

Macintosh

How to Obtain System Information on a Macintosh

Introduction

Macintosh computers store unique system information for each Macintosh on the hard drive, including serial number, computer number, operating system, etc. This information is needed when a Macintosh needs service from OTS or Apple. You can access the system information by one of two ways.

If you are Logged On to a Mac

1. Click on the **Apple** menu in the upper left hand corner of the screen
2. Click **About this Macintosh**.
3. In the **About this Macintosh** window, the Processor and Memory information will be displayed.
4. Click the **System Report** button to launch System Profiler to find more detailed information including the Model Number, Hardware, and Network details.
5. The **computer name** is displayed in the Hardware window directly underneath the Close, Minimize, and Maximize buttons.

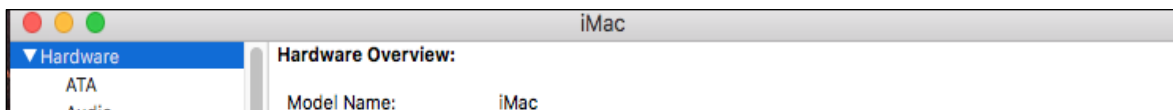


Figure 1

If you are not Logged On to a Mac

1. On the main login window, below the words Mac OS X, the computer name is displayed.
2. For additional information, continue clicking the text below the words Mac OS X and you will see the following information in this order:
 - **Computer Name**
 - **OS Version**
 - **Build**
 - **Serial Number***
 - **IP Address**
 - **Network Accounts Available**



Figure 2

Note: A red dot next to Network Accounts Available indicates that the Mac is not connected to the network. Check to verify network cables are plugged in.

*The serial number will be blank if the motherboard has been replaced. Use the following link to locate the serial number on the outside of the case: http://support.apple.com/kb/HT1349?viewlocale=en_US