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

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**