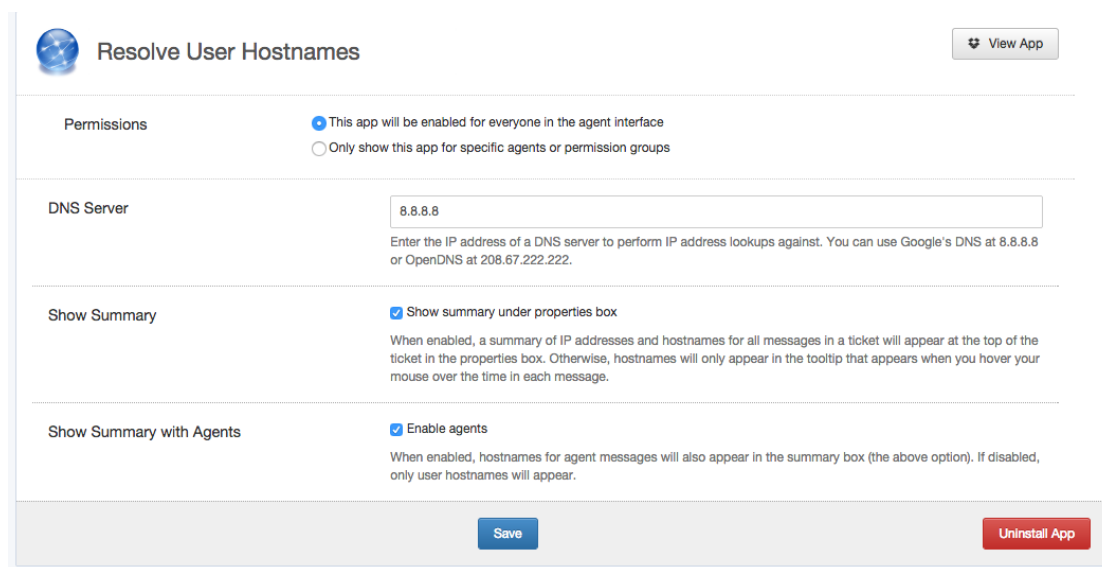


## How do I install the 'Resolve User Hostnames' app

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

To install Resolve User Hostnames:

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

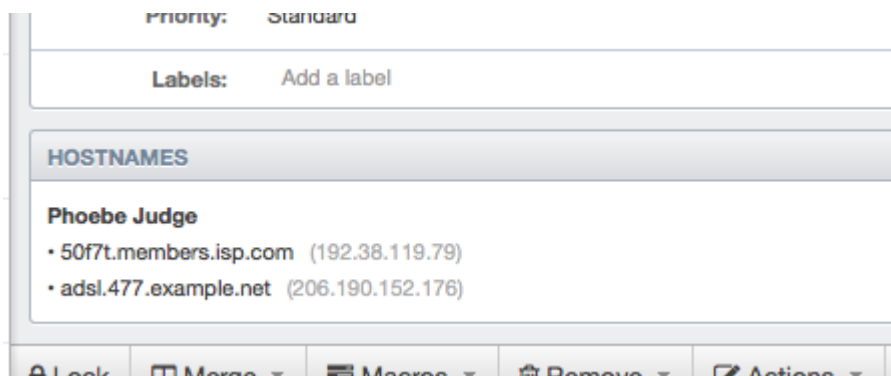


The screenshot shows the configuration page for the 'Resolve User Hostnames' app. At the top, there's a header with the app icon and name, and a 'View App' button. Below this, the 'Permissions' section has two radio buttons: 'This app will be enabled for everyone in the agent interface' (selected) and 'Only show this app for specific agents or permission groups'. The 'DNS Server' section has a text input field containing '8.8.8.8' and a descriptive note about using public DNS servers like Google's (8.8.8.8) or OpenDNS (208.67.222.222). The 'Show Summary' section has a checked checkbox 'Show summary under properties box' and a detailed description of how the summary is displayed. The 'Show Summary with Agents' section has a checked checkbox 'Enable agents' and a description of how agent hostnames are shown. At the bottom, there are 'Save' and 'Uninstall App' buttons.

2. Select the options you want:

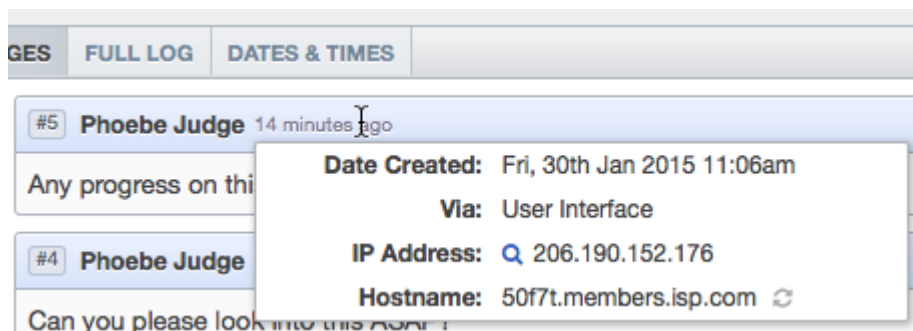
**DNS Server:** If you are using Deskpro On-Premise on a network/intranet with its own DNS server, you should probably enter the IP address of the DNS server. Otherwise, try the suggested public DNS servers.

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



The screenshot shows a ticket view in Deskpro. At the top, there's a 'Priority: Standard' label and a 'Labels: Add a label' button. Below this, there's a section titled 'HOSTNAMES' with a sub-header 'Phoebe Judge'. Under this, there are two entries: '50f7t.members.isp.com (192.38.119.79)' and 'adsl.477.example.net (206.190.152.176)'. At the bottom, there's a row of buttons: 'Lock', 'Merge', 'Macros', 'Remove', and 'Actions'.

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**.

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.