



[Developer & Reporting](#) > [Deskpro Apps](#) > [How do I install the 'Resolve User Hostnames' app](#) < [قاعدة المعلومات](#)

How do I install the 'Resolve User Hostnames' app

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

To install Resolve User Hostnames

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

Resolve User Hostnames View App

Permissions

This app will be enabled for everyone in the agent interface

Only show this app for specific agents or permission groups

DNS Server

Enter the IP address of a DNS server to perform IP address lookups against. You can use Google's DNS at 8.8.8.8 or OpenDNS at 208.67.222.222.

Show Summary

Show summary under properties box

When enabled, a summary of IP addresses and hostnames for all messages in a ticket will appear at the top of the ticket in the properties box. Otherwise, hostnames will only appear in the tooltip that appears when you hover your mouse over the time in each message.

Show Summary with Agents

Enable agents

When enabled, hostnames for agent messages will also appear in the summary box (the above option). If disabled, only user hostnames will appear.

Save Uninstall App

2. Select the options you want.

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

Priority: Standard

Labels: Add a label

HOSTNAMES

Phoebe Judge

- 50f7t.members.isp.com (192.38.119.79)
- adsl.477.example.net (206.190.152.176)

Lock Merge Macros Remove Actions

