

How to Send IT Your IP Configuration

David Raco - 2025-12-02 - [Comments \(0\)](#) - [Networking and Wireless](#)

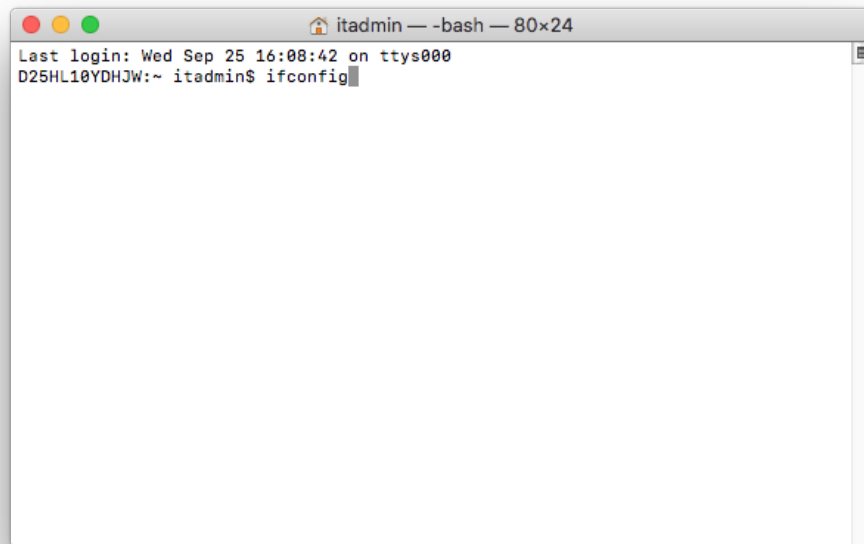
To assist with troubleshooting **network** issues, we will sometimes ask you to send us your computer's **IP configuration**. This article will walk you through this process for **Macintosh** and **Windows** computers.

Macintosh

- Open the **Terminal** app.
- You can find it under **Applications** -> **Utilities**, or you can use **Spotlight** to search for it.



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- Run the **ifconfig** command.

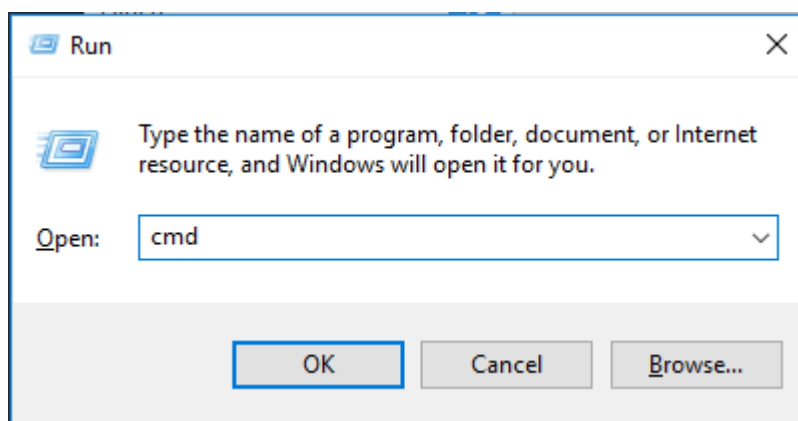
A terminal window titled 'itadmin - -bash - 80x24'. The window shows the output of the 'ifconfig' command. The first line is 'Last login: Wed Sep 25 16:08:42 on ttys000'. The second line is 'D25HL10YDHJW:~ itadmin\$ ifconfig'. The command prompt is at the end of the second line.

```
itadmin - -bash - 80x24
Last login: Wed Sep 25 16:08:42 on ttys000
D25HL10YDHJW:~ itadmin$ ifconfig
```

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- Send us a screenshot of the output or copy and paste the output into an email response to us.
 - If you are not sure how to do that you can follow [this link](#).

Windows

- Open the **command prompt** application.
- You can search for it on your start menu, or you can press **Windows Key + R** and type **cmd** into the text box to launch it.



- Run the **ipconfig /all** command.

- A screenshot of a Windows Command Prompt window. The title bar at the top reads "C:\WINDOWS\system32\cmd.exe". The main area of the window has a black background with white text. It displays the Windows version "Microsoft Windows [Version 10.0.17134.48]" and the copyright notice "(c) 2018 Microsoft Corporation. All rights reserved." Below this, the command prompt shows the user's location as "C:\Users\racod" and the command entered is "ipconfig /all".

- Send us a screenshot of the output or copy and paste the output into an email response to us.
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- Tags
 - [IP Address](#)
 - [MAC Address](#)