

# Delete outbound messages for a share

## Fluorine

When a dynamic share or bulk share runs, [message](#) records are created in the **Messages > Outbound** module. If your sharing ServiceNow instance starts to experience performance issues due to a large number of message records piling up in the Outbound table, you can change the maximum number of message records for the Outbound table in **Perspectium > Control and Configuration > Properties**. Additionally, you can make use of the **Delete This Share's Messages** option to quickly delete the message records in the Outbound table that are associated with a dynamic share or bulk share.

**NOTE:** 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.

## Prerequisites

**!** First, you will need to follow the steps to [get started with Replicator](#) and [create a dynamic share](#) or [create a bulk share](#).

## Procedure

To delete the message records created by a dynamic share or bulk share, follow these steps:

1

Log into your sharing ServiceNow instance and navigate to **Perspectium > Replicator > Dynamic Share** or **Perspectium > Replicator > Bulk Share**.

2

Click the name of the dynamic share or bulk share that you want to delete messages for.

3

At the bottom of the form 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.

The screenshot shows the ServiceNow interface for a dynamic share configuration. The left sidebar shows the navigation menu with 'Replicator' expanded. The main form is titled 'Replicator Configuration - example\_dynamicshare [Shared view\*]'. It has tabs for 'Trigger Conditions', 'Additional Settings', 'Filter and Enrichment', 'Scheduled Sync Up', 'Notes', and 'Business Rule'. The 'Trigger Conditions' tab is active, showing options like 'Interactive only' (checked), 'Business Rule When' (set to 'after'), 'Business Rule Order' (set to 50), 'Update or Insert' (unchecked), 'Share base table only' (unchecked), and 'Include all child tables' (unchecked). On the right side of the form, there are checkboxes for 'Create' (checked), 'Update' (checked), 'Delete' (unchecked), and 'Delete On Class Change' (unchecked). At the bottom of the form, there are buttons for 'Update', 'Run a Bulk Share', 'Test Record', and 'Delete'. Below the form, there is a 'Related Links' section with links: 'Activate all', 'Deactivate all', 'Force to Update Set', 'View Business Rules Before This Share', and 'Delete This Share's Messages'. The 'Delete This Share's Messages' link is highlighted with a red box and an arrow pointing to it. A red text overlay says 'Click to delete outbound messages for your share'.

## Similar topics

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- [Reprocess inbound messages](#)
- [Delete outbound messages for a share](#)

## Contact Perspectium Support

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