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New Feature: "Resolve User Hostnames" App

2015-02-03 - Ben Henley - [Comments \(0\)](#) - [Product](#)

Our latest update adds a new app to tell you more about how your users connect to you.

You've always been able to see user IP addresses in DeskPRO, but a string of numbers like "192.38.119.79" doesn't tell you much at a glance.

With the new **Resolve User Hostnames** app, your helpdesk shows you the hostname associated with each IP, giving you a clearer idea of where the user is connecting from. Just mouse over a user message where the age of the message is displayed:

The screenshot shows a tooltip for a user message. The message is from Phoebe Judge, posted 14 minutes ago. The tooltip displays 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

You can also see hostnames on agent messages, so it's easy to find out if another agent is logged in down the hall, or working from home.

You can choose to add a Hostnames section to your tickets, showing details of user (and, optionally, agent) connections:

The screenshot shows a ticket form with the following fields:

- 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)

At the bottom are buttons for Lock, Merge, Macros, Remove, and Actions.

Hostname information is also accessible through DeskPRO's powerful [Report Builder](#), so you'll be able to analyse where your users are connecting from in as much detail as you need. Just use `tickets.messages.hostname` in your query. Here's an [example of a simple report which retrieves hostname information](#).

If you want these features, you can install Resolve User Hostnames from **Admin > Apps** in about a minute. See [this article](#) for details.

If you're a DeskPRO Download customer, you'll need to update to the latest build to see the app. If you're on DeskPRO Cloud, we've rolled out the update for you automatically.