Error Notification

You can specify users in your ServiceNow instance who will receive email notifications about errors being generated in Perspectium Logs. To configure email notifications about errors with your Perspectium solution, navigate to **Perspectium** > **Control and Configuration** > **Error Notification**. The default Perspectium errors that you can configure notifications for are:

- **Perspectium Error:** Send an email when there is a Perspectium error that is critical, change the filter to tailor your notifications
- **Perspectium Situation:** Send an email when there is any situation, critical or not, that results in a connection error to the Perspectium Mesh

🛈 NOTE: The users that you specify to receive email notifications for must have an email entered in the **Email** field of their User Profile (**Username** > **Profile**).

To learn more about how to configure error notifications, see create a messaging notification.

Sending error notifications in batches

In Perspectium Properties, you can specify whether you want to send error notification emails in batches and how frequently to send batched notification emails. Sending batched notification emails can be helpful if your ServiceNow instance is sending error notifications frequently.

To send error notifications in batches, follow these steps:

1

Enable email sending

Log into your ServiceNow instance and navigate to **System Mailboxes** > **Administration** > **Email Properties**. In the upper left-hand corner of the form, check the **Yes | No** box under **Email sending enabled** to allow emails to be sent from your ServiceNow instance.

2

Create a Perspectium connection error notification

Navigate to **Perspectium** > **Control and Configuration** > **Error Notification** and click **New**. Type any **Name** for your error notification and choose a **Table** to send notifications for. Scroll down to the **When to send** tab, and select Event is fired from the **Send when** drop down. Then, select **perspectium.connection.error.threshold** from the **Event name** dropdown.

Type any name

Choose a table

Choose "Event is fired"

Choose "perspectium.connection.error.thr

3

Choose users who will receive error notification emails

Click the **Who will receive** tab. Then, click 🔒 > 👥 next to **Users** to start adding users who will receive batched connection error notification emails.

Click to choose users who will receive Perspectium connection error notifications

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4

Save your Perspectium connection error notification

In the bottom left-hand corner of the form, click **Submit** to save the settings for your Perspectium connection error notification.

5 | Set your notification batch size and timing

Navigate to **Perspectium** > **Control and Configuration** > **Properties**. Scroll to the section labeled **Send notification emails in batches of**. In the box underneath this label, type a number to indicate the amount of notifications that will signify one batch. Next, scroll to the section labeled **Send notification emails about connection errors in batches every** and choose a time interval to send batched notifications in. Finally, click **Save** at the bottom of the page to save your Perspectium properties. Once these two properties are setup, your notifications will be emailed in batches at the specified intervals to the users you configured in **Step #3**.

🛈 **NOTE:** The notifications for Perspectium connection errors will be emailed in batches of 10 notifications every 30 minutes by default.

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