

Box - How to Resolve Duplicated Event Issues

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The Box connector is currently supporting three types of events: **Webhook V1 events**, **Webhook V2 events**, and **Polling events**. By default, for all our higher environments our app configured for **Webhooks V1**.

Duplicated events can appear when multiple webhooks are involved and they catch the same event, while each is sending a notification. Here are the two possible cases and their solutions:

1. The *Webhook 1* is enabled but also *Webhook V2* through the Box connector call *POST/webhooks*. In this case, the solution is to either delete v1 configuration from BOX UI or delete webhook v2 using our APIs.
 2. The Box account used to create the instance is at fault for sending multiple events. In this case there could two different webhook applications set up in the concerned Box account and each application is generating an event. To solve the issue one of those applications should be disabled.
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