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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**.

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, there are three main sections: 'Permissions', 'DNS Server', and 'Show Summary'. 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 description: '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.' The 'Show Summary' section has a checked checkbox 'Show summary under properties box' and a description: '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.' Below this, there's another section 'Show Summary with Agents' with a checked checkbox 'Enable agents' and a description: 'When enabled, hostnames for agent messages will also appear in the summary box (the above option). If disabled, only user hostnames will appear.' At the bottom, there are two buttons: 'Save' and 'Uninstall App'.

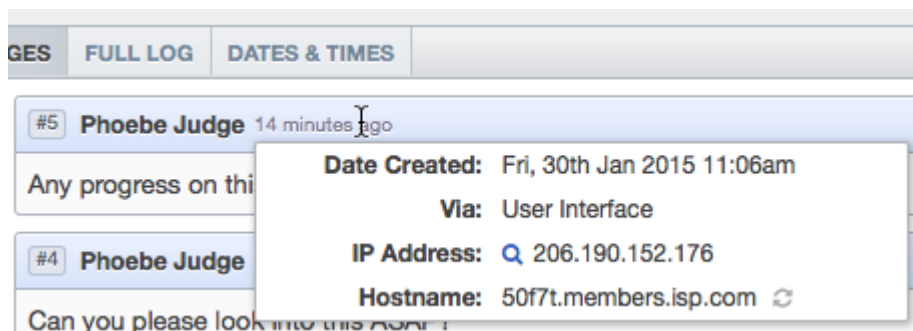
2. Select the options you want:

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' dropdown set to 'Standard' and a 'Labels' section with a button 'Add a label'. 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.