



LAUSD ITD Service Desk



How to Locate Gateway Serial Number

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How to Locate Serial Number in Windows

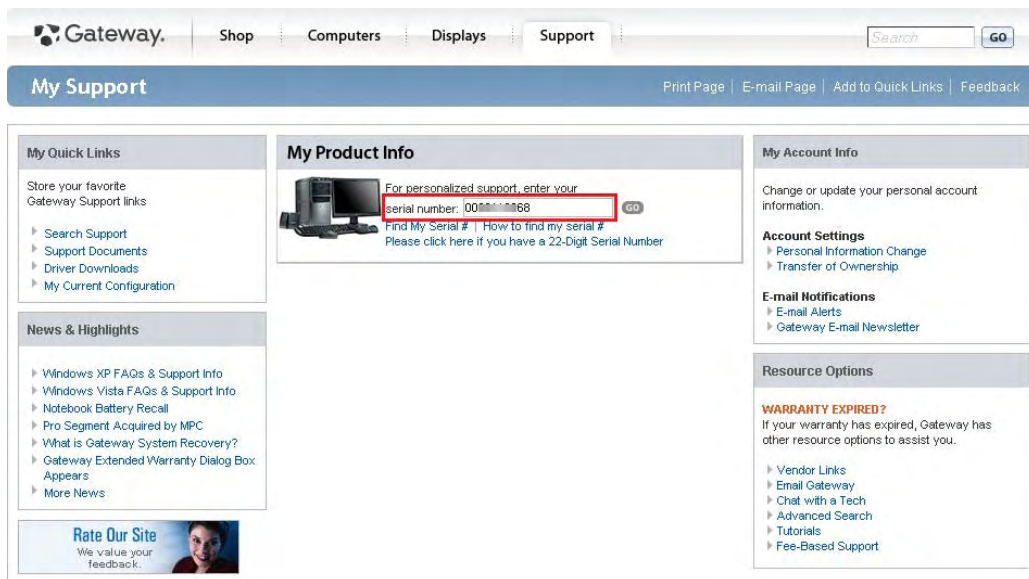
If your computer is currently booting up you can use Internet Explorer and Gateways System Profiler to find your service tag number. Please note you must have working internet connection.

If your system does not power on or Windows does not start-up please refer to the sections below (starting on page 4).

1. [Click here to access the Gateway support page](#)
2. Click on Find My Serial #
3. A window will pop-up (Make sure any pop-up blockers are turned off)
4. Make sure you agree and install the ActiveX application



5. The serial number will appear in the serial number field.



6. When calling ITD Service Desk please make sure you have this number ready for the agents. Many times service requests are referred to the vendors. Providing the serial number helps to expedite your request.

How to Locate Serial Number on Gateway Portable Computers

The serial number will be an 11 digit numeric number. It is located under the computer. The serial number is printed on a black sticker with white lettering.



Please refer to the following Gateway web link for additional information:

[How to find your serial number - Notebooks](#)

How to Locate Serial Number on Gateway Desktop Computers

The serial number is usually located on the top, left, right, or back panel of the computer. The serial number is printed on a black sticker with white lettering.



Gateway All in One System

[Click here for instructions](#) the serial number is located various locations depending on your model. The serial number is printed on a black sticker with white lettering.



Please refer to the following Gateway web link for additional information:

[How to find your serial number – Desktops](#)
[For Servers and other Gateway products click here](#)

Important IT Service Catalog Information

Please note that as of May 30, 2008 only Intel Pentium 4 processor or higher are supported. Windows 2000 Operating System and newer (Vista is currently not supported).

Also 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.