![knowledgeowl logo]

Reactivate a webhook

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

If we do deactivate a webhook, your webhook details will display a warning that states:

> Webhook deactivated due to 24 consecutive hourly retry failures. Ensure the endpoint returns an HTTP 200 and click update to reactivate.

Sample Webhook deactivation warning

If you get a report that a webhook-based integration isn't working, head to **Account > Webhooks** and check if that webhook 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 **Account > Webhooks**.

3. If you need to update the endpoint of the webhook settings, make those changes.

4. Once you're done making your changes for the webhook, select **Update** to save those changes.

5. We'll send a test ping to the webhook and you should receive a message to that effect. As long as you receive that message, your webhook is now activated and properly working.