Reprocess inbound messages



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

A 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:



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

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.

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Inbound Maps			<u>(</u>)	2018-12-03 18:09:46	replicator	servicenow	ven01225	agent.ack	W3sic3lzX2lkljoiMzFjZjhhM2YwZjg3O
▼ Sharepoint SIAM			(i)	2018-10-23 15:21:00	replicator	servicenow	ven01225	problem.bulk	
Inbound Maps			í)	2018-12-20 15:17:29	replicator	servicenow	ven01225	agent.ack	W3sic3lzX2lkljoiYzEwMDlhN2YwZjg30
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Perspectium Replicator			Delete				- Proce	ss the selecte	d inbound messages
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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

Contact Perspectium Support

- Reprocess inbound messages Delete outbound messages for a share



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