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How do I install the 'Resolve User Hostnames' app

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To install Resolve User Hostnames:

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

Permissions	Only show this app for specific agents or permission groups		
NS 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.		

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.

Labe	els:	Add a label		
HOSTNAMES				
Phoebe Judge				
 50f7t.member 	s.isp.con	n (192.38.119.7	9)	
		(206.190.152.17		

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

GES FULL LOG DATES & TIMES						
#5 Phoebe Judge 14 minutes Jgo						
Any progress on thi	Date Created:	Fri, 30th Jan 2015 11:06am				
Any progress on the		User Interface				
#4 Phoebe Judge	IP Address:	Q 206.190.152.176				
Can you please look	Hostname:	50f7t.members.isp.com 2				

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 <u>Reports Manual</u> for details of how to create custom reports.