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
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Application
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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.

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

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