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How do I install the 'Resolve User Hostnames' app

[Deskpro Apps](#) - [\(0\) تعليقات](#) - Ben Henley - 2018-05-14

:To install Resolve User Hostnames

.1 Go to **Admin > Apps**, select **Resolve User Hostnames**, then click **Install** .1



.2:Select the options you want .2

DNS Server: If you are using Deskpro On-Premise on a network/intranet with its own DNS server, you should probably enter the IP address of the DNS server. Otherwise, try the suggested public DNS servers

.Show Summary: This enables the display of a Hostnames section on tickets



If you don't select this, hostname information is only available by mousing over the message age, which is less noticeable to agents



.Show Summary with Agents: This selects whether agents are included in the Hostnames section

.3 Click **Save** .3

Note that hostname information will only be available for messages that are created *after* you have installed the .app

You can retrieve hostname information for messages in Reports custom reports using `.tickets_messages.hostname`. See the [Reports Manual](#) for details of how to create custom reports