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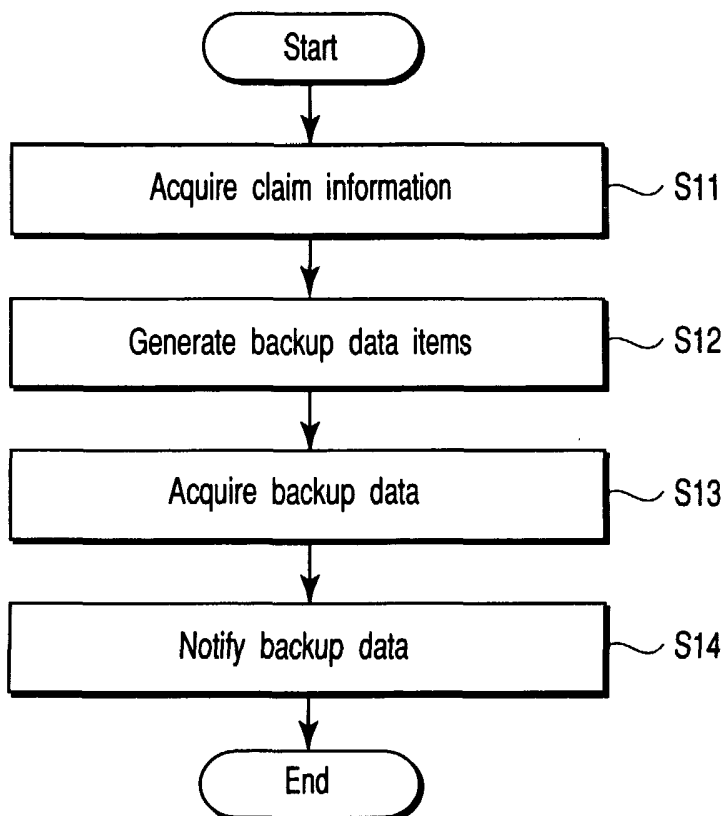
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(54) Title: METHOD AND SYSTEM FOR PROVIDING BACKUP DATA FOR STUDYING PRODUCT FAILURES VIA A REMOTE MAINTENANCE SERVICE



(57) Abstract: A method for providing backup data utilizing a remote maintenance system acquires claim information and generates a necessary backup data item from the claim information. Further, it accesses a product of a user through a network and acquires information corresponding to the backup data item from the product of the user.

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INTERNATIONAL SEARCH REPORT

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PCT/JP 02/09170

A. CLASSIFICATION OF SUBJECT MATTER
 IPC 7 G06F17/60 H04L12/24 H04L12/26 G06F11/07 G03G15/00

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 H04L G03G

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

C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category °	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
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X	EP 0 843 229 A (CANON INFORMATION SYST INC) 20 May 1998 (1998-05-20) abstract; figures 1,16-18 column 1, line 45 -column 2, line 26 column 12, line 42 -column 16, line 13 --- -/--	1-3,6-8

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Patent family members are listed in annex.

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