Express Report Service(MG)
Installation Guide

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Notations Used in This Document

Notations used in the text

In addition to safety-related symbols urging caution, 3 other types of notations are used in this document. These notations have the following meanings.

<table>
<thead>
<tr>
<th>Important</th>
<th>Indicates critical items that must be followed when handling the operating software.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Note</td>
<td>Indicates items that must be confirmed when handling the operating software.</td>
</tr>
<tr>
<td>Tips</td>
<td>Indicates information that is helpful to keep in mind when using this server.</td>
</tr>
</tbody>
</table>
Abbreviations of Operating Systems

Windows Operating Systems (OS) are referred to as follows.

<table>
<thead>
<tr>
<th>Notations in this document</th>
<th>Official names of Windows</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows Server 2012</td>
<td>Windows Server 2012 Standard</td>
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<tr>
<td></td>
<td>Windows Server 2012 Datacenter</td>
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<tr>
<td>Windows Server 2008 R2</td>
<td>Windows Server 2008 R2 Standard</td>
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<td></td>
<td>Windows Server 2008 R2 Enterprise</td>
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<tr>
<td></td>
<td>Windows Server 2008 R2 Datacenter</td>
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<td>Windows Server 2008 Enterprise</td>
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<td>Windows Server 2008 Datacenter</td>
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<td></td>
<td>Windows Server 2008 Foundation</td>
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<td>Windows Server 2008 Standard 32-bit</td>
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<td>Windows 8</td>
<td>Windows 8 Pro 64-bit Edition</td>
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<td>Windows 8 Pro 32-bit Edition</td>
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<td>Windows XP</td>
<td>Windows XP Professional x64 Edition</td>
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<tr>
<td></td>
<td>Windows XP Professional</td>
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</table>
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Latest editions

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.
This chapter explains Express Report Service(MG).

1. Introduction

2. System Requirements

   Describes about the need environment of Express Report Service(MG).
1. Introduction

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

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

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

- The contract of hardware maintenance service for this computer or Express Report Service.
  For details of the contract, contact your dealer.

- When starting Express Report Service(MG).
  “Opening Key File”, containing contract information, must be applied to the target server.
  “Opening Key File” is provided by Support Center upon our Opening preparation.
  Concerning file presentation and file application, we offer you two methods of delivery as follows:

  - Download via network
    If you sign up Express Report Service(MG) for NEC Support Pack entry site or Customer entry site, you can download the “Opening Key File” after our preparation is done, following after your application.

  - Opening CD (or Opening FD)
    If you sign up Express Report Service(MG) with an application form or a contract document enclosed with the product, we first look at your application. When our preparation of Opening is done, “Opening CD (or Opening FD)” with “Opening Key File” is sent from Support Center. Wait for a while after it follows a procedure for application.
2. System requirements

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

1) Hardware
   - Memory 18.0 MB or more
   - Free hard disk drive space 30.0 MB or more
   - Modem (via Dial-up)
     In regard to support modem, contact Support Center for details.
   - Mail Server (via Internet mail)
     SMTP is used as a protocol.

2) Software
   - NEC ESMPRO Manager
   - NEC ESMPRO Manager-supported OS
This chapter explains installation of Express Report Service(MG).

1. Installation
   Describes about installation procedure of Express Report Service(MG).

2. Setting utility
   Describes about setting of installed Express Report Service(MG).

3. Report method setting
   Describes about report method setting of installed Express Report Service(MG).

4. To stop Express Report Service(MG)
   Describes about end of Express Report Service(MG).
### Installation

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

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

1. Sign-in (Log on) to the system with the built-in administrator, which has administrative privileges.

2. Insert EXPRESSBUILDER into Optical disk drive.
   EXPRESSBUILDER Autorun Menu is automatically displayed by Autorun function.
   
   **Tips**
   
   If Autorun Menu does not launch, double-click ¥dispatcher.exe from EXPRESSBUILDER.
   (x64 Edition : dispatcher_x64.exe)

3. Click [Setup software] and then [NEC ESMPRO].
   NEC ESMPRO Setup launches and Main Menu is displayed.

4. Click [Additional Application] on the main menu of NEC ESMPRO Setup window.
5. Click [Express Report Service(MG)] on Additional Application Menu of NEC ESMPRO Setup window.

![](NEC_ESMPRO_Setup.jpg)

Installer starts, and following screen is displayed.

6. Click [Next].

![](Express_Report_Service(MG).jpg)

Following window is displayed and installation starts.
7. When installation end window appears, click [OK].

The installation completed.
Installed Express Report Service(MG) becomes enabled after a restart of OS.

Tips

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

2.1 Opening report

Express Report Service(MG) comes into operative through “Opening” after installation of Express Report Service(MG).

1. Start AlertViewer.

2. Click [Tool] - [Report Settings].

   Report Setting Tool starts.

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

   Express Report Service(MG) Opening Tool starts.

   When no server is registered on operation window, following message is displayed.

   Opening Tool does not start.
4. Setup Report Opening CD (or FD) in an appropriate drive, and enter a drive name in “Location”, then click [Read].

When Report Opening CD (or FD) is read properly, following window is displayed.

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

Tips: User System Code is allocated to a server. Select correct one.
5. To modify content of Opening Information, click [Update Opening Information].
   If you do not need to do it, skip this procedure and go onto next procedure.

6. Select [Opening file] and click [Next].

   * When Windows XP is grayed out.
7. Select a report method and click [Next].

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

[Internet Mail]
When Windows XP is grayed out.
8. Click [Test report].

9. Click [Next].

Opening report screen is displayed.
10. Click [Opening report].

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

11. Click [Finish] to end Opening Tool.

* If you want to change the notification method, check to "Do Report Setting" in step 4, please proceed to the next step.
2.2 To Stop service

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

1. Start AlertViewer.

2. Click [Tool] - [Report Settings].
   Report Setting Tool starts.

3. Click [Tool] - [Express Report Service(MG)] - [Opening Tool].
   Express Report Service Opening Tool starts.
4. Click [Stop Service] and click [Next].

5. Click [Stop Service]
When Service Stop Report is done properly, following window is displayed.

![Opening Tools](image)

Service Stop Report succeeded.

OK

6. Click [Finish] to end Opening Tool.
2.3 Change of expiration date

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

1. Start AlertViewer.

2. Click [Tool] - [Report Settings].
   Report Setting Tool starts.

3. Click [Opening Tool] or select [Tool] - [Express Report Service(MG)] - [Opening Tool].
   Express Report Service Opening Tool starts.
4. Select [Change expiration date] and then click [Next].

5. Click [Change Expiration date].
To enter License Key, following window is displayed.

![Change expiration date window]

License Key is available by extension of Express Report Service contract.

6. Click [Finish] to end Opening Tool.
2.4 Setting for receiving information

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

2.4.1 Start [Setting for receiving information] tool

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

1. Start AlertViewer.

2. Click [Tool] - [Report Settings], and then click [Setting] - [Base Setting]. [Receive] is displayed.

3. Click [Receiving info...] to start receiving information setting tool.
2.4.2 Setting for storage place of receiving information

1. Enter a storage place directly into [storage place of receiving information] or Click [Browse] on [Setting for receiving information] screen.
   When clicked [Browse], following window [Browse for Folder] is displayed.

2. Specify folder where receiving information is, and then click [OK].
   Specified location for [storage place of receiving information] is displayed as following window.
2.4.3 Read-in of receiving information

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

Go over indicated items in [Reading status of receiving information]. Select ones that need registering, and next click [Register] for registration.

When registration is completed, window display changes as below.

2.4.5 Delete operation

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

2.4.6 Close

When clicked [Close], [Setting for receiving information] tool ends.
This chapter explains uninstallation of Express Report Service.

1. Uninstallation
   Describes about uninstallation procedure of Express Report Service(MG).
1. **Uninstallation**

Start uninstallation after system starts completely.

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

1. Sign-in (Log on) to the system with the built-in administrator, which has administrative privileges.

2. Select [Program] from Start menu, and then select [Setting] - [Control Panel].

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

Following window is displayed.

4. Click [Yes].
5. When the following window is displayed, click [OK].

![Express Report Service(MG) Setup](image)

Express Report Service(MG) is uninstalled successfully.

The uninstallation completed.
Restart of OS is required.
1. **Definition file**
   When Express Report Service(MG) is used, definition file is being explained.

2. **Note**
   Describes about note when using Express Report Service(MG).
When selected "HTTPS" as a report method, this procedure must be followed.

**destination definition file (AMHTPADR.INF)**

AMHTPADR.INF is a file that defines report destination of HTTPS Report Method.
Before performing "Load Destination", be stored in the specified folder.

- **%EsmDir%\AlertMan\Work\WebReprt**
- or
- **%ESMPRO%\AlertMan\Work\WebReprt**

Ex:

```
C:\Esm\AlertMan\Work\WebReprt
C:\Program Files\ESMPRO\AlertMan\Work\WebReprt
```

The contents of a setting are as follows.

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

**[URL2]**
- .. Section name. A statement is unnecessary when not setting up.
- **URL=** Indicate a secondary report place. A statement is unnecessary when not setting up.

Following is an example of a setup.

Ex:

```
[URL1]

[URL2]
```

Indicate destination with alphanumeric character of less than 500 characters, and a sign in the part following "URL=."
**HTTPS report definition file; Log-gathering/Log report function**

Concerning log information reported in conjunction with failure information, specify it in accordance with the following conditions.

<Path:%ESMPRO%\AlertMan\Work\WMGReprt>
<File name:MGHTPLOG>

[Configuration]
- TimeOut=xxxx - Specifies a time out period (sec).
- MaxSize=0 - Specifies an attachable maximal log size (KB).
  When "0" is given, unlimitedly possible.

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

[NoneTrouble]
- SourceName01=xxxxxxx
- EventID01=xxxxx,xxxxx,xxxxx
- SourceName02=xxxxxxx
- EventID02=xxxxx,xxxxx,xxxxx

[Tool001]
- SourceName01=xxxxxxx
- EventID01=xxxxx,xxxxx,xxxxx
- Command="c:\xxx\xxx\xxx\xxx.bat"
- LogFile="c:\xxx\xxx\xxx\xxx.log"
- Directory="c:\xxx\xxx"
- IPadr=YES or NO

[Tool002]
- SourceName01=xxxxxxx
- EventID01=xxxxx,xxxxx,xxxxx
- Command="c:\xxx\xxx\xxx\xxx.bat"
- LogFile="c:\xxx\xxx\xxx\xxx.log"
- Directory="c:\xxx\xxx"
- IPadr=YES or NO

*Specifies sources/event ID for command execution. Command is registerable from "Tool001~Tool999".*
1. In [Configuration] section, specify parameters.
   In "Timeout ", specify number of seconds to stop collecting failure information.
   In "MaxSize ", specify maximal size of collecting failure information log (count by KB).
   When "0 " is given, unlimitedly possible.

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.
   In "Directory ", specify the absolute path where the log-gathering command is executed.
   In "LogFile ", specify the absolute path.
   When a folder is specified, the files under it (includes subfolders) are collected.
   In "IPadr ", when IP address of the server in which failure occurred is passed to commands as parameters, select [Yes].
   When IP address is not passed, specify "NO " or do not enter IPadr.

3. In [NoneTrouble] section, specify events that are not the targets for log-gathering.
   Specify the events as "SourceNameXX ", "EventIDXX " ("XX " is any of the sequence number from "01 to 99 ").
   In "SourceNameXX " specify the source name of the target.
   When "* " is given, all source name are specified.
   In "EventIDXX ", specify the target event ID.
   Specify the event ID, all 32 bytes events, in hexadecimal beginning with "0x ".
   Multiple event IDs can be given, separated by ", ". When "* " is given, all event IDs are specified.
4. In [ToolYYY] section (YYY is any of the sequence number from '001 to 999'), specify individual log command.

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

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

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

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

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

♦ Uninstalling NEC ESMPRO Manager

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

♦ Port where connect a modem

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

♦ Ports used in Express Report Service(MG)

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

- AMSADM.EXE
- AMVMMAIN.EXE

In addition, following ports are used:

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

♦ When you change the report method

When you change the report method from "via Internet mail" or "via Dial-up" to "Via HTTPS", or from "via HTTPS" to "via Internet mail" or "via Dial-up", you should do "reopening".

Follow the instruction described in the section "2.Opening Tool of Installation 2 chapter".

When you change the report method from "via Internet mail" to "via Dial-up", you do not need to do "reopening", and vice versa.
IP address is changed after Open

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

1. Opening Tool is close.

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

   Ex: IP address of ServerA is "10.0.0.1."

   [10.0.0.1] portions in EXPlpU.INI A note of the portion of ZZZZZZZZZZ is made.
   Delete all the portions of [10.0.0.1].
   (ZZZZZZZZZZ changes with Opening Key File)
   -----------From here----------
   [10.0.0.1]
   UserSystemCode=ZZZZZZZZZ
   Server=ServerA
   -----------|So far|----------

   Delete all the portions of [ZZZZZZZZZZ] in EXPOinf.ini.
   (XXXX changes with Opening Key File)
   -----------From here----------
   [ZZZZZZZZZZ]
   KAISHAKBN=XXXX
   TOKUINMA=XXXX
   TOKUINMN=XXXX
   : 
   : 
   -----------|So far|----------


4. Carry out Open after reading Opening Key File to "ServerA".

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

   Key : HKEY_LOCAL_MACHINE¥SOFTWARE¥NEC¥NVBASE
   - x64 Edition
     HKEY_LOCAL_MACHINE¥SOFTWARE¥Wow6432Node¥NEC¥NVBASE
   Name : WorkDir
   Type : REG_SZ