

Macintosh

How to Obtain System Information on a Macintosh



=Shortcut =Advice =Caution

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.

Process Summary

Introduction

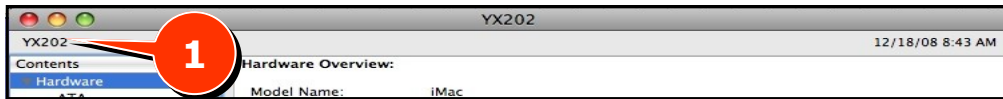
If You are Logged On

If You are not Logged On

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 **More Information** 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 More Information window (Fig. 1) directly underneath the Close, Minimize, and Maximize buttons (Fig. 1,1).

Figure 1

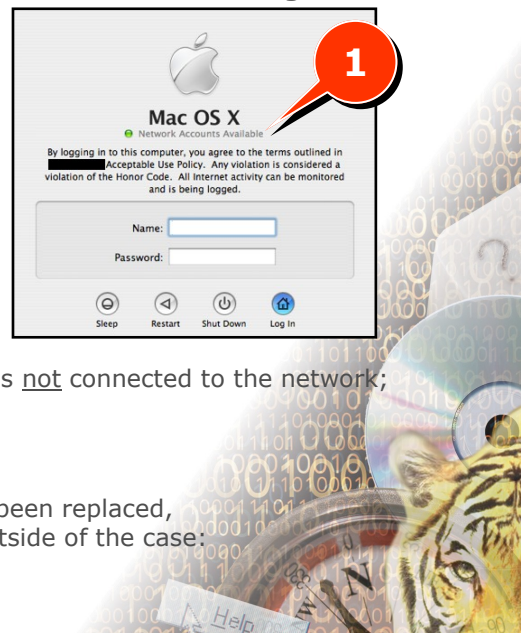


If You are not Logged On to a Mac

1. On the main login window, below the words **Mac OS X**, the computer name is displayed (Fig. 2).
2. For additional information, continue clicking the text below the words **Mac OS X** (Fig 2, 1) and you will see the following information in this order:

Figure 2

- Computer Name**
- OS Version**
- Build**
- Serial Number ****
- IP Address**
- Network Accounts Available**



(a **red dot** on this item 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