

Reshare Records

Gold

For situations where records weren't all received at the target (such as an error at the database), you can manually re-share data from your ServiceNow instance from a time period of three days or less by navigating to **Replicator > Tools** and then clicking **Reshare Records**. This tool uses receipts to send out records from a time period of your choosing.

NOTE: Receipts that are an error or in a pending state within the time period selected will be re-shared as well.

Prerequisites

! First, you will need to [install DataSync for ServiceNow](#) and [run the Perspectium Finish Install scripts](#).

! Second, you will need to navigate to the `u_psp_properties` table. Search for `com.perspectium.enable_receipts` and set its value to `true`.

Procedure

To re-share data for your ServiceNow instance, follow these steps:

1

Access Replicator Tools

Go to your ServiceNow instance and navigate to **Perspectium > Replicator > Tools**.

2

Reshare Records

Click **Reshare Records**. Select the time you want to start sending out the records in **Start Date Time**, and the time you want to stop sending out records in **End Date Time**. Then, click **Reshare** to re-share your data.

! **WARNING:** Only the most current record will send out.



Reshare Records

This tool is used to share records that had been previously shared out. Resharing is processed using the created date times of receipt records. Receipt must be enabled to utilize this feature.

Select your desired date and time

Start Date Time

2020-01-13 10:57:28

End Date Time

Reshare

**Click to reshare
your records**

<< January 2020 >>

S	M	T	W	T	F	S
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1
2	3	4	5	6	7	8

Go to Today

Time: 10 : 57 : 39

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