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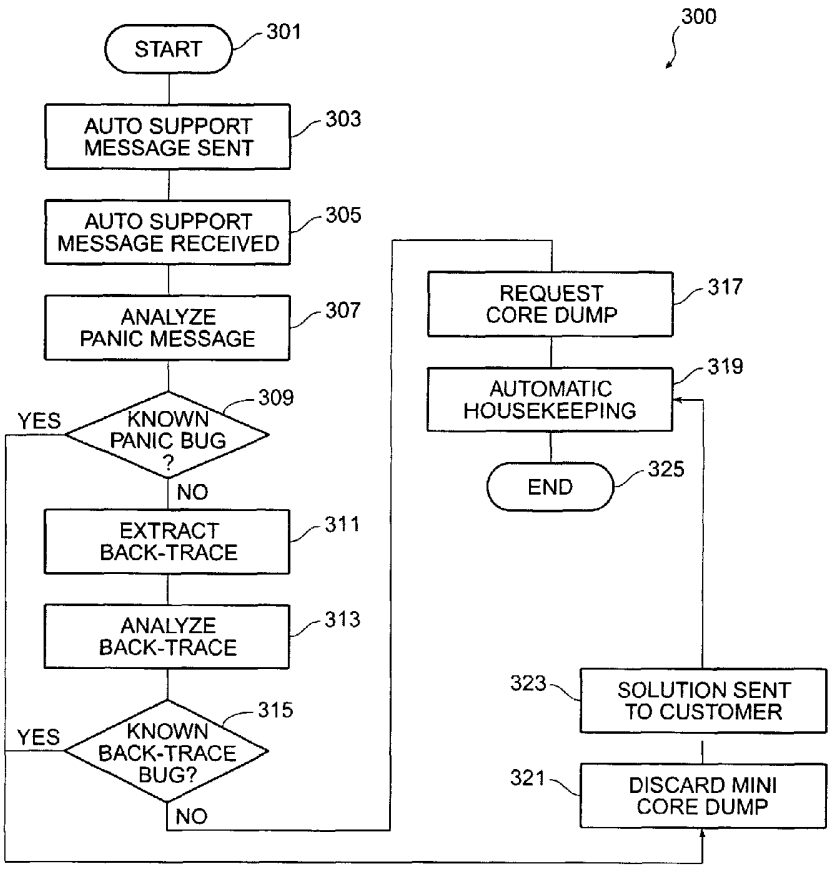
Declarations under Rule 4.17:
— *as to applicant's entitlement to apply for and be granted a patent (Rule 4.17(ii)) for all designations*
— *as to the applicant's entitlement to claim the priority of the earlier application (Rule 4.17(iii)) for all designations*

Published:
— *with international search report*

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6 November 2003

[Continued on next page]

(54) Title: PANIC MESSAGE ANALYZER



(57) Abstract: The invention provides a method and system for automatically obtaining and analyzing error messages from end users of software and hardware products. Additionally, the invention provides a method and system of providing solutions that automatically and manually correct the errors. An ever-growing database of errors and solutions is maintained so that future identical or similar problems are expedited without human intervention. Successful analysis at any but the lowest level automatically allows previous levels to be taught greater efficiency for future analysis of the same or similar errors.

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For two-letter codes and other abbreviations, refer to the "Guidance Notes on Codes and Abbreviations" appearing at the beginning of each regular issue of the PCT Gazette.

INTERNATIONAL SEARCH REPORT

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A. CLASSIFICATION OF SUBJECT MATTER
IPC 7 G06F11/32 G06F11/25 G06F11/00 G06F11/07

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)
IPC 7 G06F

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 practical, search terms used)
EPO-Internal, INSPEC, 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	WO 93 00632 A (ICL DATA AB) 7 January 1993 (1993-01-07)	1-4, 10-16, 23-27
Y	abstract page 3, line 26 -page 4, line 33 page 7, line 14 - line 20 page 9, line 8 - line 27 --- -/--	5-9, 17-22, 28,40-42

[X] Further documents are listed in the continuation of box C.

[X] Patent family members are listed in annex.

° Special categories of cited documents :

"A" document defining the general state of the art which is not considered to be of particular relevance

"E" earlier document but published on or after the international filing date

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"O" document referring to an oral disclosure, use, exhibition or other means

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"&" document member of the same patent family

Date of the actual completion of the international search	Date of mailing of the international search report
16 July 2003	01. 08. 2003

Name and mailing address of the ISA	Authorized officer
European Patent Office, P.B. 5818 Patentlaan 2 NL – 2280 HV Rijswijk Tel. (+31–70) 340–2040, Tx. 31 651 epo nl, Fax: (+31–70) 340–3016	Renault, S

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C.(Continuation) DOCUMENTS CONSIDERED TO BE RELEVANT

Category °	Citation of document, with indication,where appropriate, of the relevant passages	Relevant to claim No.
X Y	US 6 073 255 A (NOURI AHMAD ET AL) 6 June 2000 (2000-06-06) abstract column 6, line 29 - line 67 column 20, line 28 - line 42	29,30, 32, 37-39,42 31, 33-36, 40-42
Y	"AUTOMATED PROBLEM REPORTING" IBM TECHNICAL DISCLOSURE BULLETIN, IBM CORP. NEW YORK, US, vol. 32, no. 6A, 1 November 1989 (1989-11-01), pages 466-468, XP000043286 ISSN: 0018-8689 the whole document	5-9, 17-22, 28,31, 33-36
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X	KEGEL AND LE: "Apache Problem Report Database" APACHE, 'Online! 24 May 1999 (1999-05-24), XP002247941 Retrieved from the Internet: <URL:http://bugs.apache.org/> 'retrieved on 2003-07-16! the whole document	43-48
A	CHANDRA S ET AL: "Whither generic recovery from application faults? A fault study using open-source software" DEPENDABLE SYSTEMS AND NETWORKS, 2000. DSN 2000. PROCEEDINGS INTERNATIONAL CONFERENCE ON NEW YORK, NY, USA 25-28 JUNE 2000, LOS ALAMITOS, CA, USA,IEEE COMPUT. SOC, US, 25 June 2000 (2000-06-25), pages 97-106, XP010504320 ISBN: 0-7695-0707-7 the whole document	43-48

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national application No.
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Box I Observations where certain claims were found unsearchable (Continuation of item 1 of first sheet)

This International Search Report has not been established in respect of certain claims under Article 17(2)(a) for the following reasons:

1. ☐ Claims Nos.:
because they relate to subject matter not required to be searched by this Authority, namely:

2. ☐ Claims Nos.:
because they relate to parts of the International Application that do not comply with the prescribed requirements to such an extent that no meaningful International Search can be carried out, specifically:

3. ☐ Claims Nos.:
because they are dependent claims and are not drafted in accordance with the second and third sentences of Rule 6.4(a).

Box II Observations where unity of invention is lacking (Continuation of item 2 of first sheet)

This International Searching Authority found multiple inventions in this international application, as follows:

see additional sheet

1. ☒ As all required additional search fees were timely paid by the applicant, this International Search Report covers all searchable claims.

2. ☐ As all searchable claims could be searched without effort justifying an additional fee, this Authority did not invite payment of any additional fee.

3. ☐ As only some of the required additional search fees were timely paid by the applicant, this International Search Report covers only those claims for which fees were paid, specifically claims Nos.:

4. ☐ No required additional search fees were timely paid by the applicant. Consequently, this International Search Report is restricted to the invention first mentioned in the claims; it is covered by claims Nos.:

Remark on Protest

☐ The additional search fees were accompanied by the applicant's protest.

☒ No protest accompanied the payment of additional search fees.

FURTHER INFORMATION CONTINUED FROM PCT/ISA/ 210

This International Searching Authority found multiple (groups of) inventions in this international application, as follows:

1. Claims: 1-28

a method of analyzing computer error messages and generating actions in response to said messages, where messages include information comprising program instructions and address value.

2. Claims: 29-42

a method of analyzing computer error messages and generating actions in response to said messages, where messages include information comprising the entire contents of a random access memory.

3. Claims: 43-48

an apparatus having a memory for storing information identifying a product release version, a set of bugs in an earliest release and information regarding duplicate bugs.

INTERNATIONAL SEARCH REPORT

Information on patent family members

International Application No
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