

# How to Fix the Deleted Ticket Issue in ConnectWise Manage

What's in this page:

- [Issue Description](#)
- [Issue Cause](#)
- [Applications and Required Permissions](#)
- [How to Fix the Issue of Deleted Data in ConnectWise Manage](#)
- [Related Topics](#)

## Issue Description

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Some users have reported that tickets that have been deleted in ConnectWise Manage still appear in their widgets, and the number of tickets in their NextTicket for ConnectWise Manager application is higher than expected.

## Issue Cause

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After investigation, we found that these [abnormalities](#) are caused by previously deleted tickets that were not purged from Integrations completely..

MSPbots uses incremental updates, retrieving only cumulative updates like ticket status changes, server offline events, and new time records for technicians.

For APIs that do not support data deletion notification, no notification is sent when a ticket is deleted or updated in the database. Therefore, the system cannot determine which tickets have been deleted or updated, and as a result, you may continue to encounter deleted ticket information or an excessive number of tickets in the MSPbots and NextTicket applications.

Why doesn't MSPbots use a complete data synchronization process to automatically update ticket information and avoid this situation?

MSPbots also has other APIs that utilize a complete synchronization method. However, for this issue, we are currently unable to perform a complete data synchronization. This is because it would increase the risk of API rate limiting. At the moment, we can handle a large amount of API data more efficiently through an incremental data synchronization process, which does not include deleting data.

## Applications and Required Permissions

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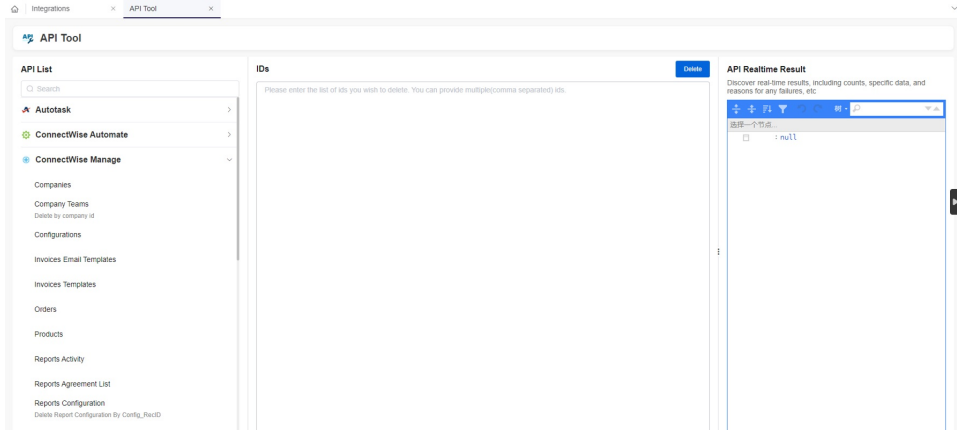
**Users** of the **ConnectWise Manage** app may **encounter** this issue. Only **administrators** can use the **API Tool** feature to manually delete data that have been removed in **ConnectWise Manage** integrations.

## How to Fix the Issue of Deleted Data in ConnectWise Manage

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- In **ConnectWise Manage** integration, there are two types of data that are **automatically deleted**.
  - **Data synchronized through the API with callback support for data deletion notification.** This includes **activity, agreement, contact, configuration, invoice, expense, opportunity, project, purchaseOrder, company, ticket, schedule, time.**
  - **Data synchronized through the API without support for data deletion notification,** but for **data within a time range of 1 day to 30 days.** For this data, depending on the volume, we will perform data deletion checks and automatically remove data within that time range.
- Data that needs to be **manually deleted** in **ConnectWise Manage** integration.
  - **Data synchronized through the API without support for data deletion notification** and with a **data time range exceeding 30 days** cannot be automatically deleted and requires manual deletion. This includes **Companies, Company Teams, Configurations, Invoices Email Templates, Invoices Templates, Orders, Products, Reports Activity, Reports Agreement List, Reports Configuration, Reports Contact, Reports Invoice Product, Reports Invoices, Reports Opportunity, Reports Product, Reports Schedule, Reports Service, Reports Time, Tickets.**

- For more information on how to delete data, please refer to the [How to Delete Tickets Using the API Tool](#) article.



## Related Topics

- [How to Delete Tickets Using the API Tool](#)
- [How to Create a Bot to Delete Specific SyncroMSP Tickets](#)
- [Reminders for Connecting to MSPbots via API or SQL Agent](#)
- [Public API](#)