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How to find your browser, operating system and PHP version before you write to support

Support & Account

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VERSION

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COUNTRY · LANGUAGE

Mozambique · English

Interweb Mozambique

RLX Holdings, S.A. · Group RLX Holdings

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<https://www.meu.interweb.co.mz/knowledgebase/1344>



When a problem only happens on one computer, in one browser or after an update, the next question is always “**which version do you have?**”. Answering in the first ticket saves a round trip. These are the four versions we ask for most and where to see them, with nothing to install.

The browser

Browser	Where the version is
Chrome	Type <i>chrome://version</i> in the address bar, or open the menu, Help, About Google Chrome.
Edge	Type <i>edge://version</i> , or menu, Settings, About Microsoft Edge.
Firefox	Menu, Help, About Firefox.
Safari	With Safari open, in the Safari menu, About Safari.
Phone	In the phone settings, Apps, pick the browser: the version is on its details page.

The operating system

System	How to see it
Windows	Press Windows + R , type <code>winver</code> and confirm. It shows the edition and the version.
Mac	The Apple menu, top left, then “About This Mac”.
Android	Settings, About phone, and look for the Android version.
iPhone and iPad	Settings, General, About.
Linux	In a terminal, <code>cat /etc/os-release</code> .

The PHP version of your site

In cPanel, the version the site uses is shown in `Select PHP Version` (the Software section). Because the version is chosen **per folder**, one folder can be on one and another on another; the safe method for a given folder is in **viewing and adjusting your PHP configuration**. If you open the Terminal and type `php -v`, what you see can be a different version from the site's: see **why php -v shows another version**.

The WordPress version

1

In the WordPress dashboard, the version shows at the bottom right of any admin page.

2

Under Tools, Site Health, the Info tab, you see the WordPress version, the PHP version, the database and the active theme, all on one page. It is what helps whoever answers you most. You can copy the whole text with the copy button.

3

If you cannot get into the dashboard, the WordPress version is in the file `wp-includes/version.php`, which you can open in the cPanel File Manager.

The IP address

It is not a version, but it is what gets asked for next. It is explained in **how to find your public IP address and why we ask for it**.

Do not send a version from memory. “I think it is the latest Chrome” does not help: two consecutive versions can behave differently. Copy the number exactly as it appears.

If the problem only happens in one browser, try the same address in another, or in a private window, before you write. If it works there, tell us which works and which fails. See **[your site is down: what to check first](#)**.

Got the versions to hand? Add them to the ticket, with the page address and the error message.

[Open a support ticket](#)

SEE ALSO

[What to write in a ticket, by kind of problem](#)

[Viewing and adjusting your PHP configuration](#)

[Which PHP version should your site use](#)

[How to find your public IP address](#)



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