

MAC Scout

User Manual

Version 1.8.8 · Windows 10 & 11 · .NET Framework 4.8

Find every device on the network, see who made it and what it is, track what changed since last time, and spot trouble before it turns into a service call.

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> **About the pictures**
> The screens in this manual use made-up sample dealerships ("Smith Honda", "Smith Toyota"...) and sample devices. Your own scans will show your own network.

1 Welcome to MAC Scout

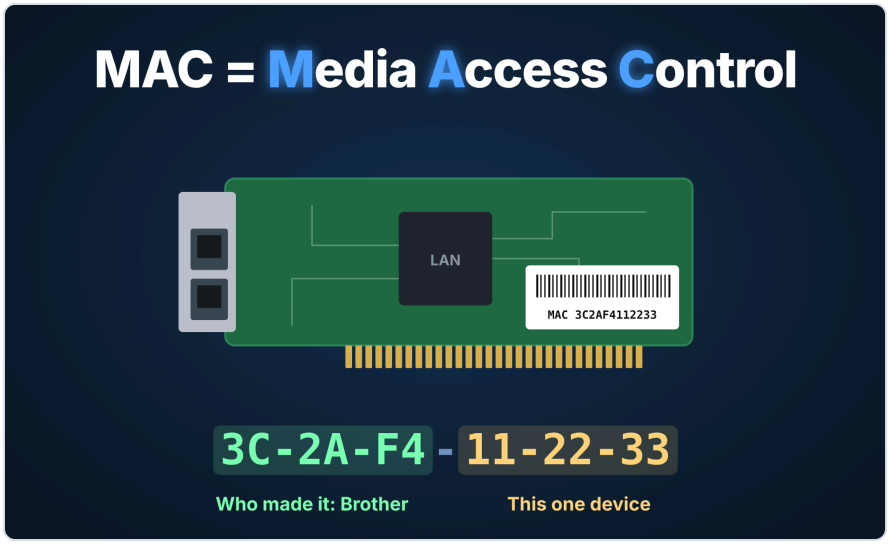
A Windows tool that finds every device on a network and tells you what it is.

Every car dealership network is crowded: sales desks, service bays, printers, cameras, key cabinets, card terminals, time clocks, lobby TVs. When something stops working, the first question is always *which box is which?* MAC Scout answers it in seconds.

What MAC Scout does

- **Finds every device** in an address range and lists its name, IP address, MAC address and manufacturer.
- **Shows what each device is** with an icon and a type: computer, printer, camera, phone, card terminal, key cabinet and more. You can correct it and teach it.
- **Keeps each site separate.** Every store or customer site gets its own tab with its own settings, notes and scan history.
- **Shows what changed** since the last scan: new devices, devices that disappeared, devices that moved to another IP address.
- **Flags problems** such as IP address conflicts and suspicious addresses, and explains each one in plain English.
- **Has the tools built in:** ping, telnet, SSH, remote desktop, a PDF report for the customer and more.

What is a MAC address?



MAC stands for Media Access Control. The first half of the address identifies the manufacturer.

MAC stands for **Media Access Control** (it is pronounced "mack"). A MAC address is the hardware ID built into every network card, written as six pairs of characters such as `3C-2A-F4-11-22-33`. The first half is assigned to the manufacturer by the IEEE, which is how MAC Scout can tell you that a device was made by Brother, Hikvision or Dell. The second half identifies the individual device.

Who it is for

MAC Scout is made for the people who keep dealerships, and other multi-site businesses, running: in-house IT staff, managed service providers looking after several client sites, and field technicians who need answers on the spot.

What you need

Item	Requirement
Windows	Windows 10 or Windows 11 (32- or 64-bit), or Windows Server 2012 / 2012 R2 or later with the desktop installed (Server Core is not supported).
.NET Framework	**Microsoft .NET Framework 4.8 is required.** Up-to-date Windows 10 and 11 already include it. On Windows Server 2012, 2012 R2, 2016 and Windows 8.1 install it first (free, from Microsoft): `dotnet.microsoft.com/download/dotnet-framework/net48`, choose *Runtime* > *Offline installer*, then restart. If it is missing, MAC Scout offers to download Microsoft's offline installer, check that it is genuinely signed by Microsoft and install it for you (administrator rights needed; Windows usually restarts afterwards and MAC Scout opens again by itself).
Installation	Your choice: the **installer** (`MacScout-Setup.exe`) adds MAC Scout to the Start menu with an uninstaller, for your Windows account only, so no administrator password is needed. Or use the **portable** program (`MacScout.exe`): a single file you copy anywhere (desktop, USB stick, network share) and run. See chapter 2.
Rights	Runs as a normal user. Some scan methods (WMI, NET API) and tools (remote shutdown) need administrator rights on the *remote* computers, e.g. a domain admin account.
Your settings	Kept in `%APPDATA%\MacScout` : settings, locations, saved results and scan history.
Written in	C# for the Microsoft .NET Framework 4.8 (Windows Forms).

2 Getting started

Open the program, take the one-minute tour, and get to know the window.

Installer or portable?

Both are on the download page, `github.com/Dialsoft/macscout-releases`, also linked from `dialsoft.com`. They are the same program; pick whichever suits the PC.

Download	Best for
MacScout-Setup.exe (installer)	Your own PCs and techs' laptops. Installs into `%LOCALAPPDATA%\Programs\MAC Scout` for your Windows account only, so no administrator password is needed. Adds **MAC Scout** and the **user manual** to the Start menu, an optional desktop shortcut, and an entry in **Settings > Apps** to uninstall it. Uninstalling keeps your locations and history unless you tick the box to delete them.
MacScout.exe (portable)	USB sticks, a customer's PC you don't want to install on, or a network share. Nothing is installed: double-click it. Keep it in a folder you can write to (Desktop, Documents, `C:\Tools`, a USB stick), not Program Files, so it can update itself.

Both keep their settings in the same place, `%APPDATA%\MacScout`, so switching between them keeps your locations and history.

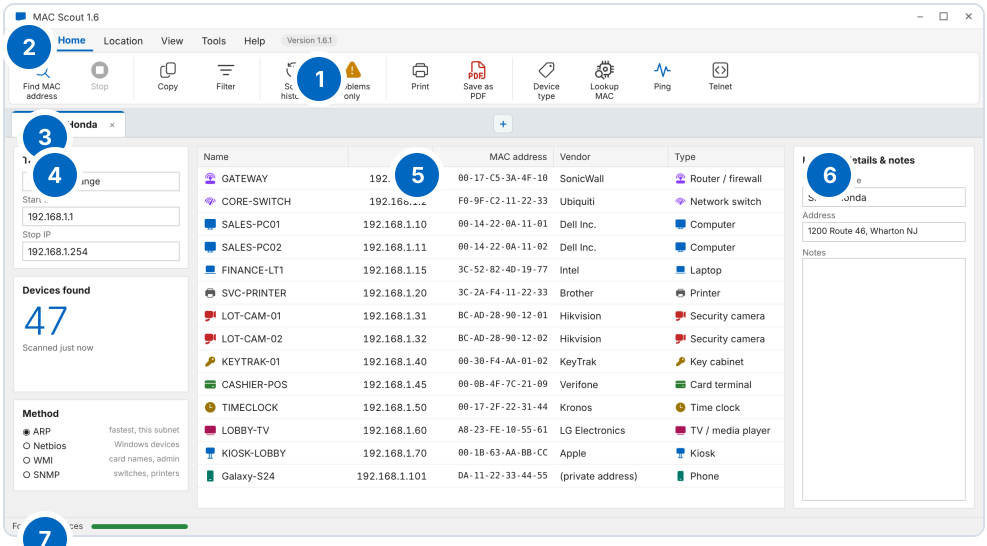
Starting MAC Scout

Start it from the Start menu (installed) or double-click `MacScout.exe` (portable). The first time, Windows may show a blue **"Windows protected your PC"** box because the program is new to it. Click **More info**, then **Run anyway**.

The first time MAC Scout starts, a short **guided tour** walks you around the window with speech bubbles. Use **Next** and **Back** (or the arrow keys). Tick **Don't show this tour at startup** to stop it appearing. You can run it again any time with the **Tutorial** button at the top right of the ribbon.

> **Tip**
> Hide panels you don't need from the **View** tab (target panel, notes, activity log, filter bar). Collapse the ribbon with the arrow at its top right, or by double-clicking a tab.

The main window



The MAC Scout window after a scan.

1 **Ribbon:** every command, in tabs (Home, Location, View, Tools, Help). The version number is shown after the tabs; click it for About.

2 **File menu:** open, save, export, print, preferences, updates.

3 **Location tabs:** one per site. The **+** button adds a new one.

4 **Target, Devices found, Method and This computer:** what to scan, the live counter, how to scan, and this PC's own network details.

5 **Results list:** every device found, with its icon and type.

6 **Location details & notes:** name, address and free-form notes for this site.

7 **Status bar:** progress, the number of devices, and what the scan was compared with.

The "This computer" box

Under Method, the **This computer** box shows the PC MAC Scout is running on: the **network interface** in use (Ethernet or Wi-Fi, with its speed), its **IP address** and subnet (and whether it came from DHCP), its **MAC address**, the **gateway** and the **DNS servers**. When a PC has several connections (Wi-Fi, Ethernet, VPN) it shows the one Windows is using for the internet; point at a value to see the others.

Click any value to copy it. Right-click for **Copy all details** or **Refresh**. It updates by itself when you plug in a cable, switch Wi-Fi or connect a VPN.

3 Running a scan

Choose what to scan, choose how, and press F5.

Step 1: Choose a target

Target	What it scans
IP address range	Everything from **Start IP** to **Stop IP**. This is the usual choice. **My IP range** fills in this PC's own network. **B** and **C** widen the range to the whole class B or class C network. The bookmark button saves ranges you use often.
Local computer	The network cards of this PC.
Remote computer	One device, by name or IP address. The **...** button lists computers on the network.
Entire network	Every computer in the Windows network list. If that list is empty (common today), your own subnet is scanned instead.
Address list	Your own list of names and IP addresses. Add, edit, import or export it.
Active Directory	Every computer account in your Windows domain.
Expression	A pattern, e.g. `192.168.1-10.1-30` or `192.168.1,3,5.1-50`.

Step 2: Choose a method

Method	Best for	Good to know
ARP	Everything on your own network: PCs, phones, printers, cameras, routers.	Fastest and most reliable. Cannot see past a router into another subnet.
Netbios	Windows computers, including across routers.	Uses UDP port 137. Blocked by some firewalls.
NET API	Windows computers.	Needs administrator rights on the remote computer.
WMI	Windows computers, with the **name of every network card**.	Needs administrator rights. Fills the **Adapter** column.

SNMP	Switches, routers, printers, UPS units.	The device must have SNMP turned on. Set the community name in Preferences > SNMP. Fills the **Adapter** column.

Each location remembers its own target and method.

Step 3: Scan

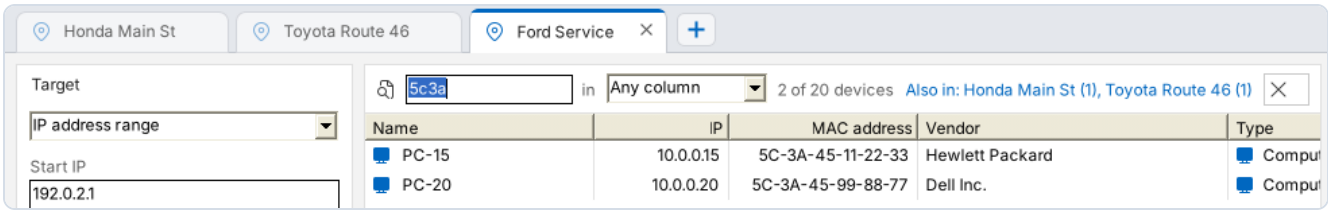
Click **Find MAC address** on the Home tab, or press `F5`. The **Devices found** counter climbs as devices answer, and the results list fills in. Press `Esc` or **Stop** to end a scan early.

Reading the results

Column	Shows
Name	The device's network name, if it has one, with its type icon.
IP / MAC address	Its current IP address and its hardware (MAC) address.
Vendor	Who made it, from the built-in IEEE manufacturer database (over 54,000 entries).
Type	What kind of device it is (see chapter 5).
Status / First seen	New, changed or not found compared with the last scan, and when this MAC was first seen at this location.
Problems	Anything suspicious about the device (see chapter 7).
Comment	Your own note on the device. Right-click a device > **Edit comment**.
Adapter	The network card's name. Appears only after a WMI or SNMP scan; the other methods cannot see it.

> **Tip**
> Point at any device for a summary. Click a column heading to sort. **Choose columns** (View tab) shows, hides and reorders columns.

Searching the list



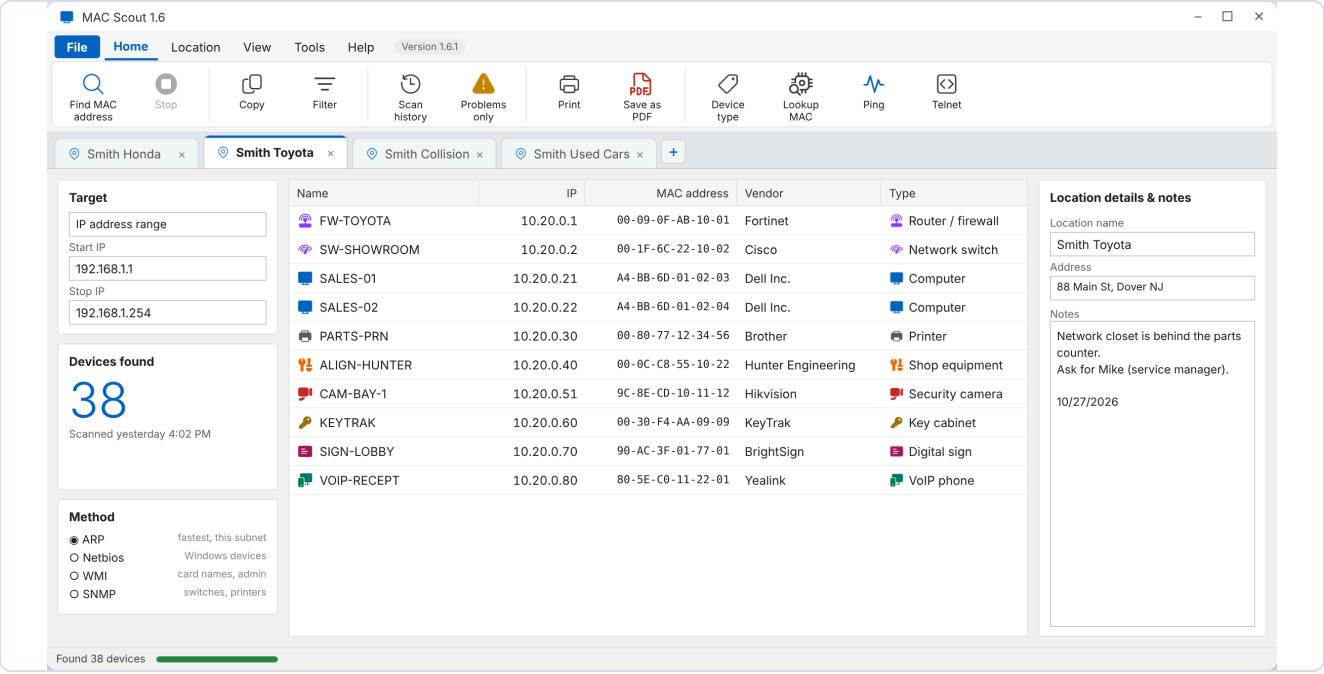
Searching for part of a MAC address. One match here, and the link on the right shows which other locations also have matches.

The **search box** above the list finds devices by name, IP address, MAC address, manufacturer or comment. The list shrinks as you type, and a count shows how many match ("1 of 20 devices").

- **MAC addresses match in any format** and from two characters: `5c3a`, `5C-3A-45` and `5c:3a:45` all find `5C-3A-45-…`.
- It searches **every column** by default; the drop-down next to it narrows the search to one column.
- Each location tab has its own search. When **other tabs** also have matches, a link on the right says so (*Also in: Toyota Route 46 (1)*). Click it to jump there with the same search.
- `Ctrl`+`F` puts the cursor in the search box, `Esc` clears it, and `F3` (**Find next**) jumps from match to match without hiding the other devices.

4 Locations and notes

One tab per store or customer site: its own settings, results, notes and history.



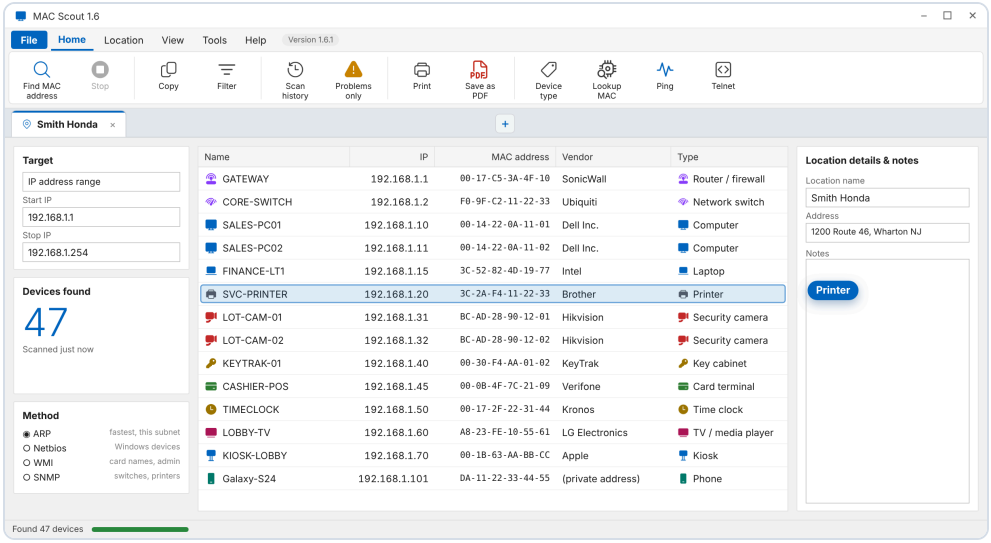
Four locations in one window. Each tab keeps its own list, counter and notes.

- **Add** a location with the **+** button or `Ctrl` + `N`.
- **Rename** it by double-clicking its tab. Right-click a tab to **duplicate** it (copies the settings, not the results) or **delete** it.
- **Switch** between tabs with `Ctrl` + `Tab`. Several locations can scan at the same time; a spinning icon shows which.
- **Notes:** type anything about the site: where the network closet is, who to ask for, what you changed. Notes save as you type.
- **Date / time stamp:** the **Date/time** button (or `Ctrl` + `T`) inserts the date, time and your name into the notes.

5 Device types

MAC Scout guesses what each device is. You can correct it, add your own types and teach it rules.

MAC Scout picks a type from the manufacturer, the device name and other clues: a Verifone device is a card terminal, a KeyTrak device a key cabinet, and this PC's gateway is the router. Built-in types include computer, laptop, server, router / firewall, access point, switch, printer, scanner, phone, tablet, TV, digital sign, security camera, door / access control, key cabinet, card terminal / POS, time clock, kiosk, shop / diagnostic equipment, storage, VoIP phone, UPS, virtual machine and more.



Each device gets an icon and a type.

Correcting a device

Double-click the Type cell of a device (or right-click it > **Set device type**, or Home > **Device type**) and pick the right type. Your choice sticks to that device in every future scan. **Automatic** hands it back to MAC Scout.

Your own types

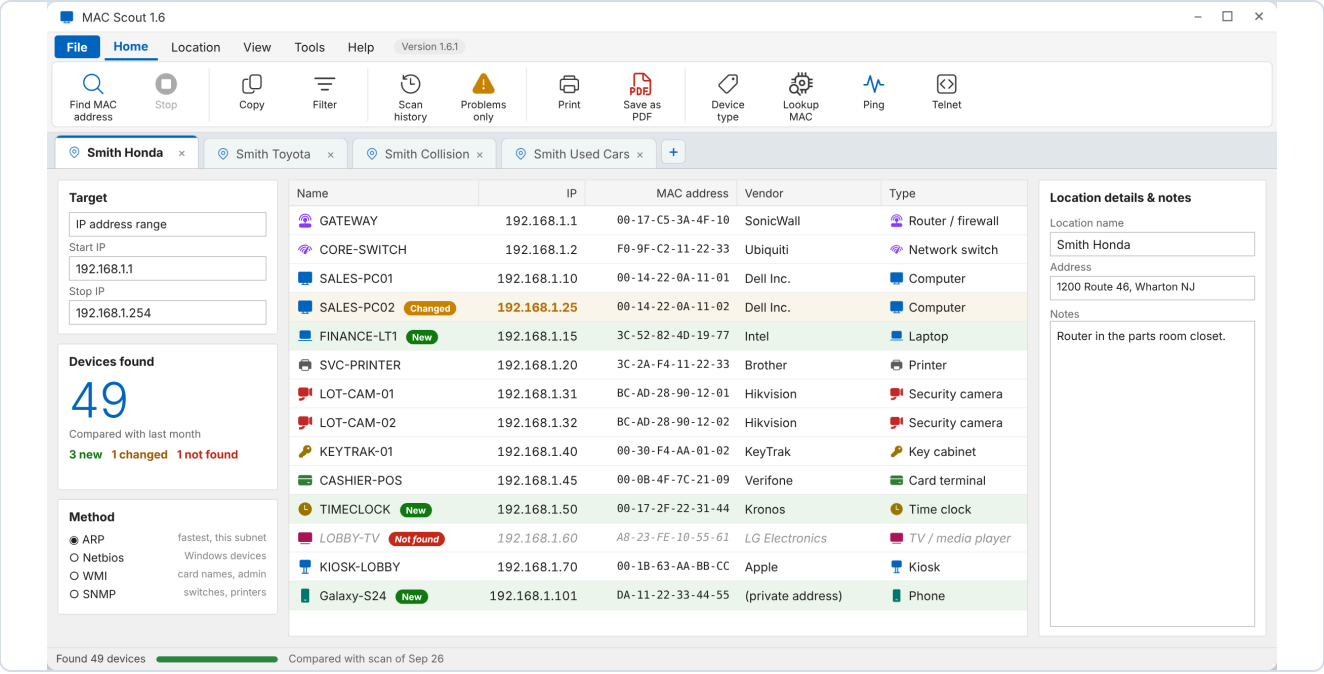
Choose **New device type...** from the same list, or Tools > **Device types**. Give it a name (for example "Tire machine") and pick one of about 50 icons.

Rules

If every device from one manufacturer is the same kind of thing, choose **Every "*manufacturer*" device is a...** from the list. That creates a rule such as *Manufacturer contains Zebra → Printer*, which applies to every location and future scan. Manage rules under Tools > **Type rules**. A rule can match the manufacturer, part of the device name, or the start of the MAC address, and shows which devices it matches. Rules are checked top to bottom, before MAC Scout's own guesses.

6 Scan history: what changed

Every scan is saved, so each new scan can tell you what is different.



After a rescan: three new devices, one that moved to another IP address, and one that did not answer.

Status	Meaning
New	This MAC address has never been seen at this location before.
Changed	A known device now has a different IP address or name.
Not found	It answered last time but not this time: switched off, unplugged, or gone. Shown faded. Turn these rows on or off with Home > **Show not found**.

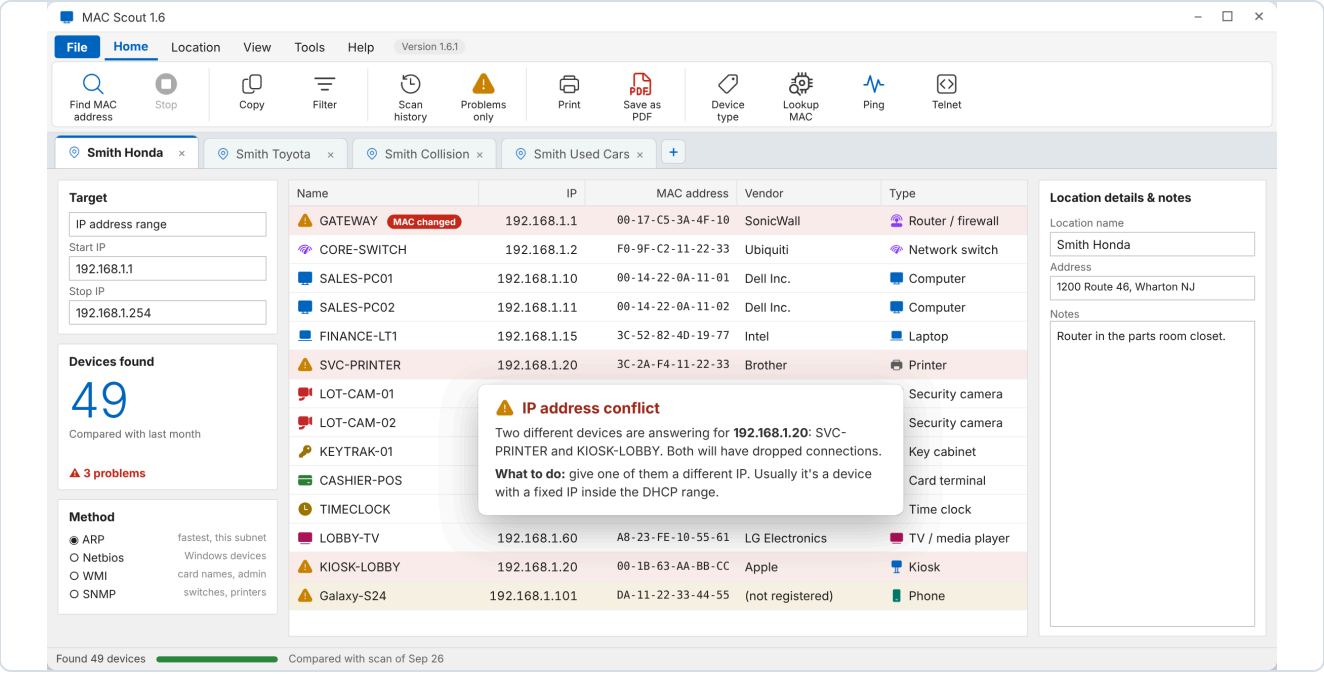
The colored links under the counter (*3 new · 1 changed · 1 not found*) show only those devices when clicked.

The Scan history window

Home > **Scan history** lists every stored scan of the location. Compare **any two scans** side by side, export the comparison to CSV or HTML, re-open an old scan in the list, or delete scans. The **All devices ever seen** tab lists every MAC address ever found at the location with when it was first and last seen.

7 Problems MAC Scout can spot

Suspicious or broken addresses are flagged in red or amber, with an explanation.



An IP conflict, an unregistered manufacturer and a changed router MAC, with the explanation open.

Point at a device's **Problems** cell for an explanation, or right-click it > **What does this problem mean?** to keep it open. Home > **Problems only** shows just the devices with a problem.

Problem	What it means	What to do
IP address conflict	Two different devices answer for the same IP address. Both will drop connections.	Give one of them a different IP. Usually a device with a fixed IP inside the DHCP range. If it is the router's address, treat it as urgent (possible ARP spoofing).
Router MAC changed	The gateway now has a different MAC address than at the last scan.	Expected if the router, firewall or modem was replaced. If nobody changed anything, check for a device pretending to be the router.
Same MAC on several IPs	One network card answers for several addresses.	Often harmless (server with extra IPs, VPN box). On an ordinary PC or printer, find out why.

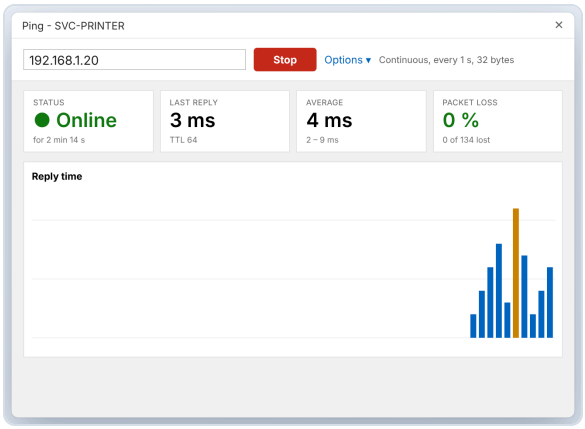
Proxy ARP *(handled for you)*	A router or firewall (Cisco does this by default) answers for addresses it doesn't own, so one MAC appears on dozens or hundreds of IPs with nothing behind them.	MAC Scout keeps the router, leaves the phantom addresses out and explains it in the activity log. To show them anyway: Preferences > Scanning. To stop it at the source, turn off proxy ARP on the router interface (Cisco: `no ip proxy-arp`).
Unknown manufacturer	The first half of the MAC is not registered with the IEEE.	Could be a no-name device, a virtual machine, a typed-in address or a faked one. Make sure you know what it is.
Impossible / invalid MAC	A group (multicast) or unreadable address was reported.	Usually a faulty or misconfigured device. Check its settings or firmware; scan again.
Private (random) MAC	Phones, tablets and laptops make up their own address on Wi-Fi for privacy. *Information only.*	Nothing to fix. To track a company device reliably, turn off "private address" for the Wi-Fi network on that device.

8 Ping, Telnet, SSH and other tools

Everyday network tools, built in. No command prompt needed.

Right-click a device for **Network tools** and **Administrative tools**, or use the Home and Tools tabs. Tools open in their own windows, so you can keep working in the list. With several devices selected, each gets its own window.

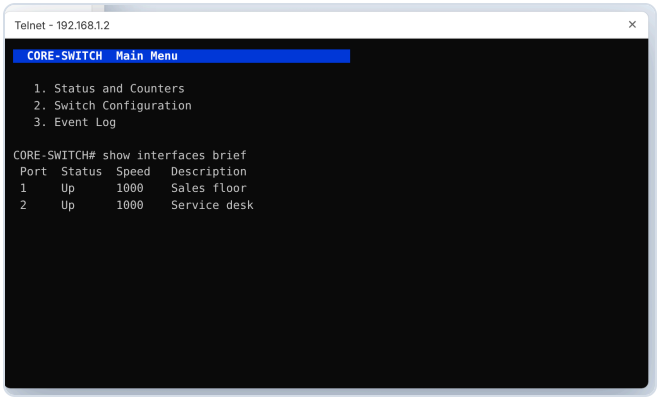
Ping



The Ping window: status, last reply, average and packet loss, with a reply-time graph.

Pings until you press **Stop** (or a set number of times). The tiles show whether the device is online and for how long, the last and average reply time, and packet loss. Blue bars are replies, orange are slow ones, red columns are lost replies. **Options** sets the interval, packet size and wait time, and changes apply while it runs. **Copy results** puts a summary on the clipboard for a ticket.

Telnet

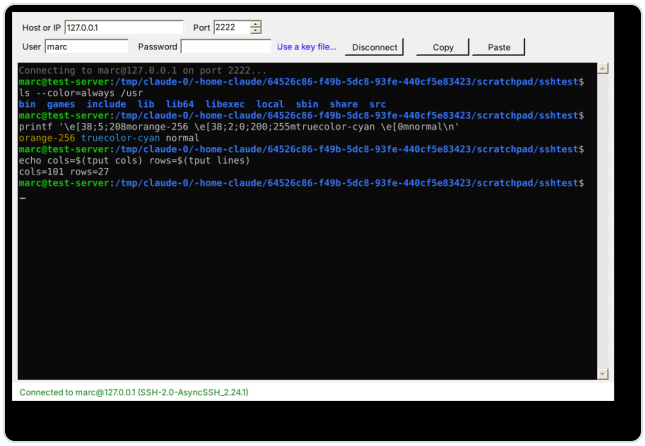


The Telnet window connected to a switch.

- Works without Windows' own telnet program, which is not installed by default.

- **Type: Network device** for switches, routers, printers and UPS units (VT100 terminal). **Type: BBS** for bulletin-board systems: ANSI art in the DOS character set (code page 437), DOS colors and a fixed 80 × 25 screen.
- Select text with the mouse; `Ctrl` + `Shift` + `C` copies, `Ctrl` + `Shift` + `V` pastes. Scroll back with the mouse wheel or `Shift` + `PgUp`.
- **Port tester:** enter any port number. If it can't connect, MAC Scout tells you whether the port was refused (nothing listening) or got no answer (firewall, or the device is off).

SSH



An SSH session to a Linux server, with colors.

- Secure, encrypted login to switches, firewalls, servers and anything else with SSH turned on (Tools > **SSH**, or right-click a device > Network tools > **ssh**).
- Log in with a **password**, or click **Use a key file...** to log in with your private key (you are asked for its passphrase if it has one).
- **First connection:** MAC Scout shows the device's fingerprint. If it matches the device, click **Trust and connect**; MAC Scout remembers it. If a known device's fingerprint ever **changes**, you get a clear warning: normal after a replacement or reset, otherwise someone may be impersonating the device.
- Full color terminal that resizes with the window and runs full-screen programs (top, nano, less). Copy and paste as in Telnet.
- Your user name is remembered for each device. **Passwords are never saved.**

Other tools

Tool	What it does
Lookup MAC	Type any MAC address to see the manufacturer and its registered address (`Ctrl` + `L`).

Open as	Opens the device as a web page (http / https), FTP site or Windows file share. **Open web pages with** picks the browser on the spot.
Remote desktop, Explore, Computer / Services management, Event viewer...	Standard Windows admin tools, pointed at the selected device.
Shutdown / Restart	Shuts down or restarts a remote Windows computer, with an optional delay and message.
Send message	Pops up a message on the screens of a remote Windows computer's users. Ready-made messages (presets) save typing.
Manage tools	Add your own commands. Use `%computer_ip%` and `%computer_name%` where the device's address or name should go.

9 Printing, PDF reports and exporting

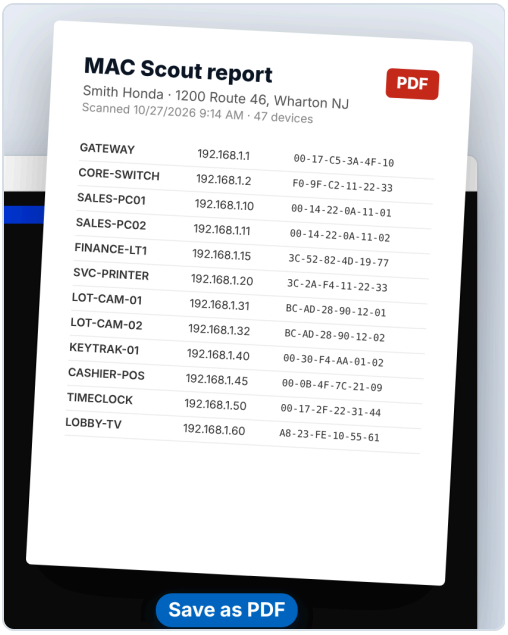
Leave the customer a clean report, or take the list into other programs.

Print and PDF

Print (`Ctrl`+`P`), **Print preview** and **Save as PDF** are on the Home and Location tabs and in the File menu. The report includes the location's name, address and scan date, every device, and your notes.

Save, open and export

- **Save list** (`Ctrl`+`S`) and **Open list** (`Ctrl`+`O`) store a result list as an XML file.
- **Export** (`Ctrl`+`E`) writes the list as a web page (HTML), CSV for Excel, rich text (RTF) or plain text.
- **Copy**, **Copy MAC** (`Ctrl`+`M`) and **Copy all** put devices on the clipboard.



A PDF report.

10 Preferences, updates and sharing

File > Preferences (`Ctrl`+`,`). Changes take effect straight away.

Tab	Settings
General	Which name to show in the list (Netbios or DNS), the version in the title bar, newest activity-log messages first, and whether to clear the list before each scan.
Scanning	How many addresses to try at once (threads) and how long to wait for each, whether to look up device names, and whether to show addresses a router answers for (proxy ARP).
Check state	How to decide a device is switched on: none, ping, or a TCP connection to a port.
Updates	Whether to check for new versions automatically, whether to download and install them by themselves, and (rarely needed) a different update location.
Browser	Which browser opens web pages (any installed browser, Windows default, or another program) plus optional extra options such as `--incognito`. **Test** opens a page to check it.
SNMP	The SNMP community name (the "password") your switches and printers use. The default is `public`.

Updates

MAC Scout keeps itself up to date. A few seconds after it starts, and every 6 hours while it is open, it checks Dialsoft's download page for a new version. If there is one, it downloads it in the background and checks its SHA-256 fingerprint so a damaged or altered file is never installed. The status bar then says *"MAC Scout 1.x is ready"*: click it to restart into the new version, or just carry on, because it installs itself when you close MAC Scout. The first time the new version starts, the status bar says *"Updated to version 1.x - click for what's new"*.

Your settings, locations, notes and history are always kept. Help > **Check for updates** checks straight away. To install updates by hand instead, turn off **Download and install updates automatically** in Preferences > Updates.

Sharing MAC Scout

Help > **Share MAC Scout** (also in the File menu and the About box) sends a friend or co-worker a link to download MAC Scout by **e-mail**, **Gmail**, **Outlook on the web**, **Facebook Messenger**, **WhatsApp**, a **text message** (through Windows Phone Link), **Microsoft Teams**, a **Facebook post** or **LinkedIn**. Edit the message first if you like; your name is remembered. Nothing is sent until you

press Send in the app that opens. Messenger, Facebook and LinkedIn don't let other programs fill in the text, so MAC Scout copies it for you to paste with `Ctrl`+`V`.

11 Keyboard shortcuts

The fastest way around MAC Scout.

Keys	Action
`F5`	Start a scan
`Esc`	Stop the scan
`F1`	Quick help
`Ctrl` + `N`	New location
`Ctrl` + `Tab`	Next location
`Ctrl` + `Shift` + `Tab`	Previous location
`Ctrl` + `T`	Date/time stamp in notes
`Ctrl` + `F`	Search the list
`F3`	Find next match

Keys	Action
`Ctrl` + `L`	Look up a MAC address
`Ctrl` + `M`	Copy MAC address
`Ctrl` + `P`	Print
`Ctrl` + `S` / `Ctrl` + `O`	Save / open a list
`Ctrl` + `E`	Export
`Ctrl` + `,`	Preferences
`Ctrl` + `Shift` + `C` / `V`	Copy / paste in Telnet and SSH
`Alt` + `F4`	Exit

12 Troubleshooting

Common questions and quick fixes.

The scan finds devices on my own network but not on another subnet.

ARP cannot see past a router. Run MAC Scout on a PC in that subnet, or use Netbios, WMI or SNMP, which work across routers if the firewall allows them.

A phone keeps showing up as "New".

Phones and tablets use a private, random MAC address on Wi-Fi, and it can change. See "Private (random) MAC" in chapter 7.

SNMP finds nothing.

SNMP has to be turned on in the device, and the community name in Preferences > SNMP must match the device's. Firewalls must allow UDP port 161.

WMI or NET API says access denied.

These methods need administrator rights on the remote computer. Run MAC Scout as a user who is an administrator there (for example a domain admin), and make sure the remote firewall allows remote administration.

The Adapter column isn't there.

It appears only after a WMI or SNMP scan has found network card names. ARP, Netbios and NET API cannot see them.

Windows says it "protected your PC".

Click **More info** > **Run anyway**. This appears for programs Windows hasn't seen before.

SSH says the device and MAC Scout have no encryption method in common.

Very old devices only offer outdated encryption. Update the device's firmware, or use Telnet on a trusted network.

SSH login with my RSA key fails, but the password works.

Check that the key file is the private key (not the .pub file) and that its public half is in the device's authorized keys.

Hundreds of devices with the same MAC address appear.

That is a router doing proxy ARP. MAC Scout 1.8 and later sets those phantom addresses aside automatically; rescan the location. See chapter 7.

How do I uninstall MAC Scout?

Installed: Windows **Settings > Apps** > MAC Scout > Uninstall, or Start menu > MAC Scout > Uninstall MAC Scout. Portable: just delete `MacScout.exe`. Either way your locations stay in `%APPDATA%\MacScout` unless you delete that folder too.

Where are my settings and history?

In `%APPDATA%\MacScout`. Copy that folder to move everything to another PC.

13 Credits, licenses and copyright

The components, data and standards MAC Scout draws on. The same list is in the program under Help > Credits & licenses.

Components and data

Microsoft Fluent UI System Icons
Ribbon, menu, device-type and status icons
Microsoft Corporation · MIT License · https://github.com/microsoft/fluentui-system-icons

IEEE Registration Authority OUI listings (MA-L, MA-M, MA-S)
Manufacturer names for MAC addresses
IEEE · Public registry data · https://standards-oui.ieee.org

oui-data
Packaged copy of the IEEE listings used to build the built-in manufacturer database
silverwind · BSD 2-Clause License · https://github.com/silverwind/oui-data

SSH.NET 2023.0.1
The built-in SSH window (encryption, key exchange, login). Built into MacScout.exe with two small additions, see ThirdParty/SshNet
SSH.NET contributors (originally Renci) · MIT License · https://github.com/sshnet/SSH.NET

Microsoft .NET Framework 4.8 and Windows Forms
Program runtime and user interface. Required: already part of up-to-date Windows 10 and 11; install it first on Windows Server 2012-2016 or Windows 8.1 (not included in MAC Scout)
Microsoft Corporation · Windows component · https://dotnet.microsoft.com

Windows networking APIs
ARP (IP Helper), NET API (Netapi32), WMI, Remote Desktop Services messages, remote shutdown
Microsoft Corporation · Windows component · https://learn.microsoft.com/windows/win32/

Standards implemented by MAC Scout

SNMP v1 and MIB-II (RFC 1157, RFC 1213)
SNMP scan method
IETF · Open standard · https://www.rfc-editor.org/rfc/rfc1157

NetBIOS over TCP/IP name service (RFC 1001, RFC 1002)

Netbios scan method

IETF · Open standard · https://www.rfc-editor.org/rfc/rfc1002

SSH protocol (RFC 4251-4254)

Built-in SSH window (through SSH.NET)

IETF · Open standard · https://www.rfc-editor.org/rfc/rfc4251

Telnet protocol and options (RFC 854, 857, 858, 1073, 1091)

Built-in Telnet window

IETF · Open standard · https://www.rfc-editor.org/rfc/rfc854

VT100 / ECMA-48 (ANSI) terminal codes and IBM code page 437

Terminal display and BBS mode

Ecma International, IBM · Open standard · https://ecma-international.org/publications-and-standards/standards/ecma-48/

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Design and programming assistance

Anthropic · https://claude.ai

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Fluent UI System Icons

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SSH.NET

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