I've been busy with outdoor tasks. If you're still dealing with winter weather, I hope it ends soon for you.

-Kirk

Experiments with ChatGPT

Like everyone else who has seen the many news articles about ChatGPT, I decided to give it a try for rewriting text. I have had it rewrite some of the paragraphs in this newsletter. I also plan on having it rewrite some the sections of the NetScanTools Pro help file before the next release, specifically the sections dealing with Getting Started and Requirements.

As an example of the rewrites, please look at the next two topics. Most of it was rewritten by ChatGPT.

Changes coming in next NetScanTools Pro release

In February and March, we worked on adding a choice to change how MAC addresses are shown in our software. In the past, we displayed them using dashes between the groups of numbers, which is how Windows does it when you use the "arp -a" command in the command prompt.

```
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
```

We kept using the dash in MAC addresses because it could be confusing to use the colon, which is used in IPv6. People asked us to either use only colons or have the choice to use either colons or dashes. Most tools will use colons by default, but some still allow dashes. The IP/MAC database will still use dashes inside, but it can be shown with either character. Only a few tools will only use colons. It took longer than expected, but we almost finished this change.

We also updated the whois database because some whois servers changed how they handle top level domains.

We put in 10 or more new RFCs into the RFC Reference Library.

A few sections of the Help file are going to be revised.

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.

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 usually work well on virtual machines (VMs). NetScanTools Pro needs either the WinPcap or Npcap driver to work properly, and most VMs can use those drivers without any problems. However, some users have reported issues with the Managed Switch Port Mapping Tool on Windows 11 VMs running on M1 Apple Macs, which may be due to compatibility issues since M1 is not an Intel chip.

We don't test our software on VMs, so you should be aware of the potential risks if you choose to use it on a VM. It's best to use commonly used VMs like Virtual Box or VMware, running on an x64 Intel/AMD host. Ultimately, using our software on a VM is at your own risk.

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're actually ordering 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.

Contact Information

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

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