

General Settings

Access the DataSync for ServiceNow **General Settings** page at **Perspectium > Control and Configuration > Properties > General Settings**.

Please note that the following settings are only available once you have [installed and configured DataSync for ServiceNow](#).

Directly from the **General Settings** page, you can change your Perspectium Mesh Username, Password, and URL. You can also do the following:

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Generate debug logging

This feature enables the creation of debug logs in the **Log Messages** table. You can access these messages at **Perspectium > Control and Configuration > Troubleshooting > Logs**. To turn on the feature:

1. In your sharing ServiceNow instance, go to **Perspectium > Control and Configuration > Properties > General Settings**.
2. To enable this feature, turn on the toggle under **Enable debug logging for a certain period of time**.
3. From the **Debug period** dropdown, select the length of time that you want for this property to be enabled.
4. Click **Save**.

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Delete error messages older than 1 day in the outbound messages table

This feature enables the removal (via data cleaners) of [outbound message records](#) with a status of **Error** 24 hours after their creation. Here's how:

1. In your sharing ServiceNow instance, go to **Perspectium > Control and Configuration > Properties > General Settings**.
2. To enable this feature, turn on the toggle under **Delete error messages older than 1 day in the Outbound Messages table**.
3. Click **Save**.

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Limit bytes or records for outbound message jobs

Perspectium Properties offers two features that allow you to limit the number of bytes or records that can be shared out for each outbound message job. By default, outbound message jobs cannot share out more than 5,000,000 bytes (or 5MB) and 8,000 records per job. Here's how to lower that limit:

1. In your sharing ServiceNow instance, go to **Perspectium > Control and Configuration > Properties > General Settings**.
2. (If you wish) Enter a byte limit in the field labeled **Byte limit for each job that processes outbound messages (MultiOutput Processing job)**

3. (If you wish) Enter a record limit in the field labeled **Record limit for each job that processes outbound messages (MultiOutput Processing job)**
4. Click **Save**.

 If you enter a byte limit (in step 2), this will take precedence over any byte limit that you enter (step 3).

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Limit the maximum number of messages in the outbound messages table

This feature allows you to set a max limit for records that can appear in the outbound messages table. By default, this limit is set to 1,000,000 outbound messages. Here's how to change this limit:

1. In your sharing ServiceNow instance, go to **Perspectium > Control and Configuration > Properties > General Settings**.
2. To enable this feature, turn on the toggle under **Limit the maximum number of messages in the Outbound Messages table**.
3. Enter your desired limit in the field labeled **Maximum number of messages in the Outbound Messages table** (this value can only be changed if you check the box from step 2).
4. Click **Save**.

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Perspectium connection error configuration options

To avoid temporary short term connection issues (for example, if there was a single connection issue and the app was able to connect on the next attempt to share data to the Mesh), you can configure how frequently the Perspectium Connection Error notification should check for issues and how many times the issues occur before sending a notification. The default settings tell the application to check **every 30 minutes** if there are more than **5 connection issues**, and send a notification email if that's the case.

To change these default values:

1. Go to **Perspectium > Control and Configuration > Properties > General Settings**.
2. Scroll to the field labeled **Send notification emails in batches of** and enter a number to indicate the desired minimum number (batch) of connection errors before sending a notification. The default is set to 5.
3. In the field labelled **Send notification emails about connection errors in batches every**, select a time interval from the dropdown. This interval will determine how often the application checks for connection issues. The default is set to 30 minutes.
4. Click **Save**.

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Limit the number of records processed by the Attachments and Audit Outbound Processing job

The **Perspectium Attachments and Audit Outbound Processing** job processes outbound messages for attachments and audit records in the **ready** state and sends them to the Perspectium Integration Mesh. To limit the number of outbound messages processed by the scheduled job each time the job runs, follow these steps:

1. Go to **Perspectium > Control and Configuration > Properties > General Settings**.

2. Scroll to the field labeled **Record limit for number of records Attachments and Audit Outbound Processing job processes each time a** and enter the desired max number. The default is set to 1000.
3. Click **Save**.

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Generate detailed outgoing HTTP logging

This property can aid with troubleshooting ServiceNow issues when the Perspectium application is connecting and making requests (both to send data and get data) to the Integration Mesh. With the additional logging, you can see what the headers and the body will look in the request.

1. Go to **Perspectium > Control and Configuration > Properties > General Settings**.
2. Toggle on the property labeled **Generates detailed outgoing HTTP logging**.
⚠ WARNING: This logging includes potentially confidential information such as credentials.
3. Click **Save**.
4. To look at the logs generated, go to **System Logs > Outbound HTTP Requests**.

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