

Optional features for shared and subscribed queues

Once you have [set up a shared and subscribed queue](#), there are various optional features you can configure and make use of.

Explore this page for these available features.

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Monitoring queues

Set up monitor thresholds

This feature allows you to define alert and warning thresholds for queue connectivity issues and backlog of records in a cue.

Here's how:

1. In your sharing ServiceNow instance, go to **Perspectium > Perspectium Core > Shared Queues**.
2. On the resulting page, find and select the shared queue that you want to configure.
3. On the resulting shared queue form, click the **Monitor** box. This will reveal a variety of new monitoring fields below.
4. In the newly revealed monitoring fields, the only requirement is to select an option from the **Monitor Polling Interval** dropdown. This indicates the repeated interval that the background job will run at when checking to see if the thresholds are passed.
5. Now, use the various threshold fields to set connection thresholds, record thresholds, or both. Connection thresholds will trigger a warning/alert if your instance cannot properly connect to the queue for the provided duration. Record thresholds will trigger a warning/alert if the number of messages in the queue pass the indicated threshold. If both warnings and alerts thresholds are passed, the system will send out only an alert.

View alerts and warnings

Once you've set up monitoring thresholds for your queue, here's how you can view the alerts and warnings.

Monitor Status

This appears at the bottom of the monitoring fields on the shared queue. It holds contents of alerts/warnings.

Dashboard

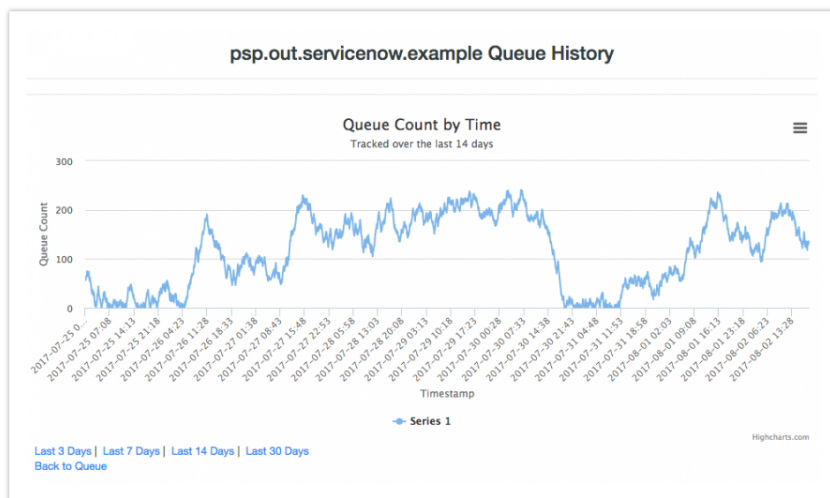
You can also view the monitor status right on the DataSync homepage.

Alert & Notification

You can set this up to create a log error in the Perspectium Logs (**u_psp_log_message**) on the instance, as well as an Alert (**u_psp_alerts**) on the instance. Then, you can use the [Error Notifications](#) module to set up a notification corresponding to this alert. You can also apply filters onto this alert table to capture only those with Name = **Perspectium Queue Monitor**, or whichever alerts you would like notifications from. You could similarly build a custom notification record based off of the Alerts table.

Queue History

Back in the queue form under the monitoring fields, check the **Track History** to track the history of the queue. Then, you can click the **View History** link under **Related Links** to see a visualization similar to the one below:



This chart will load the last 7 days of data by default. You can pull up the last 3, 7, 14, or 30 days as well using the links underneath the chart. Data by default is also deleted when it is over 35 days old. This can be changed by going to the table **u_psp_properties** and adjusting the value of the record with name **com.perspectium.queue_history.days_retained** from 35 to the number of days you would like.

Additionally, you can view the metrics of your queue in the **Queue History (u_psp_queue_history)** table.

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ServiceNow receipts for a fanout queue

This feature allows you to use a shared queue to send to a fanout queue, which is used to broadcast messages across multiple queues. You can find more general information on fanout queues [here](#).

Enabling this feature will send you received based on the fanout queue. For example, if your fanout queue broadcasts messages to 3 different queues, then you'll receive one receipt per queue, for a total of 3 receipts.

1. In your sharing ServiceNow instance, go to **Perspectium > Perspectium Core > Shared Queues**.
2. On the resulting page, find and select the shared queue that you want to enable receipts for.
3. Check the **Enable fanout queue receipts** box. This will reveal a **Fanout Exchange Name** field.
4. Enter the name—ServiceNow will use this name to reach out to the Perspectium Integration Mesh and find out how many queues and receipts to make.

Monitoring receipts for a fanout queue

Now that you've enabled the receipts option, here's how to monitor them:

1. In your ServiceNow instance, go to **Perspectium > Perspectium Core > Tools > Receipts**.
2. On the resulting page, find and click the corresponding receipt for the record(s) that you send out.
3. In the **Queues** field at the bottom, look at the JSON object in the value. The object is set up to have the fanout queue as the field, and the value is true/false—true means that ServiceNow has received an acknowledgement for that queue and false means that it is still pending.

Check the fields **Expected Ack** and **Current Ack** to see if you have all the acknowledgements.

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Purge queue

This feature allows you to purge a queue of all messages in it. This is useful if you run a large bulk share and no longer want or need a subscriber to consume the messages.



Use this feature with caution, as **messages cannot be recovered** once deleted!

Here's how to purge a queue:

1. In your ServiceNow instance, go to **Perspectium > Perspectium Core > Shared Queues**.
2. On the resulting page, find and click the queue you want to purge
3. On the resulting queue page, under **Related Links**, click **Purge Queue**.



SOME NOTES:

- When clicked, purge queue will attempt to connect to the endpoint URL using the queue user and password to purge the queue of all the messages it currently contains. The result of trying to purge the queue will be displayed in the status field.
- You can't purge a queue that contains over 1 million records. If you need, contact support for assistance.
- Purging queues is only supported if you have been provisioned in a vhost. Please contact support to set this up and for more information.

Perspectium Support: support@perspectium.com

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