

Change Salesforce receipt Batch Ack Size and Batch Error Size

Fluorine+

By default, Salesforce receipts will be generated for every 1,000 ServiceNow messages. However, you can change this default value within the **Replicator Settings** for your Salesforce org that has been set up for a [SalesInsight integration](#).

Prerequisites

⚠ First, you will need to follow the steps to [get started with your SalesInsight integration for ServiceNow incidents and Salesforce cases](#).

Procedure

To change the default value for the batch of messages that will generate a receipt in Salesforce, follow these steps:

1

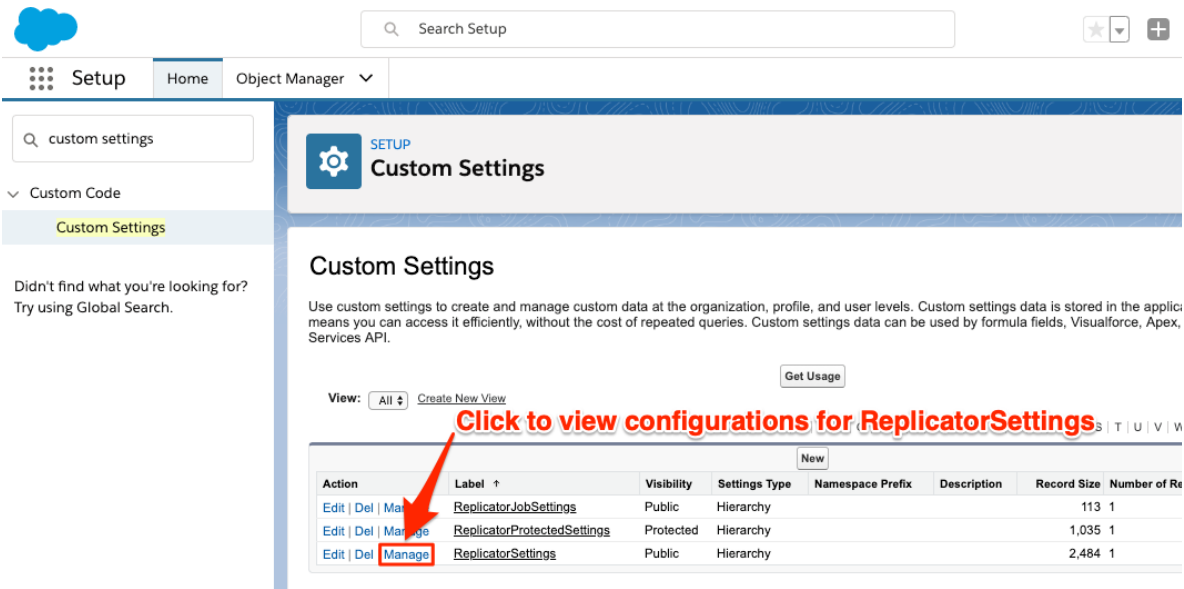
Log into your sandbox Salesforce organization and click the  icon in the top right-hand corner of the screen. Then, click **Setup**.

2

In the Quick Find window on the left side of the screen, type and then click **Custom Settings** (under **Custom Code**).

3

Locate the **ReplicatorSettings** label from the list of Custom Settings. Then, under the Action column, click **Manage** for **Replicator Settings**.



The screenshot shows the Salesforce Setup interface. On the left, the 'Setup' menu is open, and 'Custom Settings' is selected under 'Custom Code'. The main area displays the 'Custom Settings' page. A table lists three custom settings: 'ReplicatorJobSettings', 'ReplicatorProtectedSettings', and 'ReplicatorSettings'. The 'ReplicatorSettings' row is highlighted, and a red arrow points to the 'Manage' link in the 'Action' column. A red text overlay with a white border says 'Click to view configurations for ReplicatorSettings'.

Action	Label	Visibility	Settings Type	Namespace Prefix	Description	Record Size	Number of Records
Edit Del Manage	ReplicatorJobSettings	Public	Hierarchy			113	1
Edit Del Manage	ReplicatorProtectedSettings	Protected	Hierarchy			1,035	1
Edit Del Manage	ReplicatorSettings	Public	Hierarchy			2,484	1

4

Modify Batch Ack Size and Batch Error Size values

On the resulting ReplicatorSettings page, click **Edit**. Then, modify the values for the **Batch Ack Size** and **Batch Error Size** fields to be the number of messages (as a batch) that will trigger the generation of a receipt within Salesforce for inbound data.

Setup Home Object Manager

Search Setup

custom settings

Custom Code

Custom Settings

Didn't find what you're looking for? Try using Global Search.

ReplicatorSettings Edit

Provide values for the fields you created. This data is cached with the application.

Edit ReplicatorSettings Save Cancel

ReplicatorSettings Information

Location	Perspectium
MBS Password	funko123
MBS URL	https://2f7d7933.ngrok.
MBS User	admin
Cipher	AES128
Client Id	3MVG9KsVczVNCm8ym
Client Secret	
Decryption Key	
Encryption Key	
Time to keep ERROR logs	1,440
Keep Error Messages	<input type="checkbox"/>
Log Level	ERROR
Time to keep Non-ERROR logs	30
OAuth Endpoint	https://na85.salesforce.
Password	
Security Token	
Skip for User Names	
User Name	georvi.oloan@perspecti
Valid Settings	<input checked="" type="checkbox"/>
Batch Ack Size	200
Batch Error Size	200

Modify these values to configure batch size that will trigger the generation of a receipt in your Salesforce org

5

Save your changes

After modifying the values for **Batch Ack Size** and **Batch Error Size**, click **Save** at the top of the page to save the changes for your Replicator settings.

Similar topics

- [Install the Perspectium Package for Salesforce](#)
- [Configure Salesforce remote site settings](#)
- [Create a custom case field](#)
- [SalesInsight for ServiceNow incidents and Salesforce cases](#)
- [Create a Salesforce subscribed queue](#)

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