Ticket counts displaying incorrectly after using Reset Helpdesk feature

Configuration - (٠) تعليقات - Ben Henley - 2023-09-11

If you've used the Reset Helpdesk feature to delete your test tickets in **Admin > Reset Helpdesk**.
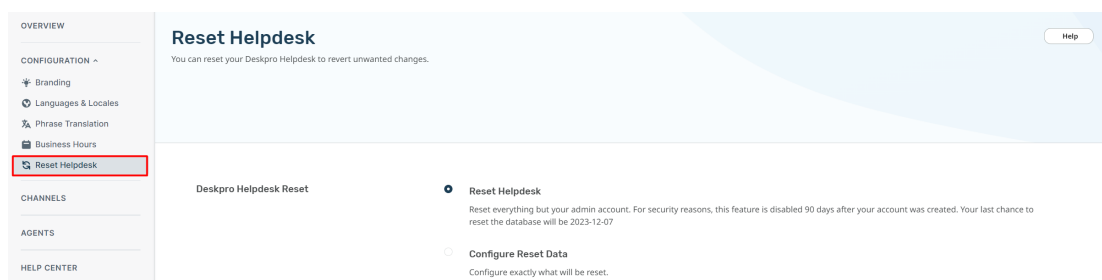
Note

For security reasons, the reset helpdesk feature is only available for 90 days. This is because once you've reset the helpdesk **all the data will be deleted permanently**.

The counts of tickets in the agent interface Navigation Panel might still include the old tickets, you can remove them by enabling Ticket Archiving. Go to **Admin > Ticket Structure > Statuses > Archived**, then toggle the setting to Enable Archived Status:
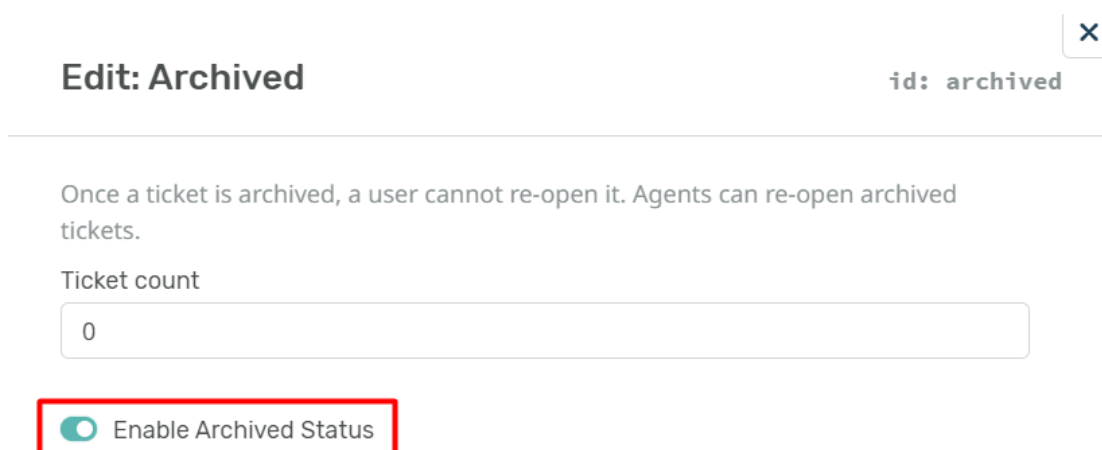
On the same menu, then click **Reset search index** to reset the counts to zero:

Reset search index

Reset

When archiving is enabled, Deskpro uses a special optimized search index that filters are run off of. This allows the system to improve performance of filters.

If there was a problem with the helpdesk such as an error or database problem, it is possible the search index became misaligned and may need resetting.

You can disable archiving after this if you would prefer to not use the archive status. Note that archiving is typically only needed for helpdesks with a large number of tickets (over 1 million).

مواضيع ذات صلة

- [How do I delete all my test tickets?](#)