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## Ticket counts displaying incorrectly after using Reset Helpdesk feature

Ben Henley - 2023-09-11 - Comments (0) - Configuration

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

OVERVIEW	Reset Helpdesk	Help
CONFIGURATION ^	You can reset your Deskpro Helpdesk to revert unwanted changes.	
🖗 Branding		
Languages & Locales		
A Phrase Translation		
Business Hours		
🔓 Reset Helpdesk		
HANNELS	Deskpro Helpdesk Reset	Reset Helpdesk
		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
GENTS		reset the database will be 2023-12-07
		Configure Reset Data
IELP CENTER		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:

Edit: Archived	id: archived
Once a ticket is archived, a user cannot re-open it. Agents car tickets. Ticket count	n re-open archived
0 C Enable Archived Status	

On the same menu, then click  ${\bf Reset\ search\ index}$  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).

## 関連コンテンツ

• How do I delete all my test tickets?