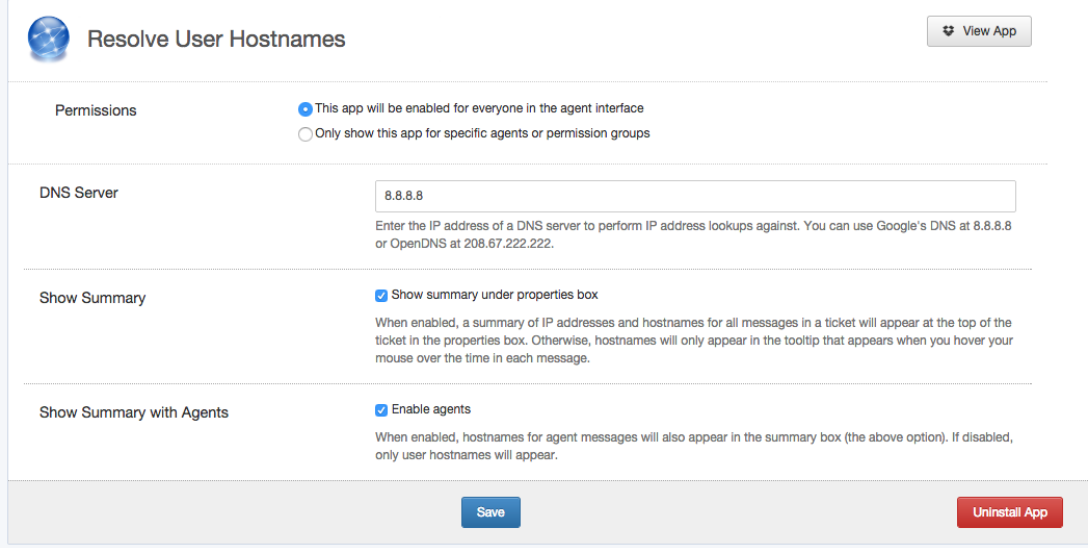
How do I install the 'Resolve User Hostnames' app

Ben Henley - 2018-05-14 - Comment (1) - Deskpro Apps

To install Resolve User Hostnames:

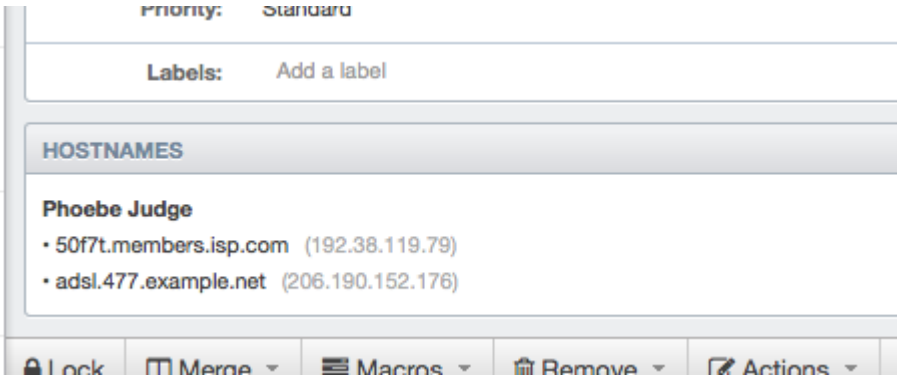
1. Go to **Admin > Apps**, select **Resolve User Hostnames**, then click **Install**.



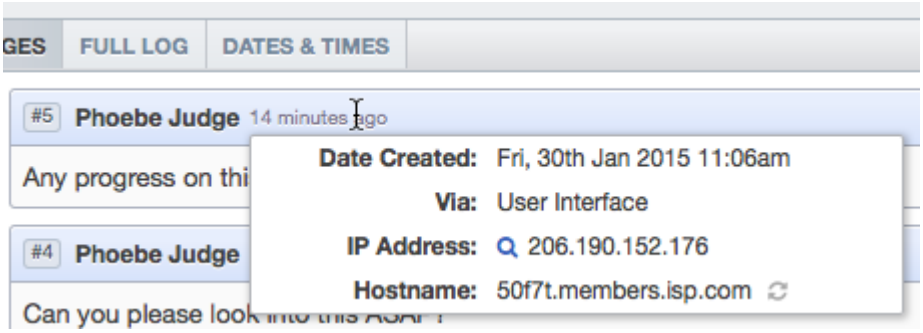
2. Select the options you want:

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.