Reprocess inbound messages

Fluorine

Any inbound messages (messages for subscribed data) can be bulk reprocessed by leveraging the **Process selected** button at the bottom of the Inbound Messages table. Individual inbound messages can also be reprocessed by clicking the **Process again** Related Link within the inbound message record. You may want to reprocess inbound messages when the messages have a state of **Skipped** or **Error** to ensure that data is synced correctly to your target instance. However, inbound messages with any state can be reprocessed as well.

Prerequisites

⚠️ First, you will need to follow the steps to get started with Replicator and configure a ServiceNow instance as a subscriber.
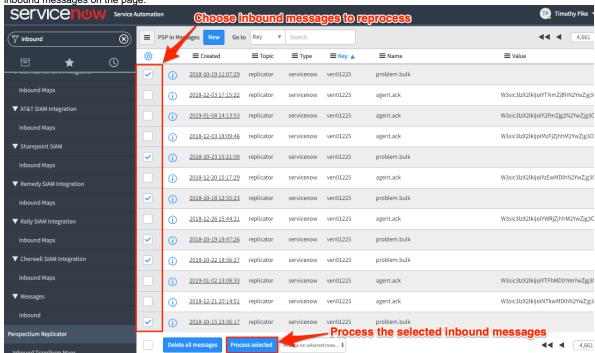
Procedure

To reprocess inbound messages, follow these steps:

1 Log into your target (subscribing) ServiceNow instance and navigate to **Perspectium** > **Messages** > **Inbound**.

2 Check the box next to each inbound message you want to reprocess, or check the box at the bottom of the form to select all inbound messages on the page.

Then, scroll down to the bottom left-hand corner of the form, and click **Process selected**. Alternatively, you can reprocess individual inbound messages by clicking into the message and then clicking **Process again** under Related Links.

Similar topics

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