Title (en)
    SUPPORT NETWORK

Title (de)
    UNTERSTÜTZUNGSNETZWERK

Title (fr)
    RESEAU SUPPORT

Publication
    EP 1275044 A4 20070103 (EN)

Application
    EP 01906080 A 20010214

Priority
- IL 0100144 W 20010214
- US 18221100 P 20000214
- US 65492500 A 20000905
- US 26472901 P 20010130
- US 26473001 P 20010130

Abstract (en)
    [origin: WO0159972A2] A method of device maintenance, comprising: determining that maintenance should be performed on a target device; automatically selecting a maintenance process including at least one maintenance task to effect said maintenance; automatically managing said maintenance process on a maintenance server separate from said target device, said maintenance server adapted to manage maintenance processes for a plurality of devices, said managing including at least monitoring the execution of said process; and automatically performing at least one said maintenance-related task to effect at least a portion of said maintenance of said target device.
    [origin: WO0159972A2] A method of device maintainance for determining that maintainance should be performed (item 116 of fig. 1) on a target device (item 102, 104, 106 or 108) by automatically selecting a maintainance process including at least one maintainance task to effect maintainance. The method automatically manages the maintainance process on a maintainance server (114) separate from the target device (item 102, 104, 106 or 108), with the maintainance server adapted to manage maintainance processes for a plurality of devices (item 102, 104, 106 or 108). The managing step includes at least monitoring the execution of the plurality of processes. The method also automatically performs at least one maintainance related task to effect at least a portion of the maintainance of the target devices.

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    G06F 9/46

IPC 8 full level
    G06F 9/46 (2006.01); **G06F 11/36** (2006.01)

CPC (source: EP)
    G06F 9/54 (2013.01); **G06F 11/3644** (2013.01); **G06F 11/366** (2013.01)

Citation (search report)
- [X] W. CURTIS PRESTON: "Unix Backup & Recovery (pages 146-183)", 1999, O'REILLY, SEBASTOPOL, CA, USA., ISBN: 1-56592-642-0, XP002406312
- See references of WO 0159972A2

Designated contracting state (EPC)
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    WO 0159972 A2 20010816; **WO 0159972 A3 20020117**; **WO 0159972 A8 20030213**; AU 3404001 A 20010820; AU 3404201 A 20010820; EP 1275044 A2 20030115; EP 1275044 A4 20070103; EP 1281121 A2 20030205; WO 0159971 A2 20010816; WO 0159971 A3 20020117; WO 0159971 A8 20021003

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    IL 0100144 W 20010214; AU 3404001 A 20010214; AU 3404201 A 20010214; EP 01906078 A 20010214; EP 01906080 A 20010214; IL 0100142 W 20010214