How to Send IT Your IP Configuration

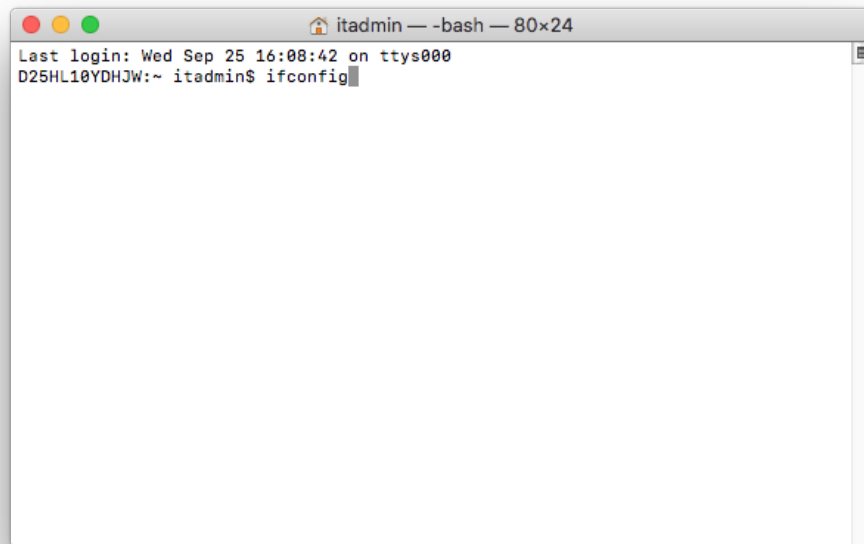David Raco - 2025-12-02 - [Comments (0)](#) - [Networking and Wireless](#)

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.
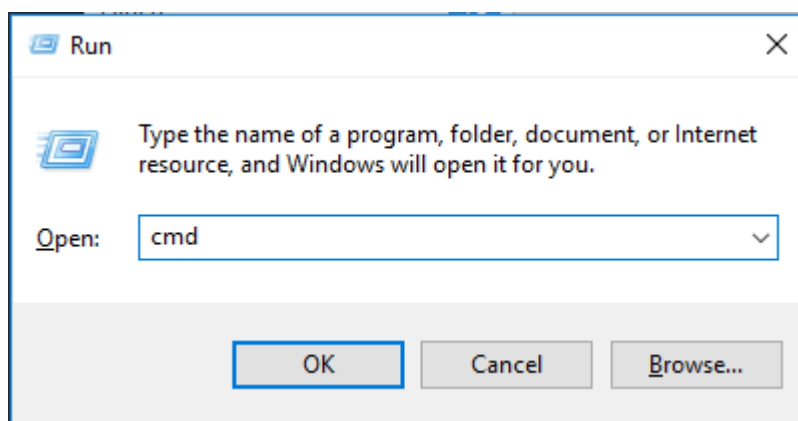

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- Run the **ifconfig** command.

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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.

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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](#).

- Tags
- [IP Address](#)
- [MAC Address](#)