

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.

The screenshot shows the ServiceNow interface for managing messages. On the left, there's a navigation bar with links like 'Perspectium', 'Observer', 'Replicator', 'Messages', 'Outbound', 'Outbound Attachments', 'Outbound Audits', and 'Inbound'. The 'Inbound' link is under 'Replicator'. The main area is titled 'PSP In Messages' and shows a table of inbound messages. The columns include Created, Topic, Type, Key, Name, and Value. There are checkboxes next to each row. A red arrow points to the checkbox for the first message. At the bottom of the table, there are three buttons: 'Delete all messages', 'Process all' (which is highlighted with a red box), and 'Process selected' (also highlighted with a red box). A red annotation at the bottom right of the screenshot reads: 'Check messages to reprocess and then click Process selected OR Click Process all to reprocess Skipped or Error messages'.

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