

Title (en)

USER SUPPORT SYSTEM AND METHOD

Title (de)

VERFAHREN UND SYSTEM ZUR BENUTZERUNTERSTÜTZUNG

Title (fr)

SYSTEME DE SUPPORT UTILISATEUR ET PROCEDE S'Y RAPPORTANT

Publication

**EP 1190475 A1 20020327 (EN)**

Application

**EP 00937842 A 20000525**

Priority

- US 0014595 W 20000525
- US 32269999 A 19990529

Abstract (en)

[origin: WO0074193A1] A user support system (30, 38, 40, 42) for automatically providing user support for software applications, system software or computer hardware is provided. The system (30, 38, 40, 42) may detect various computer problems, such as a software application crash or error message, a system software crash or error message or a computer hardware error message. The client computer (32) generates information when the problem occurs. The information is communicated to the support system (30, 38, 40, 42) which then provides a solution.

IPC 1-7

**H02H 3/05; G06F 13/00**

IPC 8 full level

**G06F 11/07** (2006.01)

CPC (source: EP)

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Citation (search report)

See references of WO 0074193A1

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