



Reactivating a webhook

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If you've been using a webhook and the endpoint you set up stops accepting our webhooks sends, we automatically deactivate that webhook after 24 hours of consecutive failed retries.

If we do deactivate a webhook, you'll see a warning when viewing the webhook:

The screenshot shows a warning message in a red box: "Webhook deactivated due to 24 consecutive hourly retry failures. Ensure the endpoint returns an HTTP 200 and click update to reactivate." Below the warning are three filter sections: "Knowledge Bases" with a checkbox for "All Knowledge Bases", "Webhook Events" with a checkbox for "article.create", and "Webhook Type" with a dropdown menu set to "API". A dark blue bar at the bottom of the screenshot contains the text "Sample deactivated webhook warning".

If you get a report that a webhook-based integration isn't working, head to [Your Account > Webhooks](#) and see if the webhook in question has this warning.

Reactivate a deactivated webhook

To reactivate a deactivated webhook:

1. Fix whatever caused the sends to fail for 24 consecutive hours in the first place. Sometimes that means updating the endpoint KnowledgeOwl has for the webhook. Sometimes it means fixing the endpoint that's receiving them.
2. Go to [Your Account > Webhooks](#).
3. If you need to update the endpoint of the webhook settings, make those changes.
4. Click the **Update** button for the deactivated webhook. This should trigger reactivation and whatever webhook events that trigger this webhook should begin triggering the webhook. Usually after reactivation you should see an initial ping go through to the webhook.