

# **NEC ExpressUpdate Agent Installation Guide**

**Chapter 1 Summary**

**Chapter 2 System Requirements**

**Chapter 3 Installation**

**Chapter 4 Precautions for Use**

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/eu\_agent/doc

If the "External Libraries" require to include their Source Code with this product, see the folder below.

/eu\_agent/src

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## About This Document

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This document explains the procedures of "NEC ExpressUpdate Agent" installation.

Before attempting to operate the NEC ExpressUpdate Agent, read this document so as to gain an adequate understanding of the contents.

### ■ Notes

This document is intended for persons who are familiar with the operating system's functions and operations and the network's functions and setup. For operations and inquiries about the operating system, see its online help information.

This document covers universal information about generally managed servers. The notes and restrictions on use of each product as a managed server are explained in the user's guide provided with the managed server and NEC ESMPRO Manager Setup guide.

Names used with screen images in this document are fictitious. They are unrelated to existing product names, names of organizations, or individual names. The setting values on the screen images are shown as examples, so setting values on screen images are not guaranteed for operation.

The description about EXPRESSBUILDER in this document will replace about UtilityCD on some server.

In this document, "¥" expresses back slash.

### ■ About Symbols in This Document

The following explains three symbols that are used in this document:

- IMPORTANT:** Points or particular notes you must follow when handling software of servers.
- CHECK:** Points or notes you need to check when handling software or servers.
- TIPS:** Useful information.

## **Chapter1 Summary**

---

NEC ExpressUpdate Agent is software that works on the server managed by NEC ESMPRO Manager. It can remotely update software or firmware on the server from NEC ESMPRO Manager operations.

## Chapter2 System Requirements

---

Install NEC ExpressUpdate Agent on managed server.

The environment to operate NEC ExpressUpdate Agent is following.

### ■ Hardware

It is necessary that the server is managed by NEC ESMPRO Manager (Ver7.23 or later) and satisfies the following conditions.

#### ● Managed server

NEC Express5800 series and NEC Storage NS series that bundle this product.

#### ● Memory

512MB or more

#### ● Availability of hard disk

300MB or more

### ■ Operating system

#### ● Windows

Microsoft Windows Server 2016 Standard/Datacenter/ServerCore (x64)

Microsoft Windows Server 2019 Standard/Datacenter/ServerCore (x64)

Microsoft Windows Server 2022 Standard/Datacenter/ServerCore (x64)

Microsoft Windows Server 2025 Standard/Datacenter/ServerCore (x64)

Microsoft Windows 10 Pro/Enterprise (x64)

Microsoft Windows 11 Pro/Enterprise (x64)

- **Linux**
  - Red Hat Enterprise Linux Server 6 (x86, x64)
  - Red Hat Enterprise Linux Server 7 (x64)
  - Red Hat Enterprise Linux Server 8 (x64)
  - SUSE Linux Enterprise Server 15 (x64)
  - Oracle Linux 6 (x64)
  - Oracle Linux 7 (x64)

---

**IMPORTANT:**

- You can not install NEC ExpressUpdate Agent in the following case.
    - Installation on guest OS virtual machine such as Hyper-V.
  - In the Server Core, if Wow6432Node is uninstalled, NEC ExpressUpdate Agent will not be installed normally. Please do not uninstall Wow6432Node, if you install NEC ExpressUpdate Agent.
  - The following packages are necessary to use NEC ExpressUpdate Agent on Red Hat Enterprise Linux Server 6(x64) or later, Oracle Linux 6(x64) or later. If these are not installed, you need to install them from the install disc of operating system.
    - glibc i686
    - nss-softokn-freebl i686
    - libxml2 i686
    - zlib i686
    - libstdc++ i686
    - libgcc i686
    - xz-libs i686 (In the case of Red Hat Enterprise Linux Server 7 or later)
    - libnsl i686 (In the case of Red Hat Enterprise Linux Server 8 or later)
-

- **Other information**

Following software is installed to operate NEC ExpressUpdate Agent.

-- Apache Axis2c

---

**CHECK:**

- If Axis2c has already been installed when NEC ExpressUpdate Agent is installed newly, you cannot install NEC ExpressUpdate Agent. Please uninstall Axis2c and install NEC ExpressUpdate Agent. But if Universal RAID Utility (for Windows Ver2.1 or later, for Linux Ver2.4 or later) has already been installed on Windows, you do not need to uninstall Axis2c.
-

## Chapter3 Installation

---

### 3.1 NEC ExpressUpdate Agent Installation for Windows

Explain the installation of NEC ExpressUpdate Agent.

#### 3.1.1 Check before installation

Check the followings:

- See chapter 2 to check the system requirement.
- Login to Windows as Administrator.

#### 3.1.2 Start installer

##### ■ If you install NEC ExpressUpdate Agent by using EXPRESSBUILDER

EXPRESSBUILDER Autorun Menu is started.

The initiation method on the Autorun Menu is different depending on the models.

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

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

---

**TIPS:**

- After installing Starter Pack in the server, you can run EXPRESSBUILDER as a Windows application.
- 

- The equipment by which EXPRESSBUILDER DVD is standard.

You can install as follows:

- (1) Insert EXPRESSBUILDER DVD into Optical disk drive on the managed server which Windows has started.

---

**TIPS:**

- If Autorun Menu does not launch, double-click ¥autorun¥dispatcher.exe from EXPRESSBUILDER. (x64 Edition : dispatcher\_x64.exe)
  - If the device selection window is displayed, select the device you are using.
- 

- (2) In any of the following, NEC ExpressUpdate Agent installation will be started.
  - Click [Applications] - [NEC ExpressUpdate Agent] - [Install].
  - Click [Applications] - [ESMPRO] - [Additional Application] - [NEC ExpressUpdate Agent].
  - Click [Set up software] - [ESMPRO] - [Additional Application] - [NEC ExpressUpdate Agent].

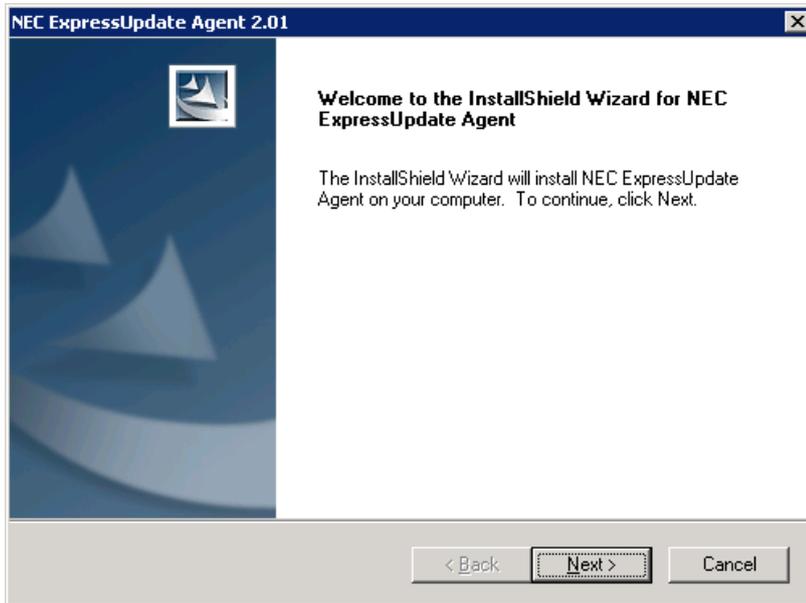
##### ■ If you install NEC ExpressUpdate Agent by using downloaded modules:

After unzipping the downloaded modules, please execute the following file. NEC ExpressUpdate Agent installation will be started.

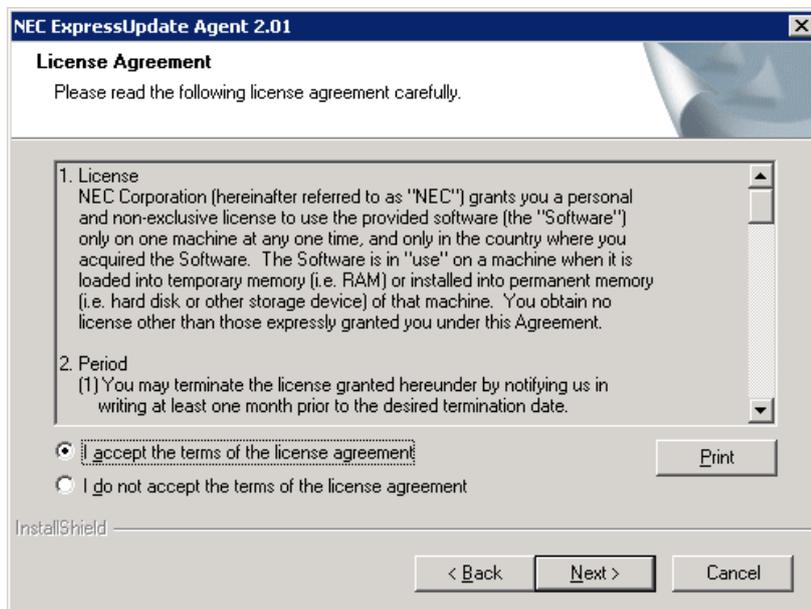
¥eu\_agent¥setup.exe

### 3.1.3 Install NEC ExpressUpdate Agent

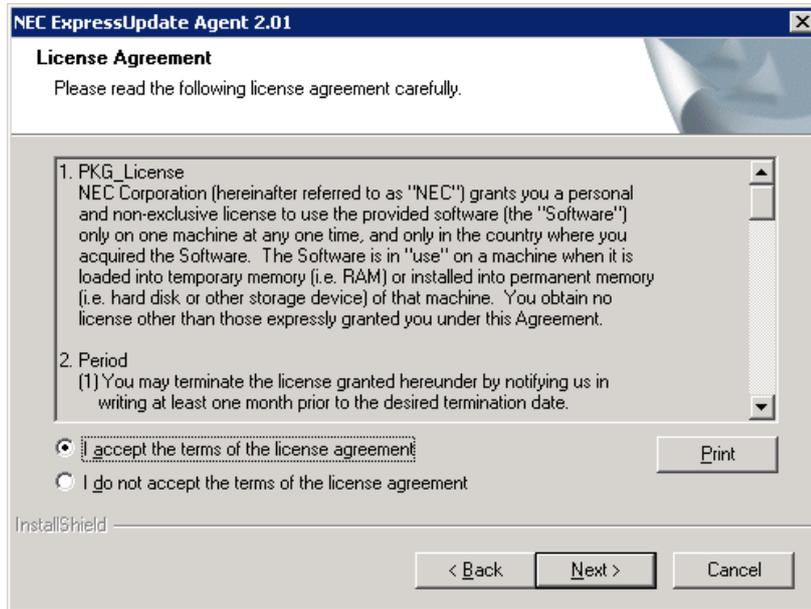
- (1) NEC ExpressUpdate Agent installer will be started. Click [Next].



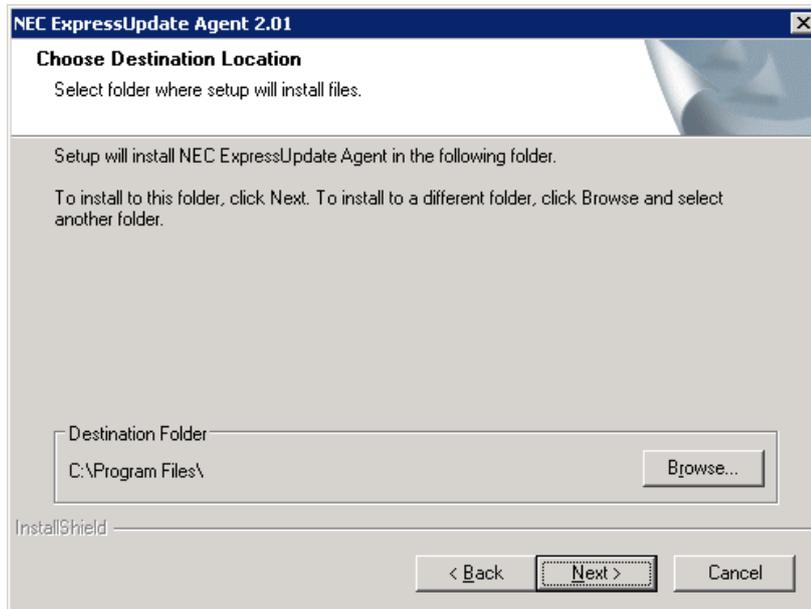
- (2) Carefully read the terms of the license agreement for NEC ExpressUpdate Agent, and select [I accept the terms of the license agreement], click [Next].



- (3) Carefully read the terms of the license agreement for update packages, and select [I accept the terms of the license agreement], click [Next].



- (4) Input the directory to install, click [Next].



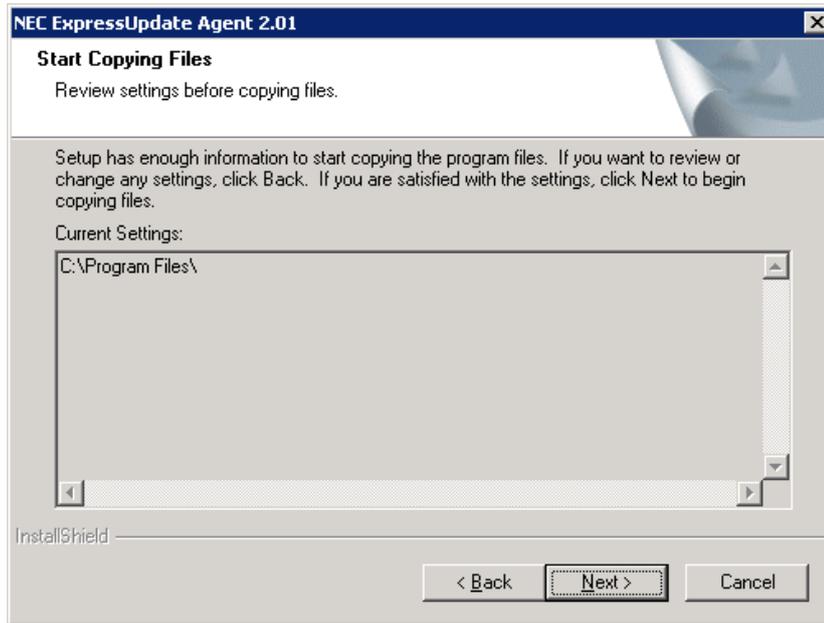
**CHECK:**

- If Universal RAID Utility for Windows Ver2.1 or later has already been installed, the above menu is not displayed. So you cannot select the directory to install.

**TIPS:**

- If the above menu is not displayed, NEC ExpressUpdate Agent is installed to following directory.  
 <system drive>\Program Files\axis2c\bin  
 (64bit Edition : <system drive>\Program Files (x86)\axis2c\bin)

(5) Read the information, and click [Next]. The installation will be started.



---

**IMPORTANT:**

- If the menu which requires rebooting is displayed, please reboot the operating system.

---

**TIPS:**

- After installation of NEC ExpressUpdate Agent, you can check whether the installation is completed normally.  
Click [Administrative Tools] - [Services]. If [eciService] and [NEC ExpressUpdate Agent], [Service Location Protocol] is started status, the installation completed normally.
  - Please refer to 4.1 NEC ExpressUpdate Agent Installation when you install it.
-

## 3.2 NEC ExpressUpdate Agent Uninstallation for Windows

Explain the uninstallation of NEC ExpressUpdate Agent.

### 3.2.1 Check before uninstallation

Check the following:

-- Login to Windows as Administrator.

### 3.2.2 Uninstall NEC ExpressUpdate Agent

Uninstall from the Windows menu [Control Panel] - [Add or Remove Programs]. Select [NEC ExpressUpdate Agent] and click [Change/Remove] button. You can uninstall it by displayed direction.

---

**CHECK:**

- If the operating system is Server Core, you can uninstall by executing the installer that is used to install.  
<executing command>  
setup.exe /z "UNINSTALL"
-

### 3.3 NEC ExpressUpdate Agent Installation for Linux

Explain the installation of NEC ExpressUpdate Agent

#### 3.3.1 Check before installation

Check the followings:

- See chapter 2 to check the system requirement.
- Login to Linux as root user.

#### 3.3.2 Copy and extract NEC ExpressUpdate Agent installer

Copy the NEC ExpressUpdate Agent installer into any directory on the managed server.

The NEC ExpressUpdate Agent installer files are in /eu\_agent.

The following is an example of installation into /usr/local/bin:

---

**CHECK:**

- NEC ExpressUpdate Agent installer exists on following directory:
    - If you install by using EXPRESSBUILDER: <revision folder>/lnx/pp/eu\_agent
    - If you install by using downloaded modules: /eu\_agent
- 

- (1) Create /ExpressUpdate directory under /usr/local/bin.

```
mkdir -p /usr/local/bin/ExpressUpdate
```

- (2) Copy eu\_agent directory to /usr/local/bin/ExpressUpdate.

- (3) Move to the directory containing the installer.

```
cd /usr/local/bin/ExpressUpdate/eu_agent
```

- (4) Extract the installer.

-- In the case of **tgz** format:

```
tar xzvf ExpressUpdateAgent-N.NN-x.tgz
```

"N.NN" in the example file name means the version.

-- In the case of **zip** format:

```
unzip EXPRESSBUILDER7_XXXXXXXX_XXXXXXXXXXXXXXXXXXXXX.zip
```

"XXXXXX..." in the example file name depends on the module.

---

**CHECK:**

- If unzip command is not installed, you need to install it.
-

### 3.3.3 Install NEC ExpressUpdate Agent

(1) Move to the directory that the installer was extracted.

-- In the case of `tgz` format:

```
cd /usr/local/bin/ExpressUpdate/eu_agent/ExpressUpdateAgent-N.NN-x
```

"N.NN" in the example file name means the version.

-- In the case of `zip` format:

```
cd /usr/local/bin/ExpressUpdate/eu_agent
```

(2) Execute the shell for installation.

```
sh ExpressUpdateAgent-N.NN.sh
```

"N.NN" in the example file name means the version.

(3) A message to confirm whether to install NEC ExpressUpdate Agent is displayed. Input "yes" and "Enter" key. If you input "no", the installation is not executed.

(4) The license agreement is displayed. Carefully read the terms of the license agreement, input "yes" and "Enter" key if you agree the license. If you input "no", the installation is not executed.  
NEC ExpressUpdate Agent is installed under `/opt/nec/axis2c` directory.

When the installation is completed, the following message is displayed.

"Installation of NEC ExpressUpdate Agent is now completed."

NEC ExpressUpdate Agent is started and available.

---

**CHECK:**

- Do not delete the files that are used to install, because you will use them to uninstall.
- 

**TIPS:**

- After installation of NEC ExpressUpdate Agent, you can check whether the installation is completed normally to execute following command.

```
ps -ef | grep axis2c
```

The installation is completed normally, if the following lines are displayed as result of above command execution.

```
/opt/nec/axis2c/bin/eciServiceProgram  
/opt/nec/axis2c/bin/axis2_http_server  
/opt/nec/axis2c/bin/EUAgent
```

---

Please refer to 4.1 NEC ExpressUpdate Agent Installation when you install it.

---

## 3.4 NEC ExpressUpdate Agent Uninstallation for Linux

Explain the uninstallation of NEC ExpressUpdate Agent

### 3.4.1 Check before installation

Check the following:

-- Login to Linux as root user.

### 3.4.2 Uninstall NEC ExpressUpdate Agent

(1) Move to the directory in which the files for installation are extracted.

-- In the case of `tgz` format:

```
cd /usr/local/bin/ExpressUpdate/eu_agent/ExpressUpdateAgent-N.NN-x
```

"N.NN" in the example file name means the version.

-- In the case of `tar` format:

```
cd /usr/local/bin/ExpressUpdate/eu_agent
```

(2) Execute the following shell file.

```
sh ExpressUpdateAgent-N.NN.sh
```

"N.NN" in the example file name means the version.

(3) A message to confirm whether to uninstall NEC ExpressUpdate Agent is displayed. Input "delete" and "Enter" key.

When the uninstallation is completed, the following message is displayed.

"Uninstallation of NEC ExpressUpdate Agent is now completed."

## Chapter4 Precautions for Use

### 4.1 NEC ExpressUpdate Agent Installation

-- NEC ExpressUpdate Agent installer (Windows and Linux) cannot downgrade to the older version. If you want to use the older version, uninstall the current version and then install older version.

Note: All the registered information will be deleted as the result of uninstalling.

-- NEC ExpressUpdate Agent (Windows) installer may become the following events if you install NEC ExpressUpdate Agent with the installer on the removable media. In this case, copy the installer on the HDD and then install.

- The installer indicates a message that requests the removable media.
- The installer indicates a message that failed to install eciService.
- The service of the name of "eciService" does not exist after the installer finished.

-- If you cannot install NEC ExpressUpdate Agent newly by the message displaying the error of coexistence with existing Axis2c environment, though Axis2c environment is not installed, please execute following.

1. on Windows

Delete the Environment Variable "AXIS2C\_HOME", and then execute installation.

If it is already deleted, reboot operating system, and then execute installation.

2. on Linux

The axis2\_http\_server process may be executing.

Please stop the axis2\_http\_server process, and then execute installation

-- NEC ExpressUpdate Agent (Linux) installer may indicate a message that is as follows:

```
libsemanage.semanage_link_sandbox: Could not access sandbox base file /etc/selinux/targeted/modules/tmp/base.pp.
/usr/sbin/semanage: Could not add file context for /opt/nec/axis2c/xxxxx/xxxxx
```

In this case, please set SELinux again as follows when you will update the policy of SELinux.

(1) Set security.

```
semanage fcontext -a -t textrel_shlib_t /opt/nec/axis2c/services/eciService/libeciService.so
semanage fcontext -a -t textrel_shlib_t /opt/nec/axis2c/services/eciServicePlain/libeciServicePlain.so
semanage fcontext -a -t textrel_shlib_t /opt/nec/axis2c/lib/libpwc.so.0.0.0
chcon -f -t textrel_shlib_t /opt/nec/axis2c/services/eciService/libeciService.so
chcon -f -t textrel_shlib_t /opt/nec/axis2c/services/eciServicePlain/libeciServicePlain.so
chcon -f -t textrel_shlib_t /opt/nec/axis2c/lib/libpwc.so.0.0.0
```

(2) Restart NEC ExpressUpdate Agent.

```
cd /opt/nec/axis2c/bin
./eciServiceReStart.sh
```

• If your Windows login username contains full-width white space, you may not be able to install expressupdate agent (Windows) when you install it, indicating that it does not support installation on this device. In this case, perform the installation with another Windows logged-in user that does not contain full-width white space.

• If you see "I don't support this device," make sure you have the required P.8 packages installed.

## 4.2 The change of the IP address of Operating System

- If the IP address of operating system on the managed server is changed, NEC ExpressUpdate Agent restarts automatically to recognize changed IP address and update the latest status.
- The number of IP address that can be set on the managed server is up to 42. If you set the IP address of 43 or more, you can not communicate with this software and NEC ESMPRO Manager.

## 4.3 Windows Firewall

NEC ExpressUpdate Agent registers following programs automatically in exception program of firewall on the managed server when the installation is executed.

- axis2\_http\_server

## 4.4 Linux Firewall

NEC ExpressUpdate Agent adds a temporary setting for the iptables as sets port numbers to firewall when it starts up. If you want to suppress the setting of the iptables, you will not be able to use this software. In this case, please uninstall this software, or stop and disable as follows.

```
cd /opt/nec/axis2c/bin
./eua_stop.sh
./eci_stop.sh
chkconfig ExpressUpdateAgent off
chkconfig eciServiceProgram off
```

If you change the firewall setting from disable to enable or configure the setting by Security Level Configuration screen after NEC ExpressUpdate Agent starting up, the firewall setting of NEC ExpressUpdate Agent will be lost. In this case, please execute the following process to reset the firewall setting of NEC ExpressUpdate Agent.

```
cd /opt/nec/axis2c/bin
./eci_setport.sh
```

ExpressUpdate Agent uses port number 21123, 26123, or 31123 for communication with ECI by default. Please open the port according to your environment.

## 4.5 Remove the SLP service

ExpressUpdate Agent Ver.3.22 and earlier used the SLP service, but Ver.3.23 and later do not use the SLP service and will not install it. Considering that other products use it, the SLP service will not be uninstalled when uninstalling or updating from ExpressUpdate Agent Ver.3.22 and earlier. If you do not need the SLP service in your environment, please disable or delete it manually using the following procedure.

### 1. on Windows

Open the Control Panel and navigate to the "Administrative Tools" section. From the Administrative Tools section, open the "Services" console. In the Services console, locate the "Service Location Protocol".

Right-click on it and select "Properties" to open the Properties window. In the Properties window, change the "Startup type" to "Disabled" and then click "Apply."

To delete the SLP service, execute the following command:

```
<ExpressUpdate Agent installation folder>%axis2c%bin%slpd.exe -remove
```

2. on Linux

Open a terminal window.

To stop the slpd process, enter the following command:

```
pkill slpd
```

To delete the SLP service, first remove any configuration files associated with it. Locate the following files and delete them:

/opt/nec/axis2c/bin/slpd

/opt/nec/axis2c/bin/slp.conf

## 4.6 The Server Management Driver on the managed server

Though EXPRESSSCOPE Engine series is integrated in the managed server, the current version of BMC firmware is displayed "unknown". It is thought that the Server Management Driver will not be installed in the managed server. In this case the installation of BMC firmware update package cannot be executed. Please install the Server Management Driver as follows.

1. on Windows

Execute system update by the menu of EXPRESSBUILDER.

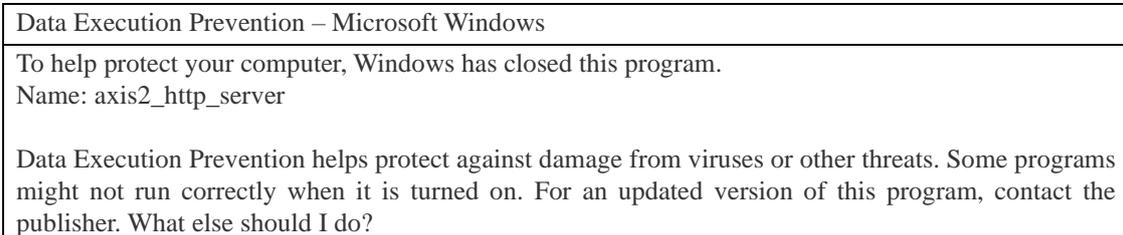
2. on Linux

From the following web site, download the Server Management Driver which supports the managed server and kernel version, and install it.

<http://www.nec.com/express/>

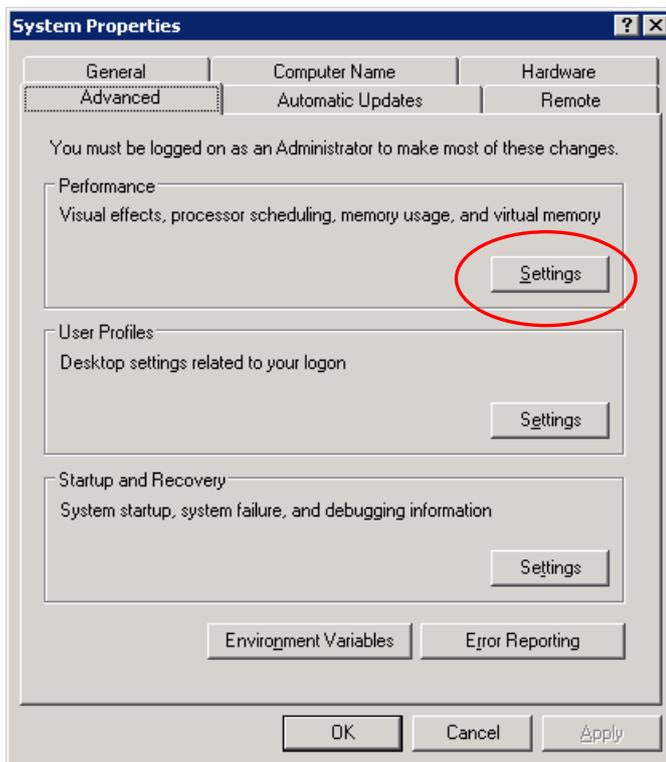
## 4.7 Windows Data Execution Prevention (DEP) function

You may receive an error message that is similar to the following during NEC ExpressUpdate Agent processing because of Windows Data Execution Prevention (DEP).

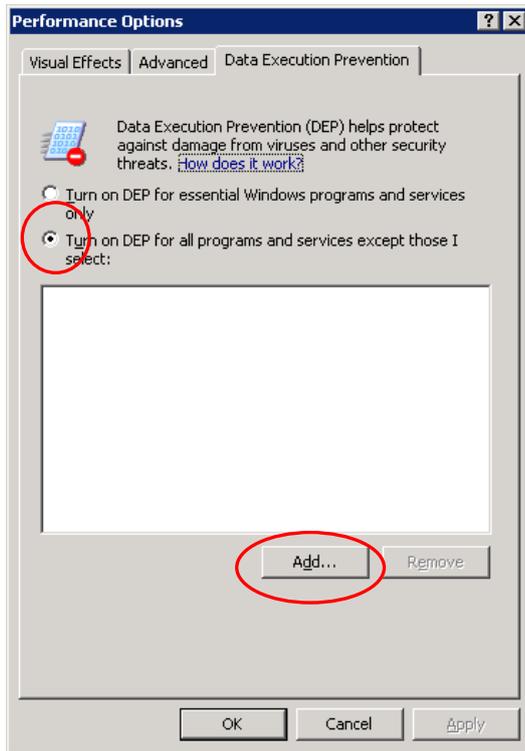


In this case, execute following procedure on the managed server, and set the program disable on DEP.

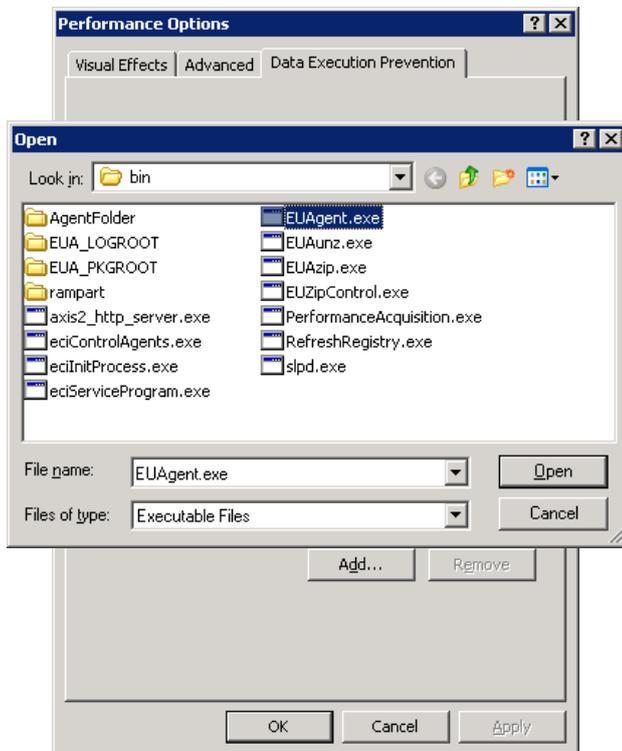
- (1) Right click "My Computer" of Windows, and click "Properties".
- (2) Click "Setting" of "Performance" in "Advanced" tab of System Properties.



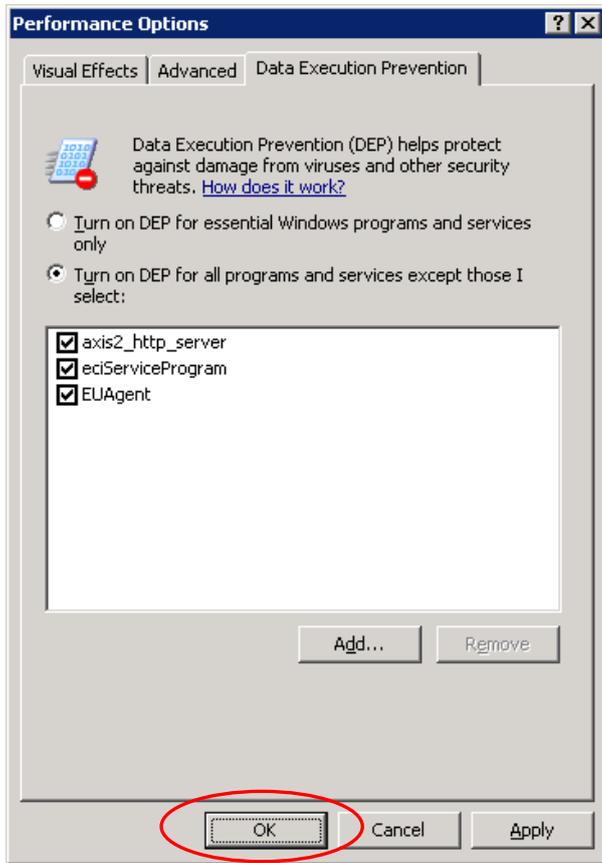
- (3) Select "Turn on DEP for all programs and services except those I select:" in "Data Execution Prevention" tab of Performance Options, and click "Add" button.



- (4) From the opened dialog, move to the directory in which NEC ExpressUpdate Agent is installed, and select "EUAgent.exe", click "Open" button. Operate same way to "eciServiceProgram" and "axis2\_http\_server".



- (5) Confirm the screen like following, and click "OK" button.



- (6) If the reboot of operating system is required, please reboot operating system.

## 4.8 Without Windows Print Spooler service

NEC ExpressUpdate Agent Ver.3.10 or earlier, if Print Spooler service is stopped, eciService service will also be stopped. If you do not use Print Spooler service, please restart eciService service as follows.

NEC ExpressUpdate Agent Ver.3.11 or later, there is no dependency on Print Spooler service.

- (1) If Print Spooler service has been stopped, start Print Spooler services first, and then start eciService service.
- (2) Set "Properties" - "General" - "Startup type" of Print Spooler service to "Manual" or "Disabled" on condition Print Spooler service is running state.
- (3) Stop Print Spooler service.
- (4) Start eciService service.

## 4.9 Exclusions setting of security software

When using security software, please exclude following installation folder or directory of this software from a target of scan. Because this software may not work right by influence of security software. Further please refer to the manual of security software about setting of exclusion.

### 1.on Windows

The following folder is the default folder. If you changed the installation folder, please exclude the changed folder.

```
-- <system drive>\Program Files (x86)\axis2c
```

### 2.on Linux

```
-- /opt/nec/axis2c
```

## Revision History

2.11	2009/11/26	Initial edition
2.12	2010/02/17	Adds External Libraries. Corrects Operating System of System Requirements. Modifies NEC ExpressUpdate Agent Installation for Windows. Modifies copyright. Corrects writing errors.
2.20	2010/02/23	Corrects writing errors.
2.21	2010/04/02	Corrects font.
2.30	2010/07/21	Modifies About Installation.
2.31	2010/08/26	Corrects font.
3.00	2011/04/13	Modifies Operating System of System Requirements. Modifies NEC ExpressUpdate Agent Installation for Linux. Modifies Precautions for Use. Corrects writing errors.
3.01	2011/04/27	Modifies title. Corrects writing errors.
3.02	2011/06/24	Adds required packages by Red Hat Enterprise Linux Server 6 (x64). Changes cover.
3.03	2012/02/27	Corrects writing errors.
3.04	2012/05/25	Modifies Precautions for Use. Modifies Installation. Corrects writing errors.
3.05	2012/09/14	Modifies Operating System of System Requirements. Modifies Precautions for Use. Corrects writing errors.
3.06	2012/11/21	Modifies Operating System of System Requirements. Modifies Precautions for Use. Corrects writing errors.
3.07	2013/12/20	Modifies Operating System of System Requirements. Corrects writing errors.
3.08	2014/01/07	Modifies Operating System of System Requirements. Corrects writing errors.
3.09	2014/08/19	Modifies Installation. Modifies Precautions for Use. Changes cover. Corrects writing errors.
3.10	2014/12/01	Modifies Operating System of System Requirements.
3.11	2014/12/12	Modifies Installation and Uninstallation for Linux.
3.12	2015/12/04	Modifies Operating System of System Requirements. Modifies Installation for Windows and Linux. Changes cover. Corrects writing errors.
3.13	2016/07/22	Modifies Operating System of System Requirements. Corrects writing errors.
3.14	2017/02/23	Modifies Operating System of System Requirements. Modifies Precautions for Use. Corrects writing errors.
3.15	2019/02/14	Modifies Operating System of System Requirements. Corrects writing errors.
3.16	2019/06/25	Modifies System Requirements. Corrects writing errors.
3.17	2019/12/19	Modifies Operating System of System Requirements. Corrects writing errors.

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3.18	2021/03/03	Modifies Installation.
3.19	2021/12/24	Modifies Operating System of System Requirements.
3.20	2023/01/27	Modifies Operating System of System Requirements.
3.21	2023/10/11	Modifies Operating System of System Requirements.
3.23	2024/07/12	Modifies Operating System of System Requirements. Add "4.5 Remove the SLP service".
3.24	2024/11/15 2025/01/27	Upgraded the version of OpenSSL being used to 3.0.15. Added Windows Server 2025 to supported OS.

