

(19) World Intellectual Property Organization  
International Bureau



(43) International Publication Date  
10 March 2005 (10.03.2005)

PCT

(10) International Publication Number  
**WO 2005/022358 A3**

(51) International Patent Classification<sup>7</sup>: **G06F 17/30**

(21) International Application Number:  
PCT/US2004/028160

(22) International Filing Date: 27 August 2004 (27.08.2004)

(25) Filing Language: English

(26) Publication Language: English

(30) Priority Data:  
10/652,057 29 August 2003 (29.08.2003) US

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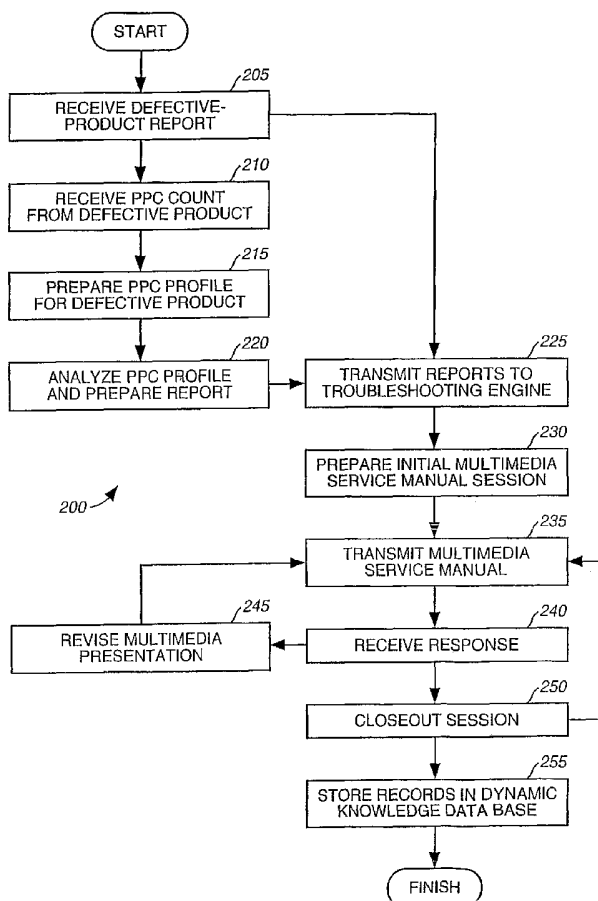
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(81) Designated States (unless otherwise indicated, for every kind of national protection available): AE, AG, AL, AM, AT, AU, AZ, BA, BB, BG, BR, BW, BY, BZ, CA, CH, CN, CO, CR, CU, CZ, DE, DK, DM, DZ, EC, EE, EG, ES, FI, GB, GD, GE, GH, GM, HR, HU, ID, IL, IN, IS, JP, KE, KG, KP, KR, KZ, LC, LK, LR, LS, LT, LU, LV, MA, MD, MG, MK, MN, MW, MX, MZ, NA, NI, NO, NZ, OM, PG, PH, PL, PT, RO, RU, SC, SD, SE, SG, SK, SL, SY, TJ, TM, TN, TR, TT, TZ, UA, UG, US, UZ, VC, VN, YU, ZA, ZM, ZW.

(84) Designated States (unless otherwise indicated, for every kind of regional protection available): ARIPO (BW, GH, GM, KE, LS, MW, MZ, NA, SD, SL, SZ, TZ, UG, ZM, ZW), Eurasian (AM, AZ, BY, KG, KZ, MD, RU, TJ, TM),

[Continued on next page]

(54) Title: TROUBLESHOOTING ENGINE AND METHOD FOR USING SAME



(57) Abstract: A system for using a troubleshooting engine to assemble an interactive multimedia repair guide for assisting a service technician in the repair of a defective product, and a method of using the same. The system includes a dynamic knowledge database for storing product history records relating to defects reported concerning the product. The database also contains design information related to the product for correlation with the defect reports and use in analyzing future reported defects. A product performance counter (PPC) analysis module receives PPC data from an individual product, generates a PPC profile based on the received data, and compares the profile to stored design and historical PPC profiles to produce a weighted prediction report of likely defects. This report is transmitted to the troubleshooting engine, which directs a multimedia application to transmit diagnosis and repair instructions to a service center technician. The database is formed of separate portions, embodied at separate geographical locations and storing records in different languages.



European (AT, BE, BG, CH, CY, CZ, DE, DK, EE, ES, FI, FR, GB, GR, HU, IE, IT, LU, MC, NL, PL, PT, RO, SE, SI, SK, TR), OAPI (BF, BJ, CF, CG, CI, CM, GA, GN, GQ, GW, ML, MR, NE, SN, TD, TG).

**Published:**

- with international search report
- before the expiration of the time limit for amending the claims and to be republished in the event of receipt of amendments

**(88) Date of publication of the international search report:**  
5 January 2006

*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

International application No.

PCT/US04/28160

## A. CLASSIFICATION OF SUBJECT MATTER

IPC(7) : g06f 17/30  
US CL : 707/104.1 219/110 702/34

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)  
U.S. : 707/104.1 219/110 702/34

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)

## C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category *	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
A	US 5,850,066 A(DEW et al.) 15 DECEMBER 1998 (15.12.1998), COL. 2, LINES 10-67	1-20
A	US 5,353,238 A (NEEF et al.) 04 OCTOBER 1994 (04.10.1994), COLU. 1, LINES 45-COL. 2, LINE 67	1-20

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☐ See patent family annex.

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"O" document referring to an oral disclosure, use, exhibition or other means	
"P" document published prior to the international filing date but later than the priority date claimed	"&" document member of the same patent family

Date of the actual completion of the international search

03 November 2005 (03.11.2005)

Date of mailing of the international search report

16 NOV 2005

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