xml feeds issue – reported on 12/5/2022 by Alex

Need to change code to NOT add record for when the serial\_number value is NULL!

To find **which machine from a recent xml feed had no serial\_number**, I queried the meter table

* select \* from meter where serial\_number = '' order by date\_timestamp desc;
* I then selected machine\_id 43310 because it had records from the last week.

To find **which org the record with no serial number belongs** to I searched 3 tables

1. Searched the meter and machine\_status for matching machine\_ids in hopes that there would be at least 1 record with a serial\_number so I could use that to find which org the xml feed came from. None of the records for that machine\_id contained serial\_numbers in any of those tables.
2. Searched the current\_devices table for an id = 43310. There was no record.

To **find the actual record** **and which feed contained it** was time consuming

1. The machine\_id is NOT in the xml feed data
2. The data from the meter record DOES contain the meter read, which is ALSO contained in the feed, so...
3. I searched through most of the xml feeds for 12/12 looking for the string 187470 (the meter.black\_meter value).
4. I finally found the right feed, as seen in the 2 snippets below
5. The PageCountMono, which is the black\_meter read value is found here

<FMAMeter Version="4.5.132.6479">

<Date>2022-12-12T00:21:49.52</Date>

<Name>PageCountMono</Name>

<Value>187470</Value>

</FMAMeter>

1. The serial number for this device is null

<SerialNumber/>

1. This feed was from Norway Savings Bank – 122 is the organization.fmaudit\_client\_id. The org.id is 65(I queried this value from the db. It is not in the feed)

<AccountID>122</AccountID>

<Name>Norway Savings Bank</Name>

NOTE: In the xml feed, the <EquipID>14497011</EquipID> element = current\_devices.VendorMachineID

Now that I know which feed the data with no serial\_number came from, I can modify the process code and monitor the feeds in the am to see if the modifications resolved the issue.

**Queries used**

select \* from machine\_status where serial\_number = '' order by date\_timestamp desc;

select \* from machine\_status where serial\_number = '3121R401097'; # machine\_id = 46512;

select \* from meter where machine\_id = 46512;

select \* from meter where machine\_id = 46512;

select \* from current\_devices where SerialNumber = '3121R401097'; #id = 46512;

**processxml.php - Modifications**

The prepared statement is created here, but not executed till lines 327 and 384 – this begins on line 104 - 113

$sql\_meter = "replace into meter (serial\_number, machine\_id, black\_meter, color\_meter,date\_timestamp)

values (:serial\_number, :machine\_id,:black\_meter,:color\_meter,:date\_timestamp)";

$sqlprep\_meter = $dbh->prepare($sql\_meter);

$sql\_alerts = "replace into machine\_status (serial\_number, machine\_id, toner, service\_needed,date\_timestamp)

values (:serial\_number, :machine\_id,:toner,:service\_needed,:date\_timestamp)";

$sqlprep\_alerts = $dbh->prepare($sql\_alerts);

**RESOLUTION 12/13/2022**

Adding && $serial\_number != ‘’ to both conditionals should eliminate the insertion of records w/no serial number into either the meter or machine\_status tables.

Executions

Line 327 - 335

if ($ID && $serial\_number != ‘’) {

if (!$meter\_date) {

$tempdate = new DateTime();

$tempdate = $tempdate->setTimestamp(time());

$meter\_date = date\_format($tempdate, 'Y-m-d H:i:s');

}

$ar\_val\_meter = array('serial\_number'=>$serial\_number,'machine\_id'=>$ID,

'black\_meter'=>$black\_meter, 'color\_meter'=>$color\_meter,

'date\_timestamp'=>$meter\_date);

$sqlprep\_meter->execute($ar\_val\_meter);

}

Lines 384 - 388

if ($ID && $serial\_number != ‘’) {

$total\_matches +=1;

$var\_val\_alerts = array('serial\_number'=>$serial\_number,'machine\_id'=>$ID,'toner'=>$toner,

'service\_needed'=>$service\_needed,'date\_timestamp'=>$alert\_date);

$sqlprep\_alerts->execute($ar\_val\_alerts);

}