

Express Report Service Setup Guide (Linux/VMware)

Chapter 1 Setup

Chapter 2 Routing of Report

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Notations

Notations used in the text

In addition to safety-related symbols urging caution, three other types of notations are used in this document. These notations have the following meanings.

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

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This document was created based on the information available at the time of its creation. The screen images, messages and procedures may differ from the actual screens, messages and procedures. Substitute as appropriate when content has been modified.

Latest edition can download it from the following website.

<http://www.58support.nec.co.jp/global/download/index.html>

+ - [ESMPRO]

+ - [Express Report Service (Linux)]

Express Report Service

1

Setup

This document describes necessary setup procedure to introduce Express Report Service (Linux/VMware Edition).

Make sure to read through it before you use Express Report Service.

Registration to Express Report Service allows you to report automatically to Support Center on failure information (includes preventive maintenance information), and that is sent via E-Mail, modem, or HTTPS protocol. This service permits you to detect system troubles in advance and to maintain the server promptly in the case of trouble. Additionally, with forwarding reports from several servers to NEC ESMPRO Manager, you can send Express Report via NEC ESMPRO Manager.

I. Before Starting Installation

To use Express Report Service, it requires first to setup Express Report Service on the target server.

I.I. System Requirements for Express Report Service

To setup Express Report Service, followings are required.

Hardware

- Target server

Model: NEC Express5800 Server Series for Linux/VMware

NEC Scalable Modular Server DX2000 for Linux

Memory: 40MB or more

Free hard disk drive space: 70 MB or more

Serial port: When using a report via dialup, the serial port with which a modem is connected is needed.

Environment reading Opening key file using networks is necessary for the server of the floppy disk drive or optical disk drive non-support.

Software

- Opening CD or Opening FD, Report service activation key information

- NEC ESMPRO Agent or NEC ESMPRO ServerAgentService

Express Report Service is not installable stand-alone.

So, NEC ESMPRO Agent or NEC ESMPRO ServerAgentService must be installed.

Latest version of NEC ESMPRO Agent or NEC ESMPRO ServerAgentService can download it from the following website. But, when there is no that in website, there are no latest versions.

<http://www.58support.nec.co.jp/global/download/index.html>

+-- [Documents & Software]

+-- [Modele Type]

+-- [Model]

+-- [NEC ESMPRO Agent (Linux)] or [NEC ESMPRO ServerAgentService (Linux)]

- When you use an HTTPS Report or HTTPS Report via Manager, zip package and curl package are both required. For Red Hat Enterprise Linux 6 or later, zip package and libcurl package are required. In addition, VMware ESX 4 and earlier cannot be used because it does not include zip packages.
- Because normalcy cannot work with libcurl package included in the OS medium in the case of use, upgrade Red Hat Enterprise Linux 6.1 / 6.2 after libcurl-7.19.7-26.el6_2.4.
- The kernel-4.18.0-305.17.1 (or earlier) and kernel-4.18.0-305.el8.x86_64.rpm included with the Red Hat Enterprise Linux 8.4 installation medium does not have a serial port. If you use dial-up reporting with Express Reporting Service, update to kernel-4.18.0-305.19.1 (or later).

Network environment (Routing of Report)

By the protocol to use for the report, any of the following environments is necessary. There is the function that is not supported by the version of NEC ESMPRO Agent. Refer to "Table of NEC ESMPRO Agent

version and the support function" in instructions for the details.

- Modem

Modem is necessary when you send reports via Dial up.

It is non-support on ft server.

- Mail server

When you send reports via E-Mail, Mail server that supports SMTP is necessary.

- HTTPS Internet connection environment

The environment that can connect with Internet is necessary for an HTTPS protocol from the server targeted for monitoring.

- Via Forward Manager

When you report it in Via Forward Manager, the management machine which NEC ESMPRO Manager for Windows and Express Report Service for Windows have been installed in is necessary.

When you use a digital signature (S/MIME) in Via Forward Manager, AlertManager Ver. 5.03 or later is necessary.

Note

Table of NEC ESMPRO Agent or NEC ESMPRO ServerAgentService version and the support function.

NEC ESMPRO Agent												
Version	Function											
	1)	2)	3)	4)	5)	6)	7)	8)	9)	10)	11)	12)
3.8 or earlier	-	-	-	-	-	-	-	-	-	-	-	-
3.9-1 or later	○	-	-	-	-	-	-	-	-	-	-	-
3.9-5 or later	○	○	-	-	-	-	-	-	-	-	-	-
4.1.12 or later	○	○	○	-	-	-	-	-	-	-	-	-
4.2.0-1 or later	○	○	○	○	-	-	-	-	-	-	-	-
4.2.4-1 or later	○	○	○	○	○	-	-	-	-	-	-	-
4.2.32-2 or later	○	○	○	○	○	○	-	-	-	-	-	-
4.4.22-1 or later	○	○	○	○	○	○	○	-	-	-	-	-
4.4.30-1 or later	○	○	○	○	○	○	○	○	-	-	-	-
4.4.48-1 or later	○	○	○	○	○	○	○	○	○	-	-	-
4.5.4-1 or later	○	○	○	○	○	○	○	○	○	○	-	-
4.5.18-1 or later	○	○	○	○	○	○	○	○	○	○	○	-
4.5.28-1 or later	○	○	○	○	○	○	○	○	○	○	○	○
NEC ESMPRO ServerAgentService												
Version	Function											
	1)	2)	3)	4)	5)	6)	7)	8)	9)	10)	11)	12)
1.0.0-0 or later	○	○	○	○	○	○	○	○	○	○	○	-
1.3.0-0 or later	○	○	○	○	○	○	○	○	○	○	○	○

○: Support, - : No support

[List of function]

1) Report via Internet mail (Protocol: POP3, Encode: uuencode)

2) Report via Manager

3) Support POP before SMTP of Internet mail

4) Report via Dial up

5) Support SMTP Authentication (Format: CRAM-MD5)

6) Reopening

7) HTTPS Report

8) Addition of support SMTP Authentication (Format: LOGIN, PLAIN)

Suppress the report

9) HTTPS Report via Manager

10) Addition of support encoding method of Internet mail (Encode: Base64)

11) Support encryption and digital signature (S/MIME) of Internet mail

12) Support Report service activation key information

Support User Authentication of proxy via HTTPS (Authentication method: Basic)

* About Report via Internet mail

The authentication methods of the email supporting are as follows.

Authentic method : POP before SMTP, SMTP Authentication

Function 5) SMTP Authentication format: CRAM-MD5

Function 8) SMTP Authentication format: CRAM-MD5, LOGIN, PLAIN

The encoding methods of the email supporting are as follows.

Function 1): uuencode

Function 11): uuencode, Base64

• Because the floppy disk drive becomes non-correspondence in VMware ESX 4, it cannot Opening it with the floppy disk drive.

• You need the opening of the port to use if you set the limit to access by the firewall.

Example 1) Case of iptables

Execute the following commands and appoint port number to leave open, and store setting.

```
# iptables -I OUTPUT -p tcp --dport (port number) -j ACCEPT
# service iptables save
```

Example 2) VMware ESX 4

Execute the following commands and appoint port number to leave open.

```
# esxcfg-firewall -o (port number),tcp,out,esm_express
```

2. How to Setup

To enable Express Report Service, read Opening Information according to the following procedure.

2.1. Use Opening key file

If you use Opening key file, read Opening Information according to the following procedure.

- 1) Login as root authorized user to mount Opening key file. The method to prepare for includes three next methods.

- (1) Stores all Opening key file in any directory

Supported by NEC ESMPRO Agent Ver.4.2.36-2 or later, or NEC ESMPRO ServerAgentService.

- (2) Mount Opening CD

- (3) Mount Opening FD

(1) Stores all Opening key file in any directory

Any directory can open an Opening key file. In the case of the device without a floppy disk drive, the optical disk drive, Opening key file is necessary to copy Opening key file via the network using FTP or SCP.

If cannot be connected to the network, it refers to the procedure of mention at "Case: Server without floppy disk drive".

Execute the following commands and make storage directory.

This case is storage directory "/tmp/work".

```
# mkdir -p /tmp/work
```

Make directory and copy all Opening key file.

This case is using FTP.

Execute the following commands move to the directory which it made and is connected to the FTP server.

```
# cd /tmp/work
```

```
# ftp (IP address of FTP server)
```

Input an account and the password and log in to an FTP server. The prompt turns into "ftp>".

Execute the following commands move to the directory storing away Opening key file.

```
ftp> cd (The directory which stores away Opening key file)
```

Copy (mget) does all Opening key file after switching to the binary mode.

```
ftp> bin
```

```
ftp> mget AMEX*
```

Log out of an FTP server. After logout, the prompt returns to "#".

```
ftp> quit
```

```
#
```

(2) Mount Opening CD

A method to prepare for includes three next methods.

The guest OS of ESXi (include ftSys Management Appliance)

Server with optical disk drive

From NEC ESMPro Agent Ver.3.9-5 to Ver.4.2.32-1

Tips

When automount is operative, in some case of distribution, volume name may be used as the mount point.

Go to [Express Report Setting] and display [Opening File Selection], then specify the directory where Opening CD is mounted.

The function [Opening File Selection] is supported from NEC ESMPro Agent Ver.4.2.32-2 or later, or NEC ESMPro ServerAgentService.

e.g.: Volume name of CD: 091029_0958

Mount point: /media/091029_0958

When the mount point is unidentified, you can confirm it by mount command.

```
# mount
/dev/sda2 on / type ext4 (rw)
...
/dev/sr0 on /media/disk type iso9660 (ro,nosuid,nodev,...
```

The mounted CD is device (/dev/sr0) which type is iso9660, the mount point is "/media/disk". In the case of DVD, type may become udf.

iso9660 : File system of CD-ROM made ISO as standard equipment.

Even DVD may be used.

udf : Universal Disk Format is file system for optical disk drive.

Case: The guest OS of ESXi (include ftSys Management Appliance)

When NEC ESMPro Agent is installed in ftSys Management Appliance, connect to ESXi host from vSphere Client, and mount Opening CD.

1. Insert Opening CD to the optical disk drive of the server where vSphere Client is installed.
2. Click the CD/DVD button on toolbar of vSphere Client to mount Opening CD.
3. Log in to ftSys Management Appliance as the root user.
4. Execute commands below to create /mnt/cdrom directory.

When /mnt/cdrom directory exists, this operation is not needed.

```
# mkdir /mnt/cdrom
```

5. Mount Opening CD.

```
# mount /dev/cdrom /mnt/cdrom
```

Case: Server with optical disk drive

Insert Opening CD to optical disk drive. Execute following commands to mount Opening CD.

```
# mount /media/cdrom (or mount /mnt/cdrom)
```

Case: From NEC ESMPro Agent Ver.3.9-5 to Ver.4.2.32-1

Mount /mnt/floppy on the directory of CD mounted because the storage location of Opening key file is fixed to /mnt/floppy.

1. Create the directory to mount.

```
# mkdir -p /mnt/floppy
```
2. Remount the mount point of Opening CD to the directory (1).

```
# mount --bind /mnt/cdrom /mnt/floppy
```

(3) Mount Opening FD

The method to prepare for includes three next cases.

Server with Built-in floppy disk drive

Server with USB floppy disk drive

Server without floppy disk drive

Case: Server with Built-in floppy disk drive

Insert Opening FD to floppy disk drive. Execute following commands to mount Opening FD.

```
# mount /media/floppy (or mount /mnt/floppy)
```

Tips

When Red Hat Enterprise Linux 5.2 or later is installed, Floppy disk may be mounted to the mount point other than /media/floppy (or mount /mnt/floppy) (e.g.: /media/disk). Go to [Express Report Setting] and display [Opening File Selection], and specify the directory where Opening FD is mounted. The function [Opening File Selection] is supported from NEC ESMPro Agent Ver.4.2.32-2 or later, or NEC ESMPro ServerAgentService.

Case: Server with USB floppy disk drive

Connect USB floppy disk drive and insert Opening FD to floppy disk drive.

Execute following commands to mount Opening FD.

```
# mount /media/floppy (or mount /mnt/floppy)
```

If not be able to mount with the command above mentioned, specify device name to mount according to the following procedure.

1. Execute commands below to create /mnt/floppy directory.

When /mnt/floppy directory exists, this operation is not needed.

```
# mkdir -p /mnt/floppy
```

2. Execute commands below to mount Opening FD.

```
# mount (device name) /mnt/floppy
```

Confirm the device name on dmesg or syslog.

- How to confirm on dmesg command

```
# dmesg
```

- How to confirm on syslog.

```
# cat /var/log/messages
```

When the following type of message is read out after connecting USB floppy disk drive, the device name is to be /dev/sdb. In this case, the following commands must be executed.

```
# mount /dev/sdb /mnt/floppy
```

```
# mount /dev/sdb /mnt/cdrom
```

Display example (excerption): dmesg command

```
usb-storage: waiting for device to settle before scanning
Vendor: Y-E DATA Model: USB-FDU Rev: 6.01
Type: Direct-Access ANSI SCSI revision: 00
SCSI device sdb: 2880 512-byte hdwr sectors (1 MB)
sdb: Write Protect is off
sdb: Mode Sense: 00 46 94 00
sdb: assuming drive cache: write through
SCSI device sdb: 2880 512-byte hdwr sectors (1 MB)
sdb: Write Protect is off
```

```
sdb: Mode Sense: 00 46 94 00
sdb: assuming drive cache: write through
sdb: unknown partition table
sd 2:0:0:0: Attached scsi removable disk sdb
```

Display example (excerption): syslog

```
Jan  2 04:33:50 loacalhost kernel: Vendor: Y-E DATA      Model: USB-
FDU  Rev: 6.01
Jan  2 04:33:50 loacalhost kernel: Type: Direct-Access  ANSI SCSI
revision: 00
Jan  2 04:33:52 loacalhost kernel: SCSI device sdb: 2880 512-byte
hdwr sectors (1 MB)
Jan  2 04:33:52 loacalhost kernel: sdb: Write Protect is off
Jan  2 04:33:52 loacalhost kernel: sdb: assuming drive cache: write
through
Jan  2 04:33:52 loacalhost kernel: SCSI device sdb: 2880 512-byte
hdwr sectors (1 MB)
Jan  2 04:33:52 loacalhost kernel: sdb: Write Protect is off
Jan  2 04:33:52 loacalhost kernel: sdb: assuming drive cache: write
through
Jan  2 04:33:52 loacalhost kernel: sdb: unknown partition table
Jan  2 04:33:52 loacalhost kernel: sd 2:0:0:0: Attached scsi
removable disk sdb
```

Tips

When Red Hat Enterprise Linux 5.2 or later is installed, Floppy disk may be mounted to the mount point other than /media/floppy (or mount /mnt/floppy) (e.g.: /media/disk). Go to [Express Report Setting] and display [Opening File Selection], then specify the directory where Opening FD is mounted. The function [Opening File Selection] is supported from NEC ESMPRO Agent Ver.4.2.32-2 or later, or NEC ESMPRO ServerAgentService.

Case: Server without floppy disk drive

1. Make the floppy disk image of Opening FD.

This procedure must be executed on Linux installed on the server that has the floppy disk drive.

Connect USB floppy disk drive and insert Opening FD to floppy disk drive.

Execute following commands to mount Opening FD.

```
# mount /media/floppy
```

or

```
# mount /mnt/floppy)
```

Execute following commands to make the floppy disk image of Opening FD.

```
# dd if=/dev/fd0 of=<floppy disk image name>
```

Tips

Use of dd.exe involved in dd for windows (GPL) can make Floppy disk image on Windows OS as well. Insert Opening FD to floppy disk drive. Execute following commands to make the Floppy disk image.

```
> dd.exe if=¥¥.¥A: of=<floppy disk image> bs=1440k
```

* In the explanation above, floppy disk drive is written as "A: ".

So, modify "if=¥¥.¥a:" to your environment.

Important

NEC Corporation assumes no responsibility for effects from use of this tool.

2. Copy the floppy disk image of (1) and put it into an arbitrary directory of target server.

(Here, explained the copy destination as /tmp.)

3. Execute following commands to make the /mnt/floppy directory.

When /mnt/floppy directory exists, this operation is not needed.

```
# mkdir -p /mnt/floppy
```

4. Go to /tmp and execute following commands to mount the copied Floppy disk image of (2).

```
# mount -o loop -t vfat <Floppy disk image name> /mnt/floppy
```

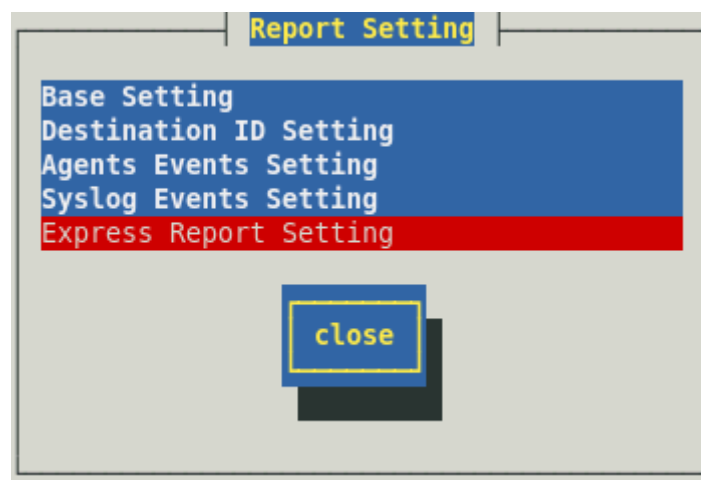
- 2) Execute following commands to start the control panel (/opt/nec/esmpro_sa/bin/ESMamsadm).

```
# cd /opt/nec/esmpro_sa/bin
```

```
# ./ESMamsadm
```

- 3) [Report Setting] screen is displayed.

Select [Express Report setting] on the screen.



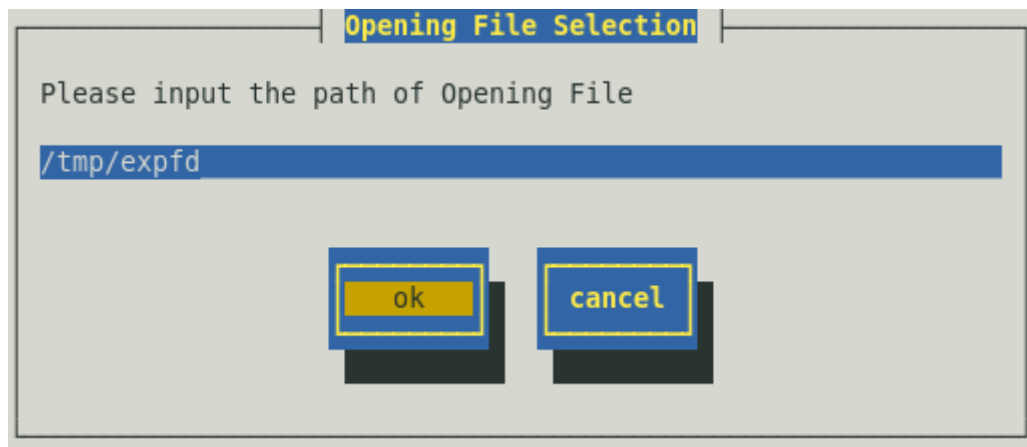
"Security Report Service Setting" is displayed from NEC ESMPRO Agent Ver.4.1.6-5 to Ver.4.4.20-1, but this function is not available.

- 4) [Select Opening Mode] screen is displayed. Select [Opening File exists.] and push [next] button.

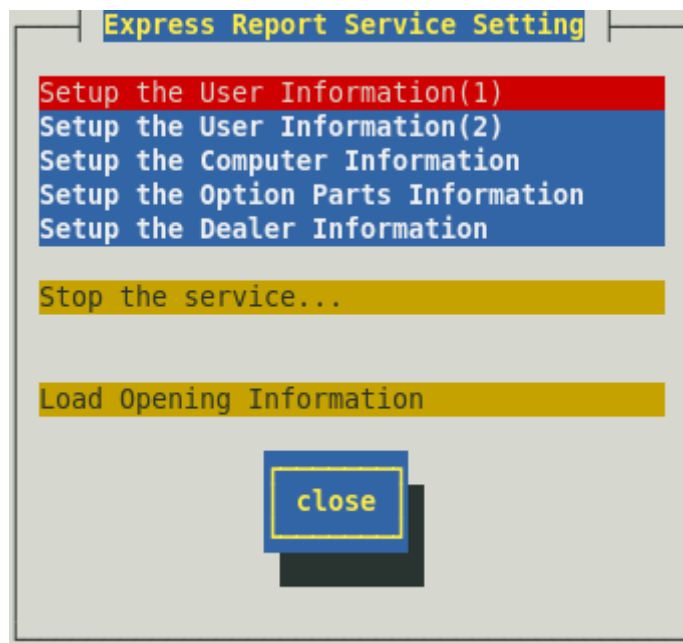


In under preceding version of NEC ESMPRO Agent Ver.4.5.28-1 and NEC ESMPRO ServerAgentService Ver.1.3.0-0, this screen is not displayed, and [Opening File Selection] screen is displayed.

- 5) "/tmp/expfd" is displayed as default directory. Change the directory of procedure 1) push [ok] button. When the blank is included in the directory to change, just input the blank.
- When it succeeds in re-reading, the message which "Read opening information successfully." is displayed.



- 6) [Express Report Service Setting] screen is displayed.



- 7) Confirm the displayed content of Opening key file.
Refer to "3. Various Settings" for the confirmation method.
- 8) Execute following commands to unmount Opening FD and eject it from the drive.
- ```
umount /media/floppy (or umount /mnt/floppy)
```
- The method to prepare for includes three next methods in case of Opening CD.

**Case: The guest OS of ESXi (include ftSys Management Appliance)**

1. Change directory, and unmount Opening CD.

```
cd /
umount /media/cdrom
```

2. Press <Ctrl>+<Alt> keys to release the mouse, click the CD/DVD button on toolbar on the console



of vSphere Client to unmount Opening CD, and then take Opening CD out from optical disk drive.

**Case: Server with optical disk drive**

```
umount /media/cdrom (or umount /mnt/cdrom)
```

**Case: From NEC ESMPRO Agent Ver.3.9-5 to Ver.4.2.32-1**

```
umount /mnt/floppy
```

```
umount /mnt/cdrom
```

After confirmation of the content Opening CD or Opening FD on [Express Report Service Setting] screen, Express Report Service is operative.

---

## 2.2. Use Report service activation key information

---

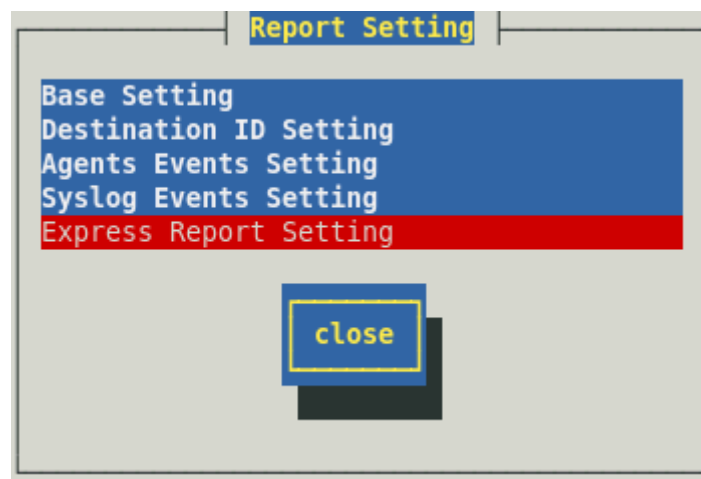
If you use Report service activation key information, input Report service activation key and Opening Information according to the following procedure.

This function is supported from NEC ESMPRO Agent Ver.4.5.28-1 or later and NEC ESMPRO ServerAgentService Ver.1.3.0-0.

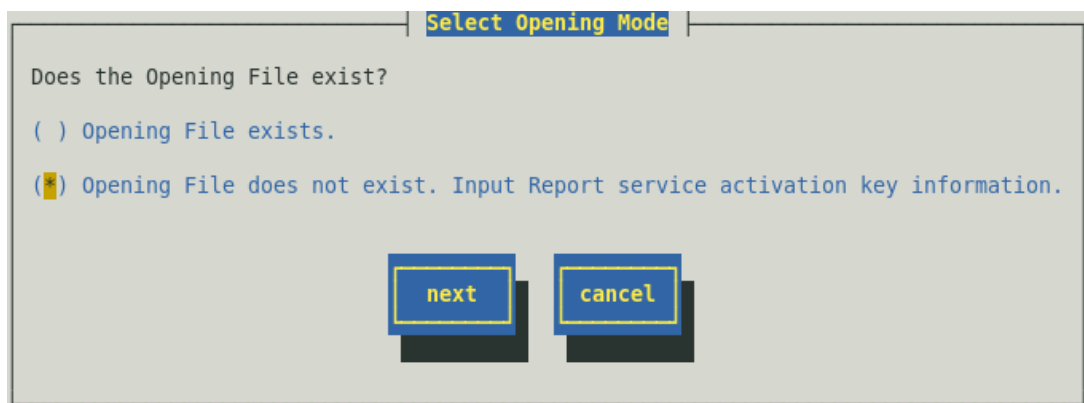
- 1) Execute following commands to start the control panel (/opt/nec/esmpro\_sa/bin/ESMamsadm).

```
cd /opt/nec/esmpro_sa/bin
./ESMamsadm
```

- 2) [Report Setting] screen is displayed.  
Select [Express Report setting] on the screen.



- 3) [Select Opening Mode] screen is displayed. Select [Opening File does not exist. Input Report service activation key information] and push [next] button.



- 4) [Input Report service activation key information] screen is displayed.  
Input relevant information to each setting item and push [ok] button.  
If you use a digital signature (S/MIME), check [Loading certificate] and input Path of certificate file stored.

**Input Report service activation key information**

Please input the necessary information.

Report service activation key

Test and Opening result reply E-mail

[\*] Loading certificate

Path

ok cancel

When it cannot automatically get the inherent information, the following screen is displayed.  
Input relevant information to each setting item and push [ok] button.

**Input inherent information**

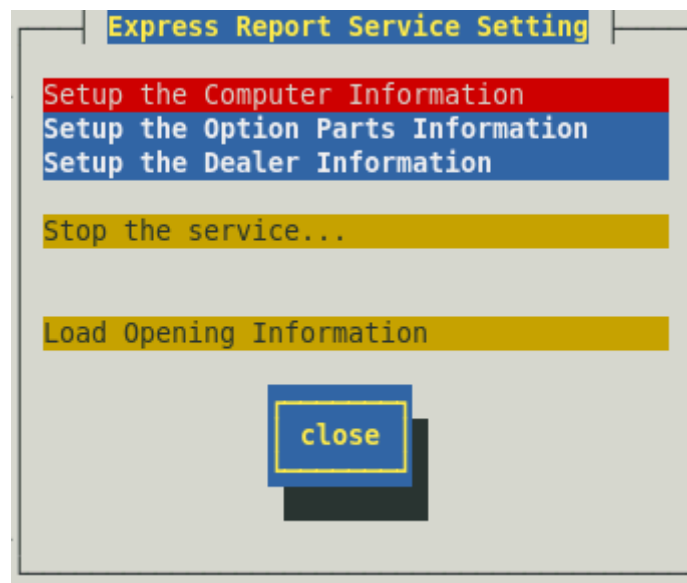
The inherent information of this Equipment cannot be accessed.  
Please input by manual.

Product Code:

Serial Number:

ok cancel

- 5) [Express Report Service Setting] screen is displayed.



- 6) Confirm the displayed content of Opening key file. Refer to "3. Various Settings" for the confirmation method.

After confirmation of the content Report service information on [Express Report Service Setting] screen, Express Report Service is operative.

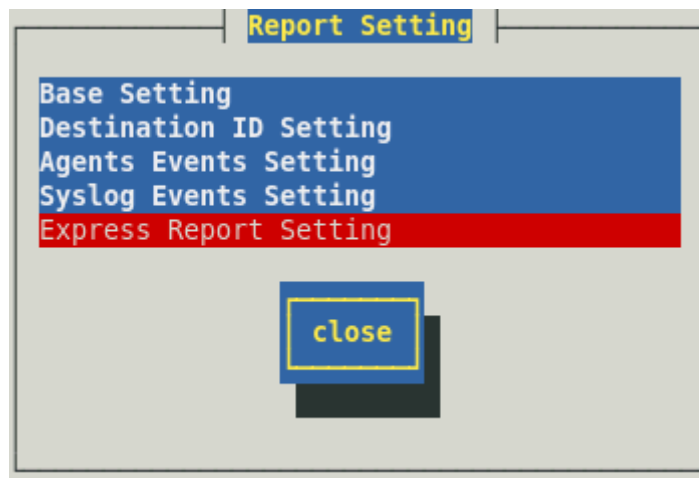
---

## 3. Various Settings

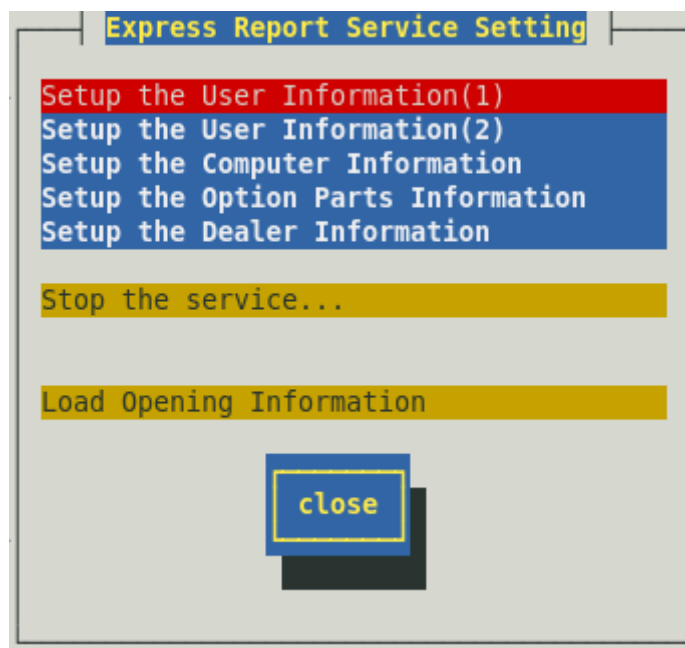
---

When you confirm/modify the content of Opening CD or Opening FD after installation, follow the procedure below described for configuration.

- 1) Execute the following command to start the control panel (/opt/nec/esmpro\_sa/bin/ESMamsadm).  
# cd /opt/nec/esmpro\_sa/bin  
# ./ESMamsadm
- 2) [Report Setting] is displayed.  
Select [Express Report Setting].



- 3) [Express Report Service Setting] screen is displayed.



**Setup the User Information (1), Setup the User Information (2)**

Confirmation/modification of User Information is possible.

This item is displayed with "Customer Information" in under preceding version of NEC ESMPRO Agent Ver.4.4.50-1.

If you use Report service activation key information, this item is not displayed.

**Setup the Computer Information**

Confirmation/modification of Computer Information is possible.

**Setup the Option Parts Information [Unnecessary entry]**

Confirmation/modification of information for option parts added on the server is possible.

**Setup the Dealer Information [Unnecessary entry]**

Confirmation/modification of Dealer Information is possible.

**[Stop the service...] button**

Stop Express Report Service.

**[Load Opening Information]**

Re-input of Opening Information. In under preceding version of NEC ESMPRO Agent Ver.4.5.28-1 and NEC ESMPRO ServerAgentService Ver.1.3.0-0, this item is displayed with "Reread the Opening file".

**[close] button**

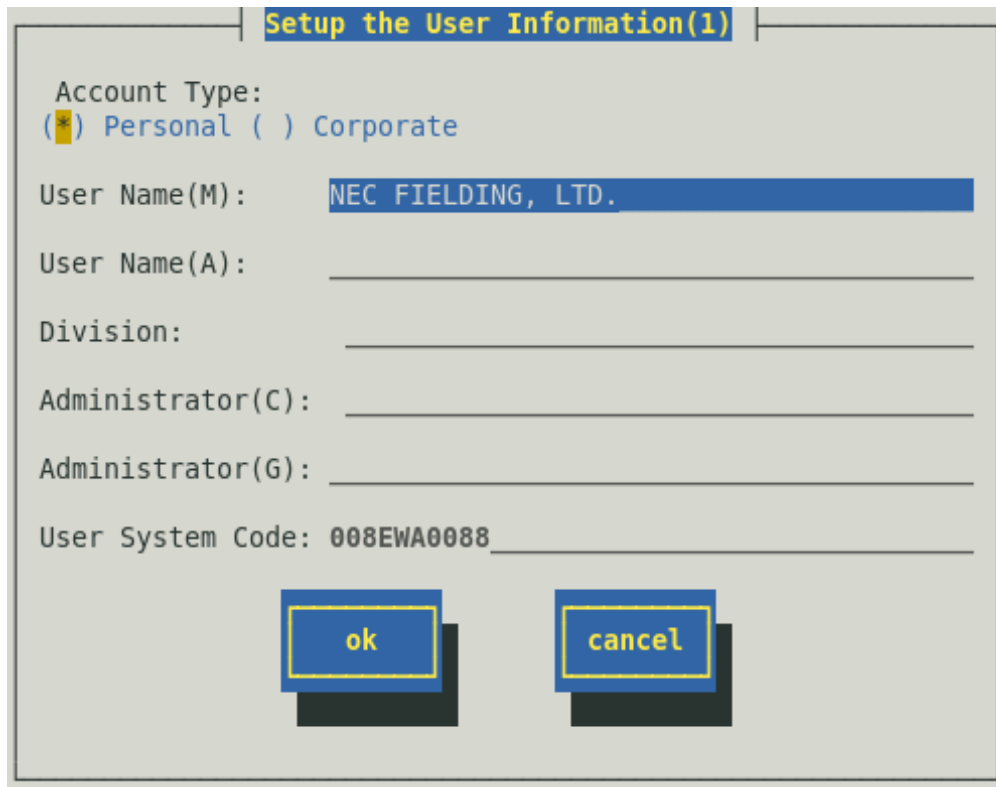
Close [Express Report Service Setting] screen.

---

## 3.1. User Information

---

- 1) Select [Setup the User Information (1)] on [Express Report Service Setting] screen.  
[Setup the User Information (1)] screen is displayed.  
Input relevant information to each setting item and push [ok] button.



### Account Type [compulsory input]

Select "Personal" or "Corporate". Select by <space> key.

This item is displayed with "Contract" in under preceding version of NEC ESMPRO Agent Ver.4.4.50-1.

### User Name (M) [compulsory input]

Input user name (family name and first name) or Corporation name within 50 characters.

This item is displayed with "Customer Name (M)" in under preceding version of NEC ESMPRO Agent Ver.4.4.50-1.

### User Name (A) [compulsory input]

Input user name (family name and first name) or Corporation name within 80 characters.

This item is displayed with "Customer Name (A)" in under preceding version of NEC ESMPRO Agent Ver.4.4.50-1.

### Division

Input User's division name within 60 characters.

\*This item is settable when "Corporate" is selected in "Account Type".

This item is displayed with "Department" in under preceding version of NEC ESMPRO Agent Ver.4.4.50-1.

**Administrator (C)**

Input administrator's name (family name and first name) within 10 characters.

Put one space character between family name and first name.

\*This item is settable when "Corporate" is selected in "Corporate".

**Administrator (G)**

Input administrator's name (family name and first name) within 30 characters.

Put one space character between family name and first name.

\*This item is settable when "Corporate" is selected in "Corporate".

**User System Code**

User System Code is displayed.

**[ok] button**

Save changes and close [Setup the User Information (1)] screen. Then go back to [Express Report Service Setting] screen.

**[cancel] button**

Cancel changes and close [Setup the User Information (1)] screen. Then go back to [Express Report Service Setting] screen.

- 2) Select [Setup the User Information (2)] on [Express Report Service Setting] screen.

[Setup the User Information (2)] screen is displayed.

Input relevant information to each setting item and push [ok] button.

Setup the User Information(2)

Postal Code: 1080073

Address(D): 4-28,MITA 1-CHOME,MINATO-KU,TOKYO

Address(R):

Detail Address:

User Tel.: 81-0123-45-6789

Mail Address: aaa@bbb.co.jp

ok cancel

**Postal Code [compulsory input]**

Input customer postcode within 7 alphanumeric characters.

It can input customer postal code within 20 alphanumeric characters from NEC ESMPRO Agent Ver.4.4.50-1 or later, or NEC ESMPRO ServerAgentService.



This item is displayed with "Postcode" in under preceding version of NEC ESMPRO Agent Ver.4.4.50-1.

**Address (D) [compulsory input]**

Input customer's address within 50 characters.

**Address(R) [compulsory input]**

Input user's address within 80 characters.

**Detail Address**

Input user's address in detail (building name, floor distribution, etc.) within 40 characters.

**User Tel. [compulsory input]**

Input user's phone number within 30 characters.

e.g.) 0123-45-6789

This item is displayed with "Customer Tel." in under preceding version of NEC ESMPRO Agent Ver.4.4.50-1.

**Mail Address [compulsory input]**

Input user's E-Mail address within 80 characters.

**[ok] button**

Save changes and close [Setup the User Information (2)] screen. Then go back to [Express Report Service Setting] screen.

**[cancel] button**

Cancel changes and close [Setup the User Information (2)] screen. Then go back to [Express Report Service Setting] screen.

---

## 3.2. Computer Information

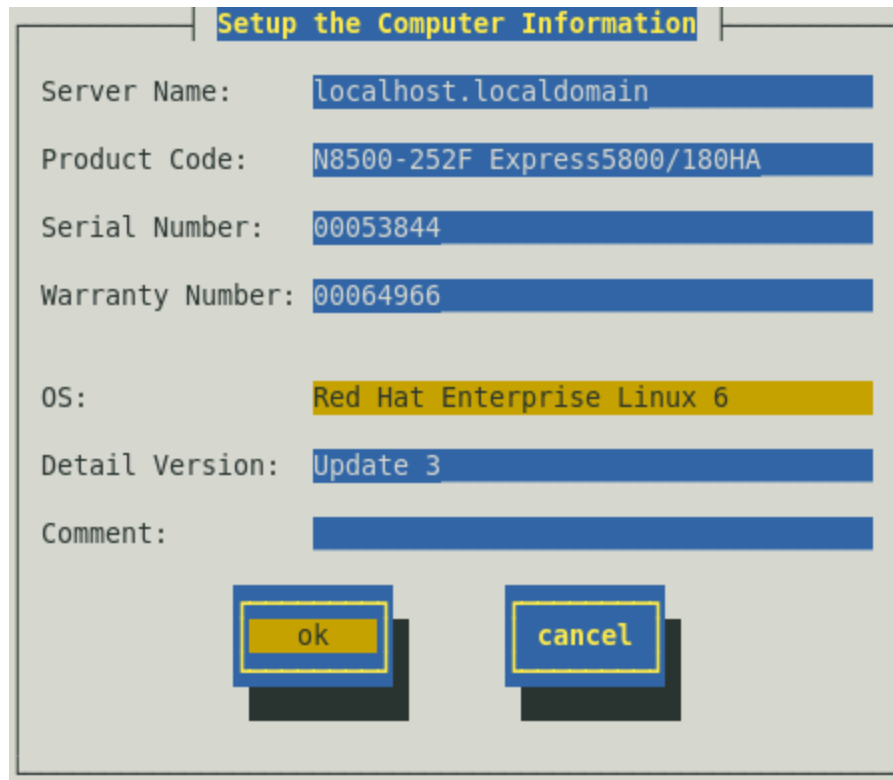
---

Select [Setup the Computer Information] on [Express Report Service Setting] screen.

[Setup the Computer Information] is displayed.

Input relevant information to each setting item and push [ok] button.

### Case: Opening key file



The screenshot shows a window titled "Setup the Computer Information". Inside the window, there are several text input fields, each with a label to its left. The labels and their corresponding values are: "Server Name:" followed by "localhost.localdomain", "Product Code:" followed by "N8500-252F Express5800/180HA", "Serial Number:" followed by "00053844", "Warranty Number:" followed by "00064966", "OS:" followed by "Red Hat Enterprise Linux 6", "Detail Version:" followed by "Update 3", and "Comment:" followed by an empty text box. At the bottom of the window, there are two buttons: "ok" and "cancel".

"Comment" is not displayed under preceding version of NEC ESMPRO Agent Ver.4.1.10-3.

"OS" is not displayed in the version of NEC ESMPRO Agent Ver.4.5.16-1 or later, or NEC ESMPRO ServerAgentService.

#### Server Name [compulsory input]

Input server name (computer name) that customer has made up within 35 characters.

#### Product Code [compulsory input]

Input Product Code within 35 characters in reference to the model number on the back side of the server.

#### Serial Number [compulsory input]

Input the serial number (SERIAL NO.) of the server within 16 characters.

#### Warranty Number [compulsory input]

Input the warranty number of the server within 16 characters.

This item is displayed with "Guarantee Number" in under preceding version of NEC ESMPRO Agent Ver.4.4.50-1.

**OS [compulsory item]**

Display OS name. Neither selection from the list nor entry is available.

This item is not displayed in the version of NEC ESMPRO Agent Ver.4.5.16-1 or later, or NEC ESMPRO ServerAgentService because get it from the OS.

\*This item displays the information stored in Opening CD or Opening FD.

When any discrepancy from the contract is found, contact your sales representative.

**Detail Version**

Input the detail version of the OS within 32 characters.

**Comment**

If you want to enter additional information, input it within 256 characters.

**[ok] button**

Save changes and close [Setup the Computer Information] screen. Then go back to [Express Report Service Setting] screen.

**[cancel] button**

Cancel changes and close [Setup the Computer Information] screen. Then go back to [Express Report Service Setting] screen.

### Case: Report service activation key information

Setup the Computer Information

Server Name: \*\*\*\*\*

Report service activation key: \*\*\*\*

Product Code: N8100-\*\*\*\*\*

Serial Number: 0123456

Warranty Number: 99999999

Comment:

ok cancel

#### Server Name [compulsory input]

Input server name (computer name) that customer has made up within 35 characters.

#### Report service activation key [read only]

Display Report service activation key.

#### Product Code [read only]

Display Product Code of get from the server.

#### Serial Number [read only]

Display Serial Number (SERIAL NO.) of get from the server.

#### Warranty Number [compulsory input]

Input the warranty number of the server within 16 characters.

#### Comment

If you want to enter additional information, input it within 256 characters.

#### [ok] button

Save changes and close [Setup the Computer Information] screen. Then go back to [Express Report Service Setting] screen.

#### [cancel] button

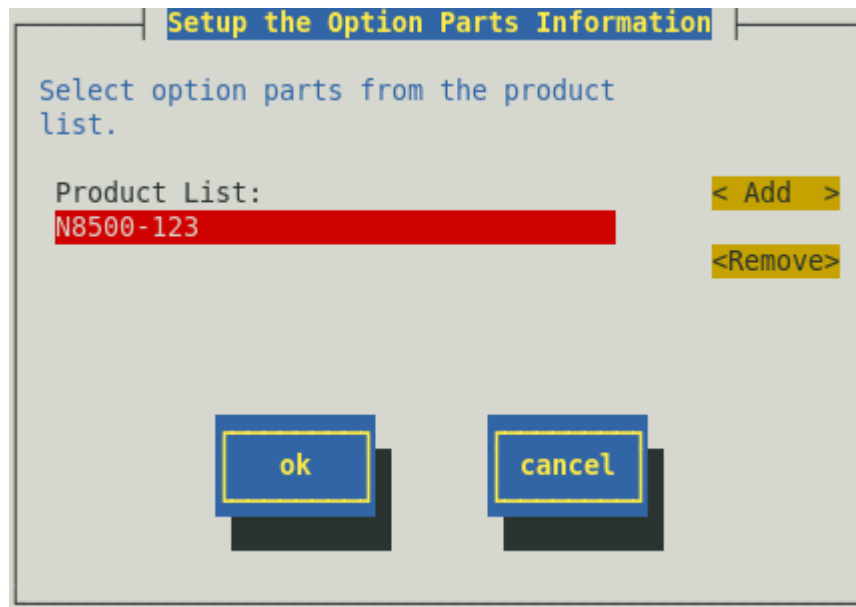
Cancel changes and close [Setup the Computer Information] screen. Then go back to [Express Report Service Setting] screen.

---

### 3.3. Option Parts Information

---

Option Parts Information is unnecessary input. Inputting these item are optional.  
Select [Setup the Option Parts Information] on [Express Report Service Setting] screen.  
[Setup the Option Parts Information] is displayed.  
When setting is done, push [ok] button.



#### Product List

List of current Option Parts Information is displayed.

#### [Add] button

[Add Optional Parts] screen is displayed.

#### [Remove] button

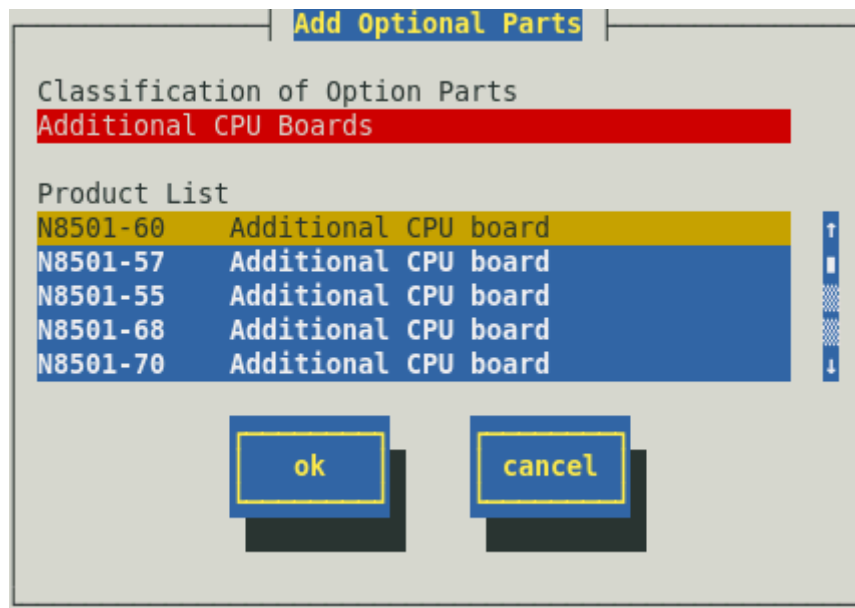
Remove the selected parts from the list.

#### [ok] button

Save changes and close [Setup the Option Parts Information] screen. Then go back to [Express Report Service Setting] screen.

#### [cancel] button

Cancel changes and close [Setup the Option Parts Information] screen. Then go back to [Express Report Service Setting] screen.



### Classification of Optional Parts

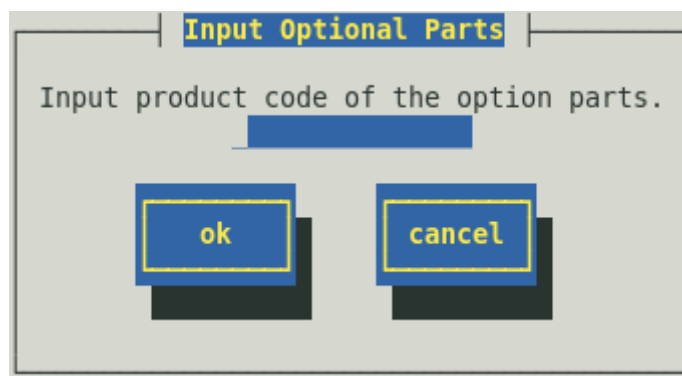
When Classification of Optional Parts (Additional CPU Boards, Additional Memory, etc.) is selected, device name/Product Code is displayed on the Product List. If no appropriate classification is found, select "other". When "other" is selected, [Input Optional Parts] is displayed.

### [ok] button

Save changes and close [Add Optional Parts] screen. Then go back to [Setup the Option Parts Information] screen.

### [cancel] button

Cancel changes and close [Add Optional Parts] screen. Then go back to [Setup the Option Parts Information] screen.



After entry of Product Code (N model number) of optional parts within 15 characters, push [ok] button to add the product code in the Product List.

e.g.) N1234-56

---

## 3.4. Dealer Information

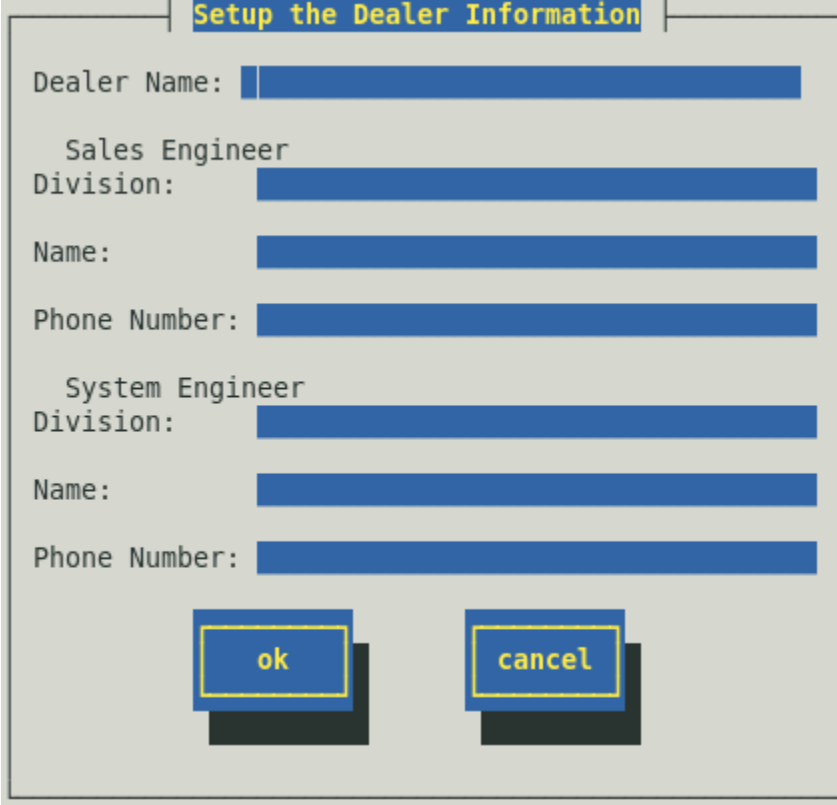
---

Dealer Information is unnecessary input. Inputting these item are optional.

Select [Dealer Information] on [Express Report Service Setting] screen.

[Setup the Dealer Information] screen is displayed.

Input relevant information to each setting item and push [ok] button.



### Dealer Name [compulsory input]

Entering this item is optional from NEC ESMPRO Agent Ver.4.5.28-1 or later and NEC ESMPRO ServerAgentService Ver.1.3.0-0 or later.

Select your Dealer name from the list.

### Sales Engineer: Division

Input your sales engineer's division within 60 characters.

This item is displayed with "Department" in under preceding version of NEC ESMPRO Agent Ver.4.4.50-1.

### Sales Engineer: Name

Input your sales engineer's name within 40 characters.

### Sales Engineer: Phone Number

Input your sales engineer's phone number in the form of "(area code) local office number - number" numbering, within 30 characters.

e.g.) 0123-45-6789 (Example of extension number 3456) 0123-45-6789(3456)

**System Engineer: Division**

Input your system engineer's base point and division within 60 characters.

This item is displayed with "Department" in under preceding version of NEC ESMPRO Agent Ver.4.4.50-1.

**System Engineer: Name**

Input your system engineer's name within 40 characters.

**System Engineer: Phone Number**

Input your system engineer's phone number in the form of "(area code) local office number - number" numbering, within 30 characters.

e.g.) 0123-45-6789 (Example of extension number 3456) 0123-45-6789(3456)

**[ok] button**

Save changes and close [Setup the Dealer Information] screen. Then go back to [Express Report Service Setting] screen.

**[cancel] button**

Cancel changes and close [Setup the Dealer Information] screen. Then go back to [Express Report Service Setting] screen.



---

## 3.5. Stop Express Report Service

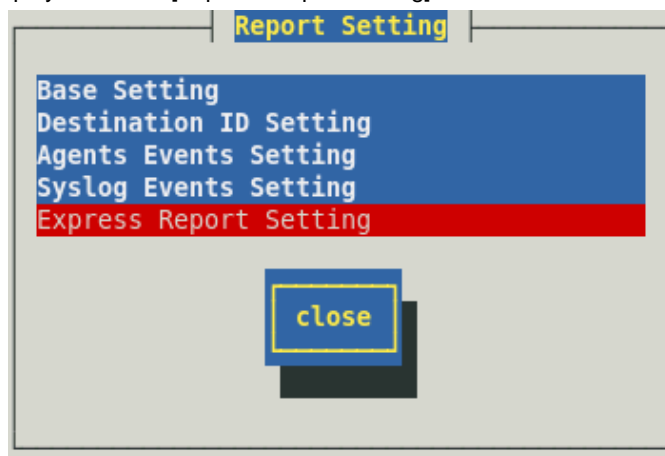
---

When Express Report Service is started, it permits you to push [Stop the service...] button. The failure of [Stop the service...] after expiration of the contract poses the billing problem. That is because if you do not execute [Stop the service...], the Reports remain to be sent. To avoid this problem, stop the service immediately if you do not renew the contract. Go through the following steps to complete the end processing.

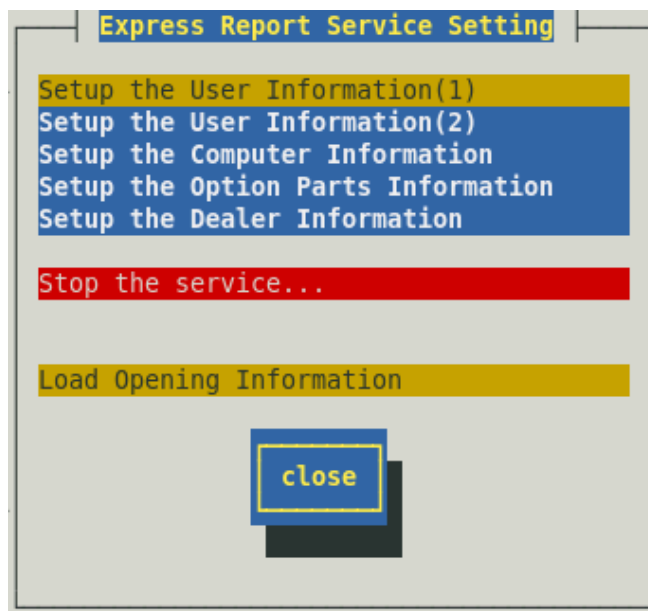
- 1) Execute the following command to start the control panel (/opt/nec/esmpro\_sa/bin/ESMamsadm).

```
cd /opt/nec/esmpro_sa/bin
./ESMamsadm
```

- 2) [Report Setting] is displayed. Select [Express Report Setting] on the screen.



- 3) [Express Report Service Setting] screen is displayed.  
Select [Stop the service...] and follow the indication on the screen.



After this process, alert notification is not provided to Express Report Service, meanwhile the ones to NEC ESMPRO Manager continue to be provided.

## 3.6. Re-input of Opening Information or Reread Report Opening key file

This section describes the Re-input of Opening Information.

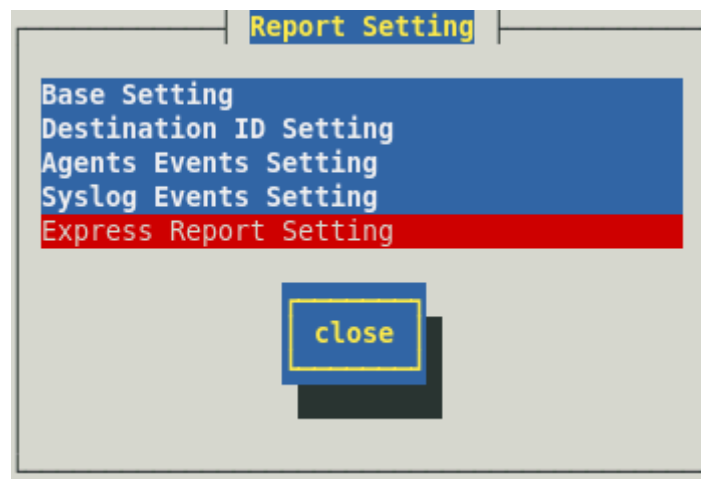
[Reread the Opening file] and Opening key file doing re-reading is supported from NEC ESMPRO Agent Ver.4.2.32-2 or later and NEC ESMPRO ServerAgentService.

Input Report service activation key information is supported from NEC ESMPRO Agent Ver.4.5.28-1 or later and NEC ESMPRO ServerAgentService Ver.1.3.0-0.

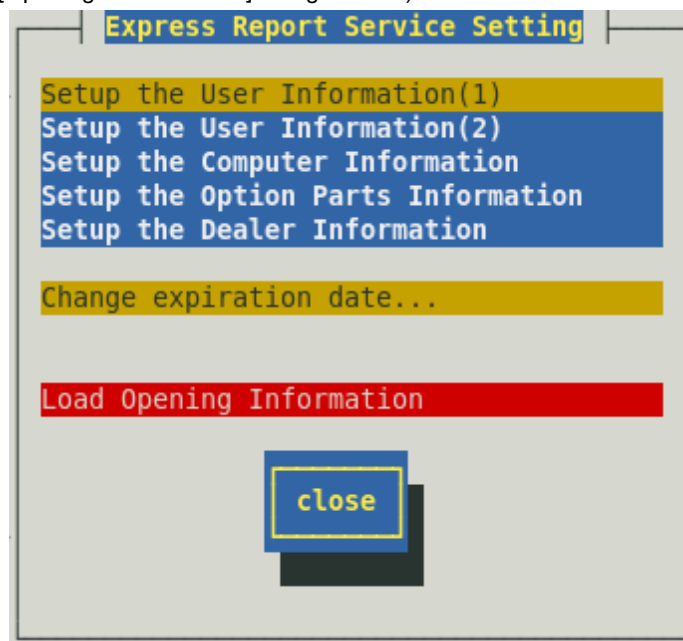
- 1) Execute following commands to start the control panel (/opt/nec/esmpro\_sa/bin/ESMamsadm).

```
cd /opt/nec/esmpro_sa/bin
./ESMamsadm
```

- 2) [Report Setting] screen is displayed.  
Select [Express Report setting] on the screen.



- 3) Select [Load Opening Information] on [Express Report Service Setting] screen.  
In under preceding version of NEC ESMPRO Agent Ver.4.5.28-1 and NEC ESMPRO ServerAgentService Ver.1.3.0-0, select [Opening File Selection] and go onto 6).

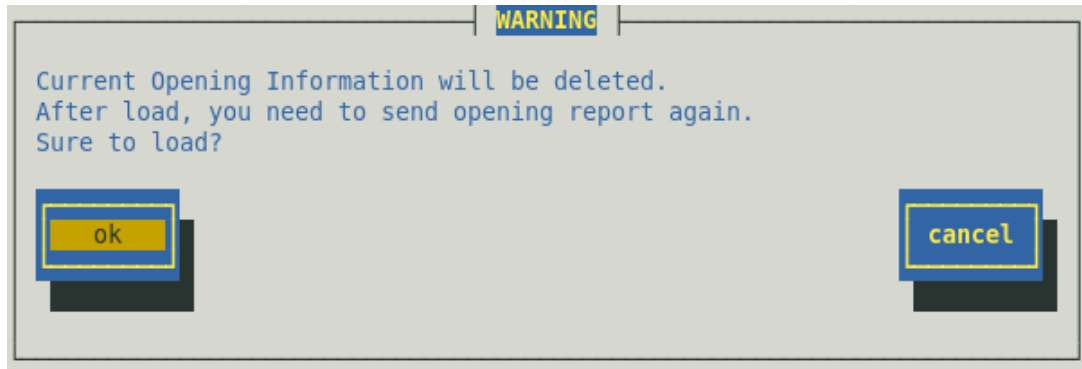


In under preceding version of NEC ESMPRO Agent Ver.4.5.28-1 and NEC ESMPRO ServerAgentService Ver.1.3.0-0, "Load Opening Information" is displayed with "Opening File Selection".

- 4) [WARNING] screen is displayed.

If you re-input of Opening Information, push [ok] button.

Push [cancel] button, then go back to [Express Report Service Setting] screen.



- 5) [Select Opening Mode] screen is displayed.

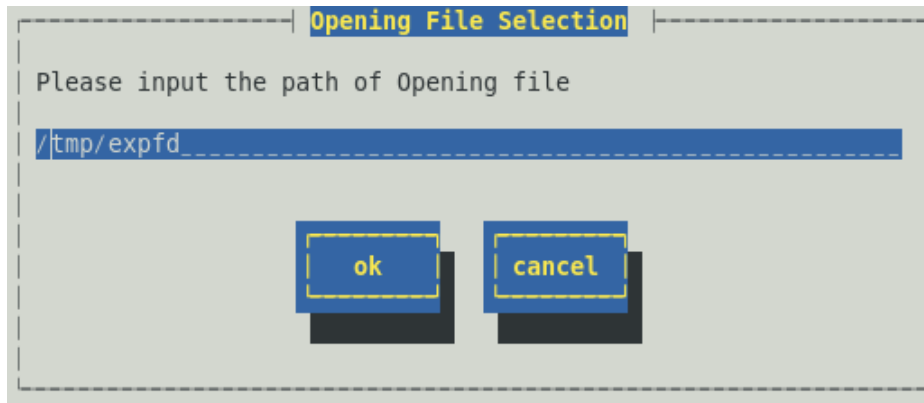
If you use Opening key file, select [Opening File exists.] and push [next] button.

If you use Report service activation key information, select [Opening File does not exist. Input Report service activation key information] and push [next] button.

After push [next] button, re-input of Opening Information with reference to Chapter 2, "2 How to setup".



- 6) [Opening File Selection] screen is displayed.  
Appoint Opening key file and click [ok] button.  
When reread of Opening key file is done, run setup in accordance with the Chapter 2, "2 How to setup".



---

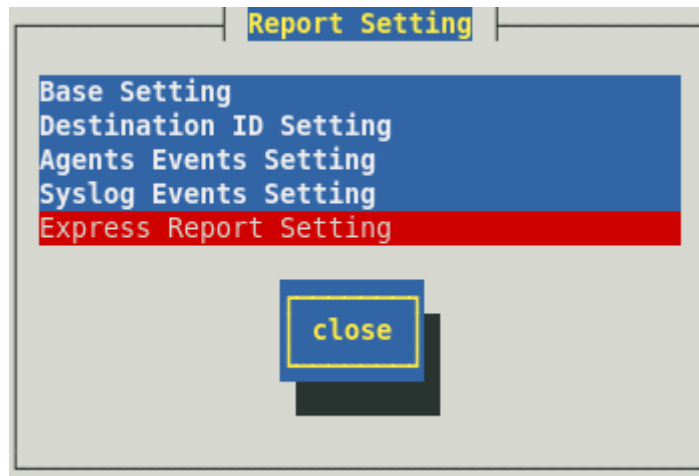
## 4. Restart Express Report Service

---

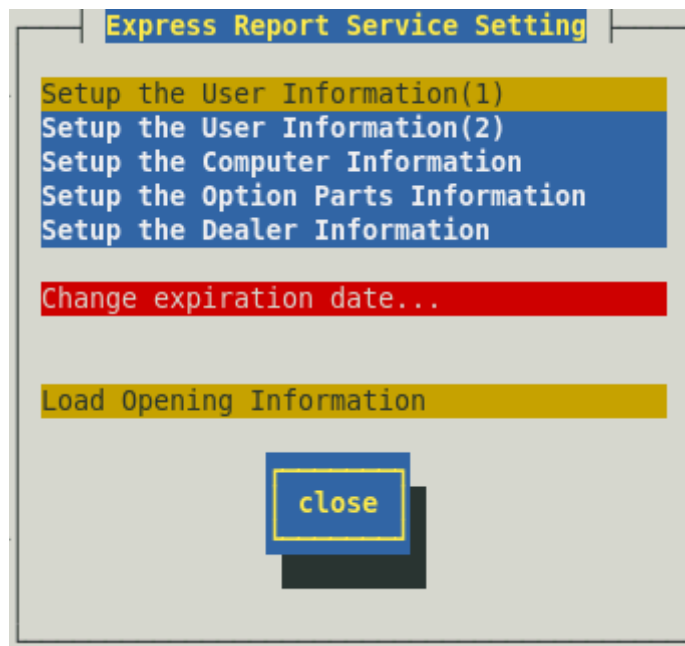
To restart Express Report Service, follow the steps below described.

- 1) Execute the following command to start the control panel (/opt/nec/esmpro\_sa/bin/ESMamsadm).  

```
cd /opt/nec/esmpro_sa/bin
./ESMamsadm
```
- 2) [Report Setting] screen is displayed. Select [Express Report Setting] on the screen.



- 3) [Express Report Service Setting] screen is displayed.  
Select [Change expiration date...].



<When Report service activation key used>

[Change expiration date...]button changes to a [Stop the service...]button.

<When Opening key file used>

Do enter License Key.

License Key is provided upon renewal of the contract.

[Change expiration date...]button changes to a [Stop the service...]button.

---

---

# Routing of Report

This Chapter explains the setting of the report course of Express Report Service.

1. Report Setting (Internet Mail Setting)
2. Report Setting (Dial up Setting)
3. Report Setting (via Manager Setting)
4. Report Setting (HTTPS Setting)
5. Report Setting (HTTPS via Manager Setting)

---

# **I. Report Setting (Internet Mail)**

---

## **I.1. NEC ESMPRO Agent or NEC ESMPRO ServerAgentService**

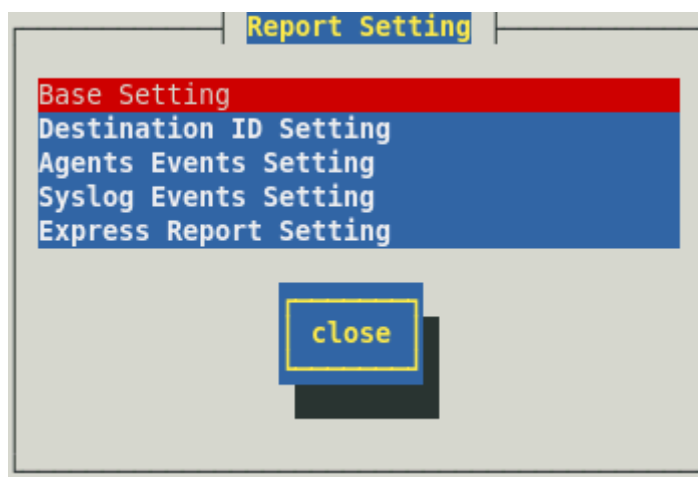
---

This section describes the report setting procedure of Express Report Service that uses Internet Mail for report. This function is supported from NEC ESMPRO Agent Ver.3.9-1 or later, or NEC ESMPRO ServerAgentService.

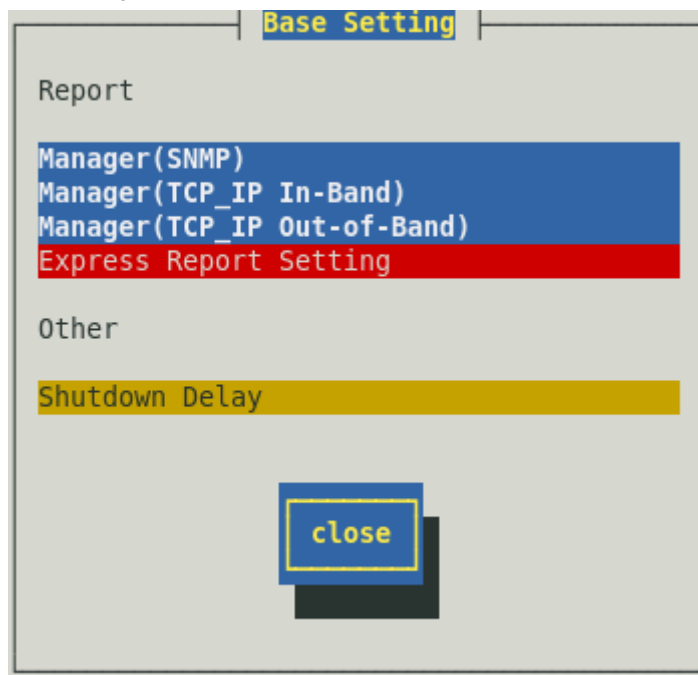
- 1) Execute following commands to start the control panel (/opt/nec/esmpro\_sa/bin/ESMamsadm).

```
cd /opt/nec/esmpro_sa/bin
./ESMamsadm
```

- 2) [Report Setting] screen is displayed.  
Select [Base Setting] on the screen.

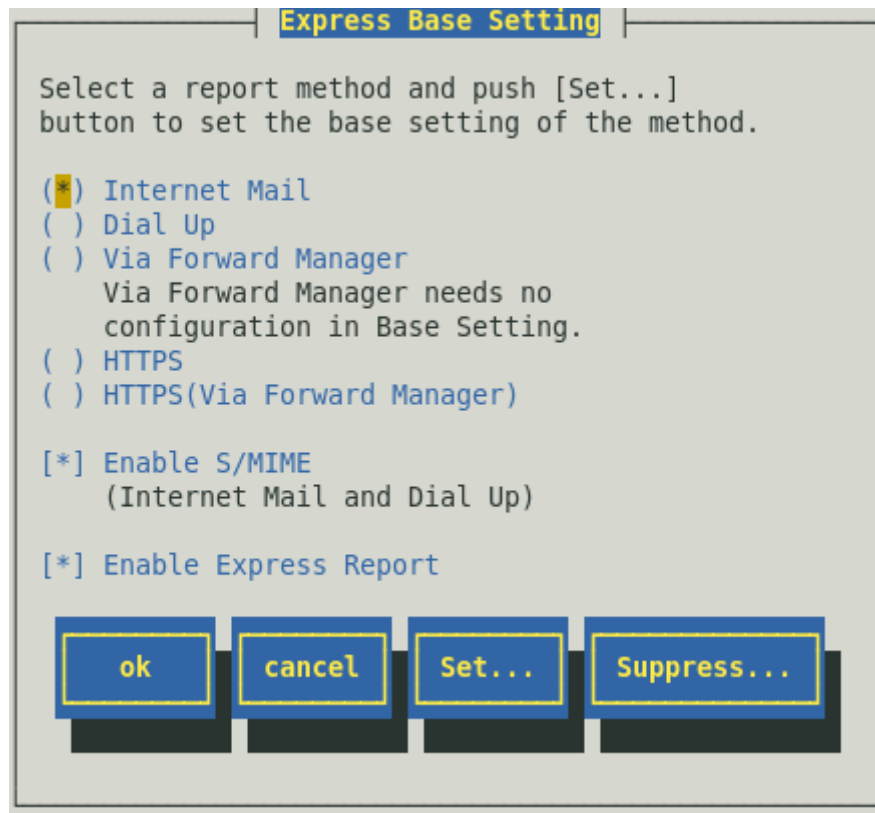


- 3) [Base Setting] screen is displayed.  
Select [Express Report Setting] on the screen.





- 4) [Express Base Setting] screen is displayed.  
Select [Internet Mail] and check "Enable Express Report". Push [Set...] button.



Content displayed by the version of NEC ESMPRO Agent is different as follows.

"Via Forward Manager" is not displayed under preceding version of NEC ESMPRO Agent Ver.3.9-5.

"Dial Up" is not displayed under preceding version of NEC ESMPRO Agent Ver.4.2.

"HTTPS" is not displayed under preceding version of NEC ESMPRO Agent Ver.4.4.22-1.

"[Suppress...] button" is not displayed under preceding version of NEC ESMPRO Agent Ver.4.4.30-1.

"HTTPS (Via Forward Manager)" is not displayed under preceding version of NEC ESMPRO Agent Ver.4.4.48-1.

"Enable S/MIME" is not displayed under preceding version of NEC ESMPRO Agent Ver.4.5.18-1.

When a certificate necessary for a digital signature (S/MIME) is not read, "Enable S/MIME" is not displayed in the version of NEC ESMPRO Agent Ver.4.5.18-1 or later, or NEC ESMPRO ServerAgentService.

#### **Enable S/MIME**

This entry designates if a digital signature (S/MIME) is Enable or Disable. Select by <space> key.

This is Enable when checked, Disable when clear. Default is Enable.

#### **Note**

S/MIME encryption is available when opening with an open key file. Use S/MIME certificate obtained for each opening station and be careful not to use it at other opening stations.

#### **Enable Express Report**

This entry designates if Express Report is Enable or Disable. Select by <space> key.

This is Enable when checked, Disable when clear. Default is Disable.

**Note**

If [Enable Express Report] is not checked, you can send a report of opening or testing, but you cannot send Fatal Report or Regularly Report. Checked and enable it.

- 5) [Express Report (Internet Mail) Base Setting] screen is displayed.  
Specify a mail server and an address of the sender.

An input screen varies according to the version of NEC ESMPRO Agent.  
There are three next patterns.

- NEC ESMPRO Agent Ver.4.2 or later, NEC ESMPRO ServerAgentService
  - NEC ESMPRO Agent Ver.4.1.12-1 or later to preceding version of Ver.4.2
  - Preceding version of NEC ESMPRO Agent Ver.4.1.12-1
- 
- NEC ESMPRO Agent Ver.4.2 or later, NEC ESMPRO ServerAgentService

Express Report (Internet Mail) Base Setting

Mail Server(SMTP):

E-mail Address:

SMTP Port number:

Option

[\*] Send Date: field

[ ] POP Authentication

[ ] SMTP Authentication

**Mail Server (SMTP)**

Specify a mail server (IP address or host name).

Enter host name or IP address of a mail server that SMTP is available.

Type for example: "smtp.foo.co.jp" or "192.168.0.100"

When host name is specified, configure /etc/hosts for name resolution beforehand.

e.g.) 192.168.0.100 smtp.foo.co.jp

When you change an IP address of host name defining after setup in /etc/hosts, to perform reload of an IP address, display this screen and push the [ok] button.

**E-mail address**

Specify the E-mail address of sender's mailbox within 79 characters.

Type for example: "sousin@foo.co.jp".

**SMTP Port number**

This is to specify port number to connect to a mail server.  
Do not modify the default except for any necessary reason.  
Push [Default] button to return to default (25).

**Note**

If you use the firewall, set a port open.  
Refer to Note of "1.1. System Requirements for Express Report Service" for the opening of the port.

**Option**

**Send Date: field**

If it seems suitable to add "Send Date: field" in the header to Report mail at Alert Manager Side, check this entry. Select by <space> key.  
Ordinarily, "Send Date: field" of the header in Report mail is added at a mail server side.

**POP Authentication**

When the SMTP server requires "POP Authentication", check this entry select by <space> key, push [Set...] button for Authentication setting.

**SMTP Authentication**

When the SMTP server requires "SMTP Authentication", check this entry select by <space> key, push [Set...] button for Authentication setting.

**<Set> button**

When the SMTP server requires authentication, push this button for POP Authentication or SMTP Authentication setting.  
[Express Report (Internet Mail) Authentication Setting] screen is displayed.

**Express Report (Internet Mail) Authentication Setting**

POP Before SMTP

Mail Server(POP): [ ]

Account: [ ]

Password: [ ]

POP Port Number: 110 [ ] <Default>

Latency Time: 0 [ ] Sec <Default>

SMTP Authentication

Account: [ ]

Password: [ ]

ok cancel

## POP Before SMTP

### Mail Server (POP)

Enter the host name or IP address of the POP server for POP before SMTP.

Type for example: "pop.foo.co.jp" or "192.168.0.100".

When host name is specified, configure /etc/hosts for name resolution beforehand.

e.g.) 192.168.0.100 pop.foo.co.jp

When you set host name, it sends Express Report after doing name solution in /etc/hosts. Therefore, when you change an IP address of host name defining after setup in /etc/hosts, there is no influence for setting.

### Account

Specify the account name to connect to the POP server.

### Password

Specify the password to connect to the POP server.

### POP Port Number

Specify port number to connect to the POP server from 1 to 65535 ranges.

Do not modify the default except for any necessary reason.

Push [Default] button to return to default (110).

### Note

If you use the firewall, set a port open.  
Refer to Note of "1.1. System Requirements for Express Report Service" for the opening of the port.

### Latency Time

Some the SMTP server requires Latency Time after POP Authentication before connecting to the SMTP server. Specify latency time to fit your environment from 0 to 60 (second) ranges.

Do not modify the Default 0 (second) except for any necessary reason.

Push [Default] button to return to default (0 second).

## SMTP Authentication

By specifications of OSS using (libesmtp.dll), the authentication method is accepted in order of CRAM-MD5, LOGIN and PLAIN. An email is sent without the authentication when it fails in these authentication.

### Account

Specify the account name for SMTP Authentication.

### Password

Specify the password for SMTP Authentication.

- NEC ESMPRO Agent Ver.4.1.12-1 or later to preceding version of Ver.4.2

**Express Report (Internet Mail) Base Setting**

Mail Server(SMTP):

E-mail Address:

SMTP Port number:

Option

☒ [\*] Send Date: field

☐ [ ] POP Authentication

#### Mail Server (SMTP)

Specify a mail server (IP address or host name).

Enter host name or IP address of a mail server that SMTP is available.

Type for example: "smtp.foo.co.jp" or "192.168.0.100"

When host name is specified, configure /etc/hosts for name resolution beforehand.

e.g.) 192.168.0.100 smtp.foo.co.jp

When you change an IP address of host name defining after setup in /etc/hosts, to perform reload of an IP address, display this screen and push the [ok] button.

#### E-mail address

Specify the E-mail address of sender's mailbox within 79 characters.

Type for example: "sousin@foo.co.jp".

#### SMTP Port number

This is to specify port number to connect to a mail server.

Do not modify the default except for any necessary reason.

Push [Default] button to return to default (25).

#### Note

If you use the firewall, set a port open.  
Refer to Note of "1.1. System Requirements for Express Report Service" for the opening of the port.

#### Option

##### Send Date: field

If it seems suitable to add "Send Date: field" in the header to Report mail at Alert Manager side, check this entry select by <space> key.

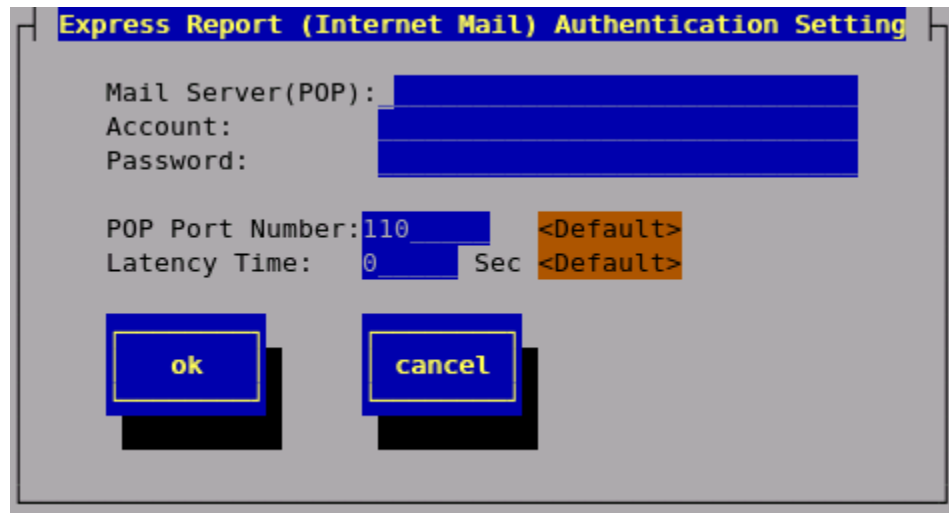
Ordinarily, "Send Date: field" of the header in Report mail is added at a mail server side.

### SMTP Authentication

When the SMTP server requires SMTP Authentication, check this entry select by <space> key, push [Set...] button for Authentication setting.

### <Set> button

When the SMTP server requires authentication, push this button  
[Express Report (Internet Mail) Authentication Setting] screen is displayed.



### Mail Server (POP)

Enter the host name or IP address of the POP server for POP before SMTP.

Type for example: "pop.foo.co.jp" or "192.168.0.100".

When host name is specified, configure /etc/hosts for name resolution beforehand.

e.g.) 192.168.0.100 pop.foo.co.jp

When you set host name, it sends Express Report after doing name solution in /etc/hosts. Therefore, when you change an IP address of host name defining after setup in /etc/hosts, there is no influence for setting.

### Account

Specify the account name to connect to the POP server.

### Password

Specify the password to connect to the POP server.

### POP Port Number

Specify port number to connect to the POP server from 1 to 65535 ranges.

Do not modify the default except for any necessary reason.

Push [Default] button to return to default (110).

### Note

If you use the firewall, set a port open.  
Refer to Note of "1.1. System Requirements for Express Report Service" for the opening of the port.

### Latency Time

Some the SMTP server requires Latency Time after POP Authentication before connecting to the SMTP server. Specify latency time to fit your environment from 0 to 60 second ranges.

Do not modify the Default 0 second except for any necessary reason.

Push [Default] button to return to default (0).

- Preceding version of NEC ESMPRO Agent Ver.4.1.12-1

**Express Report (Internet Mail) Base Setting**

Mail Server(SMTP): \_\_\_\_\_

E-mail Address: \_\_\_\_\_

SMTP Port number: 25      <Default>

Option

[\*] Send Date: field

ok      cancel

#### Mail Server (SMTP)

Specify a mail server (IP address or host name).

Enter host name or IP address of a mail server that SMTP is available.

Type for example: "smtp.foo.co.jp" or "192.168.0.100"

When host name is specified, configure /etc/hosts for name resolution beforehand.

e.g.) 192.168.0.100      smtp.foo.co.jp

When you change an IP address of host name defining after setup in /etc/hosts, to perform reload of an IP address, display this screen and push the [ok] button.

#### E-mail address

Specify the E-mail address of sender's mailbox within 30 characters.

Type for example: "sousin@foo.co.jp".

#### SMTP Port number

This is to specify port number to connect to a mail server.

Do not modify the default except for any necessary reason.

Push [Default] button to return to default (25).

#### Note

If you use the firewall, set a port open.  
Refer to Note of "1.1. System Requirements for Express Report Service" for the opening of the port.

#### Option

##### Send Date: field

If it seems suitable to add "Send Date: field" in the header to Report mail at Alert Manager side, check this entry. Select by <space> key.

Ordinarily, "Send Date: field" of the header in Report mail is added at a mail server side.

- 6) Push [ok] button and return to [Express Base Setting] screen.
- NEC ESMPRO Agent Ver.4.2 or later, NEC ESMPRO ServerAgentService

**Express Report (Internet Mail) Base Setting**

Mail Server(SMTP): 192.168.1.71

E-mail Address: express@nefs.nec.co.jp

SMTP Port number: 25 <Default>

Option

[\*] Send Date: field

[ ] POP Authentication <Set>

[ ] SMTP Authentication

ok cancel

- 7) The default value of suppress reports is enable "Suppress Interval" and "Suppress Time" is 60 minutes. Do not modify them except for any necessary reason.

**Express Base Setting**

Select a report method and push [Set...] button to set the base setting of the method.

(\*) Internet Mail

( ) Dial Up

( ) Via Forward Manager  
Via Forward Manager needs no configuration in Base Setting.

( ) HTTPS

( ) HTTPS(Via Forward Manager)

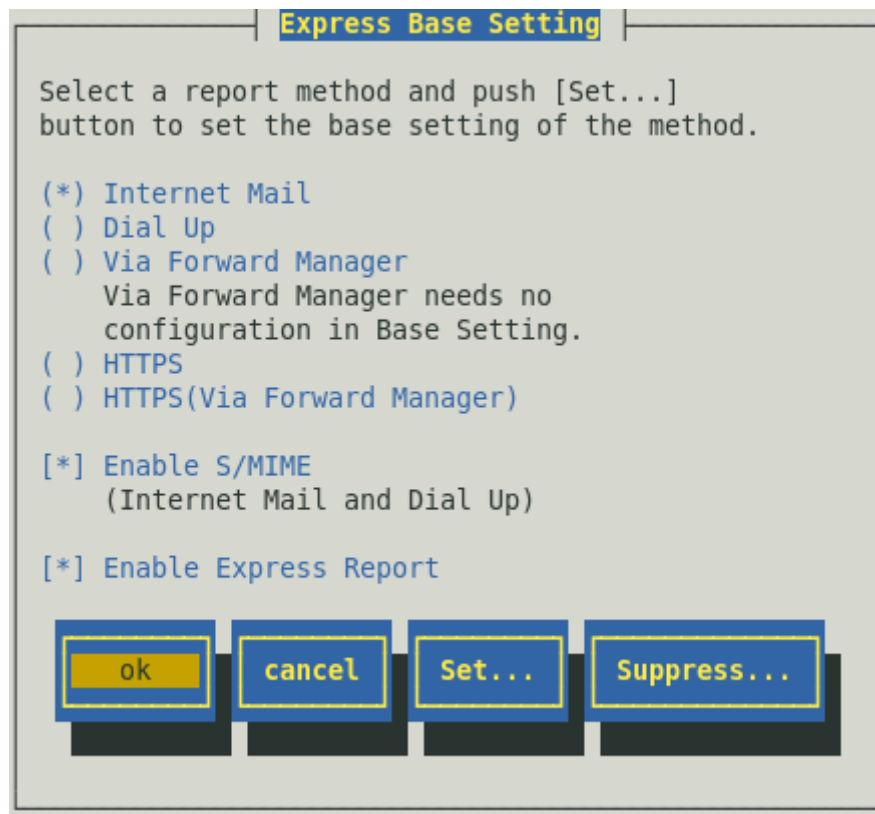
[\*] Enable S/MIME  
(Internet Mail and Dial Up)

[\*] Enable Express Report

ok cancel Set... Suppress...

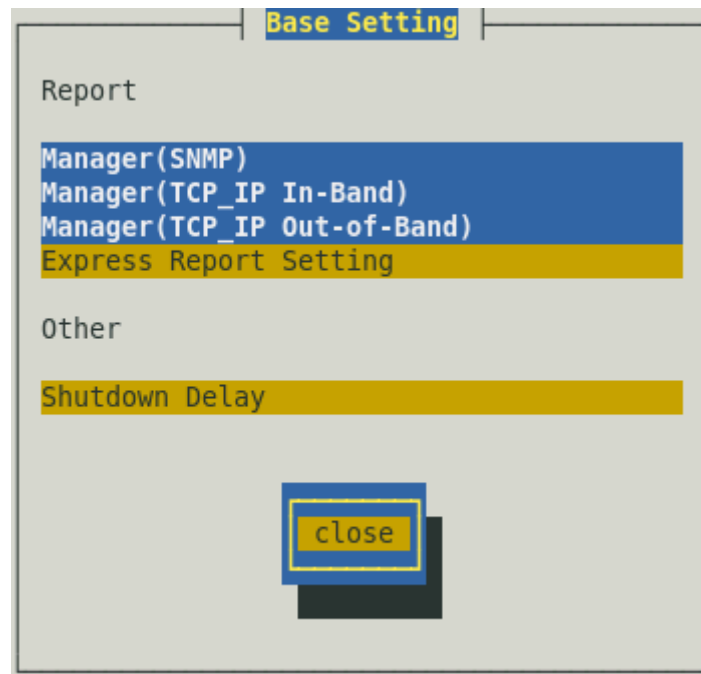


- 8) Push [ok] button on [Express Base Setting] screen and return to [Base Setting].



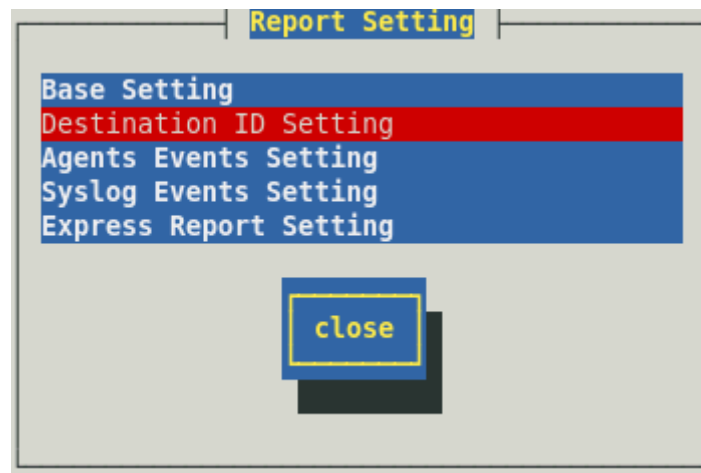
The screen is titled "Express Base Setting". It contains the following text: "Select a report method and push [Set...] button to set the base setting of the method." Below this, there are several options with radio buttons: "(\* ) Internet Mail", "( ) Dial Up", "( ) Via Forward Manager" (with a note "Via Forward Manager needs no configuration in Base Setting."), "( ) HTTPS", and "( ) HTTPS(Via Forward Manager)". Further down, there are two checked options: "[\*] Enable S/MIME (Internet Mail and Dial Up)" and "[\*] Enable Express Report". At the bottom, there are four buttons: "ok", "cancel", "Set...", and "Suppress...".

- 9) Push [close] button on [Base Setting] screen and return to [Report Setting].

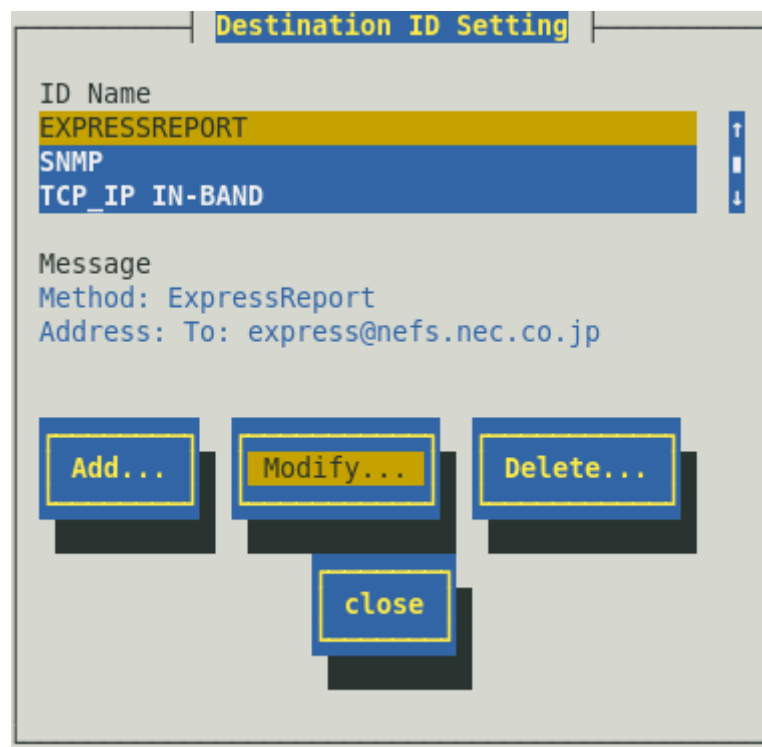


The screen is titled "Base Setting". It has two sections: "Report" and "Other". Under "Report", there are four options: "Manager(SNMP)", "Manager(TCP\_IP In-Band)", "Manager(TCP\_IP Out-of-Band)", and "Express Report Setting" (which is highlighted in yellow). Under "Other", there is one option: "Shutdown Delay" (also highlighted in yellow). At the bottom center, there is a "close" button.

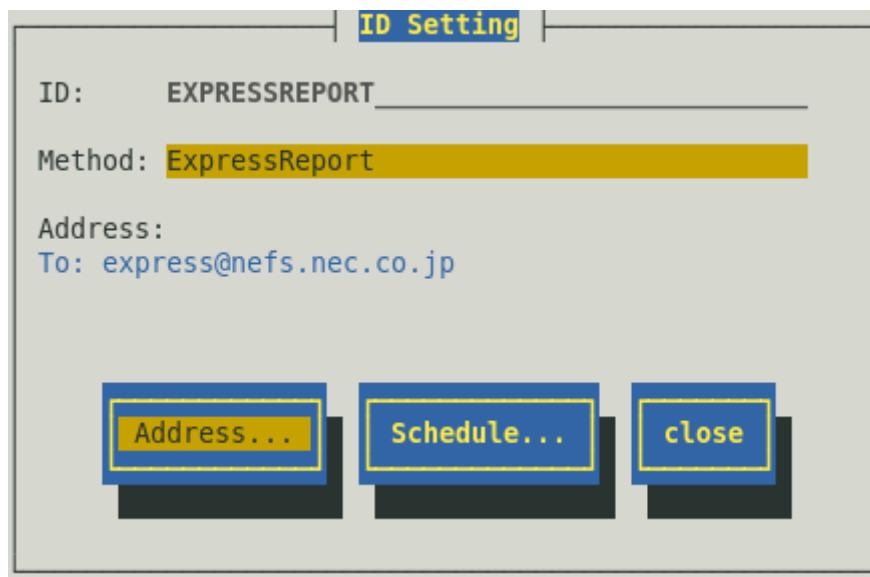
10) Select [Destination ID Setting] on [Report Setting] screen.



11) [Destination ID Setting] screen is displayed. Select [EXPRESSREPORT] and push [Modify...] button.



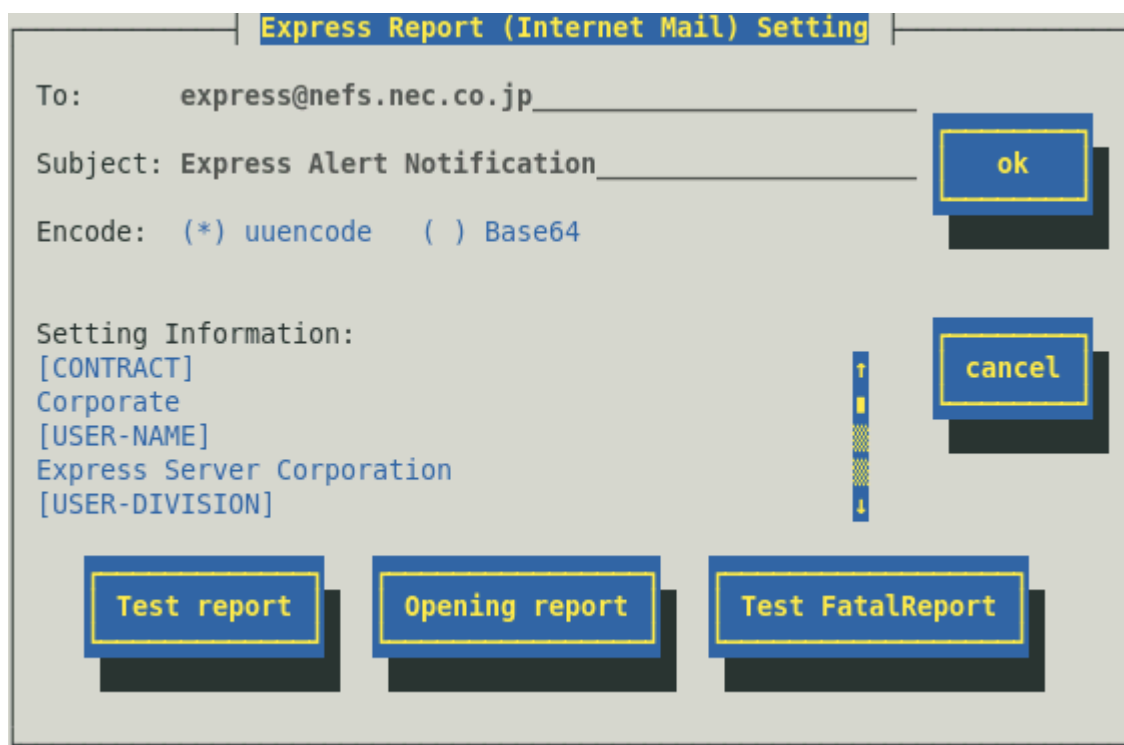
12) [ID Setting] screen is displayed. Push [Address...] button.



The 'ID Setting' screen displays the following fields and buttons:

- ID:** EXPRESSREPORT
- Method:** ExpressReport
- Address:** To: express@nefs.nec.co.jp
- Buttons:** Address..., Schedule..., close

13) [Express Report (Internet Mail) Setting] screen is displayed.



The 'Express Report (Internet Mail) Setting' screen displays the following fields and buttons:

- To:** express@nefs.nec.co.jp
- Subject:** Express Alert Notification
- Encode:** (\*) uuencode ( ) Base64
- Setting Information:**
  - [CONTRACT] Corporate
  - [USER-NAME] Express Server Corporation
  - [USER-DIVISION]
- Buttons:** ok, cancel, Test report, Opening report, Test FatalReport

"Encode" is not displayed under preceding version of NEC ESMPRO Agent Ver.4.5.4-1.

**To:**

Report mail addressee preselected in Opening CD or Opening FD is displayed. Or a mail address that you set at the time of Report service activation key input by code is displayed.  
No modification is available.

**Subject:**

Mail title is displayed. No modification is available.

**Encode:**

Set the encoding method of the email. The existing set price is uuencode.

If a digital signature (S/MIME) is effective, it is fixed in Base64 and cannot change it

**Setting Information**

Setting Information for Express Report Service is displayed. If you want to modify Setting Information, refer to "3. Various settings".

**[Test report] button**

To execute Test report, push this button. Test results appear as a message. When error message appears on the screen, reconfigure the setting in accordance with it.

**[Opening report] button**

To execute Opening report of Express Report, push this button. Report results appear as a message. When error message appears on the screen, reconfigure the setting in accordance with it.

**[Test Fatal Report] button**

To report failure test, push this button.

**Note**

- When "Suppress Interval" is enable, execute it out several times during "Suppress Interval", it is not reported.
- When using Report service activation key information, please do "Test Fatal Report" after you receive a mail of completion of Opening report. When not receiving a mail of completion of Opening report, please check it to an express reception center.

- 14) Push [Test report] button to confirm a test report.

The screenshot shows a dialog box titled "Express Report (Internet Mail) Setting". It contains the following fields and controls:

- To:** A text field containing "express@nefs.nec.co.jp".
- Subject:** A text field containing "Express Alert Notification".
- Encode:** A selection area with radio buttons for "(\*) uuencode" (selected) and "( ) Base64".
- Setting Information:** A section with the following text:
  - [CONTRACT]
  - Corporate
  - [USER-NAME]
  - Express Server Corporation
  - [USER-DIVISION]
- Buttons:** An "ok" button and a "cancel" button are located on the right side. At the bottom, there are three buttons: "Test report", "Opening report", and "Test FatalReport".

- 15) Specify a sending-report destination for Test report, and push [ok] button.

**Case: Use Opening key file**

The screenshot shows a dialog box titled "Input the E-Mail address to send the Test report result". It contains the following fields and controls:

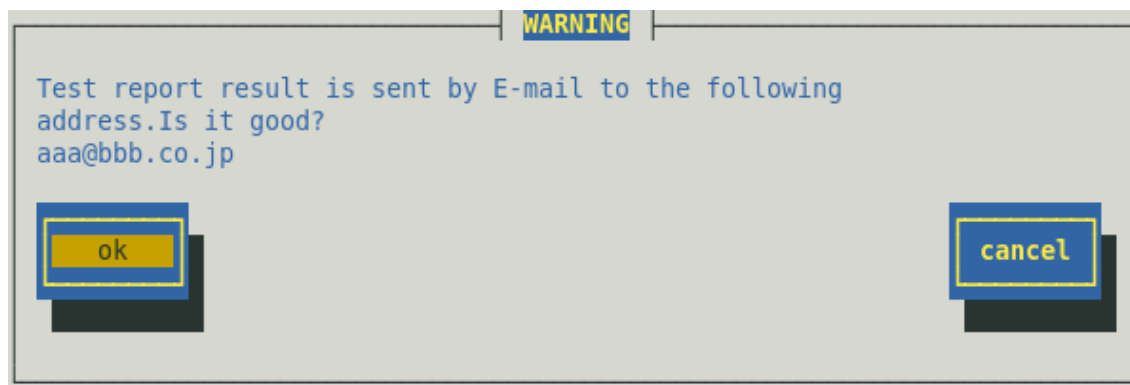
- E-Mail:** A text field containing "aaa@bbb.co.jp".
- Instructions:** The text "Input your E-mail address." and "Default value is USER E\_MAIL ADDRESS of the setting information." is displayed.
- Buttons:** "ok" and "cancel" buttons are located at the bottom.

**Case: Use Report service activation key information**

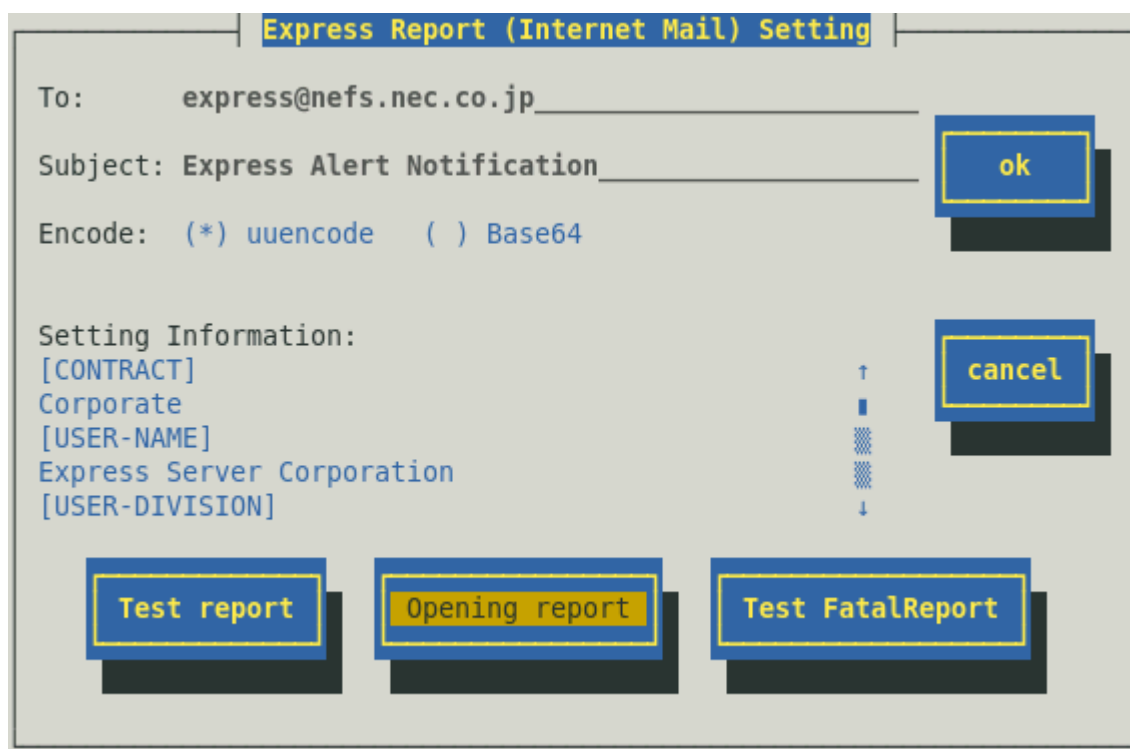
The screenshot shows a dialog box titled "Input the E-Mail address to send the Test report result". It contains the following fields and controls:

- E-Mail:** A text field containing "aaa@bbb.co.jp".
- Instructions:** The text "Input your E-mail address." and "Default value is Test and Opening result reply E-mail." is displayed.
- Buttons:** "ok" and "cancel" buttons are located at the bottom.

- 16) A confirmation message is displayed. Push [ok] button to execute Test report.  
When a Test report is executed, Test results mail is sent to the specified destination.  
After confirming the results of Test report, execute Opening report.



- 17) Push [Opening report] button to confirm Opening report.  
[Opening report] button is operative after finishing Test report.  
Express Report Service is launched after Opening report.



- 18) Push [ok] button to close [Express Report (Internet Mail) Setting] screen.

**Express Report (Internet Mail) Setting**

To: `express@nefs.nec.co.jp`

Subject: `Express Alert Notification`

Encode: `(*) uuencode ( ) Base64`

Setting Information:  
[CONTRACT]  
Corporate  
[USER-NAME]  
Express Server Corporation  
[USER-DIVISION]

↑  
↓

**Test report** **Opening report** **Test FatalReport**

**ok** **cancel**

- 19) [ID Setting] screen is displayed. Default value of Retry setting and Retry setting are set as every 5 minutes. Retry for up to 72 hours after is operative at all hours. This value is recommended. Do not modify the default except for any necessary reason.

When you want to specify "Retry setting (Interval, Expiration Time)" and "Reporting Time Table", push [Schedule...] button.

If you do not need to do it, skip this procedure and go onto 22).

**ID Setting**

ID: `EXPRESSREPORT`

Method: `ExpressReport`

Address:  
To: `express@nefs.nec.co.jp`

**Address...** **Schedule...** **close**

20) [Schedule] screen is displayed.

When a specification is done, push [ok] button to close [Schedule] screen.

The screenshot shows a screen titled "Schedule" with a yellow header. Below the title, there are two settings: "Retry Interval:" with a value of "5" and the unit "minutes", and "Retry Expiration Time:" with a value of "72" and the unit "hours". Below these, there is a section titled "Reporting Time Table" with a blue input field containing "0-24,". Below the input field, there is a text label "Such as: 8-16,19-23". At the bottom of the screen, there are two buttons: "ok" and "cancel", both with yellow text on a blue background.

21) Push [close] button to close [ID Setting] screen.

22) Push [close] button to close [Destination ID Setting] screen.

23) Push [close] button to close [Report Setting] screen.

Now Express Report (Internet Mail) is operative. Setup is the end.



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## 2. Report Setting (Dial up)

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### 2.1. NEC ESMPRO Agent or NEC ESMPRO ServerAgentService

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This section describes the report setting procedure of Express Report Service that uses Dial up to report.  
This function is supported from NEC ESMPRO Agent Ver.4.2.0 or later, or NEC ESMPRO ServerAgentService.

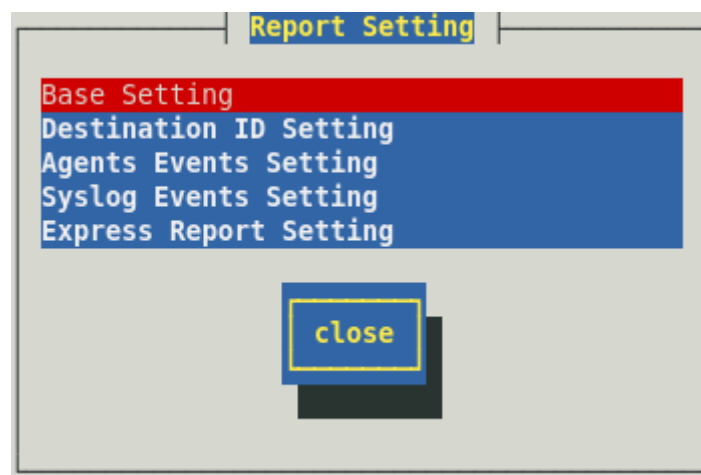
#### Tips

The kernel-4.18.0-305.17.1 (or earlier) and kernel-4.18.0-305.el8.x86\_64.rpm included with the Red Hat Enterprise Linux 8.4 installation medium does not have a serial port.  
If you use dial-up reporting with Express Reporting Service, update to kernel-4.18.0-305.19.1 (or later).

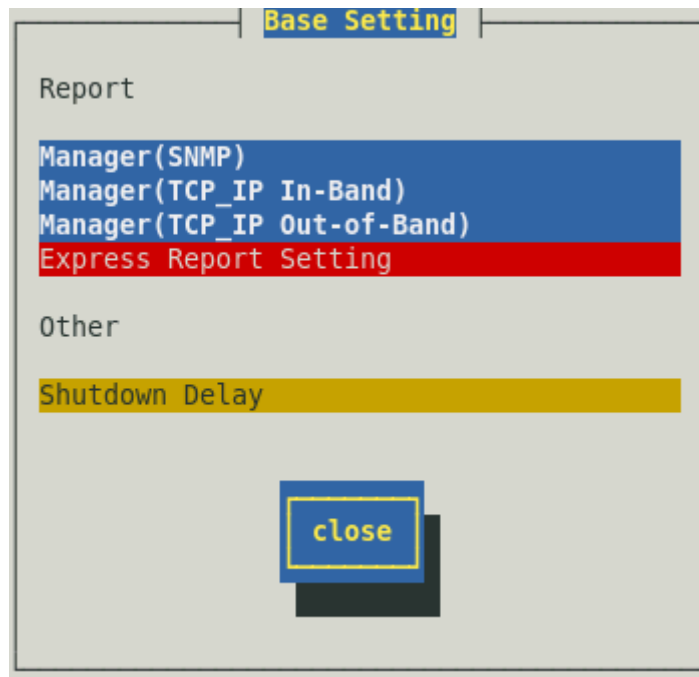
- 1) Execute following commands to start the control panel (/opt/nec/esmpro\_sa/bin/ESMamsadm).

```
cd /opt/nec/esmpro_sa/bin
./ESMamsadm
```

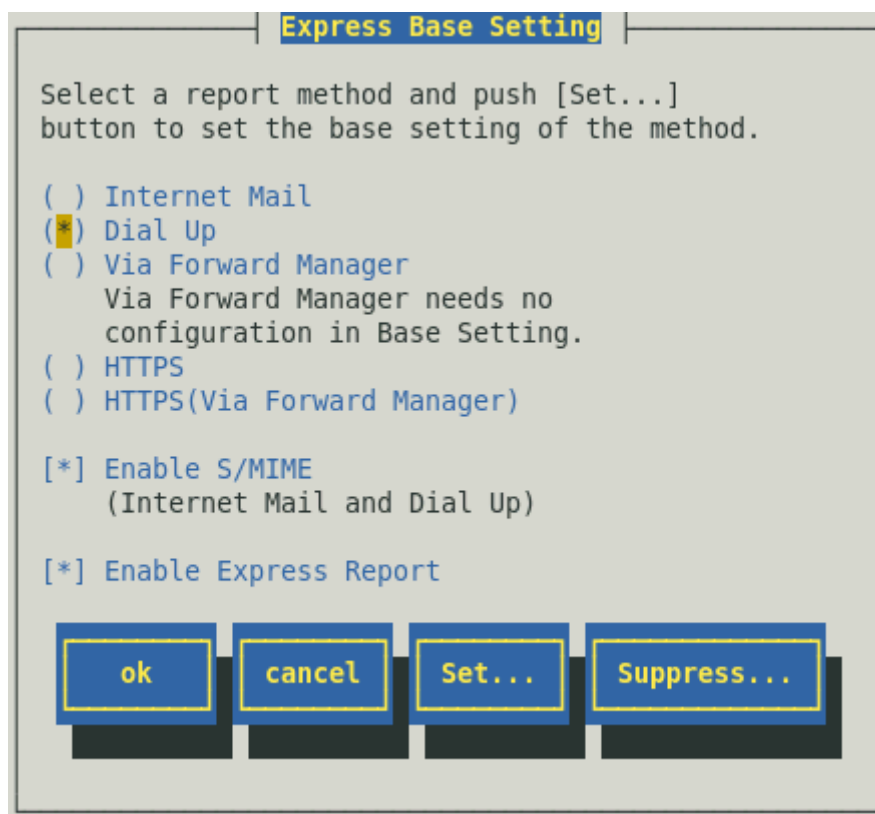
- 2) [Report Setting] screen is displayed.  
Select [Base Setting] on the screen.



- 3) [Base Setting] screen is displayed.  
Select [Express Report Setting] on the screen.



- 4) [Express Base Setting] screen is displayed.  
Select [Dial up] and check "Enable Express Report". Push [Set...] button.



Content displayed by the version of NEC ESMPro Agent is different as follows.

"Via Forward Manager" is not displayed under preceding version of NEC ESMPro Agent Ver.3.9-5.

"Dial Up" is not displayed under preceding version of NEC ESMPro Agent Ver.4.2.

"HTTPS" is not displayed under preceding version of NEC ESMPro Agent Ver.4.4.22-1.

"[Suppress...] button" is not displayed under preceding version of NEC ESMPro Agent Ver.4.4.30-1.

"HTTPS (Via Forward Manager)" is not displayed under preceding version of NEC ESMPro Agent

Ver.4.4.48-1.

"Enable S/MIME" is not displayed under preceding version of NEC ESMPRO Agent Ver.4.5.18-1.

When a certificate necessary for a digital signature (S/MIME) is not read, "Enable S/MIME" is not displayed in the version of NEC ESMPRO Agent Ver.4.5.18-1 or later, or NEC ESMPRO ServerAgentService.

### Enable S/MIME

This entry designates if a digital signature (S/MIME) is Enable or Disable. Select by <space> key.

This is Enable when checked, Disable when clear. Default is Enable.

### Enable Express Report

This entry designates if Express Report is Enable or Disable. Select by <space> key.

This is Enable when checked, Disable when clear. Default is Disable.

#### Note

If [Enable Express Report] is not checked, you can send a report of opening or testing, but you cannot send Fatal Report or Regularly Report. Checked and enable it.

- 5) [Express Report (Dial-Up) Setting] screen is displayed.

Express Report (Dial-Up) Setting

Alert Setting Report Configure

Phone Number Comment

Primary: 042-340-7090 <Test(1st)>

Secondary: <Test(2nd)>

Opening report Test FatalReport close

#### Phone Number

Information of Phone Number specified in Report Configure is displayed.

#### Comment

Information of Comment specified in Report Configure is displayed.

#### [Alert Setting] button

[Report Information Setting] screen is displayed. Configure Report Information (User ID, etc.).

#### [Report Configure] button

[Report Condition Setting (Serial Port)] screen is displayed. Configure the destination of Dial up report.

**<Test (1st)>, <Test (2nd)> button**

To execute Test report, push this button. Test results appear as a message. When error message appears on the screen, reconfigure the setting in accordance with it.

**[Opening report] button**

To execute Opening report of Express Report, push this button. Report results appear as a message. When error message appears on the screen, reconfigure the setting in accordance with it.

**[Test Fatal Report] button**

To report failure test, push this button.

**Note**

- When "Suppress Interval" is enable, execute it out several times during "Suppress Interval", it is not reported.
- When using Report service activation key information, please do "Test Fatal Report" after you receive a mail of completion of Opening report. When not receiving a mail of completion of Opening report, please check it to an express reception center.

- 6) Push [Alert Setting] button. Confirm User ID (User System Code). If necessary, entry Report Comment. Push [ok] button to return to [Express Report (Dial-Up) Setting] screen.

Report Information Setting

User ID:008EWA0088

Report Comment

(1) sa-1RHEL6-x86-64

(2)

(3)

(4)

ok cancel

**Report Comment**

Customer can enter comments up to 3, which make parts of a report message within 80 characters, such as customer's telephone number or maintenance staff name.

- 7) Push [Report Configure] button to specify the destination of Dial up report.

[Report Condition Setting (Serial Port)] screen is displayed.

Configure a modem and a serial port that is attached to the modem. The Phone Number (Primary) is the one specified on Opening CD or Opening FD. Do not modify it except for any necessary reason.

- Under preceding version of NEC ESMPRO Agent Ver.4.5.28-1 and  
NEC ESMPRO ServerAgentService Ver.1.3.0-0

**Report Condition Setting (Serial Port)**

Phone Number      Comment

Primary: 042-340-7090

Secondary:

Serial Port: /dev/ttyS0

Re-dial Interval: 60 Sec

Dial Mode: ( ) Pulse (\*) Tone

ok      cancel

- NEC ESMPRO Agent Ver.4.5.28-1 or later and  
NEC ESMPRO ServerAgentService Ver.1.3.0-0 or later

**Report Condition Setting (Serial Port)**

Phone Number      Comment

Primary: 042-340-7090

Secondary:

Serial Port: /dev/ttyS0

Re-dial Interval: 60 Sec

Dial Mode: ( ) Pulse (\*) Tone

ok      cancel

#### Phone Number (Secondary Phone number is omissible)

Enter a phone number of Support Center within 256 characters.

Make sure to specify the phone number of Report addressee (Primary).

Secondary Phone number is a phone number of Support Center to report when a report to the report addressee (Primary) fails.

NEC ESMPRO Agent Ver.4.5.28-1 or later and NEC ESMPRO ServerAgentService Ver.1.3.0-0 or later can't be changed.

#### Comment (Omissible)

Customer can Enter comments on the report addressee (e.g.: Sales office name) within 80 characters.

Comment is purely a comment and not included in a Report Information.

### Serial Port

Select the serial port that a modem used for Dial up report is attached. Select by <↑> or <↓> key.

### Re-dial Interval

Enter re-dial interval from 60 to 999 seconds for the case that a connection is not made for the reason such as the addressee's line is busy. Default is 60 seconds.

### Dial Mode

Select "Pulse" or "Tone". Select by <space> key.

- 8) Push [ok] button to return to [Express Report (Dial-Up) Setting] screen.

**Report Condition Setting (Serial Port)**

| Phone Number          | Comment |
|-----------------------|---------|
| Primary: 042-340-7090 |         |
| Secondary:            |         |

Serial Port: /dev/ttyS0

Re-dial Interval: 60 Sec

Dial Mode: ( ) Pulse ( \*) Tone

ok cancel

- 9) Push <Test (1st)> button to confirm Test report.

**Express Report (Dial-Up) Setting**

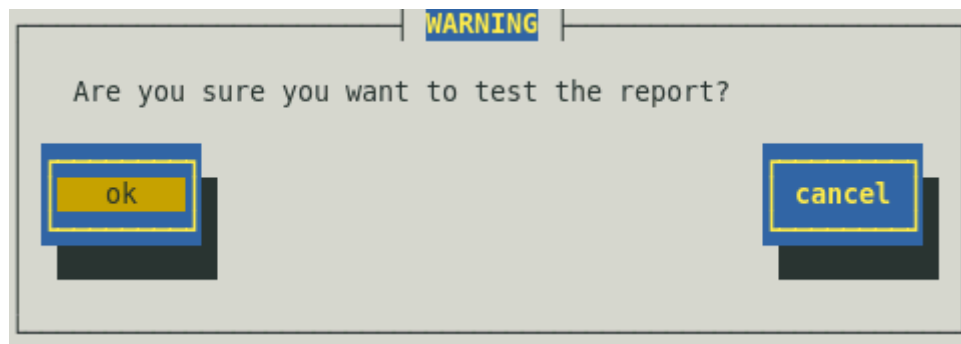
Alert Setting Report Configure

| Phone Number          | Comment |
|-----------------------|---------|
| Primary: 042-340-7090 |         |
| Secondary:            |         |

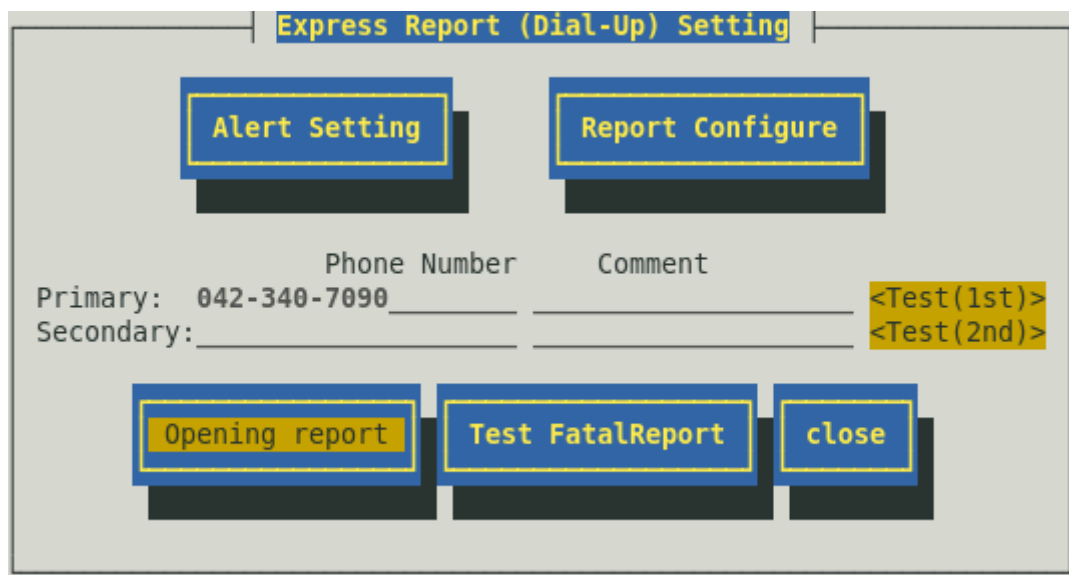
<Test(1st)> <Test(2nd)>

Opening report Test FatalReport close

- 10) A confirmation message is displayed. Push [ok] button to execute Test report.



- 11) Push [Opening report] button to confirm Opening report.  
([Opening report] button is operative after finishing Test report.)  
Express Report Service is launched after Opening report.



- 12) Push [close] button to return to [Express Base Setting] screen.

The default value of suppress reports is enable "Suppress Interval" and "Suppress Time" is 60 minutes.  
Do not modify them except for any necessary reason.

Express Base Setting

Select a report method and push [Set...] button to set the base setting of the method.

- ( ) Internet Mail
- (\*) Dial Up
- ( ) Via Forward Manager  
Via Forward Manager needs no configuration in Base Setting.
- ( ) HTTPS
- ( ) HTTPS(Via Forward Manager)
- [\*] Enable S/MIME  
(Internet Mail and Dial Up)
- [\*] Enable Express Report

ok cancel Set... Suppress...

- 13) Push [ok] button on [Express Base Setting] screen to return to [Base Setting] screen.

Express Base Setting

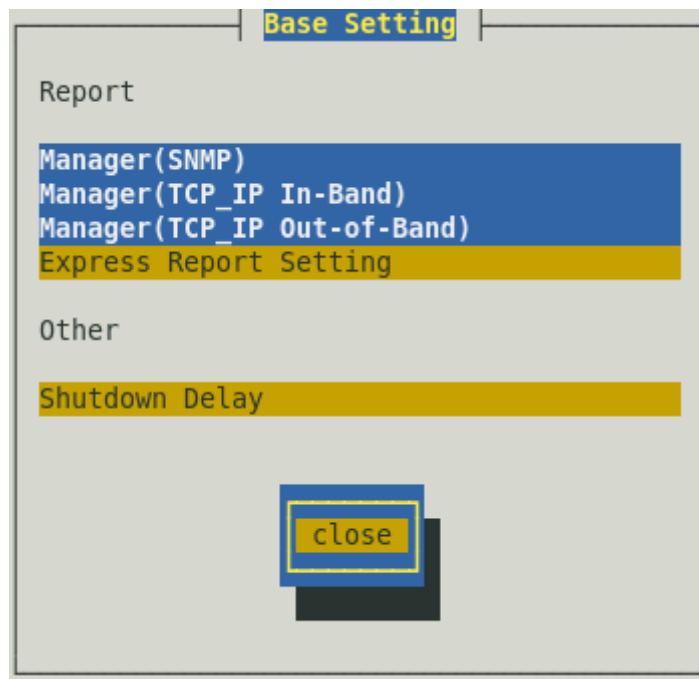
Select a report method and push [Set...] button to set the base setting of the method.

- ( ) Internet Mail
- (\*) Dial Up
- ( ) Via Forward Manager  
Via Forward Manager needs no configuration in Base Setting.
- ( ) HTTPS
- ( ) HTTPS(Via Forward Manager)
- [\*] Enable S/MIME  
(Internet Mail and Dial Up)
- [\*] Enable Express Report

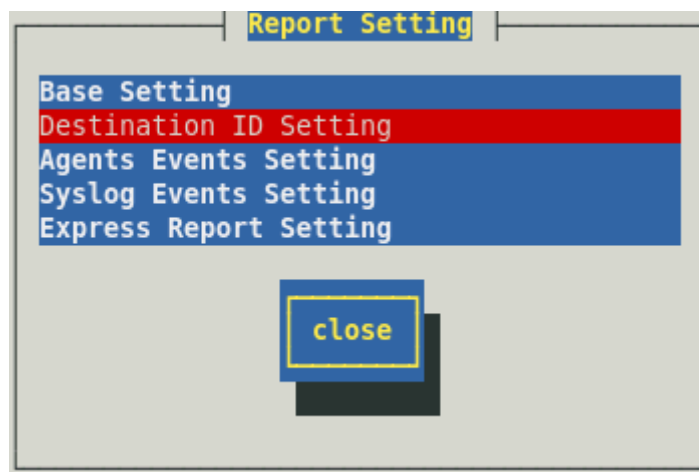
ok cancel Set... Suppress...



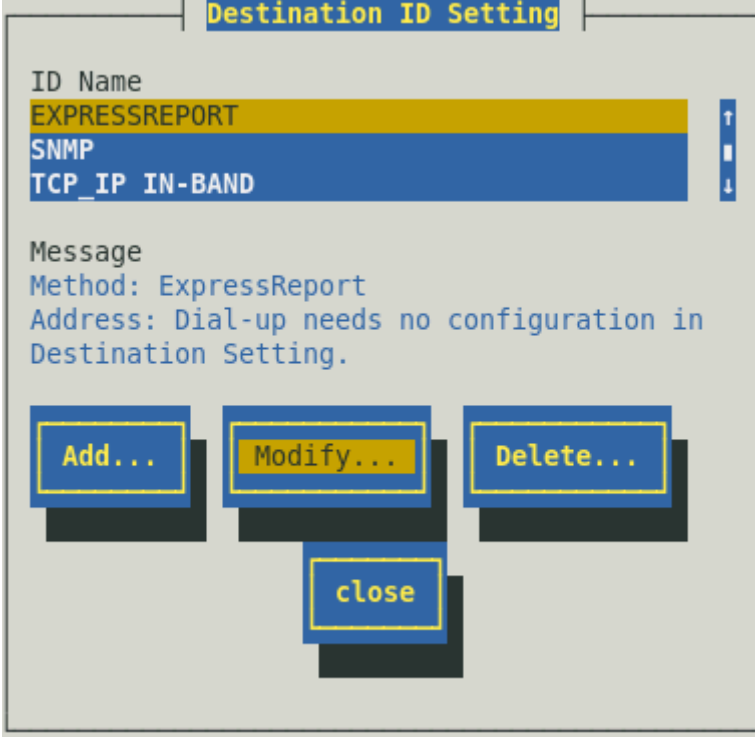
- 14) Push [close] button to close [Base Setting] screen.



- 15) Select [Destination ID Setting] on [Report Setting] screen.



- 16) [Destination ID Setting] screen is displayed. Select [EXPRESSREPORT] and push [Modify...] button.

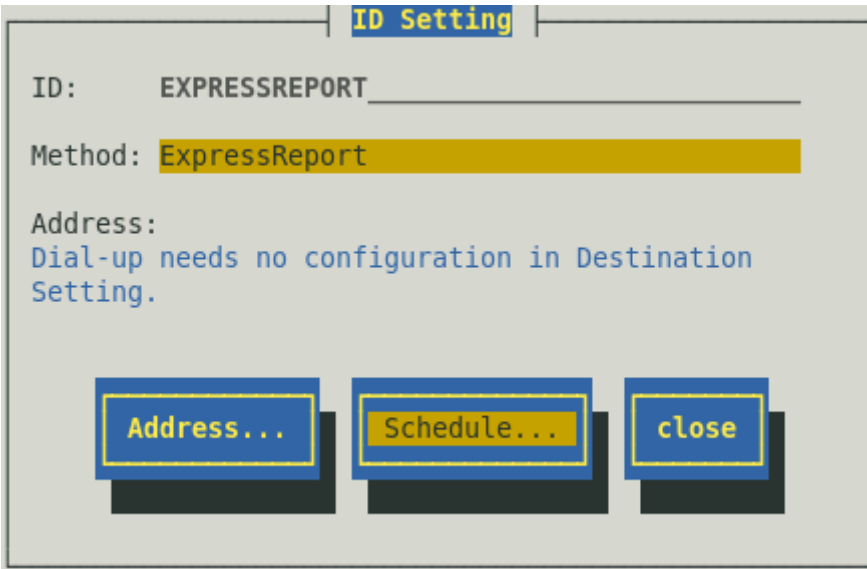


The screenshot shows the 'Destination ID Setting' screen. At the top, the title 'Destination ID Setting' is highlighted in yellow. Below it, the 'ID Name' section contains a list with 'EXPRESSREPORT' selected and highlighted in yellow, followed by 'SNMP' and 'TCP\_IP IN-BAND'. To the right of the list is a vertical scrollbar. Below the list, the 'Message' section displays: 'Method: ExpressReport' and 'Address: Dial-up needs no configuration in Destination Setting.' At the bottom, there are four buttons: 'Add...', 'Modify...' (which is highlighted in yellow), 'Delete...', and 'close'.

- 17) [ID Setting] screen is displayed. Default value of Retry setting and Retry setting are set as every 5 minutes.  
Retry for up to 72 hours after is operative at all hours.  
This value is recommended. Do not modify the default except for any necessary reason.

When you want to specify "Retry setting (Interval, Expiration Time)" and "Reporting Time Table", push [Schedule...] button.

If you do not need to do it, skip this procedure and go onto 20).



The screenshot shows the 'ID Setting' screen. At the top, the title 'ID Setting' is highlighted in yellow. Below it, the 'ID:' field contains 'EXPRESSREPORT'. The 'Method:' field contains 'ExpressReport' and is highlighted in yellow. The 'Address:' section displays: 'Dial-up needs no configuration in Destination Setting.' At the bottom, there are three buttons: 'Address...', 'Schedule...' (which is highlighted in yellow), and 'close'.

18) [Schedule] screen is displayed.

When a specification is done, push [ok] button to close [Schedule] screen.

The screenshot shows a screen titled "Schedule" with the following fields and options:

- Retry Interval: 5 minutes
- Retry Expiration Time: 72 hours
- Reporting Time Table: 0-24, (highlighted in blue)
- Such as: 8-16, 19-23
- Buttons: ok and cancel (both highlighted in blue)

19) Push [Close] button to close [ID Setting] screen.

20) Push [close] button to close [Destination ID Setting] screen.

21) Push [close] button to close [Report Setting] screen.

Now Express Report (Dial Up) is operative. Setup is the end.

---

## 3. Report Setting (Via Forward Manager)

---

This section describes the report setting procedure of Express Report Service (via Manager) that uses E-mail or Dial-up for reports. This function is supported from NEC ESMPRO Agent Ver.3.9-5 or later, or NEC ESMPRO ServerAgentService.

When you use a digital signature (S/MIME), AlertManager Ver.5.03 or later is necessary.

To use this function, you first configure NEC ESMPRO Manager, and confirm that Test report (Report of arrival confirmation) is properly made from NEC ESMPRO Manager by E-mail or Dial-up. After confirming the results of Test report, configure NEC ESMPRO Agent or NEC ESMPRO ServerAgentService setting.

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### 3.1. NEC ESMPRO Manager

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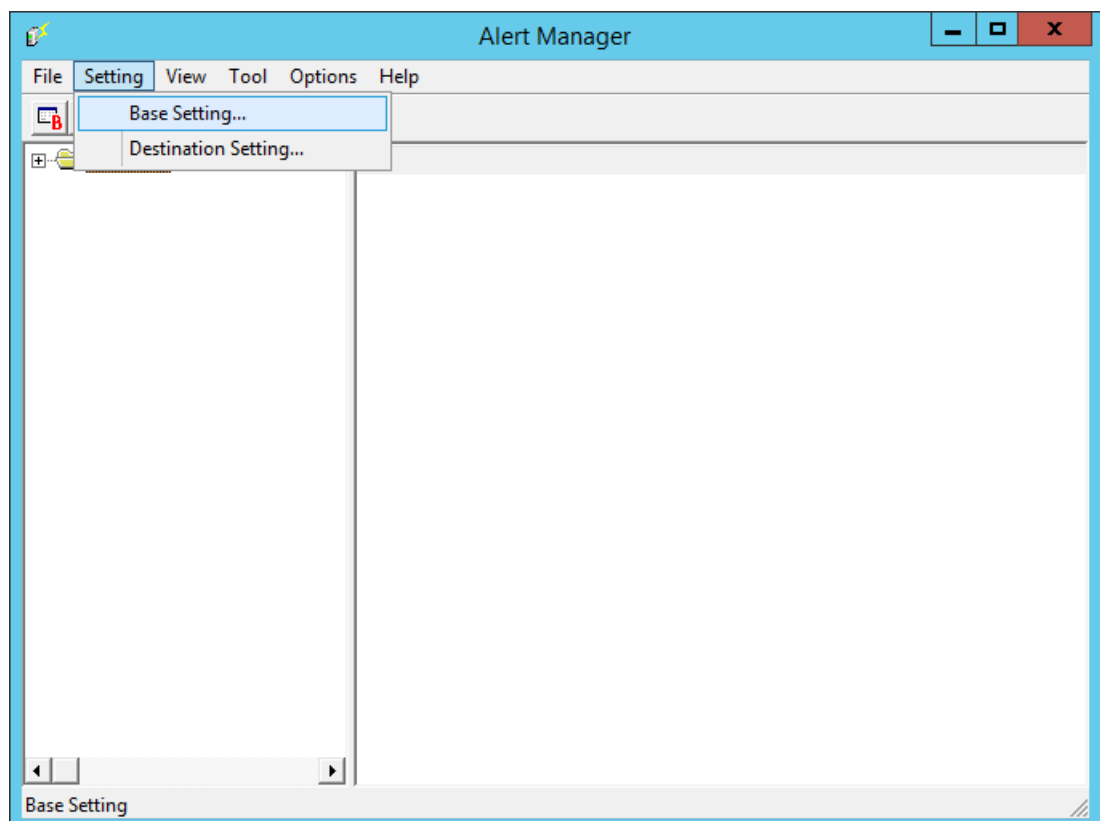
This section describes the report setting procedure of Express Report Service for reports forwarding Manager.

#### 3.1.1. Internet Mail

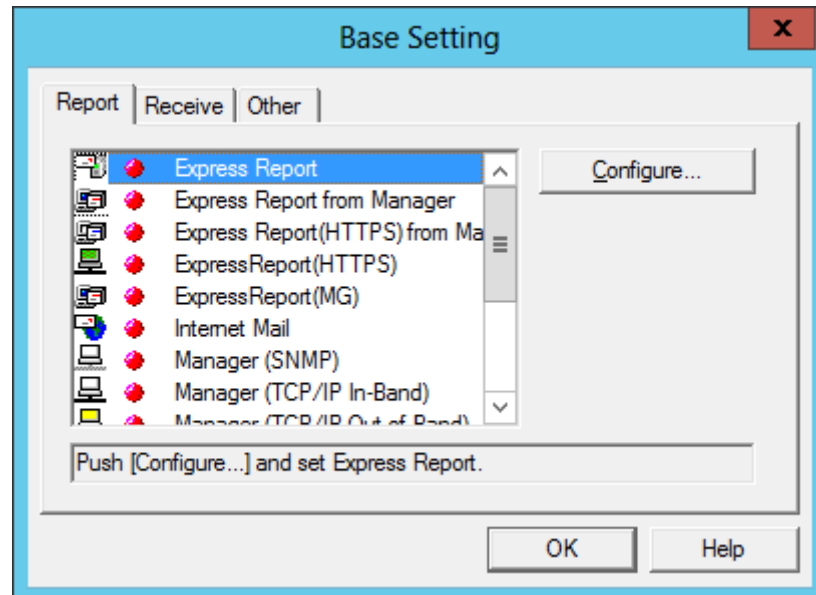
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This section describes the report setting procedure of Express Report Service (using E-mail) for reports forwarding Manager.

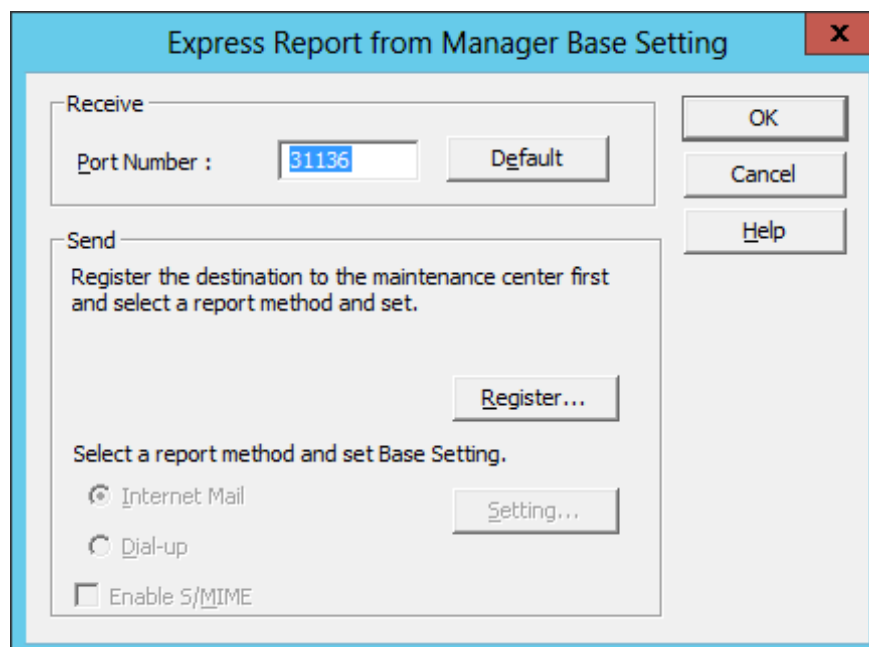
- 1) In NEC ESMPRO Manager Ver.6 or later, click "Report Settings" from NEC ESMPRO Manager of the Start Menu. In NEC ESMPRO Manager Ver.5 or lower, click [Report Settings] in [Tool] menu from AlertViewer. Alert Manager starts.
- 2) Click [Setting] menu - [Base Setting].



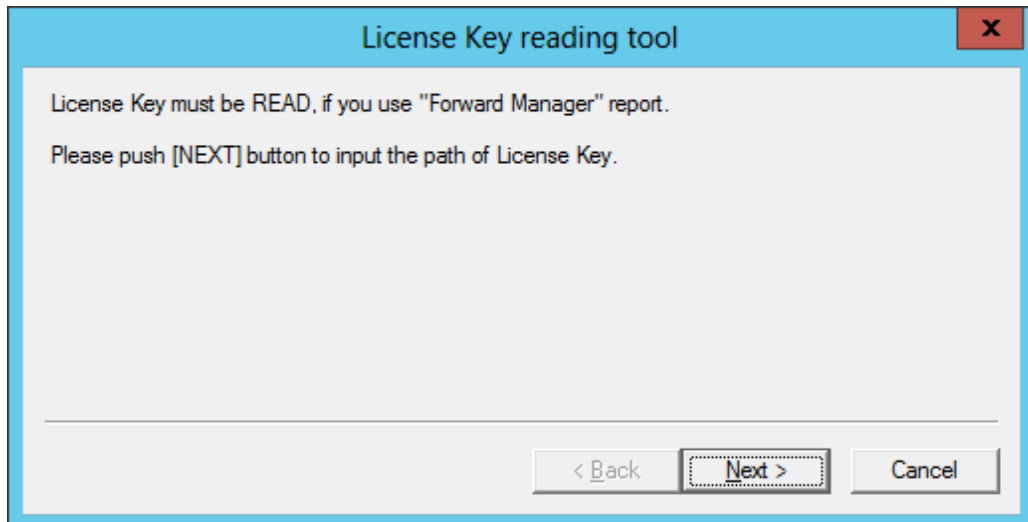
- 3) Select [Express Report from Manager] from Report method list on [Report] property screen, and click [Configure...].  
[Express Report from Manager Base Setting] window is displayed.



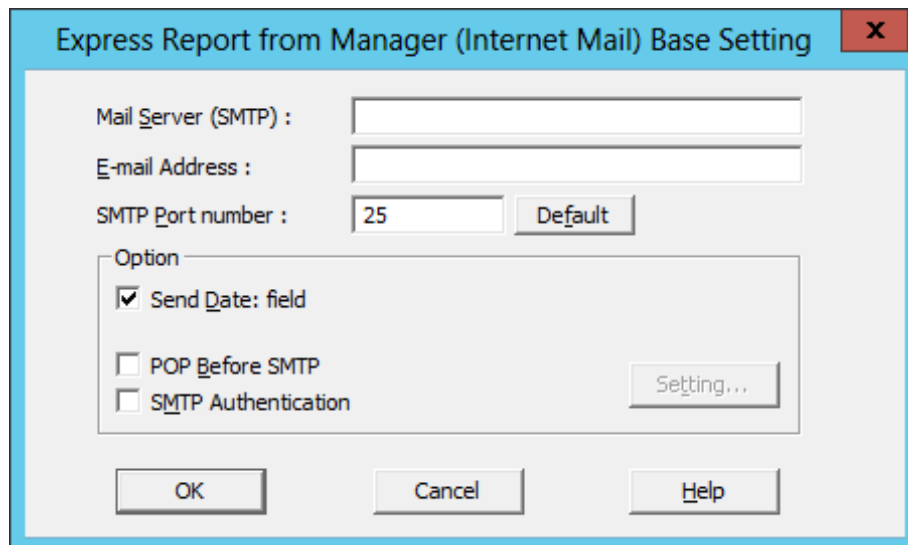
- 4) Specify port number used for the connection to Agent Side.  
Default value is set to 31136. Do not modify the default except for any necessary reason. If you modify the value, specify the same port number on Agent Side as well.



Do not modify the destination except for any necessary reason. When the destination register, start [Register ...] Click [License Key reading tool]. [License Key] is set to the appropriate drive, and click [Next], after reading the end, and then exit by clicking on the Finish] [License Key reading tool].



- 5) Select the report method Internet Mail on [Express Report from Manager Base Setting] window and click [Setting...].  
If [Enable S/MIME] is checked, it will use S/MIME mode to send report. The default is Enabled.  
[Express Report from Manager (Internet Mail) Base Setting] window is displayed.
- 6) Specify the host name that SMTP is available.  
Type for example: "smtp.foo.co.jp".



- 7) Specify E-mail address of sender's mailbox.  
Type for example: "sousin@foo.co.jp".

- 8) SMTP server is a case of necessity about POP Before SMTP, [POP Before SMTP] is checked. SMTP server is a case of necessity about SMTP, [SMTP Authentication] is checked.  
When [POP Before SMTP] or [SMTP Authentication] is checked, click [Setting...] and it displayed [Express Report from Manager (Internet Mail) Authentication Setting].

The dialog box is titled "Express Report from Manager (Internet Mail) Authentication Setting". It contains two main sections: "POP Before SMTP" and "SMTP Authentication".

**POP Before SMTP section:**

- Mail Server (POP): [Text field]
- Account Name: [Text field]
- Password: [Text field]
- POP Port Number: [Spin box set to 110] [Default button]
- Wait Time: [Spin box set to 0] seconds [Default button]

**SMTP Authentication section:**

- Account Name(K): [Text field]
- Password(W): [Text field]
- Auth-Method(E): ☒ CRAM-MD5 ☒ LOGIN ☒ PLAIN

At the bottom are buttons for OK, Cancel, and Help.

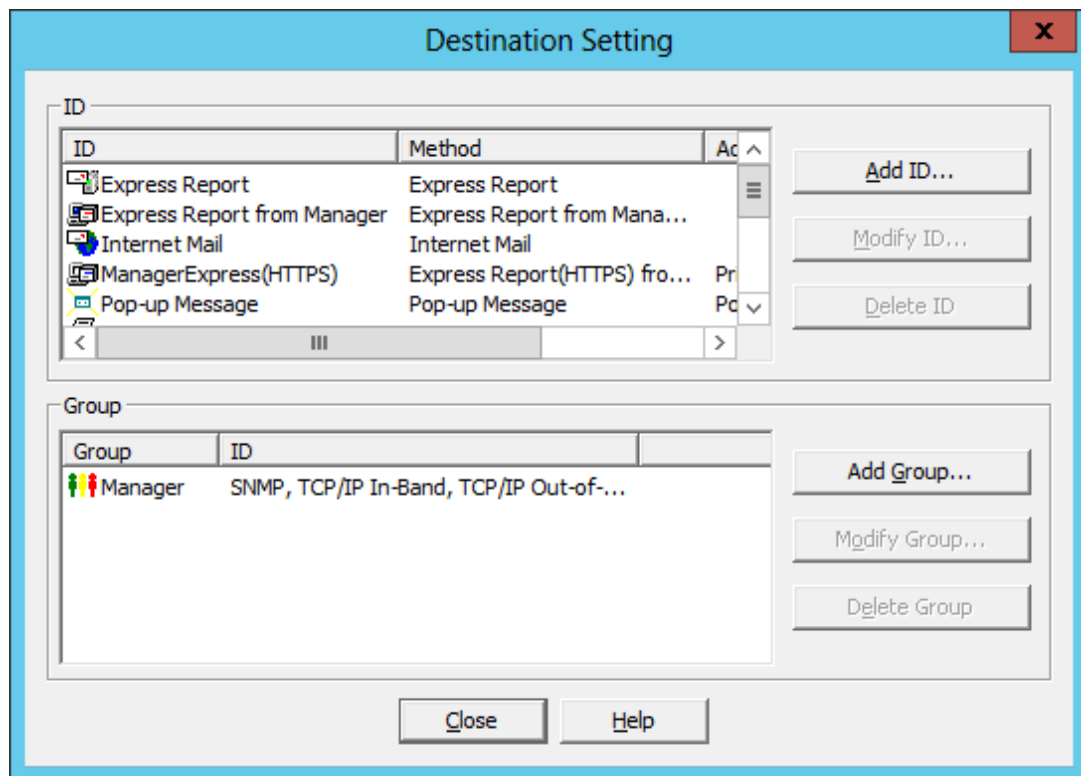
When using POP Before SMTP, [Express Report(Internet Mail) Authentication Setting] specifies [Mail Server (POP)], [Account Name], [Password]. It will change, if [POP Port Number] is required. When waiting time is required [Wait Time] is specifies.

\* [POP Port Number] does not have the necessity in particular for change, if satisfactory.

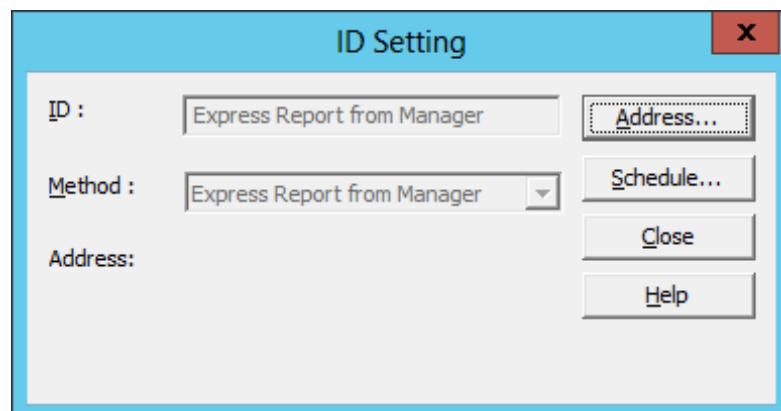
When using SMTP Authentication, [Express Report from Manager (Internet Mail) Authentication Setting] specifies [Account Name] and a [Password]. Check the authentic method to be used. When more than one are confirmed, it attests in order of "CRAM-MD5", "LOGIN", and "PLAIN".

- 9) Click [OK].  
Return to [Express Report from Manager (Internet Mail) Base Setting] window.
- 10) Click [OK] on [Express Report from Manager (Internet Mail) Base Setting] window to close it.
- 11) Go back to Alert Manager and click [Destination Setting...] on [Setting] menu.

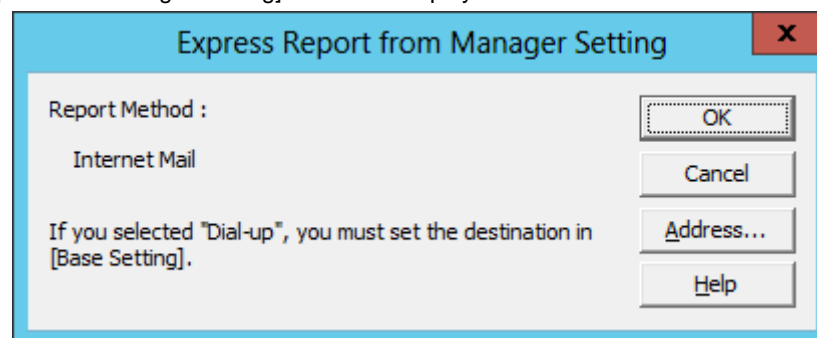
12) Select [Express Report from Manager] and click [Modify ID...].



13) [ID Setting] window is displayed. Click [Address...]

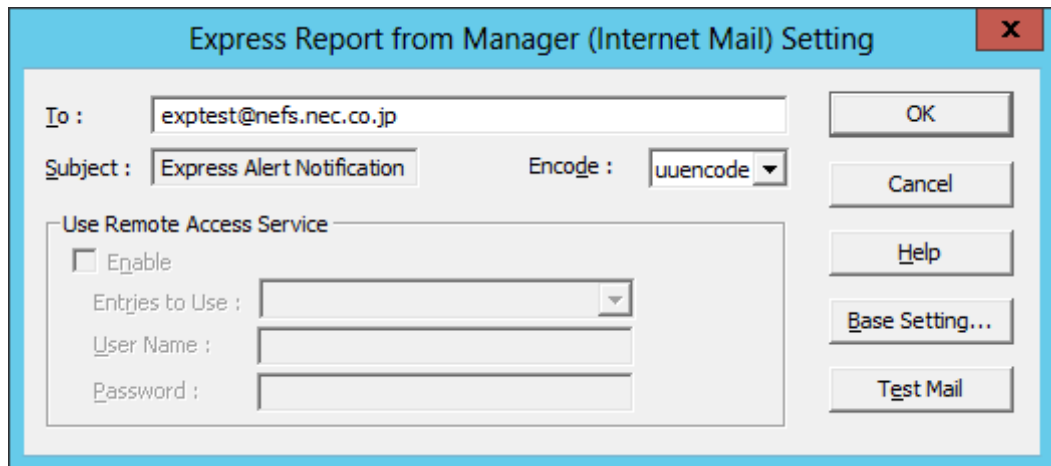


[Express Report from Manager Setting] window is displayed.





- 14) Click [Address...].



- 15) Confirm the destination and Encode.

As a destination, the one specified on Opening key file is shown. Do not modify it except for any necessary reason.

Default value of the encoding method is uuencode. If you want to transmit the express reports using base64 method, change the method to base64.

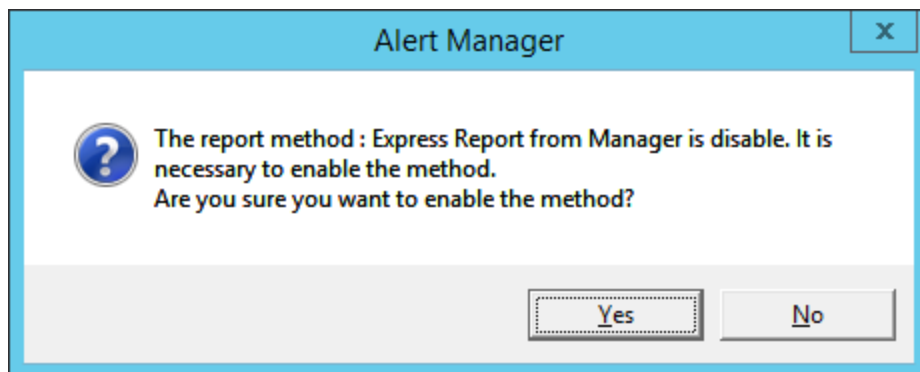
- 16) Click [Test Mail] to confirm the execution.

- 17) Click [OK] to close [Express Report from Manager (Internet Mail) Setting] window.

- 18) Click [OK] on [Express Report from Manager Setting] window to close it.

- 19) Message box is displayed, asking if the report method should be activated. Click [Yes].

If you click [No], select [Base Setting] in Alert Manager. Display [Report Information Setting] property, then activate (change the color to green) enable/disable bitmap of [Express Report from Manager].



- 20) Go back to [ID Setting] and click [Schedule...] button to specify "Retry setting (Interval, Expiration Time)" and "Reporting Time Table".

Default value is set as every 5 minutes. Retry for up to 72 hours after is operative at all hours. This value is recommended. Do not modify the default except for any necessary reason.

- 21) Click [OK].

With that, the configuration of Express Report (forwarding Manager) at Manager side is completed.

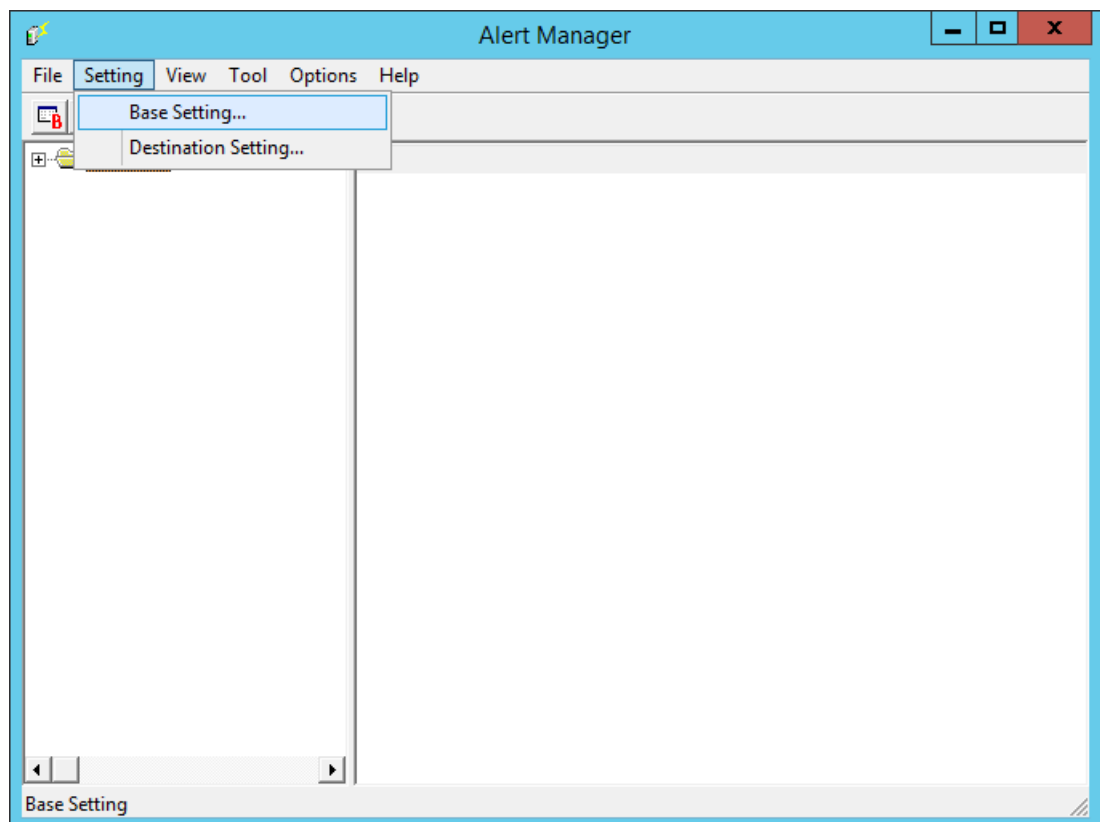
Subsequently, configure Agent for Express Report (forwarding Manager).

### 3.1.2. Dial-up

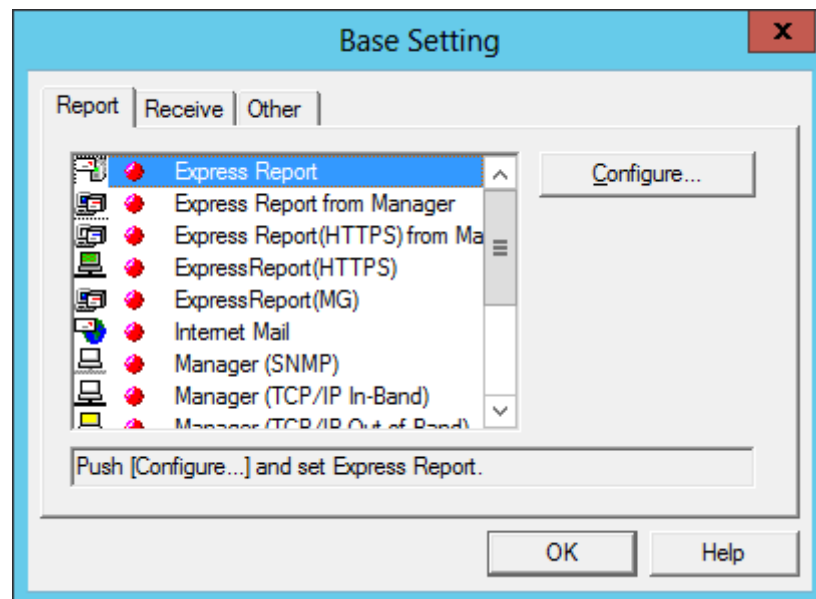
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This section describes the report setting procedure of Express Report Service (using Dial-up) for reports forwarding Manager.

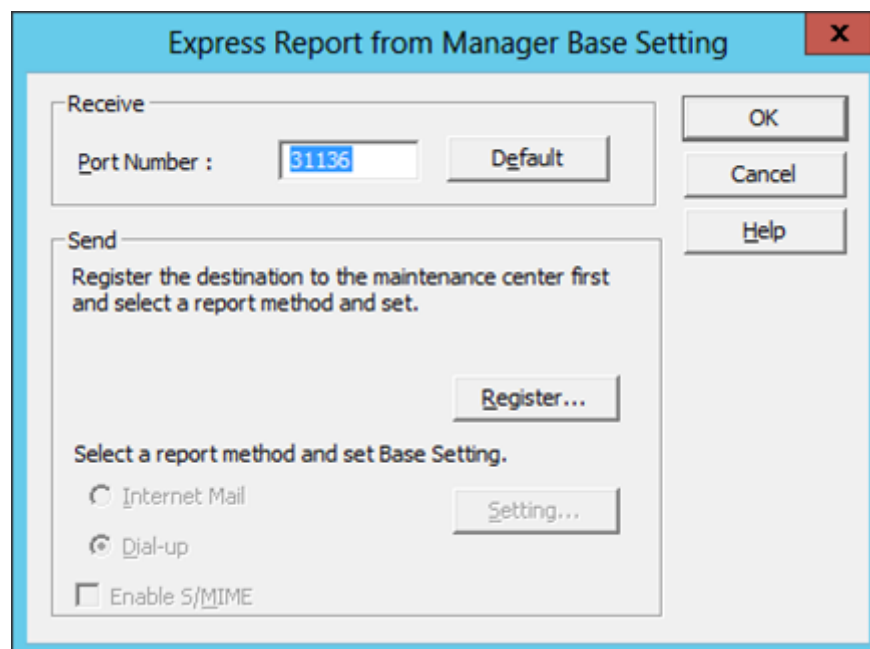
- 1) In NEC ESMPRO Manager Ver.6 or later, click "Report Settings" from NEC ESMPRO Manager of the Start Menu. In NEC ESMPRO Manager Ver.5 or lower, click [Report Settings] in [Tool] menu from AlertViewer. Alert Manager starts.
- 2) Click [Setting] menu - [Base Setting].



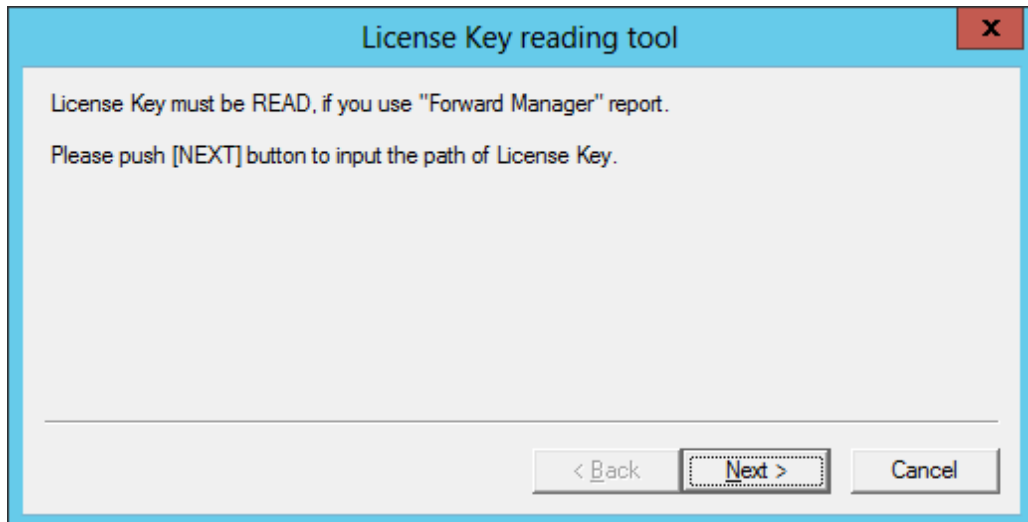
- 3) Select [Express Report from Manager] from Report method list on [Report] property, and click [Configure...].  
[Express Report from Manager Base Setting] window is displayed.



- 4) Specify port number used for the connection to Agent.  
Default value is set to 31136. Do not modify the default except for any necessary reason. If you modify the value, specify the same port number on Agent as well.



Do not modify the destination except for any necessary reason. When the destination register, start [Register ...] Click [License Key reading tool]. [License Key] is set to the appropriate drive, and click [Next], after reading the end, and then exit by clicking on the Finish] [License Key reading tool].

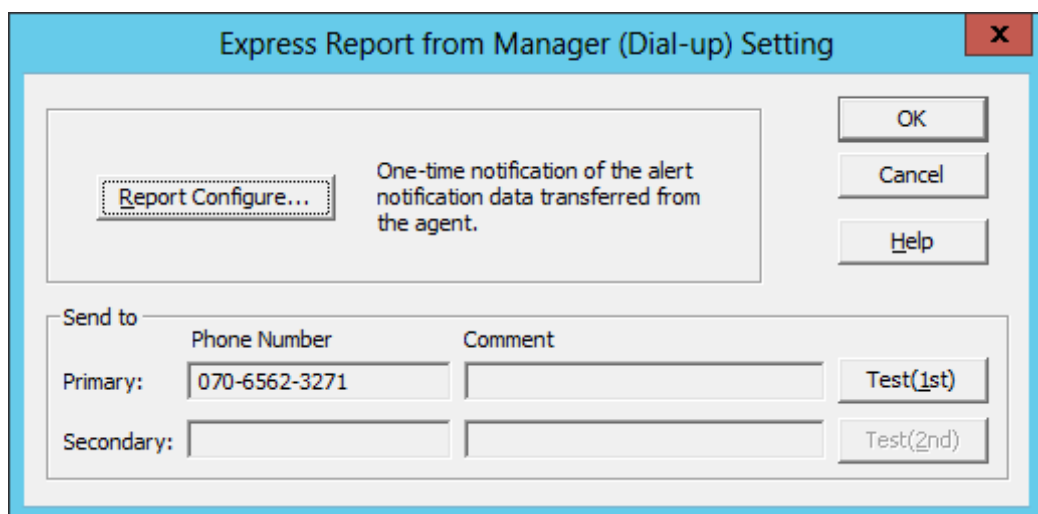


- 5) Select the report method Dial-up on [Express Report from Manager Base Setting] window and click [Setting...].

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

The default is Enable.

[Express Report from Manager (Dial-up) Setting] window is displayed.



- 6) Click [Report Configure...].  
[Report Condition Setting (COM Port)] window is displayed.

Report Condition Setting (COM Port)

|             | Phone Number  | Comment |
|-------------|---------------|---------|
| Primary :   | 070-6562-3271 |         |
| Secondary : |               |         |

Serial Port Setting

Serial Port :

☐ The port is shared by the remote access service

Re-dial Interval : 60 Sec

Dial Mode : ☐ Pulse ☒ Tone

OK Cancel Help AT Command...

- In [Serial Port], specify the serial port that is attached to the modem.
- 7) Click [OK] and return to [Express Report from Manager (Dial-up) Setting].
  - 8) Click [Test (1st)] to confirm a test.  
In [User ID], enter User System Code.
  - 9) Click [OK] and close [Express Report from Manager (Dial-up) Setting] window.
  - 10) Go back to [Express Report from Manager (Dial-up) Base Setting] window and click [OK] to close the window.
  - 11) Select [Base Setting] in Alert Manager. Display [Report] property, then activate (change the color to green) the bitmap switches (Enable/Disable) of [Express Report from Manager] in Report method list.

With that, the configuration of Express Report (forwarding Manager) at Manager side is completed. Subsequently, configure Agent side for Express Report (forwarding Manager).

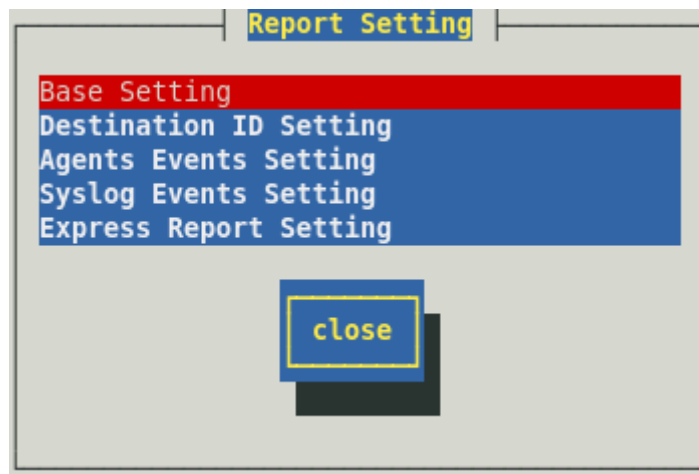
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## 3.2. NEC ESMPRO Agent or NEC ESMPRO ServerAgentService

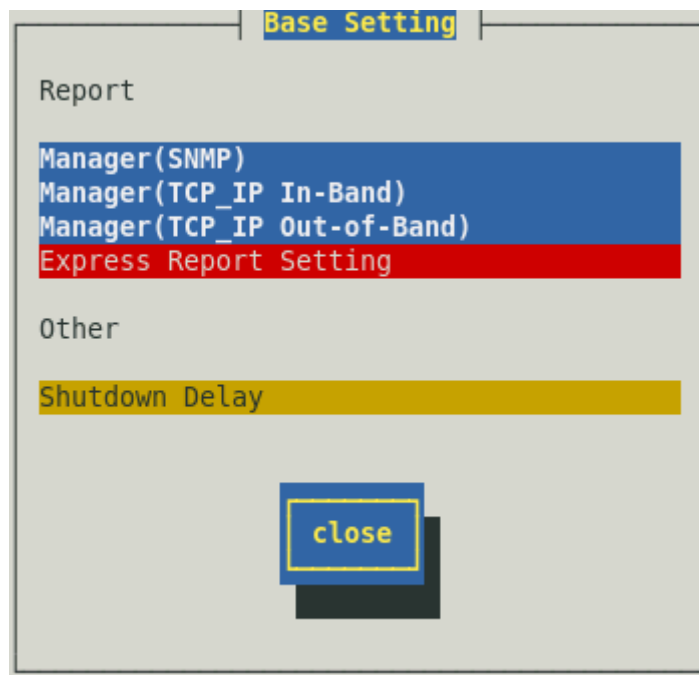
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This section describes the setting procedure of Express Report (via Manager) at NEC ESMPRO Agent or NEC ESMPRO ServerAgentService side.

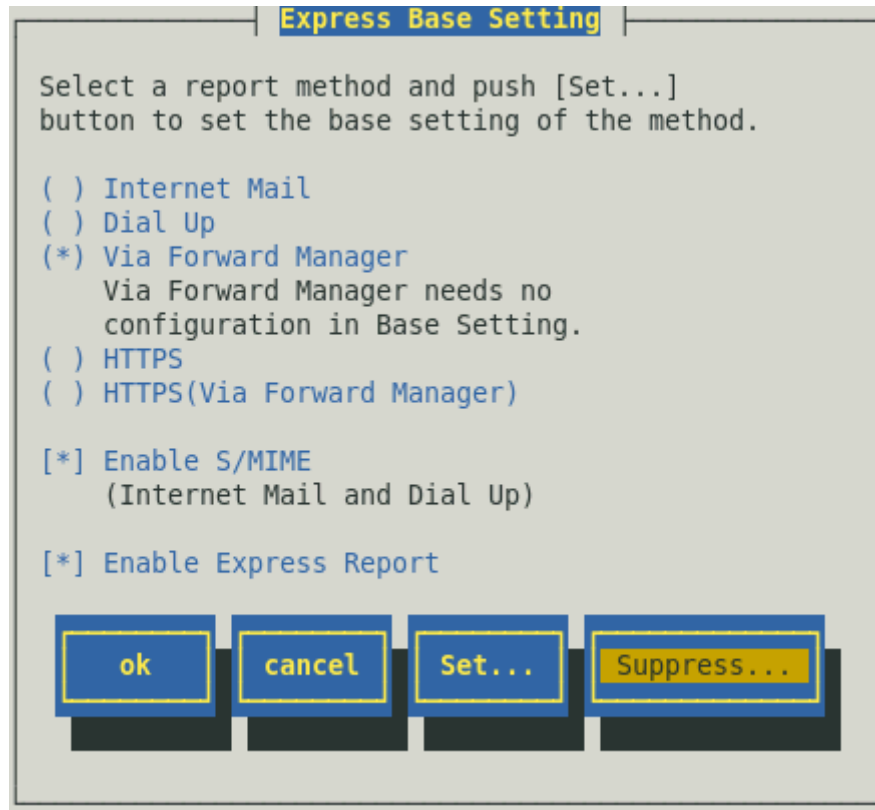
- 1) Execute following commands to start the control panel (/opt/nec/esmpro\_sa/bin/ESMamsadm).  
# cd /opt/nec/esmpro\_sa/bin  
# ./ESMamsadm
- 2) [Report Setting] screen is displayed.  
Select [Base Setting] on the screen.



- 3) [Base Setting] screen is displayed.  
Select [Express Report Setting] on the screen.



- 4) [Express Base Setting] screen is displayed.  
Select [Via Forward Manager] and check "Enable Express Report" on the screen.  
The default value of suppress reports is enable "Suppress Interval" and "Suppress Time" is 60 minutes.  
Do not modify them except for any necessary reason.



Content displayed by the version of NEC ESMPRO Agent is different as follows.

"Via Forward Manager" is not displayed under preceding version of NEC ESMPRO Agent Ver.3.9-5.

"Dial Up" is not displayed under preceding version of NEC ESMPRO Agent Ver.4.2.

"HTTPS" is not displayed under preceding version of NEC ESMPRO Agent Ver.4.4.22-1.

"[Suppress...]" button is not displayed under preceding version of NEC ESMPRO Agent Ver.4.4.30-1.

"HTTPS (Via Forward Manager)" is not displayed under preceding version of NEC ESMPRO Agent Ver.4.4.48-1.

"Enable S/MIME" is not displayed under preceding version of NEC ESMPRO Agent Ver.4.5.18-1.

When a certificate necessary for a digital signature (S/MIME) is not read, "Enable S/MIME" is not displayed in the version of NEC ESMPRO Agent Ver.4.5.18-1 or later, or NEC ESMPRO ServerAgentService.

#### Enable S/MIME

This entry is Disable regardless of presence of a check.

Set it in NEC ESMPRO Manager.

#### Enable Express Report

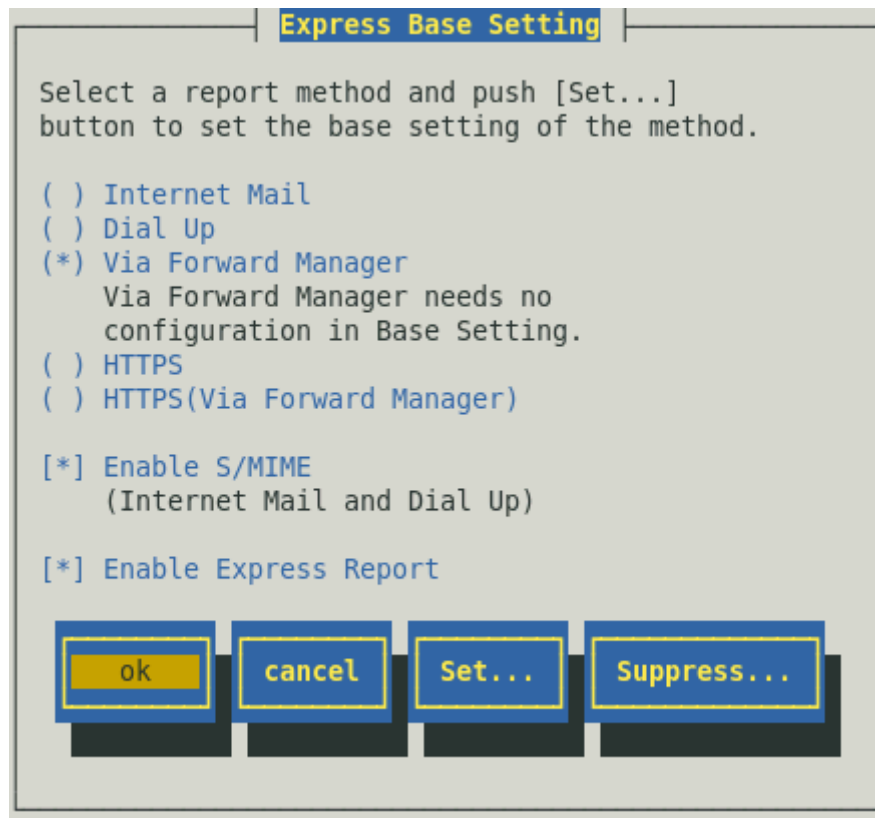
This entry designates if Express Report is Enable or Disable. Select by <space> key.

This is Enable when checked, Disable when clear. Default is Disable.

#### Note

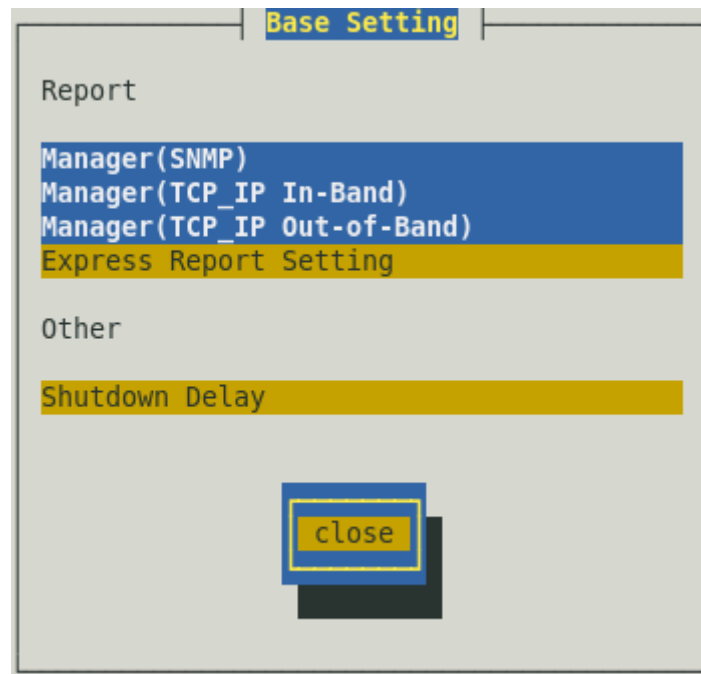
If [Enable Express Report] is not checked, you can send a report of opening or testing, but you cannot send Fatal Report or Regularly Report.  
Checked and enable it.

- 5) Push [ok] button on [Express Base Setting] screen to return to [Base Setting] screen.



The screen is titled "Express Base Setting". It contains the following text: "Select a report method and push [Set...] button to set the base setting of the method." Below this, there are several options, each preceded by a radio button or a selection marker: "( ) Internet Mail", "( ) Dial Up", "(\* ) Via Forward Manager" (with a sub-note "Via Forward Manager needs no configuration in Base Setting."), "( ) HTTPS", "( ) HTTPS(Via Forward Manager)", "[\*] Enable S/MIME" (with a sub-note "(Internet Mail and Dial Up)"), and "[\*] Enable Express Report". At the bottom, there are four buttons: "ok", "cancel", "Set...", and "Suppress...".

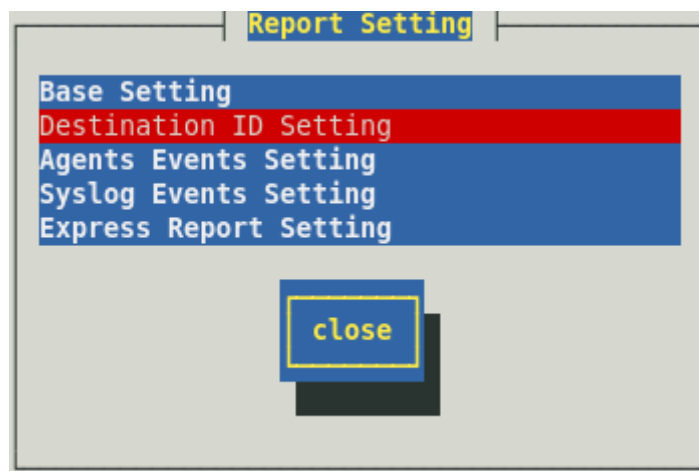
- 6) Push [close] button on [Base Setting] screen to return to [Report Setting] screen.



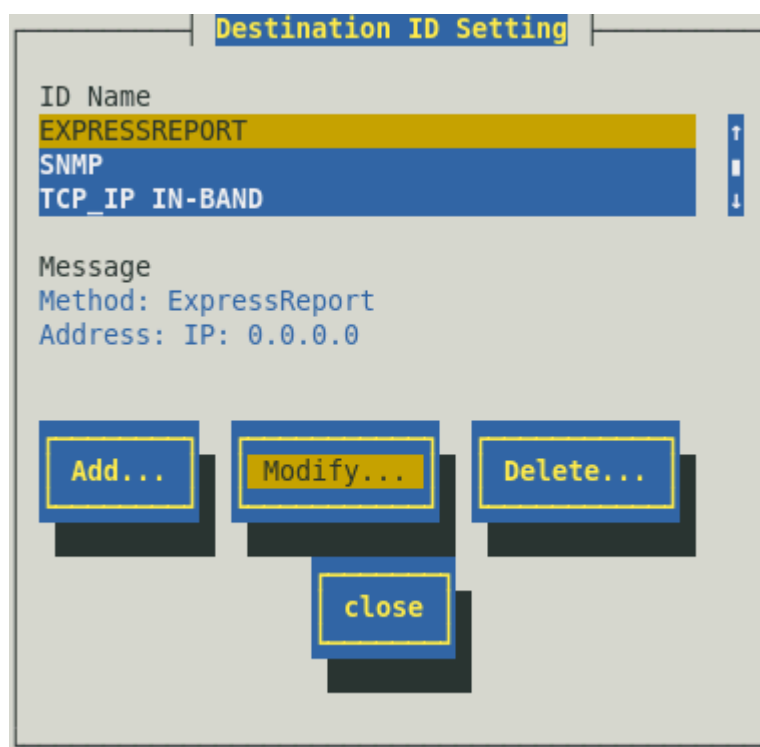
The screen is titled "Base Setting". It has two main sections: "Report" and "Other". Under "Report", there are four options: "Manager(SNMP)", "Manager(TCP\_IP In-Band)", "Manager(TCP\_IP Out-of-Band)", and "Express Report Setting" (which is highlighted in yellow). Under "Other", there is one option: "Shutdown Delay" (highlighted in yellow). At the bottom center, there is a "close" button.



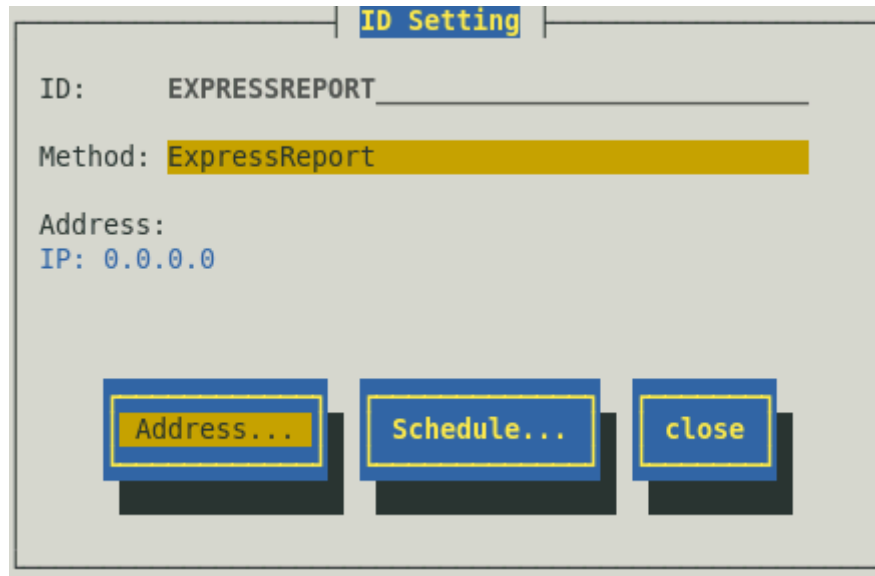
- 7) Select [Destination ID Setting] on [Report Setting] screen.



- 8) [Destination ID Setting] screen is displayed.  
Select [EXPRESSREPORT] and push [Modify...] button.



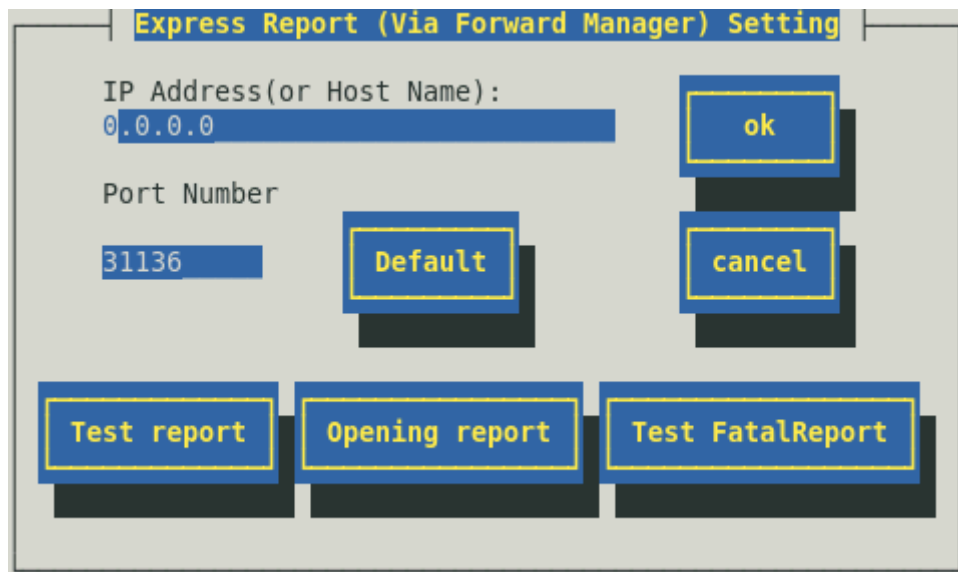
- 9) [ID Setting] screen is displayed. Push [Address...] button.



The 'ID Setting' screen displays the following fields and buttons:

- ID:** EXPRESSREPORT
- Method:** ExpressReport
- Address:** IP: 0.0.0.0
- Buttons:** Address..., Schedule..., close

- 10) [Express Report (Via Forward Manager) Setting] screen is displayed.  
Specify the destination of NEC ESMPRO Manager.



The 'Express Report (Via Forward Manager) Setting' screen displays the following fields and buttons:

- IP Address(or Host Name):** 0.0.0.0
- Port Number:** 31136
- Buttons:** ok, cancel, Default, Test report, Opening report, Test FatalReport

#### IP Address (or Host Name)

Specify the IP Address (or host name) of NEC ESMPRO Manager.

Never skip this procedure.

Type for example: "manager.foo.co.jp" or "192.168.0.100".

When host name is specified, configure `/etc/hosts` for name resolution beforehand.

e.g.) 192.168.0.100      manager.foo.co.jp

When you set host name, it is converted into an IP address after the name solution.

Therefore, when you change host name of NEC ESMPRO Manager or an IP address of host name defining after setup in `/etc/hosts`, specify the destination of NEC ESMPRO Manager again.

### Port Number

Specify port number used for the connection to NEC ESMPRO Manager.

Default value is set to 31136. Do not modify the default except for any necessary reason.

If you modify the value, specify the same port number on NEC ESMPRO Manager as well. Push [Default] button to return to default (31136).

#### Note

If you use the firewall, set a port open.  
Refer to Note of "1.1. System Requirements for Express Report Service" for the opening of the port.

### [Test report] button

To execute Test report, push this button. Test results appear as a message. When error message appears on the screen, reconfigure the setting in accordance with it.

### [Opening report] button

To execute Opening report of Express Report, push this button. Report results appear as a message. When error message appears on the screen, reconfigure the setting in accordance with it.

### [Test Fatal Report] button

To report failure test, push this button.

#### Note

- When "Suppress Interval" is enable, execute it out several times during "Suppress Interval", it is not reported.
- When using Report service activation key information, please do "Test Fatal Report" after you receive a mail of completion of Opening report. When not receiving a mail of completion of Opening report, please check it to an express reception center.

11) Push [Test report] button to confirm a test report.

**Express Report (Via Forward Manager) Setting**

IP Address(or Host Name):  
192.168.1.75

Port Number  
31136

ok

cancel

Default

Test report

Opening report

Test FatalReport

- 12) Specify a sending-report destination for Test report, and push [ok] button.

**Case: Use Opening key file**

Input the E-Mail address to send the Test report result

E-Mail:

Input your E-mail address.  
Default value is USER E\_MAIL ADDRESS of the setting information.

**Case: Use Report service activation key information**

Input the E-Mail address to send the Test report result

E-Mail:

Input your E-mail address.  
Default value is Test and Opening result reply E-mail.

- 13) A confirmation message is displayed. Push [ok] button to execute Test report.  
When a Test report is executed, Test results mail is sent to the specified destination.  
After confirming the results of Test report, execute Opening report.  
When "Dial-up Setting" is selected at NEC ESMPRO Manager, test results are not sent.

WARNING

Test report result is sent by E-mail to the following  
address.Is it good?  
aaa@bbb.co.jp

- 14) Push [Opening report] button to confirm Opening report.  
([Opening report] button is operative after finishing Test report.)  
Express Report Service is launched after Opening report.

**Express Report (Via Forward Manager) Setting**

IP Address(or Host Name):  
192.168.1.75

Port Number  
31136

Default

ok

cancel

Test report

Opening report

Test FatalReport

- 15) Push [ok] button to close [Express Report (Via Forward Manager) Setting] screen.

**Express Report (Via Forward Manager) Setting**

IP Address(or Host Name):  
192.168.1.75

Port Number  
31136

Default

ok

cancel

Test report

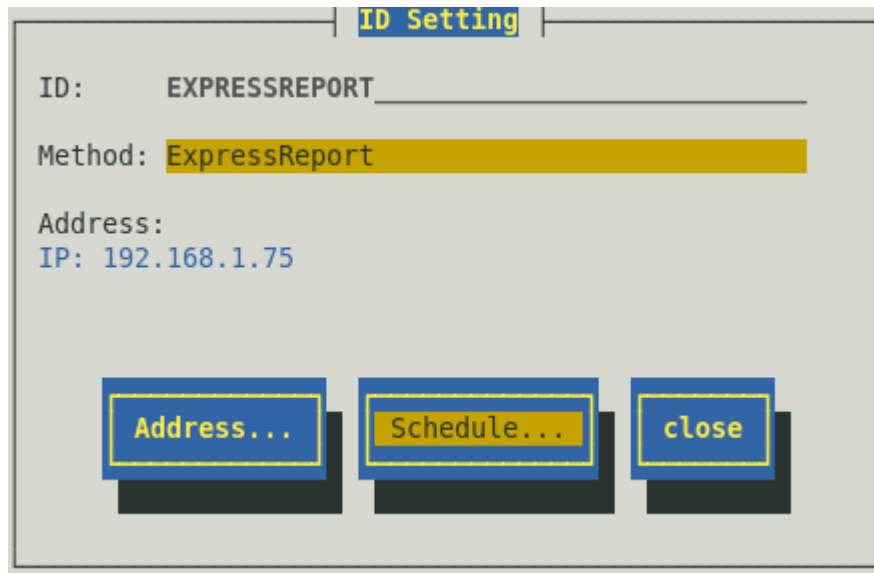
Opening report

Test FatalReport

- 16) [ID Setting] screen is displayed. Default value of Retry setting and Retry setting are set as every 5 minutes. Retry for up to 72 hours after is operative at all hours. This value is recommended. Do not modify the default except for any necessary reason.

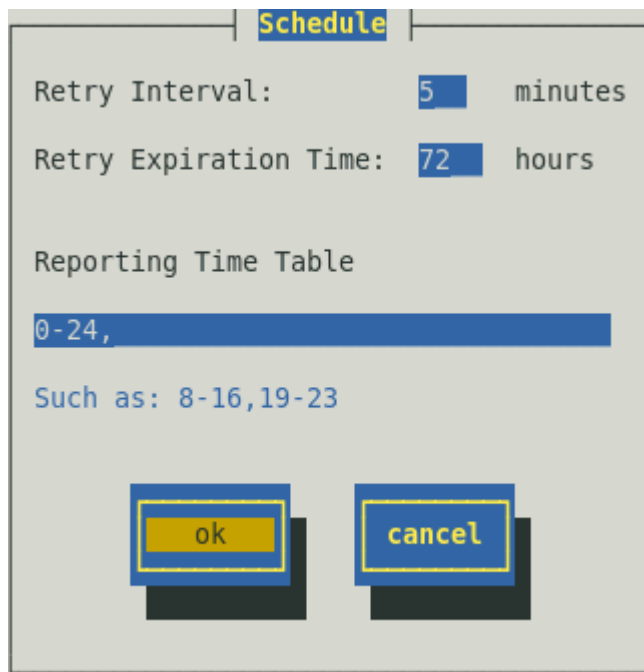
When you want to specify "Retry setting (Interval, Expiration Time)" and "Reporting Time Table", push [Schedule...] button.

If you do not need to do it, skip this procedure and go onto 19).



The screenshot shows the 'ID Setting' screen. At the top, the title 'ID Setting' is highlighted in yellow. Below the title, the 'ID' field contains 'EXPRESSREPORT'. The 'Method' field contains 'ExpressReport'. The 'Address' field contains 'IP: 192.168.1.75'. At the bottom, there are three buttons: 'Address...', 'Schedule...', and 'close'. The 'Schedule...' button is highlighted in yellow.

- 17) [Schedule] screen is displayed. When a specification is done, push [ok] button to close [Schedule] screen.



The screenshot shows the 'Schedule' screen. At the top, the title 'Schedule' is highlighted in yellow. Below the title, the 'Retry Interval' is set to '5 minutes'. The 'Retry Expiration Time' is set to '72 hours'. The 'Reporting Time Table' field contains '0-24,'. Below this, the text 'Such as: 8-16,19-23' is displayed. At the bottom, there are two buttons: 'ok' and 'cancel'. The 'ok' button is highlighted in yellow.

- 18) Push [close] button to close [ID Setting] screen.

19) Push [close] button to close [Destination ID Setting] screen.

20) Push [close] button to close [Report Setting] screen.

Now Express Report (via Manager) is operative. Setup is the end.

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## 4. Report Setting (HTTPS)

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This section describes the report setting procedure of Express Report Service using HTTPS protocol for reports. This function is supported from NEC ESMPRO Agent Ver.4.4.22-1 or later, or NEC ESMPRO ServerAgentService.

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### 4.1. NEC ESMPRO Agent or NEC ESMPRO ServerAgentService

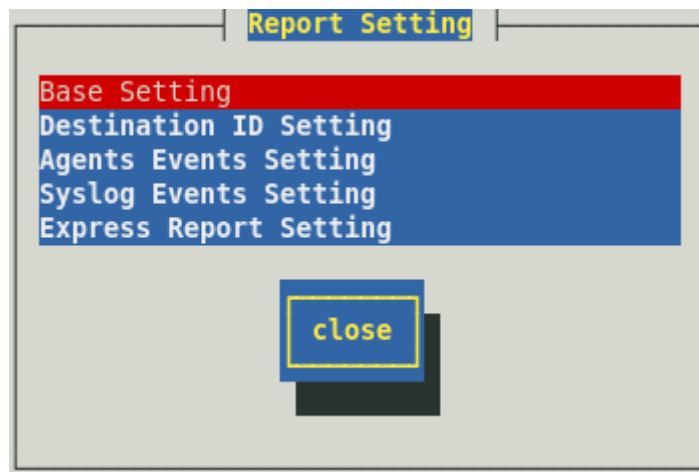
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To activate Express Report Service, configure HTTPS, according to the following procedure.

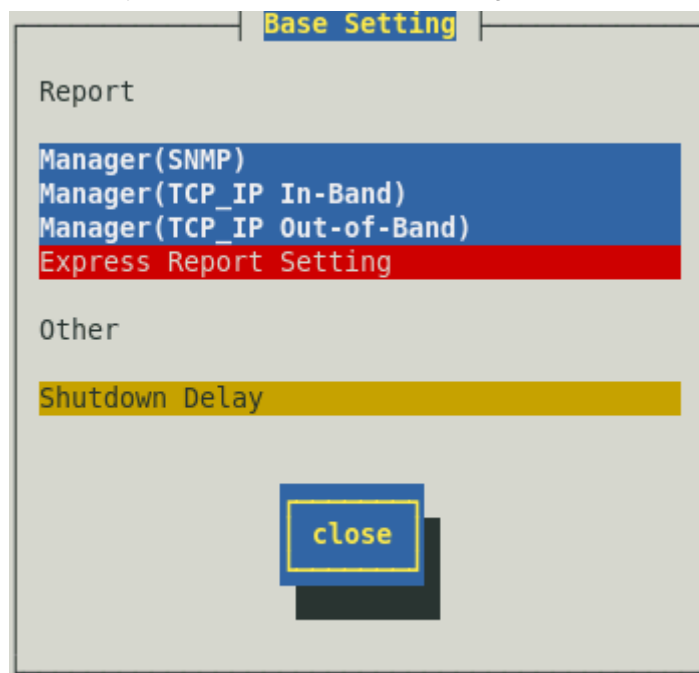
- 1) Execute following commands to start the control panel (/opt/nec/esmpo\_sa/bin/ESMamsadm).

```
cd /opt/nec/esmpo_sa/bin
./ESMamsadm
```

- 2) [Report Setting] screen is displayed. Select [Base Setting] on the screen.

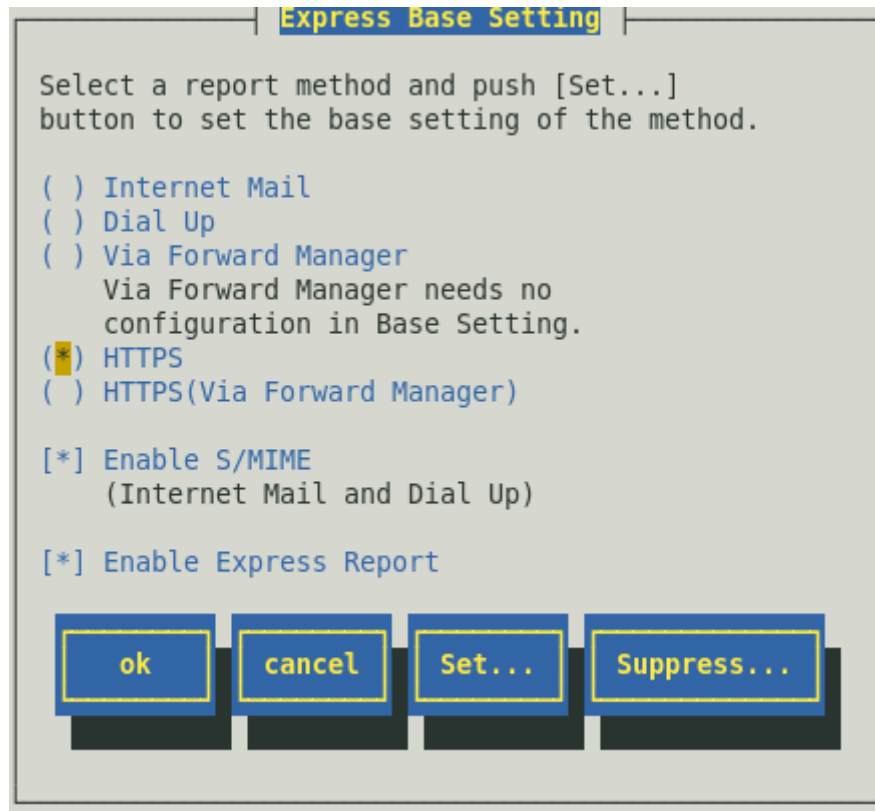


- 3) [Base Setting] screen is displayed. Select [Express Report Setting] on the screen.





- 4) [Express Base Setting] screen is displayed.  
Select [HTTPS] and check "Enable Express Report". Push [Set...] button.



Content displayed by the version of NEC ESMPRO Agent is different as follows.

"Via Forward Manager" is not displayed under preceding version of NEC ESMPRO Agent Ver.3.9-5.

"Dial Up" is not displayed under preceding version of NEC ESMPRO Agent Ver.4.2.

"HTTPS" is not displayed under preceding version of NEC ESMPRO Agent Ver.4.4.22-1.

"[Suppress...] button" is not displayed under preceding version of NEC ESMPRO Agent Ver.4.4.30-1.

"HTTPS (Via Forward Manager)" is not displayed under preceding version of NEC ESMPRO Agent Ver.4.4.48-1.

"Enable S/MIME" is not displayed under preceding version of NEC ESMPRO Agent Ver.4.5.18-1.

When a certificate necessary for a digital signature (S/MIME) is not read, "Enable S/MIME" is not displayed in the version of NEC ESMPRO Agent Ver.4.5.18-1 or later, or NEC ESMPRO ServerAgentService.

#### **Enable S/MIME**

This entry is Disable regardless of presence of a check.

#### **Enable Express Report**

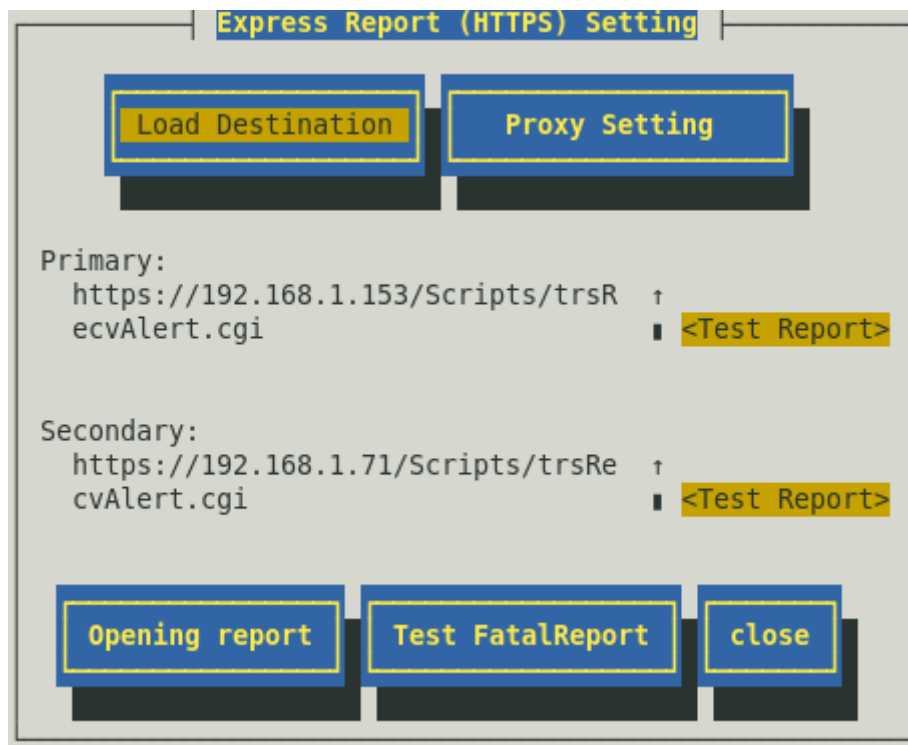
This entry designates if Express Report is Enable or Disable. Select by <space> key.

This is Enable when checked, Disable when clear. Default is Disable.

#### **Note**

If [Enable Express Report] is not checked, you can send a report of opening or testing, but you cannot send Fatal Report or Regularly Report. Checked and enable it.

- 5) [Express Report (HTTPS) Setting] screen is displayed.



**[Load Destination] button**

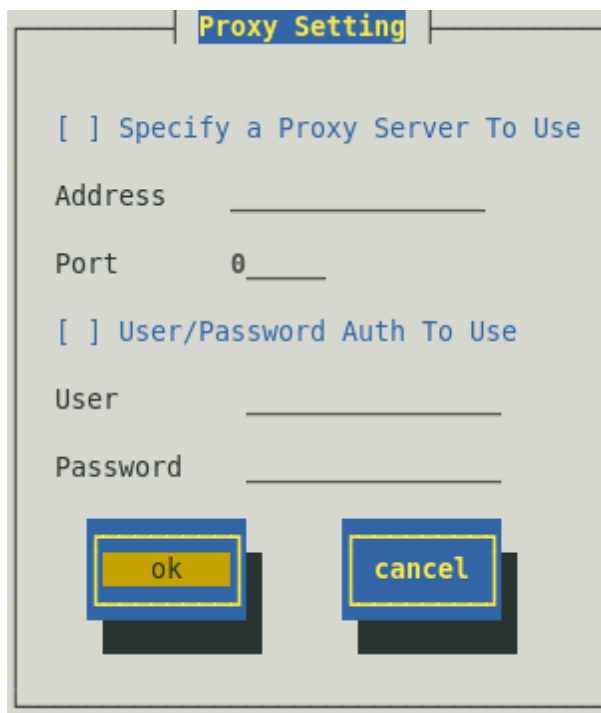
When you change a predetermined Report addressee, create/update Destination definition file, and then push this button.

Further information on Destination definition file, will be found below under "4.2.1 Destination definition file".

If you push this button in case where Opening report has been already done, the status turns to be "Not Open". In that case, rerun Opening Report.

**[Proxy Setting] button**

If you want to execute reports via proxy server, push this button to display [Proxy Setting] screen. Then configure a proxy server on the screen.



The image shows a 'Proxy Setting' dialog box. At the top, there is a title bar with the text 'Proxy Setting'. Below the title bar, there is a checkbox labeled '[ ] Specify a Proxy Server To Use'. Under this checkbox, there are two input fields: 'Address' and 'Port'. The 'Port' field has the number '0' entered. Below these fields, there is another checkbox labeled '[ ] User/Password Auth To Use'. Under this checkbox, there are two input fields: 'User' and 'Password'. At the bottom of the dialog box, there are two buttons: 'ok' and 'cancel'.

In under preceding version of NEC ESMPRO Agent Ver.4.5.28-1 and NEC ESMPRO ServerAgentService Ver.1.3.0-0, "User/Password Auth to Use", "User" and "Password" are not displayed.

### Specify a Proxy Server To Use

If you use a proxy server, check the box. Select by <space> key.

#### Address

Specify the IP Address (or host name) of a proxy server within 256 characters.

Type for example: "proxy.foo.co.jp" or "192.168.0.100".

When host name is specified, configure `/etc/hosts` for name resolution beforehand.

e.g.) 192.168.0.100 proxy.foo.co.jp

When you set host name, it sends Express Report after doing name solution in `/etc/hosts`.

Therefore, when you change an IP address of host name defining after setup in `/etc/hosts`, there is no influence for setting.

#### Port

Specify port number used for the connection to a proxy server from 1 to 65535 ranges.

#### Note

If you use the firewall, set a port open.  
Refer to Note of "1.1. System Requirements for Express Report Service" for the opening of the port.

#### User/Password Auth to Use

If you use a proxy server which supports user authentication (Basic Authentication), check the box. Select by <space> key.

#### User

Specify the user of a proxy server within 255 characters.

#### Password

Specify the password to use by the user authentication within 48 characters.

**[Test report] button**

To execute Test report, push this button. Test results appear as a message. When error message appears on the screen, reconfigure the setting in accordance with it.

**[Opening report] button**

To execute Opening report of Express Report, push this button. Report results appear as a message. When error message appears on the screen, reconfigure the setting in accordance with it.

**Note**

When the following messages are recorded in a syslog after execute Opening report, A package necessary for HTTPS report may be short.  
ESMamvmain: Express (HTTPS) HeartBeat: Gathering information failed.  
ESMamvmain: Express (HTTPS) HeartBeat: Report failed.  
Install zip and curl packages, or zip and libcurl packages (Red Hat Enterprise Linux 6 or later).

**[Test Fatal Report] button**

To report failure test, push this button.

**Note**

- When "Suppress Interval" is enable, execute it out several times during "Suppress Interval", it is not reported.
- When using Report service activation key information, please do "Test Fatal Report" after you receive a mail of completion of Opening report. When not receiving a mail of completion of Opening report, please check it to an express reception center.

- 6) Push [Test report] button of primary report destination to confirm Test report.

**Express Report (HTTPS) Setting**

**Load Destination** **Proxy Setting**

Primary:  
https://192.168.1.153/Scripts/trsR ecvAlert.cgi **<Test Report>**

Secondary:  
https://192.168.1.71/Scripts/trsRe cvAlert.cgi **<Test Report>**

**Opening report** **Test FatalReport** **close**

**Tips**

Test report/Opening report must be executed in the following order.

1. Test report for primary report destination
2. Test report for secondary report destination  
(if the secondary report destination is specified)
3. Opening report

Specify the report destination of Test report, and push [ok] button.

**Case: Use Opening key file**

**Input the E-Mail address to send the Test report result**

E-Mail:

Input your E-mail address.  
Default value is USER E\_MAIL ADDRESS of the setting information.

**Case: Use Report service activation key information**

**Input the E-Mail address to send the Test report result**

E-Mail:

Input your E-mail address.  
Default value is Test and Opening result reply E-mail.

- 7) A confirmation message is displayed. Push [ok] button to execute Test report.  
When a Test report is executed, Test results mail is sent to the specified destination.  
After confirming the results of Test report, execute Opening report.

**WARNING**

Test report result is sent by E-mail to the following  
address. Is it good?  
aaa@bbb.co.jp

- 8) If the secondary report destination is specified, push [Test report] button of the secondary destination to confirm Test report.
- 9) Specify the report destination of Test report, and push [ok] button.
- 10) A confirmation message is displayed. Push [ok] button to execute Test report.  
When a Test report is executed, Test results mail is sent to the specified destination.  
After confirming the results of Test report, execute Opening report.
- 11) Push [Opening report] button to confirm Opening report.  
([Opening report] button is operative after finishing Test report.)  
Express Report Service is launched after Opening report.

**Express Report (HTTPS) Setting**

**Load Destination** **Proxy Setting**

Primary:  
 https://192.168.1.153/Scripts/trsR ecvAlert.cgi **<Test Report>**

Secondary:  
 https://192.168.1.71/Scripts/trsRe cvAlert.cgi **<Test Report>**

**Opening report** **Test FatalReport** **close**

#### Tips

On executing Opening report, Heart Beat Report is sent. When Heart Beat Report is failed, a message including "Express (HTTPS) HeartBeat" in syslog is read out. In this case, execute the following command for confirmation.

```
cat /var/log/messages | grep HTTPS
```

If a message has been read out, confirm the settings according to it.

- 12) Push [close] button to close [Express Report (HTTPS) Setting]

**Express Report (HTTPS) Setting**

**Load Destination** **Proxy Setting**

Primary:  
https://192.168.1.153/Scripts/trsR  
ecvAlert.cgi **<Test Report>**

Secondary:  
https://192.168.1.71/Scripts/trsRe  
cvAlert.cgi **<Test Report>**

**Opening report** **Test FatalReport** **close**

- 13) Return to [Express Base Setting] screen.

The default value of suppress reports is enable "Suppress Interval" and "Suppress Time" is 60 minutes.  
Do not modify them except for any necessary reason.

**Express Base Setting**

Select a report method and push [Set...] button to set the base setting of the method.

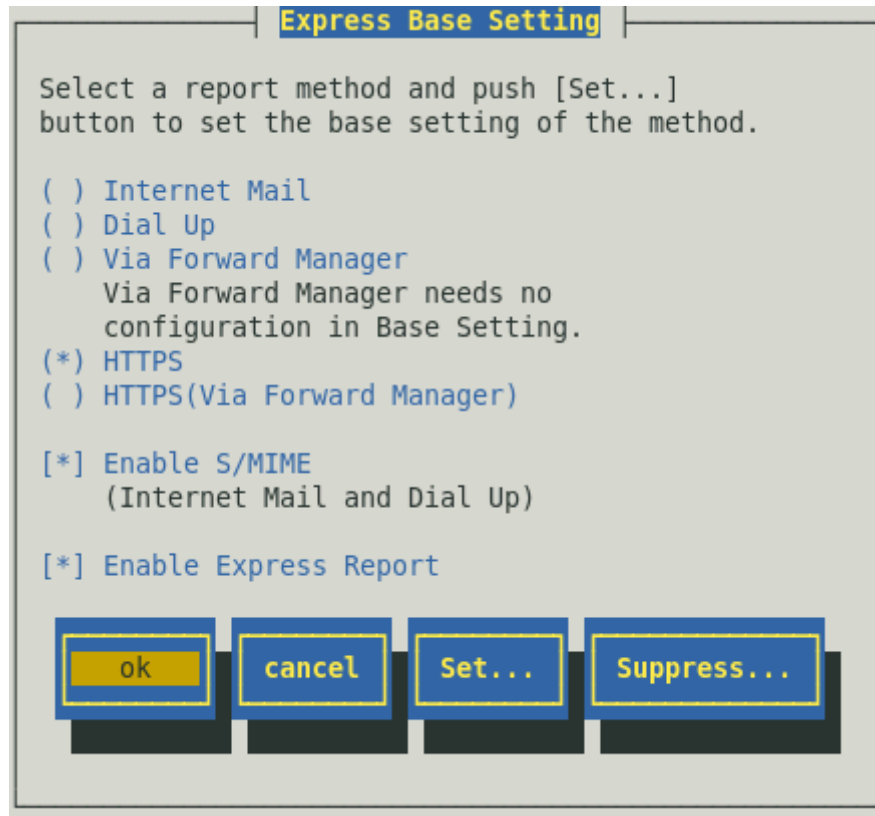
( ) Internet Mail  
( ) Dial Up  
( ) Via Forward Manager  
Via Forward Manager needs no configuration in Base Setting.  
(\* ) HTTPS  
( ) HTTPS(Via Forward Manager)

[\*] Enable S/MIME  
(Internet Mail and Dial Up)

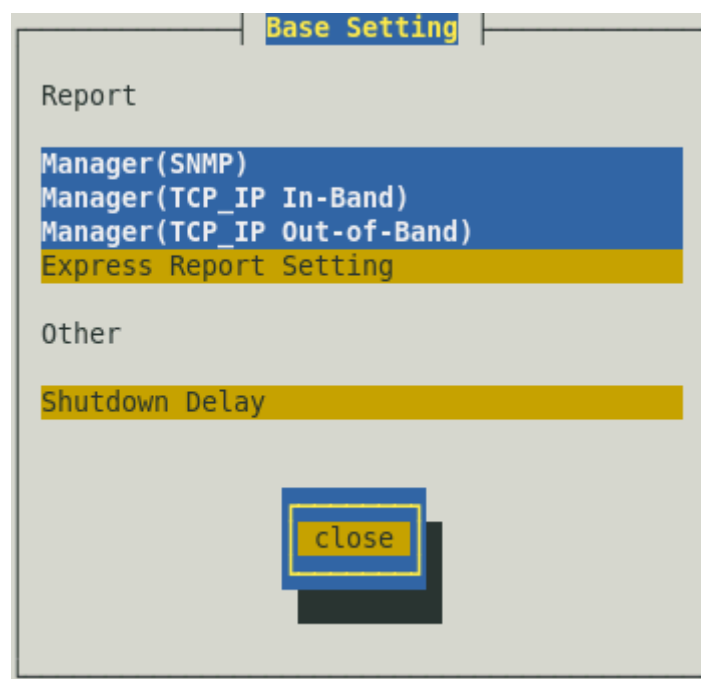
[\*] Enable Express Report

**ok** **cancel** **Set...** **Suppress...**

- 14) Push [ok] button to close [Express Base Setting] screen.

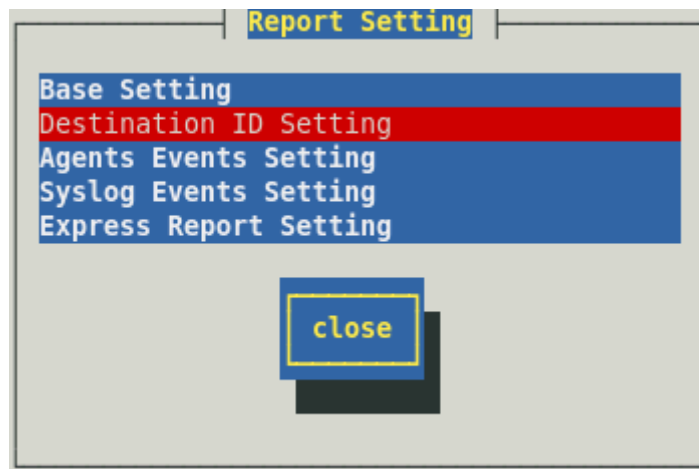


- 15) Push [close] button to close [Base Setting] screen.

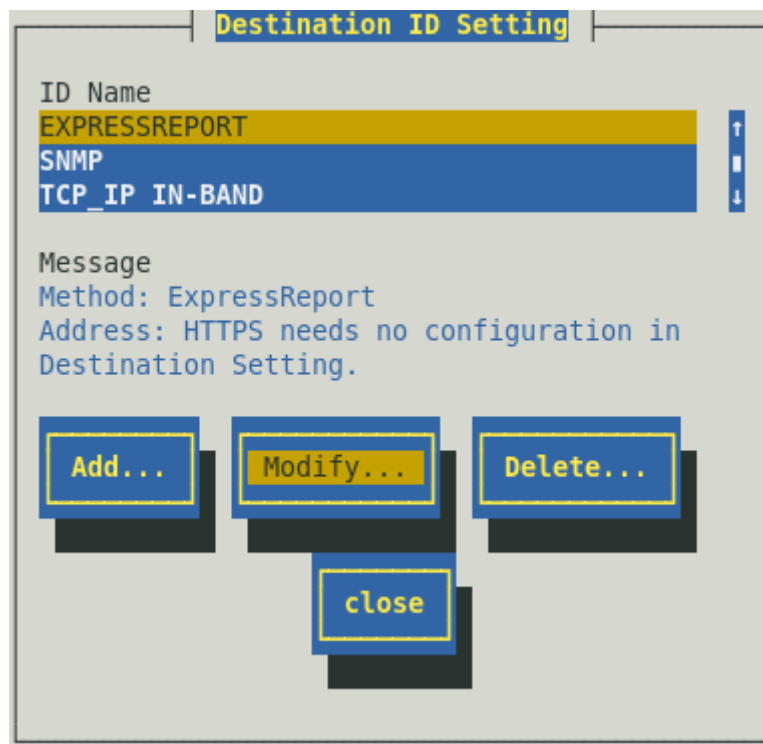




- 16) Select [Destination ID Setting] on [Report Setting] screen.  
[Destination ID Setting] screen is displayed.



- 17) Select [EXPRESSREPORT] and push [Modify...] button.



- 18) [ID Setting] screen is displayed. Default value of Retry setting and Retry setting are set as every 5 minutes. Retry for up to 72 hours after is operative at all hours. This value is recommended. Do not modify the default except for any necessary reason.

When you want to specify "Retry setting (Interval, Expiration Time)" and "Reporting Time Table", push [Schedule...] button.

If you do not need to do it, skip this procedure and go onto 21).

ID: EXPRESSREPORT

Method: ExpressReport

Address:  
HTTPS needs no configuration in Destination Setting.

Address... Schedule... close

- 19) [Schedule] screen is displayed. When a specification is done, push [ok] button to close [Schedule] screen.

Schedule

Retry Interval: 5 minutes

Retry Expiration Time: 72 hours

Reporting Time Table

0-24,

Such as: 8-16,19-23

ok cancel

- 20) Push [close] button to close [ID Setting] screen.

21) Push [close] button to close [Destination ID Setting] screen.

22) Push [close] button to close [Report Setting] screen.

Now Express Report (HTTPS) is operative. Setup is the end.

---

## 4.2. Definition File Setting (HTTPS)

---

This section describes definition files applied in using Express Report Service (HTTPS).

### 4.2.1. Destination Definition File (AMHTPADR.INF)

---

This file defines the report destination of HTTPS Report.

Before executing Load Destination, the file must be stored in the following directory.

`/opt/nec/esmpro_sa/data/https/AMHTPADR.INF`

The followings are the setting contents.

[URL1]     ...Section name. Make sure to address it.  
URL=       ...Address the primary report destination within 500 characters.  
            Make sure to do this procedure.  
[URL2]     ...Section name. When you do not address it, no entry is required.  
URL=       ...Address the secondary report destination.  
            When you do not address it, no entry is required.

Below are examples of the settings.

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

Address the primary report destination in alphanumeric/code within 500 characters to the sequel to "URL=".

## 4.2.2. Log-gathering Definition File (AMHTPLOG.INF)

---

Express Report (HTTPS) Service provides a function that failure information is sent with a log file. The log information being sent with failure information is configurable with a log-gathering definition file.

Gathering logs definition file is stored in the following.

/opt/nec/esmpro\_sa/data/https/AMHTPLOG.INF

Below are the default values.

Default value in [Configuration] section, "TimeOut" is 1800 seconds and "MaxSize" is maximal value (2097152KB).

NEC ESMPRO Agent Ver.4.4.44-1 under:

[DefaultTools] section, the obstacle information collection tool (collectsa.sh) is specified. When Product Info Collection Utility is installed, the command (ezclct.sh) is executed.

[NoneTrouble] section, the log is not collected because specify all sources and events (each value is "\*").

```
[Configuration]
TimeOut=1800
MaxSize=0

[DefaultTools]
Command="/opt/nec/esmpro_sa/tools/collectsa.sh"
LogFile="/opt/nec/esmpro_sa/gatherlog/collectsa.tgz"
Directory="/opt/nec/esmpro_sa/gatherlog"

[NoneTrouble]
SourceName01=*
EventID01=*
```

NEC ESMPRO Agent Ver.4.4.44-1 to Ver.4.5.26-1:

[DefaultTools] section, obstacle information collection tool (collectsa.sh -ez cr) is specified. When Product Info Collection Utility is installed, the command (ezclct.sh cr) is executed.

[NoneTrouble] section, the log is not collected because specify all sources and events (each value is "\*").

```
[Configuration]
TimeOut=1800
MaxSize=0

[DefaultTools]
Command="/opt/nec/esmpro_sa/tools/collectsa.sh -ez cr"
LogFile="/opt/nec/esmpro_sa/gatherlog/collectsa.tgz"
Directory="/opt/nec/esmpro_sa/gatherlog"

[NoneTrouble]
SourceName01=*
EventID01=*
```

NEC ESMPRO Agent Ver.4.5.28-1 or later:

NEC ESMPRO ServerAgentService Ver.1.0.0-0 to Ver.1.3.0-0:

[DefaultTools] section, obstacle information collection tool (collectsa.sh -ez ch) is specified. When Product Info Collection Utility is installed, the command (ezclct.sh ch) is executed.

[NoneTrouble] section, the log is collected because all sources become targeted for collection of log information.

```

[Configuration]
TimeOut=1800
MaxSize=0

[DefaultTools]
Command="/opt/nec/esmpro_sa/tools/collectsa.sh -ez ch"
LogFile="/opt/nec/esmpro_sa/gatherlog/collectsa.tgz"
Directory="/opt/nec/esmpro_sa/gatherlog"

[NoneTrouble]
SourceName01=NoneTrouble
EventID01=*

```

NEC ESMPRO ServerAgentService Ver.1.3.1-0 or later:

[DefaultTools] section, collection are syslog (/var/log/messages\*) and /var/log/raidsrv/\*.log. When Product Info Collection Utility is installed, the command (ezclct.sh ch) is executed.

[NoneTrouble] section, the log is collected because all sources become targeted for collection of log information.

```

[Configuration]
TimeOut=1800
MaxSize=0

[DefaultTools]
Command="/opt/nec/esmpro_sa/tools/execEZCLCT.sh ch -s"
LogFile="/opt/nec/esmpro_sa/gatherlog/collectsa.tgz"
Directory="/opt/nec/esmpro_sa/gatherlog"

[NoneTrouble]
SourceName01=NoneTrouble
EventID01=*

```

Below are details of setting items.

[Configuration]

- TimeOut=xxxx      \*Specifies a time out period (seconds). When "0" is given, no time out occurs.
- MaxSize=0        \*Specifies an attachable maximal log size (KB).  
When "0" is given, maximal value of maximal size (2097152KB) is collected.

[DefaultTools]

- Command="/xxx/xxx/xxx.sh"      \*Used for events in which a command is undefined.
- LogFile="/xxx/xxx/xxx.log"      \*Log file name or directory name.
- Directory="/xxx/xxx"            \*Directory where the command is executed.

[NoneTrouble]

- SourceName01=xxxxxxx      \*Specifies sources of exempt command execution/event ID.
- EventID01=xxxxxx, xxxxxx, xxxxxx
- SourceName02=xxxxxxx
- EventID02=xxxxxx, xxxxxx, xxxxxx

[Tool001]

- SourceName01=xxxxxxx      \*Commands are registerable from 001 to 999.  
\*Specifies sources of exempt command execution/event ID.

- EventID01=xxxxxx,xxxxxx,xxxxxx
- Command="/xxx/xxx/xxx.sh"
- LogFile="/xxx/xxx/xxx.log"
- Directory="/xxx/xxx"

[Tool002]

- SourceName01=xxxxxxx
- EventID01=xxxxxx,xxxxxx,xxxxxx
- Command="/xxx/xxx/xxx.sh"
- LogFile="/xxx/xxx/xxx.log"
- Directory="/xxx/xxx"

1) In [Configuration] section, specify parameters.

- Specify number of seconds in "Timeout" to stop collecting failure information from 0 to 4294967295.  
When "0" is given, no cessation occurs.
- Specify maximal size of collecting failure information log in "MaxSize" (count by KB) from 0 to 2097152.  
When "0" is given, maximal value of maximal size is collected.

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.  
The string length of the absolute path is limited to 258 characters.
- In "LogFile", specify the absolute path.  
The string length of the absolute path is limited to 259 characters.  
When a directory is specified, the files under it (includes subdirectories) are collected.

#### Tips

"/opt/nec/esmpro\_sa/gatherlog/" is a working directory for NEC ESMPRO Agent or NEC ESMPRO ServerAgentService.  
So, the followings are not addressable.  
LogFile="/opt/nec/esmpro\_sa/gatherlog/"  
LogFile="/opt/nec/esmpro\_sa/"  
LogFile="/opt/nec/"  
LogFile="/opt/"  
LogFile="/"

- In "Directory", specify the absolute path of a pass gathering log.  
The string length of the absolute path is limited to 259 characters.
- 3) In [NoneTrouble] section, specify events that are not the targets for log-gathering, 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 names are specified.
  - In "EventIDXX", specify target ID event.  
Specify event ID, all 32 characters event, in hexadecimal beginning with "0x".  
Up to 512 events can be given, separated by " ".

When "\*" is given, all event IDs are specified.

- When you do not appoint event not to collect log information, set it as follows.

It is default in NEC ESMPRO Agent Ver.4.5.28-1 or later and NEC ESMPRO ServerAgentService Ver.1.3.0-0.

```
[NoneTrouble]
```

```
SourceName01=NoneTrouble
```

```
EventID01=
```

- 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.

The string length of the absolute path is limited to 258 characters.

- In "LogFile", specify the absolute path.

The string length of the absolute path is limited to 259 characters.

When a directory is specified, the files under it (includes subdirectories) are collected.

#### Tips

"/opt/nec/esmpro\_sa/gatherlog/" is a working directory for NEC ESMPRO Agent or NEC ESMPRO ServerAgentService.

So, the followings are not addressable.

```
LogFile="/opt/nec/esmpro_sa/gatherlog/"
```

```
LogFile="/opt/nec/esmpro_sa/"
```

```
LogFile="/opt/nec/"
```

```
LogFile="/opt/"
```

```
LogFile="/"
```

- In "Directory", specify the absolute path where the log-gathering command is executed.

The string length of the absolute path is limited to 259 characters.

- Specify events that are not the targets for log-gathering, 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 names are specified.

- In "EventIDXX", specify target ID event.

Specify event ID, all 32 characters event, in hexadecimal beginning with "0x".

Up to 512 events can be given, separated by ", ".

When "\*" is given, all event IDs are specified.

#### < Supplementary note >

- 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 executions are completed.

[ToolYYY] is not applied to each collecting command.

- When no command is written in [DefaultTools] section, log collection 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.

The followings are examples of the every particular setting.

```
[Configuration]
TimeOut = 600
MaxSize = 0

[DefaultTools]
Command="/opt/nec/esmpro_sa/tools/collectsa.sh"
LogFile="/opt/nec/esmpro_sa/gatherlog/collectsa.tgz"
Directory="/opt/nec/esmpro_sa/gatherlog"

[NoneTrouble]
SourceName01=Alert ManagerMainService
EventID01=0x20000001

[Tool001]
SourceName01=ESMCommonService
EventID01=0x800003E8,0x400003E9
SourceName02=ESMLANService
EventID02=0x8000012D
Command="/opt/nec/esmpro_sa/tools/collectsa1.sh"
LogFile="/opt/nec/esmpro_sa/gatherlog/collectsa.tgz"
Directory="/opt/nec/esmpro_sa/gatherlog"
```

### 4.2.3. Configuration Information Definition File (AMHTPHBI.INF)

---

Express Report (HTTPS) service provides a function that sends regularly (every month) attaching Configuration information report function. The information to be sent is collected according to Configuration information definition file.

Configuration information definition file is stored in the following:

```
/opt/nec/esmpro_sa/data/https/AMHTPHBI.INF
```

Below are the default values.

Default value in [Configuration] section, "TimeOut" is 1800 seconds and "MaxSize" is maximal value (2097152KB).

NEC ESMPRO/ServerAgent Ver.4.4.44-1 under:

[Tools] section, the obstacle information collection tool (collectsa.sh) is specified. When Product Info Collection Utility is installed, the command (ezclct.sh) is executed.

```
[Configuration]
TimeOut=1800
MaxSize=0

[Tools]
Command="/opt/nec/esmpro_sa/tools/collectsa.sh"
LogFile="/opt/nec/esmpro_sa/gatherlog/collectsa.tgz"
Directory="/opt/nec/esmpro_sa/gatherlog"

[Schedule]
ScheduleType=every month
ScheduleDay=1
ScheduleTime=00:00
```

NEC ESMPRO Agent Ver.4.4.44-1 or later:

[Tools] section, the obstacle information collection tool (collectsa.sh -ez ch) is specified. When Product Info Collection Utility is installed, the command (ezclct.sh ch) is executed.

```
[Configuration]
TimeOut=1800
MaxSize=0

[Tools]
Command="/opt/nec/esmpro_sa/tools/collectsa.sh -ez ch"
LogFile="/opt/nec/esmpro_sa/gatherlog/collectsa.tgz"
Directory="/opt/nec/esmpro_sa/gatherlog"

[Schedule]
ScheduleType=every month
ScheduleDay=1
ScheduleTime=00:00
```

NEC ESMPRO/ServerAgent Ver.4.5.28-1 or later:

NEC ESMPRO/ServerAgentService Ver.1.0.0-0 or later:

[Tools] section, when Product Info Collection Utility is installed, the command (ezclct.sh ch) is executed.

```
[Configuration]
TimeOut=1800
```

```

MaxSize=0

[Tools]
Command="/opt/nec/esmpro_sa/tools/execEZCLCT.sh ch"
LogFile="/opt/nec/esmpro_sa/gatherlog/collectsa.tgz"
Directory="/opt/nec/esmpro_sa/gatherlog"

[Schedule]
ScheduleType=every month
ScheduleDay=1
ScheduleTime=00:00

```

Below are details of setting items.

[Configuration]

- TimeOut=xxxx \*Specifies a time out period (seconds).
- MaxSize=0 \*Specifies an attachable maximal log size (KB).  
When "0" is given, maximal value of maximal size (2097152KB) is collected.

[Tools]

- Command="/xxx/xxx/xxx.sh" \*When no specification is done, no tool is executed.
- LogFile="/xxx/xxx/xxx.log"
- Directory="/xxx/xxx"

[Schedule]

- ScheduleType=every month
- ScheduleDay=xx
- ScheduleTime=xx:xx

1) In [Configuration] section, specify parameters.

- Specify number of seconds in "Timeout" to interrupt collecting failure information from 0 to 4294967295.  
When "0" is given, no cessation occurs.
- Specify maximal size of collecting failure information log in "MaxSize" (count by KB) from 0 to 2097152.  
When "0" is given, maximal value of maximal size is collected (2097152KB).

2) In [Tools] section, specify the log information.

- In "Command", specify the absolute path of log command.  
The string length of the absolute path is limited to 258 characters.
- In "LogFile", specify the absolute path.  
The string length of the absolute path is limited to 259 characters.  
When directory is specified, the files under it (includes subdirectories) are collected.

#### Tips

"/opt/nec/esmpro\_sa/gatherlog/" is a working directory for NEC ESMPRO Agent or NEC ESMPRO ServerAgentService.  
So, the followings are not addressable.  
 LogFile="/opt/nec/esmpro\_sa/gatherlog/"  
 LogFile="/opt/nec/esmpro\_sa/"  
 LogFile="/opt/nec/"

```
LogFile="/opt/"
LogFile="/"
```

- In "Directory", specify the absolute path where the log-gathering command is executed.  
The string length of the absolute path is limited to 259 characters.
- 3) On Express Report Service (HTTPS) of Linux Edition, Configuration information report function works regularly (every month). So the setting in [Schedule] section is not applied.

---

## 4.3. Operating Suggestions (HTTPS)

---

- 1) Express Report Service (HTTPS) stores compressed send data files in the following directory:

```
/opt/nec/esmpro_sa/gatherlog/
```

When a deadline for report retry (rated value: 72 hours) passes following failure of Report, the file dwells in the directory below mentioned. To delete them, log on as root authorized user and execute the following commands:

```
cd /opt/nec/esmpro_sa/gatherlog
rm -rf *.DAT
rm -rf *.zip
```

- 2) Log files are renamed in DAT through xor encryption after being zipped. To confirm files, decrypt them to uncompress.

- 3) Followings are the rules of log file naming:

```
{ $report time:YYYYMMDDhhmmss } { $EventID:XXXXXXXX } { $LogType } { $SourceName } { EXT }
```

(e.g.: 20100312142159C0001234SystemESMCpuPerf.DAT)

|                                  |                                               |
|----------------------------------|-----------------------------------------------|
| { \$report time:YYYYMMDDhhmmss } | Time of failure (e.g.: 20100312142159)        |
| { \$EventID:XXXXXXXX }           | Hexadecimal of EventID (e.g.: C0001234)       |
| { \$LogType }                    | String of LogType (e.g.: System, Application) |
| { \$SourceName }                 | String of SourceName (e.g.: ESMCpuPerf)       |
| { EXT }                          | Extension (e.g.: .DAT, .zip)                  |

---

## 5. Report Setting (HTTPS Via Forward Manager)

---

This section describes the report setting procedure of Express Report Service forwarding NEC ESMPRO Manager. And with this configuration, reports are sent by HTTPS. This function is supported from NEC ESMPRO Agent Ver.4.4.48-1 or later, or NEC ESMPRO ServerAgentService.

To use this function, configuration on NEC ESMPRO Manager and NEC ESMPRO Agent or NEC ESMPRO ServerAgentService are both required. First configure NEC ESMPRO Manager and finish test between Manager Machine and Support Center. Then configure NEC ESMPRO Agent or NEC ESMPRO ServerAgentService.

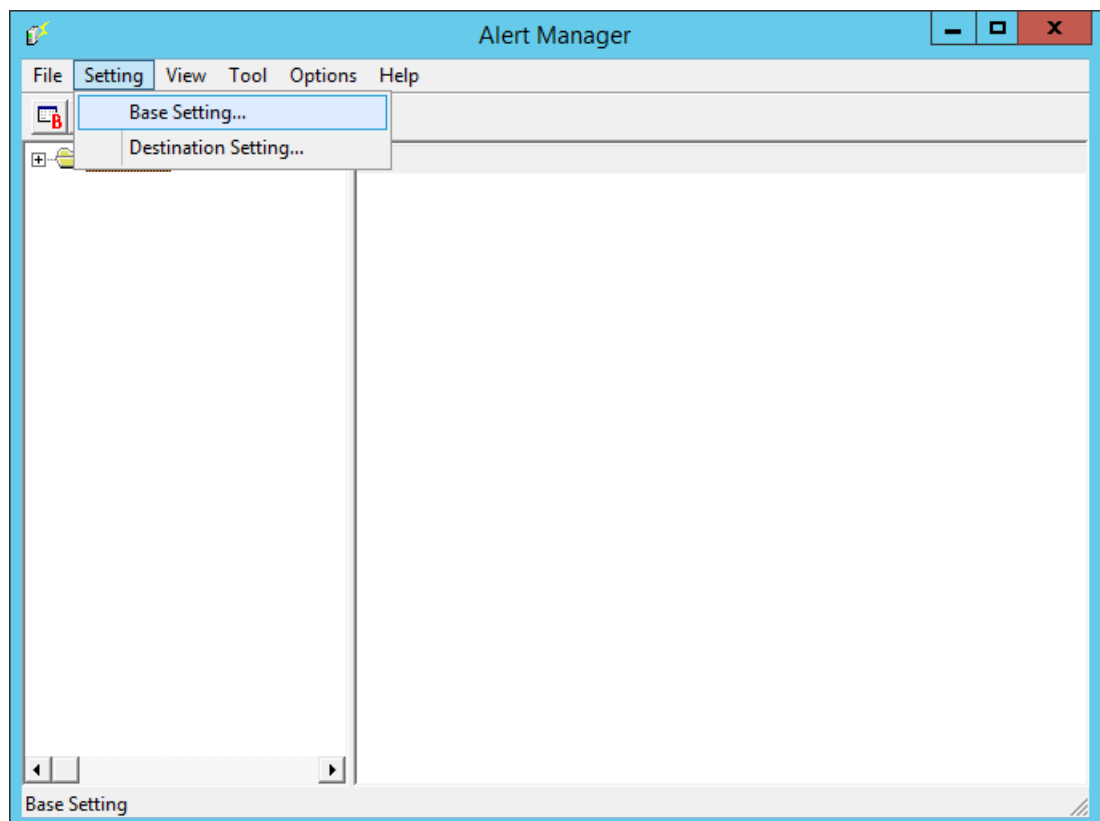
---

### 5.1. NEC ESMPRO Manager

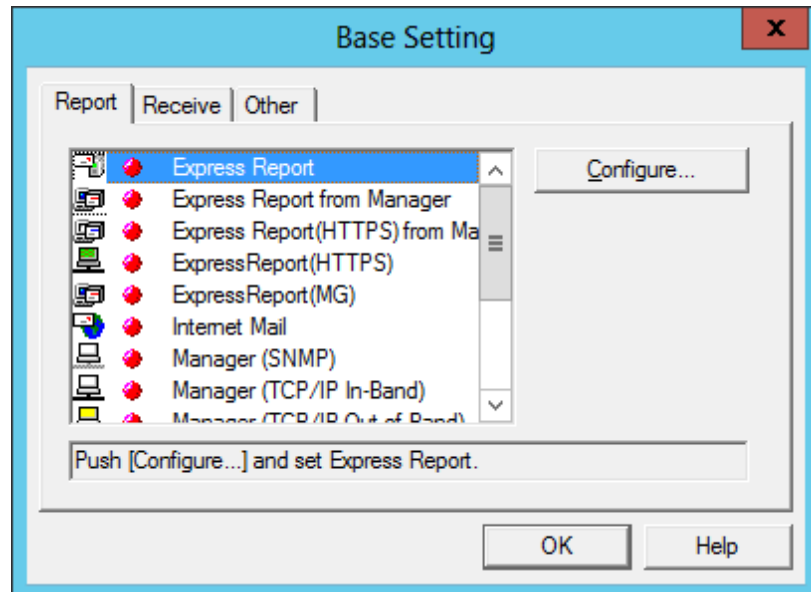
---

This section describes the report setting procedure of Express Report Service (using HTTPS) for reports forwarding NEC ESMPRO Manager.

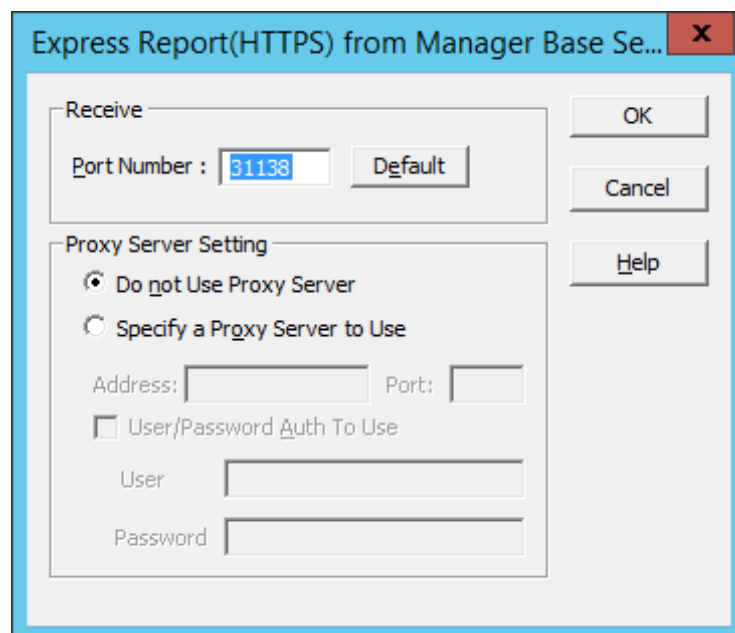
- 1) In NEC ESMPRO Manager Ver.6 or later, click "Report Settings" from NEC ESMPRO Manager of the Start Menu. In NEC ESMPRO Manager Ver.5 or lower, click [Report Settings] in [Tool] menu from AlertViewer. Alert Manager starts.
- 2) Select [Base Setting] in [Setting] menu from Alert Manager.



- 3) Select [Express Report (HTTPS) from Manager] from Report method list on [Report] properties screen, and click [Configure...]. [Express Report(HTTPS) from Manager Base Setting] window is displayed.

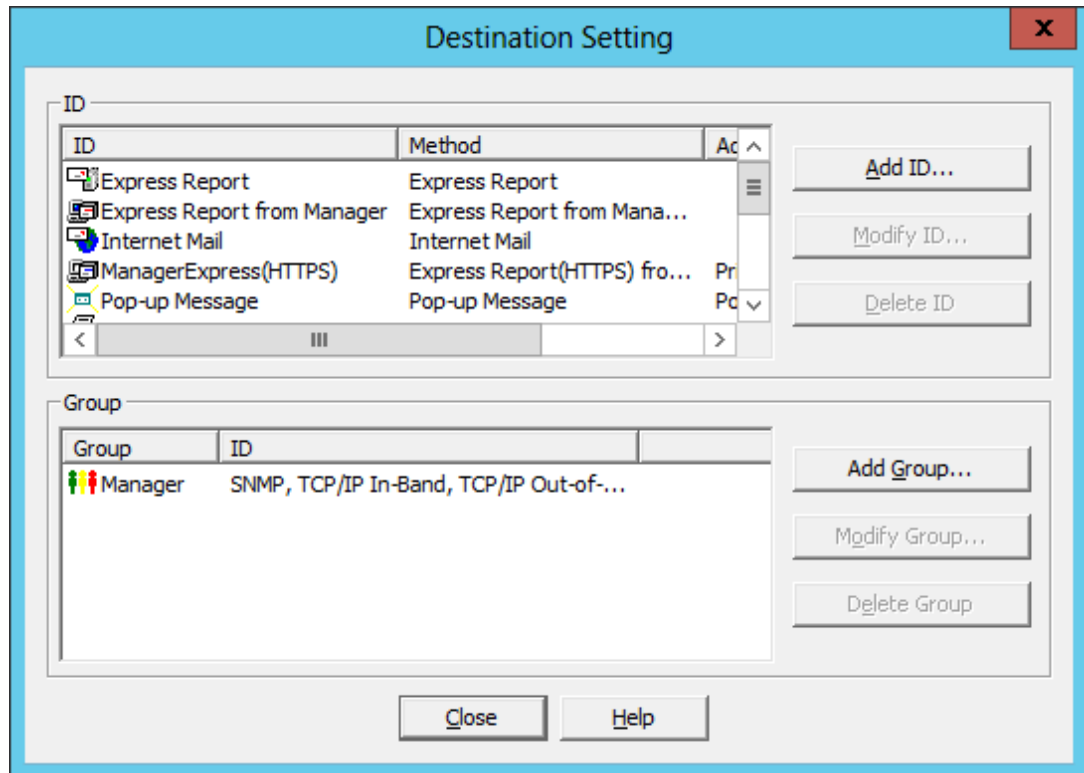


- 4) Specify port number used for the connection to NEC ESMPRO Agent or NEC ESMPRO ServerAgentService.  
Default value is set to 31138. Do not modify the default except for any necessary reason.  
If you modify the value, specify the same port number on NEC ESMPRO Agent or NEC ESMPRO ServerAgentService as well.

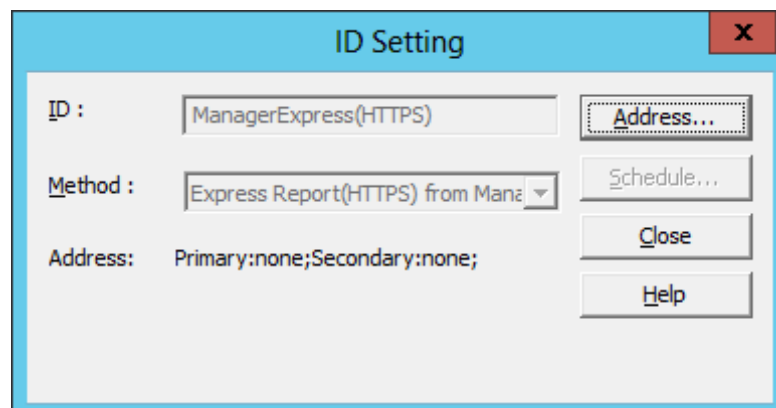


- 5) When you use a proxy server, select [Specify a Proxy Server to Use]. Then input the address and port number of a proxy server in each field.  
When you do not use a proxy server, no specification is required.  
\* Express Report Service does not accommodate to the automatic configuration script and the probe for proxy.

- 6) When necessary settings for port number and a proxy server are finished, click [OK] and close [Express Report (HTTPS) from Manager Base Setting] window.
- 7) Go back to AlertManager Report Setting window, and click [Destination Setting...] in [Setting] menu.
- 8) Select [ManagerExpress(HTTPS)] in ID list, and click [Modify ID...].

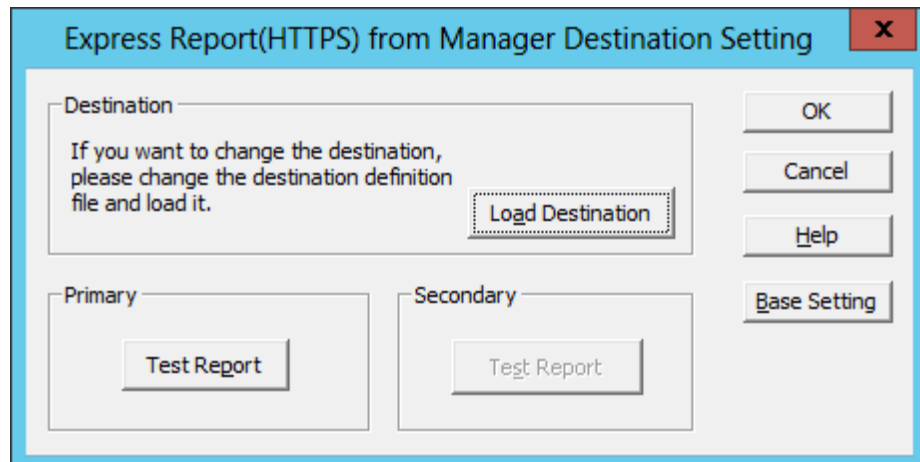


- 9) [ID Setting] window is displayed. Click [Address...]  
[Express Report(HTTPS) from Manager Destination setting] window is displayed.



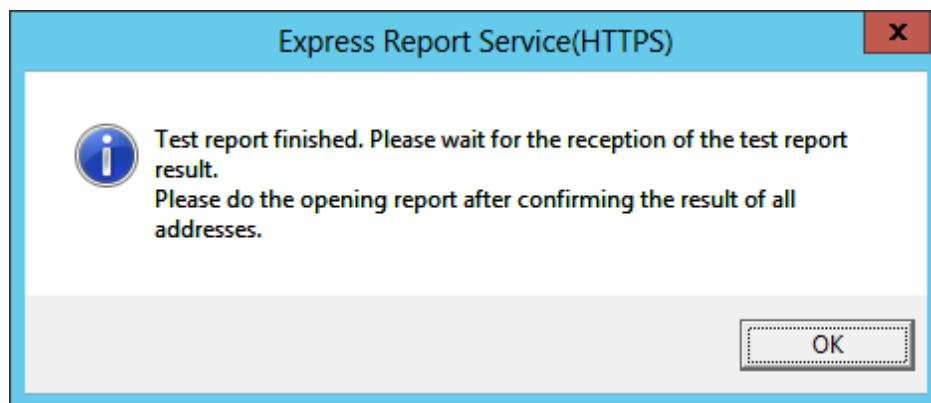
It has been automatically properly set the destination of the report. Unless otherwise specified by the maintenance contract, do not read the previous definition file.





- 10) Click Primary [Test Report].

When the report is successfully sent, the following message is displayed.



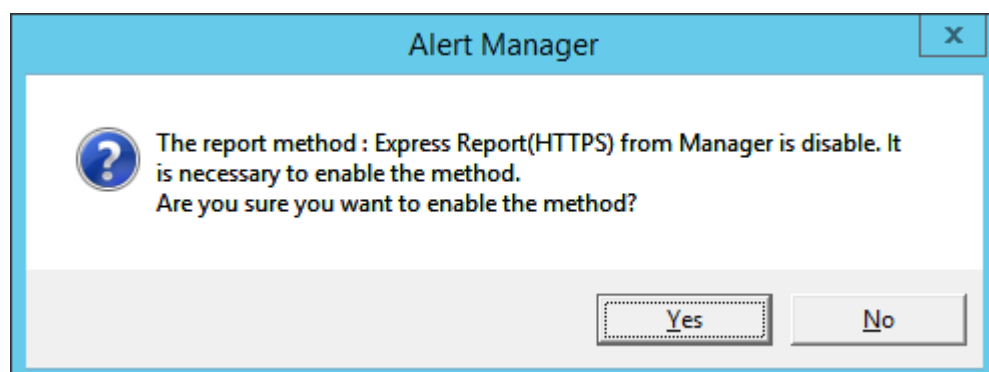
- 11) Click [OK].

When Secondary [Test Report] is specified, execute a test report of it as well.

- 12) Go back to [Express Report (HTTPS) from Manager Destination setting] window.

Click [OK] and close [Express Report (HTTPS) from Manager Destination setting] window.

- 13) Message box is displayed, asking if the report method should be activated. Click [Yes]. If you click [No], select [Base Setting] in Alert Manager. Display [Report Information Setting] property, then activate (change the color to green) enable/disable bitmap of [Express Report(HTTPS) from Manager].



With that, the configuration of Express Report (HTTPS via Manager) at NEC ESMPRO Manager side is completed. Subsequently, configure NEC ESMPRO Agent or NEC ESMPRO ServerAgentService for Express Report (HTTPS via Manager).

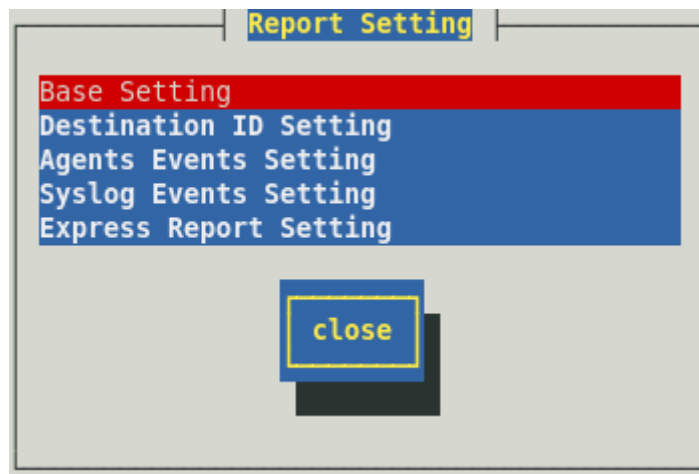
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## 5.2. NEC ESMPRO Agent or NEC ESMPRO ServerAgentService

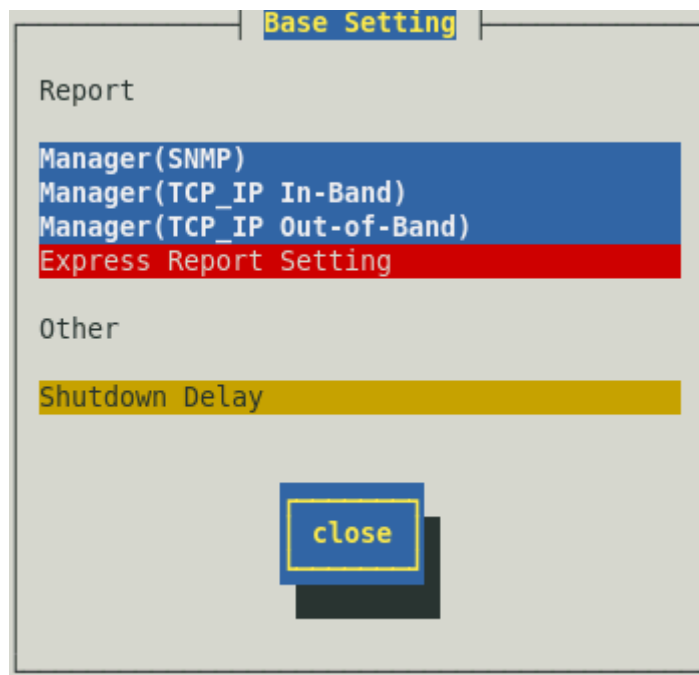
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This section describes the setting procedure of Express Report (HTTPS via Manager) at NEC ESMPRO Agent's or NEC ESMPRO ServerAgentService side.

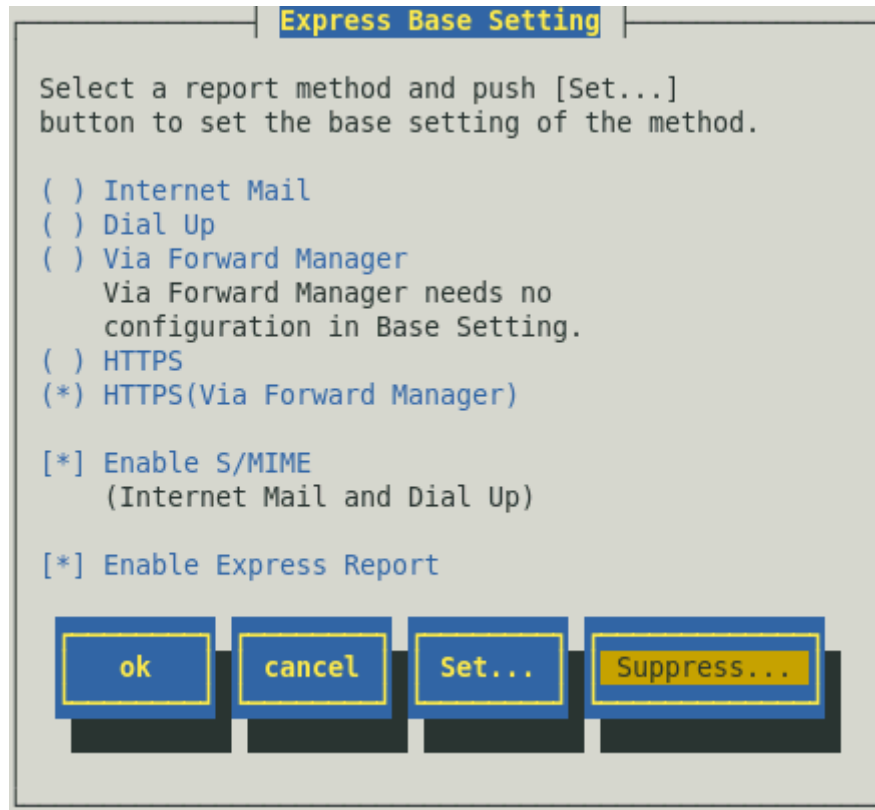
- 1) Execute following commands to start the control panel (/opt/nec/esmpro\_sa/bin/ESMamsadm).  
# cd /opt/nec/esmpro\_sa/bin  
# ./ESMamsadm
- 2) [Report Setting] screen is displayed.  
Select [Base Setting] on the screen.



- 3) [Base Setting] screen is displayed.  
Select [Express Report Setting] on the screen.



- 4) [Express Base Setting] screen is displayed.  
 Select [HTTPS (Via Forward Manager)] and check "Enable Express Report" on the screen.  
 The default value of suppress reports is enable "Suppress Interval" and "Suppress Time" is 60 minutes.  
 Do not modify them except for any necessary reason.



Content displayed by the version of NEC ESMPRO Agent is different as follows.

"Via Forward Manager" is not displayed under preceding version of NEC ESMPRO Agent Ver.3.9-5.

"Dial Up" is not displayed under preceding version of NEC ESMPRO Agent Ver.4.2.

"HTTPS" is not displayed under preceding version of NEC ESMPRO Agent Ver.4.4.22-1.

"[Suppress...] button" is not displayed under preceding version of NEC ESMPRO Agent Ver.4.4.30-1.

"HTTPS (Via Forward Manager)" is not displayed under preceding version of NEC ESMPRO Agent Ver.4.4.48-1.

"Enable S/MIME" is not displayed under preceding version of NEC ESMPRO Agent Ver.4.5.18-1.

When a certificate necessary for a digital signature (S/MIME) is not read, "Enable S/MIME" is not displayed in the version of NEC ESMPRO Agent Ver.4.5.18-1 or later, or NEC ESMPRO ServerAgentService.

#### Enable S/MIME

This entry is Disable regardless of presence of a check.

#### Enable Express Report

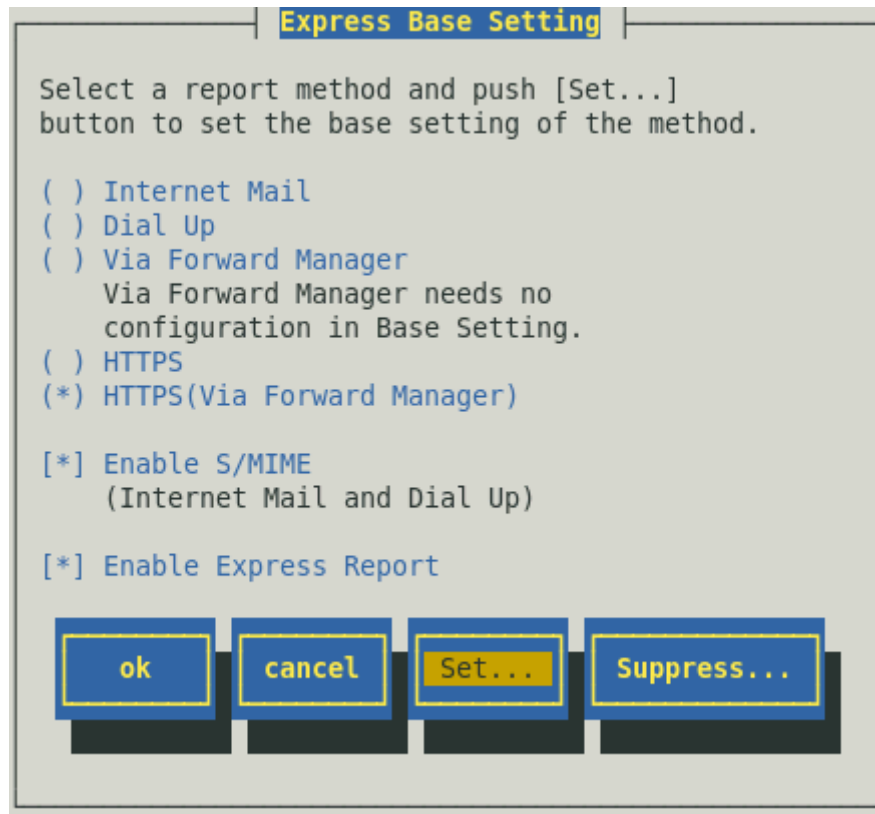
This entry designates if Express Report is Enable or Disable. Select by <space> key.

This is Enable when checked, Disable when clear. Default is Disable.

#### Note

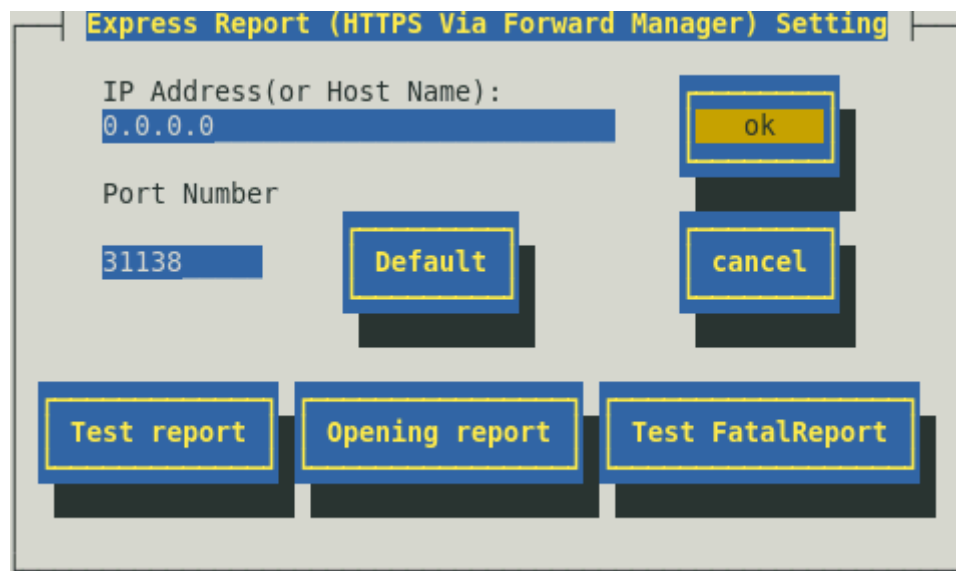
If [Enable Express Report] is not checked, you can send a report of opening or testing, but you cannot send Fatal Report or Regularly Report.  
 Checked and enable it.

- 5) Push [Set...] button on [Express Base Setting] screen.



The screen is titled "Express Base Setting". It contains the following text: "Select a report method and push [Set...] button to set the base setting of the method." Below this, there are several options, each preceded by a radio button: "( ) Internet Mail", "( ) Dial Up", "( ) Via Forward Manager" (with a note "Via Forward Manager needs no configuration in Base Setting."), "( ) HTTPS", and "(\*) HTTPS(Via Forward Manager)". There are also two checkboxes: "[\*] Enable S/MIME (Internet Mail and Dial Up)" and "[\*] Enable Express Report". At the bottom, there are four buttons: "ok", "cancel", "Set..." (highlighted in yellow), and "Suppress...".

[Express Report (HTTPS Via Forward Manager) Setting] screen is displayed.  
Specify the destination of NEC ESMPRO Manager.



The screen is titled "Express Report (HTTPS Via Forward Manager) Setting". It contains the following fields and buttons: "IP Address(or Host Name):" with a text box containing "0.0.0.0" and an "ok" button; "Port Number" with a text box containing "31138" and a "Default" button; and three buttons at the bottom: "Test report", "Opening report", and "Test FatalReport". There is also a "cancel" button next to the "ok" button.

**IP Address (or Host Name)**

Specify the IP Address (or host name) of NEC ESMPRO Manager.

Never skip this procedure.

Type for example: "manager.foo.co.jp" or "192.168.0.100".

When host name is specified, configure /etc/hosts for name resolution beforehand.

e.g.) 192.168.0.100      manager.foo.co.jp

When you set host name, it is converted into an IP address after the name solution.

Therefore, when you change host name of NEC ESMPRO Manager or an IP address of host name defining after setup in /etc/hosts, specify the destination of NEC ESMPRO Manager again.

### Port Number

Specify port number used for the connection to NEC ESMPRO Manager.

Default value is set to 31138. Do not modify the default except for any necessary reason.

If you modify the value, specify the same port number on NEC ESMPRO Manager as well. Push [Default] button to return to default (31138).

#### Note

If you use the firewall, set a port open.  
Refer to Note of "1.1. System Requirements for Express Report Service" for the opening of the port.

### [Test report] button

To execute Test report, push this button. Test results appear as a message. When error message appears on the screen, reconfigure the setting in accordance with it.

### [Opening report] button

To execute Opening report of Express Report, push this button. Report results appear as a message. When error message appears on the screen, reconfigure the setting in accordance with it.

#### Note

When the following messages are recorded in a syslog after execute Opening report, a package necessary for HTTPS report may be short or failed in a connection to an express reception center of the express report.

ESMamvmain: Express (HTTPS Via Forward Manager) HeartBeat: Gathering information failed.

ESMamvmain: Express (HTTPS Via Forward Manager) HeartBeat: Report failed.

Install zip and curl packages, or zip and libcurl packages (Red Hat Enterprise Linux 6 or later).

Confirm whether there isn't a problem in network route to an express reception center of the express report.

### [Test Fatal Report] button

To report failure test, push this button.

#### Note

- When "Suppress Interval" is enable, execute it out several times during "Suppress Interval", it is not reported.
- When using Report service activation key information, please do "Test Fatal Report" after you receive a mail of completion of Opening report. When not receiving a mail of completion of Opening report, please check it to an express reception center.

- 6) Push [Test report] button to confirm a test report.

The screenshot shows a dialog box titled "Express Report (HTTPS Via Forward Manager) Setting". It contains two input fields: "IP Address(or Host Name):" with the value "192.168.1.100" and "Port Number" with the value "31138". There are three buttons: "ok", "cancel", and "Default". At the bottom, there are three buttons: "Test report", "Opening report", and "Test FatalReport".

- 7) Specify a sending-report destination for Test report, and push [ok] button.

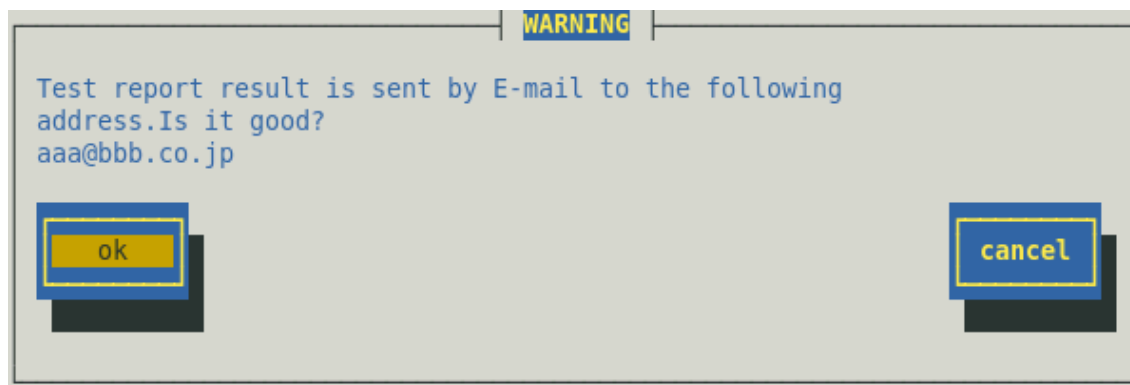
**Case: Use Opening key file**

The screenshot shows a dialog box titled "Input the E-Mail address to send the Test report result". It contains an input field for "E-Mail:" with the value "aaa@bbb.co.jp". Below the input field, there is a message: "Input your E-mail address. Default value is USER E\_MAIL ADDRESS of the setting information." At the bottom, there are two buttons: "ok" and "cancel".

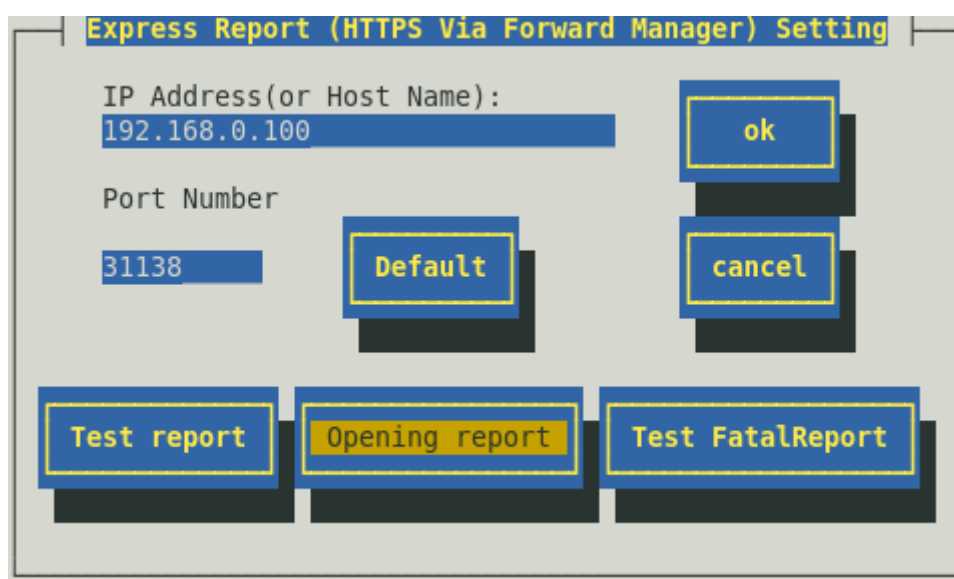
**Case: Use Report service activation key information**

The screenshot shows a dialog box titled "Input the E-Mail address to send the Test report result". It contains an input field for "E-Mail:" with the value "aaa@bbb.co.jp". Below the input field, there is a message: "Input your E-mail address. Default value is Test and Opening result reply E-mail." At the bottom, there are two buttons: "ok" and "cancel".

- 8) A confirmation message is displayed. Push [ok] button to execute Test report.  
When a Test report is executed, Test results mail is sent to the specified destination.  
After confirming the results of Test report, execute Opening report.



- 9) Push [Opening report] button to confirm Opening report.  
([Opening report] button is operative after finishing Test report.)  
Express Report Service is launched after Opening report.





- 10) Push [ok] button to close [Express Report (HTTPS Via Forward Manager) Setting] screen.

Express Report (HTTPS Via Forward Manager) Setting

IP Address(or Host Name):  
192.168.0.100

Port Number  
31138

Default

ok

cancel

Test report

Opening report

Test FatalReport

- 11) Push [ok] button to close [Express Base Setting] screen.

Express Base Setting

Select a report method and push [Set...] button to set the base setting of the method.

( ) Internet Mail

( ) Dial Up

( ) Via Forward Manager  
Via Forward Manager needs no configuration in Base Setting.

( ) HTTPS

(\*) HTTPS(Via Forward Manager)

[\*] Enable S/MIME  
(Internet Mail and Dial Up)

[\*] Enable Express Report

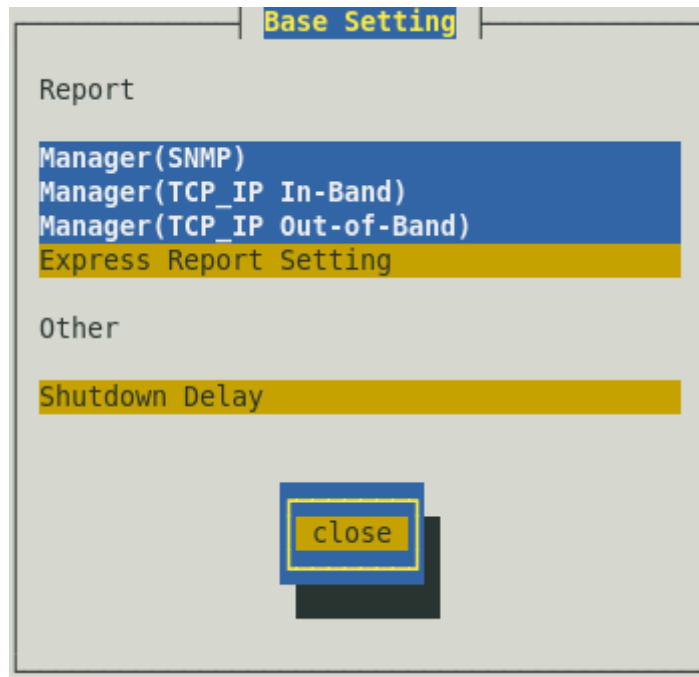
ok

cancel

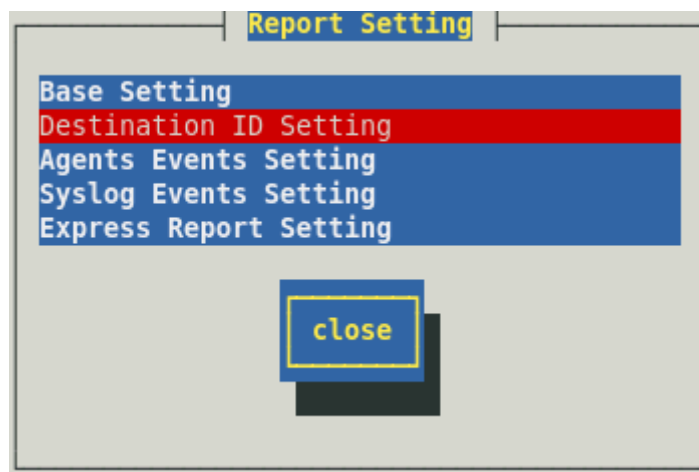
Set...

Suppress...

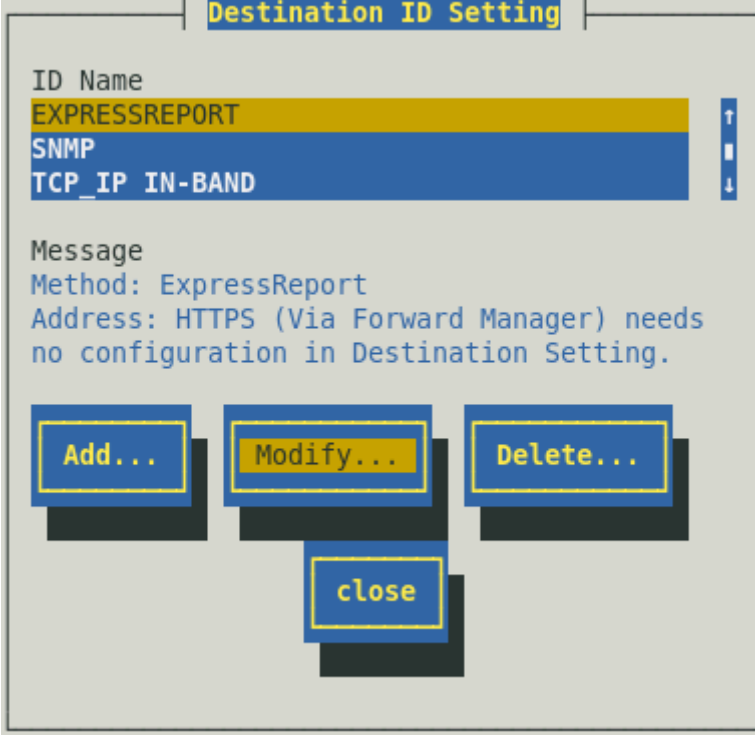
12) Push [close] button to close [Base Setting] screen.



13) Select [Destination ID Setting] on [Report Setting] screen.



- 14) [Destination ID Setting] screen is displayed. Select [EXPRESSREPORT] and push [Modify...] button.



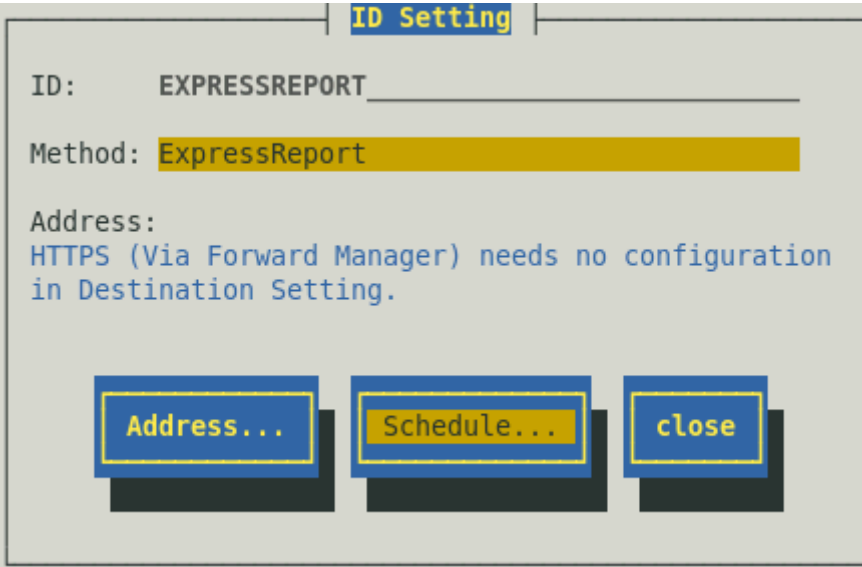
The screenshot shows the 'Destination ID Setting' screen. At the top, the title 'Destination ID Setting' is highlighted in yellow. Below it, the 'ID Name' section contains a list with three items: 'EXPRESSREPORT' (highlighted in yellow), 'SNMP', and 'TCP\_IP IN-BAND'. To the right of this list is a vertical scrollbar. Below the list, the 'Message' section displays the text: 'Method: ExpressReport' and 'Address: HTTPS (Via Forward Manager) needs no configuration in Destination Setting.' At the bottom, there are four buttons: 'Add...', 'Modify...' (highlighted in yellow), 'Delete...', and 'close'.

- 15) Default value of Retry setting and Retry setting are set as every 5 minutes. Retry for up to 72 hours after is operative at all hours.

This value is recommended. Do not modify the default except for any necessary reason.

When you want to specify "Retry setting (Interval, Expiration Time)" and "Reporting Time Table", push [Schedule...] button.

If you do not need to do it, skip this procedure and go onto 18).



The screenshot shows the 'ID Setting' screen. At the top, the title 'ID Setting' is highlighted in yellow. Below it, the 'ID:' field contains the text 'EXPRESSREPORT'. The 'Method:' field contains the text 'ExpressReport' (highlighted in yellow). The 'Address:' field contains the text: 'HTTPS (Via Forward Manager) needs no configuration in Destination Setting.' At the bottom, there are three buttons: 'Address...' (highlighted in yellow), 'Schedule...' (highlighted in yellow), and 'close'.

16) [Schedule] screen is displayed.

When a specification is done, push [ok] button to close [Schedule] screen.

The screenshot shows a configuration screen titled "Schedule". It contains the following fields and options:

- Retry Interval:** A numeric input field with the value "5" and the unit "minutes".
- Retry Expiration Time:** A numeric input field with the value "72" and the unit "hours".
- Reporting Time Table:** A text input field containing "0-24,".
- Such as:** A text label followed by the example "8-16,19-23".
- Buttons:** Two buttons at the bottom, "ok" and "cancel", both highlighted with yellow boxes.

17) Push [close] button to close [ID Setting] screen.

18) Push [close] button to close [Destination ID Setting] screen.

19) Push [close] button to close [Report Setting] screen.

Now Express Report (HTTPS via Manager) is operative. Setup is the end.

Express Report Service  
Setup Guide (Linux/VMware)

NEC Corporation  
7-1 Shiba 5-Chome, Minato-Ku  
Tokyo 108-8001, Japan

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