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(54) **Title:** MOBILE APPLICATION FOR ASSISTING A TECHNICIAN IN CARRYING OUT AN ELECTRONIC WORK ORDER

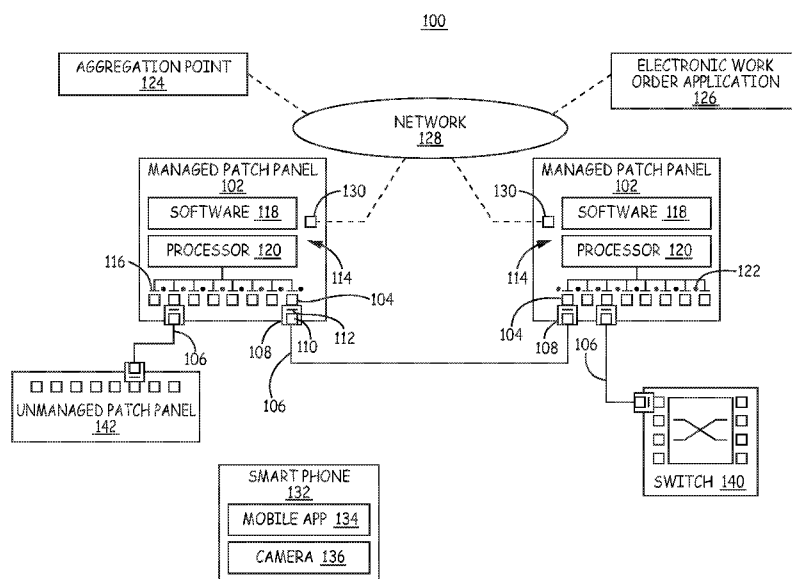


FIG. 1

(57) **Abstract:** One embodiment is directed to a mobile application executing on a smartphone that is used to assist a technician in carrying out electronic work orders. In some embodiments, the mobile application uses a camera in the smartphone to take photos that are associated with one or more steps of the work order. In some embodiments, the mobile application is used to cause one or more LEDs associated with a step of the work order to be illuminated or otherwise visually actuated.

**MOBILE APPLICATION FOR ASSISTING A TECHNICIAN IN CARRYING OUT AN ELECTRONIC WORK ORDER****CROSS-REFERENCE TO RELATED APPLICATION**

[0001] This application claims the benefit of United States Provisional Patent Application Serial No. 61/706,460, filed on September 27, 2012, which is hereby incorporated herein by reference.

**BACKGROUND**

[0002] Telecommunications networks typically include numerous logical communication links between various items of equipment. Often a single logical communication link is implemented using several pieces of physical communication media. For example, a logical communication link between a computer and an inter-networking device such as a hub or router can be implemented as follows. A first cable connects the computer to a jack mounted in a wall. A second cable connects the wall-mounted jack to a port of a patch panel, and a third cable connects the inter-networking device to another port of a patch panel. A “patch cord or cable” cross connects the two together. In other words, a single logical communication link is often implemented using several segments of physical communication media.

[0003] Various types of physical layer management (PLM) systems are used to facilitate the adding, changing, and removing of cross connections at a particular patch panel or a set of patch panels at a given location. Generally, such PLM systems include functionality to track what is connected to each port of a patch panel, trace connections that are made using a patch panel, and provide visual indications to a technician at a patch panel (for example, by illuminating an LED that is associated with the patch panel or a port thereof).

[0004] One exemplary type of PLM system makes use of an Electrically Erasable Programmable Read-Only Memory (EEPROM) or other storage device that is integrated

with or attached to a connector on a cable, fiber, or other segment of communication media. The storage device is used to store information about the connector or cable along with other information. The port (or other connector) into which the associated connector is inserted is configured to read the information stored in the EEPROM or other storage device when the connector is inserted that port.

**[0005]** Another type of PLM system makes of so-called “ninth wire” technology. Ninth wire technology makes use of special cables that include an extra conductor or signal path (also referred to here as the “ninth wire” conductor or signal path) that is used for determining which port each end of the cables is inserted into.

**[0006]** Another type of PLM system makes use of radio frequency identification (RFID) tags and readers. With this type of RFID PLM system, an RFID tag is attached to or integrated with a connector on a cable, fiber, or other segment of communication media. The RFID tag is used to store information about the connector or segment of communication media along with other information. The RFID tag can be read after the associated connector is inserted into a corresponding jack or other port using an RFID reader.

**[0007]** PLM systems typically include an application that enables electronic work orders to be constructed that specify one or more steps that are to be carried out by a technician at a particular location. For example, an electronic work order can indicate that a set of connections should be added, removed, and/or changed. For steps that involve adding, removing, and/or changing connections at a patch panel or other device that includes PLM technology, the proper performance of the steps can be verified using the PLM technology (for example, by using the PLM technology to confirm that the specified connection has been added, removed, and/or changed).

**[0008]** Electronic work orders can also includes steps that involve something other than adding, removing, and/or changing connections at a patch panel or other device that

includes PLM technology. For example, an electronic work order can indicate that a technician should use a cable in a particular way (for example, routing the cable around specified cable guides). However, PLM systems are typically not able to automatically verify that the technician has properly carried out these types of steps.

**[0009]** Also, in the event that a technician finds it necessary to perform a step in a manner that deviates from what is specified in the electronic work order, the technician typically will manually enter information about the deviation into the PLM system. However, the PLM system is typically not able to acquire information that can be used to confirm or document such deviations, and either must rely on the data entered by the technician or have another individual travel to the work location in order to visually verify the information entered by the technician.

**[0010]** Furthermore, electronic work orders typically describe the steps to be performed using text.

**[0011]** Moreover, conventional electronic work order systems typically do not provide a convenient mechanism for a technician to illuminate (or otherwise visually actuate) light emitting diodes (LEDs) associated with a port or patch panel that is affected by a step in an electronic work order. Such conventional systems also typically do not provide a convenient mechanism for the technician to cause such LEDs to no longer be illuminated (or otherwise visually actuated).

## **SUMMARY**

**[0012]** One embodiment is directed to a method of performing the steps of a work order. The method comprises generating an electronic work order. The electronic work order comprises a set of steps. The method further comprises communicating the electronic work order to a mobile application executing on a smartphone, using a camera included in the smartphone to take a picture related to the performance of at least one step associated with the electronic work order, associating the picture with

the at least one step, and communicating the picture to an entity for use in documenting the at least one step.

**[0013]** Another embodiment is directed to a method of performing the steps of a work order. The method comprises generating an electronic work order. The electronic work order comprises a set of steps. The method further comprises communicating the electronic work order to a mobile application executing on a smartphone, receiving a user input indicating that a visual indicator associated with at least one step included in the electronic work order should be visually actuated, and sending a message from the mobile application executing on the smartphone to an external entity. The external entity is configured to visually actuate the visual indicator in response to receiving the message.

**[0014]** Another embodiment is directed to a program product for implementing a mobile application on a smartphone that is tangibly stored on a non-transitory storage medium. The program product comprises instructions operable to cause at least one programmable processor in the smartphone to receive an electronic work order comprising a set of steps, use a camera included in the smartphone to take a picture related to the performance of at least one step associated with the electronic work order, associate the picture with the at least one step, and communicate the picture to an entity for use in documenting the at least one step.

**[0015]** Another embodiment is directed to a program product for implementing a mobile application on a smartphone that is tangibly stored on a non-transitory storage medium. The program product comprises instructions operable to cause at least one programmable processor in the smartphone to receive an electronic work order comprising a set of steps, receive a user input indicating that a visual indicator associated with at least one step included in the electronic work order should be visually actuated, and send a message from the mobile application executing on the smartphone

to an external entity. The external entity is configured to visually actuate the visual indicator in response to receiving the message.

**[0016]** Another embodiment is directed to a system comprising an aggregation point configured to receive and store information about connections made in a communication network. The system further comprises an electronic work order entity configured to generate an electronic work order. The electronic work order comprises a set of steps. The system further comprises a smartphone configured to receive the electronic work order using a mobile application executing on a smartphone. The smartphone comprises a camera. The mobile application is configured to: take a picture related to the performance of at least one step associated with the electronic work order, associate the picture with the at least one step, and communicate the picture to at least one of the aggregation point and the electronic work order entity for use in documenting the at least one step.

**[0017]** Another embodiment is directed to a system comprising an aggregation point configured to receive and store information about connections made in a communication network. The system further comprises an electronic work order entity configured to generate an electronic work order. The electronic work order comprises a set of steps. The system further comprises a smartphone configured to receive the electronic work order using a mobile application executing on a smartphone. The mobile application is configured to: receive a user input indicating that a visual indicator associated with at least one step included in the electronic work order should be visually actuated and send a message from the mobile application executing on the smartphone to an external entity. The external entity is configured to visually actuate the visual indicator in response to receiving the message.

**DRAWINGS**

[0018] FIG. 1 is a block diagram of one exemplary embodiment of a physical layer management (PLM) system that can be used with the mobile application technology described here.

[0019] FIG. 2 is a flow diagram showing one exemplary embodiment of a method of performing the steps of an electronic work using the mobile application shown in FIG. 1.

[0020] FIGS. 3A-3K are example screenshots of one exemplary embodiment of a mobile application and electronic work order application that can be used in the system of FIG. 1.

**DETAILED DESCRIPTION**

[0021] FIG. 1 is a block diagram of one exemplary embodiment of a physical layer management (PLM) system 100 that can be used with the mobile application technology described below. However, it is to be understood that the mobile application technology described below can be implemented using other PLM systems.

[0022] The particular PLM system 100 shown in FIG. 1 is described here as being implemented using EEPROM-based PLM technology (for example, the QUAREO(TM) PLM technology that is commercially available from TE Connectivity) with patch panels 102 that are configured to automatically obtain and track information about connections made at the ports 104 of the patch panels 102. However, it is to be understood that other embodiments can be implemented in other ways (for example, using RFID PLM technology or ninth-wire PLM technology). Patch panels, devices, and media that are configured to automatically obtain and/or track information about connections made using those devices and media are referred to here as “managed” devices and media.

**[0023]** Moreover, the mobile application technology described below can be implemented using devices and media that do not include functionality for automatically obtaining and tracking information about connections made using those devices and media. Such devices and media are also referred to here as “unmanaged” devices and media.

**[0024]** In this example, connections are made at the patch panels 102 using patch cables 106 that are terminated at each end with connectors 108 (for example, CAT-5 or CAT-6 patch cables that are terminated at each end with RJ-45 connectors). In this example, each connector 108 includes a storage device 110 (such as an Electrically Erasable Programmable Read-Only Memory (EEPROM)) in which information about the connector 108 and/or patch cable 106 is stored. Each connector 108 also includes a storage-device interface 112 via which information can be read from the associated storage device 110 when the connector 108 is inserted into a port 104 of a patch panel 102. In other embodiments, other types of devices, connectors, cabling, and media can be used (for example, fiber optic devices, cabling, and connectors).

**[0025]** Examples of storage device technology suitable for use in the example shown in FIG. 1 are described in the following United States Patent Applications, all of which are hereby incorporated herein by reference: United States Provisional Patent Application Serial No. 61/252,964, filed on 10/19/2009, titled “ELECTRICAL PLUG FOR MANAGED CONNECTIVITY”, Attorney Docket No. 02316.3045USP1; United States Provisional Patent Application Serial No. 61/253,208, filed on 10/20/2009, titled “ELECTRICAL PLUG FOR MANAGED CONNECTIVITY”, Attorney Docket No. 02316.3045USP2; United States Patent Application Serial No. 12/907,724, filed on 10/19/2010, titled “MANAGED ELECTRICAL CONNECTIVITY SYSTEMS”, Attorney Docket No. 02316.3045USU1; United States Provisional Patent Application Serial No. 61/303,948, filed on 2/12/2010, titled “PANEL INCLUDING BLADE FEATURE FOR MANAGED CONNECTIVITY”, Attorney Docket No. 02316.3069USP1; United States Provisional Patent Application Serial No. 61/413,844, filed on 11/15/2010, titled “COMMUNICATIONS BLADED PANEL SYSTEMS”, Attorney



Docket No. 02316.3069USP2; United States Provisional Patent Application Serial No. 61/439,693, filed on 2/4/2011, titled "COMMUNICATIONS BLADED PANEL SYSTEMS", Attorney Docket No. 02316.3069USP3; United States Patent Application Serial No. 13/025,730, filed on 2/11/2011, titled "COMMUNICATIONS BLADED PANEL SYSTEMS", Attorney Docket No. 02316.3069USU1; United States Patent Application Serial No. 13/025,737, filed on 2/11/2011, titled "COMMUNICATIONS BLADED PANEL SYSTEMS", Attorney Docket No. 02316.3069USU2; United States Patent Application Serial No. 13/025,743, filed on 2/11/2011, titled "COMMUNICATIONS BLADED PANEL SYSTEMS", Attorney Docket No. 02316.3069USU3; United States Patent Application Serial No. 13/025,750, filed on 2/11/2011, titled "COMMUNICATIONS BLADED PANEL SYSTEMS", Attorney Docket No. 02316.3069USU4; United States Provisional Patent Application Serial No. 61/303,961; filed on 2/12/2010, titled "Fiber Plug And Adapter For Managed Connectivity", Attorney Docket No. 02316.3071USP1; United States Provisional Patent Application Serial No. 61/413,828, filed on 11/15/2010, titled "Fiber Plugs And Adapters For Managed Connectivity", Attorney Docket No. 02316.3071USP2; United States Provisional Patent Application Serial No. 61/437,504, filed on 1/28/2011, titled "Fiber Plugs And Adapters For Managed Connectivity", Attorney Docket No. 02316.3071USP3 ; United States Patent Application Serial No. 13/025,784, filed on 2/11/2011, titled "Managed Fiber Connectivity Systems", Attorney Docket No. 02316.3071USU1; United States Patent Application Serial No. 13/025,788, filed on 2/11/2011, titled "Managed Fiber Connectivity Systems", Attorney Docket No 02316.3071USU2; United States Patent Application Serial No. 13/025,797, filed on 2/11/2011, titled "Managed Fiber Connectivity Systems", Attorney Docket No. 02316.3071USU3; United States Patent Application Serial No. 13/025,841, filed on 2/11/2011, titled "Managed Fiber Connectivity Systems", Attorney Docket No. 02316.3071USU4; United States Provisional Patent Application Serial No. 61/413,856, filed on 11/15/2010, titled "CABLE MANAGEMENT IN RACK SYSTEMS", Attorney Docket No. 02316.3090USP1; United States Provisional Patent Application Serial No. 61/466,696, filed on 3/23/2011, titled "CABLE MANAGEMENT IN RACK SYSTEMS", Attorney Docket No. 02316.3090USP2;

United States Provisional Patent Application Serial No. 61/252,395, filed on 10/16/2009, titled "MANAGED CONNECTIVITY IN ELECTRICAL SYSTEMS", Attorney Docket No. 02316.3021USP1; United States Patent Application Serial No. 12/905,689, filed on 10/15/2010, titled "MANAGED CONNECTIVITY IN ELECTRICAL SYSTEMS", Attorney Docket No. 02316.3021USU1; United States Provisional Patent Application Serial No. 61/252,386, filed on 10/16/2009, titled "MANAGED CONNECTIVITY IN FIBER OPTIC SYSTEMS", Attorney Docket No. 02316.3020USP1; United States Patent Application Serial No. 12/905,658, filed on 10/15/2010, titled "MANAGED CONNECTIVITY IN FIBER OPTIC SYSTEMS", Attorney Docket No. 02316.3020USU1.

**[0026]** As noted above, in the exemplary embodiment shown in FIG. 1, the system 100 comprises one or more managed patch panels 102. Each managed patch panel 102 comprises a plurality of ports 104. Each port 104 is associated with a respective jack on the front face of the managed patch panel 102 into which a connector 108 of a patch cable 106 can be inserted. Each port 104 is also associated with a respective rear termination point (not shown) at which a horizontal run of cable can be terminated. Each port 104 is configured to communicatively couple the jack associated with that port 104 (and any patch cable 106 inserted therein) to the respective termination point (and any horizontal run of cable terminated thereat). In this way, a patch cable 106 inserted into the front jack of the port 104 can be connected to the corresponding horizontal run of cabling terminated at the corresponding rear termination point.

**[0027]** As noted above, each of the managed patch panels 102 in the examples described here includes physical layer management (PLM) functionality 114 that is configured to automatically obtain information about connections that are made using the ports 104 of that panel 102. In the example shown in FIG. 1, each of the managed patch panels 102 includes storage-device interfaces 116. Each of the ports 104 of the managed patch panels 102 is configured to include (or otherwise be associated with) a respective storage-device interface 116. The storage-device interface 116 of each port 104 is configured to mate, and inter-operate, with a corresponding storage-device

interface 112 used in a connector 108 attached to an end of a patch cable 106 that is attached to a port 104 of the managed patch panel 102. Software 118 executing on a programmable processor (such as a controller) 120 associated with each patch panel 108 is able to read and write data from and to the storage device 110 associated with any connector 108 that is connected to a given port 104 using that port's storage-device interface 112. The software 118 and programmable processor 120 can be implemented in the manner described in the aforementioned US provisional patent applications and US non-provisional patent applications.

**[0028]** More specifically, when a connector 108 attached to an end of a patch cable 106 is inserted into the front jack of one of the ports 104 of a managed patch panel 102, the software 118 associated with that port 104 uses the storage-device interface 116 for that port 104 to detect that the connector 108 has been inserted and to read the information stored in the storage device 110 integrated into that connector 108. The software 118 then communicates at least a portion of that information to an aggregation point 124 (described below).

**[0029]** In this example, the PLM functionality 114 in each patch panel 102 includes one or more light emitting diodes (LEDs) (or other visual indicators) 122 that are associated with each port 104 of the managed patch panel 102. Each LED 122 is coupled to the programmable processor 120 in the patch panel 102 so that the software 118 executing on that programmable processor 120 can actuate the LEDs 122 (for example, by turning the LEDs 112 on or off or flashing or changing the color of the LEDs 112).

**[0030]** In the example shown in FIG. 1, the system 100 further comprises an aggregation point 124 and an electronic work order application 126. The aggregation point 124, electronic work order application 126, and managed patch panels 102 communicate with one another over a network 128. The computers on which the aggregation point 124 and electronic work order application 126 are implemented include an appropriate network interface to communicatively couple those computers to the network 128. In

the example shown in FIG. 1, the programmable processors 120 in the managed patch panels 102 are communicatively coupled to the network 128 by including a respective “management” or “non-service” port 129 that is separate from the “service” ports 104. However, the programmable processors 120 in the managed patch panels 102 can be communicatively coupled to the network 128 using one or more of the “service” ports 104.

**[0031]** In one embodiment, the network 128 comprises an INTERNET PROTOCOL network. The network 128 can be implemented using one or more of a local area network (LAN), a wide area network (WAN), the INTERNET, a virtual local area network (VLAN), and a virtual private network (VPN), an enterprise network, and a telecommunication service provider network. Moreover, the managed patch panels 102 can be a part of the equipment used to implement the network 128.

**[0032]** The electronic work order application 126 is typically implemented in software that runs on a computer that is coupled to the network 128. In one embodiment, the electronic work order application 126 is implemented as software that runs on a server (or other computer).

**[0033]** The aggregation point 124 is typically implemented as software that runs on a computer that is coupled to the network 128. The electronic work order application 126 and the aggregation point 124 can run on the same computer and/or can be implemented as a part of the same software.

**[0034]** The aggregation point 124 is configured to receive physical layer information pertaining to various devices and media used to implement the physical layer in the network 128 (not just the patch cables 106). The physical layer information (PLI) includes information about various devices in the network 128 (for example, information about the patch panels 102) (also referred to here as “device information”) as well as information about any segments of physical communication media attached

to the ports of those devices (also referred to here as “media information”). The device information includes, for example, an identifier for each device, a type identifier that identifies the device’s type, and port information that includes information about the device’s ports. The media information includes information that is read from storage devices that are attached to various segments of physical communication media.

**[0035]** Examples of media information that can be stored in such storage devices include, without limitation, an identifier that uniquely identifies that particular segment of physical communication media (similar to an ETHERNET Media Access Control (MAC) address but associated with the physical communication media and/or connector attached to the physical communication media), a part number, a plug or other connector type, a cable or fiber type and length, a serial number, a cable polarity, a date of manufacture, a manufacturing lot number, information about one or more visual attributes of physical communication media or a connector attached to the physical communication media (such as information about the color or shape of the physical communication media or connector or an image of the physical communication media or connector), and other information used by an Enterprise Resource Planning (ERP) system or inventory control system. In other embodiments, alternate or additional data is stored in such storage devices. For example, testing, media quality, or performance information can be stored in such storage devices. The testing, media quality, or performance information, for example, can be the results of testing that is performed when a particular segment of media is manufactured or installed.

**[0036]** The media information can also include information about physical communication media that does not have any storage devices attached to it. This latter type of media information can be manually supplied to the aggregation point 124.

**[0037]** The aggregation point 124 includes a database or other data store (not shown) for storing the physical layer information provided to it. The aggregation point 124 also includes functionality that provides an interface for external devices or entities to access

the physical layer information maintained by the aggregation point 124. This access can include retrieving information from the aggregation point 124 as well as supplying information to the aggregation point 124. In this example, the aggregation point 124 is implemented as “middleware” that is able to provide such external devices and entities with transparent and convenient access to the PLI maintained by the aggregation point 124. Because the aggregation point 124 aggregates PLI from the relevant devices in the network 128 and provides external devices and entities with access to such PLI, the external devices and entities do not need to individually interact with all of the devices in the network 128 that provide PLI, nor do such devices need to have the capacity to respond to requests from such external devices and entities.

**[0038]** The aggregation point 124, in this example, implements an application programming interface (API) by which application-layer functionality can gain access to the physical layer information maintained by the aggregation point 124 using a software development kit (SDK) that describes and documents the API.

**[0039]** More information about physical layer information and the aggregation point 124 can be found in United States Provisional Patent Application Serial No. 61/152,624, filed on February 13, 2009, titled “MANAGED CONNECTIVITY SYSTEMS AND METHODS” and United States Patent Application Serial No. 12/705,497, filed on February 12, 2010, titled “AGGREGATION OF PHYSICAL LAYER INFORMATION RELATED TO A NETWORK”, both of which are hereby incorporated herein by reference.

**[0040]** In this example, the electronic work application 126 is used to construct electronic work orders. As noted above, each electronic work specifies one or more steps that are to be carried out by a technician at a particular location. For example, an electronic work order can indicate that one or more connections implemented using the ports 104 of the patch panels 102 should be added, removed, and/or changed. For steps that involve adding, removing, and/or changing connections made at the ports 104 of the patch panels 102, the information that is read from the associated storage

devices 110 by the PLM functionality 114 in the patch panels 102 and communicated to the aggregation point 124 can be used by the electronic work order application 126 to verify that the specified connection has been added, removed, and/or changed correctly.

**[0041]** As noted above, electronic work orders can also includes steps that involve something other than adding, removing, and/or changing connections made using the ports 104 of a managed patch panel 102. For example, an electronic work order can indicate that a technician should route a cable in a particular way (for example, routing the cable around specified cable guides).

**[0042]** Also, the LEDs 122 associated with the ports 104 of the managed patch panels 102 can be actuated in order to guide a technician in carrying out the steps of electronic work orders.

**[0043]** In this example, each electronic work order is communicated to a smartphone 132 (or similar device) that is carried by a technician that has been assigned to carry out that electronic work order. In this example, the smartphone 132 is configured to execute a mobile application 134. The mobile application is configured to communicate with the electronic work order application 126 and the aggregation point 124 and to receive the electronic work orders. This mobile application 134 is also referred to here as the “electronic work order mobile application” 134 or the “PLM mobile application” 134. The mobile application 134 comprises program instructions that are stored (or otherwise embodied) on or in an appropriate non-transitory storage medium or media from which at least a portion of the program instructions are read by at least one programmable processor included in the smartphone 132 for execution thereby.

**[0044]** The electronic work order can be communicated wirelessly to the smartphone 132 over the Internet (for example, via a cellular or wireless local area network to which the smartphone 132 is wirelessly connected). The electronic work order can also be

communicated to the smartphone 132 in other ways (for example, using a wired connection with the smartphone 132).

**[0045]** In this example, the smartphone 132 includes a camera 136.

**[0046]** A technician can use the mobile application 134 executing on the smartphone 132 to access an electronic work order and to view information about the steps of each electronic work order on the smartphone's display.

**[0047]** The technician can use the mobile application 134 to carry out the steps specified in the electronic work orders assigned to the technician and to mark them as "done". The technician can use the mobile application 134 to perform general, connect, and disconnect work order steps. As noted above, the mobile application 134 can be used to carry out steps that involve patch (or other cables) and patch panels (or other devices) that include PLM functionality (such cables and devices are also referred to here as "managed" cables and devices and such steps are also referred to here as "managed steps").

**[0048]** The mobile application 134 can also be used to carry out steps that involve patch cables (or other cables) and patch panels (or other devices) that do not include PLM functionality (such cables and devices are also referred to here as "unmanaged" cables and devices and such steps are also referred to here as "unmanaged steps"). In the example shown in FIG. 1, the unmanaged devices include a switch 140 and an unmanaged patch panel 142, both of which do not include any PLM functionality.

**[0049]** Also, the mobile application 134 is configured to capture and display photos from the camera 136 in the smartphone 132 in order to document a work order step and to communicate the photos back to the electronic work order application 126 and/or aggregation point 124 for use in documenting and verifying that the technician has properly carried out that step. The mobile application 134 is also configured to



enable a technician to enter comments about work order steps that have been carried out. These last two features of the mobile application 134 can also be used in the event that a technician finds it necessary to perform a step in a manner that deviates from what is specified in the electronic work order. These features can be used to document the rationale and the nature of the deviation. For example, where a step of a work order indicates that a particular length of cable should be used but one is not available, the technician can use a cable having a different length and enter a comment explaining why this was done and take a picture of the cable that was used.

**[0050]** These two features can also be used to provide information about general and unmanaged steps that are performed. For example, where a step specifies that a cable be routed in a particular way, after the technician has routed the cable in the manner specified in the step, the technician can use the mobile application 134 to take a picture of the properly routed cable using the smartphone's camera 136. The mobile application 134 is configured to associate the picture with that step of the electronic work order. The technician can also enter a comment about how the cable was routed. The mobile application 134 communicates the captured photo and comment back to the electronic work order application 126 and/or aggregation point 124, where the captured photo and comment can be used to document and verify that step.

**[0051]** The mobile application 134 is also configured to display events and alarms for the technician. The mobile application 134 can be configured to obtain the alarms and events from the electronic work order application 126 and/or the aggregation point 124.

**[0052]** FIG. 2 is a flow diagram showing one exemplary embodiment of a method 200 of performing the steps of an electronic work using the mobile application 134 described above in connection with FIG. 1. The example shown in FIG. 2 is described here as being implemented using the system 100 shown in FIG. 1, though it is to be understood that other embodiments can be implemented in other ways. Moreover, the blocks of the

flow diagram shown in FIG. 2 have been arranged for ease of explanation; however, it is to be understood that this arrangement is merely exemplary, and it should be recognized that the processing associated with method 200 (and the blocks shown in FIG. 2) can occur in any order (for example, using standard event-driven programming techniques).

**[0053]** Method 200 comprises generating an electronic work order (block 202). As noted above, each electronic work order comprises a set of steps of the type described above in connection with FIG. 1. In this example, the electronic work order application 126 is used to create the electronic work order. In this example, method 200 further comprises communicating the electronic work order to a mobile application 134 executing on a smartphone 132 (block 204). In this example, the electronic work order can be wirelessly communicated from the electronic work order application 126, for example, using a cellular or wireless local area network communication link, or can be communicated from the electronic work order application 126 using a wired connection to the Internet or a local area network or a wired direct connection to the electronic work order application 126.

**[0054]** Method 200 further comprise displaying information about one or more of the steps associated with the electronic work order using the mobile application 134 executing on the smartphone 132 (block 206) and displaying information about events and alarms using the mobile application 134 executing on the smartphone 132 (block 208). In this example, either of these actions can be requested by the technician using the user interface implemented by the mobile application 134. The information that is displayed using the mobile application 134 can include textual and visual information (pictures). Also, in this example, the event and alarm information can be communicated to the mobile application 134 from the aggregation point 124 and/or the electronic work order application 126. In this way, the mobile application 134 provides the technician with a convenient way to see such information while on-site and performing the steps of an electronic work order.

**[0055]** Method 200 further comprises using a camera 136 included in the smartphone 132 to take a picture related to the performance of at least one step included in the electronic work order (block 210) and associating the picture with the at least one step (block 212). In this example, the mobile application 134 is configured to do this.

**[0056]** Method 200 further comprises communicating the picture to an entity for use in documenting the at least one step (block 214). In this example, the mobile application 134 is configured to communicate the picture to at least one of the aggregation point 124 and the electronic work order application 126 for use in documenting the step the picture is associated with.

**[0057]** Such a picture can be taken in order to provide confirmation that a particular step in the electronic work order has been performed in the manner specified in the electronic work order. This is especially usual for electronic work orders that include steps that involve something other than adding, removing, and/or changing connections at a managed patch panel or other managed device. For example, a step in an electronic work order can indicate that a technician should use a cable in a particular way (for example, routing the cable around specified cable guides). After performing such a step, and then using the mobile application 134 to take a picture of the cable, associate the picture with that step, and then communicate that picture to the aggregation point 124 or the electronic work order application 126. Then, a manager can view the picture in order to confirm that the cable was routed as directed in the electronic work order.

**[0058]** Such a picture can also be taken in the event that a technician finds it necessary to perform a step in an electronic work order in a manner that deviates from what is specified in the electronic work order. For example, where a step in an electronic work order specifies that a particular length of cable is to be used to make a particular connection but a cable of that length is not available, the technician can take a picture of the cable that is actually used (in addition to using the mobile application 134 to enter a text comment that explains the rationale for the deviation). The mobile

application 134 can be used to associate the picture with that step and then communicate that picture to the aggregation point 124 or the electronic work order application 126. The picture can be used for documentation purposes and, if the connection is made using an unmanaged patch panel or other unmanaged device, to confirm that a cable of the length described in the technician's comment was indeed used to make the connection.

**[0059]** Method 200 further comprises receiving a user input indicating that a visual indicator associated with at least one step included in the electronic work order should be visually actuated (block 216) and, in response to that, sending a message from the mobile application 134 executing on the smartphone 132 to an external entity, where the external entity is configured to visually actuate the visual indicator in response to receiving the message (block 218). In this example, the visual indicator comprises one or more light emitting diodes 122 that are associated with a port 104 or patch panel 102 that is affected by the current step of the work order. The LEDs 122 can be visually actuated, for example, by illuminating the LED 122, flashing the LED 122, and/or changing the color of the LED 122.

**[0060]** In this example, the mobile application 134 executing on the smartphone 132 is configured to display on the screen of the smartphone 132 a suitable user interface element that a technician can interact with in order to indicate that the technician would like the one or more LEDs 122 associated with the port 104 (or patch panel 102) involved with the current step of the work order to be illuminated (or otherwise visually actuated). In this example, when the mobile application 134 receives such user input from the technician, the mobile application 134 sends a message to the aggregation point 124 (the external entity in this example) indicating that the aggregation point 124 should illuminate or otherwise visually actuate the relevant LEDs 122. The aggregation point 124 does this in response to receiving such a message.

**[0061]** Method 200 further comprises receiving a user input indicating that the visual indicator associated with the current step should stop being visually actuated (block 220) and, in response to that, sending a stop message from the mobile application 134 executing on the smartphone to the external entity, where the external entity is configured to stop visually actuating the visual indicator in response to receiving the stop message (block 222). In this example, the mobile application 134 executing on the smartphone 132 is configured to display on the screen of the smartphone 132 a suitable user interface element that a technician can interact with in order to indicate that the technician would like the one or more LEDs 122 that are associated with the port 104 (or patch panel 102) involved with the current step of the work order to stop being illuminated (or otherwise visually actuated). In this example, when the mobile application 134 receives such user input from the technician, the mobile application 134 sends a message to the aggregation point 124 (the external entity in this example) indicating that the aggregation point 124 should stop illuminating or otherwise visually actuating the relevant LEDs 122. The aggregation point 124 does this in response to receiving such a message.

**[0062]** In this way, the technician is provided with a convenient way to cause the LEDs 122 (or other visual indicators) that are associated with the current step of the electronic work order to be visually actuated (and thereafter stopped) while the technician is on-site and performing that step.

**[0063]** FIGS. 3A-3K are example screenshots of one exemplary embodiment of a mobile application 134 and electronic work order application 126 that can be used with the system 100 of FIG. 1.

**[0064]** FIG. 3A is a screenshot of a “Work Orders” screen displayed by the mobile application 134 on the smartphone 132. This Work Orders screen displays a technician’s active work orders. The percentage of each work order that is completed is displayed using a bar control (where the orange part of the bar control indicates how much of the

work order has been completed). Also, in this example, the active work order (for example, one for which one or more LEDs 122 are illuminated or otherwise actuated) is indicated by a LED icon.

**[0065]** FIG. 3B is a screenshot of a “Work Order List” screen of the electronic work order application 126 that lists some of the work orders shown in the example of FIG. 3A.

**[0066]** FIGS. 3C-3D are screenshots of “Steps” screens displayed by the mobile application 134 on the smartphone 132.

**[0067]** A Step screen is displayed when the technician taps on a particular work order displayed in the Work Orders (shown in FIG. 3A). For example, FIG. 3C shows the Step screen that is displayed if the technician taps on the work order labeled “Comms patching Friday 13”, and FIG. 3D shows the Step screen that is displayed if the technician taps on the work order labeled “Catalogue Comms room”. For each step, the start and end dates for that step are displayed. To start working on that step, the technician can tap the Start button is displayed in that Step screen. If the step is a managed step and the mobile application 134 is connected to the aggregation point 124, tapping the Start button causes the aggregation point 124 to visually actuate any associated LEDs 122 (for example, by flashing the LEDs 122). This provides a visual signal to aid the technician in carrying out the step. To stop working on that step, the technician can tap the Stop button that is displayed in that Step screen. This causes the aggregation point 124 to stop visually actuating any associated LEDs 122. The mobile application 134 provides a convenient mechanism for the technician to cause the LEDs 122 to be visually actuated in order to provide the technician visual assistance in carrying out that step.

**[0068]** For steps that involve a connection or disconnection of a connection, “to” and “from” ports are displayed on the screen. Also, the different types of steps (for example, Connect, Disconnect, General) can be color-coded (for example, Connect steps can be displayed using the color green, Disconnect steps can be displayed using the

color red, and General steps can be displayed using the color grey). In this example, the technician can indicate that a general step has been completed by tapping a circle to “check off” that step as being completed. Managed steps can be marked as being completed as follows. When the indicated connector 108 is inserted into or removed from a port 104 of a managed patch panel 102, the software 118 associated with that port 104 will detect that event and read the information from the associated storage device 110 (in the case of an insertion) and report the event back to the aggregation point 124. The aggregation point 124, in response to such an event, will verify that the correct port 104 has been affected and, if it has, will communicate with the mobile application 134 to indicate that the step has been correctly completed. This requires the mobile application 134 to be in communication with the aggregation point 124. In this example, the screen can be refreshed by tapping on the Refresh button.

**[0069]** As noted above, a technician can enter comments about, and take photos related to, a particular step if required. FIG. 3E is a screenshot of one example of a Step screen that shows how Comments and Photos can be associated with a step. The technician can enter a Comment by tapping on the “Add a Comment” control, which causes a field to be displayed that the technician can enter the comment into. The technician can view photos that have been associated with the step by tapping on the Photo control, which, as shown in FIG. 3F, lists any Photos that have been associated with that step. The technician can tap the Camera icon in order to take a new photo or to select an existing photo from the photo library on the smartphone 132. The mobile application then associated the new or selected photo with that step. These photos require uploading to the aggregation point 124 and/or electronic work order application 126. Those photos that have not yet been uploaded are identified, in this example, with a Cloud icon, which the technician can tap in order to cause the selected photo to be uploaded. After the photo has been uploaded, the Cloud icon is no longer displayed. In the example shown in FIGS. 3E and 3F, these Comment and Photo features are used with the “general” steps of an electronic work order (though they can be used with other types of steps as well in other examples).

[0070] The mobile application 134 is also configured to display information about any errors that occur in connection with performing a step. One example of an error that is reported in a step screen is shown in FIG. 3G. Additional details about the error can be viewed by tapping on the “Incorrect Cable fitted” button.

[0071] The mobile application 134 is also configured to display details about the cables involved in a step. One example of a cable detail screen is shown in FIG. 3H. As shown in FIG. 3H, Comments and Photos can be associated with the cable.

[0072] As noted above, the mobile application 134 is also configured to display information about events and alarms. FIG. 3I is a screenshot of one example of an Event screen displayed by the mobile application 134. In this example, those events that are associated with open alarms are indicated by a red alarm clock signal.

[0073] FIG. 3J shows a screenshot of one example of an Event Viewer screen that is displayed by the electronic work order application 124.

[0074] FIG. 3K is a screenshot of one example of a Settings screen that a technician can use to log into the aggregation point 124. As shown in FIG. 3K, the technician can enter a username and password and view and change an IP address for the aggregation point 124 (also referred to as the ICM Server) using this screen. In this example, updates are applied by tapping the Update ICM Settings button. The technician can also use this screen to view an End User License Agreement for the mobile application 134.

## **EXAMPLE EMBODIMENTS**

[0075] Example 1 includes a method of performing the steps of a work order, the method comprising: generating an electronic work order, the electronic work order comprising a set of steps; communicating the electronic work order to a mobile application executing on a smartphone; using a camera included in the smartphone to take a picture related to the performance of at least one step associated with the



electronic work order; associating the picture with the at least one step; and communicating the picture to an entity for use in documenting the at least one step.

**[0076]** Example 2 includes the method of Example 1 and further includes displaying information about one or more of the steps associated with the electronic work order using the mobile application executing on the smartphone.

**[0077]** Example 3 includes any of the methods of Examples 1-2 and further includes displaying information about events and alarms using the mobile application executing on the smartphone.

**[0078]** Example 4 includes a method of performing the steps of a work order, the method comprising: generating an electronic work order, the electronic work order comprising a set of steps; communicating the electronic work order to a mobile application executing on a smartphone; receiving a user input indicating that a visual indicator associated with at least one step included in the electronic work order should be visually actuated; and sending a message from the mobile application executing on the smartphone to an external entity, wherein the external entity is configured to visually actuate the visual indicator in response to receiving the message.

**[0079]** Example 5 includes the method of Example 4, wherein the visual indicator comprises at least one light emitting diode.

**[0080]** Example 6 includes the method of Example 5, wherein visually actuating the light emitting diode comprises at least one of illuminate the light emitting diode, flashing the light emitting diode, and changing the color of the light emitting diode.

**[0081]** Example 7 includes any of the methods of Examples 4-6 and further includes: receiving a user input indicating that the visual indicator associated with the at least one step included in the electronic work order should stop being visually actuated; and

sending a stop message from the mobile application executing on the smartphone to the external entity, wherein the external entity is configured to stop visually actuating the visual indicator in response to receiving the stop message.

**[0082]** Example 8 includes a program product for implementing a mobile application on a smartphone, tangibly stored on a non-transitory storage medium, comprising instructions operable to cause at least one programmable processor in the smartphone to: receive an electronic work order comprising a set of steps; use a camera included in the smartphone to take a picture related to the performance of at least one step associated with the electronic work order; associate the picture with the at least one step; and communicate the picture to an entity for use in documenting the at least one step.

**[0083]** Example 9 includes the program product of Example 8 and further comprises instructions operable to cause the at least one programmable processor in the smartphone to display information about one or more of the steps associated with the electronic work order using the mobile application executing on the smartphone.

**[0084]** Example 10 includes the program product of any of the Examples 8-9 and further comprises instructions operable to cause the at least one programmable processor in the smartphone to display information about events and alarms using the mobile application executing on the smartphone.

**[0085]** Example 11 includes a program product for implementing a mobile application on a smartphone, tangibly stored on a non-transitory storage medium, comprising instructions operable to cause at least one programmable processor in the smartphone to: receive an electronic work order comprising a set of steps; receive a user input indicating that a visual indicator associated with at least one step included in the electronic work order should be visually actuated; and send a message from the mobile application executing on the smartphone to an external entity, wherein the external

entity is configured to visually actuate the visual indicator in response to receiving the message.

**[0086]** Example 12 includes the program product of Example 11, wherein the visual indicator comprises at least one light emitting diode.

**[0087]** Example 13 includes the program product of Example 12, wherein visually actuating the light emitting diode comprises at least one of illuminate the light emitting diode, flashing the light emitting diode, and changing the color of the light emitting diode.

**[0088]** Example 14 includes any of the program products of Examples 11-13 and further comprises instructions operable to cause the at least one programmable processor in the smartphone to receive a user input indicating that the visual indicator associated with the at least one step included in the electronic work order should stop being visually actuated; and send a stop message from the mobile application executing on the smartphone to the external entity, wherein the external entity is configured to stop visually actuating the visual indicator in response to receiving the stop message.

**[0089]** Example 15 includes a system that includes an aggregation point configured to receive and store information about connections made in a communication network; an electronic work order entity configured to generate an electronic work order, the electronic work order comprising a set of steps; a smartphone configured to receive the electronic work order using a mobile application executing on a smartphone; wherein the smartphone comprises a camera, wherein the mobile application is configured to: take a picture related to the performance of at least one step associated with the electronic work order, associate the picture with the at least one step; and communicating the picture to at least one of the aggregation point and the electronic work order entity for use in documenting the at least one step.

**[0090]** Example 16 includes the system of Example 15, wherein the mobile application is configured to display information about one or more of the steps associated with the electronic work order.

**[0091]** Example 17 includes the system of Example 15, wherein the mobile application is configured to display information about events and alarms.

**[0092]** Example 18 includes a system that includes: an aggregation point configured to receive and store information about connections made in a communication network; an electronic work order entity configured to generate an electronic work order, the electronic work order comprising a set of steps; a smartphone configured to receive the electronic work order using a mobile application executing on a smartphone; wherein the mobile application is configured to: receive a user input indicating that a visual indicator associated with at least one step included in the electronic work order should be visually actuated; and send a message from the mobile application executing on the smartphone to an external entity, wherein the external entity is configured to visually actuate the visual indicator in response to receiving the message.

**[0093]** Example 19 includes the system of Example 18, wherein the visual indicator comprises at least one light emitting diode.

**[0094]** Example 20 includes the system of Example 19, wherein visually actuating the light emitting diode comprises at least one of illuminate the light emitting diode, flashing the light emitting diode, and changing the color of the light emitting diode.

**[0095]** Example 21 includes any of the systems of Examples 18-19, wherein the mobile application is configured to: receive a user input indicating that the visual indicator associated with the at least one step included in the electronic work order should stop being visually actuated; and send a stop message from the mobile application executing

on the smartphone to the external entity, wherein the external entity is configured to stop visually actuating the visual indicator in response to receiving the stop message.

**[0096]** A number of embodiments have been described. Nevertheless, it will be understood that various modifications to the described embodiments may be made without departing from the spirit and scope of the claimed invention. Also, combinations of the individual features of the above-described embodiments are considered within the scope of the inventions disclosed here.

**CLAIMS**

1. A method of performing the steps of a work order, the method comprising:  
generating an electronic work order, the electronic work order comprising a set of steps;  
communicating the electronic work order to a mobile application executing on a smartphone;  
using a camera included in the smartphone to take a picture related to the performance of at least one step associated with the electronic work order;  
associating the picture with the at least one step; and  
communicating the picture to an entity for use in documenting the at least one step.
2. The method of claim 1, further comprising displaying information about one or more of the steps associated with the electronic work order using the mobile application executing on the smartphone.
3. The method of claim 1, further comprising displaying information about events and alarms using the mobile application executing on the smartphone.
4. A method of performing the steps of a work order, the method comprising:  
generating an electronic work order, the electronic work order comprising a set of steps;  
communicating the electronic work order to a mobile application executing on a smartphone;  
receiving a user input indicating that a visual indicator associated with at least one step included in the electronic work order should be visually actuated; and

sending a message from the mobile application executing on the smartphone to an external entity, wherein the external entity is configured to visually actuate the visual indicator in response to receiving the message.

5. The method of claim 4, wherein the visual indicator comprises at least one light emitting diode.

6. The method of claim 5, wherein visually actuating the light emitting diode comprises at least one of illuminate the light emitting diode, flashing the light emitting diode, and changing the color of the light emitting diode.

7. The method of claim 4, further comprising:

receiving a user input indicating that the visual indicator associated with the at least one step included in the electronic work order should stop being visually actuated; and

sending a stop message from the mobile application executing on the smartphone to the external entity, wherein the external entity is configured to stop visually actuating the visual indicator in response to receiving the stop message.

8. A program product for implementing a mobile application on a smartphone, tangibly stored on a non-transitory storage medium, comprising instructions operable to cause at least one programmable processor in the smartphone to:

receive an electronic work order comprising a set of steps;  
use a camera included in the smartphone to take a picture related to the performance of at least one step associated with the electronic work order;  
associate the picture with the at least one step; and  
communicate the picture to an entity for use in documenting the at least one step.

9. The program product of claim 8, further comprising instructions operable to cause the at least one programmable processor in the smartphone to display information about one or more of the steps associated with the electronic work order using the mobile application executing on the smartphone.

10. The program product of claim 8, further comprising instructions operable to cause the at least one programmable processor in the smartphone to display information about events and alarms using the mobile application executing on the smartphone.

11. A program product for implementing a mobile application on a smartphone, tangibly stored on a non-transitory storage medium, comprising instructions operable to cause at least one programmable processor in the smartphone to:

receive an electronic work order comprising a set of steps;

receive a user input indicating that a visual indicator associated with at least one step included in the electronic work order should be visually actuated; and

send a message from the mobile application executing on the smartphone to an external entity, wherein the external entity is configured to visually actuate the visual indicator in response to receiving the message.

12. The program product of claim 11, wherein the visual indicator comprises at least one light emitting diode.

13. The program product of claim 12, wherein visually actuating the light emitting diode comprises at least one of illuminate the light emitting diode, flashing the light emitting diode, and changing the color of the light emitting diode.

14. The program product of claim 11, further comprising instructions operable to cause the at least one programmable processor in the smartphone to:



receive a user input indicating that the visual indicator associated with the at least one step included in the electronic work order should stop being visually actuated; and

send a stop message from the mobile application executing on the smartphone to the external entity, wherein the external entity is configured to stop visually actuating the visual indicator in response to receiving the stop message.

15. A system comprising:

an aggregation point configured to receive and store information about connections made in a communication network;

an electronic work order entity configured to generate an electronic work order, the electronic work order comprising a set of steps; and

a smartphone configured to receive the electronic work order using a mobile application executing on a smartphone;

wherein the smartphone comprises a camera, wherein the mobile application is configured to: take a picture related to the performance of at least one step associated with the electronic work order, associate the picture with the at least one step, and communicate the picture to at least one of the aggregation point and the electronic work order entity for use in documenting the at least one step.

16. The system of claim 15, wherein the mobile application is configured to display information about one or more of the steps associated with the electronic work order.

17. The system of claim 15, wherein the mobile application is configured to display information about events and alarms.

18. A system comprising:

an aggregation point configured to receive and store information about connections made in a communication network;

an electronic work order entity configured to generate an electronic work order, the electronic work order comprising a set of steps; and

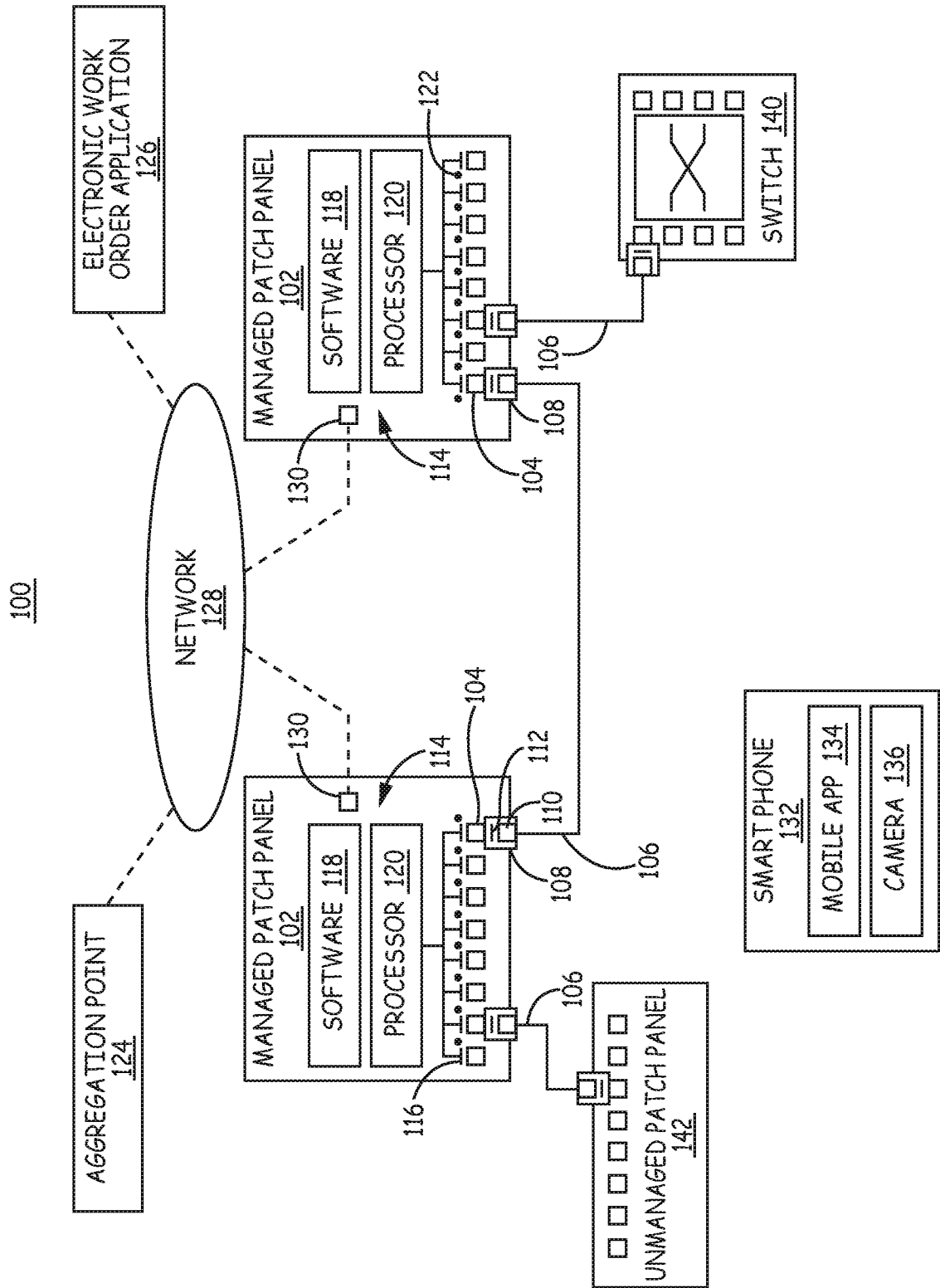
a smartphone configured to receive the electronic work order using a mobile application executing on a smartphone;

wherein the mobile application is configured to: receive a user input indicating that a visual indicator associated with at least one step included in the electronic work order should be visually actuated and send a message from the mobile application executing on the smartphone to an external entity, wherein the external entity is configured to visually actuate the visual indicator in response to receiving the message.

19. The system of claim 18, wherein the visual indicator comprises at least one light emitting diode.

20. The system of claim 19, wherein visually actuating the light emitting diode comprises at least one of illuminating the light emitting diode, flashing the light emitting diode, and changing the color of the light emitting diode.

21. The system of claim 18, wherein the mobile application is configured to: receive a user input indicating that the visual indicator associated with the at least one step included in the electronic work order should stop being visually actuated and send a stop message from the mobile application executing on the smartphone to the external entity, wherein the external entity is configured to stop visually actuating the visual indicator in response to receiving the stop message.



**FIG. 1**

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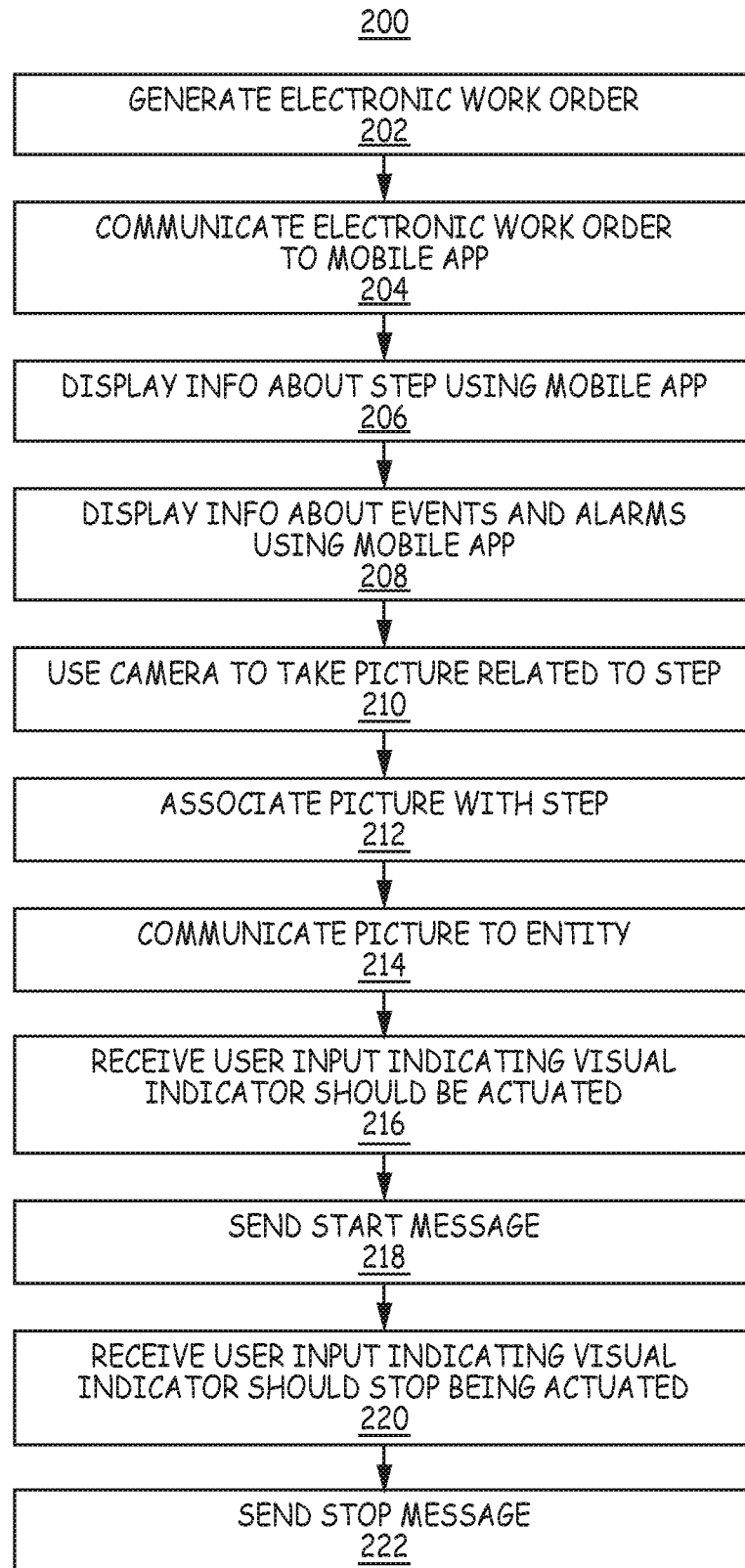


FIG. 2

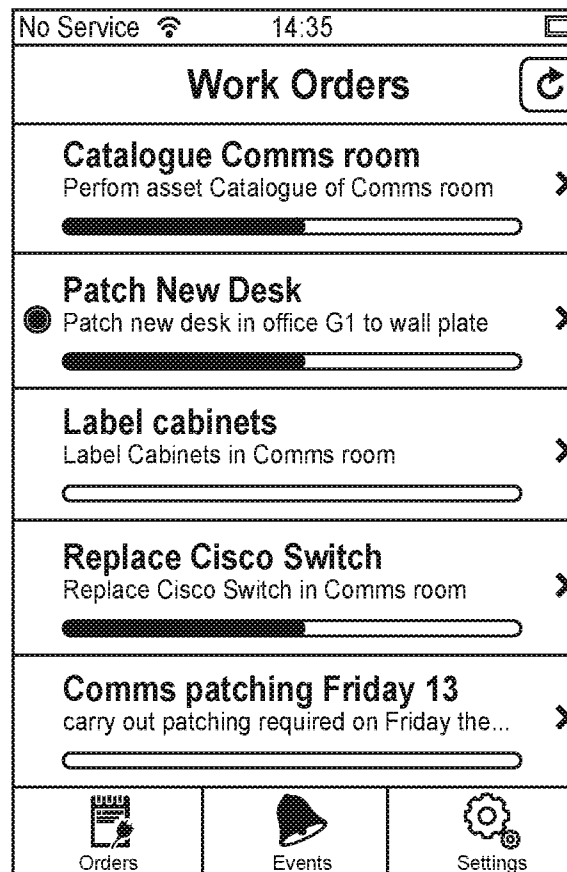


FIG. 3A

Work Order List					
All	Current	Future	Overdue	Closed	
ID	Title		Start Date		End Date
29876	Comms patching Friday 13		2012-07-12 11:26:26		2012-07-13
29877	Replace Cisco Switch		2012-07-12 11:27:00		2012-07-13
29879	Label cabinets		2012-07-12 11:27:11		2012-07-13
29880	Patch New Desk		2012-07-12 11:27:20		2012-07-13
29881	Catalogue Comms room		2012-07-12 11:27:25		2012-07-13

FIG. 3B



FIG. 3C

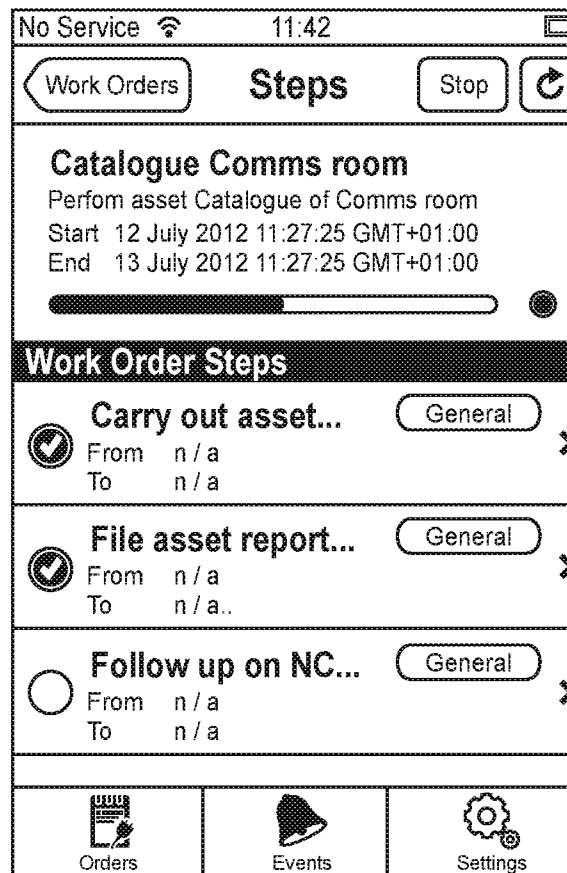


FIG. 3D





FIG. 3E

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FIG. 3F

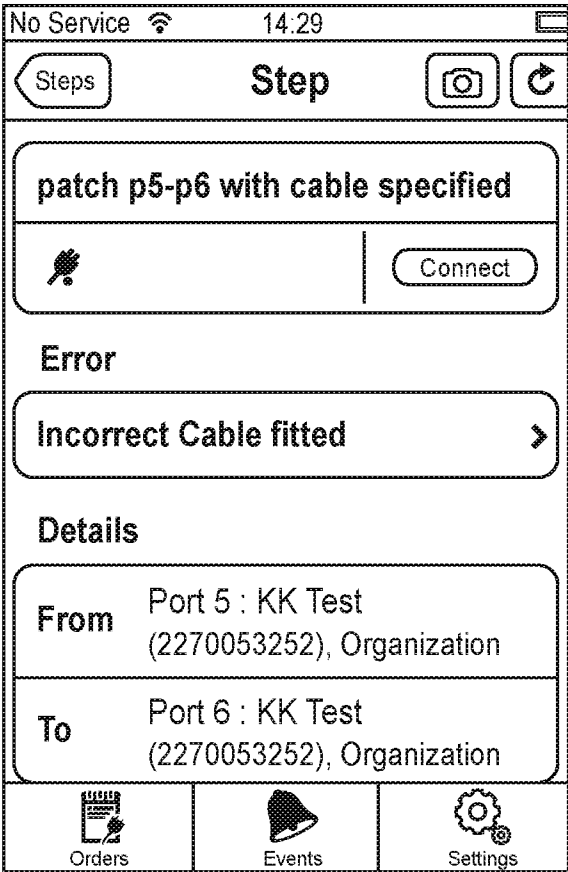


FIG. 3G

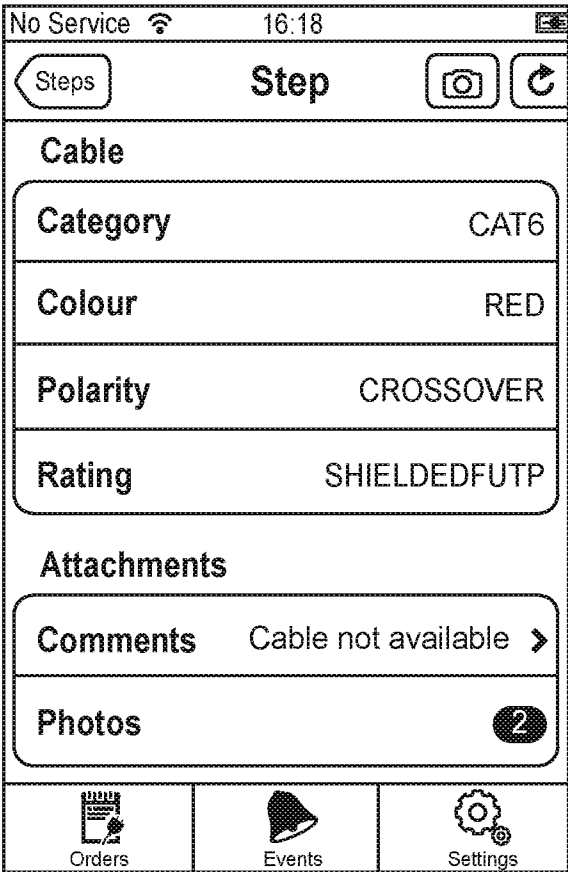


FIG. 3H

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No Service 		14:29	
<b>Events</b>			
Session - Login Success Administrator  Administrator			
<b>279</b>	<b>2012-07-20 15:59:42:767</b>		
User [administrator] with roles [ADMIN, SUPERADMIN, WORKORDER_MANAGER] has been logged out at [2012-07-20			
Session - Logout Administrator  Administrator			
<b>278</b>	<b>2012-07-20 14:14:52:275</b>		
	User [administrator] with roles [ADMIN, SUPERADMIN, WORKORDER_MANAGER] failed to log in at [2012-07-20 14:14:52:275].		
Session - Login Failure Administrator  Administrator			
<b>277</b>	<b>2012-07-20 14:14:34:441</b>		
User [administrator] with roles [ADMIN, SUPERADMIN, WORKORDER_MANAGER] failed to log in at [2012-07-20 14:14:34:441].			
Session - Login Failure Administrator  Administrator			
<b>276</b>	<b>2012-07-20 14:01:25:309</b>		
User [administrator] with roles [ADMIN, SUPERADMIN, WORKORDER_MANAGER] successfully logged in at [2012-07-20			
			
Orders	Events	Settings	


FIG. 3I

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Event Viewer				
ID	Date ▼	Event Group	Event Type	Description
283	2012-07-26 16:05:47:979	Session	Login Failure	User[f.demo] with roles [ADMIN,CLIENT_A
282	2012-07-26 16:04:40:198	Session	Login Failure	User[f.demo] with roles [ADMIN,CLIENT_A
281	2012-07-25 11:23:24:081	Session	Login Failure	User[f.demo] with roles [ADMIN,CLIENT_A
280	2012-07-23 10:14:19:815	Session	Login Success	User[administrator] with roles [ADMIN,SUP
279	2012-07-20 15:59:42:767	Session	Logout	User[administrator] with roles [ADMIN,SUP
278	2012-07-20 14:14:52:275	Session	Login Failure	User[administrator] with roles [ADMIN,SUP
343 Results    <    <    >    >    Page 11/58				

FIG. 3J

No Service  12:59 

Settings 

ICM Connection

Usernamef.demo

Password●●●●●●


ICM Serverhttps://162.109.35.168/ILM/


Enter the full url for your ICM installation.  
e.g. https://192.168.10.1/ICM/

Update ICM Settings

About

End User License Agreement >

  
Orders

  
Events


  
Settings

FIG. 3K

## INTERNATIONAL SEARCH REPORT

International application No  
PCT/GB2013/052516

A. CLASSIFICATION OF SUBJECT MATTER  
INV. G06Q10/10 G06Q10/06  
ADD.

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)  
G06Q

Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched

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

EPO-Internal, WPI Data

## C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category*	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
X	US 2006/235741 A1 (DEATON SCOTT L [US] ET AL) 19 October 2006 (2006-10-19) paragraphs [0002] - [0007] paragraphs [0039], [0043]; figure 2 -----	1-21
X	US 2010/211664 A1 (RAZA MOHAMMAD H [US] ET AL) 19 August 2010 (2010-08-19) paragraphs [0002] - [0008] paragraphs [0061] - [0062] paragraphs [0099], [0135] -----	1-21
X	US 2005/245127 A1 (NORDIN RONALD A [US] ET AL) 3 November 2005 (2005-11-03) paragraph [0065] -----	1-21



Further documents are listed in the continuation of Box C.



See patent family annex.

## \* Special categories of cited documents :

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Information on patent family members

International application No

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