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# LAUSD ITD Service Desk

## How to Locate Apple Macintosh Serial Numbers

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# Table of Contents

How to Locate Serial Number in OS X.....	2
How to Verify Warranty Status .....	3
How to Locate Serial number on iBook, MacBook & PowerBook .....	4
How to Locate Serial Number on eMac & iMac .....	5
How to Locate Serial Number on PowerMac G4, G5, & MacPro Towers .....	6-7
Important IT Service Catalog Information .....	7

## How to Locate Serial Number in OS X

*If your computer is currently booting up you can use OS X Apple System Profiler to find your serial number. If your system does not power on or OS X does not start-up please refer to the sections below (starting on page 4).*

### **Apple System Profiler on OS X 10.2-10.5:**

1. Click on the Apple located in the top left hand corner
2. Select about this Mac
3. Click on more info
4. Select Hardware on the left hand corner



### **Apple System Profiler on OS X 10.0/10.1:**

1. Double click on your Macintosh hard drive
2. Double click the Applications folder
3. Double click on the Utilities folder
4. Locate and launch the Apple System Profiler



## How to Verify Warranty Status:

[Click here to access the Apple Warranty page](#)

1. Enter your system serial number
2. Select United States from the drop down menu

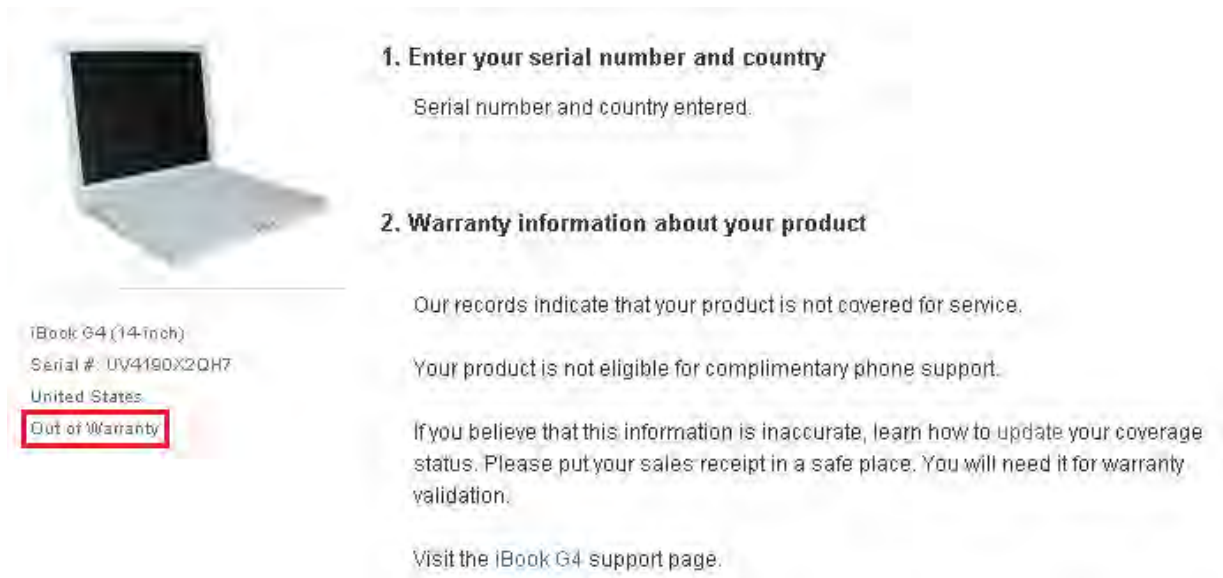
### 1. Enter your serial number and country

Serial number:

Country:

All fields are required.

3. Click on **Continue**
4. Warranty status will be displayed on the left hand side of the page. In the example below the iBook laptop is “Out of Warranty” from the vendor (Apple). However depending on the problem, system may be covered by ITD. Please refer to the [IT Service Catalog](#) for more information.



The screenshot shows the Apple Warranty verification interface. On the left, there is a product image of an iBook G4 (14-inch) laptop. Below the image, the following information is displayed: "iBook G4 (14-inch)", "Serial #: UV4190X2QH7", "United States", and "Out of Warranty" (highlighted with a red box). On the right, the page content is as follows:

### 1. Enter your serial number and country

Serial number and country entered.

### 2. Warranty information about your product

Our records indicate that your product is not covered for service.

Your product is not eligible for complimentary phone support.

If you believe that this information is inaccurate, learn how to update your coverage status. Please put your sales receipt in a safe place. You will need it for warranty validation.

Visit the [iBook G4 support page](#).

## How to Locate Serial Number on iBook, MacBook & PowerBook

Click on any of the images below for detailed instructions.

### Apple iBook

The serial number for the iBook's is usually located under the keyboard. Click on the image below for detailed instructions:



### Apple MacBook

The serial number is located under the battery. Click on the image below for detailed instructions:



### Apple PowerBook

The serial number location varies depending on your Apple Power Book Model. Click on the image below and then select the appropriate PowerBook model.



## How to Locate Serial Number on eMac & iMac

Click on any of the images below for detailed instructions.

### eMac

All eMac's have their serial numbers printed inside the disc drive door. You can see this number when you eject the DVD-ROM drive tray; just press the Eject key on your keyboard.



### Flat Panel G4 and Early Intel Base iMacs

Serial number is located under the base



### Intel-Based iMac (Aluminum):

The serial number is printed on a label under the base of the iMac



## How to Locate Serial Number on PowerMac G4, G5, & MacPro Towers

Click on any of the images below for detailed instructions.

### PowerMac G4

The serial number is located on the rear of the Power Macintosh, just below the power supply.



### PowerMac G5

The Power Mac G5 computer's serial number is located inside the case, along with other configuration information. Click on the Image below for more detailed instructions.



## **MacPro**

The Mac Pro computer's serial number can be found within the model's configuration label, which is located on the computer's back panel directly below the video ports



## **Important IT Service Catalog information**

Please note that as of May 30, 2008 G3 processor systems are no longer supported by ITD. This includes but not limited to PowerMac G3 towers, iBook G3's, Slot loading iMac's and tray loading iMac's.

As of July 1, 2007, the following supplies are no longer provided by ITD:

- Keyboards
- Mice
- Monitors
- Laptop batteries
- AC power adapters

Please refer to the [Procedures for Obtaining IT Support & Repair for Various Electronic and Computer Equipment - REF-1657.2 & IT Service Catalog](#) for additional information.