



LAUSD ITD Service Desk

How to Locate HP Serial Numbers

(11/18/2008)
© LAUSD ITD Service Desk
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Table of Contents

How to Locate Serial Number in Windows.....	2
How to Verify Warranty Status	3
How to Locate Serial Number on Portable Computers	5
How to Locate Serial Number on Desktops & Servers	6
Important IT Service Catalog Information	7

How to Locate Serial Number in Windows

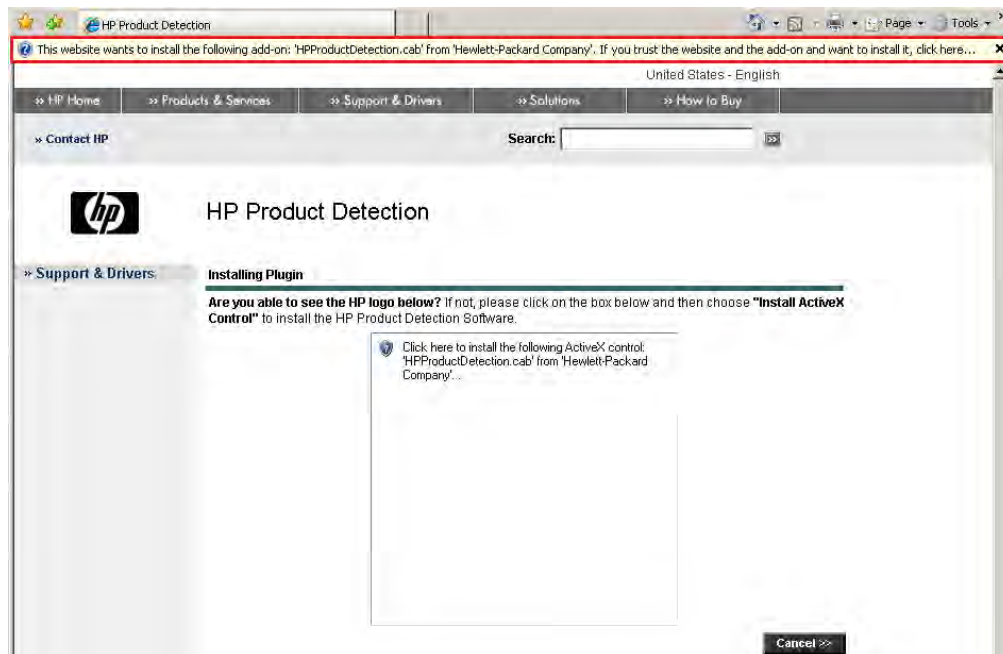
If your computer is currently booting up you can use Internet Explorer and HP's Product Detection tool to find your serial number. Please note you must have working internet connection.

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 HP Product detection](#)
2. Click Continue

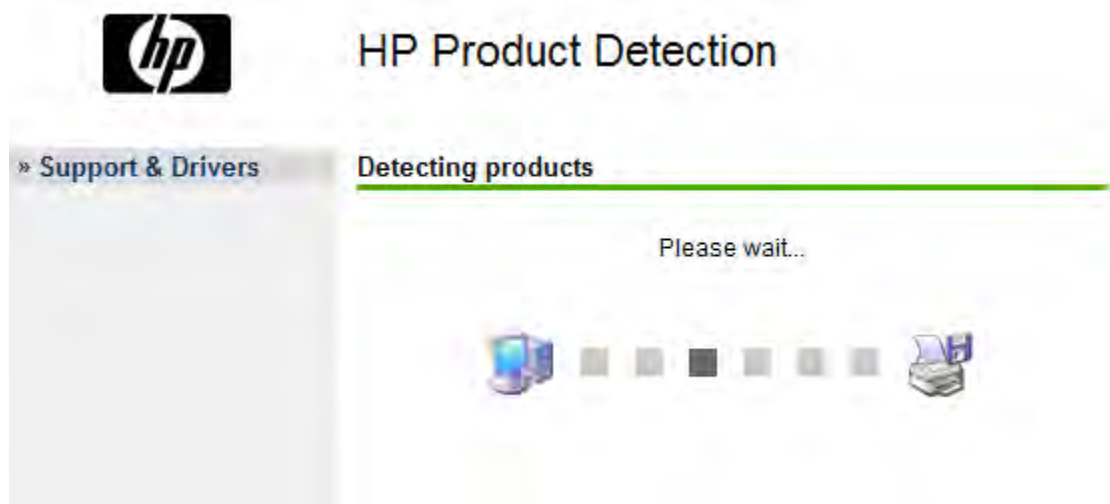


3. Make sure you agree and install the ActiveX application



4. A window will pop-up to complete setup (Make sure pop-up blockers are turned off)

5. HP Product Detection will run and display your computers information



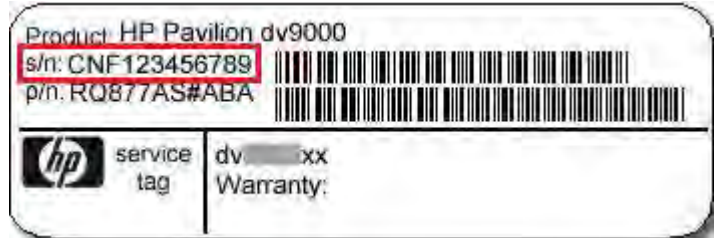
6. When calling ITD Service Desk please make sure you have serial number ready for the agents. Many times service requests are referred to the vendors. Providing the serial number helps to expedite your request.

Additional Resources:

[Find your machine's serial number script.](#)

How to Locate Serial Number on Portable Computers

The serial number is located under the computer. The term "Serial Number" is abbreviated as "s/n".



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

[Locating and Using the Product Number and Model Number](#)

[HP Video: Finding HP Serial Numbers](#)

How to Locate Serial Number on Desktop Computers

The serial number is located on the top, side or rear panel of the computer. The serial number is located on a sticker similar to the one below.



Please refer to the following HP website link for additional information:

[HP Video: Finding HP Serial Numbers](#)

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.