

Title (en)
ONLINE DIAGNOSING OF COMPUTER HARDWARE AND SOFTWARE

Title (de)
ONLINE-DIAGNOSE VON COMPUTERHARDWARE UND -SOFTWARE

Title (fr)
DIAGNOSTIC EN LIGNE POUR MATERIELS INFORMATIQUES ET LOGICIELS

Publication
EP 1337905 A4 20061108 (EN)

Application
EP 01989734 A 20011115

Priority
• US 0143538 W 20011115
• US 71396600 A 20001115

Abstract (en)
[origin: WO0241105A2] A method and apparatus for the online diagnosis and repair of computer hardware and software are provided. According to a method of the present invention, a client application and executable program scripts are downloaded to a computer to be diagnosed. The client application executes the scripts, and returns information obtained as a result of executing those scripts to a server. The server then applies a rules based analysis to the returned information, and provides a disposition to the computer to be diagnosed. The disposition may include information regarding a potential remedy for the detected problem or problems, or may include provisions to automatically effect a repair. According to one embodiment, the operation of the client application is coordinated with information communicated using a browser by polling a field provided in a database maintained at the server. According to a further embodiment, a client computer is directed to the exact universal resource location at which information or a file needed to effect a repair can be found.
[origin: WO0241105A2] A method and apparatus for online diagnosis and repair of computer hardware and software are provided. A client application and executable program scripts are downloaded to a computer (108) to be diagnosed. The client application executes the scripts and returns information obtained as a result of executing those scripts to a server (104). The server (104) then applies a rule based analysis to the returned information and provides a disposition to the computer (108) to be diagnosed. The disposition may include information regarding a potential remedy for the detected problems, or may include provisions to automatically effect a repair. In one embodiment, the client computer (108) is directed to the exact universal resource location at which information or a file needed to effect a repair can be found.

IPC 1-7
G06F 1/00

IPC 8 full level
G06F 11/30 (2006.01); **G06F 9/445** (2006.01); **G06F 11/22** (2006.01); **G06F 11/273** (2006.01); **G06Q 50/00** (2006.01)

CPC (source: EP)
G06F 11/0709 (2013.01); **G06F 11/0748** (2013.01); **G06F 11/2294** (2013.01)

Citation (search report)
• [X] US 6145096 A 20001107 - BEREITER THOMAS WILLIAM [US], et al
• [X] EP 0599606 A2 19940601 - XEROX CORP [US]
• See references of WO 0241105A2

Designated contracting state (EPC)
AT BE CH CY DE DK ES FI FR GB GR IE IT LI LU MC NL PT SE TR

DOCDB simple family (publication)
WO 0241105 A2 20020523; **WO 0241105 A3 20020829**; **WO 0241105 A9 20030213**; AU 2862002 A 20020527; BR 0115349 A 20040706; CA 2428599 A1 20020523; EP 1337905 A2 20030827; EP 1337905 A4 20061108; JP 2004514208 A 20040513; MX PA03004289 A 20040910; NZ 526097 A 20050324

DOCDB simple family (application)
US 0143538 W 20011115; AU 2862002 A 20011115; BR 0115349 A 20011115; CA 2428599 A 20011115; EP 01989734 A 20011115; JP 2002542967 A 20011115; MX PA03004289 A 20011115; NZ 52609701 A 20011115