Release and Renew IP Address for Windows and Mac OS-Article no. 2087

Self-Service Support Alert: this article is available for customers on help.astound.com

Resolution Steps

Windows 10 (Release and Renew)

1. Click on the **Start icon magnifying glass** (bottom left)
2. **Type cmd** in the **search bar** at the **bottom**
3. In the **search results**, click the **Command Prompt app**
4. Type **ipconfig** to see the IP, labeled **IPv4 IP address**
5. To release the IP, type **ipconfig /release**
6. To renew the IP, type **ipconfig /renew**
7. Type **exit** to close the window

OS X version 10.6 and Up (Renew)

1. Click **Apple menu | System Preferences | Network**
2. From the **left**, select the **affected network service**

3. Click **Advanced | TCP/IP | Renew DHCP Lease**

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