

GSD. ■Bad Homburg - Network - Hostname, IP Address and Windows Logon Name

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Author: {'link':

'https://fmcnadev.service-now.com/api/now/table/sys_user/acaf843397d74958f7e3bb8fe153afe3',

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General Information:

Possible symptoms/errors:

User wants to know how to get Hostname, IP Address and Windows Logon Name

Alternative names of the system:

N/A

IMPORTANT NOTICE:

Applicable only for the users whose notebook had been setup in Bad Homburg/Oberursel.

Solution:

Getting the hostname, IP address and Windows logon name will help user and the service desk agent in performing troubleshooting steps. The steps below will assist how to get these information.

Details:

Advise user to click Start button > type ip in the search field then to press Enter.

A window will appear with the needed information.

Copy - copy the content or information of the IP.exe window
Extend - in order to see additional information of the IP window (e.g., Windows version, service pack, etc.) user must click on the Expand button

Assignment Group:

N/A

Ticket Creation:

Template: N/A
Categorization:

Configuration Item: N/A
Category: N/A
Subcategory: N/A

Important Links:

N/A