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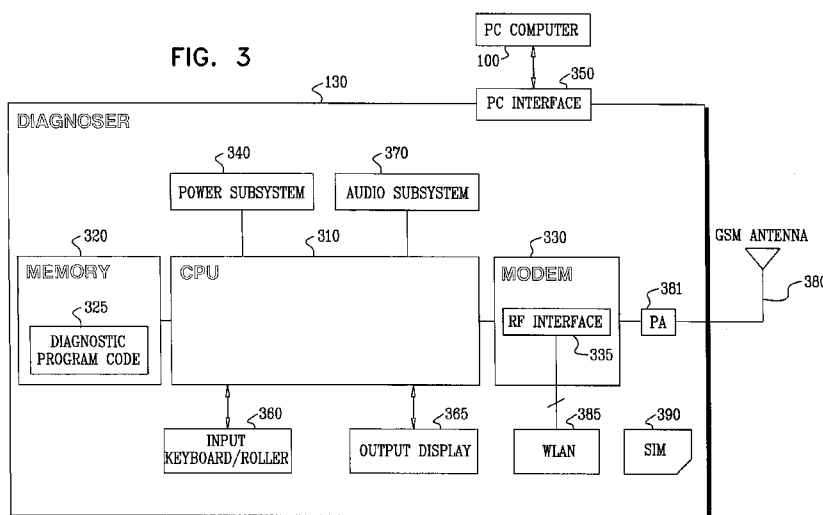
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(54) **Title:** METHOD AND SYSTEM FOR REMOTE DIAGNOSTICS



(57) **Abstract:** A diagnostic system for computers, including a connector interface for connecting the diagnostic system to a PC, a storage medium for storing executable instructions that boot the PC when the diagnostic system is connected to the connector interface, for storing diagnostic testing program code that scans and tests the PC, and for storing a phone number for a remote online help-desk facility, a modem for communicating wirelessly with the online help-desk facility when the PC is not fully operational, and for enabling the remote online help-desk facility to remotely run the diagnostic testing program code on the PC and view the results, an audio subsystem for enabling voice communication between a user and a representative at the remote online help-desk facility, and a processor for controlling the storage medium, the modem and the audio subsystem. A method is also described and claimed.

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## INTERNATIONAL SEARCH REPORT

International application No.

PCT/IL 08/01125

## A. CLASSIFICATION OF SUBJECT MATTER

IPC(8) - G05B 11/01 (2008.04)

USPC - 700/26

According to International Patent Classification (IPC) or to both national classification and IPC

## B. FIELDS SEARCHED

Minimum documentation searched (classification system followed by classification symbols)  
700/26Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched  
USPC: 702/85, 108, 118; 709/217, 218, 219, 224

Electronic data base consulted during the international search (name of data base and, where practicable, search terms used)

PubWEST: (PGPB,USPT,EPAB,JPAB); Google Scholar

Search Terms: computer diagnostic, computer system diagnostic, connector interface, universal serial bus, secure digital, USB, SD, store, stored, storing, storage, personal computer, PC, boot, startup, start-up, start up, power up, power on, scan, test, analyze, examine

## C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category*	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
X — Y	US 2004/0236843 A1 (WING et al.) 25 November 2004 (25.11.2004), abstract and para [0008]-[0009], [0071]-[0073], [0075]-[0076], [0079], [0082]-[0083], [0092], [0101], [0112], [0124], [0142], [0155], [0159], [0183], [0192], [0194], [0227], [0229].	1, 3 and 6 ----- 2, 4-5 and 7
Y	US 2002/0184385 A1 (KATO) 05 December 2002 (05.12.2002), abstract and para [0009], [0066].	2
Y	US 2006/0227517 A1 (ZAYAS et al.) 12 October 2006 (12.10.2006), abstract and para [0014], [0016], [0028]-[0029].	4
Y	US 2006/0195551 A1 (DOWLING) 31 August 2006 (31.08.2006), abstract and para [0038], [0046], [0048].	5 and 7
A	US 2002/0007237 A1 (PHUNG et al.) 17 January 2002 (17.01.2002), entire document, especially abstract and para [0009], [0012]-[0014], [0017]-[0020], [0032]-[0039], [0042].	1-7

 Further documents are listed in the continuation of Box C.

* Special categories of cited documents:	"T" later document published after the international filing date or priority date and not in conflict with the application but cited to understand the principle or theory underlying the invention
"A" document defining the general state of the art which is not considered to be of particular relevance	"X" document of particular relevance; the claimed invention cannot be considered novel or cannot be considered to involve an inventive step when the document is taken alone
"E" earlier application or patent but published on or after the international filing date	"Y" document of particular relevance; the claimed invention cannot be considered to involve an inventive step when the document is combined with one or more other such documents, such combination being obvious to a person skilled in the art
"L" document which may throw doubts on priority claim(s) or which is cited to establish the publication date of another citation or other special reason (as specified)	"&" document member of the same patent family
"O" document referring to an oral disclosure, use, exhibition or other means	
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