

Features for messages

The Outbound and Inbound modules contain the message records included with bulk shares and dynamic shares. Explore this page for some features that can be used in the messages modules.

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Delete outbound messages for a share

This feature can be really useful if your sharing ServiceNow instance experiences performance issues due to a large number of message records piling up in the Outbound table.

One way to combat message-related performance issues is to change the maximum number of message records for the Outbound table at **Perspectium > Control and Configuration > Properties > General Settings**.

In addition, you can use the instructions below to quickly delete message records in the Outbound table that are associated with a dynamic or bulk share.



The **Delete This Share's Messages** option requires access to the **parent global variable**. If this variable is undefined (i.e., changed by another business rule), then this option will not be available on the dynamic share and bulk share forms.

1. In your sharing ServiceNow instance, go to **Perspectium > Perspectium Core > Shares > Dynamic Share or Bulk Share > View Dynamic Shares or View Bulk Shares**.
2. Find and click into the dynamic share or bulk share that you want to delete outbound messages for.
3. Under **Related Links**, click **Delete This Share's Messages**. A pop-up will appear asking you to confirm deletion of all messages related to your share. Click **OK** to confirm, and an info message will appear confirming that associated outbound messages have been deleted.

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Delete all or some outbound messages

Sometimes it is necessary to delete some or all of the outbound queued records. Situations during debugging or determining performance of DataSync metric collection require you to delete all **monitor** messages or **replicator** messages. Now you can perform these deletes from buttons presented **at the bottom** of the **Outbound** messages queue as follows:

	PSP Out Messages	New	Search	Created	▼	Search	
	Created ▼	Topic	Type	Name	Value	State	
<input type="checkbox"/>	2021-06-15 11:18:26	monitor	heartbeat	status	Perspectium-Version: Helium	Ready	
<input type="checkbox"/>	2021-06-15 11:13:25	monitor	heartbeat	status	Perspectium-Version: Helium	Ready	
<input type="checkbox"/>	2021-06-15 11:08:26	monitor	heartbeat	status	Perspectium-Version: Helium	Ready	
<input type="checkbox"/>	2021-06-15 11:03:25	monitor	heartbeat	status	Perspectium-Version: Helium	Ready	
<input type="checkbox"/>	2021-06-15 10:58:26	monitor	heartbeat	status	Perspectium-Version: Helium	Ready	
<input type="checkbox"/>	2021-06-15 10:53:26	monitor	heartbeat	status	Perspectium-Version: Helium	Ready	
<input type="checkbox"/>	2021-06-15 10:48:25	monitor	heartbeat	status	Perspectium-Version: Helium	Ready	
<input type="checkbox"/>	2021-06-15 10:43:25	monitor	heartbeat	status	Perspectium-Version: Helium	Ready	
<input type="checkbox"/>	2021-06-15 10:38:26	monitor	heartbeat	status	Perspectium-Version: Helium	Ready	
<input type="checkbox"/>	2021-06-15 10:33:26	monitor	heartbeat	status	Perspectium-Version: Helium	Ready	
<input type="checkbox"/>	2021-06-15 10:28:26	monitor	heartbeat	status	Perspectium-Version: Helium	Ready	
<input type="checkbox"/>	2021-06-15 10:23:25	monitor	heartbeat	status	Perspectium-Version: Helium	Ready	
<input type="checkbox"/>	2021-06-15 10:18:26	monitor	heartbeat	status	Perspectium-Version: Helium	Ready	
<input type="checkbox"/>	2021-06-15 10:13:25	monitor	heartbeat	status	Perspectium-Version: Helium	Ready	
<input type="checkbox"/>	2021-06-15 10:08:27	monitor	heartbeat	status	Perspectium-Version: Helium	Ready	
<input type="checkbox"/>	2021-06-15 10:03:26	monitor	heartbeat	status	Perspectium-Version: Helium	Ready	
							Min 2021-06-02 11:08:25
							Max 2021-06-15 11:38:26
<input type="checkbox"/>	<div> <div>Delete all messages</div> <div>Delete non-replicator messages</div> <div>Delete replicator messages</div> <div>Delete error messages</div> </div>				Actions on selected rows... ▼		

These buttons will **not** appear when the **Outbound messages** queue is displayed as a related list (such as on a **Bulk Share** or **Dynamic Share**). This is to avoid any confusion with these buttons only deleting messages related to the other table since the functionality is meant for deleting all messages in the queue regardless of any relation.

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Reprocess inbound messages

This feature allows you to reprocess all inbound messages with a status of **Skipped** or **Error**. Here's how:

1. In your subscribing ServiceNow instance, go to **Perspectium > Messages > Inbound**.
2. To reprocess only select messages, check the box next to each inbound message you want to reprocess and click **Process selected**. To reprocess all inbound messages on the page, click **Process all**.

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Data Guarantee

Data Guarantee provides enhanced reliability for messages being shared out of ServiceNow (using a [bulk share](#) or [dynamic share](#)) and into subscribing endpoints. With Data Guarantee, you can easily track functionality for records received and processed by subscribers, determine which messages are errors, and troubleshoot message errors.

To enable this feature, go to **Perspectium > Control and Configuration > Properties > DataSync Settings**, and then check the box labelled **Enable sending receipt functionality for data guarantee**.

Once you enable this feature, receipts will be generated for messages that are shared out of ServiceNow. Message receipts will indicate the delivery status for records that you have shared out, allowing you to quickly identify successfully shared out records as well as any records that have not yet been shared out.

Find detailed information on message receipts [here](#).

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