



How do I install the 'Resolve User Hostnames' app

Ben Henley - 2018-05-14 - [Comments \(0\)](#) - [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. It includes sections for Permissions, DNS Server (set to 8.8.8.8), Show Summary (checked), and Show Summary with Agents (checked). Buttons for Save and Uninstall App are at the bottom.

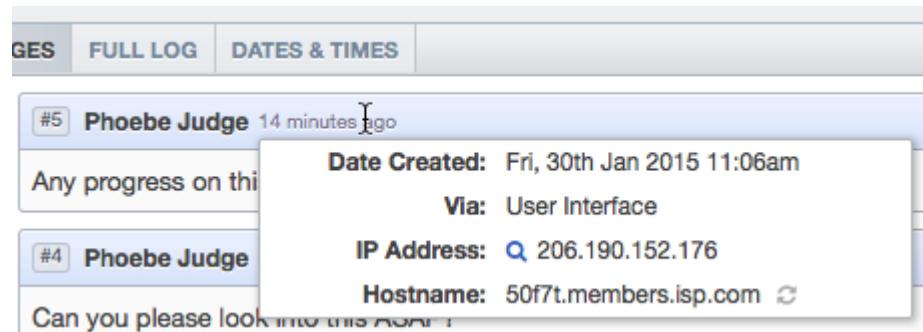
2. Select the options you want:

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 with a 'HOSTNAMES' section. It lists 'Phoebe Judge' with two hostnames: '50f7t.members.isp.com (192.38.119.79)' and 'adsl.477.example.net (206.190.152.176)'. Below the ticket are buttons for 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:



The screenshot shows a ticketing system interface with a navigation bar at the top labeled 'GES', 'FULL LOG', and 'DATES & TIMES'. Below the navigation bar, there are two ticket entries. The top ticket is for 'Phoebe Judge' (Ticket #5) and the bottom ticket is for 'Phoebe Judge' (Ticket #4). A tooltip is displayed over the top ticket, providing detailed information: 'Date Created: Fri, 30th Jan 2015 11:06am', 'Via: User Interface', 'IP Address: 206.190.152.176', and 'Hostname: 50f7t.members.isp.com'. The tooltip has a small close button in the bottom right corner.

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.