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Ticket counts displaying incorrectly after using Reset Helpdesk feature

Ben Henley - 2023-09-11 - [Kommentare \(0\)](#) - [Configuration](#)

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

The screenshot shows the Deskpro Admin interface. On the left is a sidebar with a menu. Under 'CONFIGURATION', 'Reset Helpdesk' is selected and highlighted with a red box. The main content area is titled 'Reset Helpdesk' and contains two options: 'Deskpro Helpdesk Reset' and 'Reset Helpdesk' (which is selected). Below 'Reset Helpdesk' is a description: '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'. Below that is 'Configure Reset Data' with a description: 'Configure exactly what will be reset.'

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:

The screenshot shows the 'Edit: Archived' status configuration page. The title is 'Edit: Archived' and the ID is 'id: archived'. The page contains a description: 'Once a ticket is archived, a user cannot re-open it. Agents can re-open archived tickets.' Below this is a 'Ticket count' field with the value '0'. At the bottom, there is a toggle switch for 'Enable Archived Status' which is currently turned on and is highlighted with a red box.

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).

Ähnliche Inhalte

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