

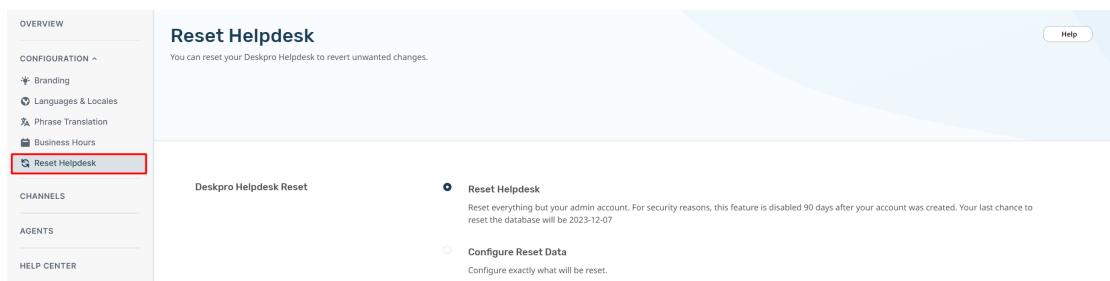


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Ticket counts displaying incorrectly after using Reset Helpdesk feature

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**.

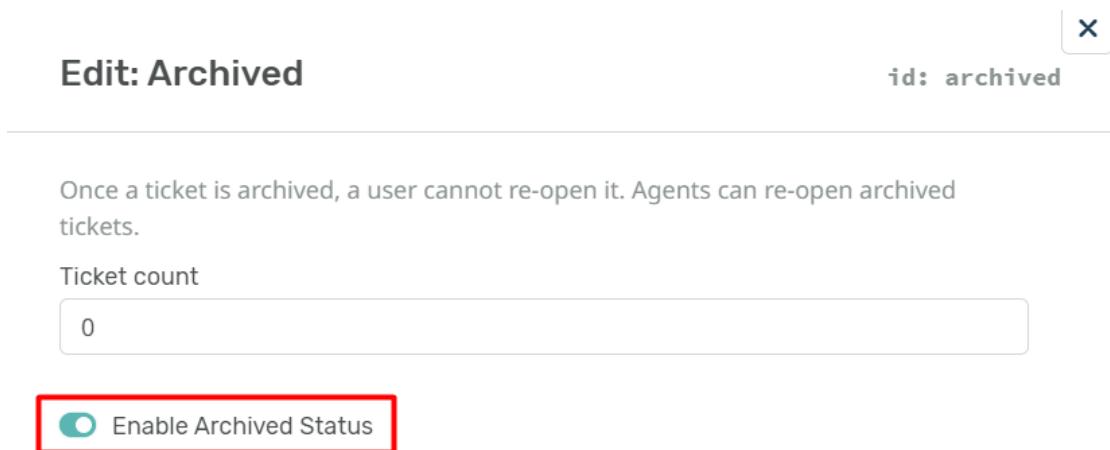


The screenshot shows the Deskpro Admin interface. On the left, a sidebar menu includes 'OVERVIEW', 'CONFIGURATION' (with 'Branding', 'Languages & Locales', 'Phrase Translation', 'Business Hours', and 'Reset Helpdesk' listed), 'CHANNELS', 'AGENTS', and 'HELP CENTER'. The 'Reset Helpdesk' item is highlighted with a red box. The main content area is titled 'Reset Helpdesk' with the sub-headline 'You can reset your Deskpro Helpdesk to revert unwanted changes.' Below this, there are two options: 'Reset Helpdesk' (selected, indicated by a radio button) and 'Configure Reset Data' (unselected, indicated by a radio button). The 'Reset Helpdesk' option has a note: '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'. The 'Configure Reset Data' option has a note: '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' page. At the top, it says 'Edit: Archived' and 'id: archived'. Below this, a note states: 'Once a ticket is archived, a user cannot re-open it. Agents can re-open archived tickets.' A 'Ticket count' field shows '0'. At the bottom, there is a button labeled 'Enable Archived Status' with a red box around it. The entire page has a light gray background with a white header bar.

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).

相关内容

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