

# Reprocess inbound messages

Fluorine+

All inbound messages (messages for subscribed data) with a status of **Skipped** or **Error** can be bulk reprocessed by clicking the **Process all** button at the bottom of the Inbound Messages table. Alternatively, individual inbound messages with any status can be reprocessed by clicking the **Process again** button at the bottom of this form as well.

## Prerequisites

⚠ First, you will need to follow the steps to [get started with Replicator](#) and [configure a ServiceNow instance as a subscriber](#).

## Procedure

To reprocess inbound messages, follow these steps:

1

Log into your target (subscribing) ServiceNow instance and navigate to **Perspectium > Messages > Inbound**.

2

To reprocess only the messages that you want to select, check the box next to each inbound message you want to reprocess, or check the box at the bottom of the form to select all inbound messages on the page. Then, scroll down to the bottom left-hand corner of the form, and click **Process selected**.

To bulk reprocess all inbound messages with a status of **Skipped** or **Error**, scroll down to the bottom of the inbound messages form and click the **Process all** button.

service now Service Automation

messages

PSP In Messages New Go to Key Search

Created	Topic	Type	Key	Name	Value
2019-03-27 17:40:58	monitor	heartbeat	automated_test	status	Perspectium-Version: Fluorine_4
2019-04-29 13:17:04	monitor	heartbeat	automated_test	status	Perspectium-Version: Fluorine_4
2019-02-05 19:20:41	monitor	heartbeat	automated_test	status	Perspectium-Version: Europium_4
2018-11-17 13:27:53	monitor	replicator	automated_test	Total Msgs: sql_subscriber_automated_test	30
2018-09-20 17:32:35	monitor	replicator	automated_test	Avg Bytes/Msg: sql_subscriber_automated_test	0
2018-10-31 23:56:31	counterout	add	automated_test	problem.bulk.bytes	102233
2019-01-08 15:40:56	monitor	replicator	automated_test	Total Msgs: sql_subscriber_automated_test	10
2019-03-05 21:48:05	monitor	heartbeat	automated_test	status	Perspectium-Version: Fluorine_4
2018-12-28 14:11:56	monitor	replicator	automated_test	Total Bytes: sql_subscriber_automated_test	25560
2018-10-10 16:44:25	monitor	replicator	automated_test	Total Bytes: sql_subscriber_automated_test	102235
2019-03-21 17:36:35	counterout	add	automated_test	problem.bulk.bytes	51117
2018-09-19 11:47:03	monitor	heartbeat	automated_test	status	Perspectium-Version: Fluorine_4

Delete all messages Process all Process selected Actions on selected rows...

Check messages to reprocess and then click Process selected OR Click Process all to reprocess Skipped or Error messages

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