

Network Problems?

To facilitate the Technology Helpdesk in helping you with a network problem, please obtain the following information from your computer prior to calling X2964:

Windows XP Operating System

Left Click on **Start**.
Left Click on **Run**.

Windows Vista Operating System

Left Click on **Start**
Left Click on **All Programs**
Left Click on **Accessories**
Left Click on **Run**

Type **cmd** and then press *enter* (this will bring up a black screen with a prompt)

Type **ipconfig /all** and further information will pop up. Look for a line that reads Physical Address (it should be under a heading that reads **Ethernet Adapter Local Area Connection**).

The **Physical Address** (also known as the **MAC** (machine) Address) looks like XX:XX:XX:XX:XX:XX where the X's are numbers and letters.

There is also a line that reads **IP Address** which looks like XXX.XXX.XXX.XXX with the X's representing only numbers.

Write down the Physical Address (MAC) and IP Address before calling the Technology HelpDesk (677-2964)

Apple Systems OS X Operating System

In the upper left hand corner click on the Blue Apple.
Click on **System Preferences**.
In the **Internet and Network** section click on **Network**.

A list will populate with your available connections.
In the "Show:" area, click the up and down arrow key located to the right.
Select **Built-in Ethernet**.

The first window will have the **TCP/IP** tab highlighted and will provide some information.

From this window there's a line that reads **IP Address** which looks like XXX.XXX.XXX.XXX with the X's representing only numbers.

There are a series of tabs in this window—click on the one that reads **Ethernet**.
In this window, there will be an **Ethernet ID** followed by XX:XX:XX:XX:XX:XX with the X's representing numbers and letters. This is the **Physical Address** also known as the MAC (machine) for your system.

Write down the Physical Address (MAC) and IP Address before calling the Technology HelpDesk (677-2964)