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How to find your public IP address (and why we ask for it)

Security

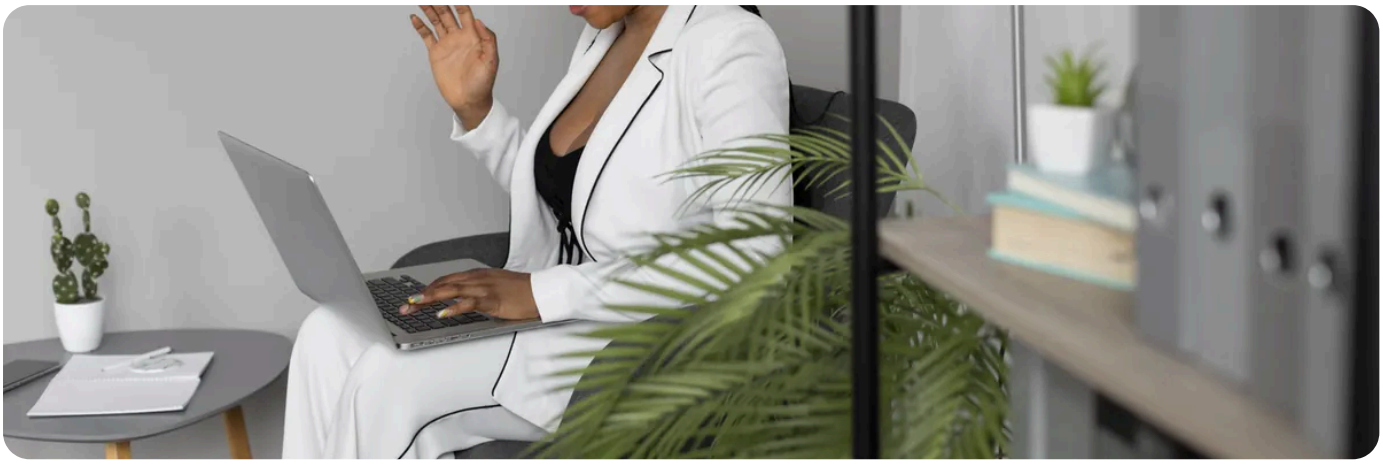
CODE	VERSION	COUNTRY · LANGUAGE
RLX-MZ-KB-164	v2026.10.04	Mozambique · English

Interweb Mozambique
RLX Holdings, S.A. · Group RLX Holdings
Tax ID (NUIT) 401 191 607 · Legal entity no. (NUEL) 105 045 974 · Economic activity code (CAE) 62022

https://www.meu.interweb.co.mz/knowledgebase/164

How to find your public IP address (and why we ask for it)

Security Created on **August 16, 2026** Updated on **October 4, 2026** 3 min read



When **support** asks for "your IP", we mean the address your connection presents to the internet. That is what the server uses to decide whether to let you in or block you - which is why it is the first thing we need when someone loses access.

How to find it, in ten seconds

1. Open your browser and search for **"what is my IP"**. The answer appears right at the top, without visiting any site.

2. Copy the number **exactly**, dots included. Not from memory: one wrong digit sends us investigating somebody else's connection.

3. If two addresses appear, a short one with dots and a long one with colons, send **both**. The long one is IPv6, and many connections now use both at once.

The detail that catches everyone out

The address that matters is the **connection's**, not the computer's. That number starting with *192.168.* or *10.* in your network settings is internal - it exists only inside your home or office, and tells us nothing.

If you are...	Your public IP is...
At the office, on Wi-Fi or cable	The same for **everyone** in that office. Which is why one block locks everybody out at once.
At home	Your home connection's. Many providers change it now and then, especially if you power-cycle the router.
On mobile data	An address belonging to the operator, which **changes often** and is usually shared by many customers.

If you are...	Your public IP is...
With a VPN on	The VPN server's, not yours. Turn the VPN off before checking, or you will send us the wrong address.

Check from the connection that has the problem.
Looking up the IP on your phone over mobile data is no use if the office is what is blocked. It has to be the **same network** where access fails - and even if that network is blocked from our server, a Google search still works, because the block applies only to us.

What to include in the ticket

1. The **IP address** (and the IPv6, if one appears).
2. The **approximate time** access stopped, so we can search the logs.
3. **What stopped** - site, webmail, cPanel, e-mail on the phone, or everything at once.
4. If you can, **where you are connecting from**: office, home, mobile data. It helps us see how many people are affected.

If you have a fixed address, tell us.
Companies with a static IP can be handled differently, so that one misconfigured device does not lock the whole office out again. Talk to us.

Once you have the address, the next steps are in **how to unblock your IP address** . And to understand what caused the block - and avoid the next one - see **why your IP gets blocked by the firewall** .

NEED A HAND?

Got your IP? Send it with the time and we will take it from there.

Open a support ticket →

SEE ALSO

- **Why your IP gets blocked by the firewall (and how to avoid it)** →

- How to activate and install a paid SSL certificate →
- How to clean up a compromised site →
- Want a paid SSL certificate? See the options. →

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