

(19) World Intellectual Property Organization
International Bureau



(43) International Publication Date
6 December 2007 (06.12.2007)

PCT

(10) International Publication Number
WO 2007/139963 A3

(51) International Patent Classification:
G06F 17/00 (2006.01)

(21) International Application Number:
PCT/US2007/012538

(22) International Filing Date: 24 May 2007 (24.05.2007)

(25) Filing Language: English

(26) Publication Language: English

(30) Priority Data:
11/440,563 24 May 2006 (24.05.2006) US

(71) Applicant (for all designated States except US): **MAXSP CORPORATION** [US/US]; 150 Mathilda Place, Suite 102, Sunnyvale, CA 94086 (US).

(72) Inventor; and

(75) Inventor/Applicant (for US only): **KEITH, Robert, O.** [US/US]; 1921 Bridgewood Way, Modesto, CA 95355 (US).

(74) Agents: **OWENS, Jonathan, O.** et al.; Haverstock & Owens Llp, 162 North Wolfe Road, Sunnyvale, CA 94086 (US).

(81) Designated States (unless otherwise indicated, for every kind of national protection available): AE, AG, AL, AM, AT, AU, AZ, BA, BB, BG, BH, 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, GT, HN, HR, HU, ID, IL, IN, IS, JP, KE, KG, KM, KN, KP, KR, KZ, LA, LC, LK, LR, LS, LT, LU, LY, MA, MD, ME, MG, MK, MN, MW, MX, MY, MZ, NA, NG, NI, NO, NZ, OM, PG, PH, PL, PT, RO, RS, RU, SC, SD, SE, SG, SK, SL, SM, SV, SY, TJ, TM, TN, TR, TT, TZ, UA, UG, US, UZ, VC, VN, ZA, ZM, ZW.

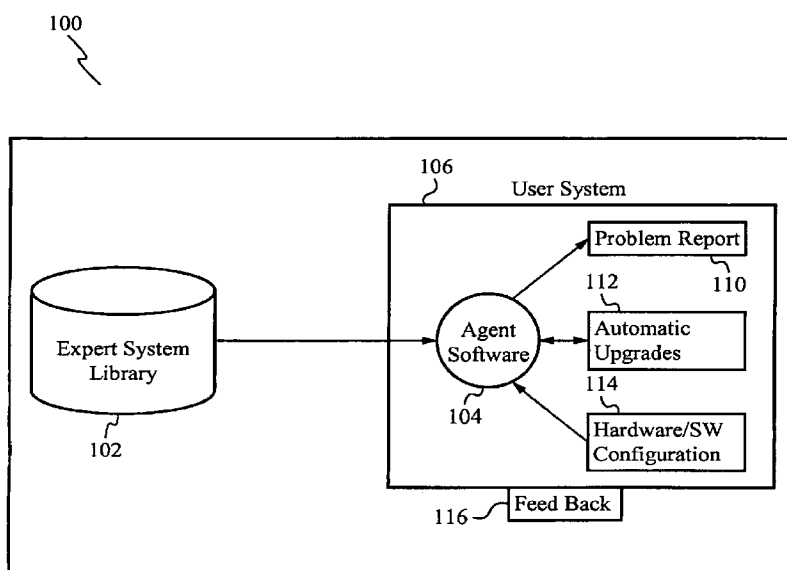
(84) Designated States (unless otherwise indicated, for every kind of regional protection available): ARIPO (BW, GH, GM, KE, LS, MW, MZ, NA, SD, SL, SZ, TZ, UG, ZM, ZW), Eurasian (AM, AZ, BY, KG, KZ, MD, RU, TJ, TM), European (AT, BE, BG, CH, CY, CZ, DE, DK, EE, ES, FI, FR, GB, GR, HU, IE, IS, IT, LT, LU, LV, MC, MT, 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:
3 July 2008

(54) Title: COMPUTER HARDWARE AND SOFTWARE DIAGNOSTIC AND REPORT SYSTEM



(57) Abstract: The present invention tests computer systems for defects that are able to cause performance and functional problems. An agent application is first installed on a user's system. The agent application then retrieves problem data from the expert system library pertinent to the user's operating environment. The agent application tests the user's system for each problem description within a downloaded data structure from the expert system library. If a problem is discovered, a script attempts to remediate the problem and/or notifies the user, describing the issue. If an unknown problem arises, a feedback mechanism expands the expert system library by sending a notification that a problem was discovered. The feedback is then utilized to increase the total knowledge in the expert system library. Then when another user with a similar or the same setup is tested, the agent application will recognize the issue and will take the appropriate remedial actions.

WO 2007/139963 A3

INTERNATIONAL SEARCH REPORT

International application No.

PCT/US07/12538

A. CLASSIFICATION OF SUBJECT MATTER IPC: G06F 17/00(2006.01) USPC: 706/60 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. : 706/60 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) Google, IEEE																				
C. DOCUMENTS CONSIDERED TO BE RELEVANT <table border="1"> <thead> <tr> <th>Category *</th> <th>Citation of document, with indication, where appropriate, of the relevant passages</th> <th>Relevant to claim No.</th> </tr> </thead> <tbody> <tr> <td>X</td> <td>US 6,012,152 (DOUIK et al) 4 January 2000 (04.01.2000), abstract, columns 13, 14, 15, and 16.</td> <td>1-37</td> </tr> <tr> <td>X</td> <td>US 6,883,118 (MORGAN et al) 19 April 2005 (19.04.2005), columns 6, 7, 10.</td> <td>1-37</td> </tr> <tr> <td>P</td> <td>US-PGPub 2006/0143493 (MEIS et al) 29 June 2006 (29.06.2006), pages 5-7.</td> <td>1-37</td> </tr> </tbody> </table>			Category *	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.	X	US 6,012,152 (DOUIK et al) 4 January 2000 (04.01.2000), abstract, columns 13, 14, 15, and 16.	1-37	X	US 6,883,118 (MORGAN et al) 19 April 2005 (19.04.2005), columns 6, 7, 10.	1-37	P	US-PGPub 2006/0143493 (MEIS et al) 29 June 2006 (29.06.2006), pages 5-7.	1-37						
Category *	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.																		
X	US 6,012,152 (DOUIK et al) 4 January 2000 (04.01.2000), abstract, columns 13, 14, 15, and 16.	1-37																		
X	US 6,883,118 (MORGAN et al) 19 April 2005 (19.04.2005), columns 6, 7, 10.	1-37																		
P	US-PGPub 2006/0143493 (MEIS et al) 29 June 2006 (29.06.2006), pages 5-7.	1-37																		
<input type="checkbox"/> Further documents are listed in the continuation of Box C. <input type="checkbox"/> See patent family annex.																				
<table border="0"> <tr> <td colspan="2"> * Special categories of cited documents: </td> <td> "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 </td> </tr> <tr> <td> "A" document defining the general state of the art which is not considered to be of particular relevance </td> <td> "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 </td> <td></td> </tr> <tr> <td> "E" earlier application or patent published on or after the international filing date </td> <td> "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 </td> <td></td> </tr> <tr> <td> "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) </td> <td> "&" document member of the same patent family </td> <td></td> </tr> <tr> <td> "O" document referring to an oral disclosure, use, exhibition or other means </td> <td></td> <td></td> </tr> <tr> <td> "P" document published prior to the international filing date but later than the priority date claimed </td> <td></td> <td></td> </tr> </table>			* 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 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			"P" document published prior to the international filing date but later than the priority date claimed		
* 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 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																				
"P" document published prior to the international filing date but later than the priority date claimed																				
Date of the actual completion of the international search 13 April 2008 (13.04.2008)		Date of mailing of the international search report 30 APR 2008																		
Name and mailing address of the ISA/US Mail Stop PCT, Attn: ISA/US Commissioner for Patents P.O. Box 1450 Alexandria, Virginia 22313-1450 Facsimile No. (571) 273-3201		Authorized officer David R. Vincent Telephone No. (571) 272-3080																		