

Post Meter Readings to DDMS Via Third Party Web Service

Monthly manual collection of meter readings can cost your business enormous amounts of time and money. DDMS Machines & Equipment Edition lets you set up a connection to a third-party Web service so that your server can accept automated meter readings. With this automation in place, you can have better control over your copier and printer accounts and individual machine profitability.

- FMAudit WebAudit (www.fmaudit.com).
- PrintFleet FleetView (www.printfleet.com).

How it Works. The third party Web services work behind the scenes to collect clicks or page counts and post them directly to your DDMS database. The third party service obtains the customer's models and meters from the DDMS Z-M-ITEM file. They will poll networked copiers, printers and printers. They will send the serial number, model, meter number/code and new meter reading to the DDMS server.

In response, your DDMS system will:

- Use the serial number, model number, and meter ID to locate the records to update.
- Update the meter's CURRENT reading and date in Z-METER.
- Update the USED clicks amount in Z-M-AUX.
- Add a record (or update an existing record) in Z-M-BILL.

Identify Your DDMS IP Address and an Open Port in Your Firewall

Consult your Network or Information Technology staff or contractor to identify two IDs:

2. The externally visible IP address of your DDMS server.
3. Whether 9965 is an unused open port in your network firewall. If it is already in use by another program, identify another unused open port to specify in the the <dealerport> configuration when you complete step #11 below.

Set Up DDMS

To configure the Web service file in DDMS:

4. Install DDMS 8.24 or higher. Software Downloads are available from the ECi Customer Support Portal (<https://support.ecisolutions.com>).

Note: If you set up a third party service prior to loading 8.24, you will need to re-enter your IP address and port in the new configuration file installed with DDMS 8.24.

5. If needed, set up your machine meters and meter department breakouts as described in online help or the **Machine Meter Enhancements** handout on the DDMS site.
6. In Windows Explorer, navigate to the **C: \Program Files\ECi\Internet Services Host** folder. (If necessary, click **Tools > Options > View tab > Show Hidden Files and Folders > OK.**)
7. Right-click the **ECi.InetPipeline.exe.config** file, and select **Open With > Notepad.**
8. Scroll down until you find the section that looks like this:

```
<eciInetPipeline>
  <services externalIP="###.0.0.1"> **Enter your DDMS server's External IP address here
</eciInetPipeline>
```

9. Replace the externalIP address with the externally visible IP address of your DDMS server.

10. In Windows Explorer, navigate to the **D:\DDMS\Services\Assemblies** folder. (If necessary, click **Tools > Options > View tab > Show Hidden Files and Folders > OK.**)
11. Right-click the **Eci2.Ebs.InetServices.dll.config** file, and select **Open With > Notepad.**
12. Scroll down until you find the section that looks like this:

```
<eciInetPipeline>
  <services>
    <add type="Eci2.Ebs.InetServices.External.SerializedServiceContract, Eci2.Ebs.InetServices"
port="9965" portAddress="httpBinding" protocol="soap" /> **The default port is already specified
  </services>
</eciInetPipeline>

</servicePorts>
</serviceSettings>
```

13. If necessary, replace **9965** with the unused open port in your network firewall.

Configuring and Testing the 3rd Party Web Service

14. Consult your the third-party support team to configure their Web services.

- For PrintFleet, you will need to set up your path as follows:

<http://###.###.###.###:9965/httpBinding>

Replace the `/###.###.###.###` with your DDMS server's IP address

If needed, replace 9965 with the unused open port in your network firewall.

15. Test the meter reading communications with one or more customers.

If the meter read submission completed successfully, the DDMS server replies "Complete."

If it was not successful, then the DDMS server replies with an appropriate error message:

- "No serial number received" – No serial number was provided by the 3rd party client
- "No model number received" – No model number was provided by the 3rd party client
- "No meter code received" – No meter code was provided by the 3rd party client
- "No meter reading received" - No meter reading was provided by the 3rd party client
- "No machine for Serial#<serial number> Model: <item number> on file" – The provided machine was not found in the DDMS Item database
- "No meter <meter number> on file for Serial#<serial number> Model: <item number>" – The provided meter ID was not found for the machine
- "*** Exception occurred; see server log for detailed error information ***" – Any other error that is not handled by the code.

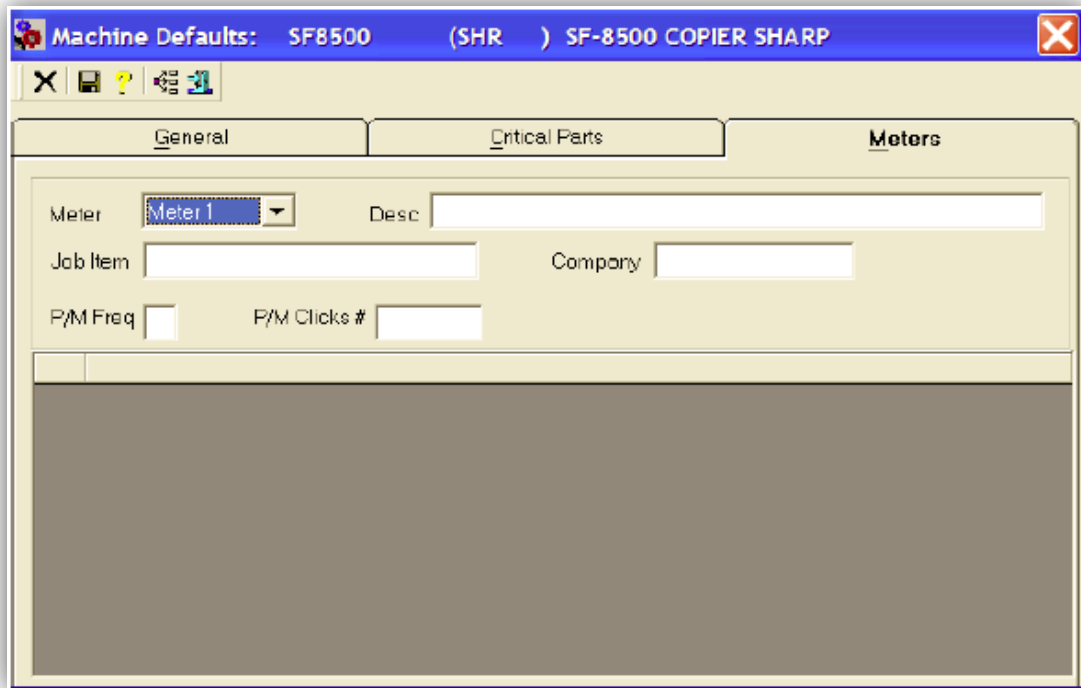
The Server Log should be located on

D:\DDMS\Services\Eci2.Nova.Ebs.Web.Services.exe.log

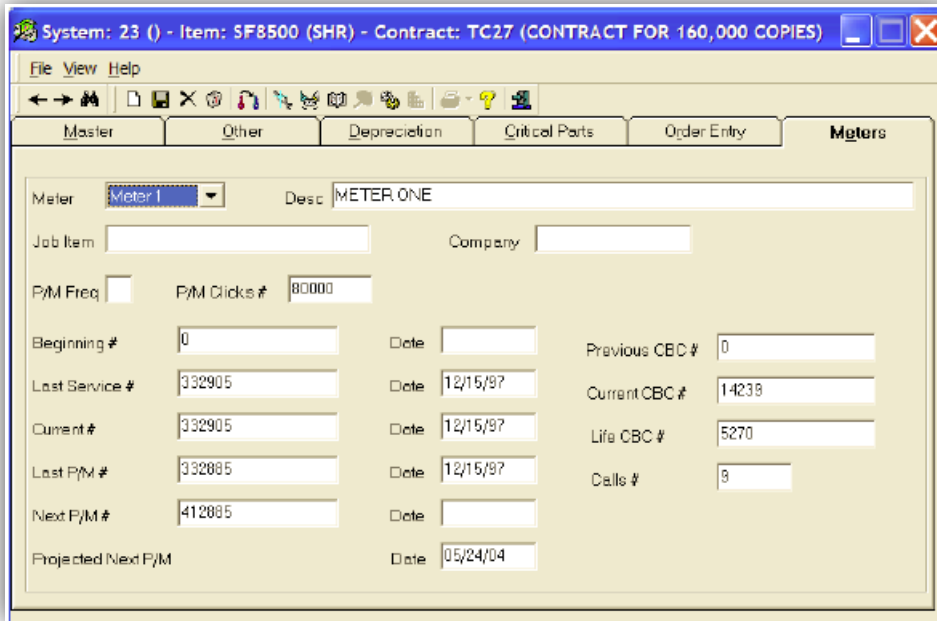
Viewing Automatically Updated DDMS Records

16. In the **Item Machine Meters Tab**, you'll see the following fields:

- Meter — the identifier for the meter.
- Desc — a short description of the meter.
- Job Item — the Stock Number.
- Company — the Manufacturer.
- P/M Freq — the contracted frequency code for preventative maintenance calls (Daily, Weekly, Biweekly, Monthly, every Two months, Quarterly, Semiannually, Yearly, H = every 18 months, every 2 years, up to every 5 years).
- P/M Clicks # — clicks between maintenance calls, which can affect a machine's profitability. For details on this window, see your online help.



17. In the **Machine Detail Meters Tab**, you will see similar fields, as well as the current clicks meter totals on various service dates and CBC (Copies Between Calls), which affects a machine's profitability. For details on this window, see your online help.



18. In the **Contract Detail Meter Tab**, you will see similar fields, as well as the Original Start number of clicks and date, Contract Start clicks and date, Last Meter Billing clicks and date, Last Service Call clicks and date, and the Current Reading clicks and date. For details on this window, see your online help.

