Express Report Service (MG)
Installation Guide (Windows)

Chapter 1 General Description

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Conventions Used in This Document

Notations used in the text

Three types of notations are used in this document. These notations have the following meanings.

Important	Indicates critical items that must be followed when handling operating software.
Note	Indicates items that must be confirmed when handling operating software.
Tips	Indicates information that is helpful to keep in mind.

Abbreviations of Operating Systems

Windows Operating Systems are referred to as follows.

Notations in this document	
Windows Server 2025	*
Windows Server 2022	*
Windows Server 2019	*
Windows Server 2016	*
Windows 11	*
Windows 10	*

* NEC ESMPRO Manager -supported edition.

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This document was created based on the information available at the time of its creation. The window images, messages and procedures are subject to change without notice. Substitute as appropriate when content has been modified.

Terminology explanation

“Opening Key file”, “License Key" and “Opening file” are the same meaning in Alert Manager setting tool.

Express Report Service (MG)

1

General Description

This chapter explains Express Report Service (MG).

1. Introduction

2. System Requirements

Describes about the need environment.

I. Introduction

Read this document so as to gain an adequate understanding of the contents.
The contents in this document are intended for users who fully understand features and operations of OS related to this utility. OS, or if there is any unclear point, see Windows online help.

This section explains necessary setup procedure to introduce Express Report Service (MG). Make sure to read through it before you use Express Report Service (MG). Registration to Express Report Service (MG) allows you to report automatically to Support Center on failure information (includes preventive maintenance information), and that can be sent via E-mail or modem or HTTPS. This service permits you to detect system troubles in advance and to maintain the computer promptly in case of trouble.

Generally Express Report Service operates in conjunction with NEC ESMPRO Agent or NEC ESMPRO ServerAgentService. For this reason, NEC ESMPRO Agent or NEC ESMPRO ServerAgentService is indispensable to use the service, but if your server corresponds to a model to which NEC ESMPRO Agent or NEC ESMPRO ServerAgentService is not applicable, install Report Service (MG) to NEC ESMPRO Manager. To start using Express Report Service (MG), contact to your server sales contact.

2. System Requirements

Express Report Service (MG) requires the following hardware and software:

- Hardware
  - Memory 18.0 MB or more
  - Free hard disk drive space 30.0 MB or more
  - Modem (via Dial-up)

    In regard to support modem, contact Support Center for details.
  - Mail Server (via Internet mail)

    SMTP is used as a protocol.

- Software
  - NEC ESMPRO Manager
  - NEC ESMPRO Manager-supported OS

- Other
  - HTTPS method,SSL2.0/3.0/TLS1.0 or more is supported.

    Uses protocol version of the highest security automatically.

Express Report Service (MG)

2 Installation

This chapter explains installation of Express Report Service (MG).

1. Installation

Describes about installation procedure.

2. Update Installation

Describes about update installation procedure.

3. Opening Tool

Describes about setting.

I. Installation

Express Report Service (MG) must be installed after the installation of NEC ESMPRO Manager.

Start installing after the system starts completely. If installation is conducted right after the system startup, it may fail. Wait for a while and retry if the error message appears.

Tips

♦ When installing Express Report Service (MG), make the system locale of Windows OS the same one as an OS language.

♦ When changing the language settings in Windows (ex. In the case of using MUI), make sure "Japanese" is not selected in the settings below. "Japanese" is not supported, and therefore installation will fail. You must also make consistent language settings, that is, choose the same language (except Japanese) in the settings below.

Control Panel - Language -Change date, time, or number formats
- [Formats] tab
- [Location] tab
- [Administrative] tab

Important

Do not change language settings after installation of Express Report Service (MG).Otherwise it does not work properly.

1.1 Start of Setup Program

Starting the Setup Program from EXPRESSBUILDER or download.

Please install the software according to the installation method specific to your server.

1.1.1 Starting the Setup Program from EXPRESSBUILDER

1. Sign-in to the system with the administrator account.

2. EXPRESSBUILDER Autorun Menu is started.

   The initiation method on the autorun menu is different depending on the models.

   Tips After installing Starter Pack in the server, a shortcut of "EXPRESSBUILDER" is created.

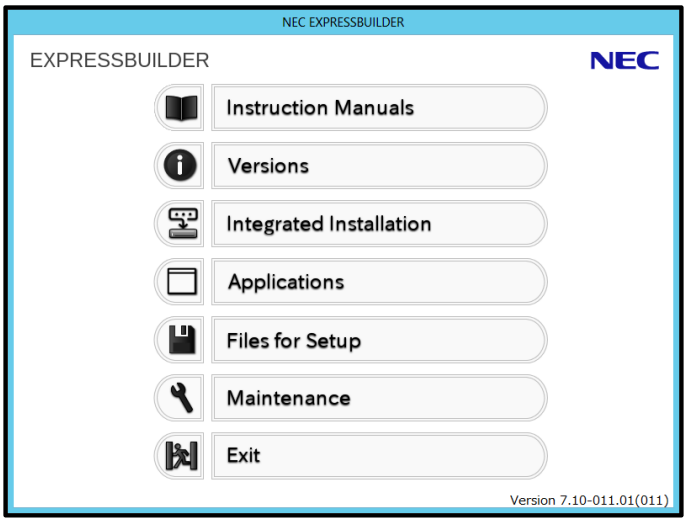
   - The equipment by which EXPRESSBUILDER DVD isn't standard.

     Click NEC EXPRESSBUILDER from Windows Start Menu or run the shortcut on the desk top.

   - The equipment by which EXPRESSBUILDER DVD is standard.

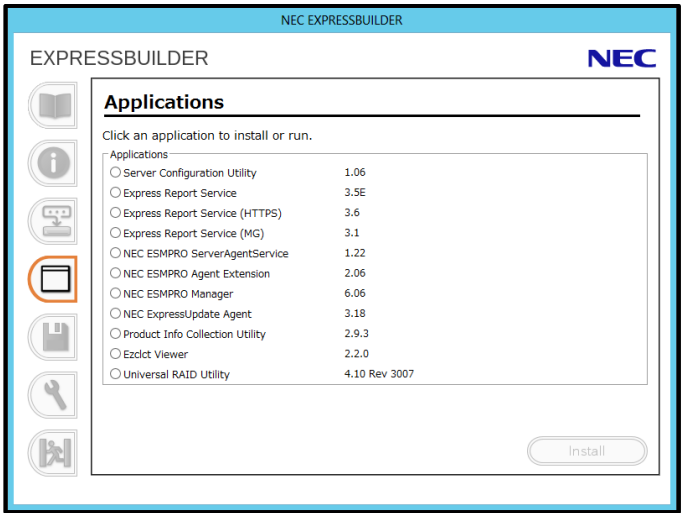
     Insert EXPRESSBUILDER DVD into Optical disk drive.

3. Click [Applications].



4. Click [Express Report Service (MG)] and then [Install].

   Setup screen of Express Report Service (MG) starts.



1.1.2 Starting the Setup Program from Download

1. Sign-in to the system with the administrator account.

2. Unzip the downloaded setup program.

   Save the downloaded program file in a folder of your choice, and unzip it. Use the shallow hierarchy (C:¥TEMP) for a folder. When the hierarchy of the folder is too deep, the setup program is not defrosted right.

   Tips

   Download and unzip Receiving Information on Web.
   http://www.58support.nec.co.jp/global/download/index.html
   Express Report Service (MG) (Windows) Receiving Information-[ESMPRO]tab
   Save the Receiving Information file to a MGMTB folder. If a MGMTB folder doesn't exist, make it manually. The Receiving Information is loaded automatically during setup process of Express Report Service (MG).

   Ex :
   ＋－¥ESMALERT
   ＋－¥EXPMG
   ＋－¥MGMTB
   　　｜ ＋－*.mtb ← Receiving Information file

3. Double-click the setup program “EXPMG¥setup.exe”.

   Setup screen of Express Report Service (MG) starts.

   Tips

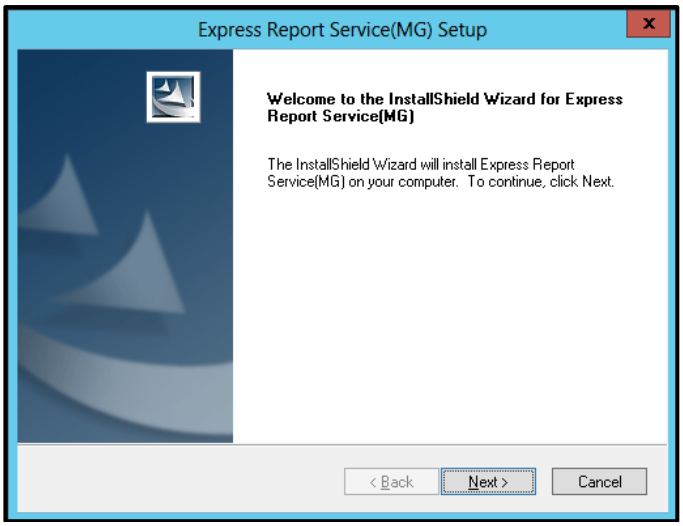
   Setup program in Express Report Service (MG) is "¥EXPMG¥setup.exe". ESMALERT folder exists in the same hierarchy as EXPMG folder.
   "¥ESMALERT¥setup.exe" isn't setup program. Don’t carry out this module.

1.2 Execution of Setup Program

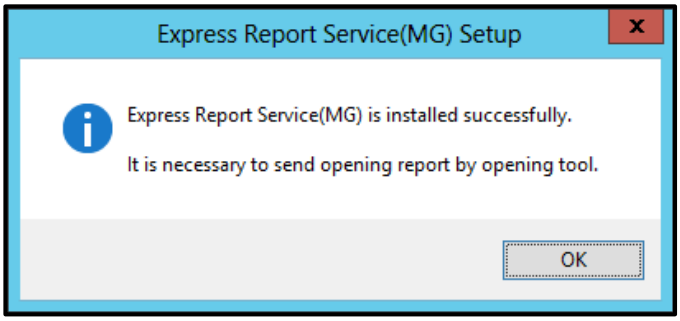
Install with directions of a window of the setup program.

To change a destination folder and installation mode, choose Custom setup type on Setup Type window.

1. Click [Next].



2. When installation end window appears, click [OK].



3. Restart of OS.

   The installation completed.

Tips

Just a completion of setup does not get Express Report Service operative.
This must be followed by ″Opening ″ with Opening Tool.

2. Update Installation

When updating Express Report Service (MG), follow the procedure below.

Express Report Service (MG) settings will be handed over. Resetting is unnecessary.

Latest version can be downloaded from the following Web.
http://www.58support.nec.co.jp/global/download/index.html

Express Report Service (MG) (Windows)-[ESMPRO] tab

1. Sign-in to the system with the administrator account.

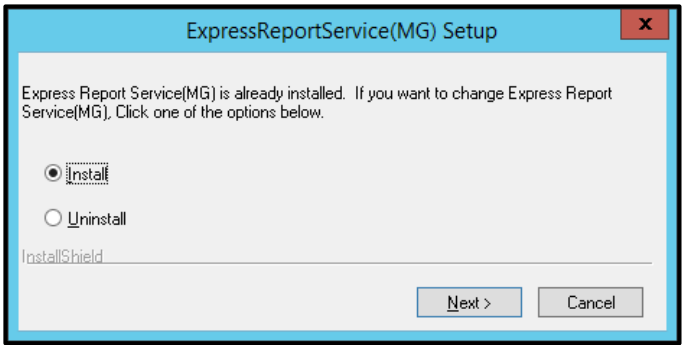
2. Unzip the downloaded setup program.

   Save the downloaded module in a folder of your choice, and unzip it. When the hierarchy of the folder is too deep, the setup program is not defrosted right.

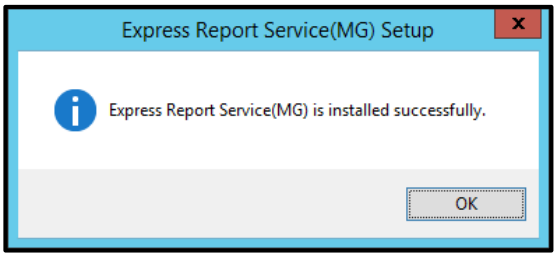
3. Double-click on Setup Program “EXPMG¥setup.exe”.

   Setup screen of Express Report Service (MG) starts.

4. Select install and click [Next].



5. After update installation end window is displayed, click [OK].



6. Restart of OS.

   The update installation completed.

3. Opening Tool

After installation, you can activate Express Report Service (MG) by opening service from Alert Manager setting tool. If you have Opening key file or not use S/MIME, you can ″Opening″ from NEC ESMPRO Manager Ver. 6.00 or later.

Tips

If you have already activated Express Report Service or Express Report Service (HTTPS) in the past for the following target models in the past, you must initialize the settings of EXPRESSSCOPE Engine 3 using Server Configuration Utility before activating Express Report Service (MG) .
If you do not know whether Express Report Service or Express Report Service (HTTPS) about the server is activated, you must initialize it.

Model:
Express5800/R120f-1M, R120f-2M
Express5800/R120f-1E
Express5800/R120g-1M, R120g-2M
Express5800/R120g-1E
Express5800/E120f-M
Express5800/E120g-M
Express5800/R120f-2E, T120f
Express5800/R120g-2E, T120g
Express5800/R110h-1, T110h, GT110h, T110h-S
Express5800/B120f, B120f-h, B120g-h

Tips

"Open by Opening Key File" support a report of S/MIME coding.
But get and use a new S/MIME certificate every time when open.

3.1 Alert Manager Setting Tool

3.1.1 Start of Alert Manager setting tool

♦ NEC ESMPRO Manager Ver.6.00 or later

Click [Report Settings] from Start menu (or Apps Start window).

♦ NEC ESMPRO Manager less then Ver6.00

Start [AlertViewer], and click [Tools]-[Report Settings].

NEC ESMPRO Agent or NEC ESMPRO ServerAgnetService coexist, it can also be started by the following procedure.

♦ NEC ESMPRO ServerAgentSrevice

Click [Report Settings] from Start menu (or Apps Start window).

♦ NEC ESMPRO Agent

Double-click NEC ESMPRO Agent icon in Control Panel, and click [Setting] - [Report Setting].

3.1.2 Opening Report

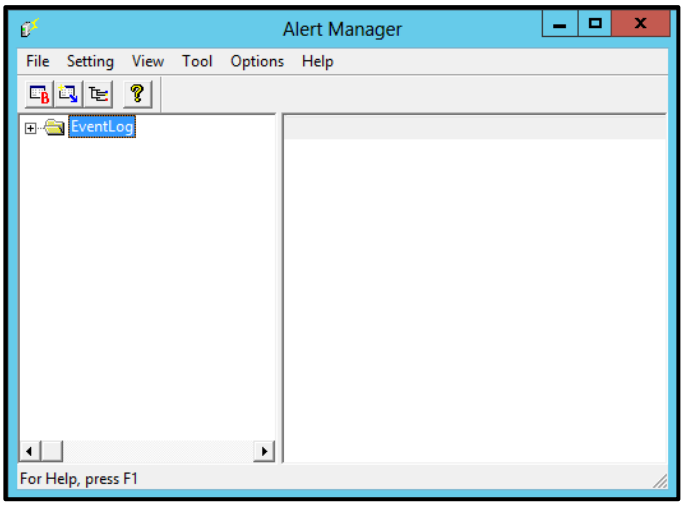
Also it will be the same procedure when you do a re-reading of Express Report service activation key of the input, or Opening key file after opening.

1. Set up HTTPS report definition file.

   Refer to the "1. Definition file". When there is a program for HTTPS report definition file setup from Support Center, Perform the program.

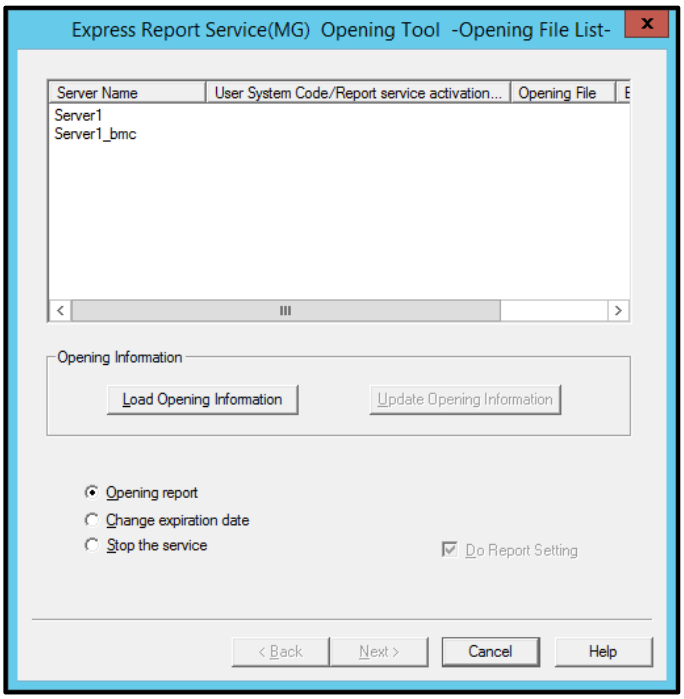
2. Start Alert Manager setting tool.

   Refer to the "Chapter 2 (3.1.1 Start of Alert Manager setting tool)".

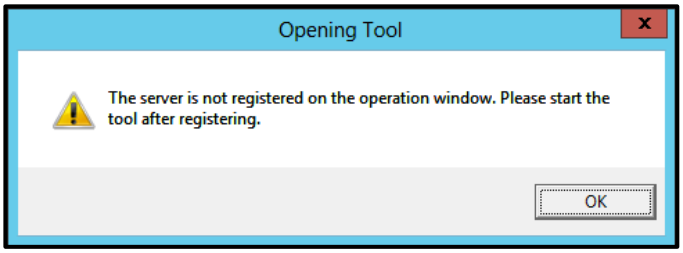


3. Click [Tool] - [Express Report Service (MG)] - [Opening Tool].

   Express Report Service (MG) Opening Tool starts.



   When no server is registered on operation window, following message is displayed. Opening Tool does not start.



4. Select server, click [Load Opening Information].

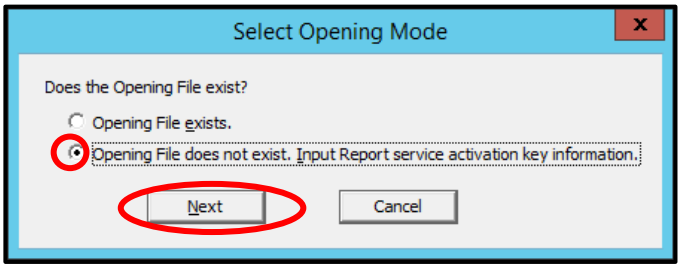
   Opening mode selection window will start.

5. Select Opening method.

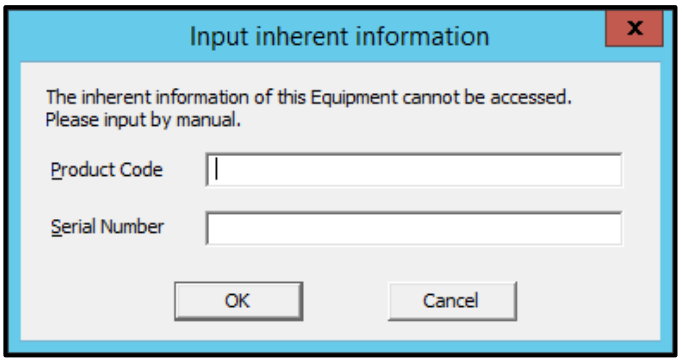
   Follow the instructions in your environment, after service has been started.

- Open by Activation Key

1) Select the [Opening File does not exist. Input Report service activation key information.], click [Next].

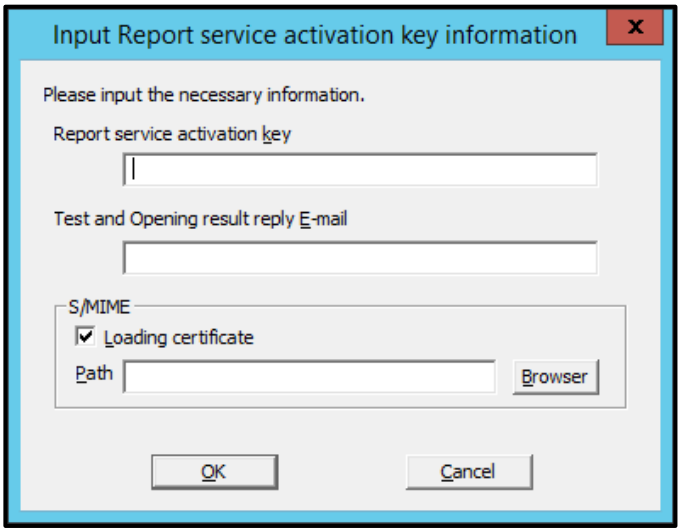


If specific information of the device can't be automatically acquired, you will see the following window.



2) Required information input, click [OK].

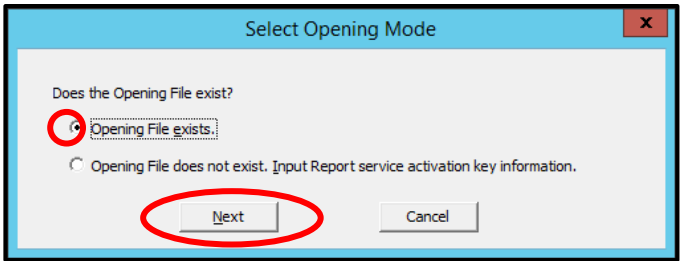
Express Report Service (HTTPS) setting utility starts.



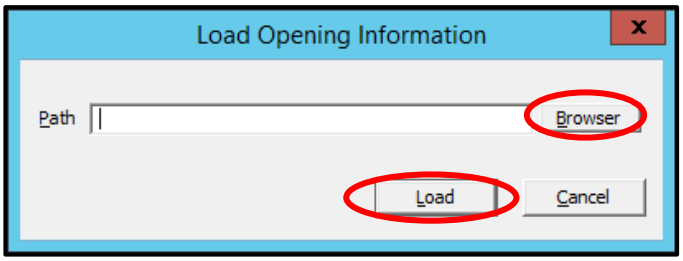
Opening by Activation Key is the finish. Proceed to Step 6.

- Open by Opening Key File

1) Select the [Opening File exists.].



2) Input the path of Opening key file or select it from [Browser], and click [Load].



Opening by Opening Key File is the finish. Proceed to Step 6.

6. Select [Opening report], and click [Next].

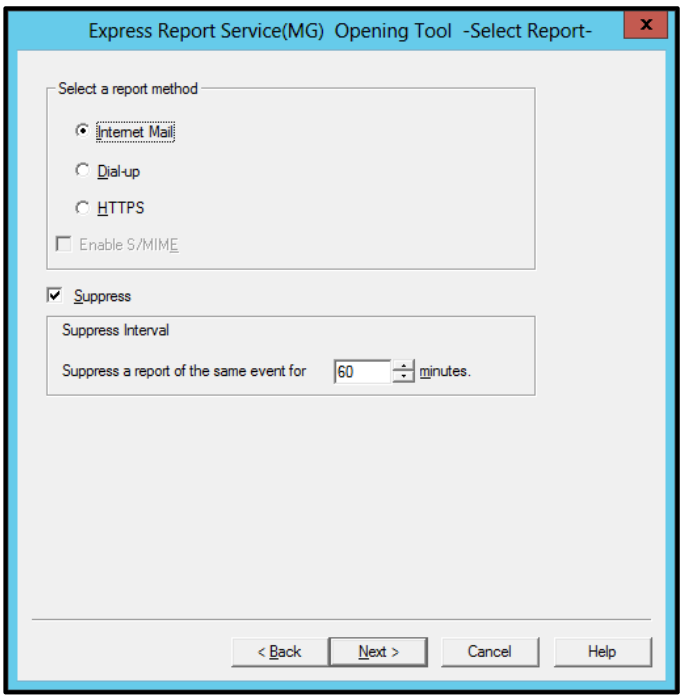
7. Select a report method and click [Next].

Window differs according to access. Specify necessary information in an appropriate window.

If [Enable S/MIME] is checked, it will use S/MIME mode to send report. The default is Enabled.

User authentication method of the proxy server of HTTPS method is BASIC.

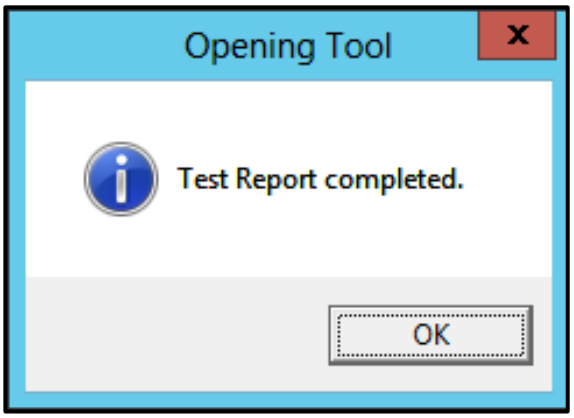
Do not change setting of [Suppress] without advising from Support Center.



8. When you change the destination, store the destination definition file in place and click [Load Destination].

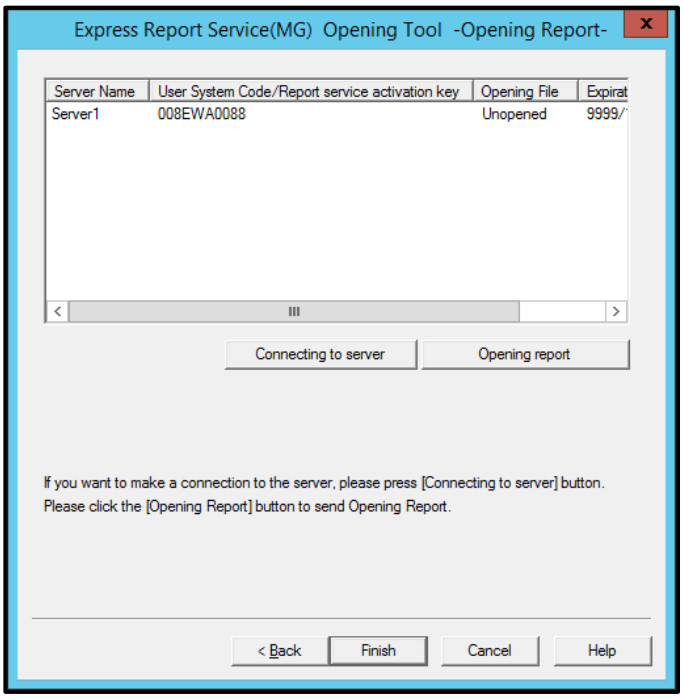
   It has been automatically properly set the destination of the report. Unless otherwise specified by the maintenance contract, Do not read the previous definition file.

9. Click [Test report].



10. Click [Next].

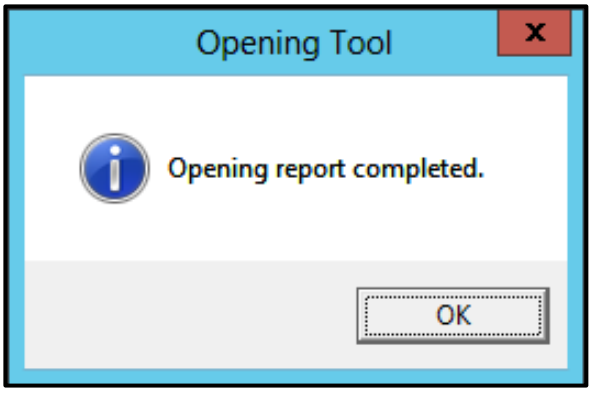
Opening report window is displayed.



11. When you make a connection confirmation of the target server, select the server, and then click the [Connecting to server].

12. Click [Opening report].

When Opening report is done properly, following window is displayed.



13. Click [Finish] to end Opening Tool.

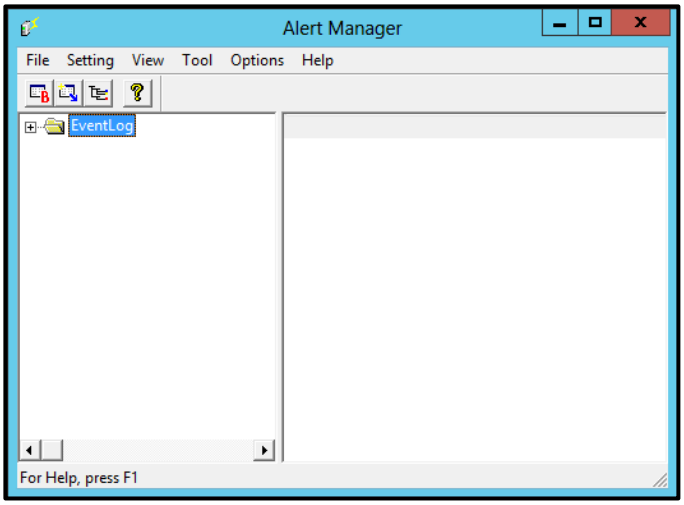
If you wish to open more than one monitored server in a row, click [Back] and proceed from step 4 on the screen of "Express Report Service (MG) Opening Tool -Opening key file List-".

3.1.3 To Stop Service

To disable Express Report Service (MG), stop service.

1. Start Alert Manager setting tool.

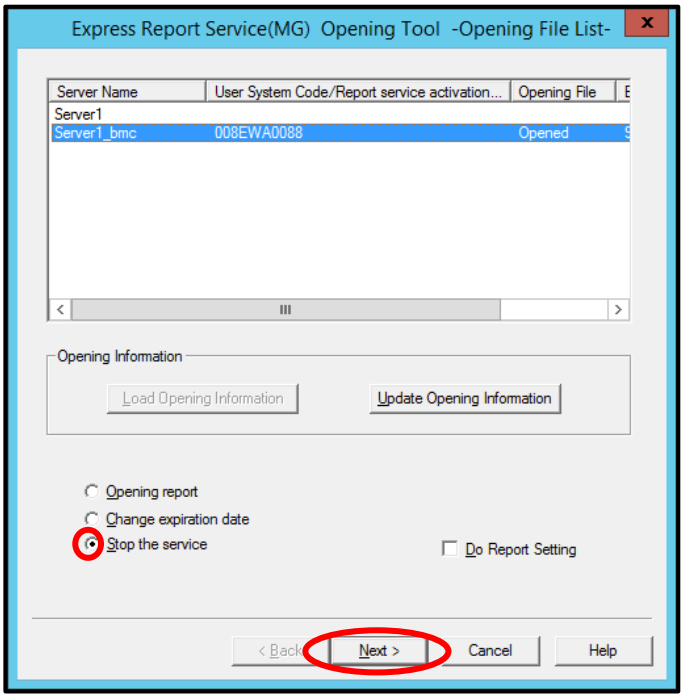
   Refer to the "Chapter 2 (3.1.1 Start of Alert Manager setting tool)".



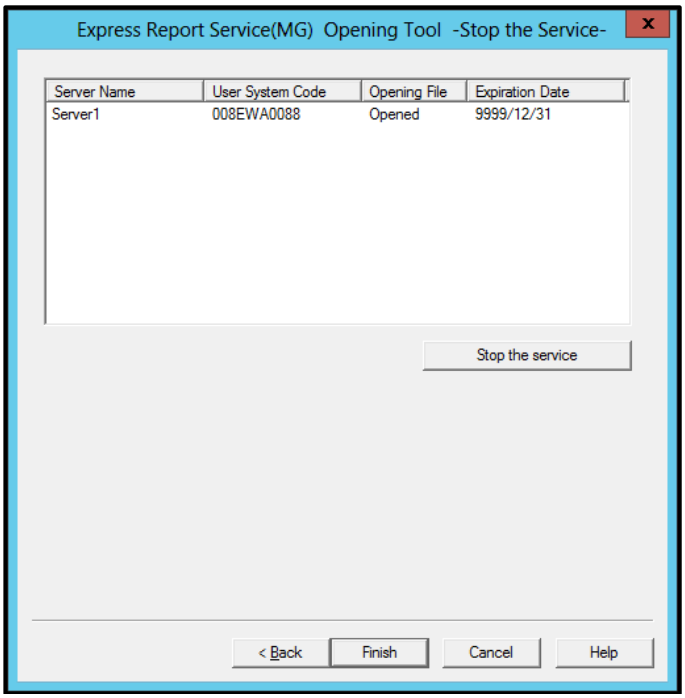
2. Click [Tool] - [Express Report Service (MG)] - [Opening Tool].

   Express Report Service Opening Tool starts.

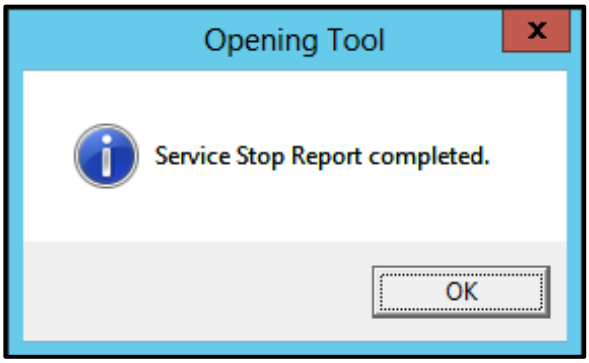
3. Select [Stop the service] and click [Next].



4. Select server, click [Stop the service].



When Service Stop Report is done properly, following window is displayed.



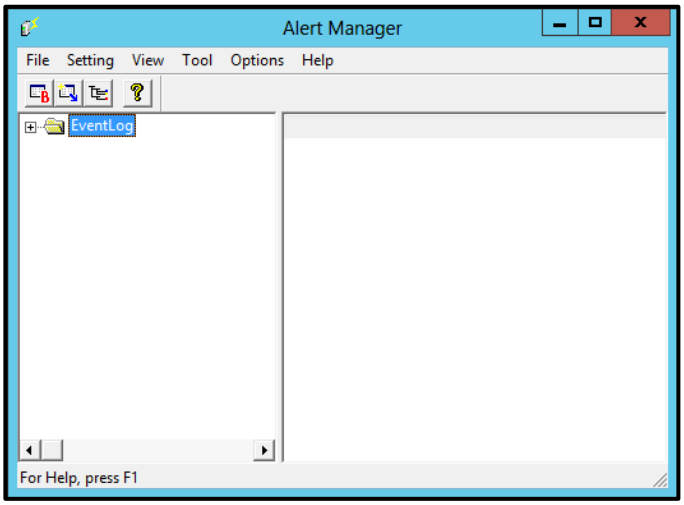
5. Click [Finish] to end Opening Tool.

3.1.4 Change of Expiration Data

When term of Express Report Service (MG) expired, change expiration date, and to do that, an extension of Express Report Service (MG) contract is required.

1. Start Alert Manager setting tool.

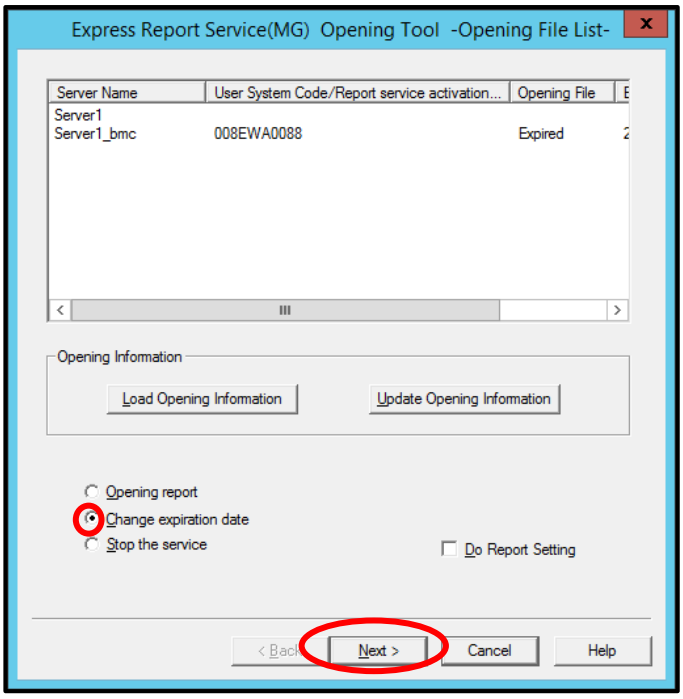
   Refer to the "Chapter 2 (3.1.1 Start of Alert Manager setting tool)".



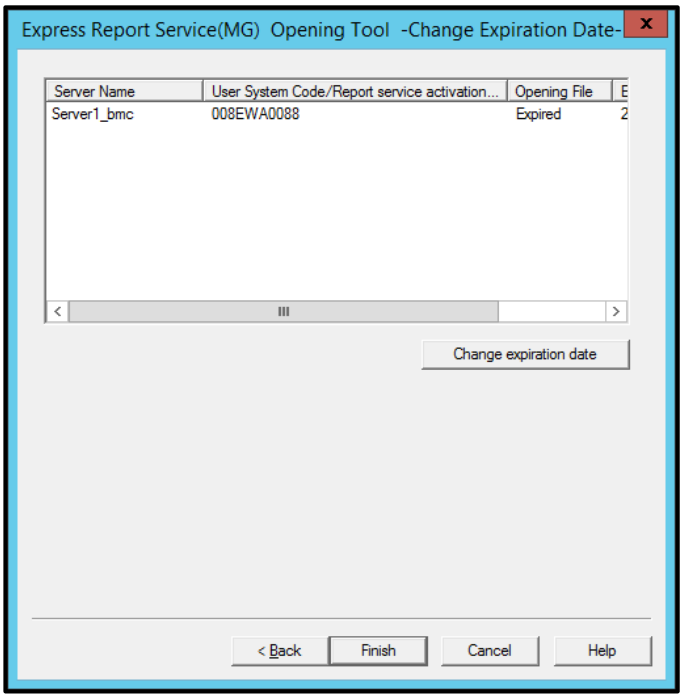
2. Click [Opening Tool] or select [Tool] - [Express Report Service (MG)] - [Opening Tool].

   Express Report Service Opening Tool starts.

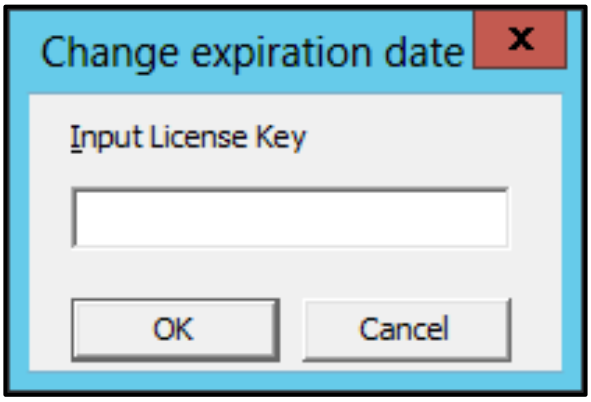
3. Select [Change expiration date] and then click [Next].



4. Click [Change expiration date].



To enter Opening key file, following window is displayed.



5. Click [Finish] to end Opening Tool.

3.1.5 Setting for Receiving Information

In regard to receiving information, follow setting procedure below described.

1) Start [Setting for receiving information] tool
2) Setting for storage place of receiving information
3) Read-in of receiving information
4) Entry operation
5) Update operation
6) Delete operation
7) Close

Refer to Chapter 2 (1.1.2 Starting Setup Program from Download) for download of Receiving Information.
Unzip Receiving Information.

♦ Start [Setting for receiving information] tool

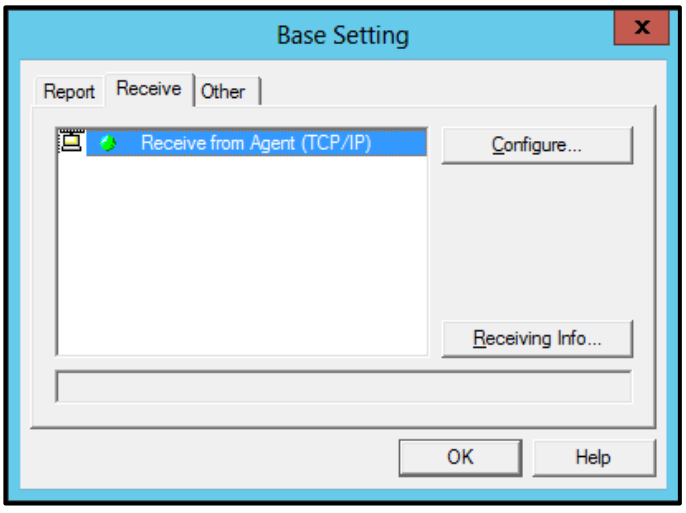
To start [Setting for receiving information] tool, refer to following procedure.

1. Start Alert Manager setting tool.

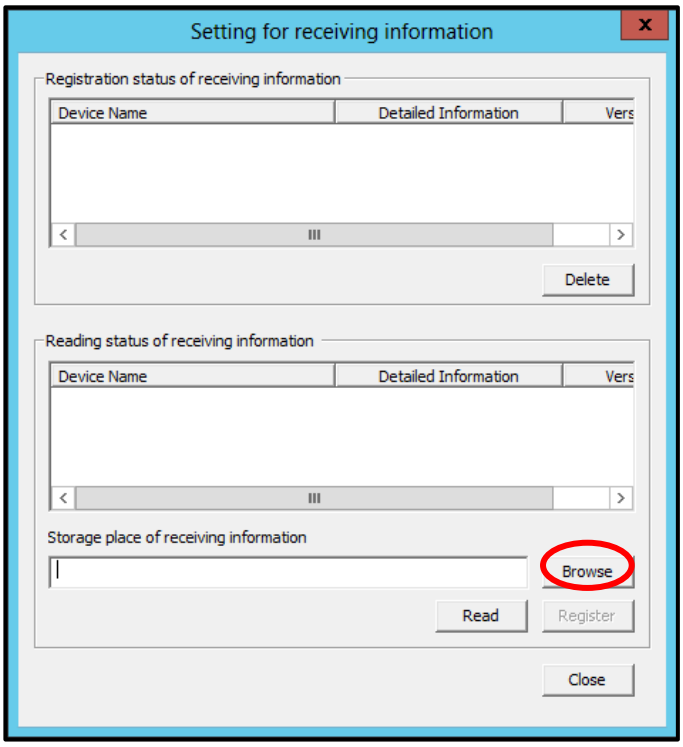
   Refer to the "Chapter 2 (3.1.1 Start of Alert Manager setting tool)".

2. Click [Setting] - [Base Setting].

   [Receive] is displayed.



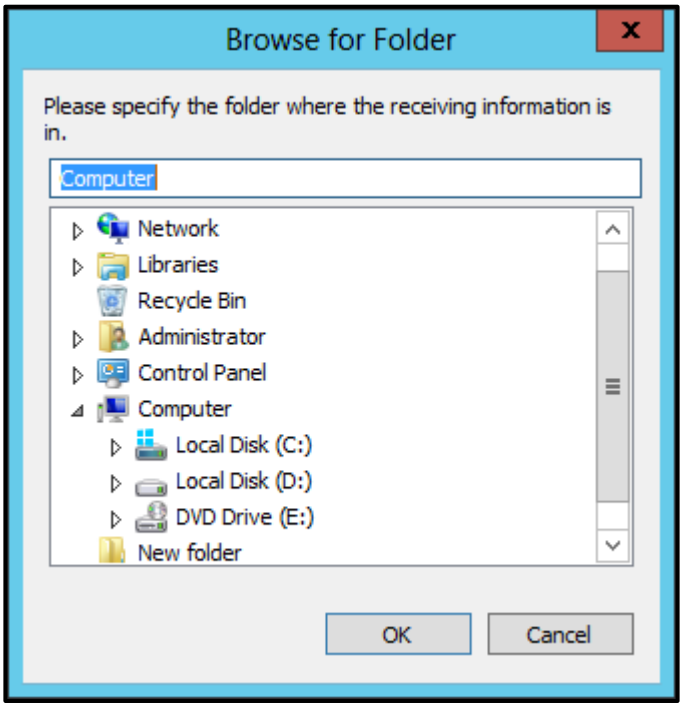
3. Click [Receiving info…] to start receiving information setting tool.



♦ Setting for storage place of receiving information

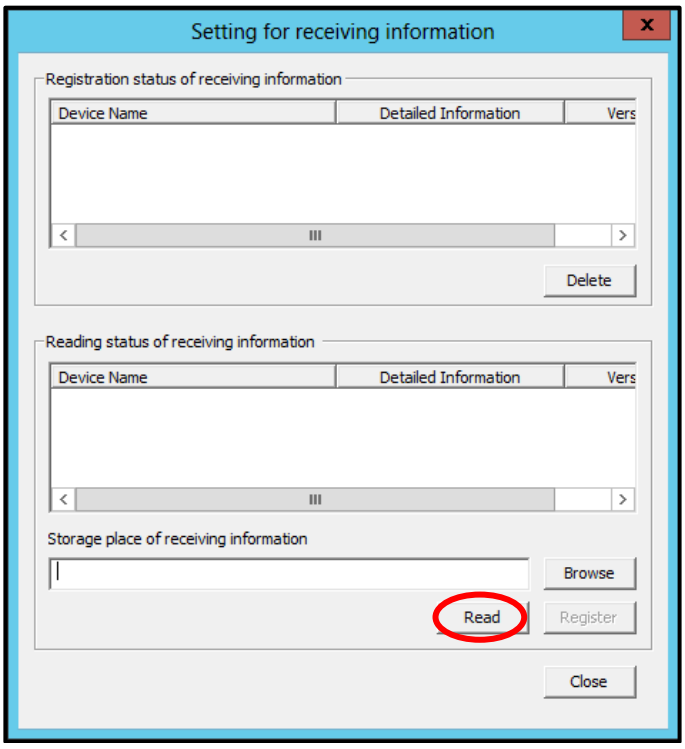
1. Click [Browse] on [Setting for receiving information] window.

   When clicked [Browse], following window [Browse for Folder] is displayed.



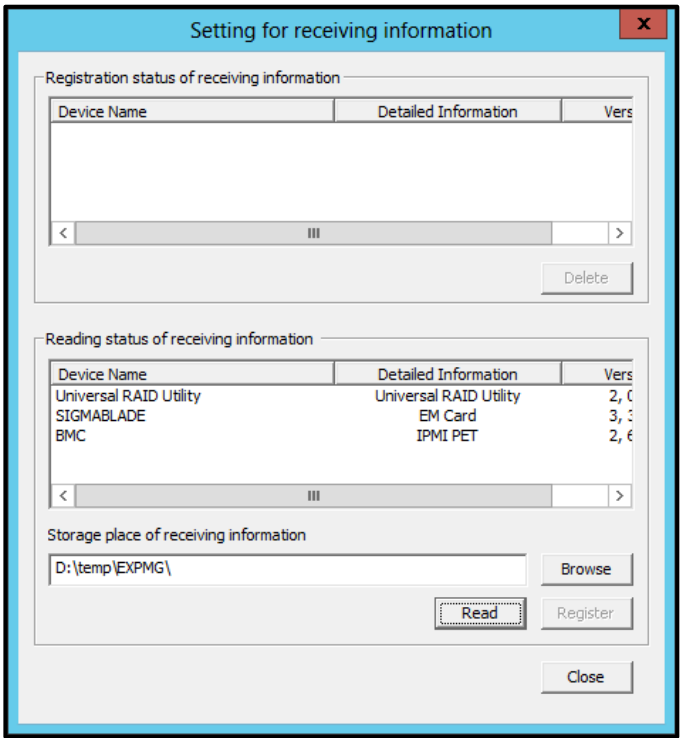
2. Specify folder where receiving information is, and then click [OK].

Specified location for [storage place of receiving information] is displayed as following window.



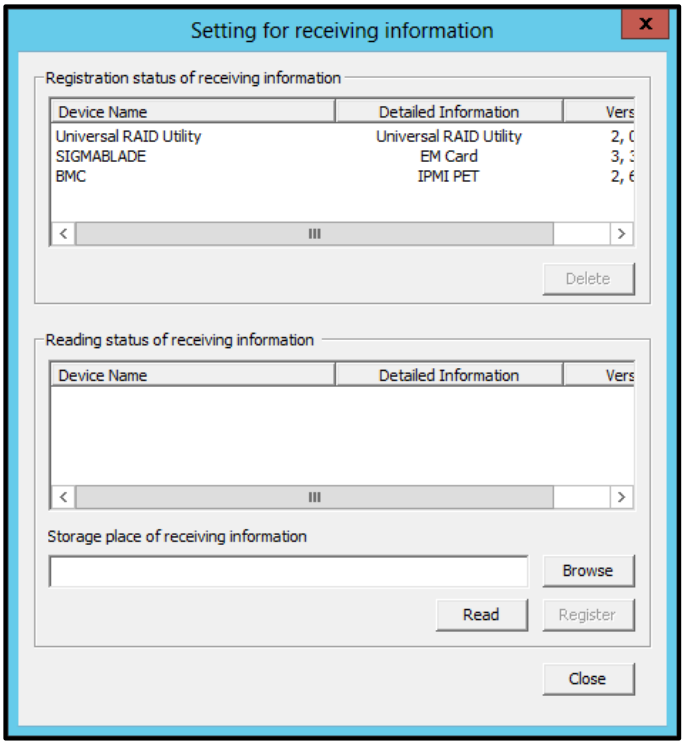
♦ Read-in of receiving information

When clicked [Read], receiving information is read in from [storage place of receiving information].Information is displayed on [Registration status of receiving information] window. When no information is indicated in [storage place of receiving information] (i.e. registerable information does not exist), nothing is shown in window.



♦ Entry operation

Go over indicated items in [Reading status of receiving information]. Select ones that need registering, and next click [Register] for registration. When registration is completed, window display changes as below.



♦ Update operation

Old receiving information is delete first. Next new receiving information is registered.

♦ Delete operation

Select an item shown in [Registration status of receiving information] and click [Delete] to remove it.

♦ Close

When clicked [Close], [Setting for receiving information] tool ends.

3.2 NEC ESMPRO Manager (Ver. 6.00 or later)

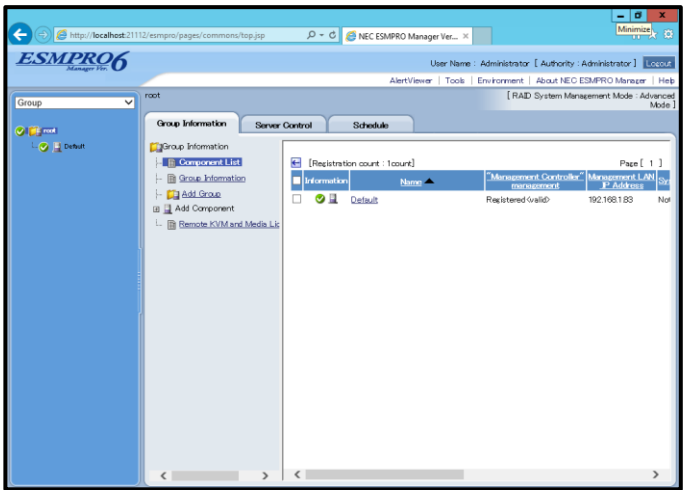
3.2.1 Opening Report

1. Set up HTTPS report definition file.

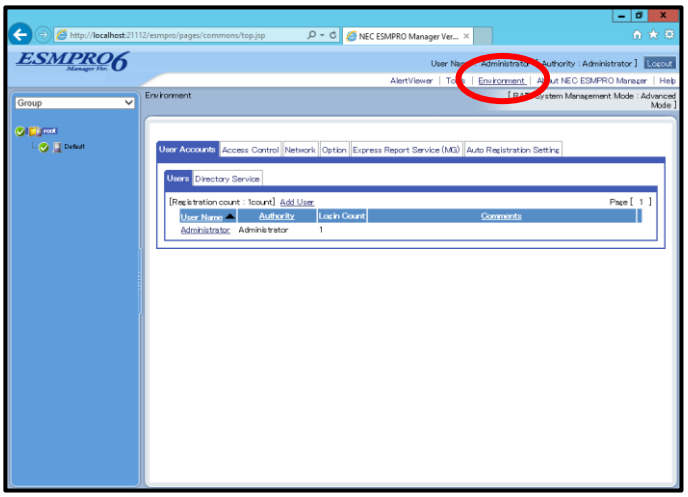
   Refer to the "1. Definition file".

   When there is a program for HTTPS report definition file setup from Support Center, Perform the program.

2. Login to NEC ESMPRO Manager.



3. Click [Environment].

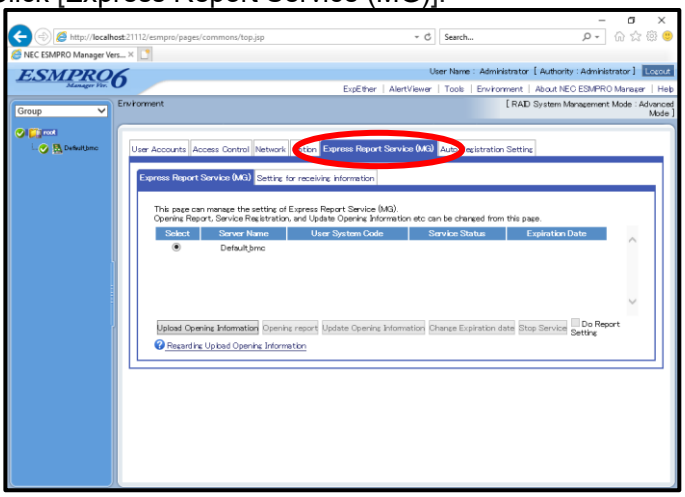


There is difference in instructions by the version of "NEC ESMPRO Manager".

Follow the instructions in your environment.

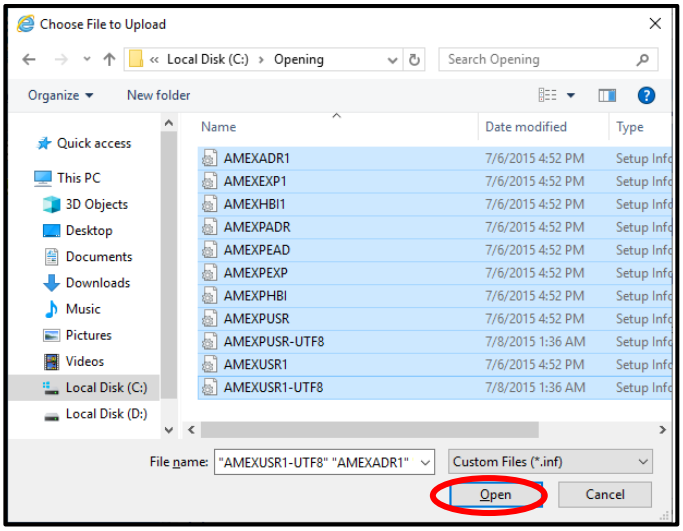
- NEC ESMPRO Manager (Ver. 6.37 or later)

1) Click [Express Report Service (MG)].

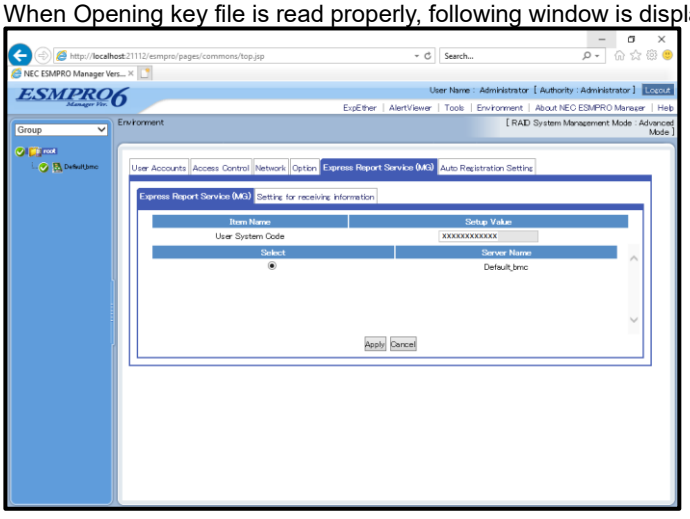


2) Click [Upload Opening Information].

3) Select all file from "Opening Key File" folder. Click [Open].



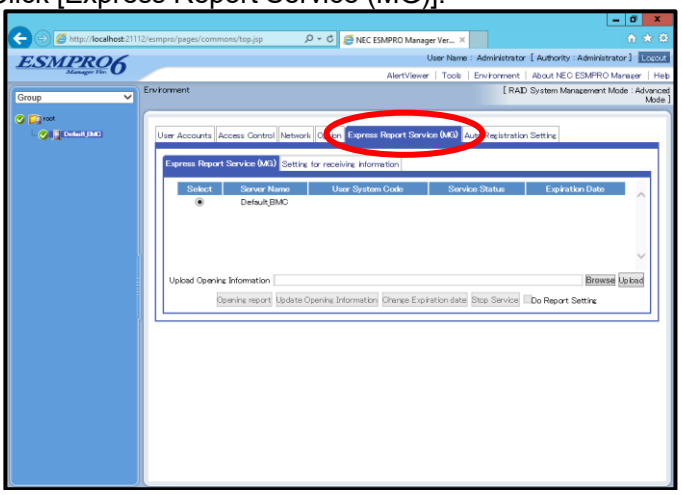
When Opening key file is read properly, following window is displayed.



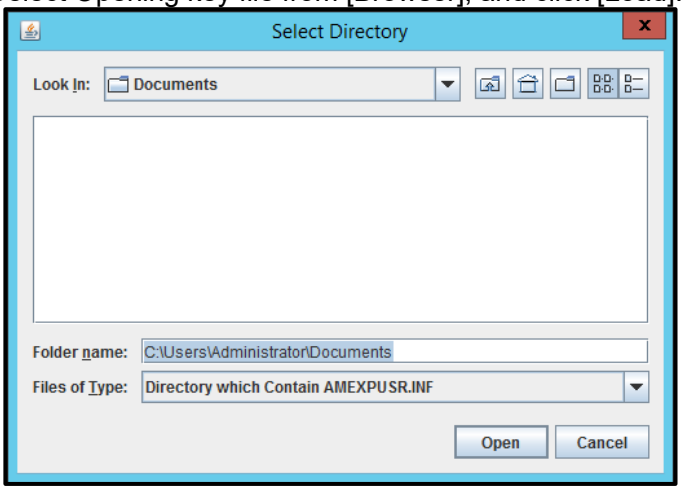
Proceed to Step 7.

- NEC ESMPRO Manager (Ver. 6.36 or before)

1) Click [Express Report Service (MG)].

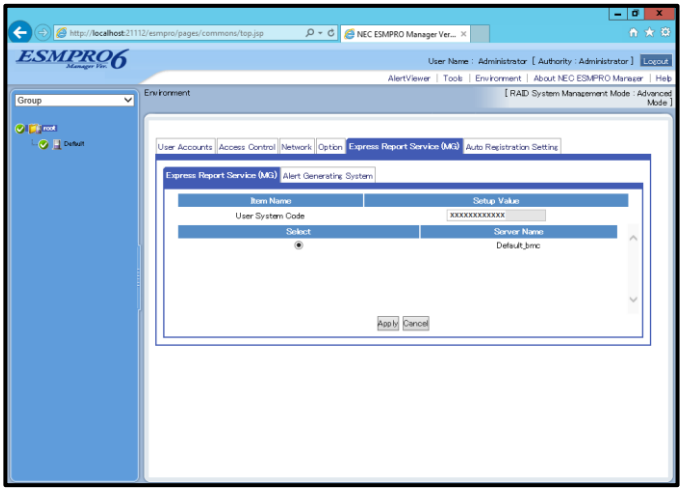


2) Select Opening key file from [Browser], and click [Load].



3) Click [Upload].

When Opening key file is read properly, following window is displayed.



Proceed to Step 7.

7. Select a server name which corresponds to User System Code, then click [OK].

Tips User System Code is allocated to a server. Select correct one.

When you want to change the notification method to Opening report after, check the "Do Report Setting", perform the following steps.

8. To modify content of Opening Information, click [Update Opening Information].

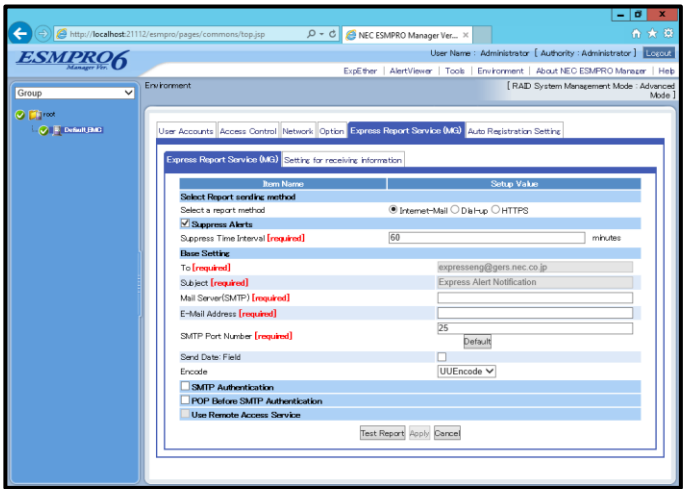
If you do not need to do it, skip this procedure and go onto next procedure.

9. Click [Opening report].

10. Select a report method.

Window differs according to access. Specify necessary information in an appropriate window.

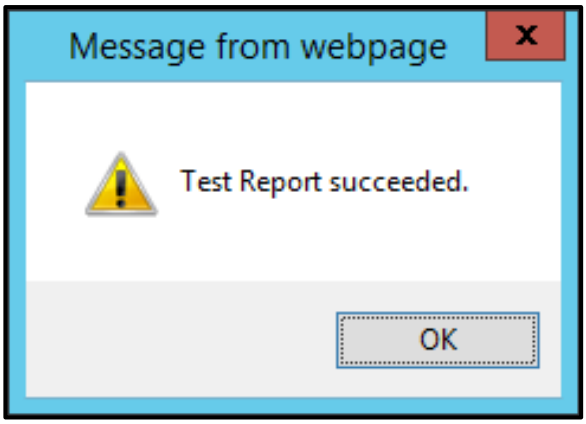
Do not change setting of [Suppress Alerts] without advising from Support Center.



11. When you change the destination, store the destination definition file in place and click [Load Destination].

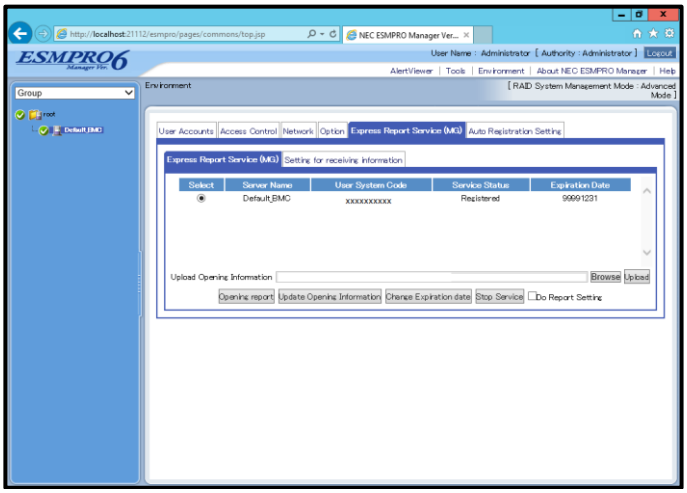
    It has been automatically properly set the destination of the report. Unless otherwise specified by the maintenance contract, Do not read the previous definition file.

12. Click [Test Report].



13. Click [Apply].

    Opening report successfully,following window is displayed.

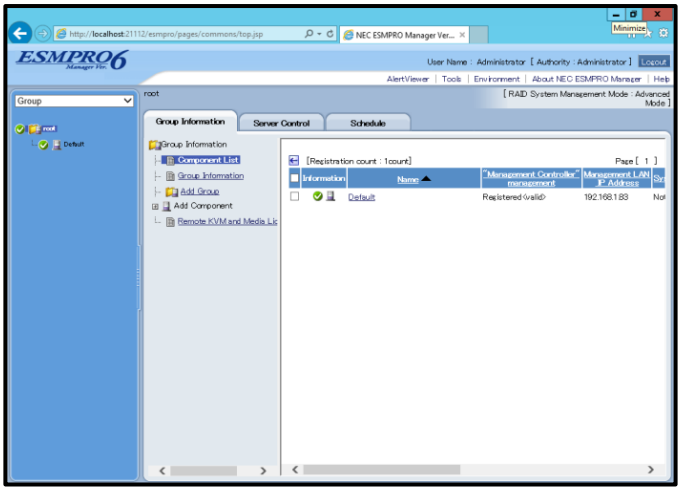


14. Close NEC ESMPRO Manager.

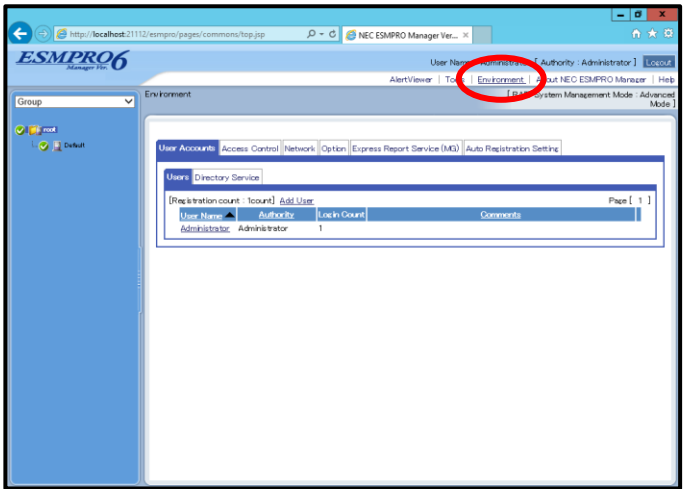
3.2.2 To Stop Service

To disable Express Report Service (MG), stop service.

1. Login to NEC ESMPRO Manager.



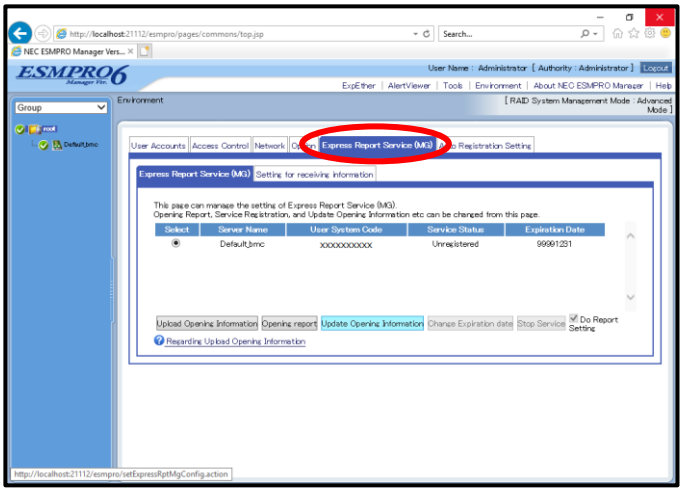
2. Click [Environment].



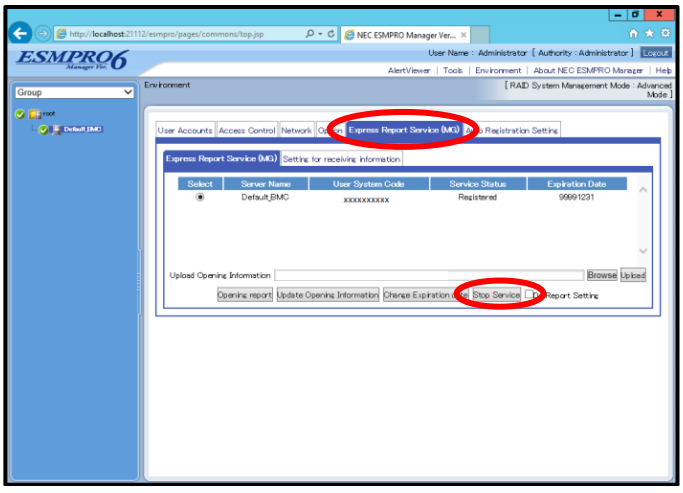
3. Click [Express Report Service (MG)].

There is difference in Screen by the version of "NEC ESMPRO Manager".

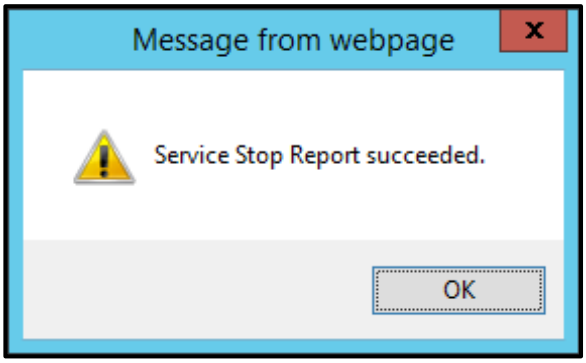
- NEC ESMPRO Manager (Ver. 6.37 or later)

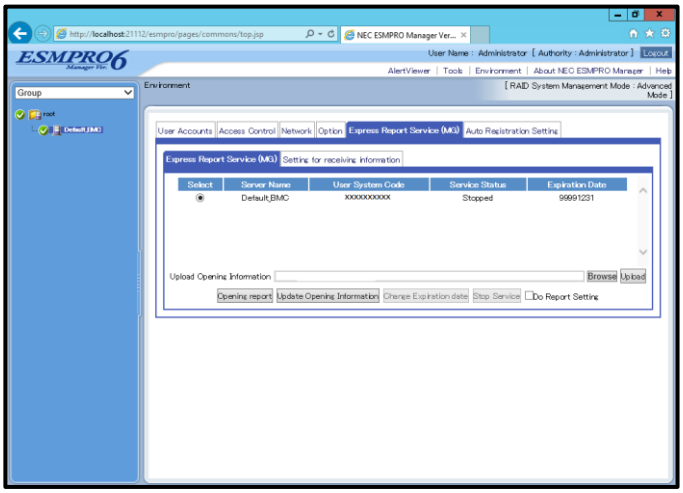


- NEC ESMPRO Manager (Ver. 6.36 or before)



4. Select server, click [Stop Service].



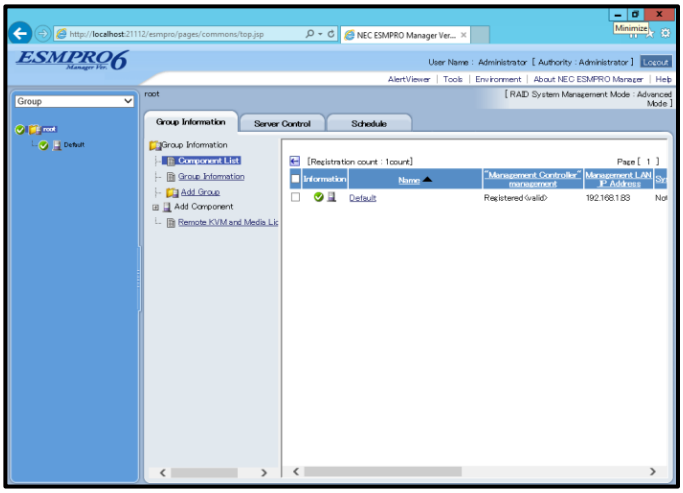


5. Close NEC ESMPRO Manager.

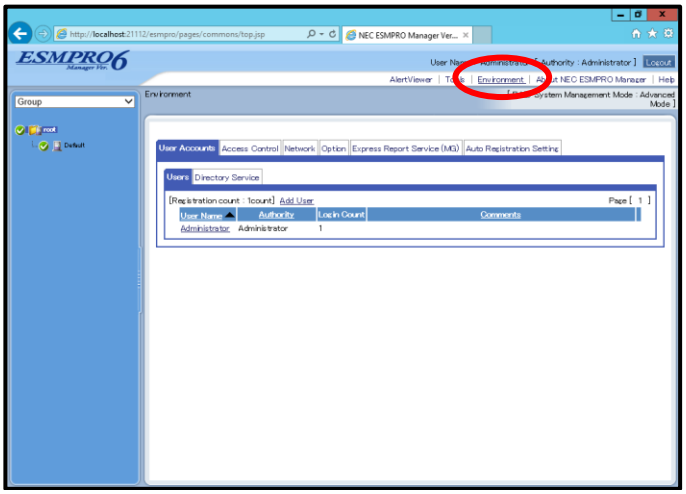
3.2.3 Change of Expiration Data

When term of Express Report Service (MG) expired, change expiration date, and to do that, an extension of Express Report Service (MG) contract is required.

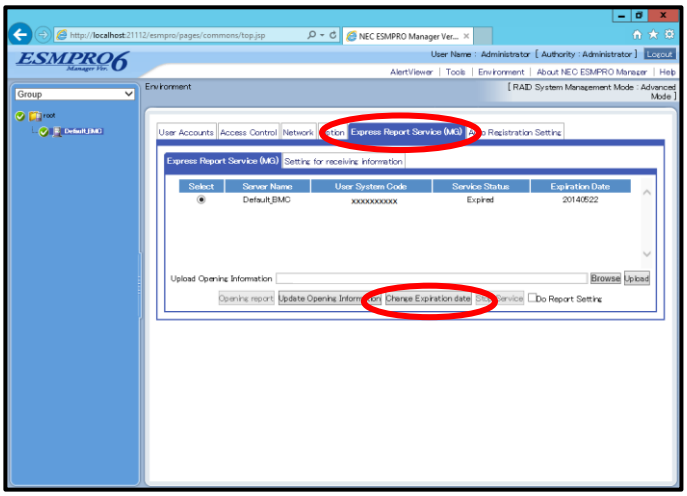
1. Login to NEC ESMPRO Manager.



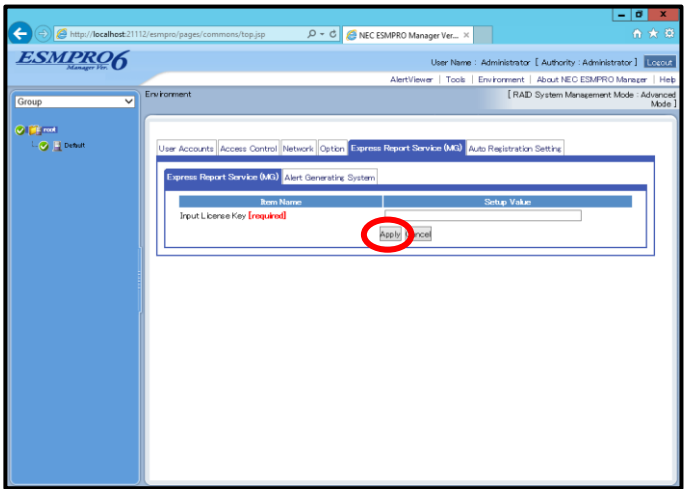
2. Click [Environment].



3. Click [Express Report Service (MG)].



4. Click [Change Expiration date].



Opening key file is available by extension of Express Report Service contract.

5. Click [Apply].

6. Close NEC ESMPRO Manager.

3.2.4 Setting for Receiving Information

In regard to receiving information, follow setting procedure below described.

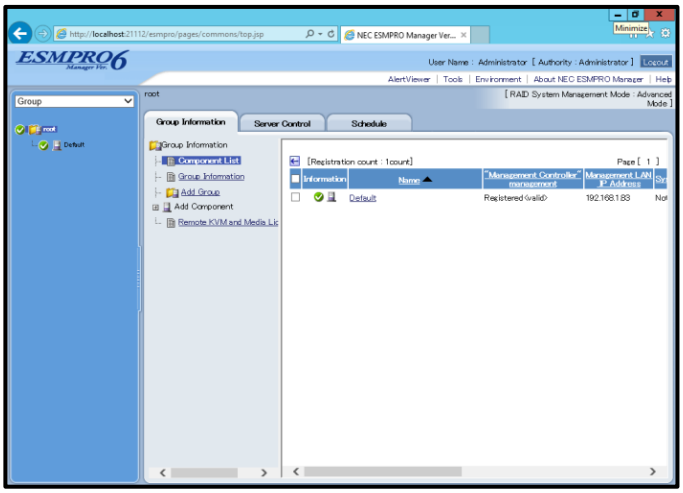
1) Start [Setting for receiving information] tool
2) Entry operation
3) Update operation
4) Delete operation
5) Close

Refer to Chapter 2 (1.1.2 Starting Setup Program from Download) for download of Receiving Information.
Unzip Receiving Information.

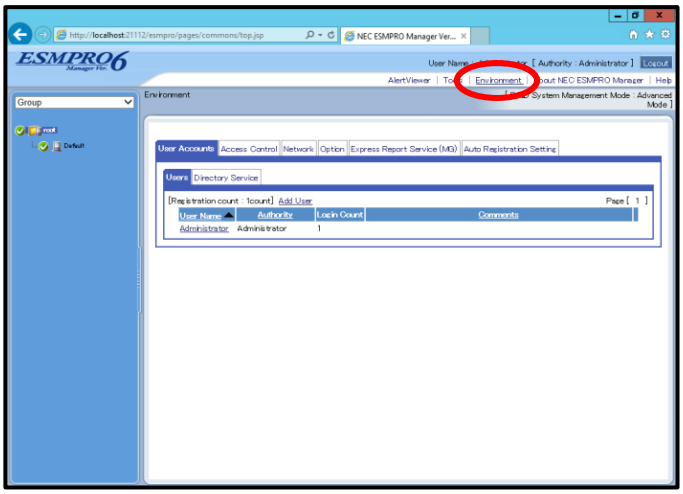
♦ Start [Setting for receiving information] tool

To start [Setting for receiving information] tool, refer to following procedure.

1. Login to NEC ESMPRO Manager.



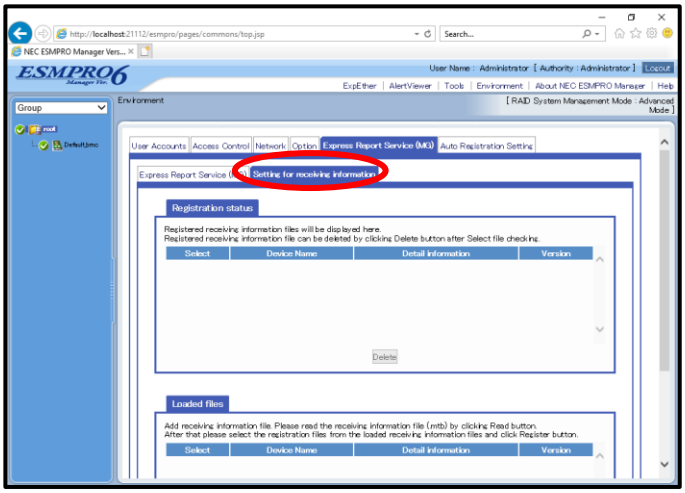
2. Click [Environment].



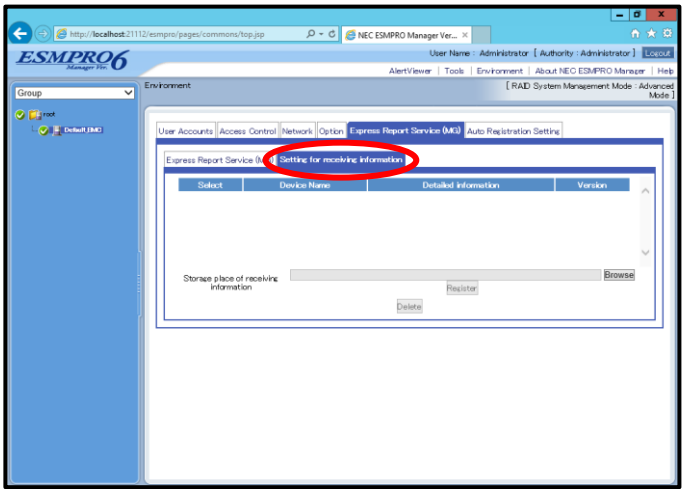
3. Click [Express Report Service (MG)]-[Setting for receiving information].

There is difference in Screen by the version of "NEC ESMPRO Manager".

- NEC ESMPRO Manager (Ver. 6.37 or later)



- NEC ESMPRO Manager (Ver. 6.36 or before)



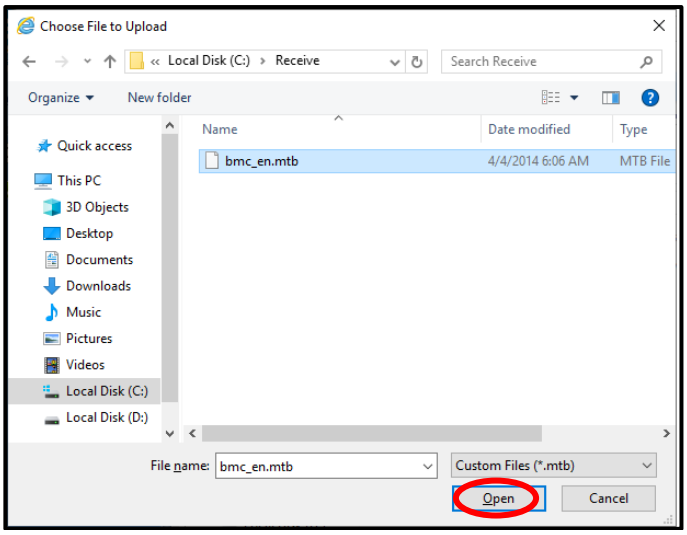
♦ Entry operation

There is difference in instructions by the version of "NEC ESMPRO Manager".

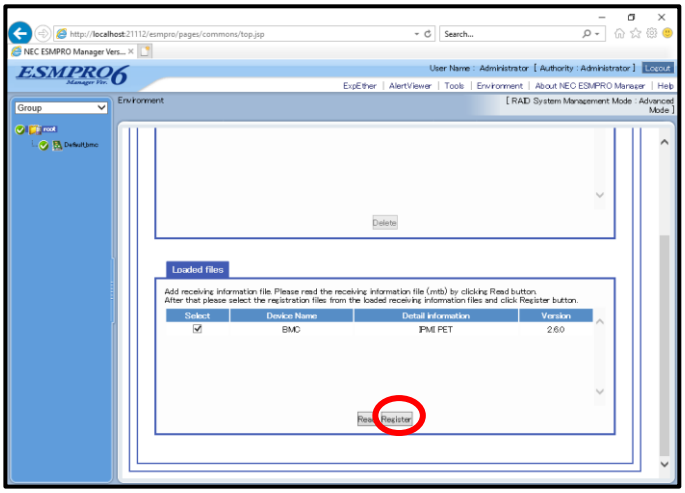
Follow the instructions in your environment.

- NEC ESMPRO Manager (Ver. 6.37 or later)

1. Click [Read], and select the folder of receiving information.

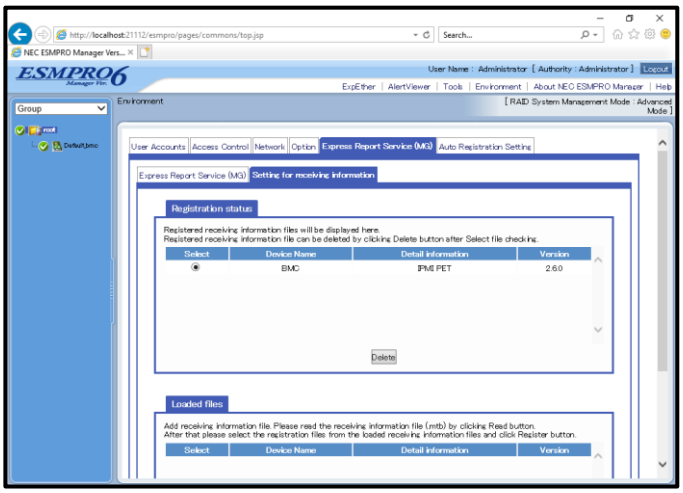


2. Select receiving information. Click [Open].



3. Click [Register].

When registration is completed, window display changes as below.

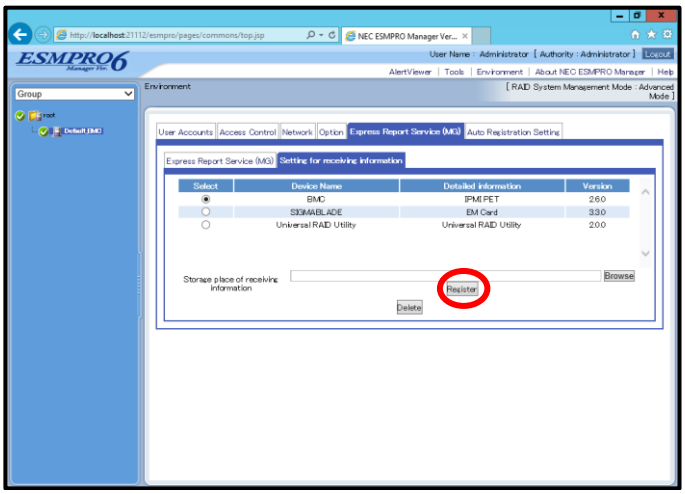


- NEC ESMPRO Manager (Ver. 6.36 or before)

1. Click [Browse], and select the folder of receiving information.

2. Click [Register].

When registration is completed, window display changes as below.



♦ Update operation

Old receiving information is delete first. Next new receiving information is registered.

♦ Delete operation

Select receiving information and click [Delete] to remove it.

♦ Close

Close NEC ESMPRO Manager.

Express Report Service (MG)

3

Uninstallation

This chapter explains uninstallation of Express Report Service (MG).

1. Uninstallation

Describes about uninstallation procedure.

Ⅰ. Uninstallation

Start uninstallation after system starts completely. If uninstallation is conducted right after system startup, it may fail. Wait for a while and retry if error message appears.

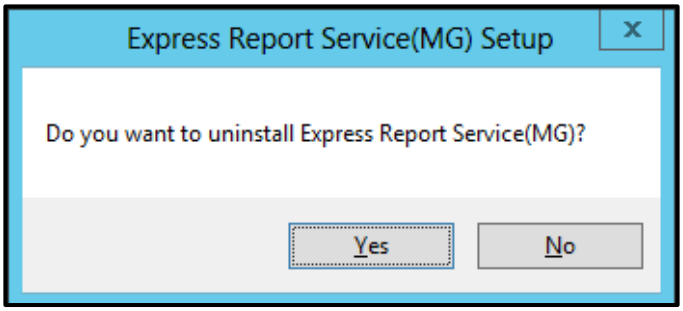
1. Sign-in to the system with the administrator account.

2. Click [Programs and Features] or [Add or Remove Programs] from [Control Panel].

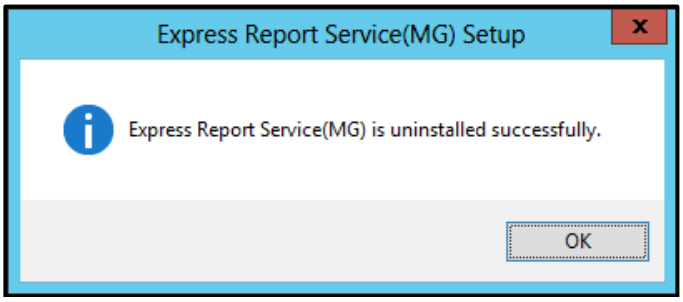
3. Select [Express Report Service (MG)] and click [Uninstall/Change] (or [Change/Remove]).

   Following window is displayed.

4. Click [Yes].



5. After uninstall window is displayed, click [OK].



6. Restart of OS.

The uninstallation completed.

4 Appendix

1. Definition file

Describes about the definition file.

2. Notes

Describes about notes.

3. Process List

Describes about the process.

Ⅰ. Definition File

When selected ″HTTPS ″ as a report method, this procedure must be followed.

♦ destination definition file (AMHTPADR.INF)

Changing the destination, before performing the "Load Destination", be stored in the specified folder.

- Report Setting Tool

%EsmDir%¥AlertMan¥Work¥WebReprt or %ESMPRO%¥AlertMan¥Work¥WebReprt

Ex：C:¥ESM¥AlertMan¥Work¥WebReprt
C:¥Program Files¥ESMPRO¥AlertMan¥Work¥WebReprt

- NEC ESMPRO Manager Ver.6.00 or later

NEC ESMPRO Manager Ver. 6.00 or later WebGUI, stores the destination definition file to any folder other than WebReprt, Go to "read the destination". Do not stored in WebReprt folder.

The contents of a setting are as follows.

[URL1] Section name. Indicate a primary report place with alphanumeric character of less than 500 characters, and a sign in the part following "URL=". Be sure to indicate.

[URL2] Section name. Indicate a secondary report place with alphanumeric character of less than 500 characters, and a sign in the part following "URL=". (Not essential)

Ex：

```
[URL1]  URL=https://13.13.13.133/Scripts/trsRecvAlert.cgi
[URL2]  URL=https://13.13.13.155:8443/cgi-bin/trsRecvAlert.cgi
```

♦ HTTPS report definition file; Log-gathering/Log report function

Collect and send server configuration information and various logs simultaneously with the failure report.

Sending information is gathered in accordance with the following conditions.

Do not change default setting of definition file without advising from Support Center.

<Path: %ESMPRO%¥AlertMan¥Work¥WMGReprt>

<File Name: MGHTPLOG>

Ex：C:¥ESM¥AlertMan¥Work¥WMGReprt

C:¥Program Files¥ESMPRO¥AlertMan¥Work¥WMGReprt

[Configuration]

- TimeOut=xxxx — Specifies a time out period (second). When "0" is given, no time out occurs.
- MaxSize=0 — Specifies an attachable maximal log size (KB). When "0" is given,Values dependent on the operation status of this program.(approximately 700MB to 1GB)

[DefaultTools]

- Command=”c:¥xxx¥xxx¥xxx.bat” — Used for events in which a command is undefined.
- LogFile=”:¥xxx¥xx¥xxx.log” — Log file name or folder.
- Directory=”c:¥xxx¥xxx” — Directory where the command is executed.
- IPadr=YES or NO — IP address argument entry for the server in which failure occurred.

[NoneTrouble]

- SourceName01=xxxxxxx — Specifies sources for command execution.
- EventID01=xxxxx,xxxxxx,xxxxx — Specifies event ID for command execution.
- SourceName02=xxxxxxx
- EventID02=xxxxx,xxxxxx,xxxxx

[Tool001] — Command is registerable from ″Tool001～Tool999″.

- SourceName01=xxxxxxx
- EventID01=xxxxx,xxxxxx,xxxxx
- Command=”c:¥xxx¥xxx¥xxx.bat”
- LogFile=”c:¥xxx¥xxx¥xxx.log
- Directory=”c:¥xxx¥xxx”
- IPadr=YES or NO

[Tool002]

- SourceName01=xxxxxxx
- EventID01=xxxxx,xxxxxx,xxxxx
- Command=”c:¥xxx¥xxx¥xxx.bat”

- LogFile=”c:¥xxx¥xxx¥xxx.log
- Directory=”c:¥xxx¥xxx”
- IPadr=YES or NO

1. In [Configuration] section, specify parameters.
   - In ″Timeout ″, specify number of seconds to stop collecting failure information.
     Default value：600
   - In ″MaxSize ″, specify maximal size of collecting failure information log (count by KB).
     Default value：0 (Values dependent on the operation status of this program.
     (approximately 700MB to 1GB))

2. In [DefaultTools] section, specify log information for the case of not specifying individual log commands.
   - In ″Command ″, specify the absolute path of log command. It is not possible to specify the arguments to the command. If you specify the argument it has been described the argument Specify the batch file, and the like.
   - In ″Directory ″, specify the absolute path where the log-gathering command is executed.
   - In ″LogFile ″, specify the absolute path. When a folder is specified, the files under it (includes subfolders) are collected.
   - In ″IPadr ″, when IP address of the server in which failure occurred is passed to commands as parameters, select [Yes]. When IP address is not passed, specify ″NO″ or do not enter IPadr.

3. In [NoneTrouble] section, specify events that are not the targets for log-gathering.
   - Specify the events as ″SourceNameXX″, ″EventIDXX″ (″XX″ is any of the sequence number from ″01 to 99″).
   - In ″SourceNameXX″ specify the source name of the target. When ″*″ is given, all source name are specified.
   - In ″EventIDXX″, specify the target event ID.
   - Specify the event ID, all 32 bytes events, in hexadecimal beginning with ″0x″. Multiple event IDs can be given, separated by ″,″. When ″*″ is given, all event IDs are specified.

4. In [ToolYYY] section (YYY is any of the sequence number from ″001 to 999″), specify individual log command.

   - In ″Command″, specify the absolute path of log command.
   - In ″Directory″, specify the absolute path where the log-gathering command is executed.
   - In ″LogFile″, specify the absolute path.
   - When a folder is specified, the all files under it (includes subfolders) are collected. Specify the events as ″SourceNameXX″, ″EventIDXX″ (″XX″ is any of the sequence number from ″01 to 99″).
   - In ″SourceNameXX″, specify the source name of the target. When ″*″ is given, all source name are specified.
   - In ″EventIDXX″, specify the target event ID. Specify the event ID, all 32 bytes events, in hexadecimal beginning with ″0x″. Multiple event IDs can be given, separated by ″,″. When ″*″ is given, all event IDs are specified.
   - In ″IPadr″, when IP address of the server in which failure occurred is passed to commands as parameters, select [Yes]. When IP address is not passed, specify ″NO″ or do not enter IPadr.

     * Concerning the event that corresponds with multiple [ToolYYY], all collecting commands are executed. In this case, Timeout is applied to the session until after all command execution is completed. Each collection command is not applicable.

     * When no command is written in [DefaultTools] section, log-gathering is executed concerning only the event defined in [ToolYYY].

     * Even if ″*″ is defined in [NoneTrouble] section, log collection of [ToolYYY] section log is executed concerning the event written in [ToolYYY] section.

2. Notes

♦ Installing / Uninstalling Express Report Service (MG)

When you install Express Report Service (MG) ,temporarily stop SNMP Service. Then, SNMP Service restart automatically.

When you uninstall Express Report Service (MG) and SNMP Service is stopped.

♦ Uninstalling NEC ESMPRO Manager

Express Report Service (MG) must be uninstalled prior to uninstalling of NEC ESMPRO Manager.

♦ Port where connect a modem

In reference to usage of a modem in a device with no COM port, contact to Support Center.

♦ Ports used in Express Report Service (MG)

Usage of security software with firewall functions may block reports of Express Report Service (MG). The followings are the programs that Express Report Service (MG) uses when sending alerts. Therefore, make sure to exclude them from block target of security software.

- AMSADM.EXE
- AMVMAIN.EXE
- EXSOPEN.EXE

In addition, following ports are used:

- 25 (SMTP) When Report via Internet mail is applied.
- 110 (POP3) When Authentication is set for sending report by E-mail.

♦ When you change the report method

When you change the report method from ″via Internet mail ″ or ″via Dial-up″ to ″Via HTTPS″, or from ″via HTTPS″ to ″via Internet mail″ or ″via Dial-up″, you should do ″reopening″. Follow the instruction described in the section Chapter 2 (3. Opening Tool). When you change the report method from ″via Internet mail″ to ″via Dial-up″, you do not need to do ″reopening″, and vice versa.

♦ Common module folder

In the related product of NEC ESMPRO Manager and NEC ESMPRO ServerAgentService, the product installed first makes a folder of a common module in its installation folder. If you want to move the folder of a common module, you will need to uninstall all of the related products temporarily.

♦ Display of Report Settings

When installed on the same machine NEC ESMPRO Manager and NEC ESMPRO ServerAgentService, [Report Settings] will be displayed only to the [Start] menu on NEC ESMPRO Manager.

♦ S/MIME mode

"Open by Opening Key File" support a report of S/MIME coding. During using S/MIME coding, get and use new S/MIME certificate every time when open by Opening Key File. [Enable S/MIME] is able to be checked when [Internet Mail] or [Dialup-up] report method is selected.

♦ Reload opening information

If you reload the activation key or Opening key file after opening, all the setting that you previously set will be erased.

♦ Message of AlertViewer in NEC ESMPRO Manager

When a management PC receives an event of Express Report Service target, the following message may be shown to AlertViewer of NEC ESMPRO manager. It means that you did not activate Express Report Service (MG) about the server. Please activate it.

“AlertManager failed in reporting with the method of 'ExpressReport(MG)'.User System Code Not”

♦ Express Report Service (MG) setup program

Express Report Service (MG) setup program is "¥EXPMG¥setup.exe".

"¥ESMALERT¥setup.exe" is not the setup program. Do not execute this module.

♦ IP address is changed after Open

When you change IP address set up as a property of a server icon on the operation window of NEC ESMPRO Manager. (Not an IP address displayed on interface property.)

1. Opening Tool is close.

2. Edit EXPIpU.INI and EXPOinf.ini of %WorkDir%¥AMWORK¥EXP subordinate (*).

Ex：IP address of ServerA is "10.0.0.1".

[10.0.0.1] portions in EXPIpU.INI A note of the portion of ZZZZZZZZZZ is made.
Delete all the portions of [10.0.0.1].
(ZZZZZZZZZZ changes with Opening key file)

```
----------From here----------
[10.0.0.1]
UserSystemCode=ZZZZZZZZZZ
Server=ServerA
----------So far----------
```

Delete all the portions of [ZZZZZZZZZZ] in EXPOinf.ini.
(XXXX changes with Opening key file)

```
----------From here----------
[ZZZZZZZZZZ]
KAISHAKBN=XXXX
TOKUINMA=XXXX
TOKUINMN=XXXX
   :
   :
----------So far----------
```

3. Express Report Service (MG) Opening Tool starts.

4. Carry out Open after reading Opening key file to "ServerA".

(*) Refer to the following registry data %WorkDir%.

Key: HKEY_LOCAL_MACHINE¥SOFTWARE¥NEC¥NVBASE
- x64 Edition:
(HKEY_LOCAL_MACHINE¥SOFTWARE¥Wow6432Node¥NEC¥NVBASE)

Name: WorkDir
Type: REG_SZ

♦ HTTP access

Express Report Service (MG) will work together in NEC ESMPRO Manager and HTTP. In the setting of NEC ESMPRO Manager, you need to enable access over HTTP.

The following description, such as the <Connector> that is enabled as the initial value in the server.xml file, do not delete or comment out,.

```
<Connector port = "21112" protocol = "HTTP / 1.1"
        connectionTimeout = "20000"
        redirectPort = "8443" />
```

Refer to the installation guide of NEC ESMPRO Manager details. Also, if you have upgraded from an older version of NEC ESMPRO Manager, there are times when there is no description of the protocol = "HTTP / 1.1" of the node indicating NEC ESMPRO Manager port number. If this is the case, Append a protocol = "HTTP / 1.1". Is such as when you want to restrict HTTP access from the remote, set the firewall as necessary.

♦ Heart Beat Report of Express Report Service (MG)

To confirm whether movement of Heart Beat report of Express Report Service (MG) is normal, you need the following:

1) Install NEC ESMPRO Manager Ver6.14 or later.
2) Set the primary reporting destination IP address (IP address of the management PC) from NEC ESMPRO Manager Setting window. Refer to "NEC ESMPRO Manager Setup Guide" for details.
3) Click the [Connecting to server] from Opening report window. Refer to the "Chapter 2(3.1.2 Opening Report)".

Tips

The latest "NEC ESMPRO Manager Setup Guide" is opening it by the following web.
http://www.58support.nec.co.jp/global/download/index.html
Documents-[ESMPRO]tab

♦ User authentication of the proxy server

User authentication method of the proxy server of HTTPS method is BASIC.

♦ Alert Manager Setting Tool

When closing Alert Manager Setting Tool, Be sure to click and close "OK".

3. Process List

Express Report Service (MG) uses the following process.

Services	Process name	Start-up	Function	Remarks
Alert Manager Main Service	AMVMain.exe	Automatic	Various trouble reports.	
none	AMSADM.exe	-	Alert Manager setting tool of the process.	
none	EXSOpen.exe	-	Express Report Service (MG) Report Setting Tool of the process.	
none	Exsadm.exe	-	process of Express Report Service Setting Utility.	
none	MGCHTECK.exe	-	process of Log-gathering	
none	NVSRTCpy.exe	-	[Setting for receiving information] tool of the process.	

NEC Express Server

Express Report Service (MG)
Installation Guide (Windows)

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