

If you can't access your email or the Internet, it may be possible that you are experiencing problems getting an IP address. This guide will show you how to release your IP address.

RELEASE/RENEW YOUR IP ADDRESS

The first step in troubleshooting IP problems is to try to get a new IP address. In your home network, you'd probably try restarting your router by turning it on and off. Since you don't have that access using the SU network, you'll need to release and renew the IP address manually. **A word of caution: if your setup requires a static IP address, meaning that your IP address never changes, this guide is not for you.** Please call the Help Desk for assistance. This is usually reserved for servers, and not your standard desktop or laptop. In all but the rarest cases, you'll have a static IP address and can proceed.

WINDOWS 7

To access and renew your IP address, you'll need to open a command prompt.

1. Click the **Start** button.
2. In the **Search programs and files box**, type **cmd** and hit **enter** or **return** on your keyboard.
3. A command prompt window will open. At the flashing cursor, type **ipconfig /release**. This will release your IP address.
4. Type **ipconfig /renew** to get a new IP address.
5. Type **exit** to exit the command prompt.

A restart may be required to complete the process.

WINDOWS 8

To access and renew your IP address, you'll need to open a command prompt.

1. At the **Start** screen, type **cmd**
2. **Command Prompt** should appear in the **Search** screen. Click **Command Prompt**.
3. A command prompt window will open. At the flashing cursor, type **ipconfig /release**. This will release your IP address.
4. Type **ipconfig /renew** to get a new IP address.
5. Type **exit** to exit the command prompt.

A restart may be required to complete the process.

WINDOWS 10

To access and renew your IP address, you'll need to open a command prompt.

1. Right-click the **Start** menu and select **Command Prompt (Admin)**.
2. Enter your admin username and password, if prompted.
3. A command prompt window will open. At the flashing cursor, type **ipconfig /release**. This will release your IP address.
4. Type **ipconfig /renew** to get a new IP address.
5. Type **exit** to exit the command prompt.

A restart may be required to complete the process.

MACINTOSH OS X

To release and renew your IP address in Mac OS X, you'll use the Network system preferences to renew the DHCP Lease.

1. Click the **Apple** button and choose **System Preferences**.
2. Click the **Network** icon in the **Internet and Network** section.
3. Select your method of connecting to the internet. In most cases it will either be **Ethernet** or **Wi-Fi**.
4. Click **Advanced**.
5. If you selected **Ethernet**, you should already be in the **TCP/IP** tab heading. If you aren't, or if you selected **Wi-Fi**, click the **TCP/IP** tab heading.
6. Click **Renew DHCP** Lease.
7. Click **OK** to exit the **Advanced** window, and then exit **System Preferences**.

A restart may be required to complete the process.

LINUX

To renew your IP address, you'll need to use Terminal to first release, and then renew the IP.

To release your IP address:

1. Enter the Terminal from the root account.
2. Type **ifconfig ethX down** (X is the Ethernet adapter you are looking to release, usually eth0).
3. Press **Enter**.

TO RENEW YOUR IP ADDRESS:

1. While still in the Terminal from the root account, type **ifconfig ethX up** (again, where X is the Ethernet adapter you are looking to renew, usually eth0).
2. Press **Enter**.