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How do I install the 'Resolve User Hostnames' app

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

To install Resolve User Hostnames:

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

Resolve User Hostnames

Permissions

This app will be enabled for everyone in the agent interface
 Only show this app for specific agents or permission groups

DNS Server

8.8.8.8

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

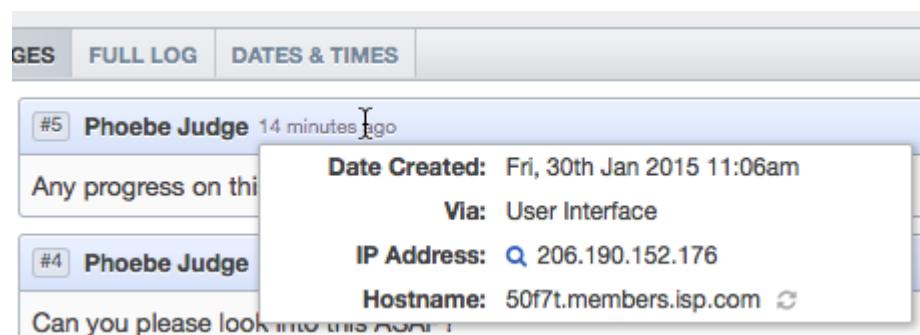
HOSTNAMES

Phoebe Judge

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

Lock Merge Macros Remove Actions

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



The screenshot shows the GES interface with three tabs: GES, FULL LOG, and DATES & TIMES. The FULL LOG tab is selected. A message from user #5, Phoebe Judge, is highlighted. A tooltip is displayed over the message, showing the following details:

- Date Created: Fri, 30th Jan 2015 11:06am
- Via: User Interface
- IP Address: 206.190.152.176
- Hostname: 50f7t.members.isp.com

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

3. Click **Save**.

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.