



MOREHOUSE
COLLEGE

Windows Users Contacting the MCC Program

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There is information that you should have available **BEFORE** you contact the MCC Program for support.

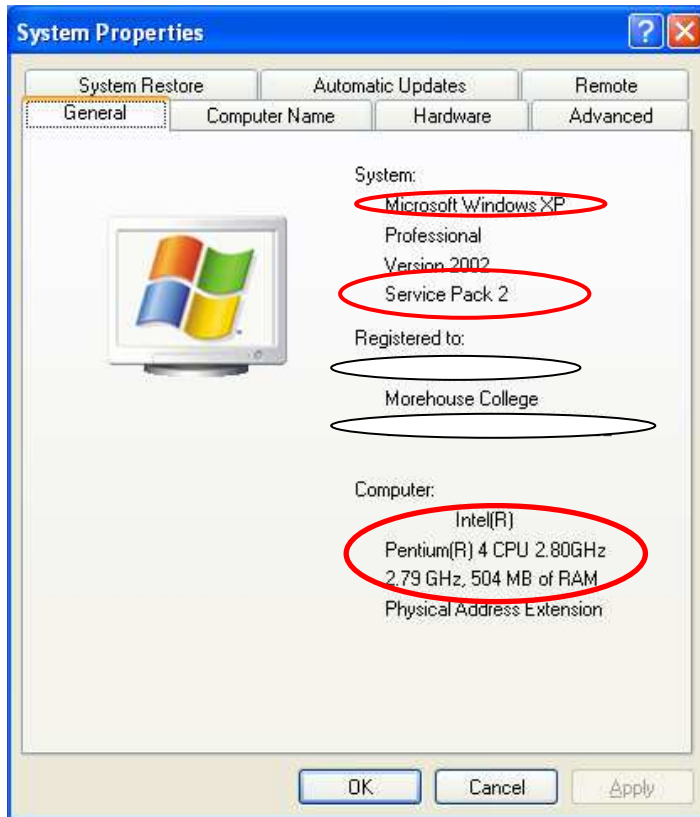
1. The “Make” of your computer, i.e. Generic (unknown manufacturer or self built), Dell, IBM, Apple, Hewelett Pakcard (HP), Compaq, etc.
2. Know which Operating System (OS) is installed, i.e. Windows XP Home/Pro, Windows 2000, Mac OS X 10, etc.
3. Know which Service Pack is installed, i.e. Service Pack 1, Service Pack 2, etc. (Windows Users Only!)
4. Know your processor type and speed, i.e. Pentium 4, 2.8 GHz. Etc.
5. Know how much memory (RAM) is installed i.e., 504 MB, 128 MB, 256 MB, 1024 MB, 1GB, etc.
6. Know your MAC address.
7. Know your IP address

All of this information can be obtained fairly easy. Follow the steps below and you should have no problems.

1. Turn your computer on and allow it to boot into window.
2. Main mouse click on your “**Start**” button.
3. Right mouse click on the “**My Computer**” icon.
You will get a pull down menu.
4. Main mouse click on “**Properties**”.



- Once you do that, you will get a “**System Properties**” dialog box. Notice that in this window, the majority of the requested information is located here!

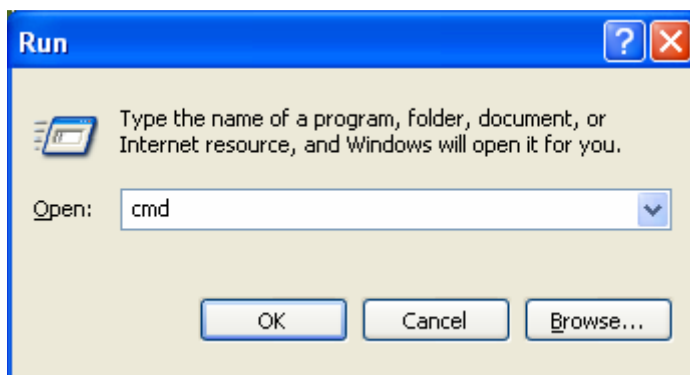


Operating System

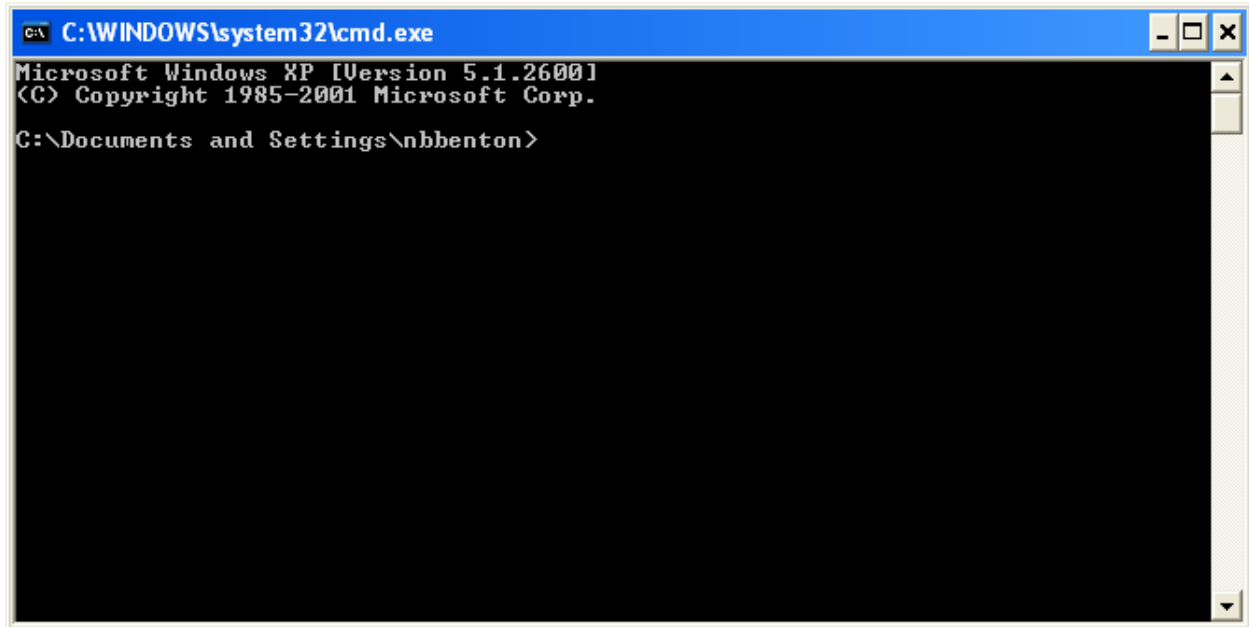
Service Pack

**Processor Speed, RAM
Memory**

- Once you have obtained all the pertinent information from this window, you may simply click on the “**OK**” button to close.
- Lastly, you will need to obtain the IP and Physical or MAC addresses.
- Click on the “**Start**” button.
- Click on “**Run**”. The “Run” dialog box will appear.
- Type the letters “**CMD**” then press “**OK**”. This command **is not** case sensitive.



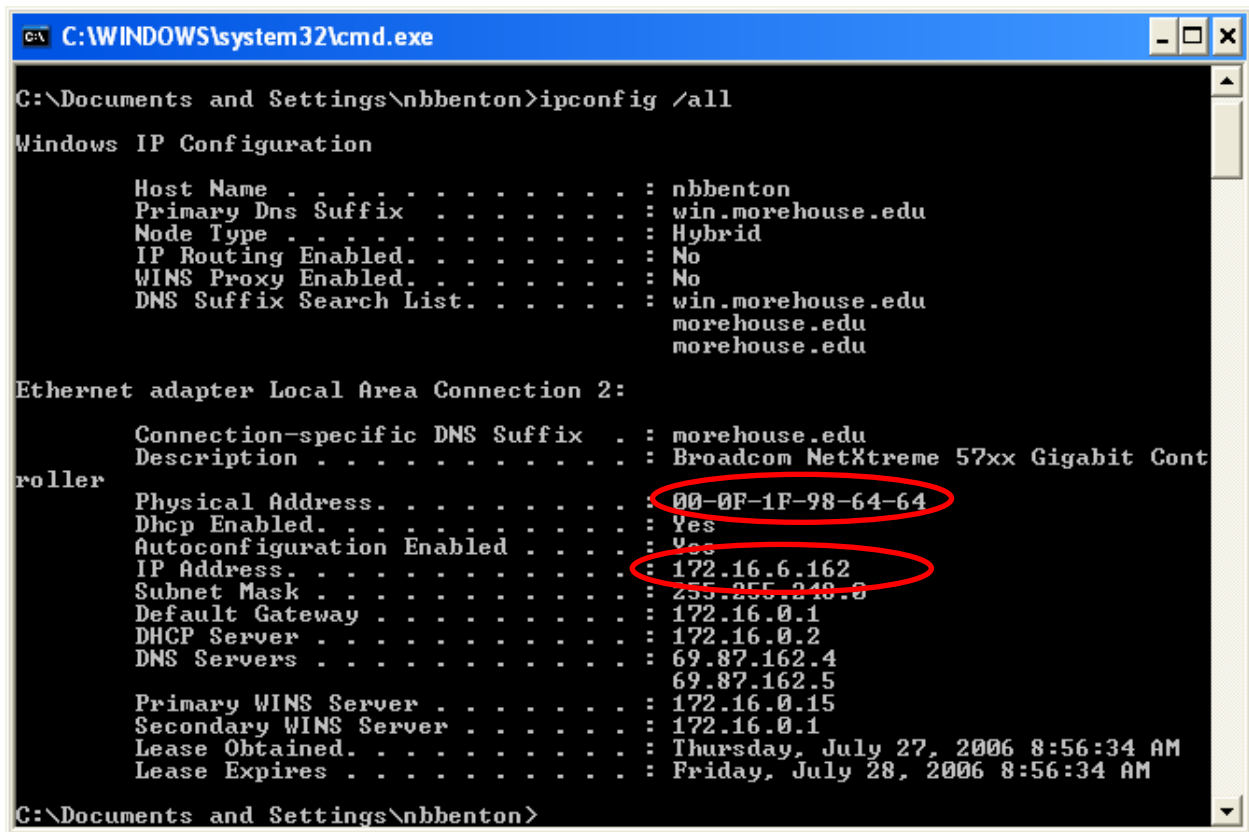
11. You will get a black and blue “DOS” dialog box.



```
C:\WINDOWS\system32\cmd.exe
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.

C:\Documents and Settings\nbbenton>
```

12. Next to the blinking cursor, type “**ipconfig /all**”. Again, this command is not case sensitive!



```
C:\WINDOWS\system32\cmd.exe
C:\Documents and Settings\nbbenton>ipconfig /all

Windows IP Configuration

    Host Name . . . . . : nbbenton
    Primary Dns Suffix . . . . . : win.morehouse.edu
    Node Type . . . . . : Hybrid
    IP Routing Enabled. . . . . : No
    WINS Proxy Enabled. . . . . : No
    DNS Suffix Search List. . . . . : win.morehouse.edu
                                        morehouse.edu
                                        morehouse.edu

Ethernet adapter Local Area Connection 2:

    Connection-specific DNS Suffix . . : morehouse.edu
    Description . . . . . : Broadcom NetXtreme 57xx Gigabit Cont
roller
    Physical Address. . . . . : 00-0F-1F-98-64-64
    Dhcp Enabled. . . . . : Yes
    Autoconfiguration Enabled . . . . . : Yes
    IP Address. . . . . : 172.16.6.162
    Subnet Mask . . . . . : 255.255.248.0
    Default Gateway . . . . . : 172.16.0.1
    DHCP Server . . . . . : 172.16.0.2
    DNS Servers . . . . . : 69.87.162.4
                            69.87.162.5
    Primary WINS Server . . . . . : 172.16.0.15
    Secondary WINS Server . . . . . : 172.16.0.1
    Lease Obtained. . . . . : Thursday, July 27, 2006 8:56:34 AM
    Lease Expires . . . . . : Friday, July 28, 2006 8:56:34 AM

C:\Documents and Settings\nbbenton>
```

13. The rest of the information needed is located here.
14. Write down your Physical Address and your IP Address.
15. Now you are ready to contact the MCC Program at 678-534-6884.