Find device information

Follow these instructions if you are required to provide information about your device for support purposes, such as operating system version, MAC address, IP address or DNS settings.

You can use this page if you need support with your Wi-Fi, wired or VPN connections.

Select your device type from the list below.

1. Select the Start button.
2. Click the Cog icon to open Settings.
3. Click System.
4. In the left menu, click About.
5. Under Device specifications, the System type will tell you if you are running a 32-bit or 64-bit version of Windows.
6. Under Windows specifications, check which edition and version of Windows your device is running (e.g. Windows 10 Education 1809)

Info:
The edition of Windows is your operating system. The version tells you which specific update of the operating system you are currently using.

1. Click on the Start menu.
2. Click the Gear icon in the left menu to go to Settings.
3. Click Network and Internet.
4. In the left menu, choose Wi-Fi or Ethernet (depending on which connection type you are using).
5. Click the name of the network you are connected to.
6. The MAC address will be listed as Physical address (MAC).
1. On the **taskbar**, click the relevant network icon (depending on which connection type you are using).

2. Under the network you are connected to, click **Properties**.

3. Look for your IP address listed next to **IPv4 address** (e.g. 10.32.XXX.XX).

1. From the taskbar, click the **Windows** button

2. Type **CMD** and press **Enter** to open Command Prompt

3. Type in **IPCONFIG** and press **Enter**

4. Scroll to find the heading **PPP adapter Lancaster University VPN** (or similar wording depending on the name you gave your VPN)

5. Note all the numbers and dots next to the IPv4 Address (e.g 10.32.XX.XX)
1. Open Control Panel.
2. Click on Network and Internet.
3. Click on Network and Sharing Center.
4. Click Change adapter settings.
5. Right-click on the network you are currently connected to and click Properties (depending on which connection type you are using).
6. Select Internet Protocol Version 4 (TCP/IPv4) and click Properties
7. Check the DNS server address.
   a. If it is set to use a manually set DNS server address, select Obtain DNS server address automatically to connect to University networks successfully.
1. From the taskbar, click the Windows button.
2. Type CMD and press Enter to open Command Prompt.
3. Type in IPCONFIG/ALL and press Enter.

```
>CMD
H:\IPCONFIG/ALL
```

4. Scroll to find the heading PPP adapter Lancaster University VPN (or similar wording depending on the name you gave your VPN).

5. Note all the numbers and dots next to the DNS Servers (e.g. 148.XX.XX.XX)

1. Click the Apple menu in the top right corner of your screen.
2. Click About This Mac.
3. You'll see the macOS name, followed by its version number (e.g. 10.15).

1. Open System Preferences from the Apple menu at the top left of the screen.
2. Select Network.
3. Choose Wi-Fi or Ethernet (depending on which connection type you are using).
4. Click the Advanced button (at the bottom right of the window).
5. Choose the Hardware tab (at the far right of the tab list).
The MAC address will be shown in this area.

1. Open System Preferences from the Apple menu at the top left of the screen.
2. Select Network.
3. Choose Wi-Fi, Ethernet or VPN (depending on which connection type you are using).

The IP address is shown in this area.

1. Open System Preferences from the Apple menu at the top left of the screen.
2. Select Network.
3. Choose Wi-Fi, Ethernet or VPN (depending on which connection type you are using).
4. Click the Advanced button (at the bottom right of the window).
5. Select the DNS tab. Your DNS information is shown in this area.
6. To set the device’s DNS to Automatic (so your device can connect to University networks):
   a. Select the TCP/IP tab.
   b. Check that Configure IPv4 is set to Using DHCP (or, for VPN, Using PPP).
   c. Click Apply Now.
1. Tap Settings.

2. Tap General.

3. Tap About.

4. Your software version will be shown. (e.g. 13.0).

The MAC address is found in the Wi-Fi Address area. (e.g. CC:66:XX:XX:XX:XX).
1. Tap **Settings**.
2. Tap **Wi-Fi**.
3. Tap on the cell next to the Wi-Fi point you are connected to.
4. IP Address will be shown under **IPV4 ADDRESS**. (e.g. 10.32.XXX.XX)
1. Tap **Settings**.

2. Tap **Wi-Fi**.

3. Tap on I next to the Wi-Fi point you are connected to.

4. Next to **Configure DNS**, it will say whether it is set to **Automatic** or **Manual**.

5. To set the device’s DNS to Automatic (so your device can connect to University networks):
   a. Tap **Configure DNS**.
   b. Choose **Automatic**.

1. Swipe up on the home screen, to access your apps.

2. Tap **Settings**.

3. Tap **About phone**.

4. Tap **Software information**.
1. Open **Settings**.

2. From the menu, choose **About this phone** then **Status**.

3. The MAC address is found in the **Wi-Fi MAC Address** area (e.g. **CC:66:XX:XX:XX:XX**).
1. Open Settings.
2. Tap Connections.
3. Tap Wi-Fi.
4. Tap the Wi-Fi point you are connected to.
5. Expand the Advanced section.
6. The IP address will be shown (e.g. 10.32.XXX.XX).
1. Open **Settings**.
2. Tap **Connections**.
3. Tap **Advanced**.
4. Tap **Private DNS**.
5. The DNS will be shown as **Off, Automatic** or show a Private DNS provider hostname.
6. To set the device's DNS to Automatic (so your device can connect to University networks):
   a. Tap **Automatic**.
1. Click the clock in the bottom right corner of your screen.

2. Go to Settings by clicking the gear icon.

3. Click About Chrome OS in the left hand menu.

4. Your version number will be shown at the top of the screen (e.g. 78.0).

1. Sign in to your Chromebook.

2. At the bottom right, select the time.
3. Select the name of the network you are connected to (depending on whether you are looking at your wireless or wired connection).

4. At the top of the box, select Information.

5. Your MAC address is labelled Wi-Fi (e.g. CC:66:XX:XX:XX).

1. Sign in to your Chromebook.

2. At the bottom right, select the time.

3. Select the Wi-Fi network or wired network (depending on whether you are looking at your wireless or wired connection).

4. At the top of the box, select Information.

5. You'll see your Chromebook's IP address (e.g. 10.32.XXX.XX).

1. Click the clock in the bottom right corner of your screen.

2. Go to Settings by clicking the gear icon.

3. Select your network – either Ethernet or Wi-Fi.
4. The DNS will be listed under **Name servers** – this may say Automatic name servers, Google name servers, or Custom name servers.

5. To set the device’s DNS to Automatic (so your device can connect to University networks):
   a. Click the **drop-down** next to Name servers.
   b. Select **Automatic name servers**.