Message Queue Removal

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Overview

PINsafe sends messages to its internal message queue for delivery. In some circumstances the message queue needs to be cleared of messages. The underlying cause of why these messages have been sent may still need to be addressed.

Prerequisites

PINsafe 3.0 to 3.9

Symptoms

Unwanted messages in message queue or unwanted messages being sent by the PINsafe server.

Solution

On the PINsafe appliance or server Stop Tomcat.

Look for files named "messagequeue.*.obj". under the following folder:

```
/usr/local/tomcat/webapps/pinsafe/WEB-INF/data
```

The files will only exist when Tomcat is stopped. To permanently remove the messages delete these files, PINsafe will stop trying to send them.

When complete restart Tomcat.