

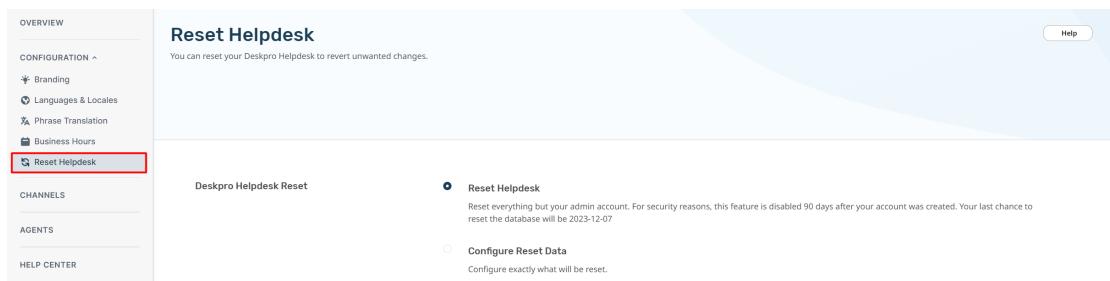


Using Deskpro > Admin > Configuration > Ticket counts displaying incorrectly after using [قاعدة المعلومات](#) < [Reset Helpdesk feature](#)

Ticket counts displaying incorrectly after using Reset Helpdesk feature

[Configuration](#) - [Translations](#) - Ben Henley - 2023-09-11

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



The screenshot shows the 'Reset Helpdesk' page. On the left, there's a sidebar with 'OVERVIEW', 'CONFIGURATION' (expanded), 'CHANNELS', 'AGENTS', and 'HELP CENTER'. Under 'CONFIGURATION', 'Reset Helpdesk' is highlighted with a red box. The main content area has a heading 'Reset Helpdesk' with the sub-instruction 'You can reset your Deskpro Helpdesk to revert unwanted changes.' Below this are two radio buttons: one selected for 'Reset Helpdesk' (which resets everything but the admin account, disabled 90 days after account creation) and one for 'Configure Reset Data' (which lets you choose what to reset). A note at the bottom says 'Reset everything but your admin account. For security reasons, this feature is disabled 90 days after your account was created. Your last chance to reset the database will be 2023-12-07'.

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

Edit: Archived

id: archived

Once a ticket is archived, a user cannot re-open it. Agents can re-open archived tickets.

Ticket count

0

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](#) •