

I'm having trouble with ticket counts displaying incorrectly after using the Reset Demo feature

Ben Henley - 2018-03-14 - Comments (0) - Using Deskpro

Question:

I deleted some test tickets using **Admin > Setup > Reset Demo**.

The counts of tickets in the agent interface left-hand pane still include the old tickets. How can I fix this?

Answer:

Go to **Tickets > Statuses > Archived**.

Enable archiving if it is not enabled.

Click **Reset search index** to fix the counts.

You can disable archiving afterwards (you only need it if you have a very large number of resolved tickets - over a million).

Tags

2018

Related Content

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