

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.

The screenshot shows the ServiceNow interface for the 'Inbound Messages' table. A red box highlights the selection checkboxes in the first column. A red arrow points to the 'Process selected' button at the bottom of the table. Another red arrow points to the 'Choose inbound messages to reprocess' text at the top of the table. The table contains 13 rows of inbound messages, each with a checkbox, a timestamp, a topic, a type, a key, a name, and a value. The 'Process selected' button is located at the bottom right of the table, next to the 'Delete all messages' button. The 'Process selected' button is highlighted with a red box and a red arrow. The text 'Process the selected inbound messages' is written in red next to the button.

	Created	Topic	Type	Key	Name	Value
<input checked="" type="checkbox"/>	2018-10-19 11:07:29	replicator	servicenow	ven01225	problem.bulk	
<input type="checkbox"/>	2018-12-03 17:15:22	replicator	servicenow	ven01225	agent.ack	W3sic3lzX2lkjoIYTNmZjBhN2YwZjg3
<input type="checkbox"/>	2019-01-08 14:13:53	replicator	servicenow	ven01225	agent.ack	W3sic3lzX2lkjoIY2FmZjg2N2YwZjg3C
<input type="checkbox"/>	2018-12-03 18:09:46	replicator	servicenow	ven01225	agent.ack	W3sic3lzX2lkjoIMzFjZjhhM2YwZjg3O
<input checked="" type="checkbox"/>	2018-10-23 15:21:00	replicator	servicenow	ven01225	problem.bulk	
<input type="checkbox"/>	2018-12-20 15:17:29	replicator	servicenow	ven01225	agent.ack	W3sic3lzX2lkjoIYzEwMDIhN2YwZjg3C
<input checked="" type="checkbox"/>	2018-10-18 12:55:23	replicator	servicenow	ven01225	problem.bulk	
<input type="checkbox"/>	2018-12-26 15:44:21	replicator	servicenow	ven01225	agent.ack	W3sic3lzX2lkjoIYWRjZjhhM2YwZjg3C
<input checked="" type="checkbox"/>	2018-10-19 19:47:26	replicator	servicenow	ven01225	problem.bulk	
<input checked="" type="checkbox"/>	2018-10-22 18:56:27	replicator	servicenow	ven01225	problem.bulk	
<input type="checkbox"/>	2019-01-02 13:08:33	replicator	servicenow	ven01225	agent.ack	W3sic3lzX2lkjoIYTFhMDIhYmYwZjg3C
<input type="checkbox"/>	2018-12-21 20:14:51	replicator	servicenow	ven01225	agent.ack	W3sic3lzX2lkjoINTkwMDIhN2YwZjg3
<input checked="" type="checkbox"/>	2018-10-15 23:36:17	replicator	servicenow	ven01225	problem.bulk	

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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