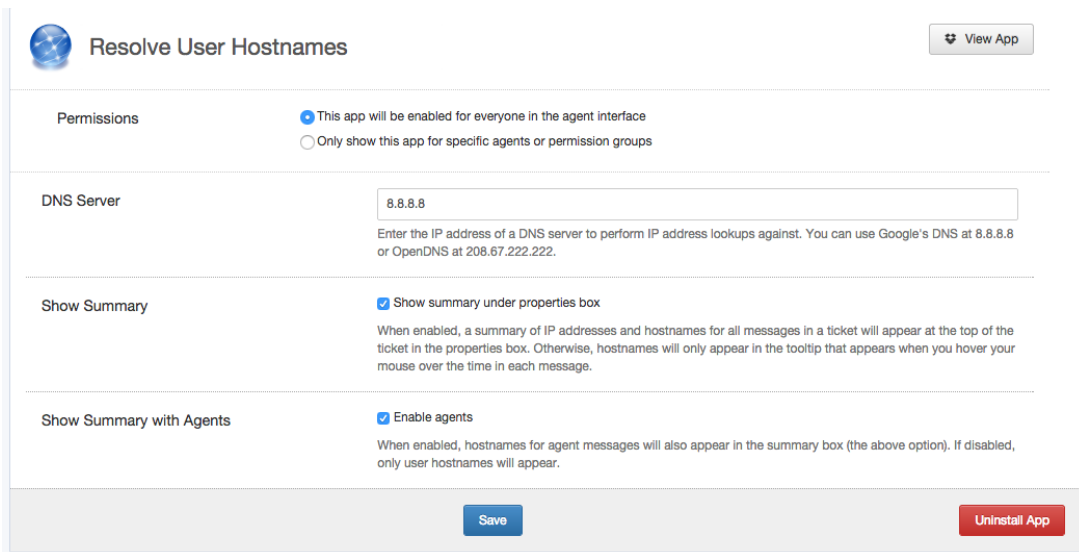


How do I install the 'Resolve User Hostnames' app

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**.

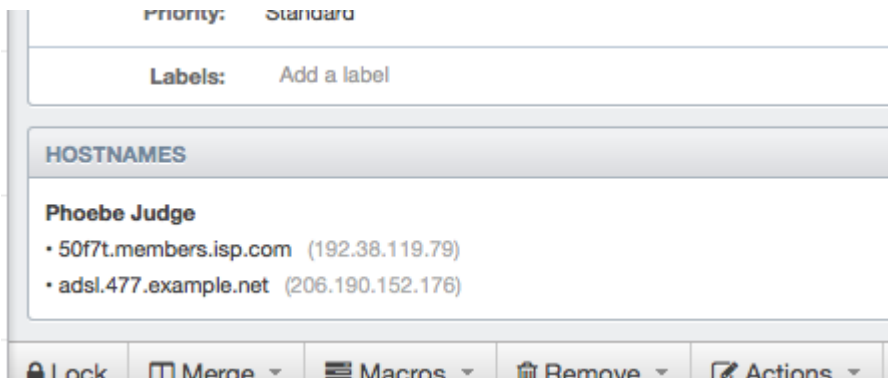


The screenshot shows the configuration page for the 'Resolve User Hostnames' app. At the top left is a globe icon and the app name 'Resolve User Hostnames'. At the top right is a 'View App' button. Below this is a 'Permissions' section with two radio button options: 'This app will be enabled for everyone in the agent interface' (selected) and 'Only show this app for specific agents or permission groups'. The next section is 'DNS Server', featuring a text input field containing '8.8.8.8' and a descriptive note: '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.' Below that is the 'Show Summary' section with a checked checkbox 'Show summary under properties box' and a detailed explanation of how the summary is displayed. The final section is 'Show Summary with Agents' with a checked checkbox 'Enable agents' and a note about how agent hostnames are handled. At the bottom, there are 'Save' and 'Uninstall App' buttons.

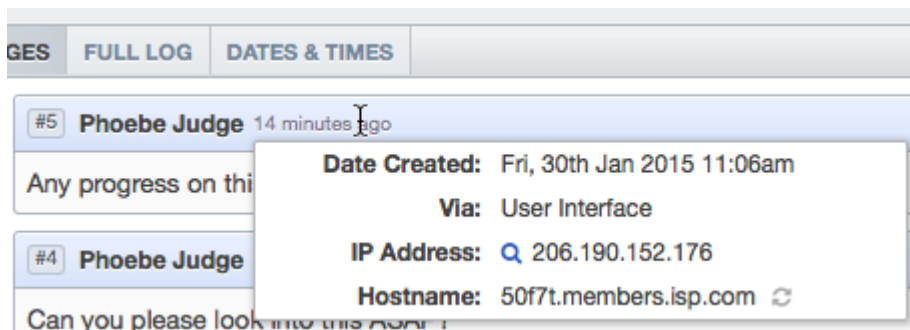
2. Select the options you want:

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.



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.