Reset the local datastore and remove all device metrics from the ExtraHop system

Published: 2025-03-12

In certain circumstances, such as moving a sensor from one network to another, you might need to clear the metrics in the local and extended datastores. Resetting the local datastore removes all detections, metrics, baselines, trend analyses, and discovered devices—and affects any customizations on your ExtraHop system.

> ⚡ **Warning:** This procedure deletes device IDs and device metrics from the ExtraHop system. This procedure also removes all detections from the sensor.

Here are some important considerations about resetting the local datastore:

- Familiarize yourself with ExtraHop database concepts. ⬈
- Customizations are changes that were made to the default settings on the system, such as triggers, dashboards, alerts, and custom metrics. These settings are stored in a file on the system, and this file is also deleted when the datastore is reset.
- The reset procedure includes an option to save and restore your customizations.
- Most customizations are applied to devices, which are identified by an ID on the system. When the local datastore is reset, those IDs might change and any device-based assignments must be re-assigned to the devices by their new IDs.
- If your device IDs are stored on the extended datastore, and that datastore is disconnected when the local datastore is reset and then later reconnected, those device IDs are restored to the local datastore and you do not need to reassign your restored customizations.
- The reset procedure preserves historical device count data to maintain the accuracy of metrics in the Active Device Count and Limit ⬈ chart.
- Configured alerts are retained on the system, but they are disabled and must be enabled and reapplied to the correct network, device, or device group. System settings and user accounts are unaffected.

1. Log in to the Administration settings on the ExtraHop system through `https://<extrahop-hostname-or-IP-address>/admin`.
2. In the System Configuration section, click **Datastore**.
3. Disconnect your extended datastore by completing the following steps:
   a) In the Extended Datastore Settings section, click **Configure Extended Datastore**.
   b) Click the name of the mount that contains the datastore you want to disconnect.
   c) In the row of that datastore, click **Disconnect Extended Datastore**.
   d) Type `YES` to confirm.
   e) Click **OK**.
4. Navigate back to the Datastore and Customizations page.
5. In the Local Datastore Settings section, click **Reset Datastore**.
6. On the Reset Datastore page, specify whether to save customizations before you reset the datastore.

   - To retain the current customizations after the datastore is reset, select the **Save Customizations** checkbox.
   - To delete the current customizations after the datastore is reset, clear the **Save Customizations** checkbox.
7. Type `YES` in the confirmation text box.
8. Click **Reset Datastore**.
   If you opted to save your customizations, a prompt appears with a detailed list after about one minute. Click **OK** to restore the saved customizations.